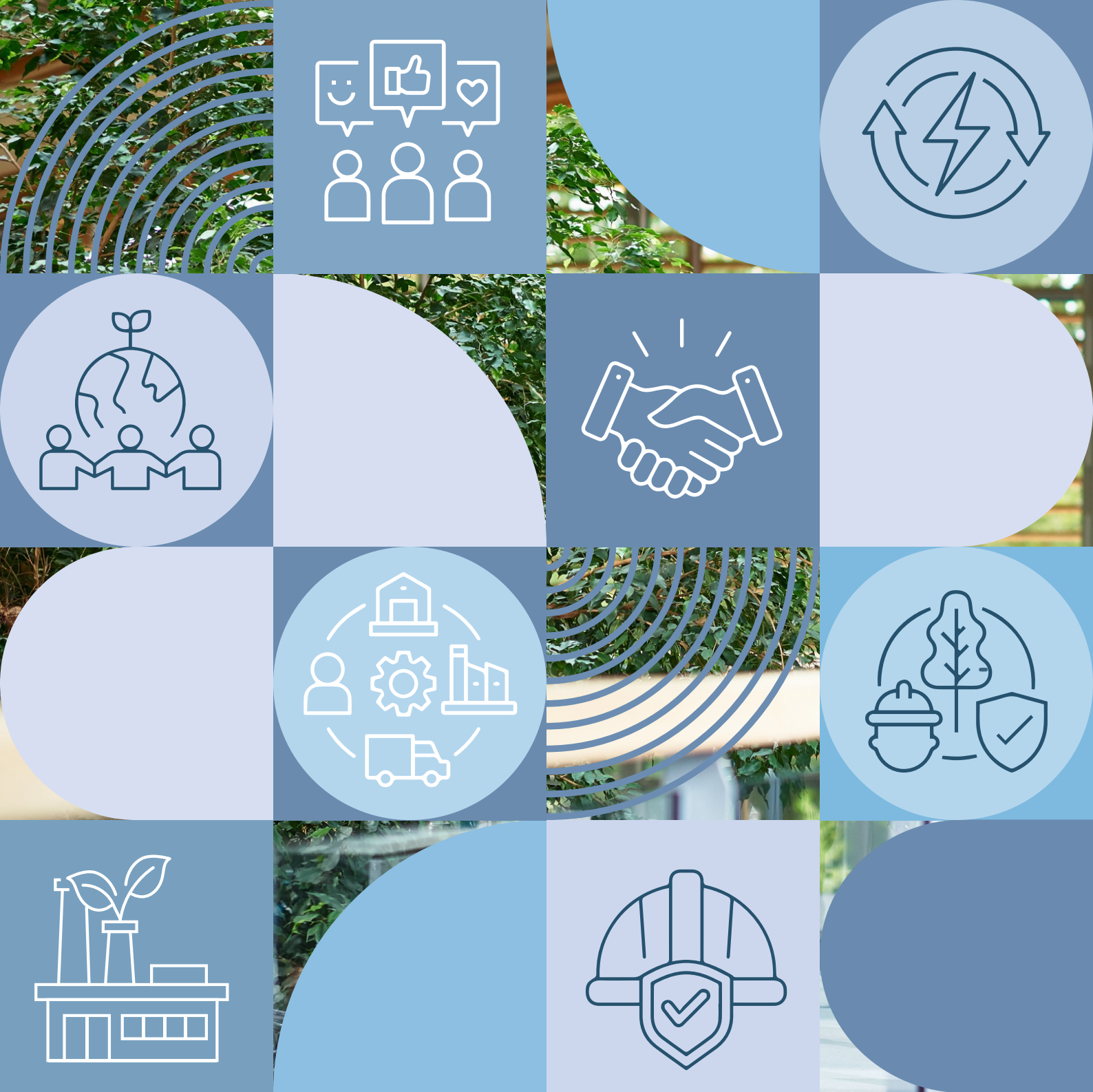




# 06

## 攜手合作 共創綠色供應鏈 SUPPLY CHAIN MANAGEMENT

本章節回應相關 UNSDGs  
This chapter corresponding UNSDGs





東華三院深知供應鏈管理對實現可持續發展目標的重要性。本院將可持續性置於營運的核心，推動環境管理、社會責任和長期可持續性。透過將可持續實踐融入供應鏈，確保所有營運與可持續發展目標保持一致。

東華三院通過負責任的採購安排和綠色採購策略來促進供應商的可持續實踐，鼓勵供應商採用可持續概念，在整個供應鏈中產生積極的連鎖反應。

## 供應商管理

東華三院建立了一個完善的供應商管理體系，以確保其效率和道德實踐。在機構層面，東華三院的財務及採購規例為供應商管理提供全面指引。本院鼓勵各科自行制定與財務及採購規例相符並滿足其特定需要的補充指引。

本院在採購過程中秉持透明、公平和誠信的原則，確保公共資金使用的問責性。財務及採購科負責制定、檢討並確保財務及採購規例的有效執行。本院供應商管理系統涵蓋供應商選擇、評估和溝通等關鍵程序。按該規例執行，旨在與供應商建立互惠互利的關係，促進可持續的商業運作。

TWGHs recognises the crucial role of supply chain management in achieving sustainability goals. The Group places sustainability at the core of our operations, driving environmental stewardship, social responsibility, and long-term sustainability. By integrating sustainable practices into the supply chain, it is ensured that all operations are aligned with our sustainability objectives.

TWGHs fosters sustainable practices among suppliers through responsible sourcing and green procurement strategies to encourage the suppliers to adopt sustainability concepts, creating a positive ripple effect throughout the supply chain.

## Supplier Management

TWGHs has established a robust supplier management system to ensure efficient and ethical practices. At the organisation level, the TWGHs Financial and Procurement Regulations (FPR) provide comprehensive guidelines for supplier management. Individual divisions are encouraged to develop supplementary guidelines that align with the FPR and address specific needs.

The Group upholds transparency, fairness, and honesty in our procurement processes, ensuring accountability in the use of public funds. The Finance & Supplies Division formulates, reviews, and ensures effective implementation of the FPR. The supplier management system includes key stages like supplier selection, evaluation, and communication. By adhering to these practices, the Group fosters mutually beneficial relationships with suppliers and promotes sustainable business practices.



## 挑選供應商

本院建立東華三院供應商名單，以匯聚優質可靠的供應商。透過與這些合作伙伴緊密合作，確保供應鏈由志同道合的企業組成，並為整體可持續發展作出積極貢獻。

根據東華三院的財務及採購規例，本院制定了7項適用於所有採購的指導原則，旨在提升選擇供應商的管理具完整性和有效性。為達致最高標準的誠信和問責性，更特別注重防止利益衝突，並嚴格遵守廉政公署（ICAC）發出的非政府機構「防貪指南」，避免可能出現私人利益的情況。此外，若任何投標者或供應商從事可能導致或構成危害國家安全的活動，根據香港的法律授權或相關的國家安全法律，本院將採取迅速行動，終止已授予的合約，並將該公司從供應商名單中剔除。

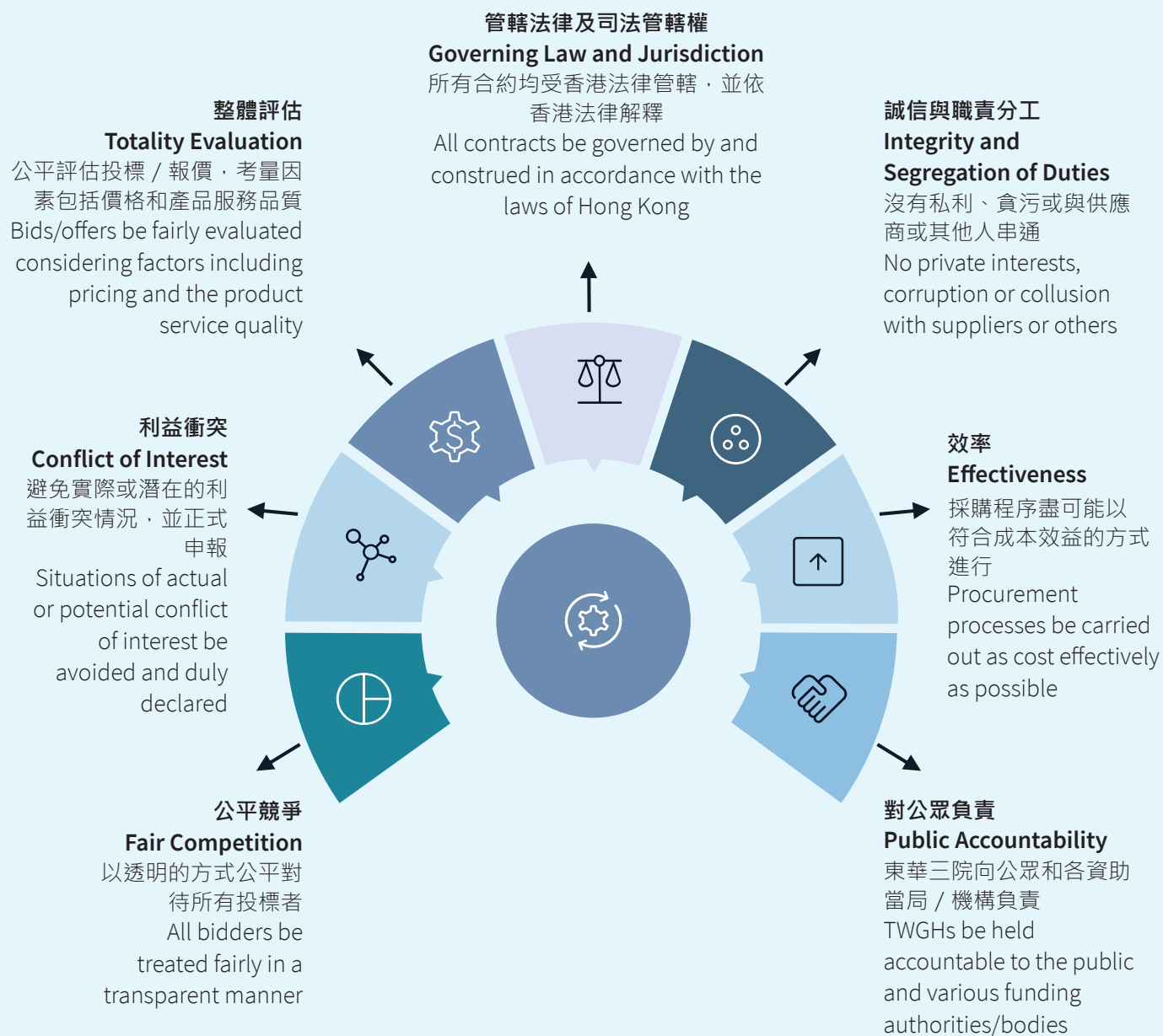
為支持本地經濟，本院主要選擇本地的香港供應商。透過與本地供應商積極合作，本院促進本地商界的增長和發展，創造就業機會，並推動經濟動力和長期可持續發展。

## Supplier Selection

The Group has established and diligently maintained the TWGHs Supplier List, serving as a curated compilation of high-quality and reliable suppliers. By collaborating closely with these partners to ensure that the Group's supply chain is composed of like-minded entities actively contributing to the overarching sustainability.

In accordance with TWGHs' FPR, the Group has set up 7 guiding principles that apply to all procurement across TWGHs, designated to promote integrity and effectiveness in supplier selection management. To ensure the highest standards of integrity and accountability, major focuses are put on the prevention of conflicts of interest and strictly follow the "Corruption Prevention Guide" for Non-Governmental Organisations issued by the Independent Commission Against Corruption (ICAC) to avoid situations where private interest may arise. Furthermore, if any tenderer or supplier engages in activities that are likely to cause or constitute offences endangering national security, based on the legal authority or related national security laws of Hong Kong, the Group will take swift action to terminate the awarded contract and remove them from the Supplier List.

In support of the local economy, the Group mainly selects local suppliers in Hong Kong. By actively engaging local suppliers, the Group contributes to the growth and development of the local business community, creating job opportunities, and fostering economic resilience and long-term sustainability.





## 供應商評估

東華三院致力建立一套完整的評估機制，以嚴格評估供應商的績效和能力。本院採用了一系列的評估標準，包括但不限於以下各項：

完成合約的  
時間性  
Timeliness in  
Completing Contract

遵守合約規範  
Compliance of  
Contract Specification

達成合約目標  
Achievement of Contract  
Objectives

服務與產品的  
品質  
Quality of Services  
and Products

用戶滿意度  
User Satisfaction

透過採用這些評估標準，本院確保以一致的評估方式來監察供應商的有效性和合適性。對於主要供應商，採購部會進行定期審查，以確保其持續表現符合要求。

倘若供應商持續表現欠佳、或作出不當及欺詐行為，停業或與東華三院之間出現訴訟，則本院可能會採取相應的措施。這些措施包括將該供應商從認可供應商名冊中剔除，或暫停其投標資格。已取消的供應商必須在上次被取消資格之日期起滿 36 個月後，方可重新申請供應商註冊。

## Supplier Evaluation

TWGHs has established a robust evaluation mechanism to thoroughly assess suppliers' performance and capabilities. The Group employs a range of evaluation criteria, which include but not limited to the following:

By deploying these evaluation criteria, the Group ensures a consistent assessment to monitor and gauge the effectiveness and suitability of its suppliers. Regarding key suppliers, regular reviews will be performed by the Purchasing Section to ensure their ongoing performance is satisfactory.

In cases where suppliers demonstrate persistently unsatisfactory performance, engage in malpractice or fraudulent acts, cease their business operations, or lawsuits arise between TWGHs and the supplier, the Group may take corresponding actions that include removing or suspending the supplier from the approved suppliers' pool. Suppliers removed from the pool are only allowed to reapply for supplier registration after a period of 36 months from the date of their last removal.



本院致力維持供應商的誠信與質素，旨在確保與可靠且表現良好的供應商建立合作關係。這些供應商不僅符合本院的價值觀，還能滿足本院的期望。為了達成這一目標，本院在供應商管理上堅持嚴格的內部監控和流程，確保公共資金的分配與使用皆以負責任的方式進行。

### 供應商溝通

開放且透明的溝通對於促進改善及鞏固與供應商的長期合作關係至關重要。透過各種機制，如定期會議、實地視察及檢討報告，本院與供應商保持緊密的溝通渠道。例如，公共服務部定期與殯儀館代辦商舉行會議，收集他們的意見和瞭解其所關注的問題，解決疑慮同時找出需要改善的地方。透過與供應商保持緊密合作，本院能夠建立一個更負責任且更具彈性的供應鏈。

### 供應商監察

本院持續監察服務供應商的表現，以確保他們提供最佳服務。為了維持建築項目的安全性和可持續性，本院指派監督人員定期視察工地，並針對安全、健康及環境保護等方面作出監察。

The Group strives to maintain the integrity and quality of its supplier base, ensuring that the Group continues to work with reliable and high-performing suppliers who align with its values and meet its expectations. By adhering to strict internal controls and processes in supplier management, the Group ensures that public funds are allocated and utilised responsibly.

### Supplier Communication

An open and transparent communication is essential for fostering continuous improvement and cultivating long-term partnerships with suppliers. The Group maintains close communication channels through various mechanisms such as regular meetings, site visits and review reports. For example, Traditional Services Section organises regular meetings with Optional Services Providers of Funeral Parlours to collect their feedback, understand their concerns, address any concerns and identify areas for improvement. By maintaining a close collaboration with suppliers, the Group is able to create a more responsible and resilient supply chain.

### Supplier Monitoring

The Group is constantly monitoring its service suppliers' performance to ensure they are providing the services with best practices. To ensure construction projects uphold safety and sustainability standards, designated personnel conduct site inspections and monitor especially on key aspects related to safety, health and environmental protection on a regular basis.





## 綠色採購

東華三院制定了綠色採購政策作為環保策略之一，並將環保表現融入採購決策中，以減少本院的環境足跡，推動積極的環境變革。

### 東華三院綠色採購政策 TWGHs Green Procurement Policy

在本院綠色採購政策下所訂立的目標如下：

The goals established under the Green Procurement Policy of the Group are as follows:

- 鼓勵減少購買一次性產品，並積極研究使用可重複使用的產品作為替代；  
Encourage the reduction in purchasing disposable products and actively examine the use of reusable products as an alternative;
- 購買對環境友好的車輛；  
Purchase environmentally friendly vehicles;
- 在可行的情況下，將環境規格納入工程招標或合約中。  
Incorporate environmental specifications in works tenders or contracts if practicable.

在招標過程中，本院亦強調環境保護並要求在可行的情況下投標者實施節能措施並使用環保材料。

在專業團隊和供應商共同努力下，報告期間本院的供應鏈中沒有出現重大的實際和潛在的負面環境和社會影響。

## Green Procurement

As part of environmental strategies, TWGHs has formulated the Green Procurement Policy to integrate environmental performance into procurement decisions to minimise its environmental footprint and drive positive environmental change.

In the tendering process, the Group also emphasises environmental protection and requires tenderers to implement energy-saving measures and use environmentally friendly materials, when feasible.

Attributed to the concerted efforts of dedicated teams and suppliers, there were no significant actual and potential negative environment and social impacts arising in the Group's supply chain during the Reporting Period.