

CBK Holdings Limited 國茂控股有限公司

(Incorporated in the Cayman Islands with limited liability)
(於開曼群島註冊成立之有限公司)

Stock Code 股份代號 : 8428

2019

ENVIRONMENTAL, SOCIAL
AND GOVERNANCE REPORT
環境、社會及管治報告



Environmental, Social and Governance Report

環境、社會及管治報告

1. ABOUT THIS REPORT

CBK Holdings Limited (the “**Company**”) together with its subsidiaries (the “**Group**”) and its directors (the “**Directors**”) are pleased to present the annual environmental, social and governance (“**ESG**”) report (the “**ESG Report**”) for the year ended 31 March 2019 (the “**Reporting Period**”). This report is prepared with reference to the Environmental, Social and Governance Reporting Guide (the “**ESG Guide**”) set out in Appendix 20 to the Rules Governing the Listing of Securities on GEM of The Stock Exchange of Hong Kong Limited (the “**GEM Listing Rules**”) and comprises two subject areas, namely, environmental (subject area A) and social (subject area B). For any additional information in relation to the Group’s corporate governance and financial performance, please refer to the Company’s annual report for the Reporting Period.

The general disclosure and compliance issues contained in this ESG Report mainly cover the principal operation and core business of the Group, being the provision of food catering service through a chain of hotpot specialty restaurants in Hong Kong for the Reporting Period.

This ESG Report describes the environmental and social activities, challenges and measures of the Group to demonstrate its long-term commitment to ensure that its activities, at all levels, are economically, socially and environmentally sustainable. With reference to the ESG Guide, the presentation of this ESG Report divides relevant aspects and key performance indicators (“**KPI**”) considered relevant and material to the Group’s operations into four areas, namely, environmental protection, employment and labour practices, operating practices and community investment.

1. 關於本報告

國茂控股有限公司(「**本公司**」)連同其附屬公司(統稱為「**本集團**」)及其董事(「**董事**」)欣然提呈截至2019年3月31日止年度(「**報告期間**」)的年度環境、社會及管治(「**環境、社會及管治**」)報告(「**環境、社會及管治報告**」)。本報告乃根據香港聯合交易所有限公司GEM證券上市規則(「**GEM上市規則**」)附錄20所載環境、社會及管治報告指引(「**環境、社會及管治指引**」)編製而成，並包括兩個主題範疇：環境(主題範疇A)及社會(主題範疇B)。有關本集團企業管治及財務表現的其他資料，請參閱本公司於報告期間的年度報告。

本環境、社會及管治報告所載一般披露資料及合規事宜主要涵蓋本集團於報告期間的主營及核心業務：透過在香港的連鎖特色火鍋店提供餐飲服務。

本環境、社會及管治報告說明本集團的環境及社會活動、挑戰及措施，以證明其業務在所有層面上均屬於經濟、社會及環境上可持續的長期承諾。經參考環境、社會及管治指引後，被視為與本集團業務相關且屬重大的本環境、社會及管治報告的相關範疇及關鍵績效指標(「**關鍵績效指標**」)分為四個範疇呈列：環保、就業及勞工慣例、營運慣例及社區投資。

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2. ENVIRONMENTAL PROTECTION

The Group values and greatly emphasises the notion of sustainable development in the course of its business operations. With the goal to reduce energy consumption and carbon emissions, the Group has formulated internal rules and regulations for sound and effective management of its energy consumption, greenhouse gas (“GHG”) emissions, as well as discharge of kitchen waste, kitchen sewage and other pollutants. As a catering enterprise in Hong Kong, the Group strictly complies with the environmental protection laws and regulations promulgated by the local government.

During the Reporting Period, the Group has complied with relevant laws and regulations relating to air and GHG emissions, discharge into water and land, and generation of hazardous and non-hazardous waste. The Group did not violate any environmental protection laws or regulations in Hong Kong, nor was it subject to any significant fines, non-monetary penalties and litigation relating to environmental violations.

2.1 Emissions

2.1.1 Exhaust gas and GHG emissions

Due to its business nature, the Group does not directly generate a significant amount of exhaust gas emissions during its operation.

In the course of its daily operation and office administration, the Group generates GHG emissions directly or indirectly. To effectively manage its GHG emissions, the Group actively adopts electricity conservation and energy saving measures as well as other measures such as:

- turning the lighting and ventilation systems of certain rooms in the workplace off when those rooms are not in use;

2. 環境保護

本集團重視並非常關注業務營運過程中的可持續發展理念。本集團以減低能源消耗和碳排放為目標，制定了內部規則及規例，確保有效地管理其能源消耗、溫室氣體（「溫室氣體」）排放以及廚餘、廚房污水及其他污染物的排放。作為香港餐飲企業，本集團嚴格遵守當地政府頒佈的環境保護法例和法規。

於報告期間，本集團已遵守有關空氣及溫室氣體排放、水及土地的排污，以及產生有害及無害廢物的相關法例及規例。本集團並無違反任何香港環保法例或法規，亦無面臨與環境違法行為有關的巨額罰款、非金錢罰款和訴訟。

2.1 排放

2.1.1 廢氣及溫室氣體排放

基於業務性質使然，本集團於營運期間並無直接產生龐大的廢氣排放。

在日常營運和辦公室行政過程中，本集團直接或間接產生溫室氣體排放。為有效管理其溫室氣體排放，本集團積極採取節電和節能措施以及其他措施，例如：

- 如工作場所有部分房間空置，關閉該等房間的照明及通風系統；

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- encouraging employees to switch off IT devices such as computers and monitors, when they are not in use;
 - installing LED lighting systems in the Group's restaurants and offices;
 - maintaining the room temperature in the offices of the Group at 25 degrees Celsius during the summer season;
 - encouraging employees to use modern telecommunication systems to avoid unnecessary travel arrangements;
 - placing "green" reminders on office equipment to further enhance employees' environmental awareness; and
 - encouraging employees to adopt the aforesaid energy-saving practices.
- 鼓勵僱員關閉IT設備，例如閒置之電腦及顯示器；
 - 於本集團的餐廳及辦公室安裝LED照明系統；
 - 夏季時，維持本集團的辦公室室內溫度於攝氏25度；
 - 鼓勵僱員利用現代通訊系統以避免不必要差旅安排；
 - 在辦公室設備上設置「綠色訊息」告示貼，進一步提高僱員的環境意識；及
 - 鼓勵僱員採取上述節能慣例。

The following table shows the Group's emissions by type for the Reporting Period:

下表顯示本集團於報告期間按類型劃分的排放：

Table 1 — Emissions
表 1 — 排放

| | | Unit | FY2019 |
|--------------------|------|--|---------------|
| | | 單位 | 2019年 財政年度 |
| GHG | 溫室氣體 | CO ₂ e (kg) 二氧化碳當量 (公斤) | 1,324,824 |
| Nitrogen oxides | 氮氧化物 | g 克 | Nil 無 |
| Sulphur oxides | 硫氧化物 | g 克 | Nil 無 |
| Particulate matter | 顆粒物 | g 克 | Nil 無 |

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2.1.2 Waste management

The Group acknowledges the importance of waste management and is committed to implementing sound and proper management and disposal of all waste generated during its operations. During the Reporting Period, the Group adopted the reduce, reuse, replace and recycle principle in its offices and restaurants.

Hazardous Catering Waste

Due to its business nature, the Group does not directly produce hazardous waste during its business operations.

Non-hazardous Waste

Kitchen Waste

Since the Group operates a catering business, it generally produces non-hazardous waste, namely, kitchen waste, which includes food waste, used cooking oils and grease traps waste. Such waste is properly separated and collected by the Group's authorised waste collection and recycling contractors.

The Group has policies in place to reduce its waste generation through the implementation of certain control of its supply sources in order to manage the amount of waste generated. For example, the Group has established a central kitchen and implemented cost control mechanisms to achieve better control of its food purchases. The Group actively monitors the consumption of food ingredients for each restaurant and will make adjustments to its procurement of food ingredients where necessary. These measures help minimise excessive consumption of food ingredients and reduce food waste. In addition, the Group is also an advocate of low-carbon dining, waste recycling as well as reducing the use of disposal tableware.

2.1.2 廢物管理

本集團深知廢物管理的重要性，並致力於健全且妥善地管理和處置營運期間產生的所有廢物。於報告期間，本集團在其辦公室和餐廳採取減少使用、重複利用、回收再用和循環使用原則。

有害廚餘廢物

基於業務性質使然，本集團的業務活動並無直接產生有害廢物。

無害廢物

廚餘

由於本集團經營餐飲業務，其產生的無害廢物主要是廚餘，包括廚餘、已用的食用油和隔油池廢物。該等廢物經妥善分隔，並由本集團的授權廢物收集及回收承包商收取。

本集團已通過監控若干供應來源，實施減少廢物產生的政策，旨在管理產生的廢物數量。例如，本集團已設立中央廚房，並實行成本控制機制，以更好地控制食物採購。本集團積極監控每間餐廳的食物原料消耗，並於必要時調整食物原料採購量。此等措施有助減少多餘的食物原料消耗並減少廚餘。此外，本集團亦推廣低碳餐飲、廢物回收和減少使用即棄餐具。

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Wastewater Discharge

In relation to the Group's wastewater management, the Group carries out oil separation and pre-treatment of wastewater before discharging wastewater. The Group also contracts a sewage service to properly handle its domestic sewage. During the Reporting Period, the Group was in compliance with the Water Pollution Control Ordinance ("WPCO") (Chapter 358 of the Laws of Hong Kong).

The following table shows the Group's total wastewater discharge:

廢水排放

在本集團廢水管理方面，本集團在廢水排放前進行隔油和預先處理。本集團亦簽訂了污水處理服務，以妥善處理生活污水。於報告期間，本集團已遵守香港法例第358章《水污染管制條例》(「《水污染管制條例》」)。

下表顯示本集團的廢水排放總量：

Table 2 — Total Wastewater Discharge
表 2 — 廢水排放總量

| | | Unit | FY2019 |
|---------------------|------|---------|---------------|
| | | 單位 | 2019年 財政年度 |
| Domestic wastewater | 生活廢水 | tonne 噸 | 32.5 |

Green Operation

As an advocate of sustainable living, the Group is committed to adopting a paperless approach in its day-to-day operations. The Group actively encourages all its employees to reduce and limit their use of paper by engaging in duplex printing, paper recycling and using electronic forms of communication for sharing information or retaining internal administrative documents. The Group also aims to minimise the use of disposable paper products such as paper cups, paper plates and paper towels by providing them only when requested by its customers and encourages the recycling of reusable paper products such as manila folders, envelopes and files as far as practicable.

綠色經營

作為可持續生活的倡導者，本集團致力於日常中無紙經營。本集團積極鼓勵全體僱員通過使用雙面列印、紙張回收和使用電子通訊方式作共享資料或保留內部行政文件，以減少和限制用紙。本集團亦僅於顧客要求時方會提供紙杯、紙碟及紙巾等即棄紙製品，旨在盡量減少使用該等紙製品，並鼓勵在切實可行情況下循環使用可反復使用的紙製品(如馬尼拉文件夾、信封及公文袋等)。

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2.2 Use of resources

The Group considers the conservation of natural resources to be an indispensable component to promoting a sustainable business. Through actively adopting a variety of environmentally friendly measures, the Group is able to facilitate the efficient use of its resources, including but not limited to, energy, paper, water and other raw materials. Further, the Group has implemented policies to raise its employees' awareness in relation to the conservation of electricity and has adopted energy saving measures in its daily operation as set out in the section headed "2.1. Emissions" of this ESG Report.

Water Consumption

In relation to water conservation, several restaurants of the Group are equipped with multi-functional food washers to minimise the use of water and wash dishes and cutlery more efficiently. The Group uses various methods to encourage its employees and customers to develop a habit of consciously conserving water. In addition, the Group also promotes the management of water through environmental messages posted in the pantry and washrooms of the Group's office and restaurants to remind employees about the importance and urgency of water conservation. Besides educating its employees, the Group also engages in regular assessments of its utility services. In particular, the Group regularly checks for water-seepage or leaking pipelines. If such problems are identified, the Group will ensure that the defective parts causing the seepage or leakage are replaced and repaired on a timely basis. During the Reporting Period, the Group had no issue with sourcing water that is fit for its business operations.

2.2 運用資源

本集團認為保護自然資源是推廣可持續業務不可或缺的組成部分。本集團通過積極採取各項環保措施，促進有效利用資源，包括但不限於能源、紙張、水及其他原材料。此外，本集團已推行提高僱員節電意識的政策，並在日常業務中採取本環境、社會及管治報告「2.1. 排放」一節所載的節能措施。

水源消耗

在節水方面，本集團若干餐廳均設有多功能食物清洗機以減少用水，並更有效地清洗碗和餐具。本集團採用多種方法，鼓勵僱員和顧客培養自覺節水的習慣。此外，本集團亦通過在辦公室和餐廳的茶水間及洗手間張貼環境訊息，推廣管理用水，提醒僱員節約用水的重要性和緊迫性。除教育僱員外，本公司亦會定期評估其公用設施服務。尤其是，本集團定期檢查出現漏水或破裂的水管。倘發現有關問題，本集團將確保及時更換和維修出現漏水或破裂的缺陷部分。於報告期間，本集團並無有關採購適用於其業務營運之水源的問題。

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Packaging Material

Due to the nature of the Group's business as a catering business, the Group does not have manufacturing facilities and hence does not consume a significant amount of packaging materials during its operation.

The following table shows the Group's energy and resource use during the Reporting Period:

包裝材料

基於餐飲業務性質使然，本集團並無製造設施，故業務過程中並無消耗大量包裝材料。

下表顯示本集團於報告期間的能源及資源運用：

Table 3 — Energy and Resource Use
表3 — 能源及資源運用

| | | Unit 單位 | FY2019 2019年 財政年度 |
|-----------------|-------|--------------------|-------------------------|
| Electricity | 電力 | kWh 千瓦時 | 1,324,824 |
| Purchased gas | 外購天然氣 | Unit 單位 | 36,201 |
| Unleaded petrol | 無鉛汽油 | L 公升 | Nil 無 |
| Paper | 紙張 | kg 千克 | Nil 無 |
| Water | 水 | m ³ 立方米 | 31,226 |

The Group is committed to raising awareness of resources conservation and environmental protection in the minds of its employees. Further, the Group seeks business partners sharing its similar commitments to preserve the environment and operating in compliance with the applicable environmental laws. The Directors believe that such initiatives reflect the Group's overall commitment and dedication to offering the best quality of service to its customers while simultaneously minimising its adverse impact on the environment.

本集團致力提高僱員的資源保護及環保意識。此外，本集團尋求擁有保護環境和遵守適用環境法律的類似承諾的商業夥伴。董事相信，這些舉措可反映出本集團的整體承諾，並致力為客戶提供最優質的服務，力求減少造成對環境不利的影響。

2.3 The environment and natural resources

Details of the impact of the Group's business operations on the environment and natural resources are set out in sections 2.1 and 2.2 of this ESG Report. The Group strives to take steps to minimise the negative environmental impact of the Group's operations.

2.3 環境及自然資源

本集團的業務營運對環境及自然資源造成的影響詳情載於本環境、社會及管治報告第2.1及2.2節。本集團致力採取措施以盡量減少營運為環境帶來的負面影響。

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In the course of complying with relevant environmental laws and regulations to preserve the natural environment, the Group has also integrated the concept of environmental protection into its internal management and daily operations, with the ultimate goal to achieve environmental sustainability in the long term. In addition to strategic waste management and the conservation of resources, the Group aims to procure food that has been sourced from socially and environmentally considerate suppliers.

In the future, the Group will endeavour to continue its commitment in environmental protection and strive to build a greener and healthier environment to fulfil its responsibilities as a member of society.

在遵守相關環境法例及法規以保護自然環境時，本集團亦已將環保概念與內部管理及日常業務結合起來，最終目標是實現環境長遠可持續性。除了有策略地進行廢物管理及節約資源外，本集團旨在採購源自關愛社會及環境的供應商的食物。

本集團日後將會繼續遵守環保承諾，努力建立一個更綠色健康的環境，履行作為社區一分子的責任。

3. EMPLOYMENT AND LABOUR PRACTICES

Since the Group operates a catering business, the Group is fully aware that its business development is largely driven by the quality services provided by its experienced and knowledgeable management team and other key employees. The Group has placed itself in a good position to maintain a robust business performance and facilitate stable growth for its employees.

3.1 Employment

The Group strives to uphold an open, fair, just and reasonable human resources policy. To facilitate this, the Group has tailored its recruitment policy to ensure that its recruitment is in line with the notions of equal opportunity, diversity and anti-discrimination.

3. 僱傭及勞工常規

由於本集團經營餐飲業務，本集團完全明白，其業務發展主要受經驗豐富且知識淵博的管理團隊及其他主要僱員提供的優質服務所推動。本集團已為自身設定一個良好的定位，以為其僱員維持穩健的業務績效及促進穩定增長。

3.1 僱傭

本集團致力秉持公開、公平、公正及合理的人力資源政策。為實現此目標，本集團已制定招聘政策，確保其招聘符合平等機會、多元化及反歧視理念。

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During the Reporting Period, all of the Group's employees were based in Hong Kong. The Group will continue to strictly observe the applicable laws and regulations and follow its employment policies relating to recruitment and promotion, dismissal and compensation, working hours, rest periods, equal opportunities, diversity, anti-discrimination and other benefits and welfare. Further, the Group also aims to improve employee morale by providing competitive remuneration packages, internal promotion opportunities and performance-based bonuses.

During the Reporting Period, the Group had complied with relevant employment laws and regulations, including the Mandatory Provident Fund Schemes Ordinance (Chapter 485 of the Laws of Hong Kong) through its participation in the Mandatory Provident Fund retirement benefit scheme (the "MPF Scheme") for its eligible employees. In addition, the Group was also in compliance with the Minimum Wage Ordinance (Chapter 608 of the Laws of Hong Kong), the Employment Ordinance (Chapter 57 of the Laws of Hong Kong) and the Employees' Compensation Ordinance (Chapter 282 of the Laws of Hong Kong) through the offering of competitive wages, medical insurance, disability and invalidity coverage, maternity leave and other forms of compensation to the Group's employees.

During the Reporting Period, the Group was not aware of any material non-compliance with laws and regulations in respect of its employment and human resources.

於報告期間，本集團全體僱員均位於香港。本集團繼續嚴格遵守適用法例及法規，並恪守其與招聘及晉升、解僱及補償、工時、休息時間、平等機會、多元化、反歧視以及其他待遇及福利有關的僱傭政策。此外，本集團亦旨在提升僱員士氣，方式為提供具競爭力的薪酬待遇、內部晉升機會及績效獎金。

於報告期間，本集團已遵守相關的僱傭法例及法規，包括香港法例第485章《強制性公積金計劃條例》，為合資格僱員參與強制性公積金退休福利計劃（「強積金計劃」）。此外，本集團亦已遵守香港法例第608章《最低工資條例》、香港法例第57章《僱傭條例》及香港法例第282章《僱員補償條例》，向本集團的僱員提供具競爭力的薪金、醫療保險、傷疾保險、產假及其他補償。

於報告期間，本集團並未發現任何違反有關僱傭及人力資源的法例及法規的重大事宜。

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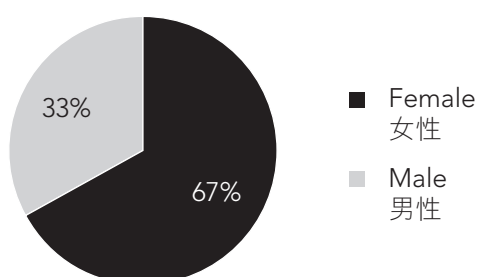
The following tables and charts show the details of the Group's workforce during the Reporting Period:

以下表格及圖表顯示本集團於報告期間的員工詳情：

Table 4 — The Group's Workforce
表 4 — 本集團的員工

| | | FY2019 2019年 財政年度 |
|-------------------------------------|-----------------------|-------------------------|
| Total number of full-time employees | 全職僱員總數 | 112 |
| Turnover Rate by Gender | 按性別劃分的僱員流失比率 | |
| Male | 男性 | 106.5% |
| Female | 女性 | 77.6% |
| Turnover Rate by Age Group | 按年齡組別劃分的僱員流失比率 | |
| Under 30 years old | 三十歲以下 | 106.7% |
| 30–50 years old | 三十歲至五十歲 | 102.4% |
| Over 50 years old | 五十歲以上 | 61.7% |

Total Workforce by Gender 員工總數按性別劃分
(As at 31 March 2019) (截至2019年3月31日)

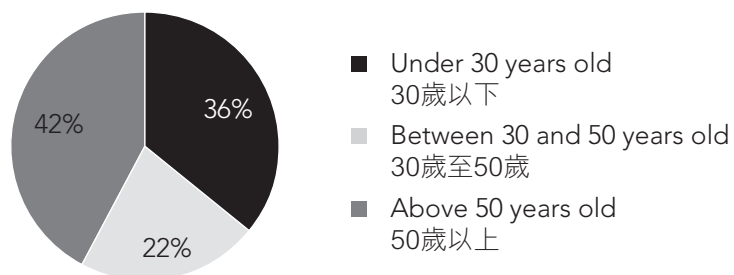


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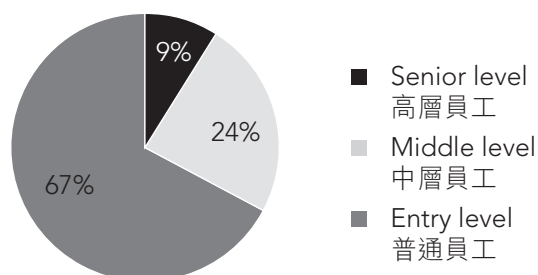
Total Workforce by Age Group 員工總數按年齡組別劃分

(As at 31 March 2019) (截至2019年3月31日)



Total Workforce by Employment Type 員工總數按僱傭類型劃分

(As at 31 March 2019) (截至2019年3月31日)



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3.2 Health and safety

Employees' health and safety is of paramount concern to the Group and is vital to the operation of the Group's hotpot restaurants. As such, the Group has accordingly formulated a series of personnel management policies to provide employees with a healthy, safe, positive and motivated working atmosphere.

The Group's risk management system involves the identification, prevention and management and mitigation of risks and hazards throughout the Group's offices and restaurants as well as strict follow-up procedures for accidents or personal injuries that have occurred during the operation of the Group. The following measures have been adopted by the Group in respect of health and safety:

- installing air purifiers in relatively crowded areas such as conference rooms and meeting rooms;
- prohibiting smoking and abuse of alcohol and drugs in the workplace;
- maintaining clean and tidy rest areas such as corridors and pantries;
- ensuring sufficient ventilation and lighting systems in offices and other workplaces;
- providing adjustable chairs and monitors for eye protection;
- uploading posters of proper working postures and lifting methods accessible on the intranet and setting them up at appropriate locations in offices;

3.2 健康與安全

僱員的健康與安全是本集團最關注的問題，且對本集團火鍋餐廳的運營至關重要。因此，本集團制定了一系列人事管理政策，為員工提供健康、安全、陽光和向上的工作氛圍。

本集團的風險管理制度包括識別、預防及管理以及減低本集團整個辦公室及餐廳的風險及危害，以及於本集團運營期間發生的事故或人身傷害的嚴格跟進程序。本集團已採取以下有關健康與安全的措施：

- 於會議室及會客室等相對擁擠的區域安裝空氣淨化機；
- 工作場所禁止吸煙及濫用酒精與藥物；
- 維持乾淨整潔的休息區，例如走廊及茶水間；
- 確保辦公室及其他工作場所有充足的通風及照明系統；
- 提供可調節的椅子及顯示屏以保護眼睛；
- 於內聯網上載正確工作姿勢及搬運重物方式的海報，並張貼於辦公室適當位置；

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- arranging daily cleaning services and procedures by internal employees and engaging external cleaning companies to provide regular services such as pest control, garbage collection, carpet cleaning, aquarium cleaning and grease tank cleaning; and
- conducting fire drills to raise staff awareness of fire prevention policies and procedures and improving the evacuation plans by providing first aid kits and fire extinguishers in the workplace to allow employees to respond to emergencies.
- 內部僱員安排進行日常清潔服務及程序，並委聘外部清潔公司提供滅蟲、垃圾收集、地毯清洗、魚缸清洗及油箱清洗等定期服務；及
- 進行消防演習以提高員工的防火意識政策及程序，並通過在工作場所設置急救箱及滅火器以供僱員應對緊急情況來改進疏散計劃。

The Group maintains internal records and reporting procedures as regards work injuries to ensure that the work injury cases are properly addressed and handled by the Group's management.

本集團維持有關工傷的內部記錄和報告程序，以確保工作受傷案件得到本集團管理層的妥善解決和處理。

During the Reporting Period, the Group had complied with the Occupational Safety and Health Ordinance (Chapter 509 of the Laws of Hong Kong). The Group did not record any accidents that resulted in death or serious physical injury. No material non-compliance with laws and regulations relevant to health and safety of employees were identified.

於報告期間，本集團已遵守香港法例第509章《職業安全及健康條例》。本集團並無錄得任何導致死亡或嚴重肢體受傷的意外事件，亦未發現任何違反僱員健康與安全相關的法例及法規的重大事宜。

The following table shows the details of the Group's work-related fatalities and injuries suffered in the workplace:

下表顯示本集團於工作場所的工作相關傷亡事故詳情：

Table 5 — Health and Safety
表 5 — 健康與安全

| | | FY2019 2019年 財政年度 |
|---------------------------------|-----------|--|
| No. of work related fatalities | 工作相關死亡數目 | Nil 無 |
| Rate of work related fatalities | 工作相關死亡比率 | Nil 無 |
| No. of injuries at work | 工傷數目 | 5 |
| Lost days due to work injury | 因工傷損失工作日數 | 478 |

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The Directors believe that having a sense of belonging will help raise employee morale and is one of the key drivers to facilitate the Group's healthy and prosperous growth. The Group attempts to cultivate this sense of belonging through the gifting of festive foods to its employees, such as mooncakes during the Mid-Autumn Festival, in recognition of their dedication, hard work and contribution to the Group. During the Reporting Period, the Group also organised regular gatherings to nurture a culture of harmony and unity amongst its employees of different levels and positions.

While the employee turnover rate was relatively high during the Reporting Period, the Group strives to enrich this type of corporate culture and working environment and believes that the improvement in its employee morale resulting from such affirmative action will in turn achieve a synergistic effect to reduce employee turnover and enhance productivity.

3.3 Development and training

As a catering service provider, quality customer service is imperative and one of the key elements of a successful business. To promote quality customer service, the Group offers its restaurant employees comprehensive training to ensure that they possess the appropriate qualities and adequate skill-sets when serving the Group's customers. Such qualities and skill-sets may include thorough knowledge of their work, good etiquette and manners, effective communication, welcoming personality and willingness to serve. The Group offers training that focuses on different areas, including specific service skillsets development, corporate culture, health and safety, business ethics and corruption prevention. The Directors believe that such training not only fosters the sustainable development of the Group, but also facilitates the career prospects of individual employees.

董事深信，歸屬感將有助提升僱員士氣，並為促進本集團穩健增長的主要動力之一。本集團透過向僱員贈送節日食品(例如在中秋節送月餅等)，藉以致謝他們對本集團的奉獻精神、辛勤工作及貢獻，嘗試培養出這種歸屬感。本集團亦於報告期間定期舉辦聚會，在不同階層及崗位的僱員之間培養出和諧統一的文化。

儘管於報告期間僱員流失率相對較高，本集團致力於豐富如此企業文化及工作環境，並相信這種肯定僱員的行動可提升僱員士氣，繼而產生協同效應，足可減少僱員流失及提高生產力。

3.3 發展及培訓

作為餐飲服務供應商，優質的客戶服務對成功的業務而言乃至關重要，亦是主要元素之一。為推廣優質的客戶服務，本集團為餐廳員工提供全面的培訓，以確保他們具備服務本集團顧客的適當質素及充足技能。有關質素及技能可能包括徹底認識他們的工作、優良的禮儀及禮節、有效的溝通能力、有親和力的個性及服務意願。本集團提供專注於不同範疇的培訓，包括特定服務綜合技能發展、企業文化、健康與安全、商業道德及預防貪污等。董事相信，該等培訓不僅促進了本集團的可持續發展，亦有利於個別僱員獲得晉升機會。

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3.4 Labour standards

The Group condemns any form of child exploitation or forced labour and is aware that these practices violate human rights and international labour conventions. In this regard, the group strictly prohibits the employment of any child labour and forced labour. To prevent such issues, the Group explicitly states the age requirement of its employees in its recruitment advertising and new employees are required to declare on their documents that they have provided true and accurate personal data when they join the Group. The Group's recruiters are also required to strictly screen and review entry documents of the Group's employees, including medical examination certificates, academic certificates and identity cards.

During the Reporting Period, no material non-compliance with the laws and regulations relating to the prevention of child labour or forced labour had been found by the Group.

4. OPERATING PRACTICES

The Group believes that as an accountable corporate enterprise, it bears the responsibility of spreading the concept of sustainability. As such, the Group aims to instil this concept in its business operations, beginning from its supply chain and products.

4.1 Supply chain management

Supply chain management has always been one of the key aspects of the Group's operation. The Group encourages all its business partners to adopt sustainability practices during their operations thoroughly to facilitate sustainable development.

3.4 勞工準則

本集團譴責任何形式的童工剝削或強制勞工，並意識到該等做法違反人權及國際勞工公約。就此而言，本集團嚴格禁止僱用任何童工及強制勞工。為防止有關事件發生，本集團在招聘廣告上明確規定僱員的年齡要求，並要求新僱員入職時聲明彼等已提供真實準確的個人資料文件。本集團的招聘人員亦須嚴格檢查及審查本集團僱員的體檢證明、學歷證明及身份證等入職資料。

於報告期間，本集團並未發現任何違反防止童工或強制勞工相關的法例及法規的重大事宜。

4. 營運慣例

本集團相信，作為一間負責任的企業，我們肩負起傳揚可持續性概念的責任。因此，本集團旨在將此概念由供應鏈及產品開始，逐步向業務營運灌輸。

4.1 供應鏈管理

供應鏈管理一直為本集團營運的其中一項主要範疇。本集團鼓勵其所有商業夥伴在其營運中全面採納可持續發展常規，促進可持續發展。

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To ensure the quality of food and service, the Group has established a rigorous and regulated system of food procurement and processing. The selection procedures and criteria of the Group's suppliers largely emphasise product quality and consider environmental and social risk control. The Group regularly evaluates the performance of its suppliers, strengthens the management of environmental and social risks and promotes the sustainable development of the enterprise.

During the Reporting Period, the Group had a total of 79 suppliers located in Hong Kong. The supply chain management team conducts an annual evaluation on the Group's approved suppliers to ensure that they meet the Group's requirements. The regular assessment includes on-site inspections of the hygiene condition of the Group's manufacturing facilities, the production control and the implementation of its quality control system. With more than 14 years of operation, the Group has maintained good relationships with its suppliers, with an emphasis on a steady supply of fresh and quality food ingredients.

4.2 Product responsibility

In discharging its responsibility to provide quality food and service, the Group ensures that the food ingredients are safe, fresh and of good quality upon delivery, in storage and during processing. The Group purchases ingredients that are suitable for hotpot cuisine and strictly implements a high standard of procurement to select diversified quality ingredients for its customers.

為確保食品及服務質素，本集團已就食品採購及加工設立嚴謹監管系統。本集團供應商的挑選過程及準則大多偏重產品質素，並考慮環境及社會風險的控制。本集團定期評估供應商表現，加強環境及社會風險管理，促進企業的可持續發展。

於報告期間，本集團有合共79間位於香港的供應商，供應鏈管理團隊對本集團獲認可供應商進行年度評估，確保其符合本集團的要求。定期評估包括對本集團生產設施的衛生情況、生產控制及質量控制系統的實施進行現場檢查。經過逾14年的經營，本集團已與供應商維持良好關係，並側重於穩定提供新鮮優質的食品原料。

4.2 產品責任

在履行提供優質食品及服務的責任方面，本集團確保在食品原料在運輸、儲存及加工過程中為安全、新鮮及優質。本集團購買適合用作火鍋料理的食品原料，並嚴格執行高度的採購標準，為顧客挑選不同種類的優質食品原料。

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As a responsible catering service provider, the Group adopts standardised hygiene control procedures in the restaurants.

During the Reporting Period, the Group had also complied with the relevant laws and regulations relating to advertising, such as the Trade Descriptions Ordinance (Chapter 362 of the Laws of Hong Kong), by ensuring that there are no false and misleading messages in its advertisement and promotional activities.

The Group has set up various complaint and feedback channels, including guest comment cards, a telephone hotline, social media channels, emails and food critic websites, to collect opinions and suggestions from the Group's customers. The customer feedback is compiled daily in the branches and further reviewed by the relevant personnel.

During the Reporting Period, the Group did not receive any material complaints and no material claims were made against the Group's food, nor were the Group's hotpot restaurants subject to any investigation with respect to food hygiene by any government authorities or relevant customer protection organisations.

作為負責任的餐飲服務供應商，本集團在餐廳採用標準化衛生控制程序。

於報告期間，本集團亦藉著確保其廣告及推廣活動並無虛假及誤導訊息，以遵守與廣告有關的相關法例及法規，例如香港法例第362章《商品說明條例》。

本集團已設立多種投訴及反饋渠道，包括客人評論卡、電話熱線、社交媒體渠道、電子郵件及美食評論網站，以收集客戶意見及提議。每天將在各分支機構收集客戶的反饋，並由相關人員進一步審閱。

於報告期間，本集團並無收到任何關於我們食品的任何重大投訴及重大索賠，我們的火鍋店亦無受到任何政府當局或相關消費者保護組織的任何食品衛生調查。

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Below is a table showing the number of product recalls and complaints of the Group during the Reporting Period:

下表載列於報告期間本集團產品回收及投訴的數目：

Table 6 — Product Recalls and Complaints
表 6 — 產品回收及投訴

| | | FY2019 2019年 財政年度 |
|---|-----------------------|-------------------------|
| Percentage of complaints received about the products relating to health and safety issues | 接獲有關健康及安全問題的投訴百分比 | Nil 無 |
| Percentage of total products sold subject to recalls for health and safety issues | 因健康及安全問題而撤回的已售產品總數百分比 | Nil 無 |

4.3 Customer data protection

In the course of its operations, the Group is engaged in developing and strengthening its data mining and analytical capabilities to enhance the catering experience of its customers. In this regard, the Group has collected and retained its customer's information.

The Group undertakes to strictly comply with relevant laws and regulations in relation to privacy to ensure that all the data in relation to its customers is securely kept in the Group's internal system with access control. The Group also sets out data privacy requirements in its corporate policies, under which customer data would be used exclusively for matters relating to the Group's operation. The Group strives to ensure that all collected data kept is free of unauthorised or accidental access, processing, deletion or other use.

4.3 保障客戶資料

於營運過程中，本集團致力發展及加強數據挖掘及分析能力，以提升客戶餐飲體驗。就此而言，本集團曾收集及持有客戶的資料。

本集團嚴格遵守關乎私隱的相關法例及法規，確保一切與客戶有關的數據均安全地存放於本集團設置存取控制的內部系統內。本集團亦於企業政策列明資料保障規定，據此，客戶資料可用於與本集團營運有關的事宜。本集團致力確保所收集的一切資料不會在未經許可或意外的情況下遭取用、處理、刪減或作其他用途。

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4.4 Anti-corruption

The Group encourages honesty, integrity and fairness in all aspects of its business and upholds a high standard of business ethics and prohibits any form of bribery and corruption. As a result, the Group has developed a series of anti-fraud and anti-bribery policies. During the Reporting Period, the Group had complied with relevant laws and regulations such as the Prevention of Bribery Ordinance (Chapter 201 of the Laws of Hong Kong).

The Group conducts regular systematic fraud risk assessments and continues to monitor the effectiveness of risk control while addressing any deficiencies and enforces its fraud mitigation policies through collaboration with external parties. Apart from the anti-bribery and anti-corruption policies, the Group also encourages all its employees and business partners, including customers and suppliers, to proactively report any suspected misconduct issues to the Group.

During the Reporting Period, the Group had complied with the relevant laws and regulations relating to bribery, extortion, fraud and money laundering, which have an impact on the Group, as well as the corporate policy on anti-corruption. During the Reporting Period, no cases of corruption had been reported.

4.4 反貪污

本集團在業務各方面鼓勵真誠、誠信、公平的經營理念，堅持高標準的商業道德規範，禁止任何形式的賄賂及貪污。因此，本集團已制定一系列反詐騙及反賄賂政策。於報告期間，本集團已遵守相關法例及規例，例如香港法例第201章《防止賄賂條例》。

本集團進行定期系統化詐騙風險評估，並通過與外部各方合作，繼續監督風險控制措施是否有效，同時處理任何缺陷並透過與外部人士合作強化其緩減詐騙措施。除了反賄賂及反貪污政策外，本集團亦鼓勵所有僱員及業務合作夥伴（包括顧客及供應商）積極向本集團匯報任何可疑的不當行為。

於報告期間，本集團已遵守有關賄賂、敲詐、詐騙及洗黑錢並對本集團有影響的相關法例及法規以及反貪污企業政策。於報告期間，概無報告貪污的個案。

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5. COMMUNITY INVESTMENT

The Group's corporate motto is "innovate, customers first, people-focused" (創新求變、以客為先、以人為本). As such, it considers a social cell that continues to grow and change along with the tides of social development. To facilitate this movement, the Group has set up various complaints and feedback channels to understand the needs of the community in which the Group operates and to ensure that its activities take into consideration the community's interests, details of which are set out in section 4.2 above. Further, the Group is actively committed to advancing society through its active involvement in the community.

The Group uses its best endeavour to help local communities and those in need through volunteer work, donation programmes and social enterprise support systems. The Group actively cooperates with charitable organisations to organise social activities to support public welfare and charitable projects so as to establish a good corporate image while fulfilling social responsibilities.

During the Reporting Period, the Group actively made contributions to a scholarship programme (小肥牛愛心傳承獎學金) organised by "Yes I can Education Fund" in an effort to support local community development. Overall, the Group donated the total amount of HK\$180,140 to non-profit and charitable organisations during the Reporting Period.

In the future, the Group will strive to continue emphasising the importance of engaging in the community through participating in community services and continue to encourage its staff members to actively participate in voluntary services and collaborate in spreading the charitable spirit to the community in which the Group operates. The Group believes that its employees are able to develop a stronger connection to the corporate motto through their participation in such charitable activities.

5. 社區投資

本集團秉承「創新求變、以客為先、以人為本」的企業座右銘。因此，我們認為本公司乃社會的細胞，隨著社會發展趨勢而持續成長及改變。為配合改變，本集團已設立多個投訴及回饋渠道，以了解本集團業務所在的社區需要，並確保其活動已兼顧到社區利益，有關詳情載於上文第4.2節。再者，本集團透過積極參與社區活動，致力建設更美好的社會。

本集團透過志願工作、捐助計劃及社會企業支援系統，盡力幫助本地社區及有需要人士。本集團積極與慈善組織合作，舉辦社區活動，支援公共福利及慈善項目，以履行社會責任，同時建立良好企業形象。

於報告期間，本集團積極對「原來我得嘍」舉辦的「小肥牛愛心傳承獎學金」作出捐獻，以支持本地社區發展。整體而言，本集團於報告期間向非牟利及慈善組織捐贈總值180,140港元。

未來，本集團將繼續透過參與社區服務致力強調社區服務的重要性，也會繼續鼓勵員工積極參與志願服務，攜手合作，傳播本集團賴以運作的慈善精神。本集團相信，僱員透過親身參與慈善活動，可讓彼等與企業座右銘建立更強的聯繫。



CBK Holdings Limited
國茂控股有限公司