



翠華集團®

TSUI WAH GROUP

Tsui Wah Holdings Limited

翠華控股有限公司

(Incorporated in the Cayman Islands with limited liability)

Stock Code: 1314



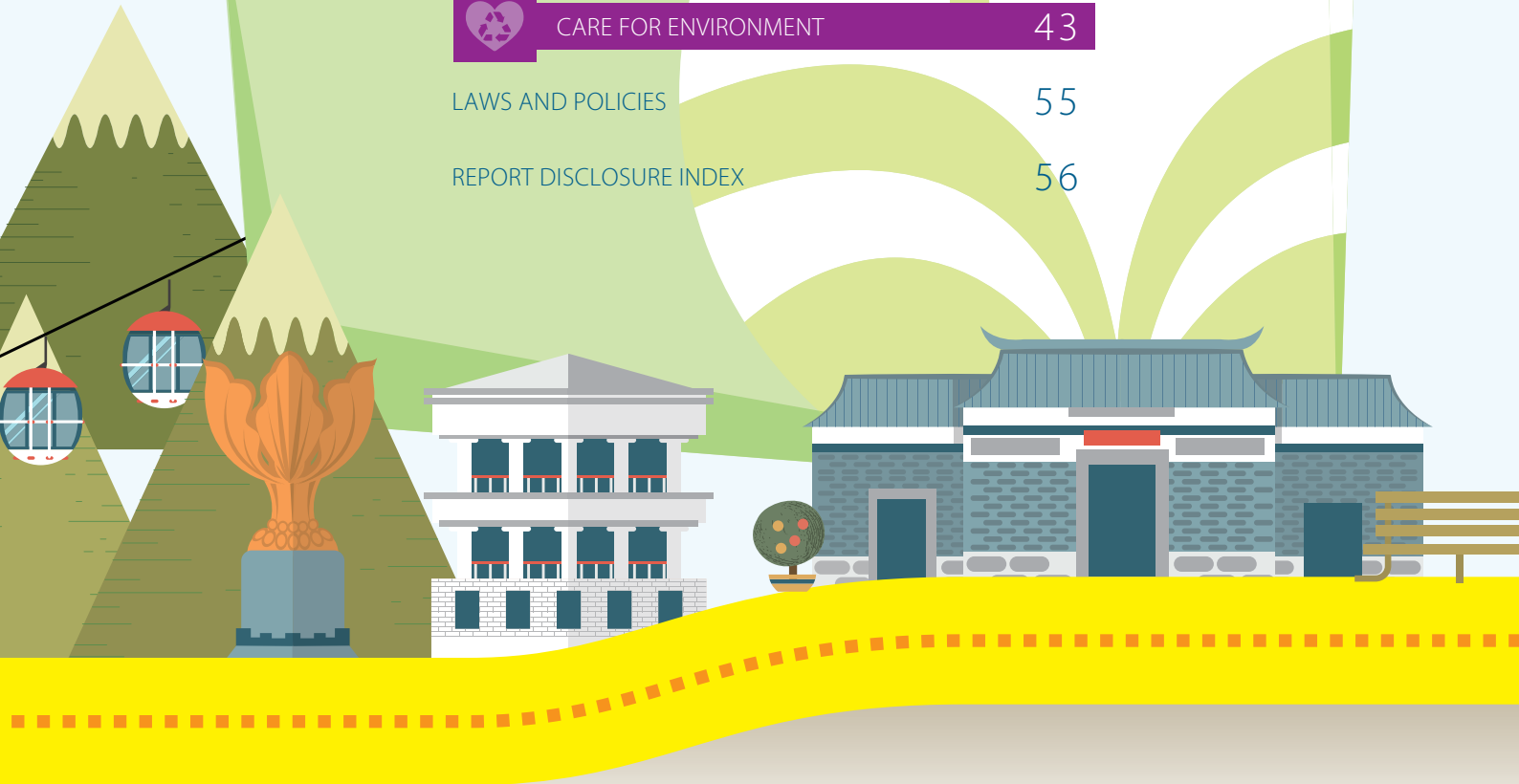
2018

Environmental, Social  
and Governance Report

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## ABOUT THE REPORT

This Environmental, Social, and Governance (“ESG”) report (the “Report”) demonstrates Tsui Wah Holdings Limited (hereinafter referred to as “Tsui Wah”, the “Company”) and its subsidiaries’ (the “Group”) approach and performance in terms of sustainable development for the financial year ended on 31 March 2018 (“FY2018”). The Group believes that a sustainable, resilient and reliable stewardship and development is essential to the Group’s long-term success. Details of the Group’s management approach in both environmental and social aspects can be found throughout this ESG Report.

This Report covers the environmental and social performance within defined operational boundaries of the Group that includes the Group’s operation in Hong Kong, Macau, and the People’s Republic of China (the “PRC”). The reporting period is the Group’s financial year dating from 1 April 2017 to 31 March 2018, i.e. FY2018. This ESG report is prepared in compliance with the ESG Reporting Guide as set out in Appendix 27 of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited.

The information in this ESG Report was gathered through numerous channels, including official documents and statistics of the Group, the integrated information of supervision, management and operation in accordance with the relevant policy, the internal quantitative and qualitative questionnaires based on the reporting framework, and sustainability practices provided by the subsidiaries of the Group. A complete content index is available at the end of the ESG report for readers’ convenience.

As the Group strives for excellence, readers are welcome to share their views with the Group at [info@tsuiwah.com](mailto:info@tsuiwah.com). For more information on our sustainability approach, please visit our official website at <http://www.tsuiwah.com>.



# LETTER TO STAKEHOLDERS

DEAR STAKEHOLDERS,

On behalf of the board of directors (the “Directors” and the “Board”, respectively) of Tsui Wah Holdings Limited (the “Company”, together with its subsidiaries, the “Group” or “Tsui Wah”), I am pleased to present to our stakeholders our first standalone ESG report to demonstrate the Group’s approach and performance in terms of sustainable development for the year ended on 31 March 2018 (“FY2018”). As a leader in the Cha Chaan Teng sector in Hong Kong, Tsui Wah always aims to promote traditional Hong Kong culinary culture with high standard of food quality, hygiene and customer service. The Group commits to providing attractive and quality food to its customers, remains accountable to its stakeholders, and continues to contribute to the sustainable development of the community and the natural environment.

Tsui Wah continues to contribute to the sustainable development of the industry of restaurant and fast food shops. To fulfill the obligations and commitment of a responsible catering enterprise, Tsui Wah undertakes to the public that what we provide is food safe for consumption by ourselves and our generations to come. Therefore, Tsui Wah always attaches great importance to food safety which will never be compromised for costs, resting assured those who patronize its restaurants. Tsui Wah has been striving for excellence for more than 50 years and has now established itself as a renowned Cha Chaan Teng chain with a restaurant network expanding from Hong Kong to overseas markets like Mainland China, Macau and Singapore. It was successfully listed on the Hong Kong Stock Exchange (Stock Code: 1314) in 2012. The Group always works diligently on its mission to promote the culinary culture of Cha Chaan Teng. The literal sense of “翠華”, the Chinese brand name for Tsui Wah, represents “evergreen” and “Chinese”, signifying Tsui Wah’s philosophy of preserving and spreading the everlasting spirit of the Chinese people.

Rooted in Hong Kong for over 50 years, Tsui Wah has witnessed the “Spirit of Lion Rock” within the people of Hong Kong who are notable for going from strength to strength. By adhering to the principle of “speed, quality and perfection”, the Group continues to grow with the people of Hong Kong and through supporting each other, together we have witnessed many social changes and weathered a number of economic cycles. In addition to promoting local food culture, the Group is also committed to ensuring a healthy growth in itself by incorporating the sustainability elements into its operations so that it can remain “evergreen” over time.

Looking forward, the Group will continue its tireless effort to replace old with new so as to answer the support and affection from the community. I, together with the management of the Group, undertake to lead “Tsui Wah” to spread the Cha Chaan Teng culture in the catering industries throughout the Greater China Region and then across the globe by maintaining its care for employees, customers, community, suppliers and environment. Leveraging on what we have achieved, we are preparing ourselves for a centennial. Let us work together hand in hand to establish “Tsui Wah” as a brand name in which every Hong Konger should take pride.

Last but not least, I would like to take this opportunity, on behalf of my fellow Directors and management of Tsui Wah, to extend my sincere gratitude to our customers, stakeholders, suppliers, colleagues for their continuous effort in helping the Group achieve its sustainability goals.

**Lee Yuen Hong**

Chairman and Executive Director



翠華

翠華

TSUI  
WAH



ABOUT  
TSUI WAH



## ABOUT TSUI WAH



**Tsui Wah Holdings Limited is a restaurant chain based in Hong Kong.** Our network covers Hong Kong, Macau, Shenzhen, Guangzhou, Zhongshan, Shanghai, Wuhan, Wuxi and Nanjing in the PRC, as well as Singapore.

As at 31 March 2018, the Group had

# 68 Restaurants

that were owned or operated under the brand of 'Tsui Wah'.

Tsui Wah's story started with a humble beginning in 1967. During the past 50 years, Tsui Wah has grown together with Hong Kong and, leveraging on its experience in the catering industry, succeeded in maintaining rapid and stable growth regardless of the ups and downs of the local economy by swiftly adjusting its operation strategy under a highly competitive business environment to cope with various adversities in a flexible manner and has ultimately developed into a leading restaurant chain. To further promote Hong Kong culinary experience to new admirers, Tsui Wah keeps developing itself and expanding its restaurant network. Since 2009, we have commenced opening new restaurants in the renowned entertainment venues in Macau and various 1-tier cities in Mainland China and so far we have in aggregate more than 30 restaurants in Macau and Mainland China, representing half of our restaurants, clearly demonstrating Tsui Wah's insistence on self perfection and exploration of new opportunities. Tsui Wah insists on presenting the typical Hong Kong culinary experience to new admirers by providing the highest food quality and service. In future, we will proactively develop our restaurant network to cover more cities and enhance our presence, thereby treating our friends from Mainland China with the culinary experience of Hong Kong Cha Chaan Teng.

As to the local market in Hong Kong, we will gather pace in opening new restaurants so as to capture a larger market share. To begin with, we will identify suitable sites for new restaurants and optimize our internal operating system to enhance operation efficiency. At the same time, we will also increase the capacity of the central kitchens to ensure quantity and quality of food.

We will adopt a diversified development approach to achieve breakthroughs in future. In the past, we have introduced brand new concepts to our operations by adding two sub-brands, namely "Supreme Catering (至尊到會)" and "Tsui Wah Delivery (快翠送)". "Supreme Catering (至尊到會)" is quality catering services intended for wedding banquet and corporate functions while "Tsui Wah Delivery (快翠送)", equipped with a professional fleet of vehicles, provides exceptional delivery service of Cha Chaan Teng cuisine which is now available in 18 of our restaurants. As at August 2018, the Group launched several new self-developed brands, namely "BEAT Bakery", a bakery that uses flour imported from Japan with healthy eating as its core theme, and Nijuuichi Don (廿一堂), featuring Japanese fast-food. The Group has also opened a new restaurant, Maomao Eat (輕。快翠), mainly serving authentic Hong Kong style snacks in the Tai Kwun Centre for Heritage and Arts, which is located in Central, Hong Kong. Maomao Eat also incorporates vegetarian elements in its menu by partnering with Green Monday, a non-profit organisation that promotes a healthy diet and sustainable living. Besides, the Group has also opened Senbadou (千羽堂), catering to the mid-to-high end Japanese light snacks market. Looking forward, we will further penetrate the market and relentlessly grow the legend of delicacy along with Hong Kong.



# ABOUT TSUI WAH

## THE GROUP'S DEVELOPMENT MILESTONES

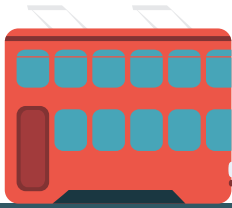
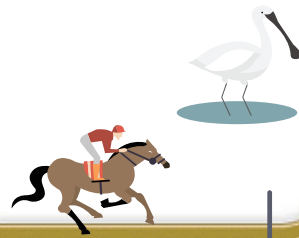
### 1967-1994

- Opening of the first Tsui Wah restaurant, a small-scale "Ice Cafe", in Mong Kok
- Acquisition of the San Po Kong Tsui Wah restaurant



#### Consolidation stage in Hong Kong:

- Establishing a chain network, enhancing quality, building brand name and management team
- Opening of the Wellington Street Tsui Wah restaurant in Central
- Retaining personnel consultant and improving staff quality
- Opening of the Pak Hoi Street Tsui Wah restaurant, being the 10th restaurant of Tsui Wah
- Recognition of Tsui Wah's central kitchen by Hong Kong Quality Assurance Agency

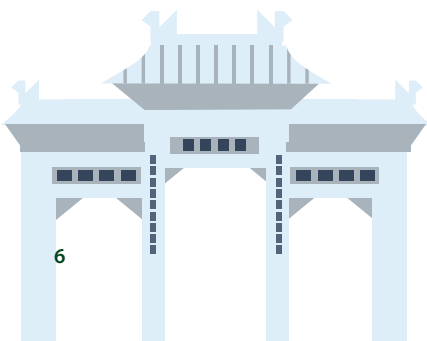
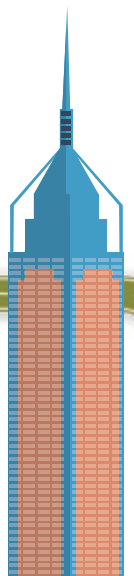
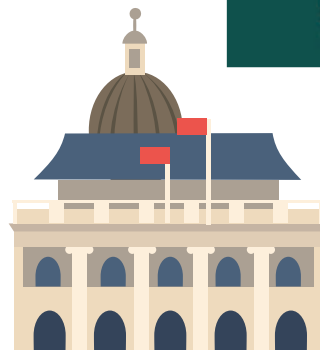


### 2017

- Celebrating the 50th anniversary of the founding of the Group and the 5th anniversary of the Group's listing
- Opening of 2 new restaurants in Mainland China

### 2018

- Setting foot in Singapore
- Launching of sub-brands
- Opening of 8 new restaurants in Mainland China and Hong Kong





# ABOUT TSUI WAH

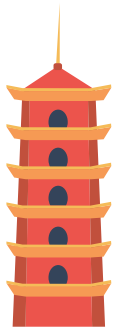
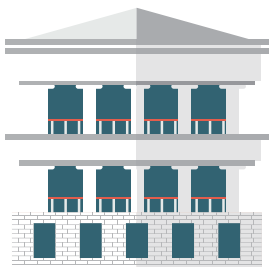
## 2009

- Opening of Tsui Wah's first PRC restaurant in Shanghai
- Commencement of operation expansion into PRC
- Order-taking by PDA with the introduction of electronic system



## 2011

- Opening of the 20th restaurant of Tsui Wah in Hong Kong
- A workforce of over 2,000 employees
- Opening of the first restaurant of Tsui Wah in Macau



## 2015

- Opening of 10 new restaurants in Mainland China and Hong Kong
- Commencement of operation of the new central kitchen in Hong Kong

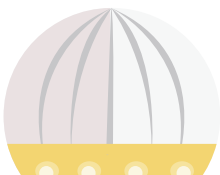
## 2012

- Successful listing of the Group in Hong Kong
- Launching of "Supreme Catering" and "Tsui Wah Delivery"
- Opening of 10 new restaurants in Shanghai, Wuhan and Hong Kong



## 2016

- Setting foot in Nanjing and Wuxi
- Central kitchen obtaining ISO22000: 205 certification from SGS Hong Kong Limited





# ABOUT TSUI WAH

## Award and Recognition

It is a great honour for the Group to gain recognition from the society of its efforts in the pursuit of sustainable development and win the following awards in recognition of its performance in "Care for Employee, Care for Customer, Care for Community, Care for Environment" over the past year.



## Care for Employee

**Award/Recognition**  
Outstanding QTS Merchant Service Staff Award 2017

**Issuing organisation**  
Hong Kong Tourism Board



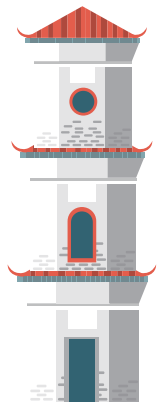
# 20

## Care for Customer



**Award/Recognition**  
Food & Beverage Industry — Occupational Safety & Health Competition 2017 — Participation Certificate

**Issuing organisation**  
Occupational Safety & Health Council



## Care for Community

**Award/Recognition**  
2017 Golden Hong Kong Stocks Awards  
"Most Valuable Medium-and Small-cap Stock"

**Issuing organisation**  
Zhitongcaijing & Hithink RoyalFlush Information Network Co., Ltd.

## Care for Customer

**Award/Recognition**  
Corporate Member of International Food Safety Association 2017/2018

**Issuing organisation**  
International Food Safety Association



## Care for Customer

**Award/Recognition**  
Best Late Night Dining

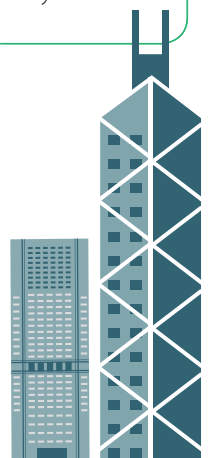
**Issuing organisation**  
HKClubbing.com



## Care for Community

**Award/Recognition**  
Hong Kong Outstanding Parade 2017

**Issuing organisation**  
Economic Digest





# ABOUT TSUI WAH

## Care for Environment

### Award/Recognition

BOCHK Corporate Environmental Leadership Award 2016

### Issuing organisation

Federation of Hong Kong Industries & Bank of China (Hong Kong)



中銀香港 | BOCHK  
企業環保領先大獎  
Corporate Environmental Leadership Awards

## Care for Employee

### Award/Recognition

Green Office Awards Labelling Scheme (GOALS) and Eco-Healthy Workplace Awards Labelling Scheme

### Issuing organisation

World Green Organisation



## Care for Customer

### Award/Recognition

Weekend Weekly "Best-ever Dining Awards 2017"  
— Cha Chaan Teng

### Issuing organisation

Weekend Weekly



## Care for Community

### Award/Recognition

Enterprising HK Brand Award 2017- Best HK Travel and Hospitality Brand (Publicly-listed) Certificate of Commendation

### Issuing organisation

South China Morning Post

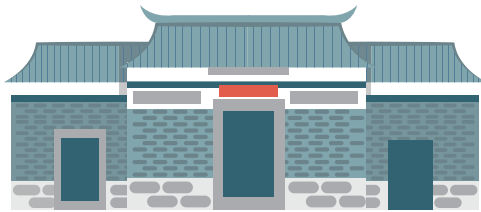
## Care for Community

### Award/Recognition

Hong Kong & Kowloon Walk Millions 2016/17

### Issuing organisation

The Community Chest



## Care for Employee

### Award/Recognition

New Employment Journey for Senior Citizens

### Issuing organisation

Jockey Club Age-friendly City

## Care for Community

### Award/Recognition

"Family + Fish Charity Cup" Champion — Aberdeen Dragon Boat Race

### Issuing organisation

Southern District Dragon Boat Race Committee



## Care for Employee

### Award/Recognition

Tung Chung Recruitment Day 2017

### Issuing organisation

OIWA

## Care for Environment



### Award/Recognition

2017 Sustainable Business Award

### Issuing organisation

World Green Organisation

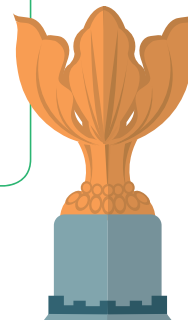
## Care for Customer

### Award/Recognition

Food Safety Excellence Award 2017

### Issuing organisation

International Food Safety Association



# 2018

## Care for Employee

### Award/Recognition

Best ERB Manpower Developer Award — ERB Best Employer

### Issuing organisation

Employees Retraining Board (ERB)

## Care for Employee

### Award/Recognition

Employer of Choice Award 2017

### Issuing organisation

Job Market & Sing Tao Group

## Care for Community

### Award/Recognition

Caring Company

### Issuing organisation

Hong Kong Council of Social Service

## Care for Environment

### Award/Recognition

HKIA Environmental Management Recognition Scheme — Good Class

### Issuing organisation

Hong Kong International Airport

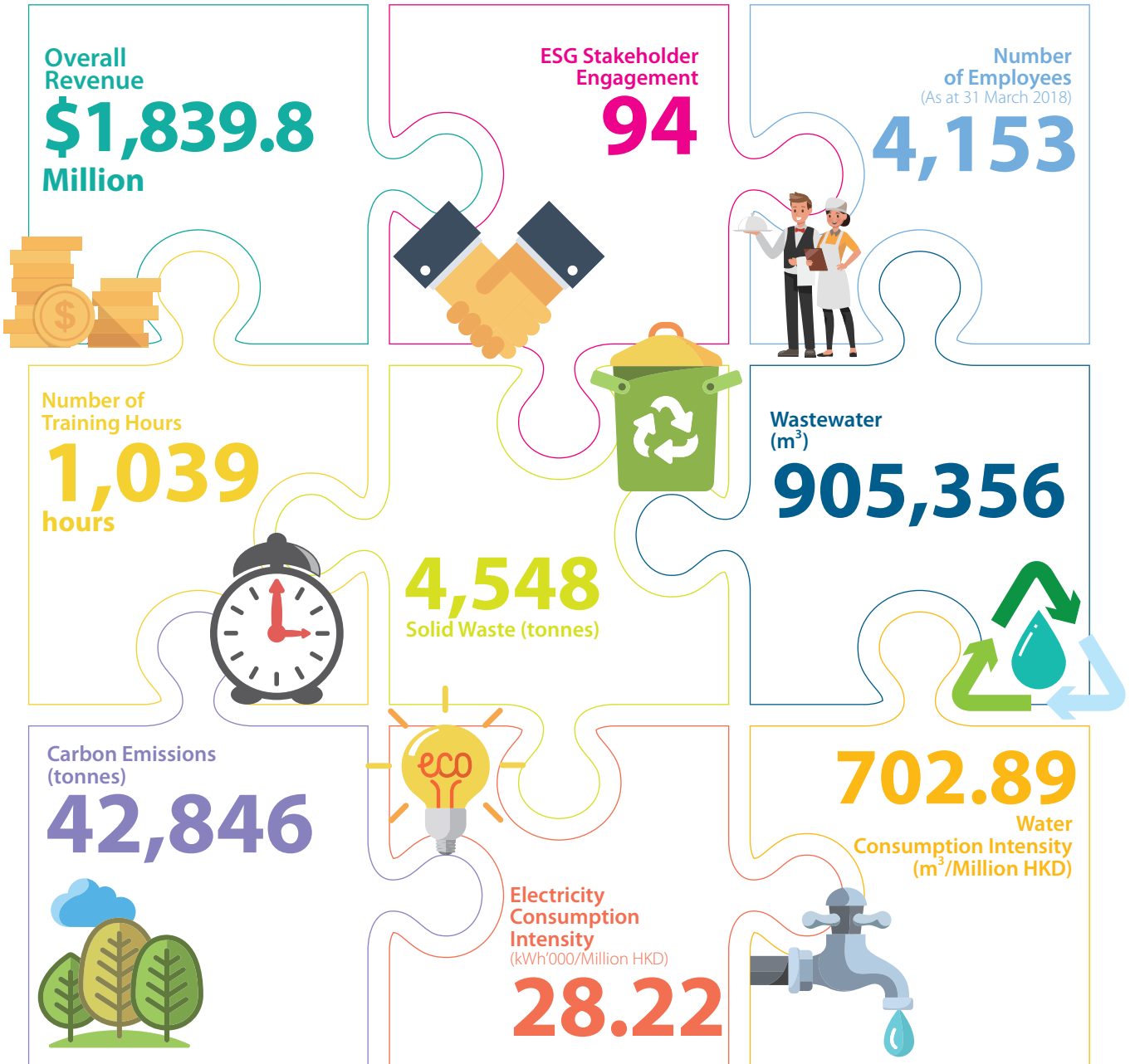


# ABOUT TSUI WAH



**VISION: Promoting healthy and quality culinary culture of Hong Kong**

## CORE PERFORMANCE INDICATORS DEMONSTRATION



# SUSTAINABILITY MANAGEMENT



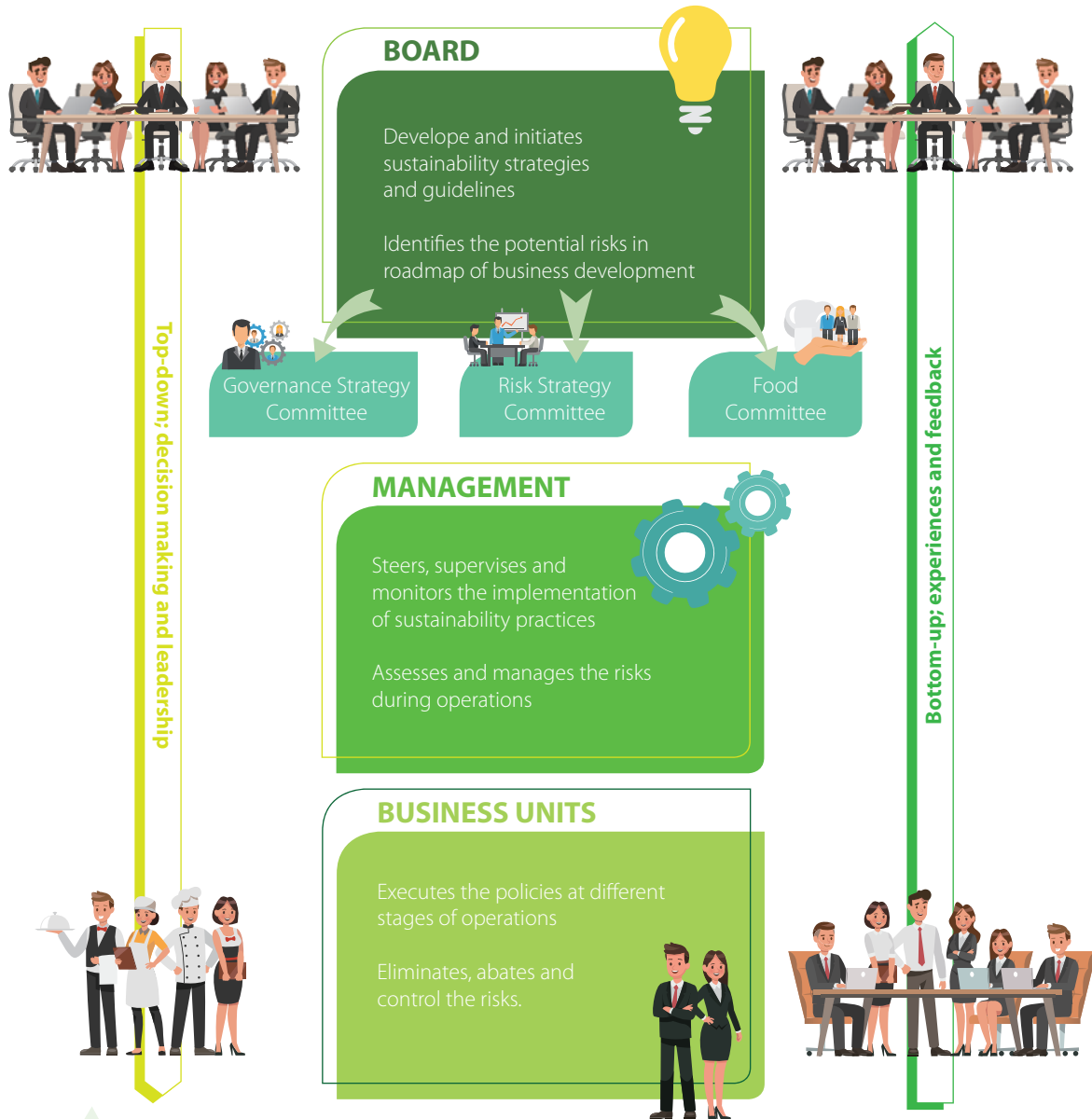
With a professional risk management approach and unremitting commitment to embedding the value of sustainability into business strategy, Tsui Wah focuses on the implementation of sustainable practices in a diverse range of arenas.



# SUSTAINABILITY MANAGEMENT



## Our Governance Structure of SUSTAINABILITY



The Group has developed its sustainability strategy with aims to continue to lower the Group's impact on the environment. To carry out the sustainability strategy from top to bottom, the Group has established dedicated teams to manage ESG related issues, and the Board of Directors (the "Board") of the Company has ultimate responsibility for ensuring the effectiveness of its ESG policies. The Group is committed to constantly reviewing and adjusting its sustainability policies to satisfy the ever-changing needs of its stakeholders.

# SUSTAINABILITY MANAGEMENT



## STAKEHOLDER ENGAGEMENT

With the goal to strengthen its sustainability approach and performance, the Group has put tremendous efforts into listening to both its internal and external stakeholders. The Group highly values the feedback from its stakeholders and takes initiative to build a trustful and supportive relationship with them through their preferred communication channels.

## COMMUNICATION WITH STAKEHOLDERS



### GOVERNMENT AND REGULATORY AUTHORITIES

#### Expectations and concerns

Compliance with laws and regulations;  
Sustainable development.

#### Communication Channels

Supervision on compliance with local laws and regulations;  
Routine reports.



### SHAREHOLDERS

#### Expectations and concern

Return on investments;  
Corporate governance;  
Business compliance.

#### Communication Channels

Regular reports and announcements;  
Regular general meetings;  
Official company website.



### EMPLOYEES

#### Expectations and concern

Employees' compensation and benefits;  
Career development;  
Health and safety in the working environment.

#### Communication Channels

Performance reviews;  
Regular meetings and trainings;  
Emails, notice boards, hotline, and employee engagement activities.

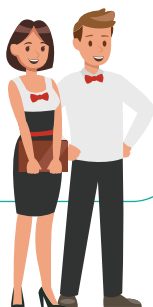
### CUSTOMERS

#### Expectations and concerns

High quality products and services;  
Protection of the rights of customers.

#### Communication Channels

Customer satisfaction survey;  
Face-to-face meetings and on-site visits;  
Customer service hotline and email.



### SUPPLIERS

#### Expectations and concern

Fair and open procurement;  
Win-win cooperation.

#### Communication Channels

Open tendering;  
Suppliers' satisfactory assessment;  
Face-to-face meetings and on-site visits.



### GENERAL PUBLIC

#### Expectations and concern

Involvement in communities;  
Business compliance;  
Environmental protection awareness.

#### Communication Channels

Public welfare activities;  
Media conferences and responses to enquiries.





# SUSTAINABILITY MANAGEMENT



## Materiality Assessment

The Group undertakes annual review in identifying and understanding its stakeholders' main concerns and material interests for the ESG Report. In FY2018, the Group engaged its stakeholders to conduct a materiality assessment survey. Specifically, internal and external stakeholders were selected based on their influence and dependence on the Group. Stakeholders with high level of influence and dependence on the Group were selected by the management of the Group, and invited to express their views and concerns on a list of sustainability issues via an online survey. The result from the materiality assessment survey was mapped and presented below.

The Group built a materiality analysis matrix and prioritised the 29 sustainability issues accordingly. With respect to this ESG Report, the Group has identified "19. Health and safety relating to products/services", "11. Occupational health and safety", "20. Customer satisfaction", "23. Product quality control and management", "26. Preventing bribery, extortion, fraud and money laundering", "18. Procurement practice", "6. Water use", and "7. Use of packaging materials" as important issues to both the Group and its stakeholders. This review has helped the Group in prioritising its sustainability issues and highlighting the material and relevant aspects, so as to align them with stakeholders' expectations.

## STAKEHOLDER ENGAGEMENT MATERIALITY MATRIX





# SUSTAINABILITY MANAGEMENT



## STAKEHOLDER ENGAGEMENT MATERIALITY MATRIX (Continued)

### Reference index

#### ENVIRONMENTAL IMPACTS



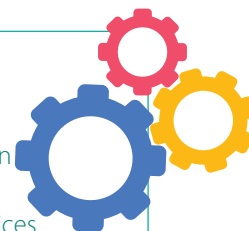
- 1. Air and greenhouse gas ("GHG") emissions
- 2. Sewage treatment
- 3. Land use, pollution and restoration
- 4. Solid waste treatment
- 5. Energy use
- 6. Water use
- 7. Use of raw/packaging materials
- 8. Mitigation measures to protect natural resources

#### EMPLOYMENT AND LABOUR PRACTICES



- 9. Composition of employees
- 10. Employee remuneration and benefits
- 11. Occupational health and safety
- 12. Employee development and training
- 13. Prevention of child and forced labour

#### OPERATING PRACTICES



- 14. Suppliers' geographical regions in which materials are sourced
- 15. Selection of suppliers and assessment of their products/services
- 16. Environmental protection assessment of the suppliers
- 17. Social risks assessment of the suppliers
- 18. Procurement practices
- 19. Health and safety relating to products/services
- 20. Customer satisfaction
- 22. Observance and protection of intellectual property rights
- 23. Quality control and management of products
- 24. Protection of consumer information and privacy
- 25. Labelling relating to products/services
- 26. Prevention of bribery, extortion, fraud and money laundering
- 27. Anti-corruption policies and whistle-blowing procedures

#### COMMUNITY INVESTMENT



- 28. Understanding local communities' needs
- 29. Public welfare and charity

## SUSTAINABILITY PERFORMANCE HIGHLIGHT

With a professional risk management approach and unremitting commitment to embedding the value of sustainability into business strategy, Tsui Wah focuses on the implementation of sustainable practices in a diverse range of arenas. For starters, Tsui Wah cares for its employees and believes that employees are the creators, practitioners and trailblazers of the fulfilment of corporate sustainability values. Tsui Wah puts great efforts into the training, welfare and working environment provided to its employees, aiming to build and retain a vibrant frontline team. Besides, Tsui Wah always puts its customers in the first place and endeavours to offer as much pleasant dining experience as possible for both regulars and new diners. Not only does Tsui Wah prioritise the health and safety of its cuisine, an unwavering determination to keep innovating and enhancing its services is believed by the Group to ensure the resilience and



# SUSTAINABILITY MANAGEMENT



## EMPLOYEE

**Intense Training Courses**

**515.5 Hours**

in Hong Kong

**415 Hours**

in Mainland China

**109 Hours**

in Macau



**Comprehensive EHS Policies**

**Clear Promotion ladder**

for employees from different business units



## CUSTOMER

**ISO22000:2005**

Food Safety System



**Food taste and quality** are excellent and attractive to customers



**Hygiene regulations** are strictly followed



## ENVIRONMENT

**1,293,184**

cubic metre fresh water



**4,548**

tonnes solid waste



**2,297,277**

units town gas



**51,916,666**

kWh electricity



**42,846**

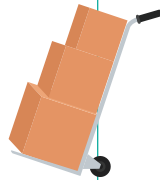
tonnes GHGs



## SUPPLIER

**456**

Approved list of suppliers



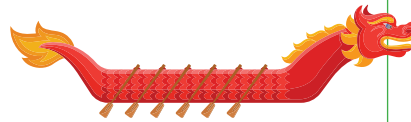
**Environmental and societal risk management**



## COMMUNITY

**Donations and voluntary activities**

2018 Hong Kong & Kowloon Walk for Millions; Men's and Women's Medium-Sized Dragon Boat Championship

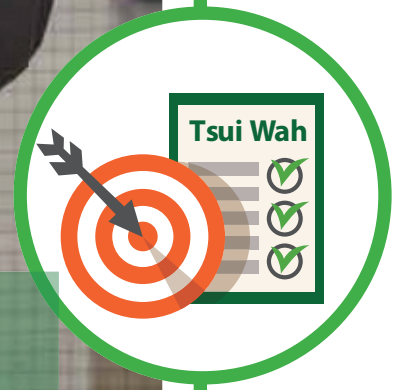


**5 Year Plus Caring Company Logo**



stability of business development as well. Third, supplier is a foundation of the entire business operations and has been invested enormously by Tsui Wah with regard to mitigation of risks, guarantee of food quality, and code of ethics in delivering practices. Tsui Wah has an infinite faith that a rigorous supply chain management and procurement is the fuse of corporate growth. Moreover, Tsui Wah commits to protect environment during its business operations and does its utmost to optimise natural resources that could be consumed every day. By constant research & development and efficient implementation of relevant policies, Tsui Wah bears in mind the 3R principles — Reduce, Reuse and Recycle, and changes towards a sustainable enterprise. Lastly, with such environmentally and economically sustainable stewardship, Tsui Wah is ultimately able to make contributions to community. Serving the society and caring about the unprivileged individuals has long been Tsui Wah's top mission and will be carried forward to more regions where Tsui Wah operates in the near future.

# CARE FOR EMPLOYEES



Tsui Wah Group always cares for its employees by adhering to the ‘people-oriented’ approach and treat them like family members. The same principle applies to our talent development philosophy of “talent training, team building, career development” in which “talent training” comes first.



## CARE FOR EMPLOYEES



### EMPLOYMENT

The Group treasures employee's talent, and sees it as the key in driving the success and maintaining the sustainable development of the Group. Tsui Wah Group always cares for its employees by adhering to the 'people-oriented' approach and treat them like family members. The same principle applies to our talent development philosophy of "talent training, team building, career development" in which "talent training" comes first, as we recognize talent as one of the pillars of the catering industry after all. We place high regards to the growth and development of our employees by providing them with various training programs in relation to the catering industry and taking talent retention as an important strategy.

The group is also committed to providing its employees with a clear promotion ladder to facilitate their career development and advancement. The Group and its employees are determined to work whole-heartedly. We dedicate ourselves to the work while providing high-quality service to all customers.

To keep its talent management system catering for the global change, Tsui Wah has invested massively in the innovation of technological device and systems. To abate the workload of frontline employees, for example, Tsui Wah has adopted centralised system to assist the procurement, which largely simplifies the entire purchasing process of food and products. The Group believes that technology and technical enhancement could lift Tsui Wah to a higher level in terms of its internal working process and promote the harmonisation of standards for operation and business development in Mainland China, Hong Kong and Macau.



### Law compliance

The human resources policies of the Group strictly adhere to the applicable employment laws and regulations in Hong Kong, Macau and the PRC, including but not limited to the Employment Ordinance (Cap. 57 of the Laws of Hong Kong), Law no. 21/2009 (Law for the employment of non-resident workers in Macau) and Labour Law of the PRC (中華人民共和國勞動法). The Group has also complied with the laws and regulations in respect to the employees' social security schemes that are enforced by the local governments in the PRC in relation to employee benefits. The human resources department of the Group is responsible for reviewing and updating the relevant company policies on a regular basis in accordance with the latest laws and regulations.



# CARE FOR EMPLOYEES



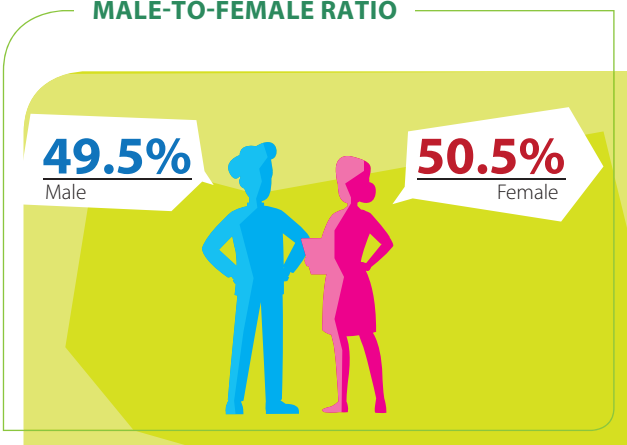
## Employee structure

The Group is principally engaged in the operation of a Cha Chaan Teng, therefore, a strong and stable workforce is vital for its day-to-day operations. As at 31 March 2018, the Group had a workforce of 4,153 (excluding the staff employed by the joint ventures) in Mainland China and Hong Kong.

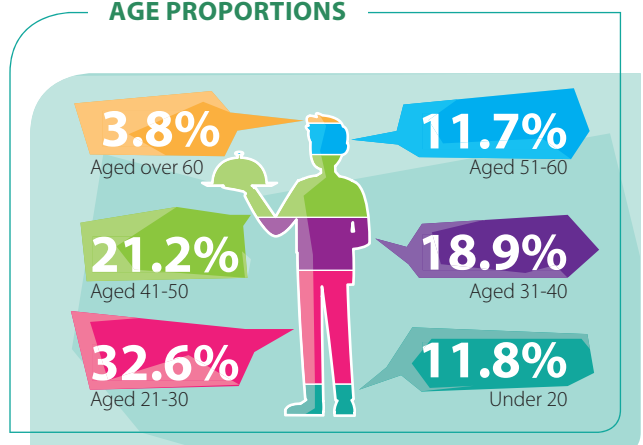


The Group strives to provide a work environment with equal opportunities. As at 31 March 2018, the Group's male-to-female employees' ratio was nearly 49.5%: 50.5%. The Group had also recruited from a diverse age group. As at 31 March 2018, the Group's staff aged under 20 years old, 21 to 30 years old, 31 to 40 years old, 41 to 50 years old, 51 to 60 years old, and above 60 years old represented approximately 11.8%, 32.6%, 18.9%, 21.2%, 11.7%, and 3.8% of the Group's total workforce, respectively.

### MALE-TO-FEMALE RATIO



### AGE PROPORTIONS



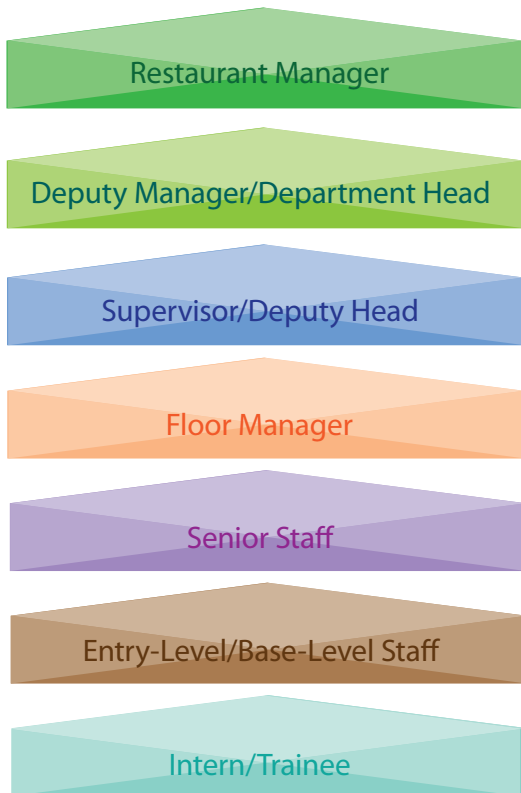


# CARE FOR EMPLOYEES



## Promotion Ladder

Tsui Wah is fully aware of the significant of career prospect to each employee, thereby providing a well-defined promotion ladder that is equally applied to all employees. As talent retention is vital to the sustainable business development, the Group constantly reviews its compensation packages and performs probationary and regular evaluations on the employee's capability and performance in the past. This ensures that all employees are recognised by the Group appropriately with respect to their efforts and contributions.



## Recruitment Channels

The brand and reputation of Tsui Wah is the essential factor that attracts an increasing number of candidates who eager to join Tsui Wah. Apart from a complete talent training package for all newly hired employees, Tsui Wah also adopts a set of transparent, clear procedures to attract high-calibre candidates as its annual recruitment plan through numerous channels.

Specifically, Tsui Wah organised several job fairs in some university in Mainland China, aiming to recruit local graduates and offer students from Hong Kong great opportunities to do part-time work at restaurants nearby. The flexible working place and schedule for new graduates is the strength in the recruitment of Tsui Wah, which is believed to appeal to young people who prefer more autonomy and initiative. What is more, to appeal to high-quality talent, the Group offers fair, competitive remuneration and benefits based on market conditions, individual qualification and performance, degree of responsibility, level of experiences and the Group's financial results.



## CARE FOR EMPLOYEES



### Compensation and remuneration

Tsui Wah always seeks a fair reward and compensation package for employees. ‘QR Code Customer Plan’, which has long been adopted by the frontline restaurants, is an approach for customers to rate the quality of food and service, and even the best employee in the restaurant. The outcome is then reported directly to the human resources department via internet, who will assess the result and make certain adjustment on the benefits offered to employees accordingly. Any appointment, promotion or termination of recruitment contract would be based on reasonable, lawful grounds and internal policies (such as staff handbooks). The Group strictly prohibits any kind of unfair or illegitimate dismissals.



### Working hours and rest periods, benefits and welfare

The Group has formulated its policy based on local employment laws for determining enough working hours and rest time for employees. The Group arranges reasonable working hours and rest periods for its employees. In addition to basic paid annual leave and statutory holidays stipulated by the employment laws of the local governments, employees are also entitled to additional leave benefits such as marriage leave, maternity leave and compassionate leave. To strengthen the internal communication which is quite important to the sustainable development of the enterprise, Tsui Wah has established a ‘Employees Relationship Team’, a positive measure to maintain the smooth and sound relationship between employees and employers. Besides, not only can employees express their opinions and concerns of welfare offered to them and corporate operation, the management of the Group will have a dinner party with frontline employees on a regular basis and visit different restaurants to gain a better understanding of employee’s needs. Tsui Wah has never stopped its foot to improving its welfare system. In addition to basic benefits and gifts on festival days, the Group has also set up the Textbook Assistance (TA) Scheme that subsidises the children of employees in terms of their education and introduced the “Daydream Scholarship Scheme (白日夢獎學金計劃)”, a scholarship programme for students, during the year. To benefit employees in traffic, the Group tries its best to satisfy employees who wish to work at the restaurant near residence and with specific working schedule. During the year under review, the Group arranged a number of meaningful activities for its employees, including Aberdeen Dragon Boat Race, Tsui Wah 50th anniversary, Team Construction trip, Smiling Supervisor event and annual dinner.



## CARE FOR EMPLOYEES



### TSUI WAH ACTIVITIES FOR EMPLOYEES



Tsui Wah's 50th Anniversary Celebration



Team-construction Trip



Aberdeen Dragon Boat Race

### EQUAL OPPORTUNITY AND ANTI-DISCRIMINATION

As an equal opportunity employer, the Group is committed to creating a fair, respectful and diverse working environment by promoting anti-discrimination and equal opportunity in all its human resources and employment decisions. In other words, training and promotion opportunities, dismissals and retirement policies of the Group are based on factors irrespective of the employees' age, gender, race, colour, disability, nationality, religion or any other non-job related elements in all business units of the Group. Meanwhile, the equal opportunity policy allows zero tolerance in relation to any workplace discrimination, harassment or vilification in accordance with local ordinances and regulations, such as Disability Discrimination Ordinance (Cap.

487 of the Laws of Hong Kong) and Sex Discrimination Ordinance (Cap. 480 of the Laws of Hong Kong). Employees are highly encouraged to report any incidents involving discrimination to the human resources department of the Group. The Group will then take responsibility for assessing, dealing with, recording and taking any necessary disciplinary actions on such incidents.

During the year under review, the Group was in compliance with relevant laws and regulations in relation to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, welfare and other benefits that have a significant impact on the Group.



# CARE FOR EMPLOYEES



## HEALTH AND SAFETY

The Group believes that health and safety at work involves both the prevention of harm, and the promotion of employees' well-being. To provide and maintain a safe, clean and environmentally-friendly working condition for employees, the Group has established strict internal policies and guidelines regarding safety and health, which are in line with relevant laws and regulations in Hong Kong and the PRC, including the:



**Occupational Safety and Health Ordinance (Cap. 509 of the Laws of Hong Kong)**



**Regulation on Work-Related Injury Insurance (工傷保險條例)**

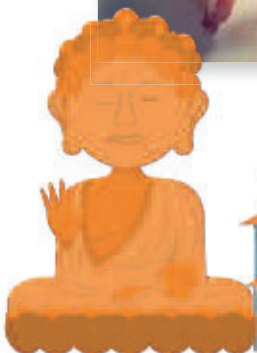


**Production Safety Law of the People's Republic of China (中華人民共和國安全生產法)**



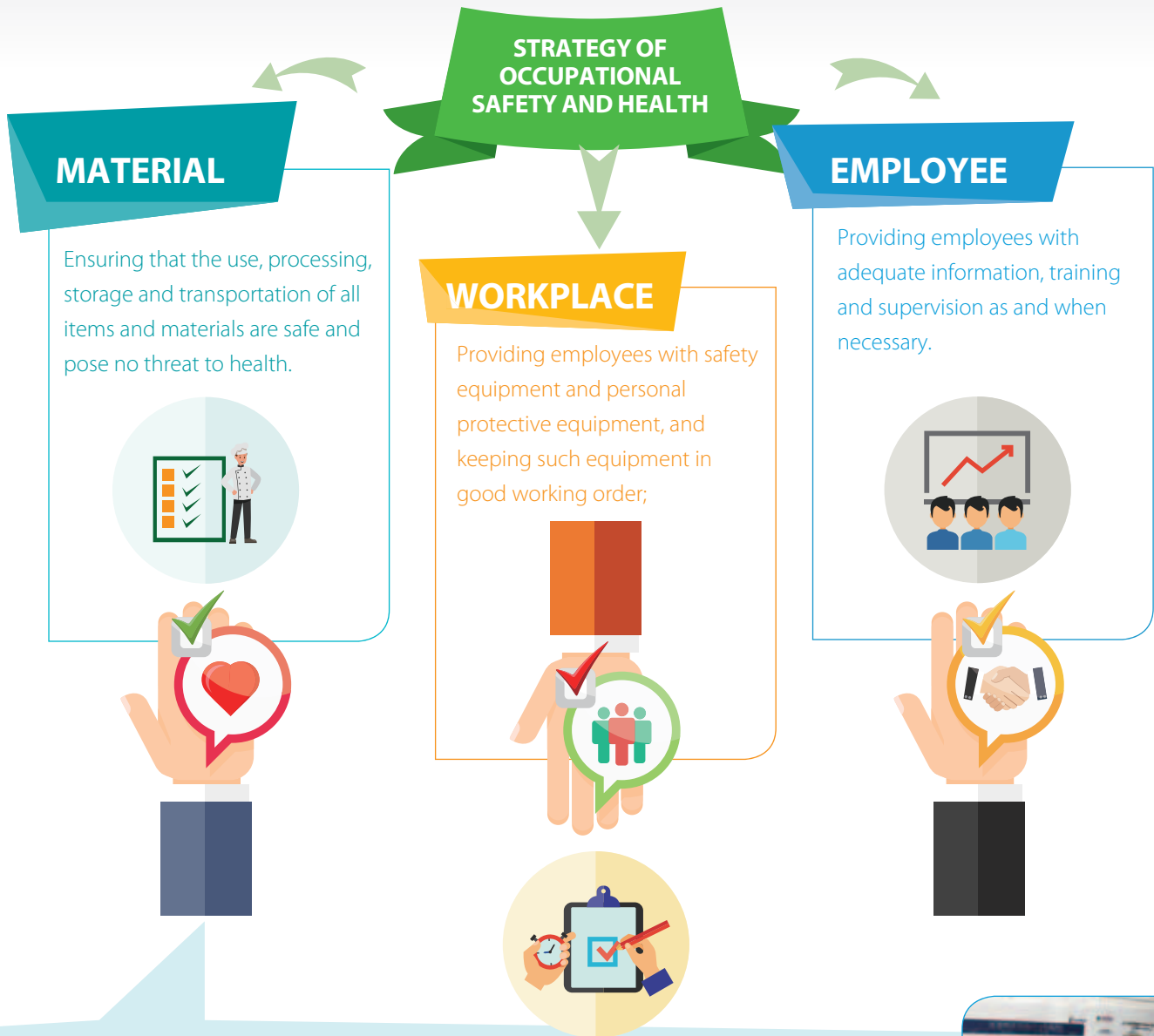
**Law of the People's Republic of China on Prevention and Control of Occupational Diseases (中華人民共和國職業病防治法)**

The Group rigorously sticks to the instructions of the Quality Management Systems Standard (ISO 9001:2008) (品質管理系統) and Occupational Health and Safety Management (OHSAS 18001:2007) (職業健康和安全管理系統) during operations. During the year under review, the Group was not in violation of any of the relevant laws and regulations in relation to providing a safe working environment and protecting the employees from occupational hazards that have a significant impact on the Group.



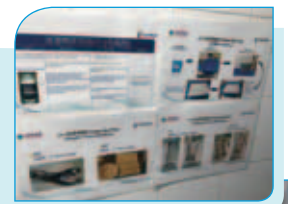


# CARE FOR EMPLOYEES



The Group's guidelines and policies of occupational safety and health:

1. Establishing clear policies to maintain a clean and hygienic environment in each workplace.
2. Ensuring that all devices and working system are safe and pose no threat to health.
3. Avoiding nuisance caused by sewage flowing out of the drainage system, sanitation facilities or toilets.
4. Maintaining good ventilation in the workplace.
5. Providing sufficient lighting in the workplace with clean glass windows and skylights for light penetration.
6. Offering sufficient drinking water, sanitation facilities and washrooms.
7. Checking all floors, walls, ceilings, windows and skylights to avoid cracking risk.
8. Keeping an even and dry floor.
9. Supplying first-aid kit in place.
10. Making sure that effective transmission, discussion and consultation of health and safety-related matters can be implemented successfully.



## CARE FOR EMPLOYEES



### DEVELOPMENT AND TRAINING

The Group values the importance of the growth and development of its employees and has formulated its internal strategy for talent training and retention. The Group strives to create a promising and satisfactory career path with promotion prospects for different employees by providing trainings on various aspects of catering services. For starters, the Group has formulated a set of internal regulations and policies for strengthening the working skills and knowledge of its employees. For instance, Tsui Wah has specific manuals for employees from different units, including Restaurant Manager Manual,



Production Manual, Emergency Response Manual, Food Safety and Hygiene Manual, and Cashier Manual. All manuals have specific regulations and requirements for employees to refer to and make sure the business in different units are standardised and safely handled. Tsui Wah offers diversified and professional internal training programmes. The programmes cover trainings for frontline table services and value-added training for the production department. On top of



that, a complete training package is provided to all new hires, which covers the History of Company, Corporate Governance Structure, Corporate Culture, Business Processes, and Management System. As for experienced employees, profession-oriented courses are offered according to the corporate demands and employees' expectations. Through different types of internal trainings, the Group strives to make sure that all employees are equipped with sufficient professional knowledge to complete their daily tasks.



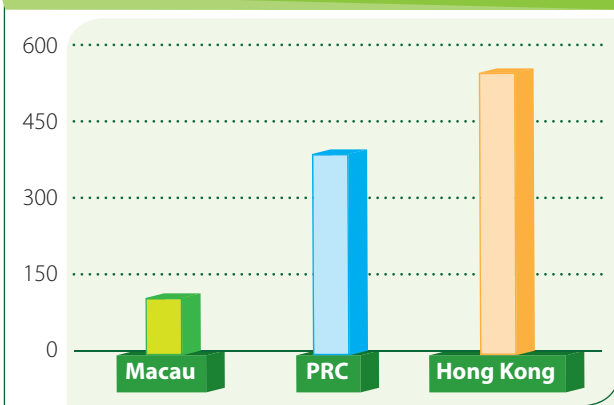


# CARE FOR EMPLOYEES

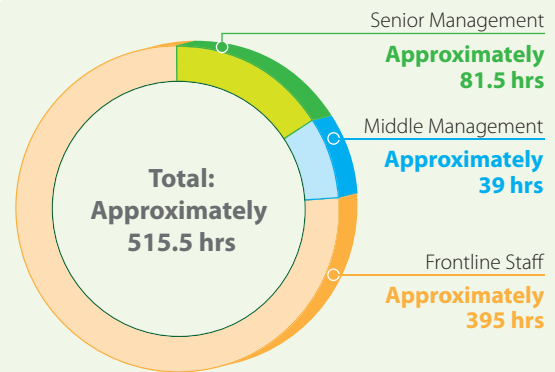


Besides the plenty of internal vocational training activities, the Group has tremendously encouraged its staff to attend external training courses to further develop their personal skills. Meanwhile, the Group also invites external organisations and experts to give relevant trainings to its employees on a regular basis. During the year under review, a total of approximately 515.5 hours, 415 hours and 109 hours of trainings were provided to the Group's staffs in Hong Kong, Mainland China and Macau, respectively, and the average training time by each individual were approximately 0.93 hours, 2.46 and 1.5 hours.

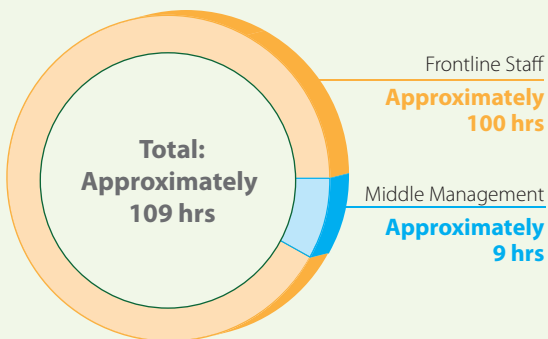
Number of employees trained by geographical location, position and training hours received



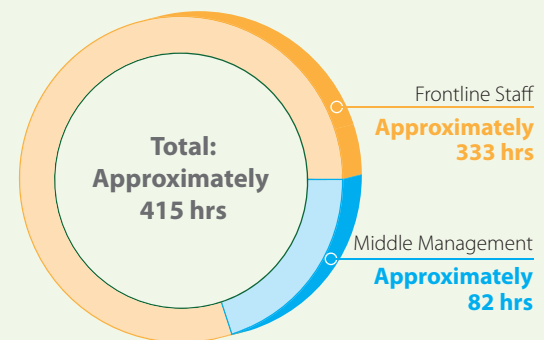
## Hong Kong



## Macau



## PRC

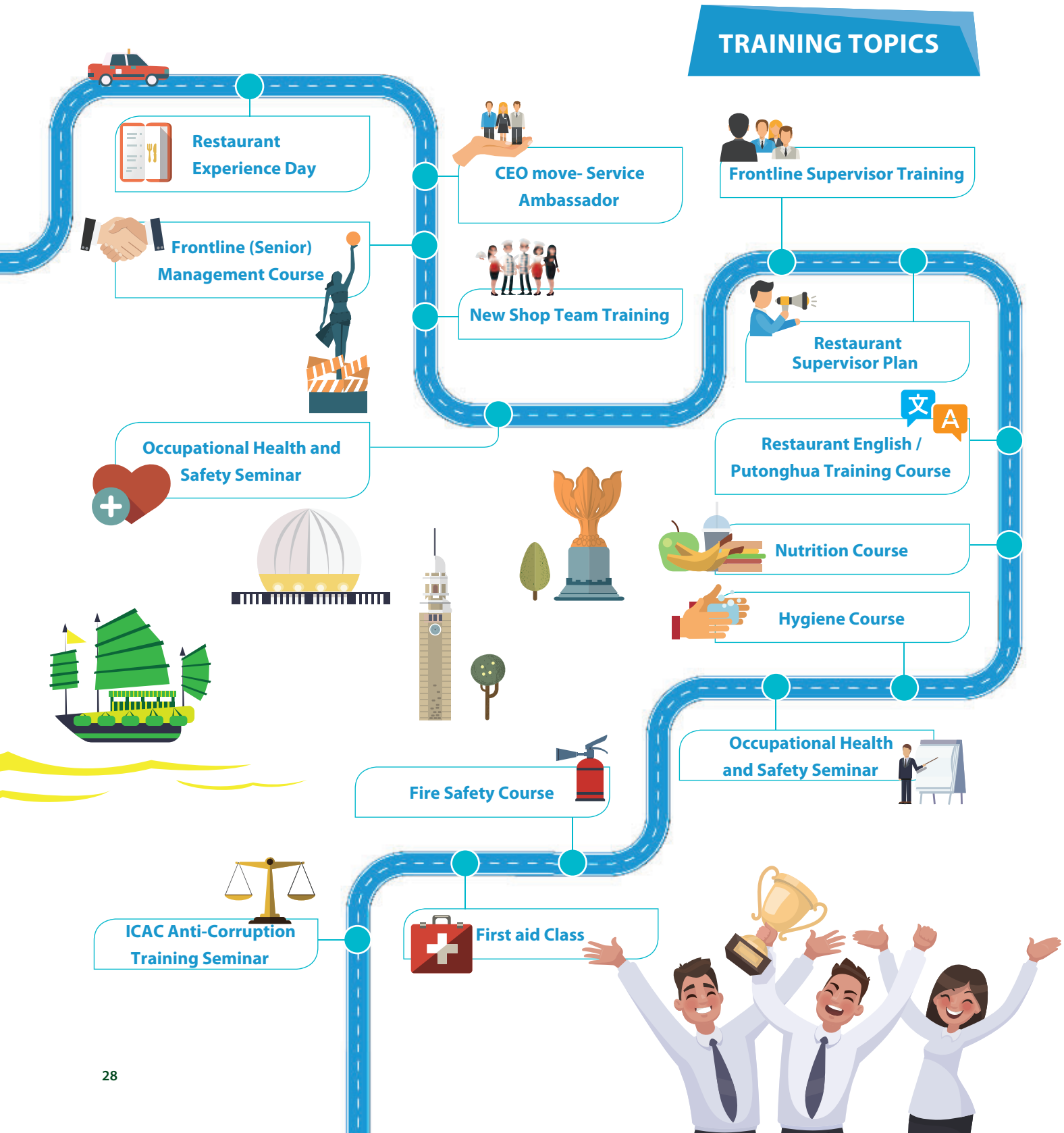


# CARE FOR EMPLOYEES



The trainings cover the topics from occupational health and safety, to operation management and leadership skills. The Group also arranged a mentorship programme to provide peer support during the year under review. The following is the highlight of training activities held in FY2018 by Tsui Wah:

## TRAINING TOPICS





## CARE FOR EMPLOYEES



### LABOUR STANDARDS

The Group strictly abides by local and national labour standards, including but not limited to the Employment Ordinance (Cap. 57 of the Laws of Hong Kong) and Labour Law of the PRC (中華人民共和國勞動法), to prohibit any child and/or forced labour employment.

To combat against illegal employment on child labour, underage workers and forced labour, the Group's human resources department requires job applicants to provide valid identity documents before confirmation of employment to ensure that the applicants are lawfully employable. Furthermore, the human resources department of the Group is also responsible to monitor and guarantee the compliance by the Group with the relevant laws and regulations that prohibit child labour and forced labour employment.

In FY2018, the Group was not in violation of any relevant laws and regulations, in relation to the prevention of child and forced labour that have a significant impact on the Group.

### ANTI-CORRUPTION

To maintain a fair, ethical and efficient business and working environment, the Group strictly abides by the local laws and regulations relating to anti-corruption and bribery, irrespective of the area or country where the Group conducts its business, including but not limited to the Prevention of Bribery Ordinance (Cap. 201 of the Laws of Hong Kong).

The Group prohibits all forms of bribery and corruption, and requires all employees to strictly abide by professional ethics and eliminate any corruption and bribery. All employees are expected to discharge their duties with integrity, to act fairly and professionally, and to abstain from engaging in bribery activities or any activities which might exploit their positions against the Group's interests.

In FY2018, the Group invited ICAC (Independent Commission Against Corruption) to provide anti-corruption trainings the management to better instill the resolve of rooting out all corruption in the company. During the year under review, no concluded legal cases regarding corrupt practices were brought against the Group or its employees.



# CARE FOR CUSTOMERS



The Group commits to placing pleasant dining experience on top of its priority list by maintaining stringent food safety and diversifying the menu to attract a broader base of customers whilst ensuring that its signature dishes will continue to be served to the highest quality.



## CARE FOR CUSTOMERS



### IN TOUCH WITH CUSTOMER TASTE BY INNOVATION

Tsui Wah listens to the voice of its customers by providing cuisines that match their taste. During the year, Tsui Wah launched two new brands namely “Nijuuichi Don” and “MaoMao Eat”. These new especially vibrant and modern brands are the crystal of intelligence, wisdom and efforts from all members of Tsui Wah, which have been created for young customers craving mid-range to high-end Japanese fast food and healthy light meals.

#### Nijuuichi Don (廿一堂)

“Nijuuichi Don” is specially designed for the young generations who fancy fast food and Japanese cuisine. Below are some extraordinary features that Nijuuichi Don brings to its customers:

- a. Several self-service kiosks are placed at the entrance and the prevailing yellow tone is designed to create a youthful energetic ambience for customers;
- b. Made-to-order Japanese donburi using premium ingredients to guarantee the quality of food while preserving the original taste of the food;
- c. ‘Self-service ordering, Self-service meal serving and Self-service utensil collection’ culture in the store, enabling customers to shorten the waiting time and enjoy high quality Japanese cuisine in a cosy setting.



#### MaoMao Eat (輕。快翠)

“MaoMao Eat” mainly provides food products to customers who are fond of local delicacies of Hong Kong. The warm interior decoration features mainly aquamarine tiles and furniture, complementing the woodwork furniture, to create a young and energetic yet warm and welcoming ambience. It also has outdoor seats, so customers may appreciate the historic atmosphere of Tai Kwun. In addition to Tsui Wah’s classic Hong Kong delicacies including Crispy Bun served with Sweet Condensed Milk, Pineapple Bun and Milk Tea, it also provides new all-day meals, such as Instant Noodles with Satay Pork, Conch in Abalone Sauce and Ham with Macaroni Soup, etc. Tasty new elements have been added to the menu such as different varieties of Japanese flour bread freshly baked at the restaurant daily.



‘Green element’ is the aspect that makes this restaurant special and unique under Tsui Wah, which can also represent its commitment to be a trailblazer of Cha Chaan Teng’ sustainable operation.

- a. Partnering with Green Monday to promote vegetarian food by introducing the “Beyond Burger (Plant-based) with Cheese and Scrambled Egg”;
- b. Encouraging diners to embrace a green lifestyle by enjoying healthier food, reducing the carbon footprint and slowing down global warming.





## CARE FOR CUSTOMERS



### LISTENING TO CUSTOMERS

Tsui Wah's 'QR Code Customer Plan' provides an easy pathway to timely collect customer's feedbacks, and helps Tsui Wah better understand the concerns of its customers. Through an easy scanning step, customers can make compliment, complaint and suggestion for future improvement on a variety of aspects, including food quality, waiters' attitude and dining environment. Moreover, questionnaires are also carefully designed to guide customers to complete and are comprised of choice questions for customer's convenience.



Online customer survey

Enhanced customer ordering and billing experience

Tsui Wah values all customers' feedback and analyses the comments from all branches monthly. In August 2018, for instance, a total of 462 comments were received by 30 restaurants of Tsui Wah in Hong Kong. The result showed that a vast majority of customers were satisfied with the products, service and environment of Tsui Wah restaurants, and joint efforts from both the management and employees were made to meet our customer's expectations by constant improvement. Tsui Wah pays great attention whenever it receives customers' feedback and orders relevant staffs from those restaurants to address the problem immediately, the outcome of corrective actions in different restaurants will be reflected by the comparison of the number of similar comments in next several months.

### Comments From Our Customers

Ann, as a waitress, was very discreet in serving us. When a friend of us joined us, she patiently helped us change the seat and pour a new cup of warm water. We appreciate that so much!

Customer A (2018.2.6)



I want to express my appreciation for Ms. Qiuling today. She is not only one of the best waitresses I have ever met, but also gives me a deep impression of her pleasant attitude toward customers. She can deal with challenges in both Mandarin and Cantonese calmly. I think it is Tsui Wah's fortune to possess this employee and I highly recommend her to be promoted. Her service technique and attitude should be spread across the restaurant.

Customer B (2018.2.6)



## CARE FOR CUSTOMERS



With this innovative change in customer's feedback collection, Tsui Wah has dramatically shortened the distance with its customers in sharing their dining experience. Tsui Wah believes that feedback posted on QR Code platform is advantageous to the improvement of its restaurants. Through a better design of questions and more efforts in the promotion of QR Code platform in restaurants for our customers, it goes without saying that a more interactive relationship based on reciprocal support between Tsui Wah and its customers will be fortified continuously.

### ENHANCED CUSTOMER ORDERING AND BILLING EXPERIENCE

It is widely acknowledged that e-payment has become one of the popular mainstream payment methods in China. The Group has joined various e-payment platforms, including Alipay, Wechat pay, Apple pay and Android pay, to make it more convenient for customers to order food and pay the bill at restaurants.

### VALUE FOOD SAFETY

The Group observes strict compliance with the applicable laws and regulations, including but not limited to Food Safety Ordinance (Cap. 612 of the Laws of Hong Kong), Food and Drugs (Composition and Labelling) Regulation, Public Health and Municipal Service Ordinance (Cap. 132 of the Laws of Hong Kong) and Trade Descriptions Ordinance (Cap. 362 of the Laws of Hong Kong), and implemented a comprehensive safety management system for the central kitchen(s) and all restaurants of the Group, with an objective to continuously improving the Group's food quality and hygiene standards, which are considered fundamentals to guarantee the safety of Tsui Wah's products and health of diners. Through a transparent, secure and strictly controlled working procedure, the Group is committed to making sure that its customers can 100% trust the delicious cuisine made by Tsui Wah.

Tsui Wah has established and strictly stuck to its Food Safety Management Principles during its daily operations in both restaurants and central kitchens.

#### 'Safe food, Conscientious manufacture, Sustained improvement, Optimised service'

With the mission of 'Conscientious manufacture', all employees of Tsui Wah have engaged themselves to the safety control of food products, aiming to minimise the underlying food-related hazard to people's wellbeing, and to further fulfill Tsui Wah's corporate responsibility which is to make customers eat healthily and safely. Through continuous enhancement and scientific melioration of product and service quality, and more importantly the improvement of corporate quality management system, Tsui Wah commits to bring more innovative elements to its business development, thereby satisfying its customers with its more diversified brands and products.

According to the framework of corporate Food Safety Management Principles, Tsui Wah formulated several monitoring procedures in FY2018 and will assess the degree of accomplishment of each procedure based on internal annual reviews.

#### FOUR KEY MONITORING PROCEDURES

- 1 Perform regular microorganism tests on finished products, working environment and packaging materials
- 2 Implement monitoring at source by assessing and selecting authorized suppliers
- 3 Implement strict control on machinery operation and production workflow
- 4 Prevent food-related recalls and serious accidents from happening



# CARE FOR CUSTOMERS



## Restaurant

All restaurants of Tsui Wah have adhered to the basic Food Safety Management principles of the Group and implemented the following procedures to ensure high quality and 100% safety of its cuisine to customers:



## Central kitchen

The Group considers central kitchens the first line of defence against potential food safety risk and therefore puts great emphasis on central kitchen management.

To be timely updated of product quality and service level of suppliers, the suppliers who are subject to evaluation (against those who offered high-usage/high-risk products/ received complaints in respect of food safety) are strictly monitored and controlled under the ISO22000:2005 food safety system and the procurement department of the Group after discussion during every year end meeting.

### SOURCING MANAGEMENT

air cooling units that are widely adopted in the food industry have been utilised by central kitchens of Tsui Wah to efficiently eliminate any risk of food degradation or contamination due to long-time exposure to external environment at normal temperature.



### EQUIPMENT INNOVATION

Tsui Wah focuses on the upgrading and innovation of cooking equipment. Specifically, by procuring and installing the state-of-the-art equipment in central kitchens, the Group is committed to minimising the food-safety related risks accompanied by mass production. For instance, air





# CARE FOR CUSTOMERS



## Management system

The effectiveness of food safety management in central kitchens is also manifest in the formulation of relevant policies and meticulous execution. Precisely, the policies ensuring the top quality of food mainly fall into the following three aspects:

### 1. Plan and implementation of safe products



Central kitchens of the Group make sure that all products meet the expectations of restaurants through the implementation of PRP (prerequisite program), OPRP (operational prerequisite program) and HACCP (Hazard Analysis and Critical Control Point) system.

### 2. Control of disqualified products



According to internal policies including Corrective and Preventative Actions Management Program, Disqualified Product Management Program, and Tracing and Recall of Products Program, the Group could respond quickly and timely on the tackling of issues regarding defective products.

### 3. Identification, verification and improvement of food safety management



Tsui Wah has built a food safety team that is responsible for the identification of combination of risk control measures, verification of its food safety management system according to Internal Audit Control Program, and constant improvement and updating of its food safety management system based on internal and external communications, audit result, document analysis, and other sources.



## COMPLIANT ADVERTISING & LABELLING

The Group has established internal guidelines to ensure the sales and marketing departments of the Group provide precise product descriptions and information that comply with the relevant local laws and regulations to the customers. Any misrepresentation in marketing materials or exaggeration of offerings is strictly prohibited.

## CUSTOMER PRIVACY PROTECTION

The Group places great emphasis on the privacy protection of its customers and ensures that the customers' rights are strictly protected in accordance with the Personal Data (Privacy) Ordinance (Cap. 486 of the Laws of Hong Kong) and other local regulations in terms of consumer data policy. It is included in the Group's policy that all information collected would only be used for the purpose authorised by customers in the first place. The Group prohibits the provision of consumer information to a third party without authorisation from the customers. All collected personal data is treated confidentially and kept securely, accessible by designated personnel only. Moreover, the IT department has set obstruction between office and commercial net to prevent unauthorized data use, exportation and copy.

## CARE FOR CUSTOMERS



### INTELLECTUAL PROPERTY RIGHT PROTECTION

The Group respects and put efforts in the protection of its intellectual property rights. The Group currently operates its restaurants under its core brand 'Tsui Wah' and its new brands, namely 'Nijuuichi Don (廿一堂)', 'BEAT Bakery', 'Maomao Eat (輕·快翠)', 'Senbadou (千羽堂)', 'Tsui Wah Delivery (快翠送)' and 'Supreme Catering (至尊到會)'. The Group has taken effective measures to protect its trademarks and other intellectual property rights by making the necessary filing(s) or registration(s), and engaged a legal advisor to advise on the legal registration of intellectual property rights and renewal matters. The Group normally conducts detailed investigations and studies to make sure that it does not violate any regulations of intellectual property rights in regions where it operates or plans to operate.

The Group's intellectual property rights mainly consists of information management systems, proprietary know-how and secret recipes. To enhance the awareness of the importance to protect company's intellectual property rights among employees, the Group has implemented a set of internal management rules in its employees' manual. Secret recipes are the most significant asset to the Group. Therefore, central kitchens with a strict and effective management enables the Group to stay competitive in the market by disclosing its confidential food information to a minimum number of staff on a 'need-to-know' basis. The right handling of confidential information is clearly regulated in the employment contract, which guides all employees to better verify any possible violation act of its intellectual property rights and take immediate steps to safeguard the company's legitimate rights and interests.

In FY2018, the Group was not in violation of any relevant laws and regulations regarding health and safety, advertising, labelling, and privacy matters of its products and services that have a significant impact on the Group.

# CARE FOR COMMUNITIES



As a responsible enterprise, the Group highly values charity work and community participation, aiming to do its utmost to give back to Hong Kong society. The Group cares about the genuine needs of local community and takes up its corporate responsibility with best efforts to keep making contributions to community development and construction. The Group grows with Hong Kong citizens over the years and sticks to four principles in its community contributions, namely “Engaged with Society, Caring for Community, Donating to The Underprivileged, and Promoting Environmental Awareness”.

# CARE FOR COMMUNITIES



## ENGAGED WITH SOCIETY

The Group has been caring about the demands of communities for a long time and keeps shouldering its corporate responsibility to hold different fundraising events and sponsor many community activities for the society. Every year, the Group has certain amounts of funds in reserve for social services and encourages its staffs with their families to help underprivileged people and advocate the culture of care to the public.



## CARING FOR COMMUNITIES

The Group has built a close relationship with a number of charitable organisations and encourages its employees to participate in the community activities and services. Tsui Wah recommends all staffs to get involved in 'Prosperity of both the physically handicapped and able-bodied' activities and is committed to enhancing an inclusive society, so that all individuals can enjoy equality and respect in different areas of life, particularly care for the underprivileged. To promote harmonious communities, employees from Tsui Wah visit philanthropic organisations at different festivals and show their loving care for the elderly and individuals with disabilities.



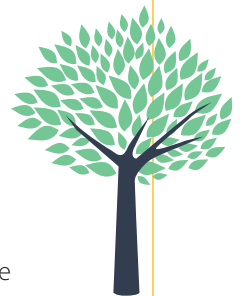
## DONATING TO THE UNDERPRIVILEGED

In recent years, the Group paid great attention to the contribution to charities and communities, and actively took part in various charitable programs, including donating food and raising funds at various events. By financially supporting community activities, the Group shows its commitment and endeavour to help the elderly, the sick and disadvantaged families.



## PROMOTING ENVIRONMENTAL AWARENESS

Since the major business of the Group is toward the public, the Group encourages its employees to spread the environmentally friendly ideas to customers. For instance, restaurants of the Group support the Food Wise Hong Kong campaign to avoid food wastage and consumables (such as paper napkins) are provided only on customers' request to ensure efficient utilization of resources. This is the very goal that Tsui Wah is in constant pursuit.

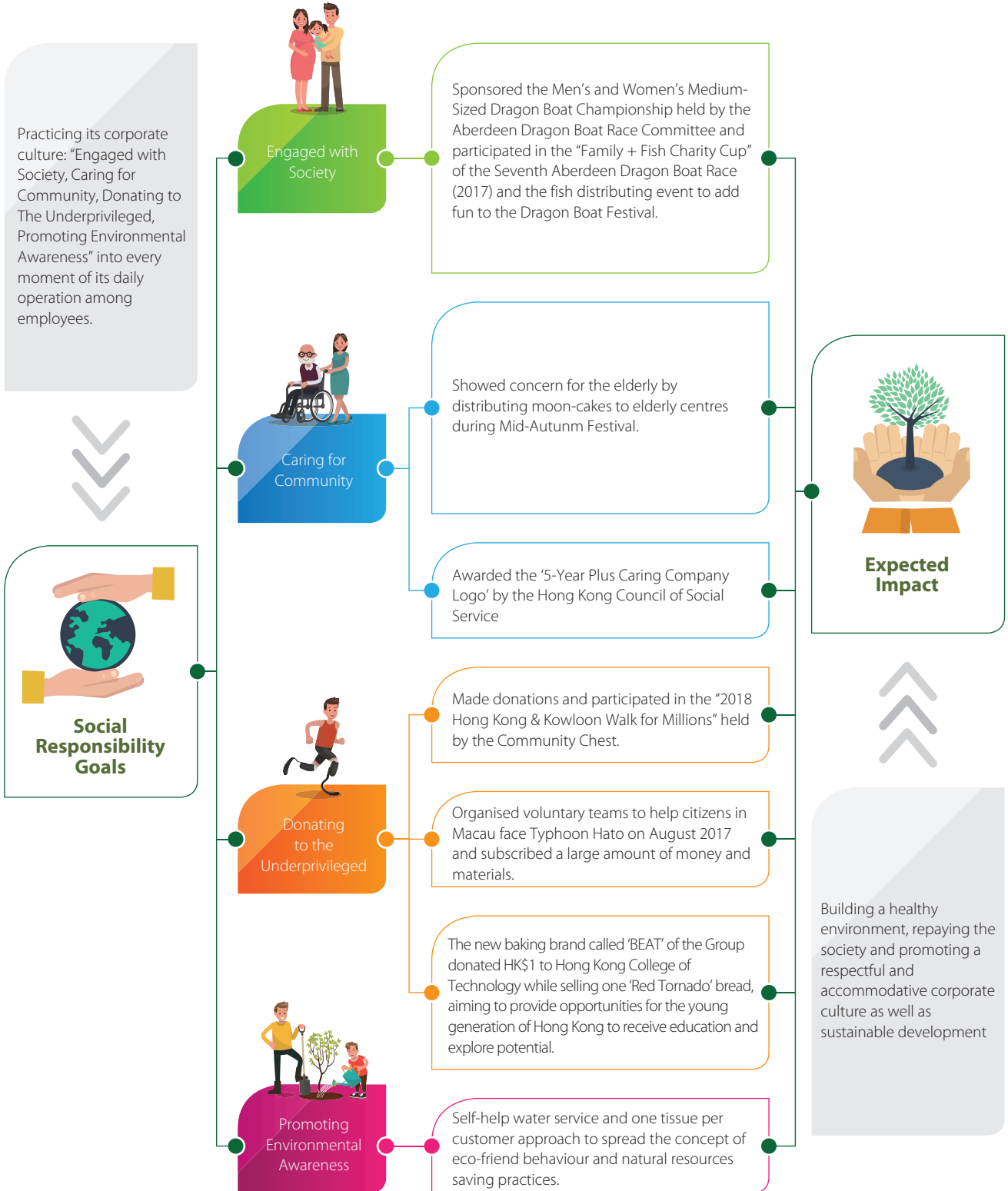




# CARE FOR COMMUNITIES

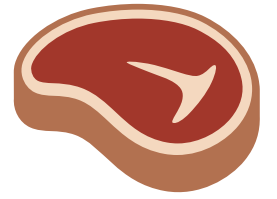


During the year, Tsui Wah’s engagement in community activities and contributions to global sustainable development were recognised by the public and given a high appraisal by local governments, media and a great many peers.





# CARE FOR SUPPLIERS



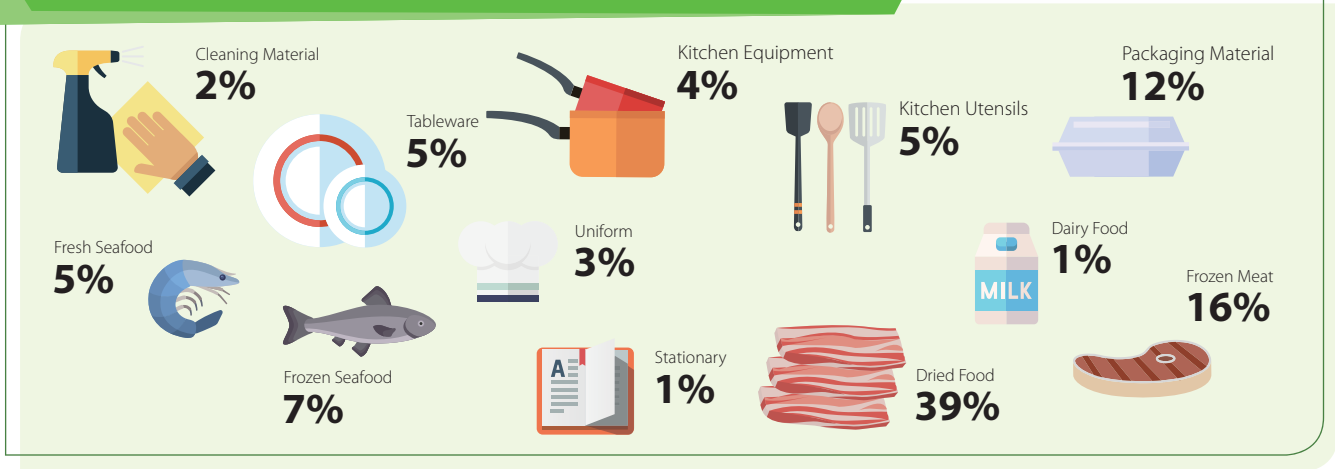
As an enterprise that bases its basic principle on sustainable development while fulfilling social responsibilities, it is critical for the Group to maintain and manage a reliable supply chain that takes environmental and societal impact into consideration. This requires an efficient and strict monitoring regime on supply chain practices. Therefore, the Group has established the management system manual and policies to control the behaviour of suppliers accordingly.



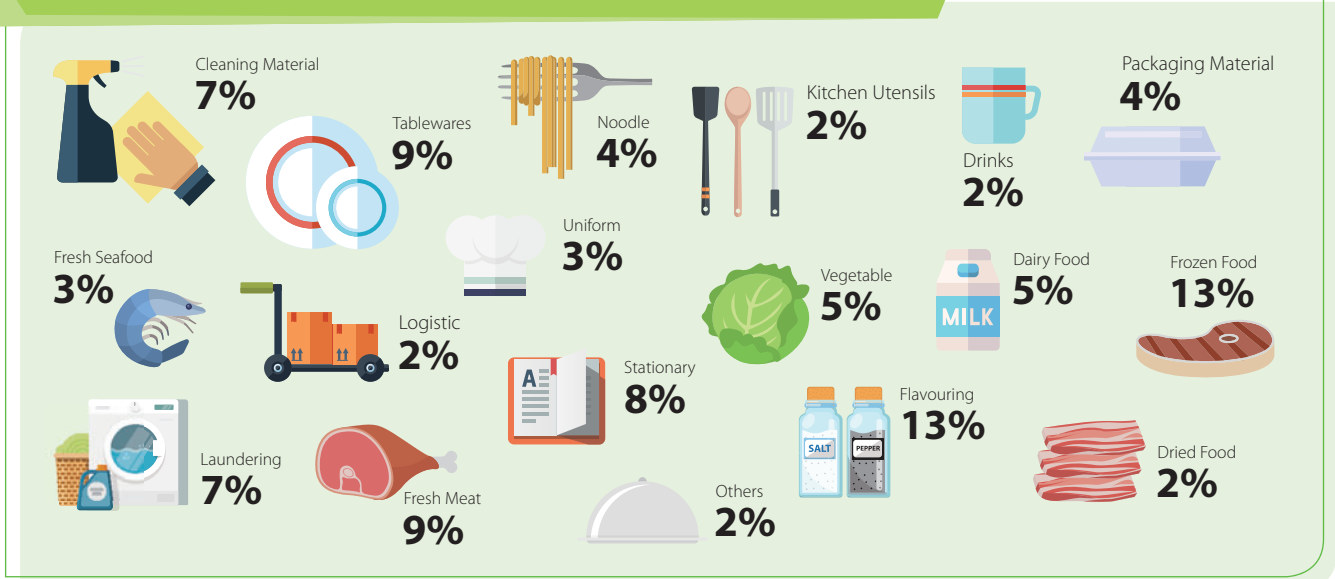
# CARE FOR SUPPLIERS



## Number of suppliers in Hong Kong by Category (e.g Meat, seafood, dairy)



## Number of suppliers in Mainland China by Category (e.g Meat, seafood, dairy)



The Group employs a strict set of criteria to select its suppliers. For instance, suppliers of the Group must hold licences approved by the government and all goods to be sold must be imported in an appropriate way. Specifically, the goods/raw materials from suppliers are required to be in full compliance with the latest food labelling, hygiene and sanitary regulations. Suppliers should submit relevant health certificates and the results of laboratory tests of their goods to the Group as and when required.

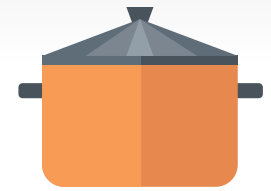
Comprehensive evaluations on suppliers for the initial provision of food merchandise are conducted by the Procurement Department, which should make sure that both suppliers and their materials are in compliance with relevant standards, including but not limited to food safety regulations, past performance and business reputation of suppliers, hygiene requirement, suppliers' sustainability practices and their fulfilment of corporate social responsibility. Assessment on the existing suppliers is implemented by the Group from time to time by visiting the suppliers and their production facilities.

# CARE FOR SUPPLIERS



## Evaluation and procurement

The Group will conduct thorough investigations into and then give notice to the suppliers who are not up to par in terms of food quality, and will also spur and track their corrective actions in order to protect the interests of customers effectively. Once suppliers who have been found serious quality and food safety issues, fraudulent acts or deceptive reporting of weight and packaging, the Group will put their names on the black list.



**CENTRAL KITCHEN**

## Monitoring and feedback

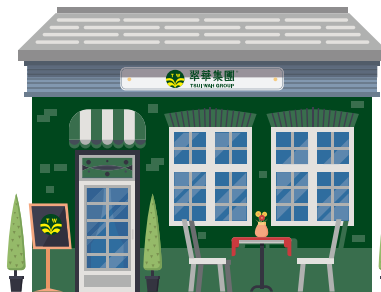
Through efficient communications such as teleconference, emails and phone calls with suppliers, the Group can be timely updated of the latest performance and business change of its suppliers. By building a firm and stable relationship with its suppliers, the Group strives to mitigate both associated environmental and social risks throughout the entire supply chain, and is committed to bringing more positive impact on the sustainable development of food industry. For instance, local suppliers are always prioritised by the Group, which tries to reduce the carbon emissions due to transportation of materials as much as possible.



**SUPPLIERS**

## Procurement strategy

After a series of stringent procedures, qualified suppliers will be finally registered under the "Approved List of Suppliers" of the Group. Up to 31 March 2018, there were 468 suppliers under the "Approved List of Suppliers", who were responsible for the provision of different types of products and services to the Group. The central kitchens which are mainly responsible for food processing will then monitor the product quality and service level of suppliers under the Food Safety Management System (ISO22000:2005).



**RESTAURANT**

Reliable and eco friendly logistics

Provision of tasty delicacy

Proactive customer engagement

**CUSTOMERS**



# CARE FOR ENVIRONMENT



Tsui Wah commits to protect environment during its business operations and does its utmost to optimise natural resources that could be consumed everyday. By constant research & development and efficient implementation of relevant policies, Tsui Wah bears in mind the 3R principles — Reduce, Reuse and Recycle, and changes towards a sustainable enterprise.

# CARE FOR ENVIRONMENT

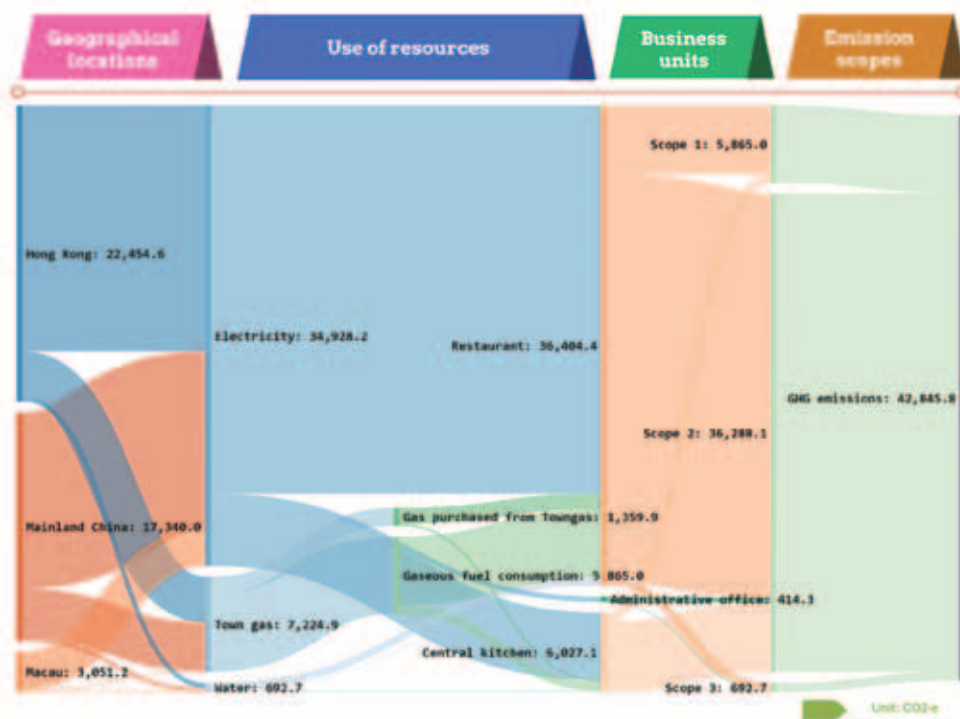


## EMISSIONS

To seek the long-term sustainability of the environment and the community where it operates, the Group is prudent in controlling its emissions, and complies with relevant environmental laws and regulations in Hong Kong, Macau and the PRC during its daily operations.

In FY2018, the Group found no disregard to influential laws relevant to air and greenhouse gas (“GHG”) emissions, discharges into water and land, and generation of hazardous and non-hazardous waste. The Group commits to constantly keep mitigate its environmental impacts through effective measures, including the control of the Group’s resource consumption and the upgrade of outdated equipment that performs poorly in energy efficiency.

Given the nature of the Group’s business, air emissions mainly come from combustion of town gas for food processing and fuels for transportation. In FY2018, the air emissions of sulphur oxides (“SO<sub>x</sub>”) and nitrogen oxides (“NO<sub>x</sub>”) amounted to 2 kg and 443 kg. Since the food processing activities mainly rely on the combustion of town gas and consumption of electricity, the amount of particulate matter (“PM”) generated by the Group is negligible. Greenhouse gases (“GHGs”) are a major contributor to climate change and rigorously governed by the United Nations (UN) ‘Framework Convention on Climate Change’ and the subsequent UN ‘Kyoto Protocol’. GHG emissions from the Group are primarily due to the consumption of town gas and electricity during processing operations. Specifically, the Group’s total GHG emissions were 42,846 tonnes CO<sub>2</sub>e, with an intensity of 23.29 tonnes CO<sub>2</sub>e/HKD Million being calculated during the year under review. Other than GHG emissions, the Group also generated certain amounts of solid wastes (including kitchen wastes) and wastewater from its administration offices, central kitchens and restaurants. Precisely, a total of 4,548 tonnes of non-hazardous commercial and kitchen wastes (with an intensity of 2.47 tonnes/HKD Million), and 905,356.0 cubic metre of non-hazardous commercial wastewater (with an intensity of 492.09 cubic metre/HKD Million) were discharged during the Group’s operations. In FY2018, The Group did not generate any hazardous waste. Set out below is a GHG emissions Sankey diagram generated from the perspective of geographical locations, business segments, use of resources, and emission scopes, with the width of the arrows representing the magnitudes of the amount of emissions.





# CARE FOR ENVIRONMENT



## EMISSIONS *(Continued)*

### The Group's Total Emissions by Category in FY2018

Emissions		Unit	Amount	Intensity <sup>(2)</sup> (Unit per HKD Million)
Air emissions	SO <sub>x</sub>	Kg	2	1.09×10 <sup>-3</sup>
	NO <sub>x</sub>	Kg	443	0.24
	PM	Kg	Negligible	–
GHG emissions <sup>(1)</sup>	Scope 1 (Direct Emissions)	tonnes CO <sub>2</sub> e	5,865	–
	Scope 2 (Energy Indirect Emissions)	tonnes CO <sub>2</sub> e	36,288	–
	Scope 3 (Other Indirect Emissions) <sup>(3)</sup>	tonnes CO <sub>2</sub> e	693	–
	Total (Scope 1, 2 & 3)	tonnes CO <sub>2</sub> e	42,846	23.29
Non-hazardous waste	Solid Wastes <sup>(4)</sup>	tonnes	4,548	2.47
	Wastewater	m <sup>3</sup>	905,356	492.09

Note:

- (1) GHG emissions mentioned in this table does not include the consumption of gasoline and diesel for vehicles.
- (2) Intensity was calculated by dividing the amount of air, GHG and other emissions by the Group's revenue for FY2018.
- (3) The Group's GHG emissions for Scope 3 (Other Indirect Emissions) only cover that from electricity used for processing fresh water and sewage by government departments.
- (4) The solid wastes mentioned in this table does not include the data from business in Macau.



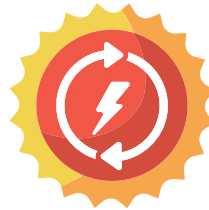
# CARE FOR ENVIRONMENT



## Air & GHG emission management

The primary source of GHG emissions emitted by the Group was the use of purchased electricity. The central kitchens and all branches of the Group have implemented effective measures for environmental protection.

To achieve additional energy savings and reduce GHG emissions, offices and restaurants have adopted energy-efficient appliances, especially LED lights, to replace traditional equipment, which consumes large amounts of energy during operations.



Restaurants and central kitchens have utilised lighting control systems for regional power supply. Based on actual needs, the lighting system can be adjusted and optimised towards more sustainable usage of electricity.



The primary source of GHG emissions emitted by the Group was the use of purchased electricity. The central kitchens and all branches of the Group have implemented effective measures for environmental protection.

With the aim of reducing greenhouse gas emissions and air pollution, the Group regularly participates in the Wasted Oil Recycling Plan, whereby wasted cooking oil can be provided to biodiesel producers for conversion into renewable energy.





# CARE FOR ENVIRONMENT



## Waste management


Owing to the rising population and the increase of dining-out habits of Hong Kong people, food waste production is continuously ascending. About 3,000 tonnes of food waste are disposed of each, accounting for up to 30% of municipal solid waste. Tsui Wah, as a member of the Cha Chaan Teng industry in Hong Kong, deeply realises its corporate responsibilities to protect the environment through the efficient waste management, especially the minimisation of food waste generation. The Group sticks to the plan and multi-pronged approach of the Environmental Protection Department to tackle food waste problems and implements good management practices according to the Food Waste Management Hierarchy, in that the avoidance of food waste generation and reduction at source always comes first.


## Regulations for environmental protection




To seek the long-term sustainability of the environment and the community where it operates, the Group is prudent in controlling its emissions and consumption of resources, and complies with relevant environmental laws and regulations in Hong Kong and the PRC during its daily operations, including:



- 
Environmental Protection Law of the People's Republic of China

- 
Law of the People's Republic of China on the Prevention and Control of Atmospheric Pollution

- 
Law of the People's Republic of China on Prevention and Control of Water Pollution

- 
Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Wastes

- 
Law of the People's Republic of China on Conserving Energy


- 
Regulations of the Management of Economical Use of Urban Water

- 
Air Pollution Control Ordinance (Cap. 311 of the Laws of Hong Kong)

- 
Water Pollution Control Ordinance (Cap. 358 of the Laws of Hong Kong)

- 
Waste Disposal Ordinance (Cap. 354 of the Laws of Hong Kong)

- 
Environmental Impact Assessment Ordinance (Cap. 499 of the Laws of Hong Kong)

- 
Noise Control Ordinance (Cap. 400 of the Laws of Hong Kong)




# CARE FOR ENVIRONMENT



## FOOD WASTE MANAGEMENT

The Group has established and strictly implemented a comprehensive list of food waste management policies in its business operations, which mainly falls into four aspects — Education, Food Waste Separation, Central Kitchen Management, and Waste Oil Recycling Scheme.

### 1. Food Waste Separation

- Food wastes separation has been implemented in the Group's restaurants located at the Hong Kong International Airport and Tuen Mun.
- The Group's restaurants located at the Hong Kong International Airport worked with AAHK and property management companies to deliver separated food waste to food waste plants, where food waste can be processed into fish feed and soil conditioner so as to relieve the pressure on landfills.
- Restaurants give full support to the Food Waste Recycling Partnership Scheme of Environmental Protection Department to carry out the practice of food waste separation and collection. Besides, food wastes are separated and disposed of through qualified recyclers for certain restaurants of the Group in Mainland China.



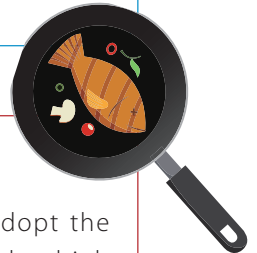
### 2. Education

The Group joined the campaign "Food Wise Hong Kong" during the year held by the Environmental Protection Department, aiming to encourage customers to reduce food waste and promoting the concept "Think before you order", and also to support the meatless menu campaign with environmental organisation to encourage a meat-free green diet as well as reduce carbon usage, which in turn slows down global warming.



### 3. Central Kitchen Management

All central kitchens of the Group adopt the centralised food processing model, which enhances utilisation of raw materials and therefore reduces food waste.



### 4. Waste Oil Recycling Scheme

- Central kitchens and restaurants have implemented the waste oil recycling scheme since 2014. Under this scheme, the waste oil produced by the Group during cooking process can be converted into renewable energy. During the year ended 31 March 2018, a total of 3,048 barrels of oil were collected.
- The Group also participated in the Hong Kong Cooking Oil Registration Scheme launched by Hong Kong 2016 Quality Assurance Agency.
- Certain restaurants of the Group in Mainland China properly handle waste cooking oil by cooperating with third-party waste oil collection companies.





## CARE FOR ENVIRONMENT



### Use of resources

The Group has complied with the relevant laws and regulations in relation to the Group's use of resources during the year under review. In FY2018, the major resources consumed by the Group were electricity, town gas, water, gasoline, diesel fuel, plastic and paper. The table below illustrates the amount of resources used by the Group in FY2018.

#### The Group's Total Use of Resources by Category in FY2018\*

Resource Category	Item	Unit	Amount	Intensity** (Unit per HKD Million)
Energy	Electricity	kWh'000	51,917	28.22
	Town gas	unit	2,297,277	1248.66
	Gasoline	litres	27,108	14.73
	Diesel	litres	39,600	21.52
Water	Water	m <sup>3</sup>	1,293,184	702.89
Packaging materials	Plastic	tonnes	50	0.03
	Paper	tonnes	25	0.01

#### Notes:

\* Due to the information incompleteness, gasoline and diesel mentioned in this table only covers the consumption during business operations in Hong Kong; packaging materials mentioned in this table does not include the data from business in Macau.

\*\* Intensity was calculated by dividing the amount of consumed resources by the Group's revenue for FY2018.

### Packaging materials

The Group adopts standardised packaging materials for takeaways across all restaurants, which fall into plastic and paper products. It is widely acknowledged that the single use plastics are a real concern for the planet and the damaging and long-lasting environmental effects of excessive takeaway waste has already gained significant attention in recent decades. To better control its consumption of packaging materials during daily operations, restaurants have come up with a number of innovative and cost-effective packaging solutions whereby the amount of packaging materials can be strictly monitored and controlled. For instance, restaurants have specific procurement record for packaging materials every day and place an order by estimating the accurate number of different packaging items for the business next day according to statistics.

# CARE FOR ENVIRONMENT

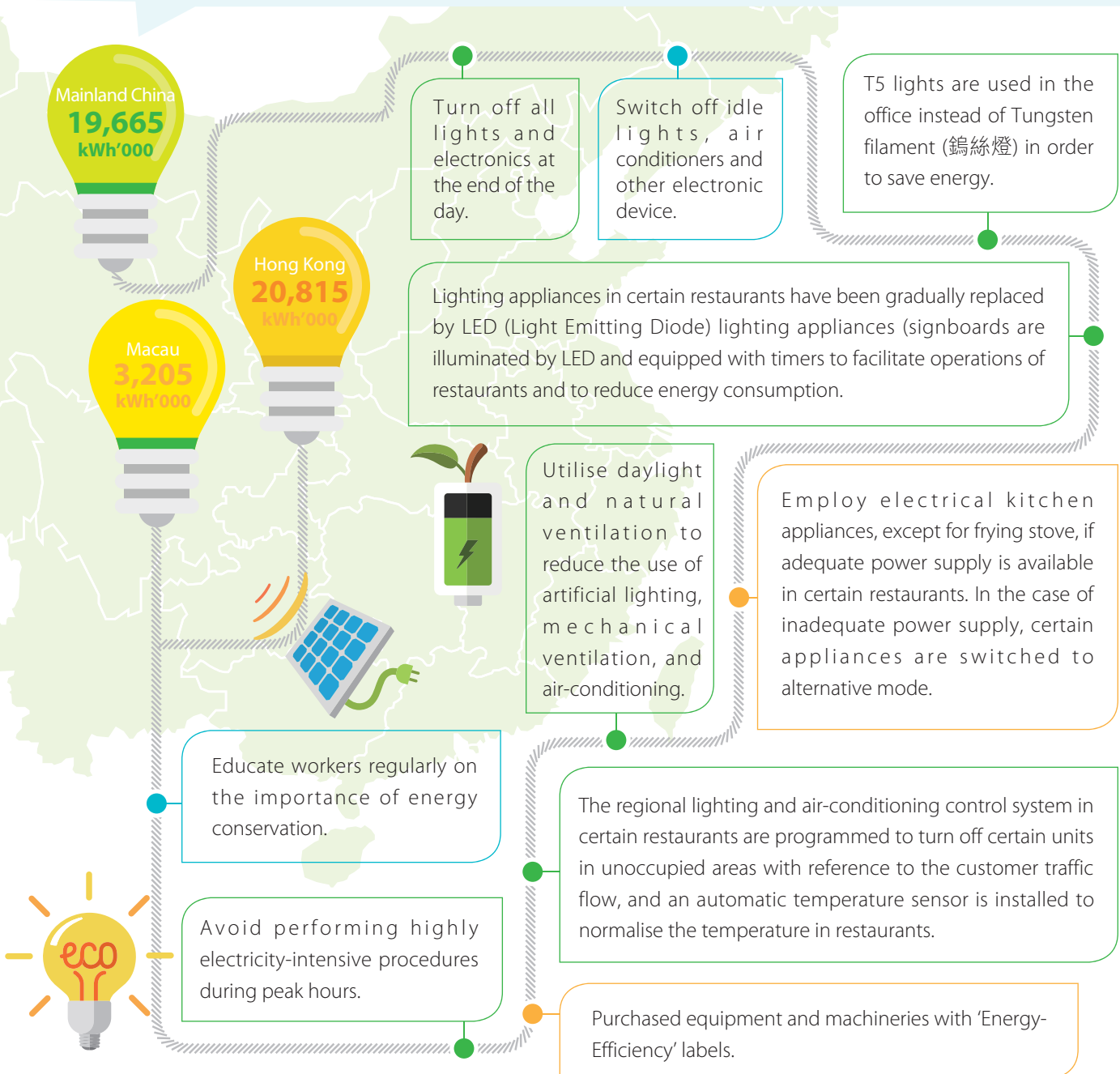


## ELECTRICITY

The Group's electricity consumption came from daily operations of administrative offices, restaurants, and central kitchens. In FY2018, the total electricity consumption of the Group was 51,917 kWh'000 (with an intensity of 28.22 kWh'000/HKD Million), of which the majority was used at restaurants.

### Comparison of consumed electricity at restaurants by geographical locations

To align with the Group's policy of saving electricity, all subsidiaries and branches of the Group have taken a variety of measures to ensure the most effective use of electricity and demonstrate their determination to protect our environment.





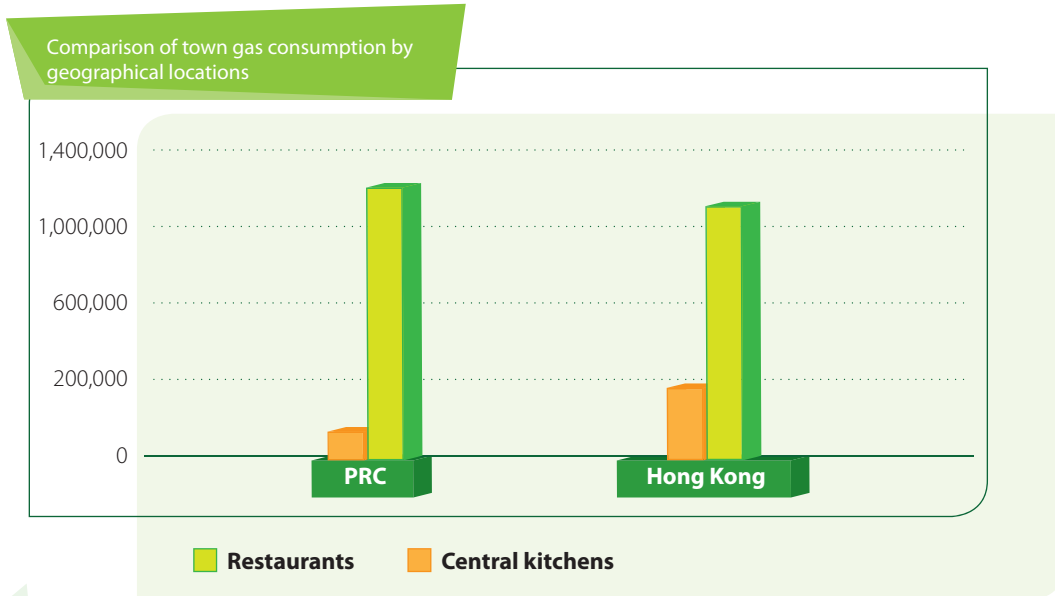
# CARE FOR ENVIRONMENT



## OTHER ENERGY RESOURCES

The Group consumed gasoline and diesel fuel for transportation during the year under review. In FY2018, the amount of gasoline and diesel fuel consumed by the Group in Hong Kong were 27,108 litres and 39,600 litres, respectively. To sharply reduce the use of fossil fuels for transportation purpose, the Group has adopted a number of measures, including the employment of eco-friendly trucks in the Group’s transportation fleet in Hong Kong, so as to meet the emission and noise control standards issued by the Hong Kong Government. What is more, all vehicles of the Group are installed with diesel particulate filters (DPF), a device designed to remove diesel particulate matter or soot from the exhaust gas of a diesel engine, to further abate the detrimental influence of exhaust fumes from vehicles on the environment. In contrast with the supply chain management model that suppliers deliver raw materials directly to restaurants, central kitchens currently employ a brand-new approach called ‘centralised logistics’ for food delivery, which has successfully reduced the frequency of vehicle usage, thereby leading to a substantial reduction of carbon emissions.

Due to the industry characteristics and product category, the cooking process and food processing operations of the Group rely on the use of town gas to a relatively high extent. Set out below is the town gas consumption, by geographical locations, of the Group’s restaurants and central kitchens of the Group in FY2018.



To lower its town gas consumption during operations, the Group has put great efforts in the innovation of device and cooking technology. Specifically, the Group’s central kitchens started to operate under electric model instead of town gas to reduce the emissions of air pollutants and achieve a higher operating efficiency. Meanwhile, the adoption of such electric model makes combustion air fans unnecessary at central kitchens any more, thereby hugely reducing the noise pollution generated by the fans previously.

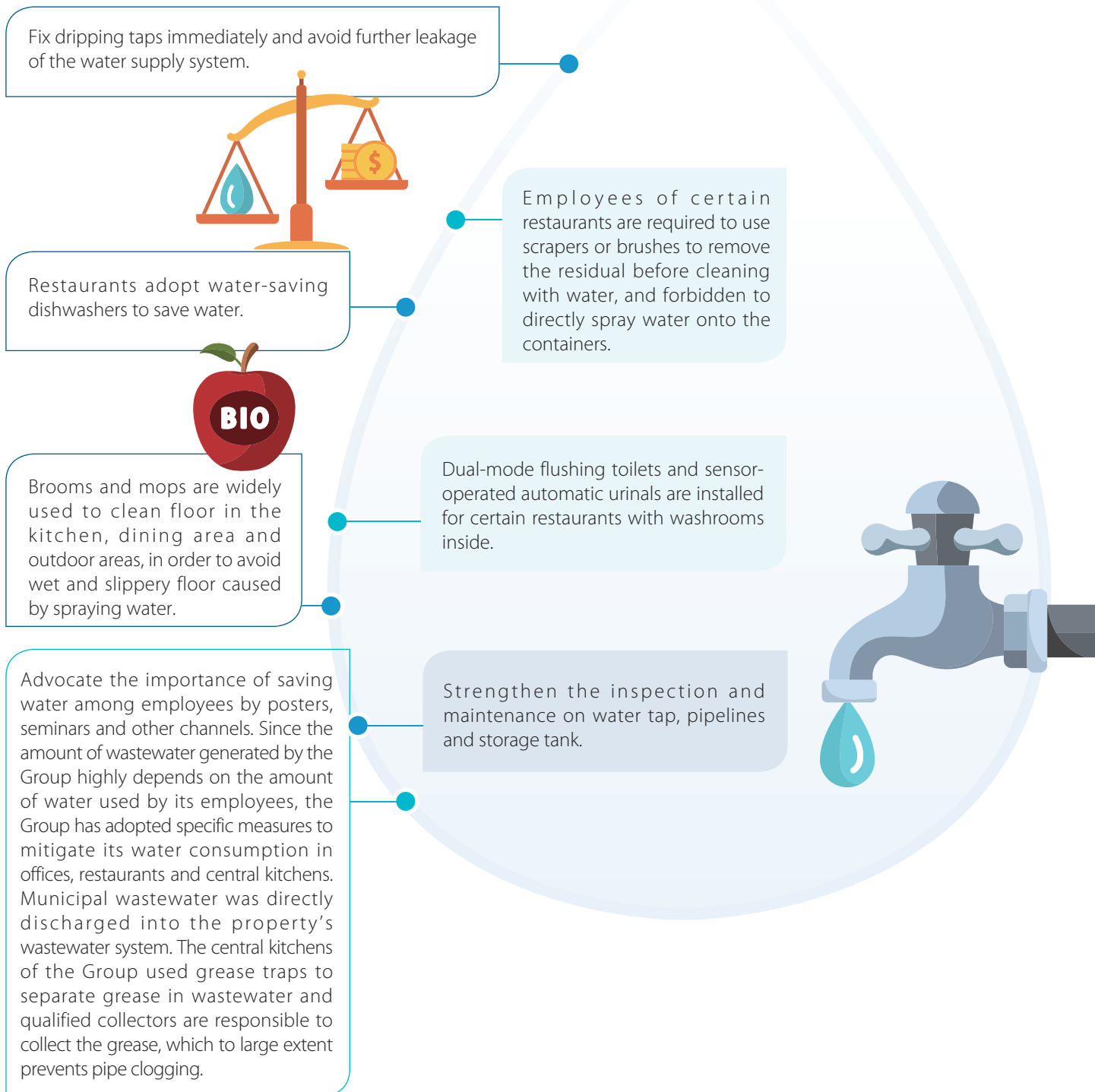


# CARE FOR ENVIRONMENT



## WATER

Water is one of the most precious resources on the planet and the Group pays great attention to water conservation in its daily operations. In FY2018, the Group did not face any problem in sourcing water, and the Group's total water consumption amounted to 1,293,184 cubic metre (with an intensity of 702.89 cubic metre/HKD Million). The Group often holds meetings to explore more advanced and effective ways of saving water in each segment of its operation, especially practical water control measures across restaurants. To improve the utilisation efficiency of water resources, the Group has specifically adopted the following practices:





# CARE FOR ENVIRONMENT



## ENVIRONMENTAL AND NATURAL RESOURCES

Through a series of measures to save electricity, water, gasoline, diesel, town gas and mitigate the amount of food wastes during operations that have been introduced above, the Group continues to make significant progress towards the building of a reliable, resilient and sustainable corporation that pioneers in the catering industry. In the current year, the Group spared no efforts to conserve resources and promote environmental protection, thereby minimising its impact on the environment. The emissions of exhaust gas and GHG, solid waste, wastewater are all in conformity with relevant environmental laws and regulations. Among all the GHG emissions during the year under review, the Group’s major impact on the environment was from the consumption of electricity. To minimise its GHG emissions, which are always connected with the precursor of global climate change, the Group strictly monitors, manages and improves its business model, focuses on its recycling initiatives, and relies on the efficient usage and control of electricity and town gas. The education of environmental protection is the first step to which the Group pays great attention. The Group has committed to cultivating the good habits of diligence and frugality in terms of the use of natural resources among all its employees. The Group has contributed to environmental protection through diverse means of education and publicity. Set out below is a list summarizing the activities that the Group participated in the past.

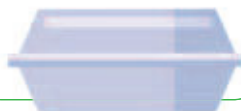
### TSUI WAH’S SUSTAINABILITY OF ENVIRONMENTAL PROTECTION AND NATURAL RESOURCES

Supported Green Monday’s action, introduced meat-free green diet to customers, and encouraged people to take green diet a day per week.

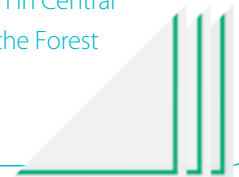


Participating in Food Wise Hong Kong Campaign — Promoting “If you can’t finish your food, don’t waste it” as the primary message, the Group started to place promotional materials on tables, showed related posters on LCD-televisions and distributed bookmarks at cashiers since March 2015.

Restaurants used environmentally friendly takeaway lunchbox made of 100% degradable material, takeaway bags made of oxo-biodegradable plastic and bio-degradable detergent.



The napkins designed and used in the Group’s Wellington Street branch in Central of Hong Kong were certified by the Forest Stewardship Council.

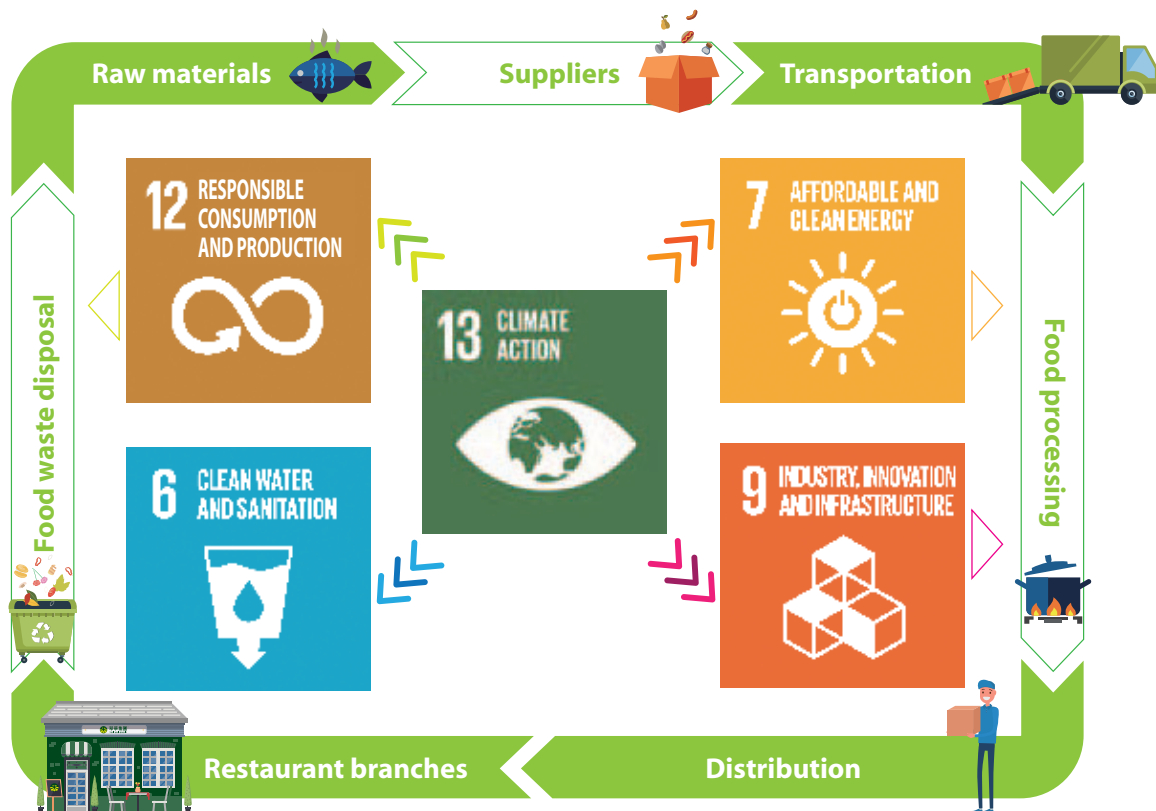


# CARE FOR ENVIRONMENT



To further eliminate its possible repercussions on the environment, the Group has put great emphasis on three main areas in its daily operations. First, the Group is committed to seizing every opportunity to innovate, design and utilise eco-efficient technologies for food processing operations in terms of their energy consumption, air and GHG emissions, and most importantly, the compliance with relevant environmental regulations. Second, the Group values the education and advocacy of low-carbon operation and lifestyle. Employees are tremendously encouraged to take public transport instead of private cars, thereby reducing their individual carbon footprint. Third, to align with the international standard in preserving energy resources and protecting the planet, a series of efficacious, adaptable and globally compatible policies are considered the fundamental asset to keep the enterprise go with the tide of world development by the Group. The Sustainable Development Goals (SDGs) came into force on 1 January 2016 and laid out a roadmap to tackle 17 vital sustainability issues around the world. With a strong determination to protect the environment, the Group prioritises and incorporates certain SDGs into its whole supply chain management, which are 'Affordable and clean energy', 'Industry, Innovation and Infrastructure', 'Responsible Consumption and Production', 'Clean Water and Sanitation' and 'Climate Action', respectively.

## IMPACTS THROUGHOUT THE ORGANISATIONAL VALUE CHAIN





## LAWS AND POLICIES



The Group's business operations are in strict compliance with relevant environmental and social laws, regulations and policies set out in Hong Kong, Macau and the PRC. The table below summarises laws and regulations which have significant impact on Tsui Wah.

### CARE FOR EMPLOYEES

Employment Ordinance  
(Cap. 57 of the Laws of Hong Kong)

Law no. 21/2009 (Law for the employment of non-resident workers in Macau)

Labour Law of the People's Republic of China

Disability Discrimination Ordinance (Cap. 487 of the Laws of Hong Kong)

Sex Discrimination Ordinance (Cap. 480 of the Laws of Hong Kong)

Occupational Safety and Health Ordinance (Cap. 509 of the Laws of Hong Kong)

Production Safety Law of the People's Republic of China

Law of the People's Republic of China on Prevention and Control of Occupational Diseases

Regulation on Work-Related Injury Insurance

Prevention of Bribery Ordinance (Cap. 201 of the Laws of Hong Kong)

Anti-Money Laundering and Counter-Terrorist Financing Ordinance

Minimum Wage Ordinance (Cap. 608 of the Laws of Hong Kong)

Employees' Compensation Ordinance (Cap. 282 of the Laws of Hong Kong)

Mandatory Provident Fund Scheme Ordinance (Cap. 485 of the Laws of Hong Kong)

Anti-corruption law of the people's Republic of China

Law of the People's Republic of China on Anti-money Laundering



### CARE FOR COMMUNITIES

Not applicable



### CARE FOR SUPPLIERS

The Sale of Goods Ordinance (Cap. 26 of the Laws of Hong Kong)

The Supply of Services (Implied Terms) Ordinance (Cap. 457 of the Laws of Hong Kong)



### CARE FOR ENVIRONMENT

Environmental Protection Law of the People's Republic of China

Law of the People's Republic of China on the Prevention and Control of Atmospheric Pollution

Law of the People's Republic of China on Prevention and Control of Water Pollution

Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Wastes

Law of the People's Republic of China on Conserving Energy

Regulations of the Management of Economical Use of Urban Water

Air Pollution Control Ordinance (Cap. 311 of the Laws of Hong Kong)

Water Pollution Control Ordinance (Cap. 358 of the Laws of Hong Kong)

Waste Disposal Ordinance (Cap. 354 of the Laws of Hong Kong)

Noise Control Ordinance (Cap. 400 of the Laws of Hong Kong)

Environmental Impact Assessment Ordinance (Cap. 499 of the Laws of Hong Kong)



### CARE FOR CUSTOMERS

Food Safety Ordinance (Cap. 612 of the Laws of Hong Kong)

Food and Drugs (Composition and Labelling) Regulation

Public Health and Municipal Service Ordinance (Cap. 132 of the Laws of Hong Kong)

Trade Descriptions Ordinance (Cap. 362 of the Laws of Hong Kong)

Personal Data (Privacy) Ordinance (Cap. 486 of the Laws of Hong Kong)

Trade Marks Ordinance (Cap. 559 of the Laws of Hong Kong)





# REPORT DISCLOSURE INDEX



Aspects	ESG Indicators	Description	Section	Page
<b>A. Environmental</b>				
A1: Emissions	General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	Care for Environment	44
	KPI A1.1	The types of emissions and respective emission data.	Care for Environment	45
	KPI A1.2	Greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Care for Environment	45
	KPI A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Care for Environment	45
	KPI A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Care for Environment	45
	KPI A1.5	Description of measures to mitigate emissions and results achieved.	Care for Environment	46
	KPI A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved.	Care for Environment	47
A2: Use of Resources	General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	Care for Environment	49
	KPI A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	Care for Environment	49
	KPI A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Care for Environment	49
	KPI A2.3	Description of energy use efficiency initiatives and results achieved.	Care for Environment	50
	KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.	Care for Environment	52
	KPI A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Care for Environment	49
A3: The Environment and Natural Resources	General Disclosure	Policies on minimising the issuer's significant impact on the environment and natural resources.	Care for Environment	53
	KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Care for Environment	53



# REPORT DISCLOSURE INDEX



Aspects	ESG Indicators	Description	Section	Page
<b>B. Social</b>				
<b>Employment and Labour Practices</b>				
B1: Employment	General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	Care for Employees	19
	KPI B1.1	Total workforce by gender, employment type, age group and geographical region.	Care for Employees	20
	KPI B1.2	Employee turnover rate by gender, age group and geographical region.	–	N/A
B2: Health and Safety	General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	Care for Employees	24
	KPI B2.1	Number and rate of work-related fatalities.	There was no work-related fatalities during the reporting period	N/A
	KPI B2.2	Lost days due to work injury.	–	N/A
	KPI B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored.	Care for Employees	25
B3: Development and Training	General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	Care for Employees	26
	KPI B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	–	N/A
	KPI B3.2	The average training hours completed per employee by gender and employee category.	Care for Employees	27
B4: Labour Standards	General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	Care for Employees	29
	KPI B4.1	Description of measures to review employment practices to avoid child and forced labour.	Care for Employees	29
	KPI B4.2	Description of steps taken to eliminate such practices when discovered.	Care for Employees	29
<b>Operating Practices</b>				
B5: Supply Chain Management	General Disclosure	Policies on managing environmental and social risks of the supply chain.	Care for suppliers	41
	KPI B5.1	Number of suppliers by geographical region.	Care for suppliers	41

# REPORT DISCLOSURE INDEX



Aspects	ESG Indicators	Description	Section	Page
	KPI B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.	Care for suppliers	42
B6: Product Responsibility	General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	Care for customers	33
	KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	There were no matters of recall for safety and health reasons during the reporting period.	N/A
	KPI B6.2	Number of products and service related complaints received and how they are dealt with.	The Group is not aware of any significant complaints related to products and services during the reporting period.	N/A
	KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	Care for customers	36
	KPI B6.4	Description of quality assurance process and recall procedures.	Care for customers	33
	KPI B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored.	Care for customers	35
B7: Anti-corruption	General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	Care for Employees	29
	KPI B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	Care for Employees	29
	KPI B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	Care for Employees	29
<b>Community</b>				
B8: Community Investment	General Disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	Care for communities	38
	KPI B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	Care for communities	38
	KPI B8.2	Resources contributed (e.g. money or time) to the focus area.	Care for communities	38



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