

Merit Award – Town Ray Holdings Limited

優異獎 – 登輝控股有限公司

Report from the Board of Examiners

Headquartered in Hong Kong, Town Ray Holdings Limited is a listed company on the Main Board of SEHK (Stock Code 1692). Its principal business is to provide one-stop solutions for the advanced electrothermic household appliances in over 30 countries around the world.

Its Vision, Mission and Values are well defined and integrated into the business strategy with a clear focus on being a market leader. The company places product quality at the forefront of its Mission, backed by the “Five Bests” values, namely Best Design, Best Value, Best Quality, Best Communication and Best Service.

To enumerate the provisions of the company development, the Triple Helix Innovation Model has been applied to maximize the product value and to inspire and actualize innovations with the aim to capture scalable demands. The company, professional consultants, and customers form a unique triangle to drive the realization of innovations through their early involvement in the design and idea iteration processes.

Further to that, the company promotes legal and ethical behaviors by enforcing the standards of integrity. A systematic governance system has been set up, encompassing Senior Leaders’ actions, strategy, fiscal accountability, operations transparency, governance board, audits, interest protection, and succession planning. Equally important is the company’s strong commitment to societal contribution, including the development of local industries, environmental care, social ethics, charity, and academic collaboration.

What is noteworthy is that Senior Leaders of the company encourage frank and two-way communications among employees, customers and investors. Online tools are also extensively utilized for communication purposes. In addition to that, a recognition system has been launched to reward good performance and to lift the workforce to new heights.

Key organizational performance measures and effective information management systems have been applied to support and monitor the performance in operational, financial, sustainability and corporate support functions. Precise measurements are also implemented on ESG dimensions, including air pollution, greenhouse gas emission, as well as water and power consumption. The reduction of nitrogen oxide emission, in particular, has achieved good results in the past three years.

評審委員會報告

登輝控股有限公司總部設於香港，是一間於香港聯交所主板的上市公司（股份代號1692）。公司主要業務是在全球超過30個國家提供先進電熱家用電器的一站式解決方案。

登輝具有清晰的願景、使命和價值，並將其融入公司的業務策略，明確專注於成為市場的領導者。公司將產品質量放在其使命的首位，由「五個至臻」核心價值所組成，包括：至臻設計、至臻價值、至臻質量、至臻溝通和至臻服務。

為規劃發展方向，公司運用「三螺旋理論」，以確保產品價值最大化，同時亦鼓勵和實踐創新，以把握公司擴展中的需求。公司、專業顧問及客戶形成一個獨特的三角關係，透過他們前期參與設計和給予意見的過程，從而推動實現創新。

此外，公司通過執行誠信標準以達至合法的道德行為。公司制定一套具規劃的管治系統，當中包括高級管理層領導、策略、財務問責、營運透明化、管治委員會、審計、利益保護，以及企業接班人計劃。公司履行貢獻社會的承諾同樣重要，當中包括發展本地工業、環境保護、社會道德、慈善，以及學術合作。

值得一提的是，公司管理層鼓勵員工、客戶及投資者之間進行坦誠的雙向溝通，廣泛使用網上工具作為通訊用途。此外，公司還推行獎勵機制，以表揚具有良好表現的員工，提高團隊工作表現。

為了支持及監控營運、財務、可持續性及企業支援等方面的表現，公司採用關鍵組織性的表現計量方法和高效的資訊管理系統。公司亦就環境、社會和企業管治的角度執行精準的計量，涉及的範圍包括：空氣污染、溫室氣體排放，以及水和電消耗量。當中減少氮氧化物的排放量，於過去三年均取得滿意的成效。

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The company has adopted various channels for recruitment, and a wide spectrum of activities have been arranged to engage new employees. Employee Experience Policies are in place, covering 5 key aspects, including Purpose, Enablement, Autonomy, Reward and Leadership. To reinforce organizational culture and core values, some of the team activities and professional trainings are conducted by external consultants. Senior staff or supervisors in each production unit will provide mentoring and education to their coworkers regarding the operational procedures and requirements on technical production.

In an effort to conduct customer and market segmentation, the company conducts analysis in three different ways: ODM/OEM business models, product categories and geographical locations. Apart from having the capability to design, develop and manufacture customized products for customers, the company also puts considerable efforts in understanding the requirements of their business customers and end users.

In conclusion, the processes and systems of Town Ray are well implemented. An integrated quality management system has been instigated, enabling the company to leverage its competitive advantages and thrive in the industry.

公司採用多種渠道進行招聘，並安排各類活動吸引新員工加入。公司為員工設有體驗工作的政策，當中涵蓋五個主要範疇，分別為目的、賦能、自主、獎勵和領導力。為了加強公司的文化和核心價值，部分小組活動及專業訓練由外部顧問負責。每個生產部門的資深員工或主管亦會指導和教導員工技術生產的操作流程及要求。

為了進行客戶和市場細分，公司以三種不同的方式進行分析：原廠設計製造 (ODM) / 原始設備製造 (OEM) 業務模式、產品類別，以及區域位置。除了具備為客戶設計、開發和製造度身訂造產品的能力外，公司還致力了解業務客戶和終端用戶的需求。

總括而言，登輝具備完善的流程和系統。採用一體化的質量管理體系，使公司能夠善用其競爭優勢，並且能夠在行業蓬勃發展。