

大快活 Fairwood

大快活集團有限公司

FAIRWOOD HOLDINGS LIMITED

(於百慕達註冊成立之有限公司)
(Incorporated in Bermuda with Limited Liability)

股票編號 Stock code : 52



2018/2019

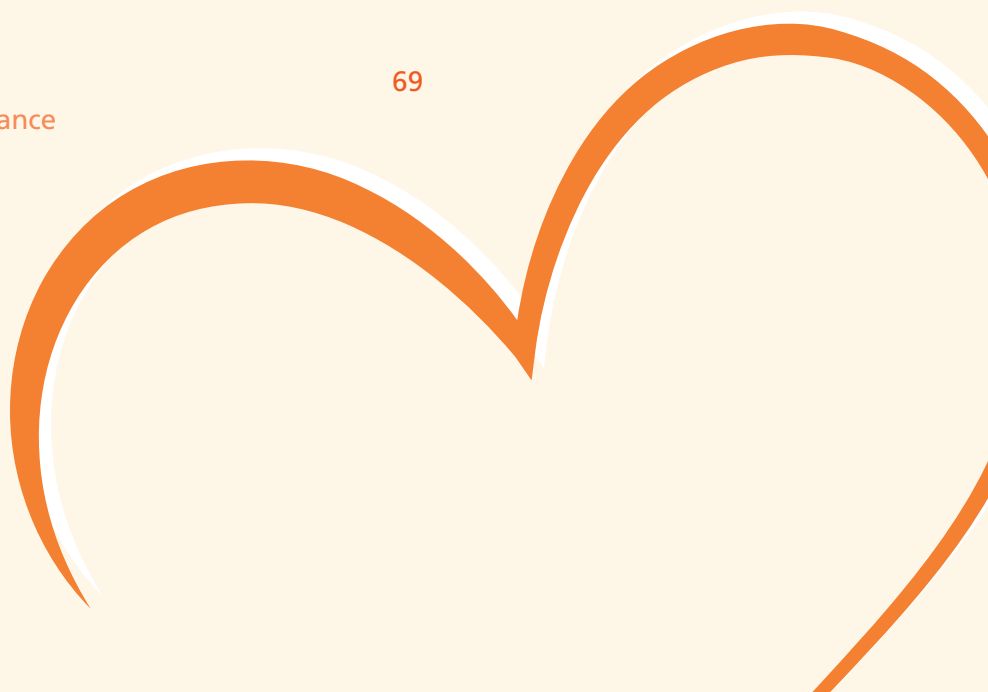
環境、社會及管治報告
Environmental, Social and
Governance Report



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快活企業概覽

Fairwood at a Glance

公司資料

大快活集團有限公司（以下簡稱「大快活」或「本集團」）是香港其中一間知名的連鎖餐廳。本集團在香港的主要營運涵蓋快餐店、特色餐廳（包括ASAP、墾丁茶房、友天地、一葉小廚及一碗肉燥五個品牌）和一間中央食品加工中心（「中央加工廠」）。自一九七二年首家餐廳開業以來，本集團在過去47年來一直穩步成長。於二零一九年三月三十一日，本集團分別在香港擁有148間餐廳及在中國內地擁有11間餐廳。

大快活於二零零三年的品牌改造使店鋪營運、設計、菜式和公司標誌重新煥發活力，在抓住大快活的年輕和快樂正能量的同時，亦聚焦於邁向最終願景，成為最受顧客欣賞的餐飲管理公司。因此，「快活團隊」、「快活食品」、「快活環境」和「快活顧客」的核心價值均體現在「食得開心·活得精彩！」的使命當中，令快活旅程更加精彩。

Company profile

Fairwood Holdings Limited (collectively referred to as "Fairwood" or the "Group") is one of Hong Kong's well-known restaurant chains. The main operations in Hong Kong cover fast food restaurants, specialty restaurants (including five brands of ASAP, Kenting Tea House, Buddies Café, The Leaf Kitchen and Taiwan Bowl) and one central food processing plant ("CFPP"). Since the opening of the first restaurant in 1972, Fairwood has grown progressively in the last 47 years with 148 restaurants spanning across Hong Kong and 11 restaurants in Mainland China as at 31 March 2019.

Fairwood's brand revamp in 2003 has rejuvenated the store operations, designs, menu as well as the company logo, capturing Fairwood's youthful and joyful energy while shifting the focus towards the ultimate vision to "become the most customer-appreciated food and beverage management company". In reaching this destination, the core values of "Happy Team", "Happy Food", "Happy Environment" and "Happy Customers" are embedded in the "Enjoy Great Food. Live a Great Life!" mission to expedite the Fairwood journey.





快活旅程 The Fairwood Journey

1972

首間大快活餐廳開設於荃灣眾安街
First Fairwood restaurant established at Chung On Street, Tsuen Wan



1981

設立第一間中央食品加工中心以確保食物質量始終如一
First central food processing plant established to ensure consistent food quality



1992

首間在北京開設的香港快餐連鎖餐廳
First Hong Kong fast food chain opened restaurant in Beijing



1991

於香港聯合交易所上市，為業務進一步發展及擴展提供平台
Listing on the Stock Exchange of Hong Kong provided a platform for further development and expansion



2003

品牌革新行動，設計一個飛躍而起形似「大」字作為新標誌，並提高整體產品和服務質量
Re-branding campaign, with new "jumping man" logo, to improve overall product and service quality



2010

提升成為最佳餐飲管理團
Elevate the best food and beverage management team



2009

於大埔新建的一間中央食品加工中心開始運作
A new central food processing plant in Tai Po started to operate



2015

最受顧客欣賞餐飲品牌
Most customer appreciated food and beverage brand



2016

送餐服務
Deliver-To-Your Table Service



「Feel Good」運動
"Feel Good" Movement



2018

「飲筒全走」環保運動
Environmentally-friendly "No Straw" Campaign





快活企業概覽 Fairwood at a Glance

可持續發展業務摘要

通過不斷努力實現業務的可持續發展，我們欣然分享二零一八/一九年度可持續發展之旅所取得的豐碩成果。

Business sustainability highlights

With our continuous effort towards business sustainability, we are pleased to share the fruitful progress of our sustainability journey in the Year 2018/19.

4,917 名員工
employees

(較二零一七/一八年度減少1%)
(decrease of 1% from the Year 2017/18)

港幣 **28.4** 億元
HK\$2.84 billion revenue

食品及飲品收入
(僅適用於香港業務)
Revenue from food and beverage
(account for HK operations only)

148 間香港餐廳
restaurants in Hong Kong

(較二零一七/一八年度增加2%)
(increase of 2% from the Year 2017/18)

7 間新餐廳
new restaurants





關於本報告 About this Report

報告準則、期間及範圍

此報告根據香港聯合交易所有限公司（「聯交所」）《證券上市規則》（「上市規則」）附錄二十七《環境、社會及管治報告指引》所載列之指引編製。本集團堅持以重要性、量化、平衡和一致性的原則，欣然分享我們於二零一八年四月一日至二零一九年三月三十一日（「報告期」）期內為推動可持續發展和帶動快樂的環保、社會及管治表現和進步。以往的數據亦已納入本報告中用作比較。有關企業管治的資料根據上市規則附錄十四在年報中已闡述。

本集團根據業務的重要性審視並釐定報告範圍。除非另有說明，本報告的範圍僅涵蓋本集團在香港的業務，包括大快活總部、中央加工廠及位於香港的所有餐廳。大快活在中國內地的業務低於本集團總收入的5%。因此，有關中國內地業務的資料並不包括在本報告之中。

本集團已委任沛然環境評估工程有限公司，就此報告提供環境、社會及管治報告及諮詢服務。

報告概述

在大快活，我們相信讓持份者快樂是維持我們業務的關鍵。而我們的可持續發展旅程已啟航及向前行駛，同時亦盼望成為社區和環境的快樂來源。為延續二零一七年開始的「Feel Good」運動，報告主題「延續快樂，同心Feel Good」會着手展現我們努力不懈地將快樂融入到香港社區的精神。

信息與反饋

您的意見對於大快活的持續改進相當寶貴。如有任何意見和建議，歡迎電郵到 esg@fairwood.com.hk

有關本集團的財務表現和企業管治詳情，請參閱大快活的官方網站 <http://www.fairwoodholdings.com.hk>

Reporting standard, period and scope

The report is prepared in accordance with Environmental, Social and Governance (“ESG”) Reporting Guide set out in Appendix 27 of the Rules Governing the Listing of Securities (the “Listing Rules”) on the Stock Exchange of Hong Kong Limited (the “Stock Exchange”). The Group adheres to the principles of materiality, quantitative, balance and consistency to share and rejoice our ESG performance and progress in the quest of driving sustainability and bringing happiness from 1 April 2018 to 31 March 2019 (“the reporting period”). Historical data are included in the report for comparison where applicable. Information regarding corporate governance is addressed in the annual report according to Appendix 14 of the Listing Rules.

Fairwood reviews and defines the reporting scope based on the significance of its operations. Unless otherwise stated, the scope of the report covers the Group’s operations in Hong Kong only, which includes Fairwood’s headquarter office, CFPP and all restaurants in Hong Kong. Fairwood’s operations in Mainland China are accountable for less than 5% of the Group’s total revenue. Therefore, information regarding the operations in Mainland China are not included in this report.

The Group has appointed Allied Environmental Consultants Limited to provide ESG reporting and consultancy services for this report.

Report overview

At Fairwood, we believe that making stakeholders happy is the key to sustaining our business. Setting sail on a journey of pushing forward sustainability, we also envision becoming a source of happiness for our community and environment. To perpetuate our “Feel Good” Movement started in 2017, the reporting theme of “**Sustaining Happiness, Feel Good Together**” showcases our endeavour and dedication to infuse happiness in the Hong Kong community.

Information and feedback

Your feedback is valuable for Fairwood’s continuous improvement. Please feel free to offer your comments and suggestions at esg@fairwood.com.hk

For details regarding Fairwood’s financial performance and corporate governance, please refer to Fairwood’s official website <http://www.fairwoodholdings.com.hk>





快活可持續發展方針 Fairwood's Approach to Sustainability

我們的管治架構

在大快活，我們視可持續發展為開通未來樂觀和穩定的發展之鑰匙。我們的可持續發展框架在穩健的可持續管治以及高層管理人員的參與之下堅定地發展。

Our governance structures

At Fairwood, we see sustainability as the key to unlocking a promising and steady future development. Our sustainability framework thrives under the robust sustainability governance and top management's involvement.

營運原則

為實現快活旅程，我們的營運原則圍繞著維繫快樂的精神。

Operating principles

Bringing the Fairwood journey to fruition, our operating principles revolve around the dedication of sustaining happiness.





專責小組

在行政總裁和管理團隊的領導下，大快活的四個專責小組成為啟發、追求和發展我們營運原則的支柱。每個專責小組都有各自的獨特事項，為顧客滿意度、員工福利、社區凝聚力和環境管理作出努力。

Task forces

Under the leadership of the chief executive officer and the management team, Fairwood's four task forces are the pillars that inspire, aspire and transpire our operating principles. Each task force has its own unique agenda of contributing to customer satisfaction, employees' well-being, community cohesiveness and environmental stewardship.





快活可持續發展方針 Fairwood's Approach to Sustainability

持份者參與

為延展我們的「Feel Good」運動，大快活很高興向所有持份者傳播快樂。而與持份者持續和積極的交流更是進行信息交換和反饋接收的平台。

於報告期間，大快活已透過各個溝通渠道與以下持份者聯繫：

Stakeholder engagement

Extending our "Feel Good" Movement, Fairwood is excited to spread happiness to all stakeholders. Continuous and active dialogue with stakeholders serves as a platform to exchange information and receive feedbacks.

During the reporting period, Fairwood has engaged the following stakeholders through respective communication channels:





重要性評估

持份者有效的參與有助識別相關重要議題，而這些議題對快活旅程的穩定性可構成潛在威脅。在旅程中，我們作好準備為應對這些重要議題帶來的社會和環境挑戰。

Materiality assessment

Effective stakeholder engagement can help to identify material issues that are potentially threatening the stability of the Fairwood journey. Hinging on these material issues, we are prepared to face the emerging social and environmental challenges along the joyride.



社會議題 Social Issues

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Happy working culture

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平等機會
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員工健康與福利
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食物質素與安全
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Environmental awareness

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廢棄物管理
Waste management

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能源耗用
Energy consumption

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溫室氣體（「溫室氣體」）
及廢氣排放
Greenhouse gas ("GHG")
and air emissions

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節約用水
Water conservation

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快活可持續發展方針 Fairwood's Approach to Sustainability

聯合國可持續發展目標

聯合國已訂立17項可持續發展目標（「可持續發展目標」），並將其視為全球可持續發展的優先重點和願望。在邁向可持續發展的快活旅程當中，我們已初步將我們的核心行動與七項可持續發展目標相連：

United Nation's Sustainable Development Goals

The United Nation has introduced 17 Sustainable Development Goals ("SDGs") as the priorities and aspirations for a global sustainable development. Steering the Fairwood journey towards a sustainable development, we have preliminarily aligned our core actions with seven SDGs:



SDG 2 零飢餓 Zero Hunger

- 在快活送暖行動當中免費送贈食物，以舒緩社區的飢餓問題
Give out free meals through the Fairwood Give Warmth Campaign to reduce hunger in the local districts
- 推出快活關愛長者咭，向長者提供可負擔的膳食
Launch the "Care for senior" discount cards to provide affordable meals for senior citizens



SDG 7 可負擔和清潔能源 Affordable and Clean Energy

- 將煮食油及廚餘分類，以供生產生物柴油、發電及製作可再生能源的副產品
Segregate used cooking oil and food waste for the production of biodiesel, electricity and renewable by-products



SDG 3 良好健康與福利 Good Health and Well-being

- 保障員工的職業健康和 safety
Safeguard employees' occupational health and safety
- 沒有因工死亡事件發生
Achieve no work-related fatalities
- 減低工傷事故
Reduce occupational injuries



SDG 10 減少不平等 Reduced Inequalities

- 加強及提供平等機會予員工
Empower and provide equal opportunities for staff
- 建立無歧視文化
Build up a discrimination-free culture



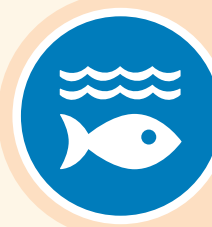
SDG 12 負責任消費和生產 Responsible Consumption and Production

- 透過提倡減廢，加強大眾及員工的環保意識
Raise environmental awareness of the community and employees through promoting waste reduction



SDG 4 優質教育 Quality Education

- 為員工提供津貼，促進他們的終身學習機會
Provide subsidies for employees to promote their lifelong learning opportunities
- 設立大快活集團教育基金獎學金計劃，資助員工子女的優質教育
Establish the Fairwood Holdings Education Fund to support quality education of employees' children



SDG 14 水中生態 Life Below Water

- 優先考慮採購可持續的海產
Prioritise sustainable sourcing of seafood

以上已配合的可持續發展目標不僅充份展現「Feel Good」精神，還指導我們邁進快活旅程。透過共同努力，我們期待進一步扣緊可持續發展目標，並在社區中傳達快樂。

The matched SDGs not only demonstrate our ways to expand the "Feel Good" spirit but also guide us along the Fairwood journey. Through collaborative effort, we look forward to further aligning with the SDGs for the delivery of happiness across the community.



塑造快活好職場

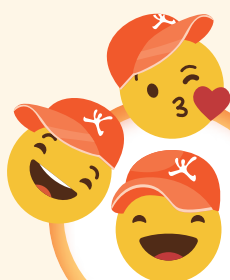
Catering our Heart-warming Workplace

快活好文化

在大快活，我們相信於社區傳達快樂的第一步是創造一個快樂文化，再將其轉化為一支快活團隊。而我們的快活團隊一直都致力塑造一個快活好職場。

Heart-warming culture

At Fairwood, we believe that the first step to spread happiness in the community is to create a happy culture that translates into a happy team. Our happy team is cultivated through every piece of effort to cater a heart-warming workplace.



快活團隊 Happy Team

關鍵重大議題 Key material issues

- 快活工作文化
Happy working culture
- 平等機會
Equal opportunities
- 員工健康與福利
Employees' health and well-being

相關可持續發展目標 Relevant SDGs



SDG 3
良好健康與福利
Good Health and Well-being



SDG 4
優質教育
Quality Education



SDG 10
減少不平等
Reduced Inequalities





塑造快活好職場

Catering our Heart-warming Workplace

平等機會

作為平等機會僱主，我們從招聘過程開始採取不同措施，以創造一個無歧視職場。我們的招聘政策涵蓋包容、公平和誠信的元素。一方面，我們歡迎並支持所有合資格的新移民、婦女、年輕人和少數族裔加入大快活家庭。另一方面，我們致力杜絕任何強制勞工或童工，以維護人權和勞工準則。

Equal opportunity

As an equal opportunity employer, we take initiatives to create a discrimination-free workplace starting from the recruitment process. Elements of inclusiveness, fairness and integrity are imbedded in our recruitment policy. On one hand, we welcome and support all qualified new immigrants, women, young adults and ethnic minorities to board the Fairwood family. On the other hand, we are dedicated to eliminating any forced or child labour in support of human rights and labour standards.



SDG 10 減少不平等

Reduced Inequalities

- 加強及提供平等機會予員工
Empower and provide equal opportunities for staff
- 建立無歧視文化
Build up a discrimination-free culture

大快活多年來一直於本地社區創造工作機會。於報告期間，大快活已簽署種族多元共融僱主約章。為支援少數族裔及婦女的就業發展，我們亦已參加不同類型的招聘展覽。

For years, Fairwood has been creating employment opportunities in the local communities. In the reporting period, Fairwood has signed up for the Racial Diversity & Inclusion Charter for Employers. To support the career development of minorities and women, we have also participated in various recruitment exhibitions.



種族多元共融僱主約章

Racial Diversity & Inclusion Charter for Employers



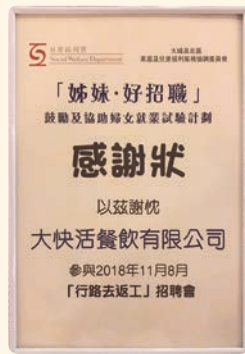
傲齡動力就業博覽會

The Hong Kong Society for the aged job fair



賽馬會“亮麗人生”婦女自強計劃招聘博覽

Tuen Mun District Women's Association job fair



「姊妹·好招職」鼓勵及協助婦女就業試驗計劃

Hong Kong Federation of Women's Centers – Women Re-employment Scheme



妍活人生東涌招聘會 2019
Hong Kong Outlying Islands Women's Association Tung Chung Recruitment Day 2019



大快活支持創造就業機會以及確保社區工作方面的持續努力備受認同及肯定。在本報告期內，大快活榮獲下列獎項：

Fairwood's consistent involvement to support job creation and secure employment within the community is witnessed and recognised. In this reporting period, Fairwood has received the following awards:



社會資本動力獎
Social Capital Builder Award

自二零一零年起，大快活一直積極參與社區投資共享基金，為少數族裔提供就業機會。大快活於二零一七年參與「腦」友鄰舍守護計劃，安排經理及副經理參與計劃的認知障礙症知識培訓，以加深中層管理人員對認知障礙症的認識，學習應對方法以支援前線員工提供更貼心的顧客服務。大快活亦讓計劃職員到訪餐廳，為前線員工提供培訓，務求令集團餐廳成為認知障礙症人士感到被受接納的空間，為共建友善社會出一分力。大快活獲頒社會資本動力獎，反映我們一直支持本港種族多元，並履行我們的企業使命。

Since 2010, Fairwood has been taking part in the Community Investment and Inclusion Fund's ("CIIF") project to provide employment opportunities for ethnic minorities. Fairwood participated in the "Dementia-Friendly Community" project in 2017. During the project period, arrangements were made for managers and assistant managers of Fairwood to receive training on knowledge of dementia, so as to enable staff at the middle management level to have a better understanding of dementia and acquire techniques to support the frontline staff in offering dementia-friendly customer services. Fairwood has also coordinated restaurant visits for the project staff, inviting the latter to train up Fairwood's frontline staff for providing a dementia-friendly environment in all of its restaurants and contributing to a friendly community. Fairwood has received the Social Capital Builder Award, reflecting the ongoing effort on supporting racial diversity in Hong Kong and aligning with our corporate mission.



ERB傑出僱主獎
ERB Excellence Award for Employers

為了表揚企業的公平招聘，大快活獲得ERB傑出僱主獎，標誌着我們促進平等機會和承擔企業社會責任的決心。

In appreciation of the fair employment practices, Fairwood was awarded the Employees Retraining Board ("ERB") Employer Award marking our commitment to promote equal opportunities and shoulder corporate social responsibilities.



塑造快活好職場

Catering our Heart-warming Workplace

員工福利

大快活家庭內每位成員都是我們的寶貴資產，他們會將快樂由內心擴大至外。為進一步營造快活工作文化，大快活致力優先考慮員工的福利、滿意度和歸屬感。

除全面的薪酬待遇外，大快活更採取進一步措施推出「開心欣賞行動」，為員工提供額外的福利：

Employee benefits

Every member in the Fairwood family is a valuable asset that amplifies happiness from within. In order to further create a happy working culture, Fairwood perches to prioritise employees' well-being, satisfaction and sense of belonging.

In addition to the comprehensive compensation package, Fairwood has taken the extra steps to launch the "Happy Appreciation" Movement which provides employees with additional benefits:

員工福利 Employee benefits

節日禮物 Festival gifts

- 農曆新年年糕卷
Chinese New Year pudding
- 中秋節月餅卷
Mid-Autumn Festival mooncake coupons
- 食物及現金卷
Food and cash coupons

家庭禮物 Family gifts

- 為慶祝新婚及新生子女贈送餅卷
Bakery coupons to celebrate new marriage and new-borns

水果派發 Fruit distribution

- 每月水果派發，提倡健康飲食
Monthly fruits distribution to promote healthy diet

生日慶祝 Birthday celebration

- 生日賀卡和生日會表達對各員工的關懷
Birthday cards and parties to express care for employees

健康檢查 Medical check-up

- 全職員工年度體檢
Annual medical check-up for full time staff

優惠門票 Ticketing discount

- 迪士尼樂園和海洋公園的優惠門票
Discounted tickets offer to Disneyland and Ocean Park



員工概覽 Employment profile

性別劃分 Gender breakdown



	2018/19	2017/18
男 Male	1,398	1,411
女 Female	3,519	3,558

年齡劃分 Age breakdown



	2018/19	2017/18
30歲以下 Under 30	994	1,092
30-50歲 30-50	2,342	2,376
51歲或以上 51 or above	1,581	1,501

快活關懷基金

快活關懷基金自二零一三年成立，旨在援助在職員工或其直系親屬因疾病治療等不幸事件而面臨的緊急財務困難。

Fairwood Caring Fund

Established in 2013, the Fairwood Caring Fund has been supporting our current staff or their direct relatives who have emergency financial difficulties due to unfortunate incidents such as disease treatment.





塑造快活好職場

Catering our Heart-warming Workplace

企業誠信

我們員工的道德行為充分反映企業管治的健全性和有效性。有見及此，大快活已制定行為準則和反貪污指引，指導員工以合乎道德的方式履行職責。員工亦須報告任何涉嫌賄賂、勒索、欺詐、洗錢和違反保密協議的案件。對於任何報告的涉嫌違規行為，內部審計部門將進行調查，以確定其真實性，並隨後作出適當的紀律處分。

為加強員工對企業誠信及管治的意識，培訓部門邀請廉政公署聯合舉辦關於避免、處理和舉報利益衝突的研討會。

Corporate integrity

Our employees' ethical behaviour reflects the soundness and effectiveness of our corporate governance. Therefore, Fairwood has code of conduct and anti-corruption guidelines in place that instruct employees to conduct duties in an ethical manner. Employees are also required to report on any suspected cases in terms of bribery, extortion, fraud, money laundering and the violation of confidential agreement. As for any reported malpractices, the internal audit department shall investigate to determine the validity and the subsequent appropriate disciplinary actions.

Aiming to raise awareness of corporate integrity and governance, the training department has invited the Independent Commission Against Corruption ("ICAC") to present a seminar on mitigating, handling and reporting conflict of interest.



於報告期間，我們為員工提供合共
In the reporting period, we
provided a total of

183 小時
hours

的反貪污培訓
of anti-corruption training for
our employees





員工溝通

積極溝通對於了解員工的意見，以至尋求改善方法極為重要。為建立一個讓員工茁壯成長的理想工作環境，大快活從個人到集團層面均積極主動地與員工進行溝通。

Employee communication

Active communication is crucial for knowing where we stand and seeking improvements. With an aim to build an ideal workplace for employees to thrive, Fairwood takes an active approach in communicating with employees from individual to group-wide level.

人力與文化發展專責小組

為進一步促進公司間的快活團隊文化，大快活的人力與文化發展專責小組推出廣泛的參與計劃，以實現有效的溝通，使員工「Feel Good」。

People and Culture Development Task Force

With an ultimate assignment to further promote “Happy Team” culture within the company, Fairwood’s People and Culture Development Task Force has introduced a wide range of engagement programmes to enable effective communication and make employees “Feel Good”.



人力與文化發展專責小組 People and Culture Development Task Force

目標 Objective

- 在公司內進一步推廣「快活團隊」文化
To further promote “Happy Team” culture among the company

功能 Functions

- 定期審查和優化5Rs（招募、留任、表彰、康樂和獎勵）政策和策略
Constantly review and modify 5Rs (Recruitment, Retention, Recognition, Recreation and Reward) policies and strategies
- 推動「Feel Good」運動及快活指數
Push forward the “Feel Good” Movement and Happy Index
- 統籌焦點小組及「Big Bang」大會
Coordinate focus group and “Big Bang” meetings
- 舉辦員工活動
Organise staff activities





塑造快活好職場

Catering our Heart-warming Workplace



焦點小組

大快活每月為各部門和店鋪的員工舉行一次「焦點小組」會議，讓他們在舒適和私隱度高的環境下自由表達意見。他們的關注會被歸納，並轉達至高級管理層和相應的部門，以作出跟進。為回應員工的關注事項，管理層亦會根據需要審查並改進現有的政策和措施。

Focus group

Fairwood organises the “Focus Group” meeting every month for employees from various departments and branches to join together and freely express their opinions under an intimate and private setting. Their concerns are consolidated and directed to the top management and the corresponding departments for follow-up actions. In response to employees’ concerns, the management shall also review and improve the current policies and practices as necessary.





快活指數

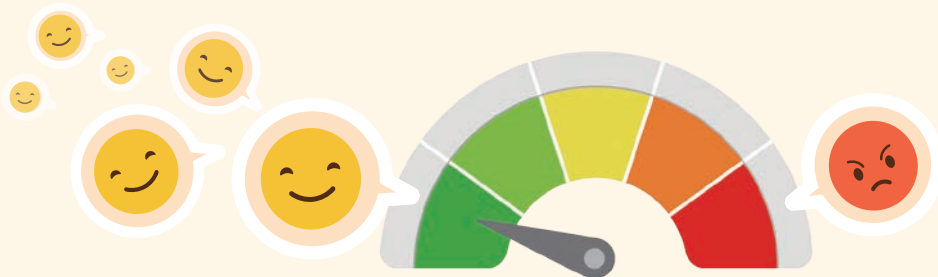
「快活指數」是大快活於二零一二年六月推行的內部評級系統，用於評估員工個人的滿意度。大快活每年向餐廳、中央加工廠和辦公室的員工派發兩次滿意度調查，以衡量員工之快樂程度。

該調查主要聚焦於員工對薪酬待遇、工作環境和團隊建立的滿意度，並收集他們對現有措施的反饋。「快活指數」將指導管理層改進和完善對現有員工的關懷方針。

Happy index

Established in June 2012, "Happy Index", an internal rating system of Fairwood, is a tool of evaluating individual employees' satisfaction. Fairwood distributes the satisfaction survey to employees stationed in restaurant outlets, CFPP and the office twice every year to measure the happiness of staff.

The survey mainly focuses on addressing employees' satisfaction towards compensation package, working environment, and team building, and gathers their feedbacks on the current implementations. "Happy Index" shall guide the management to refine and improve the current approaches in employee care.



「Big Bang」大會

隨著過去的發展，大快活繼續召開每年兩次的「Big Bang」大會，展現過去成績表以及未來藍圖。在這個整個集團的集會當中，大快活還希望加強上下合作，推動於二零一七年啟動的「Feel Good」運動，並實現企業願景和使命。

"Big Bang" meeting

Following the progress in the past, Fairwood continued to hold the "Big Bang" meetings twice a year showcasing the rewarding progress and demonstrating the roadmap ahead. During these group-wide gatherings, Fairwood also looked to strengthen the collaborative effort in driving the "Feel Good" Movement kick-started in 2017 and in realising the corporate vision and mission.





塑造快活好職場

Catering our Heart-warming Workplace

報告期內舉行的「Big Bang」大會的主題為「同心Feel Good」。大快活在大會上強調「Feel Good」運動的四大關鍵領域：

“Feel Good Together” was the main theme of the “Big Bang” meetings held in the reporting period. In the meetings, Fairwood has stressed on four key focus areas of the “Feel Good” Movement:





凝聚員工和活動

為在工作內外建立快活文化，我們已舉辦各種各樣的公司活動及外遊。通過舉辦這些活動，大快活期望在塑造共同價值的同時，亦增加員工的歸屬感和團隊凝聚力。

Employee bonding and activities

To build a happy culture at work and outside of work, we have organised a wide variety of company events and outings. By way of holding these activities, Fairwood hopes to reinvigorate employees' sense of belonging and team bonding while shaping shared values.

定期活動 Regular events

分店生日會
Outlet
birthday
party



辦公室員工生日會
Birthday party for
office staff



每月派發水果
Monthly fruit distribution



46週年公司派對
46th Anniversary party



塑造快活好職場
Catering our Heart-warming Workplace

節日活動 Festival events

中秋節派對
Mid-Autumn
festival party



聖誕節派對
Christmas party



中央加工廠
迎新禧聯歡派對
New Year
celebration at CFPP



新春行大運
Chinese New Year tour



中央加工廠迎新禧聯歡派對
New Year celebration at CFPP

快活外遊 Fairwood outing

快活搞鬼 – 迪士尼樂園
Happy Halloween –
Disneyland



快活搞鬼 – 海洋公園
Happy Halloween –
Ocean Park



快活睇好戲
Happy Movie Day



快活一日遊 – 東莞荔枝美食團
Happy Day Trip – Lychee tour in Dongguan



快活同學會 – 開心導「嚟」團
Happy Yummy Tour – Fairwood
students association



員工培訓和發展

員工的成長和發展對於幫助快活之旅甚為重要，因為其可演變為有效及流暢的營運。大快活一直投放資源，用以支持和鼓勵員工升遷。大快活已制定員工發展政策，強調提供培訓機會，以加強員工的技能和知識。

Employee training and development

Employees' growth and development is essential in helping the Fairwood journey as it translates into an efficient and smooth operation. Fairwood has been investing resources to support and encourage employees to climb up the career ladder. Fairwood has set up employee development policy which emphasises on providing training opportunities to enrich staff's skillsets and knowledge.



SDG 4
優質教育
Quality Education

- 為員工提供津貼，促進他們的終身學習機會
Provide subsidies for employees to promote their lifelong learning opportunities
- 設立大快活集團教育基金獎學金計劃，資助員工子女的優質教育
Establish the Fairwood Holdings Education Fund to support quality education of employees' children

培訓資料 Training information

按員工類別 (附註) Training data by employee category (note)



高級管理層 Senior management

84% 培訓百分比
trained

5.1 平均培訓時數
Average training hours



中級管理層 Middle management

100% 培訓百分比
trained

19.7 平均培訓時數
Average training hours



前線員工 Frontline staff

100% 培訓百分比
trained

9.0 平均培訓時數
Average training hours

附註：發展和培訓的關鍵績效指標只統計有直接參與大快活營運的員工。

Note: Only employees who have direct involvement with Fairwood's operations were accounted for in the key performance indicator for development and training.



培訓資料 Training information



按性別 (附註)
Training data by gender (note)



女性 Female 69%

13.6

平均培訓時數
Average training hour



男性 Male 31%

11.6

平均培訓時數
Average training hour



培訓種類 (附註)
Type of training (note)

其他
Others

1.4%

員工福利
Employee well-being

1.8%

文化與發展
Culture and development

23.7%

管理培訓
Management training

26.1%

顧客服務
Customer service

26.7%

專業發展
Professional development

20.3%

附註：發展和培訓的關鍵績效指標只統計有直接參與大快活營運的員工。

Note: Only employees who have direct involvement with Fairwood's operations were accounted for in the key performance indicator for development and training.



海外學習機會

除了安排定期的在職培訓外，大快活更為員工提供海外學習機會，讓他們了解行業的最佳實踐，以及所採用的新技術。在報告期內，我們的員工已參加下列的學習課程：

- 日本海外培訓 – 處理食物自動化技術
- 上海及杭州遊學 – 智慧零售研集
- 青島遊學 – 互聯網工業模式

Overseas learning opportunities

On top of offering regular on-the-job trainings, Fairwood has also provided overseas learning opportunities for staff to interpret the industry best practices and adopt new technologies. In the reporting period, our employees have participated in the following learning trips:

- Japan oversea training – Automation technology for food handling
- Shanghai and Hangzhou study tour – Smart retail
- Qingdao study tour – Internet industry model



上海及杭州遊學 – 智慧零售研集
Shanghai and Hangzhou study tour – Smart Retail

大快活集團教育基金獎學金計劃

為幫助員工減輕其子女教育的經濟負擔，大快活自二零一一年設立教育基金。於報告期間，共有一百名員工受惠。

Fairwood Holdings Education Fund

To help employees relieve the financial burden in supporting their children's education, Fairwood has established the education fund since 2011. In the reporting period, a total of 100 employees were benefited.





塑造快活好職場

Catering our Heart-warming Workplace

員工的健康和安全

以人為本的文化植根於我們，我們一直努力維護員工的福利，尤其是他們的健康和安全。而為我們珍貴的員工建造一個安全的工作地點亦是為我們創建快活團隊的首要考慮因素之一。

Employees' health and safety

Rooted in our people-oriented culture, we work hard to safeguard employees' well-being especially their health and safety. Constructing a safe workplace for our valuable employees is one of our top considerations in creating a "Happy Team".



SDG 3

良好健康與福利

Good Health and Well-being

- 保障員工的職業健康和安全
Safeguard employees' occupational health and safety
- 沒有因公死亡事件發生
Achieve no work-related fatalities
- 減低工傷事故
Reduce occupational injuries

為保護我們的員工並實現「零」工傷目標，職業健康及安全政策已經更新，以顯示大快活對以下方面的承諾：

- 當作出政策及行政決定時，將健康及安全列為首要考慮因素；
- 除遵守基本法規外，更達致更高水平的職業安全與健康表現；
- 提供充足及適當的資源去實施此政策；
- 確保全體員工明白並實施此政策；
- 定期審查此政策及政策的實施，並且每兩年修訂此政策；及
- 確保各個級別和部門的員工均得到相關的培訓以及完全了解此政策

In ways to safeguard our employees and to achieve the "zero" injury goal, the occupational health and safety policy has been updated to show Fairwood's commitment to:

- Prioritise health and safety when modifying and upgrading internal policies;
- Achieve high level of health and occupational safety performance beyond basic compliances;
- Provide appropriate and sufficient resources to implement this policy;
- Oversee all employees' understanding and implementation of this policy;
- Review this policy and the implementation regularly and update this policy every two years; and
- Ensure employees from all units and level have undergone relevant safety training and have a comprehensive understanding on this policy





工作環境安全專責小組

工作環境安全專責小組高度關注大快活的安全標準和措施，這小組負責大快活在健康和 safety 方面的規劃、執行，以及監督其進展和表現。

Workplace Safety Task Force

Paying attention to Fairwood's safety standards and practices, the Workplace Safety Task Force is in charge of the planning, execution and oversight of Fairwood's progress and performances on health and safety.



工作環境安全專責小組 Workplace Safety Task Force

目標 Objective

- 提高員工對工作環境安全的意識
Raise employees' workplace safety awareness
- 減少工傷或意外事故
Minimise occupational injuries or accidents
- 建立健康及安全的工作環境
Establish a healthy and safe working environment

功能 Functions

- 提升工作地點的安全設備
Upgrade on-site safety equipment
- 制定工作安全培訓
Develop work safety training
- 進行與工作場所安全相關的風險評估
Conduct risk assessment relating to workplace safety
- 審查過去事故報告，以作出持續改進
Review past accident reports to enable ongoing improvement

中央加工廠安全委員會

就中央加工廠的潛在安全問題而言，大快活已授權中央加工廠安全委員會，監督工作地點安全狀況。在跨團隊協助下，中央加工廠安全委員會每月亦召開會議，並邀請工作地點員工出席，讓他們分享過去和常見事故的案例研究，以避免再次出現類似的安全問題。

Workplace Safety Task Force

In regards to the underlying safety issues at the CFPP, Fairwood has bestowed the CFPP Safety Committee to oversee the on-site safety conditions. Under its cross-team collaboration, the CFPP Safety Committee also hosts monthly meetings to engage on-site employees to share case studies of past and commonly occurred accidents, which avoids the reoccurrence of similar safety issues.

中央加工廠安全委員會 CFPP Safety Committee



質量保證部門：
日常安全檢查
Quality assurance
department:
Daily safety inspection

中央加工廠各單位代表：
日常營運和生產線
Representatives from all
units at the CFPP:
Daily operation and
production line



塑造快活好職場

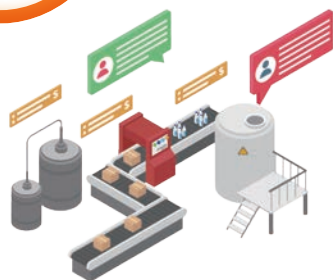
Catering our Heart-warming Workplace

業務安全措施

員工的工作環境安全一直是大快活的重要優先考慮之一。大快活對潛在的工作危險保持警惕，並故此採取以下措施來維持工作地點的安全：

Operational safety measures

The workplace safety of employees has always been one of Fairwood's material priorities. Staying alert to the potential work hazards, Fairwood has implemented the following measures to maintain on-site safety:



中央加工廠 CFPP

- 張貼安全指引及工作提示海報
Post safety guidelines and works tips
- 分享常見事故的案例
Share case studies of commonly occurred accidents
- 審查申請高風險職位的員工
Examine staff applying for high-risk position
- 召開每月內部安全委員會會議
Hold monthly internal safety committee meeting
- 安裝自動化機器
Install automatic machines



分店 Outlets

- 張貼安全指引於廚房範圍
Post safety guidelines in the kitchen areas
- 安裝靜電除油煙器、運水煙罩及空氣潔淨機維持廚房空氣流通及質素
Install electrostatic precipitators, hydro-vents and air washers to maintain kitchen air circulation and quality
- 推行「零」工傷獎勵分店計劃
Launch award scheme to reward outlets with "zero" injury



企業層面 Corporate level

- 針對常見工傷類別的重點培訓
Focus trainings on common categories of work injuries
- 參與勞工處及職業安全健康局每季度外部培訓
Participate in external training held by the Labour Department and the Occupational Safety and Health Council
- 制定工傷預防措施
Develop preventive measures on occurred injury



在報告期內，大快活再次參與勞工處及職業安全健康局舉辦的飲食業安全獎勵計劃（「安全獎勵計劃」），並在計劃中榮獲多項獎項，反映我們對職安健文化的付出。

During the reporting period, Fairwood has again participated in the Labour Department and Occupational Safety and Health Council's Catering Industry Safety Award Scheme ("Safety Award Scheme") and has received multiple awards under the scheme, reflecting our contribution to a sound occupational safety and health culture.



安全獎勵計劃 Safety Award Scheme



實現目標：

Target achieved:

通過不斷努力保持安全標準，報告期內148間餐廳分店中有64間餐廳已實現「零」工傷目標。為促進零工傷事故的工作環境，大快活持續提供相關培訓，以教育員工及提高內部意識。

As a result of the continuous effort to uphold safety standards, 64 out of 148 outlets have achieved the "zero" injury target this reporting period. To promote an injury-free workplace, Fairwood is adamant to provide relevant trainings to equip employees and raise internal awareness.





把關快活好品質 Guaranteeing our Food Quality

食物安全管理

作為香港著名的連鎖餐廳之一，大快活一直致力保證食物質量。從採購優質食材到準備食物，大快活實施有系統的預防措施，以確保顧客可在他們的碟上享用最好的美食。

Food safety management

As one of the well-known restaurant chains in Hong Kong, Fairwood has made every effort to guarantee food quality. From sourcing quality ingredients to preparing the dishes, Fairwood enforces systemic precautionary measures to assure that customers can enjoy the finest meal on their plates.



快活食品 Happy Food

關鍵重大議題
Key material issues

· 食物質素與安全
Food quality and safety

相關可持續發展目標
Relevant SDG



SDG 14
水中生態
Life Below Water

食物安全專責小組

在維持有效的食物安全管理系統的同時，食物安全專責小組致力通過積極參與和定期監督運作，以達致其目標。

Food Safety Task Force

While maintaining an effective food safety management system, the Food Safety Task Force strives to highlight its objectives through active engagement and routine supervision during operation.



食物安全專責小組 Food Safety Task Force

目標 Objective

- 維持有效的食物安全管理系統
Maintain effective food safety management system
- 提高大快活營運中的食物安全意識
Increase the food safety consciousness in Fairwood's operations

功能 Functions

- 每兩個月舉行一次食物安全會議
Hold food safety meeting bimonthly
- 與外部顧問合作，以識別並處理食物安全問題
Collaborate with external consultant to identify and address food safety concerns
- 報告任何關於食物安全的問題並作出跟進
Report on any food safety issues and propose follow-up actions

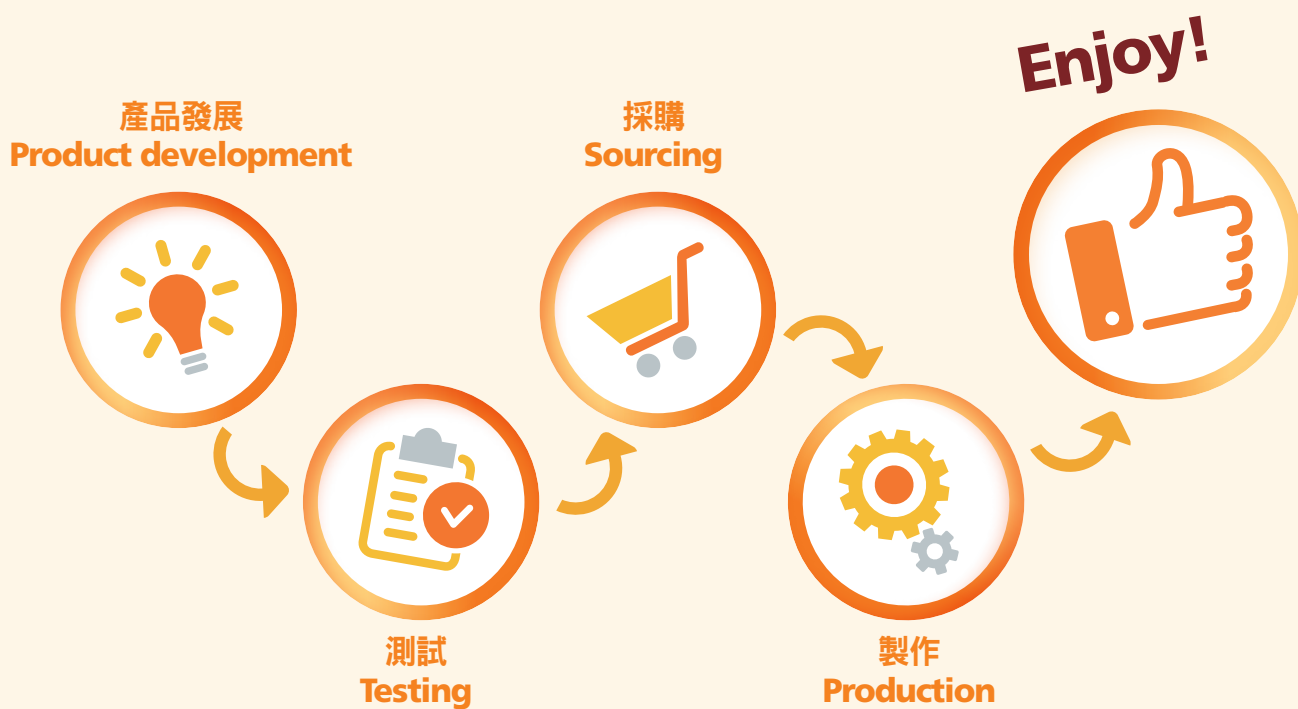


食物製作和運送機制

從食物設計一直到提供最優質的食物，食物安全專責小組和質量保證部門均參與快活食物鏈由設計菜式到出產最佳質素的食物之各個部分。

Food production and delivery mechanism

The Food Safety Task Force and the quality assurance department are involved in every part of Fairwood's food chain from the design of food products all the way to the delivery of the best quality meals.





把關快活好品質 Guaranteeing our Food Quality

中央加工廠品質管制

從加工到食物監控，大快活在中央加工廠的整個運作上採用若干ISO 9001質量管理體系的部份原則。在此具系統性的框架下，中央加工廠的質量控制機制已達成一個持續改進的循環圈：

CFPP quality control

Fairwood has adopted certain principles of the ISO 9001 Quality Management System throughout the CFPP's operation from processing to monitoring of food. Under such systemic framework, CFPP's quality control mechanism has become a circle of continuous improvement:





食物評估機制

為確保食物製備於各階段的食物安全，大快活的內部質量管制化驗所設置先進設備，對中央加工廠、分店廚房和供應商設施進行微生物評估。食物評估機制注重於下列項目：

- 環境條件，包括供水、冰和氣體；
- 用於製造和準備食物的設備；
- 進貨原料，如生肉和蔬菜；及
- 食物製成品包括熟食和預先準備的食物

Food assessment mechanism

To ensure food safety in all phases of food preparation, Fairwood's in-house quality control laboratory ("QC lab") is equipped with cutting-edge equipment to conduct microbiological assessment for the CFPP, outlet kitchens and supplier facilities. The food assessment mechanism focuses on the following subjects:

- Environmental condition including water supply, ice and air;
- Equipment used in the production and preparation of food;
- In-coming raw material such as raw meat and vegetables; and
- Finished products including cooked meals and prepared dishes

質量管制化驗所遵循三個步驟的評估框架，當中採用嚴格的抽樣測試原則：

The QC lab follows a three-step assessment framework with stringent sampling principles:



監控 Monitor

整個從採購到生產和運送的食物評估機制

The entire food assessment mechanism from sourcing to production and delivery



測試 Test

供應商在不同階段或特定時段後的食材和產品

Suppliers' ingredients and products at different stages or after a specific timeframe



解決 Resolve

重新測試任何不合格的食材或產品並提供解決方案

Retest any non-conforming materials or products and provide solutions



個案分享 CASE STUDY

香腸生產的故事 The making of sausages



自成立以來，大快活一直將工作地點的設施提升，以提高食物質量和生產效率。例如，大快活已經提升香腸生產過程。使用受歡迎的秘方的同時，我們的暢銷產品 - 香腸的製造過程現已自動化。自動化的過程有助避免衛生問題，同時確保質量統一、快捷及衛生的生產，以滿足日常需求。

Since inception, Fairwood has been upgrading the on-site facilities to increase food quality and production efficiency. For instance, Fairwood has upgraded the sausage production process. With the equally beloved recipe, Fairwood's bestselling item on the menu – sausage is now produced automatically. The automatic process avoids the hygiene issues while ensuring the uniform, fast and clean production to meet the daily demand.





餐廳質量管制

餐廳分店為我們的產品在送餐前的終點站。大快活已實施以下程序以確保所有分店的食物安全：

Restaurant quality control

The restaurant outlets are the last stops where our products locate before the delivery of a fine meal. Fairwood has implemented the following procedures to ensure food safety across all outlets:

分店廚房質量管制

Outlet kitchen quality control

質量檢查 Quality inspection



評估及確保食材到達各間分店時的食物質量
Assess to ensure food quality upon the arrival of food materials to respective outlets

衛生保障 Sanitation



徹底清潔和消毒場地和廚房，以保持衛生並防止食物受到污染
Clean and sterilise the site premises and back of house areas thoroughly to maintain hygienic conditions and prevent food contamination

系統化 Systemisation



在五常法系統（常組織、常整頓、常清潔、常規範及常自律）下，制定有關適當儲存和處理食材、煮食器具和清潔劑的指引
Establish guidelines for the proper storage and handling of food materials, utensils and cleaning agents under the 5-S system (Structurise, Systemise, Sanitise, Standardise and Self-discipline)

標籤 Labelling



根據生產日期和估計的保質期標記所有食物產品
Label all food products by date of production and estimated shelf life

過濾 Filtration



於所有新設立和即將開業的分店安裝濾水系統，提供優質的飲用水，以便製作美味的飲品
Install water filtration systems in all new and upcoming stores in providing quality potable water for consistently great tasting beverages



把關快活好品質 Guaranteeing our Food Quality

衛生管制

優質食物的生產在很大程度上取決於員工的個人衛生和廚房的狀況。大快活設有一套指引，以確保個人和環境衛生：

Hygiene control

The production of quality dish depends highly on the hygiene of the staff and condition at the kitchens. Fairwood has a set of guidelines to ensure personal and on-site hygiene:



員工個人衛生 Staff hygiene

- 在進入廚房範圍前穿著圍裙、口罩、頭套及水鞋
Wear apron, mask, hair cover and boots before entering the kitchen areas
- 在接觸生和熟的食物前戴上手套
Wear gloves before making any contact with raw or cooked food
- 報告任何有傳染性健康的狀況，包括皮膚病、咳嗽和感冒
Report on any contagious health condition, including skin disorder, cough and flu
- 在中央加工廠或附近範圍內禁煙
Prohibit smoking at or near the CFPP



工作地點環境衛生 On-site hygiene

- 保持地面清潔乾爽
Keep the floor clean and dry
- 在營運時間過後關閉所有窗戶及出口
Close all windows and exits after operational hours
- 定期清潔冷房和雪房
Clean the cold storages and freezers regularly
- 定期清理隔油池
Clear out the grease traps on a regular basis
- 按照既定程序清潔和消毒所有設備和裝置
Clean and disinfect all the equipment and devices following the established procedures





供應鏈管理

由於大快活考慮到對食物安全日益關注的問題，故從採購過程開始已採取措施保持穩定的食物供應，並確保食物質量。大快活已分配採購部通過以下職責監督供應鏈：

- 與供應商建立開放和雙向的溝通渠道，保持積極交流，並整合顧客反饋以傳達我們的期望；
- 進行供應商評估、實地考察和審核；
- 考察供應商的設施，並審查生產過程和操作流程，以確保其社會和環境穩健；及
- 審核並更新供應商準則

Supply chain management

In consideration of the rising concerns in food safety, Fairwood has taken initiatives to maintain a stable food supply and ensure food quality starting from the sourcing process. Fairwood has assigned the purchasing department to oversee the supply chain through the following duties:

- Establish open and two-way communication channels with suppliers to maintain active engagement and convey our expectations consolidated from customers' feedbacks;
- Conduct supplier assessment, site visit and audit;
- Visit suppliers' facilities to review the production process and operational practices to ensure their social and environmental soundness; and
- Review and update supplier criteria

在選擇合適的食材時，大快活會優先考慮符合以下準則的供應商：

When selecting suitable food, Fairwood prioritises suppliers that fulfil the following criteria:



範疇 Aspects

準則 Criteria

合規性 Compliance

完全遵守所有相關的當地環境和社會法律及法規
Full compliance with all relevant local environmental and social laws and regulations

生產過程 Production process

對社會和環境負責的生產
Socially and environmentally responsible production

食物質量 / 安全 Food quality / safety

國際食品安全管理體系(ISO 22000)認證及
危害分析和關鍵控制點(HACCP)
ISO 22000 Food Safety Management System and
Hazard Analysis and Critical Control Points (HACCP)

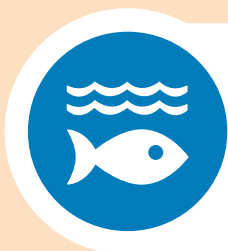
共同承諾 Shared commitment

質量和顧客滿意度
Quality and customer satisfaction



個案分享 CASE STUDY

可持續採購 Sustainable sourcing



SDG 14
水中生態
Life Below Water

- 優先考慮採購可持續的海產
Prioritise sustainable sourcing of seafood



水產養殖管理委員會
Aquaculture Stewardship Council

在報告期內，由越南採購的海產中超過五成已獲水產養殖管理委員會認證。這種可持續的採購實踐展示出快活旅程良好的延伸，旨在與社會和環境方面良好的供應商建立長期合作關係。

In the reporting period, over 50% of the seafood sourced in Vietnam was Aquaculture Stewardship Council certified. This sustainable sourcing practice is a good extension to the Fairwood journey for the pursuit of long-term partnerships with socially and environmentally considerate suppliers.





綠化快活好環境

Sustaining our Eco-friendly Environment

環境管理

在快活旅程途中，我們一直留意關鍵的環境問題，並尋求創新方法來減少我們的環境足跡。在我們邁向加強環境意識、廢棄物管理和節約資源的同時，長遠而言我們會定位下一階段的目標，創造一個健康和可持續發展的環境。

Environmental stewardship

Along the Fairwood journey, we have been keeping an eye on the key environmental issues and looking for innovative approaches to reduce our environmental footprints. As we steer our direction towards the focuses of strengthening environmental awareness, waste management and resource conservation, we also look to position ourselves to enter the next chapter of creating a healthy and sustainable environment in a long-term perspective.



快活環境 Happy Environment

關鍵重大議題 Key material issues

- 環保意識
Environmental awareness
- 溫室氣體及廢氣排放
GHG and air emissions
- 廢棄物管理
Waste management
- 節約用水
Water conservation
- 能源消耗
Energy consumption

相關可持續發展目標 Relevant SDGs



SDG 7
可負擔和清潔能源
Affordable and Clean Energy



SDG 12
負責任消費和生產
Responsible Consumption and Production





綠化快活好環境

Sustaining our Eco-friendly Environment

為加強我們的環境管理，大快活一直闡明我們對環境政策的承諾：

- 確保遵守所有相關及適用的環保法例和其他法律要求，同時制定和實施相應的標準操作程序；
- 採用有效的管理制度以防止污染及減少對環境的影響；
- 善用能源、水及原材料，從中優化生產過程；
- 善用資源以減少產生不必要的廢棄物，在可行的情況下鼓勵培養重用和回收的習慣；
- 透過加強教育和培訓提高員工的環保意識，並鼓勵員工履行對環境的責任；及
- 透過減少排放和善用資源，本集團對整個社會作出實質貢獻，亦為大家創造一個更健康及更愉快的生活環境。

In order to strengthen our environmental stewardship, Fairwood has been shedding lights on our commitment in the environmental policy:

- Ensure compliance with all relevant and applicable environmental legislation and other legal requirements, while developing and implementing standard operating procedures accordingly;
- Adopt an effective management system to prevent pollution and reduce impact on environment;
- Optimise production processes by effectively consuming energy, water and raw materials;
- Use resources efficiently to reduce unnecessary waste generation and encourage the habit of reuse and recycle where applicable;
- Raise staff awareness regarding environmental protection by strengthening education and trainings and encourage staff to meet their environmental obligations; and
- By contributing to reducing emissions and optimising resources, the Group is in essence making a contribution to society at large by creating a healthier and happier environment for everyone to live in.

環境設備專責小組

大快活意識到在旗下148間餐廳分店升級硬件對提高資源效率和節省資源相當重要。環境設備專責小組的成立旨在通過引入嶄新和創新的環保材料和設備來支持資源的優化。

Environmental and Equipment Task Force

With 148 restaurant outlets in place, Fairwood realises the importance to upgrade our hardware to uplift resource efficiency and conservation. The Environmental and Equipment Task Force is established to support resource optimisation via introducing new and innovative eco-materials and equipment.



環境設備專責小組

Environmental and Equipment Task Force

目標 Objective

- 開發和創新新材料和設備，以改善現有的工作流程和資源效率
Develop and innovate new materials and equipment to improve existing work flow and resource efficiency

功能 Functions

- 研發升級設備的可行性
Study the feasibility for equipment upgrade
- 跟進改善狀況
Follow-up the improvement status



提高環境意識

大快活明白信息傳播是應對環境問題的一個關鍵步驟。為加強社區大眾的環保意識，我們先要在教育和鼓勵員工對環境負責的方面開始。

Raising Environmental Awareness

Fairwood understands that spreading the message is a key step to address environment issues. To reinforce the environmental awareness of the community as a whole, we first need to educate and encourage our employees to be environmentally responsible.



SDG 12 負責任消費和生產 Responsible Consumption and Production

- 透過提倡減廢，加強大眾及員工的環保意識
Raise environmental awareness of the community and employees through promoting waste reduction

綠色分店營運

隨著我們邁向更環保的營運，大快活已推出各種替代方案，旨在由源頭減少生產一次性或不可再生物料製造的廢物。

Green outlet operation

As we move towards a more environmentally-friendly operation, Fairwood has introduced various alternatives to reduce waste production of single-use or non-renewable materials at source.



- 用木棒取代部份傳統塑膠攪拌棒
Wooden sticks to replace traditional plastic stirrs
- 可快速再生的竹筷子和牙籤是木材的替代品
Bamboo chopsticks and toothpicks, a rapidly renewable alternative of wood
- 為堂食顧客提供可重複使用的餐具
Reusable tableware for dine-in customers
- 用高效益且環保的塑料替代發泡膠
Environmentally efficient and friendly plastic materials to replace styrofoam
- 以可生物降解的塑膠袋取代常規塑膠袋
Biodegradable plastic bags to replace regular ones

鼓勵不用飲管 Encourage no use of straw





個案分享 CASE STUDY

「外賣走塑，餐具先行」大咁鬼走塑行動 “Plastic-Free Takeaway, Use Reusable Tableware” Campaign

活動摘要 Campaign Highlights

走餐具外賣
Plastic-Free Takeaway **468,771** 單
orders

送環保餐具
Reusable Tableware
Giveaway **32,569** 套
sets

為紓緩香港的塑膠污染問題，大快活已加入環境運動委員會及環境保護署（「環保署」）的「外賣走塑，餐具先行」活動。為支持這項活動，大快活向購買外賣走塑的顧客提供獎勵。在活動結束後，我們的員工繼續鼓勵顧客自攜容器來購買外賣，從而延續無塑的習慣。

To mitigate the plastic pollution in Hong Kong, Fairwood has joined forces with the Environmental Campaign Committee as well as the Environmental Protection Department (“EPD”) in the “Plastic-Free Takeaway, Use Reusable Tableware” Campaign. In support of this campaign, Fairwood provides incentives for customers who order plastic-free takeaways. To perpetuate a plastic-free habit, our employees keep on encouraging customers to bring their own containers for takeaway meals after the campaign.





管理廢棄物

由於香港堆填區的負擔日漸增加，故此大快活一直致力加強廢棄物管理方針。通過適當的分類和廢物回收，大快活把握轉廢為寶貴資源的機會。

Managing Waste

On account of the increasing burden of Hong Kong's landfills, Fairwood has been focusing on enhancing the waste management approach. Through proper segregation and recycling of waste, Fairwood sees the opportunity to turn waste into valuable resources.



SDG 7

可負擔和清潔能源

Affordable and Clean Energy

- 將煮食油及廚餘分類，以供生產生物柴油、發電及製作可再生能源的副產品
- Segregate used cooking oil and food waste for the production of biodiesel, electricity and renewable by-products

廢置食用油

烹飪過程一般會產生大量的廢置食用油。而廢置食用油的處理、儲存和不當排放或會導致環境污染。因此，我們已制定明確的程序，以順暢和監督收集廢置食用油的過程。

Waste cooking oil

The cooking process often results in a good amount of waste cooking oil ("WCO"). As the improper handling, storage and discharge of WCO may lead to environmental contamination, we establish clear procedures to smoothen and oversee the process of collecting WCO.

在中央加工廠裡，我們遵循環保署所制定的指引，在工作地點存放及記錄廢置食用油。大快活也委託合資格的承辦商收集和運送廢置食用油至環保署的設施。這措施不但降低污染風險外，而且還支持廢置食用油的回收，將其轉化為生物柴油和肥皂等工業產品，從而提倡可再生資源。

At the CFPP, we follow the guidelines set up by the EPD to store and record the WCO on-site. Fairwood has engaged a qualified contractor to collecting and transport the WCO to EPD's facility. In addition to minimising the risk of contamination, this initiative also supports the recycling of WCO to convert into industrial products such as biodiesel and soap, promoting renewable resources.



妥善處理廢置食用油

Handle WCO properly

我們仔細遵循環保署的處理廢置食用油指引進行收集和儲存程序

We carefully follow EPD's guidelines on handling WCO during the collection and storage procedures

轉廢為寶

Turn waste into resource

可再生能源：生物柴油

Renewable energy: **biodiesel**

有機副產品：肥皂

Organic byproduct: **soap**

已回收的廢置食用油 Recycled WCO

單位 Unit

2018/19

2017/18

中央加工廠 CFPP

立方米 m³

198

180



綠化快活好環境

Sustaining our Eco-friendly Environment

廚餘

基於業務性質，大快活每天會產生一定數量的廚餘。有見及此，我們肩負責任避免和減輕整個供應鏈中產生的廚餘。對內，我們從源頭着手珍惜食材，並教育員工於中央加工廠的食堂進行廚餘分類，以避免浪費食物。對外，我們鼓勵光顧餐廳分店的顧客點餐時要求較小份量或帶走剩餘食物，從而減少廚餘。

在報告期內，中央加工廠已參加由環保署先導的廚餘循環再造計劃。該計劃有助減輕香港堆填區的負荷，同時達致轉廢為能源的目的。

Food waste

Due to the nature of business, Fairwood generates a certain amount of food waste on a daily basis. Thus, we carry the responsibility to prevent and mitigate food waste within and throughout the supply chain. Internally, we manage to reduce food waste by conserving ingredient at source and educating staff to sort food waste at the canteen of the CFPP. Externally, we encourage customers visiting the restaurant outlets to reduce food waste by ordering smaller portions or taking away leftovers.

In the reporting period, the CFPP has joined the Food Waste Recycling Programme led by the EPD. The programme helps to alleviate the burden of Hong Kong's landfill while also turning waste into energy.

惜食 Conserve food resource

在加工和烹飪食物時，中央加工廠的工作人員應盡可能減少食物浪費。

在食堂內亦已張貼明確的食物垃圾分類指南。

When processing and cooking food, CFPP staff shall reduce food wastage whenever possible.

Clear guideline for separating food waste is also posted at the canteen.

收集廚餘 Collect food waste

在指定的垃圾箱內妥善分類廚餘，及每天送到有機資源回收中心，以確保沒有廚餘過夜

Food waste is segregated properly at the designated bins and delivered the Organic Resources Recovery Centre daily to make sure no food waste stays overnight

轉廢為資源 Turn waste into resource

可再生能源：生物氣體

Renewable energy: biogas

有機副產品：堆肥

Organic byproduct: compost

辦公室廢棄物

除了解決中央加工廠所產生的廢棄物外，我們還仔細研究辦公室內的減廢措施。大快活總辦事處持續進行紙張和碳粉盒回收，以減少辦公室廢棄物。此外，大快活已連續多年參與明愛電腦再生計劃，支持環保署的廢電器電子產品生產者責任計劃。透過參與這計劃，我們已捐贈多部舊電腦，以盡量減少電子廢棄物對環境的影響。

Office waste

Besides addressing the waste produced at the CFPP, we have also taken a closer look at the waste reduction measures at the office setting. Fairwood's headquarter office has been recycling paper and toner box as a way to reduce office waste. In addition, Fairwood has participated in the Caritas Computer Refurbish Project for several years in a row, supporting the EPD's Producer Responsibility Scheme on waste electrical and electronic equipment. Through our participation in this scheme, we have donated a number of wasted computers to minimise the associated environmental impacts of e-waste.



減少能源消耗和排放

由於餐廳分店和中央加工廠的日常營運時間較長，故此大快活會在營運中消耗較高電力；而煤氣和石油氣則用於烹飪。大快活知悉降低能源消耗的重要性，因此我們通過授權環境設備專責小組並支持優化能源，繼續改善能源密度，務求加快速活旅程。

能源使用

大快活定期審查和監督我們在節能政策方面的執行情況，其概述如下：

- 高級管理層會帶領環境 / 能源及創新設備團隊，負責管理和實行相關工作；
- 採用實施市場上最慣常的方法，並不斷提高能源效益；
- 監測能源消耗；
- 遵守與能源消耗和能源善用的相關法律法規；
- 使用節能設計，並於合適情況下使用節能設備；
- 減少資源浪費，電力和相關資源的消耗；
- 向所有員工推廣節能政策，從而提高節能意識；及
- 定期審查政策及制度

Reducing Energy consumption & emissions

Due to the long daily operating hours at the outlets and the CFPP, Fairwood consumes a high usage of electricity for operation, and Towngas and liquefied petroleum gas ("LPG") for cooking. Recognising the importance of reducing energy consumption, we continue to seek improvement of energy intensity by empowering the Environmental and Equipment Task Force and supporting energy optimisation to expedite the Fairwood journey.

Energy consumption

Fairwood constantly reviews and monitors the enforcement of our policy on energy reduction and conservation, which are outlined below:

- Top management shall take the lead in establishing an environmental/energy and equipment innovation team, responsible for managing and implementing relevant works;
- Utilise the most available method in the market to implement and continuously improve energy efficiency;
- Monitor energy consumption;
- Ensure compliance with relevant laws and regulations pertaining to energy consumption and efficient usage;
- Use energy-efficient design, and when appropriate to use energy-efficient equipment;
- Reduce wastage of resources, electricity consumption and relevant resources;
- Promote the policies on energy reduction to all employees to enhance energy saving awareness; and
- Review policy and system on a regular basis





綠化快活好環境 Sustaining our Eco-friendly Environment



環境設備專責小組 Environmental and Equipment Task Force

於報告期內，環境設備專責小組已實施以下節能措施：

- 將指定餐廳分店的傳統明裝天花筒燈升級至新的發光二極管（LED）電燈；
- 安裝新型高效煤氣爐和蒸氣櫃，使燃料使用量減少達15%；
- 試驗安裝自動感應的照明燈管，以防止不必要的電力浪費；
- 使用由煤氣公司資助的蒸氣設備，從而減低能源消耗；及
- 審查餐廳分店的表現，並在電力消耗出現異常情況時進行設備檢查

In the reporting period, the Environmental and Equipment Task Force has implemented the following energy reduction measures:

- Upgraded the traditional surface mounted downlight into new LED lamps at selective outlets;
- Installed a new type of highly efficient town gas wok range and steam cabinet, contributing to up to 15% reduction in fuel usage;
- Piloted to install sensor lighting tubes to prevent unnecessary electricity wastage;
- Utilised the steamer equipment sponsored by Towngas to reduce energy usage; and
- Reviewed the performance of outlets and carry out equipment inspection in case of any abnormality in electricity consumption

大快活積極參與的環保活動

作為香港知名的連鎖餐廳之一，我們熱衷於為大眾樹立榜樣，共同參與可持續發展之旅。在報告期內，大快活已積極參與以下節能活動：

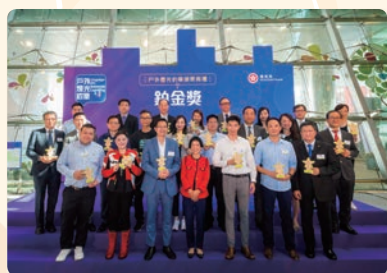
Fairwood's active environmental involvement

Being one of a well-known restaurant chains in Hong Kong, we are keen on setting an example for the community to join in the sustainability journey. In the reporting period, Fairwood has actively participated in the following energy-saving campaigns:



大快活的中央加工廠已參與二零一八年中電的高峰用電管理計劃。目標是在高峰時段減少用電的創新措施，而我們已超越預先制定的目標，並已獲得獎金作為嘉許，達致雙贏。

Fairwood's CFPP has participated in CLP's Peak Demand Management Programme 2018. With a target to innovate measures for electricity reduction during peak hours, we have exceeded the tailored target and have received financial incentives as a payback in a win-win situation.



合共86家餐廳分店已榮獲由環境局頒發的《戶外燈光約章》白金獎。憑藉我們在約章中的持續參與，大快活期待保持員工的意識，減少我們於城市浪費能源和光滋擾的足跡。

A total of 86 outlets have received the Platinum Award in the Environment Bureau's "Charter on External Lighting". Through our ongoing participation in the charter, we look forward to also upholding employees' awareness and reducing our footprints in energy wastage and light nuisance in the city.



耗電量 Electricity Consumed

	單位 Unit	2018/19	2017/18
總部 Headquarter	千瓦時 kWh	493,079	484,834
	千瓦時 / 百萬港幣收入 kWh / HKD million revenue	174	179
中央加工廠 CFPP	千瓦時 kWh	5,570,013	5,503,683
	千瓦時 / 百萬港幣收入 kWh / HKD million revenue	1,961	2,036
餐廳店鋪 Restaurant outlets	千瓦時 kWh	69,577,561	67,274,009
	千瓦時 / 百萬港幣收入 kWh / HKD million revenue	24,499	24,890
總用量 Total consumption	千瓦時 kWh	75,640,653	73,262,526
	千瓦時 / 百萬港幣收入 kWh / HKD million revenue	26,634	27,105



氣體燃料使用量 Gaseous Fuel Consumed

	單位 Unit	2018/19	2017/18
中央加工廠 CFPP	千瓦時 kWh	3,228,027	3,103,046
	千瓦時 / 百萬港幣收入 kWh / HKD million revenue	1,137	1,148
餐廳店鋪 Restaurant outlets	千瓦時 kWh	50,073,382	49,277,331
	千瓦時 / 百萬港幣收入 kWh / HKD million revenue	17,631	18,232
總用量 Total consumption	千瓦時 kWh	53,301,409	52,380,377
	千瓦時 / 百萬港幣收入 kWh / HKD million revenue	18,768	19,380



綠化快活好環境

Sustaining our Eco-friendly Environment

溫室氣體和廢氣排放

大快活的溫室氣體和廢氣排放主要來自能源消耗。隨著我們在平衡能源密度方面正取得進展，大快活會繼續關注氣候變化和空氣污染等迫切問題。由於直接相關的環境影響不容忽視，故此大快活密切監察其溫室氣體和廢氣排放，以尋求持續改進，建立更環保和更健康的環境。

Greenhouse gas and air emissions

Fairwood's greenhouse gas ("GHG") and air emission mostly come from the consumption of energy. As we are making progress in balancing energy intensity, we remain mindful to the pressing issues of climate change and air pollution. With an alert to the pertinent environmental impacts, we closely monitor our GHG and air emissions to seek continual improvements for a greener and healthier environment.



溫室氣體排放量 Greenhouse Gas Emissions

	單位 Unit	2018/19	2017/18
範疇1直接排放量 Scope 1 Direct emissions	公噸二氧化碳當量 Tonnes of CO ₂ equivalent (tCO ₂ e)	10,225	10,030
範疇2間接排放量 Scope 2 Indirect emissions	公噸二氧化碳當量 tCO ₂ e	46,066	44,602
總溫室氣體排放量 Total GHG emissions	公噸二氧化碳當量 tCO ₂ e	56,291	54,632
總溫室氣體排放密度 Total GHG emission intensity	公噸二氧化碳當量 / 百萬港幣收入 tCO ₂ e / HKD million revenue	19.82	20.21



廢氣排放量 Air Emissions

	單位 Unit	2018/19	2017/18
硫氧化物 Sulphur oxides (SO_x)	公噸 Tonnes	0.004	0.004
氮氧化物 Nitrogen oxides (NO_x)	公噸 Tonnes	0.772	0.758



節約水資源

由於大快活屬於餐飲業務，所以其中央加工廠和分店往往消耗大量水資源。儘管大快活從未遇到任何採水問題，但我們意識到全球對淡水枯竭的擔憂。我們正逐步投入資源升級創新設備，以期在日常營運中進一步節約用水。

Conserving Water Resource

Due to the nature of the food and beverage service, our CFPP and outlets tend to consume an intensive amount of water. Even though Fairwood has not encountered any issues of sourcing water, we are conscious of the global concerns of freshwater depletion. Moving step by step, we are investing resources to bring in innovative equipment upgrade in hopes of further conserving water in our day-to-day operation.

環境設備專責小組已推出以下節水措施：

The Environmental and Equipment Task Force has initiated the following water-saving measures:

- 引入新型解凍水槽的獨特設計，以減少用水的需求；及
- 在分店廚房安裝新設計的電保溫爐，可節約高達40%用水量
- Introduced the unique design of a new defrost sink to reduce the need for water; and
- Installed a new design of electric bain marie in the outlet kitchen leading to up to 40% of water reduction each



耗水量 Water Consumed

	單位 Unit	2018/19	2017/18
中央加工廠 CFPP	立方米 m ³	106,903	111,082
	立方米 / 百萬港元收入 m ³ / HKD million revenue	38	41
餐廳店鋪 Restaurant outlets	立方米 m ³	1,580,865	1,507,123
	立方米 / 百萬港元收入 m ³ / HKD million revenue	556	558
總用量 Total consumption	立方米 m ³	1,687,768	1,618,205
	立方米 / 百萬港元收入 m ³ / HKD million revenue	594	599





服務快活好顧客 Delighting our Valuable Customers

優良的顧客體驗

多年來，大快活一直負起為我們寶貴顧客帶來快樂的承諾。從店內體驗到味蕾享受，我們致力通過優質食物、傑出服務和出色設施，讓所有顧客「Feel Good」。

Exceptional customer experience

For years, Fairwood has been shouldering the commitment to bring happiness to our valuable customers. From in-store experience to taste bud sensation, we are devoted to making all customers "Feel Good" through our quality food, excellent services and outstanding facilities.



快活顧客 Happy Customers

關鍵重大議題
Key material issues

顧客體驗
Customer experience

社區參與
Community engagement

相關可持續發展目標
Relevant SDG



SDG 2
零飢餓
Zero Hunger

健康美味的菜式

為將顧客體驗提升到更高的水平，大快活熱衷於提供各式各樣的美食、健康的菜式和個人化的選擇。

Healthy and delicious food

In effort to elevate customer experience to the next level, Fairwood is enthusiastic about delivering diverse gourmet dishes with healthy menu and customisable options.

推出煲仔飯系列慶祝香港的本地傳統

The claypot series was launched in celebration of Hong Kong's local tradition





多樣化餐飲選擇

憑藉我們在餐飲行業的經驗，大快活創造多樣化的獨有菜式，以提升顧客的美食體驗。除了提供最優質和新鮮的食材外，大快活更推出各式產品系列，其中包括我們的「阿活」皇牌菜式和鐵板餐，務求在顧客心中留下深刻印象。

為滿足顧客不斷變化的用餐喜好，我們定期更改現有菜式並開發新產品。產品研發部每兩週都會研發新的菜式，以滿足顧客的口味，並會密切關注用餐趨勢。每道菜都會經過一系列的評估，以確保做到色香味俱全。在報告期內，大快活亦有在菜式中增添新品種。

Diverse meal choices

Leveraging our experience in the food and beverage industry, Fairwood is able to create our diverse, yet unique, menu to uplift customers' gourmet experience. On top of featuring the best quality and fresh ingredients, Fairwood has conveyed different products series, such as our signature "Ah Wood" specials and sizzling plate combo, to leave an imprint in customers' heart.

With a desire to cater the evolving dining preferences of our customers, we constantly alter the existing menu and develop new items. Every two weeks, the product development department invents new dishes to suit customers' changing tastes and closely follow the dining trends. Each dish has also undergone a series of evaluations in order to ensure its appetising, aromatic and flavourful presentation. In the reporting period, Fairwood has added new dishes to its menu.

厚切黑豚扒系列中加入新的吉列牛帶子

A new item of deep fried steak was added to the "Thick-Cut Black Pork Cutlet" series





服務快活好顧客 Delighting our Valuable Customers

個人化及健康餐飲

為進一步符合顧客的個人喜好和市場趨勢，大快活積極在香港推廣健康和「惜食」的飲食文化。大快活的靈活菜式支持「惜食」文化，讓顧客可自由選擇用餐份量以減少浪費食物。

Personalised and healthy menu

To further align with customers' personal preferences and market trend, Fairwood is eager to promote a healthy and "food wise" culture in Hong Kong. Supporting the "food wise" culture, Fairwood's flexible menu allows customers to freely customise the meal portion to reduce food waste.

顧客可在點菜時選擇米飯份量
Customers can select their rice portion upon ordering food



旨在迎合顧客對更健康的餐飲選擇的興趣，大快活提供紅米選擇以增加纖維攝取。大快活更為以下健康膳食系列推出更多選擇，為顧客提供健康、均衡和營養豐富的菜式：

In trend of customers' interests in healthier dining options, Fairwood offers red rice option to increase fibre intake. Fairwood has provided more options for the following healthy meal series, giving customers healthy, balanced and nutrient-dense meals:

- 「健怡」系列
"Wholesome Delight" series
- 「美味素」系列
"Tasty and Green" series
- 「唔落味精」系列
"No-MSG-added" series
- 「欖油炒製」系列
"Stir fried in olive oil" series
- 「低鹽」系列
"Low-sodium" series

「低鹽」系列成為顧客的另類選擇
"Low-sodium" series become another option for customers to choose



在報告期內推出的「低鹽」系列，符合世界衛生組織每天少於一茶匙鹽份攝取量的建議。系列中還包括低脂和健康的肉類選擇，例如鴛鴦肉，為顧客提供蛋白質豐富、低脂、低卡路里和低膽固醇的菜式。

The "Low-sodium" series was launched in the reporting period, adhering to the World Health Organisation's recommendation of consuming less than one teaspoon of salt per day. This series also features lean and healthy meat choices, such as ostrich meat, to provide customers with a protein-packed meal with low fat, calories and cholesterol.



優質的設施和服務

除了膳食質素以外，設施和服務的質素亦是反映顧客滿意度和用餐體驗的另一項關鍵因素。我們已進一步在各店鋪提供窩心的餐飲設施以及真誠的服務。

設施升級

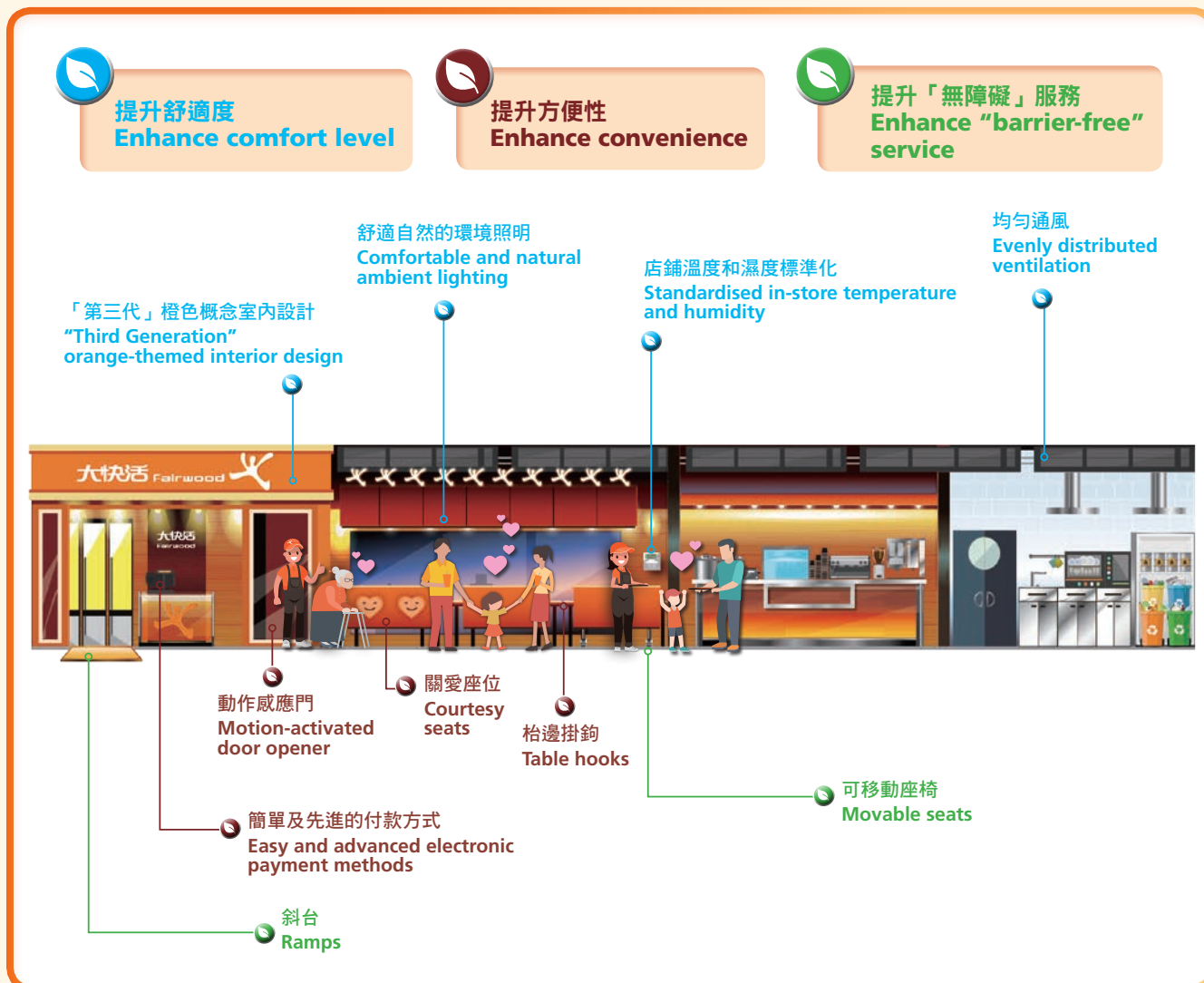
大快活着手提升店內設計和設施，以提升舒適度、方便性和無障礙性。

Quality facilities and services

Other than meal quality, facility and service quality is another decisive factor that reflects customer satisfaction and experience. We have walked the extra mile to provide enjoyable dining facilities and heartfelt service in convenient locations at each outlet.

Facility upgrade

Fairwood has been revamping the in-store designs and facilities to increase comfort level, convenience and accessibility.





服務快活好顧客 Delighting our Valuable Customers

服務提升

大快活致力提供窩心的顧客服務，以滿足顧客不斷變化的偏好和需求，積極營造一個令人愉快的用膳環境，讓顧客可更舒適及更方便地享用美食。為進一步方便我們的顧客，我們特地擴大「送餐服務」至有特殊需要的人士。

所有顧客投訴均會適時和專業的方式耐心處理。大快活每月都會整合投訴個案，作為案例分享，以提高員工回應顧客查詢和要求的對應能力。

我們敬業的大快活員工堅守着無私精神並展現不同技巧，對顧客提供幫助和傳遞關懷：

Service enhancement

In the focus of offering cordial customer services to accommodate with customers' changing preferences and needs, Fairwood is motivated to create an engaging atmosphere for customers to enjoy their food with more comfort and ease of access. To provide even more convenience to our patrons, we have extended our "Deliver-To-Your Table Service" for individuals with special needs.

All customer complaints are handled patiently in a timely and professional manner. Every month, Fairwood consolidates the complaint cases to share as case studies in order to increase employees' capability to respond to customers' enquiries and requests.

Our dedicated Fairwood employees uphold the selfless spirit upon different four skills to give help and deliver care:





顧客反饋 Customer Feedback



貼心周到的服務 - 快活顧客@大快活 Attentive and Considerate Service - Happy Customer @ Fairwood

「我的孫完成補習課程後想光顧你們，但晚市餐種下午五時後才開始供應。儘管如此，大快活的服務員仍很樂意與廚房職員溝通，特別提供他最喜愛的食物 - 煲仔飯。」

"Even though the dinner menu was changed after 5 pm when my grandson finished tutorial lesson, the Fairwood attendant was happy to communicate with the kitchen staff and provide my grandson's favourite dish – claypot rice for us."



憑藉快活大使的增值服務，大快活再次榮獲領展傑出商戶獎。

As a result of Fairwood ambassadors' value-added services, Fairwood was once again awarded the Link Tenant Excellent Awards.



二零一八領展傑出商戶獎勵計劃
Link Tenant Excellent Awards 2018





服務快活好顧客 Delighting our Valuable Customers

神秘顧客

大快活會指派神秘顧客到訪不同分店，並提供有關用餐體驗的反饋。他們的回饋意見會被記錄和分析，以便大快活不斷改善，從而提高顧客的滿意度。

Mystery shopper

Fairwood appoints mystery shoppers to visit the outlets and provide feedbacks on their dining experience. Their feedbacks are recorded and analysed for Fairwood's continual improvements to drive customer satisfaction.



檢討 Evaluate

指派神秘顧客到訪店鋪
及評估顧客體驗

Appoints mystery
shopper to visit and
assess customer
experience



反饋 Feedback

就店鋪的食物、服務及
用餐環境提供回饋意見

Provide feedbacks
on the food, service
and the dining
environment in the
outlets



改善 Improve

分析並提出的改善地方
以衡量改進的可行性

Analyse the
proposed
improvement areas
to estimate those
feasibilities





培養同理心文化

同理心一直為大快活關愛服務的核心部分。為整個社區帶來快樂，透過加強員工的同理心，大快活會繼續為有需要者提供服務。

同理心訓練及工作坊

有鑑於的香港人口老化問題，大快活致力提供服務以惠及和幫助長者。在報告期內，大快活已推出一系列長者同理心訓練和工作坊，使員工能夠設身處地為長者考慮，並加強對長者他們的了解。

Developing a culture of empathy

Empathy has always been an integral essence of Fairwood's caring service. In the journey to deliver happiness all around the community, Fairwood has continued to serve those in needs through empowering empathy among our staff.

Empathy training and workshop

In view of Hong Kong's population ageing issue, Fairwood endeavours to accommodate our services to benefit and help the elders. In the reporting period, a series of elders' empathy trainings and workshops were rolled out which enabled employees to put themselves in their shoes and deepen understanding of the senior citizens.

生命·歷程體驗工作坊

Life journey experiencing workshop



長者家居探訪
Elderly home visit



長者慰問工作坊
Elderly condolence workshop



長者體驗訓練工作坊
Elderly experience training workshop



服務快活好顧客 Delighting our Valuable Customers

回饋社會

大快活深信能夠在促進社區蓬勃發展和「Feel Good」方面發揮積極作用。在加強社區聯繫和融合層面上，我們希望創造和諧，為社區各界尤其長者和弱勢群體，帶來正能量。

Giving back to the community

Fairwood believes that we have a positive role to play in enabling communities to thrive and "Feel Good". With regards to enhance community connection and integration, we look to create harmonious and bring in positive energy for all aspects of the community, especially the elderly and the underprivileged.



社區接觸 Community outreach

快活關愛長者咭 "Care for senior" discount cards

所有65歲或以上的長者均可獲得面值為港幣300元的折扣卡，而每月月尾這些折扣卡會自動充值。於二零一九年三月三十一日，我們已派發逾18萬張折扣卡。

All seniors aged 65 or above are eligible for the discount cards, each containing a HK\$300 cash amount that is automatically recharged at the end of each month. As of 31 March 2019, over 180,000 discount cards have been distributed.

健康飲食知多D Healthy Diet and You

大快活與香港聖公會麥理浩夫人中心合辦遊戲攤位，傳達有關健康飲食的信息，並與社區聯繫。

Fairwood partnered with the Hong Kong Sheng Kung Hui Lady Maclehole Centre to co-organise game booths to convey information on healthy diet and connect with the neighbourhood.

「Season of love」慈善活動 "Season of love" charity

大快活於十月份參加了基督教勵行會的「Season of Love」慈善活動，籌集資金以支持香港低收入家庭的孩子，以及青海的孤兒和殘疾兒童。

In October, Fairwood had joined the Christian Action's charity event "Season of Love" to raise fund to support children from low-income families in Hong Kong, as well as the orphans and disabled children in Qinghai.

慈善捐款 Charitable donations

大快活在部分餐廳分店設立捐款箱，以幫助協康會和基督教勵行會籌集資金，為有特殊需要的兒童伸出援手。

Fairwood set up donation boxes in some of the outlet to help raise fund for the Heep Hong Society and Christian Action to help children with special needs.



快活送暖活動 Fairwood give warmth campaign

為減輕附近社區的飢餓問題，我們的社區大使在指定分店合共派發了2,640套關愛禮包、糯米雞和圍巾，為社區在寒冬天氣提供溫暖和關懷。

To reduce hunger in the surrounding communities, our community ambassadors have given out a total of 2,640 sets of caring packages, glutinous rice and scarfs at designated stores to deliver warmth and care to the communities during cold periods.



SDG 2 零飢餓 Zero Hunger

- 在快活送暖行動當中免費送贈食物，以紓緩社區的飢餓問題
Give out free meals through the Fairwood Give Warmth Campaign to reduce hunger in the local districts
- 推出快活關愛長者咭，向長者提供可負擔的膳食
Launch the "Care for senior" discount cards to provide affordable meals for senior citizens

在過去十年，大快活透過熱心參與公益活動以回饋社會的熱心從未停止。作為一項在快活旅程中發放愛心和關懷的里程碑，我們在報告期內獲香港社會服務聯會頒發的10年Plus商界展關懷標誌。

Over the past decade, Fairwood's passion to give back to the community through enthusiastic services and community involvement has never stopped. As a milestone of our unceasing dedication to send love and care along the Fairwood journey, we have been awarded the 10 years+ Caring Company by the Hong Kong Council of Social Service in the reporting period.





服務快活好顧客
Delighting our Valuable Customers

快活社區里程碑
Fairwood's Community Milestones



本港首間「無障礙」餐廳分店
First "Barrier-free" outlet restaurant in Hong Kong



快活關懷基金
Fairwood caring fund



送餐服務
Deliver-To-Your Table Service

2011

2012

2013

2014

2016

2019

快活「\$4飯」活動
Fairwood "\$4 meal" campaign

快活關愛長者咭
"Care for senior" discount cards

快活送暖行動
Fairwood give warmth campaign

10年Plus商界展關懷
10+ Caring company

長者同理心訓練及工作坊
Elderly empathy training and workshop





展望將來 Looking Forward

除了提供以顧客為中心的食物和服務外，我們亦計劃在未來平衡我們的企業社會責任和環境管理。為傳播快樂及推廣「Feel Good」運動，我們將繼續令我們的持份者對食物、服務、社區和環境「Feed Good」。憑藉樂觀和令人鼓舞的成果，我們有信心向實現成為最受欣賞餐飲管理團隊的願景邁進一步，同時幫助人人「食得開心·活得精彩！」。

Apart from providing customer-centric food and services, we also intend to balance our corporate social responsibility and environmental stewardship for the years ahead. To spread happiness, we will continue to promote and expand the “Feel Good” Movement through making our stakeholders “Feel Good” about the food, the service, the community and the environment. With promising and encouraging results achieved, we are confident to move one step closer to realising our vision of becoming the most appreciated food and beverage management team, helping everyone to “Enjoy Great Food. Live a Great Life!”.





獎項表 Awards List



活動 Activities	獎項 Awards	主辦單位 Organisers
商界展關懷 Caring company	10年Plus商界展關懷 10 years+ Caring company	香港社會服務聯會 The Hong Kong Council of Social Service
救世軍僱主年度感謝禮 The Salvation Army Employer Appreciation Ceremony	感謝狀 Appreciation Award	救世軍社會服務部 The Salvation Army Social Services Department
青年就業暨暑期工招聘博覽 Say YES To Work Youth Employment cum Summer Job Recruitment Expo	僱主感謝狀 Employer Appreciation Award	香港基督教女青年會 Hong Kong Young Women's Christian Association
賽馬會“亮麗人生”婦女自強計劃招聘博覽 Tuen Mun District Women's Association job fair	僱主感謝狀 Employer Appreciation Award	屯門婦聯/香港賽馬會 Tuen Mun District Association/Hong Kong Jockey Club
傲齡動力就業博覽會 The Hong Kong Society for the aged job fair	僱主感謝狀 Employer Appreciation Award	香港耆康老人福利會 The Hong Kong Society for the Aged
「姊妹·好招職」鼓勵及協助婦女就業試驗計劃 Hong Kong Federation of Women's Centre – Women Re-employment Scheme	僱主感謝狀 Employer Appreciation Award	香港婦女中心協會慧思薈 Hong Kong Federation of Women's Centres WISE
ERB人才發展計劃 ERB Manpower Development Scheme	ERB 傑出僱主獎 ERB Excellence Award for Employers	僱員再培訓局 Employees Retraining Board
妍活人生東涌招聘會2019 Hong Kong Outlying Islands Women's Association Tung Chung Recruitment Day 2019	感謝狀 Appreciation Award	離島婦聯 Outlying Island Women Association
北區招聘及培訓博覽2019 North District Recruitment and Training Expo 2019	僱主感謝狀 Employer Appreciation Award	勞工處 Labour Department
「腦」友鄰舍守護計劃 Dementia-Friendly Community	社會資本動力獎 Social Capital Builder Award	勞工及福利局和社區投資共享基金 Labour and Welfare Bureau and Community Investment and Inclusion Funded Project



績效表 Performance Table

僅限於香港的營運 Operation in Hong Kong only	單位 Unit	2018/19 (附註Note 1)	2017/18 (附註Note 2)
耗電量 Electricity consumption			
總部 Headquarter	千瓦時 kWh	493,079	484,834
中央加工廠 CFPP	千瓦時 kWh	5,570,013	5,503,683
餐廳店鋪 Restaurant outlets	千瓦時 kWh	69,577,561	67,274,009
總用電量 Total electricity consumption	千瓦時 kWh	75,640,653	73,262,526
氣體燃料使用量 (附註9) Gaseous fuel consumption (Note 9)			
中央加工廠 CFPP	千瓦時 kWh	3,228,027	3,103,046
餐廳店鋪 Restaurant outlets	千瓦時 kWh	50,073,382	49,277,331
總氣體燃料用量 Total gaseous fuel consumption	千瓦時 kWh	53,301,409	52,380,377
總能源消耗量 (附註3及4) Total energy consumption (Note 3 & 4)			
總部 Headquarter	千瓦時 kWh	493,079	484,834
中央加工廠 CFPP	千瓦時 kWh	8,798,040	8,606,729
餐廳店鋪 Restaurant outlets	千瓦時 kWh	119,650,943	116,551,340
總能源量 Total energy consumption	千瓦時 kWh	128,942,062	125,642,903
總能源密度 (附註5) Total energy intensity (Note 5)			
總部 Headquarter	千瓦時 / 百萬港元收入 kWh / HKD million revenue	174	179
中央加工廠 CFPP	千瓦時 / 百萬港元收入 kWh / HKD million revenue	3,098	3,184
餐廳店鋪 Restaurant outlets	千瓦時 / 百萬港元收入 kWh / HKD million revenue	42,130	43,122
總能源密度 Total energy intensity	千瓦時 / 百萬港元收入 kWh / HKD million revenue	45,402	46,485
溫室氣體排放量 (附註4及6) GHG emissions (Note 4 & 6)			
範疇 1 直接排放量 (附註7) Scope 1 Direct emissions (Note 7)	公噸二氧化碳當量 tCO ₂ e	10,225	10,030
範疇 2 間接排放量 (附註8) Scope 2 Indirect emissions (Note 8)	公噸二氧化碳當量 tCO ₂ e	46,066	44,602
溫室氣體排放總量 Total GHG emissions	公噸二氧化碳當量 tCO ₂ e	56,291	54,632
總溫室氣體排放密度 (附註5) Total GHG emissions intensity (Note 5)	公噸二氧化碳當量 / 百萬港元收入 tCO ₂ e / HKD million revenue	19.82	20.21
廢氣排放 (附註3, 4及9) Air emissions (Note 3, 4 & 9)			
硫氧化物 Sulphur oxides (SO _x)	公噸 Tonnes	0.004	0.004
氮氧化物 Nitrogen oxides (NO _x)	公噸 Tonnes	0.772	0.758
耗水量 (附註10) Water consumption (Note 10)			
總部 Headquarter	立方米 m ³	228	180
中央加工廠 CFPP	立方米 m ³	106,903	111,082
餐廳店鋪 Restaurant outlets	立方米 m ³	1,580,865	1,507,123
總用水量 Total water consumption	立方米 m ³	1,687,996	1,618,385



績效表 Performance Table

僅限於香港的營運 Operation in Hong Kong only	單位 Unit	2018/19 (附註Note 1)	2017/18 (附註Note 2)
總用水密度 (附註5) Total water intensity (Note 5)			
總部 Headquarter	立方米 / 百萬港元收入 m ³ / HKD million revenue	0.08	0.07
中央加工廠 CFPP	立方米 / 百萬港元收入 m ³ / HKD million revenue	38	41
餐廳店舖 Restaurant outlets	立方米 / 百萬港元收入 m ³ / HKD million revenue	556	558
總用水密度 Total water intensity	立方米 / 百萬港元收入 m ³ / HKD million revenue	594	599
廢棄物管理 Waste management			
已處理的廢置食用油 Handled waste cooking oil	立方米 m ³	686	658
已回收的廢置食用油 Recycled waste cooking oil	立方米 m ³	198	180
已回收的廚餘 (附註11) Recycled food waste (Note 11)	公噸 Tonnes	75	N/A
已回收的紙皮 Recycled cardboard	公噸 Tonnes	281	338
包裝物料 (附註12) Packaging material (Note 12)			
已採購的食品及飲料包裝材料 Procured food and beverage packaging materials	公噸 Tonnes	1,257	1,043

附註1 : 2018/19 包括 148 間餐廳資料

Note 1 : 2018/19 data inclusive of 148 restaurant outlets

附註2 : 2017/18 包括 145 間餐廳資料

Note 2 : 2017/18 data inclusive of 145 restaurant outlets

附註3 : 大快活的運輸車隊為外判服務，因此相關的燃料和排放數據均不受大快活的營運控制。目前亦未有完善的量化方法，而且未能容易地從第三方收集相關數據供大快活披露準確的數據以反映其在外判服務中的環境足跡。為確保本報告及所披露數據的準確度，相關的數據未有披露

Note 3 : Fairwood's transportation fleets are outsourced, and therefore the relevant fuel and emission figures are not under Fairwood's operational control. Currently, there are no comprehensive quantification methodologies and easily accessible relevant data from third-party for Fairwood to disclose accurate figures that reflects its environmental footprints from the outsourced service. To ensure the accuracy of this Report and the disclosed data, the relevant data are not disclosed

附註4 : 由於大快活所擁有的三輛私家車僅用作高級管理層日常的商業運輸及個人運輸用途，並無涉及大快活的公司營業而且相對應的燃料耗量並不重大，因此相關的燃料和排放數據並對環境層面的披露而言並不重要而未有披露

Note 4 : As Fairwood's three private cars are only used for senior management day-to-day business travel and personal use, which is not correlated to Fairwood's business operation whereas the corresponding fuel consumption does not have any significant impact on the Group's operations. Thus, the relevant fuel and emission figures are not material to environmental aspect disclosure and not disclosed

附註5 : 密度值的計算方法是將能源 / 溫室氣體 / 水消耗量除以香港業務的總收入。2017/18 及 2018/19 年度香港業務的總收入分別為港幣 27.0 億元及港幣 28.4 億元

Note 5 : Intensity values are calculated by dividing the absolute energy/GHG/water consumption by the total revenue from Hong Kong operations only. The total revenue from Hong Kong operations for 2017/18 and 2018/19 are HK\$2.70 billion and HK\$2.84 billion respectively

附註6 : 大快活範圍一、範圍二及總溫室氣體排放計算方法參考環保署編寫的《香港建築物（商業、住宅或公共用途）的溫室氣體排放及減除的審計和報告指引》（2010 年版）。根據聯交所編制的《如何編制環境、社會及管治報告》附錄二《環境關鍵績效指標匯報指引》，由大快活的外判運輸車隊和商業運輸產生的溫室氣體排放均被視為範圍三的溫室氣體排放（其他間接溫室氣體排放），而發行人可選擇量化和報告相關數據。大快活的溫室氣體排放目前並不包括外判活動、其他合約協議活動或商業運輸所產生的排放，然而大快活會定期審視和完善溫室氣體排放的範圍，以加強未來報告的披露

Note 6 : Fairwood's Scope 1, Scope 2 and total GHG emissions are calculated with reference to EPD's Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purposes) in Hong Kong (2010 Edition). In accordance with Appendix 2: Reporting Guidance on Environmental KPIs under "How to Prepare an ESG Report" released by the Stock Exchange, the GHG emissions arising from Fairwood's outsourced fleets and business travel are considered as Scope 3 GHG emissions (other indirect GHG emissions), which the issuer may choose to quantify and report the relevant data. Although Fairwood's GHG emissions currently do not include those arising from outsourced activities, other contractual arrangements or business travel, Fairwood shall review the GHG emission scope on a regularly basis to enhance disclosure for future reports

附註7 : 範圍一為直接溫室氣體排放及減除，主要包括固定燃料消耗之溫室氣體排放

Note 7 : Scope 1 refers to direct emissions from sources and removals by sinks. Scope 1 disclosures mainly included the GHG emissions from stationary fuel combustion

附註8 : 範圍二為消耗所購電力及煤氣所致的間接溫室氣體排放。2017/18 年度之範圍二數據乃經技術性調整而作出修改

Note 8 : Scope 2 refers to energy indirect emissions. Scope 2 disclosures mainly include purchased electricity and Towngas. The 2017/18 Scope 2 data are modified due to technical refinement

附註9 : 大快活的中央加工廠已獲《空氣污染管制（火爐、烘爐及煙囪）（安裝及更改）規例》的批准證明書，以確保燃燒燃料設備的設計符合有關廢氣排放的環境標準。大快活所計算的廢氣排放是參考聯交所的環境關鍵績效指標匯報指引。匯報的廢氣排放包括氣體燃料消耗（即煤氣和液化石油氣）造成的排放。根據聯交所編制的《如何編制環境、社會及管治報告》附錄二《環境關鍵績效指標匯報指引》，氣體燃料消耗並非懸浮顆粒排放的重要來源，因此相關的數據未有披露

Note 9 : Fairwood's CFPP has obtained the certificate of approval under the Air Pollution Control (Furnaces, Ovens and Chimneys) (Installation and Alteration) Regulations to ensure that the design of fuel-burning equipment have met the environmental standards in terms of the discharge of air emissions. Fairwood's air emissions are calculated with reference to the Stock Exchange's ESG Reporting Guide on environmental KPIs. The reported air emissions include emissions due to gaseous fuel consumption (i.e. Towngas and LPG). In accordance with Appendix 2: Reporting Guidance on Environmental KPIs under "How to Prepare an ESG Report" released by the Stock Exchange, gaseous fuel consumption is not a significant source of particulate matter (PM) emissions and thus, the relevant data are not disclosed

附註10 : 2017/18 及 2018/19 年度的用水量數據均是根據實際和預計數字的組合計算的，因為一些餐廳店舖的水費單尚未收到

Note 10 : The water consumption figures for 2017/18 and 2018/19 are based on combination of actual and projected figures, as the water bill have not been returned for some of the restaurant outlets

附註11 : 由於廚餘回收活動於2018/19年度在中央加工廠推出，故2017/18年度的廚餘數字未有公布。相關的廚餘數字已包括於二零一八年六月開始的回收廚餘。由於餐廳分店內並未有一統一的廚餘收集系統，因此相關的數據未有披露。然而，大快活正逐步改善廚餘數據的管理系統，以加強未來報告的披露

Note 11 : The food waste figures for 2017/18 are not disclosed because the food waste recycling initiative was launched at the CFPP starting 2018/19. The relevant food waste figures are inclusive of the recycled food waste starting in June 2018. There is no standardized food waste collection system developed for the restaurant outlets, and thus the relevant data are not disclosed. Fairwood is progressively improving the food waste data management system to enhance disclosure for future reports

附註12 : 大快活所採購的食品及飲料包裝材料包括盛裝餐點和處理餐點的用具。相關的數據均是根據已收集的數據統計所得

Note 12 : Fairwood's procured food and beverage packaging materials include dining serveware and utensils. The relevant figures are consolidated based on the available data



可持續發展框架及合規性

Sustainable Development Framework and Compliance

本集團通過監管相關和適用的本地法律及規例的合規性和審查內部政策及措施的實施和有效性來維持其可持續發展框架。以下表中總結了對本集團業務有重大影響的法律及規例和內部政策及措施。

The Group maintains a sustainable development framework through monitoring the compliance on the relevant and applicable local laws and regulations and reviewing the implementation and effectiveness of internal policies and measures. The following table summarises the laws and regulations as well as the internal policies and measures which have significant impacts on the Group's operations.

企業管治 (附註1)	Corporate Governance (Note 1)
相關法律及規例 Relevant laws and regulations	功能 Functions
香港聯合交易所有限公司證券上市規則 Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited	管治透明及有道德的企業管治架構 To govern a transparent and ethical corporate governance structure
證券及期貨條例（香港法例第571章） Securities and Futures Ordinance (Chapter 571 of the Laws of Hong Kong)	
防止賄賂條例 Prevention of Bribery Ordinance	
個人資料（私隱）條例 Personal Data (Privacy) Ordinance	確保妥善處理和管理保密及個人資料 To ensure proper handling and management of confidential and personal data
內部政策和措施 Internal policies and measures	功能 Functions
反貪污指引 Anti-corruption guidelines	指導員工以合乎道德的方式履行職責 To instruct employees to conduct duties in an ethical manner
行為準則 Code of conduct	
員工手冊 Employee handbook	

附註1：有關企業管治的資料根據《主板上市規則》附錄十四已在年報中闡述。

Note 1: Information regarding Corporate Governance is addressed in the annual report according to Appendix 14 of the Main Board Listing Rules.





可持續發展框架及合規性 Sustainable Development Framework and Compliance

快活團隊 Happy Team	
相關法律及規例 Relevant laws and regulations	功能 Functions
僱傭條例 Employment Ordinance	禁止僱用任何童工，監管青年員工的工作時數，以及制定其他合規的負責任之僱傭常規 To prohibit any employment of children, regulate working hours for young employees, and establish other responsible employment practices in compliance
最低工資條例 Minimum Wage Ordinance	保障員工薪酬、補償及基本人權 To protect employees' remuneration, compensation and fundamental human rights
僱員補償條例 Employees' Compensation Ordinance	
強制性公積金計劃條例 Mandatory Provident Fund Scheme Ordinance	
歧視條例 Discrimination Ordinances	防止在工作場所發生任何形式的歧視 To prevent any kinds of discrimination in the workplace
職業安全及健康條例 Occupational Safety and Health Ordinance	確保僱主為員工提供安全及健康的工作環境 To require employers to ensure a safe and healthy workplace for employees
內部政策和措施 Internal policies and measures	功能 Functions
人力與文化發展專責小組 People and Culture Development Task Force	在公司內推廣「快活團隊」文化 To promote "Happy Team" culture within the company
焦點小組 Focus Group	為員工提供額外福利 To provide additional benefits for staff
員工手冊 Employee handbook	列出員工報酬和解僱、晉升、工作時間、健康和 safety 以及其他福利的資料 To list out details of employee compensations and dismissal, promotions, working hours, health and safety and other benefits
無歧視文化 Discrimination-free culture	支持所有合資格的應徵者並提供平等機會 To support all qualified candidates and provide equal opportunities
工作環境安全專責小組 Workplace Safety Task Force	規劃、執行並監督在健康和 safety 方面的進展和表現 To plan, execute and oversee the progress and performances on health and safety
職業健康及 safety 政策 Occupational health and safety policy	保護員工並實現「零」工傷目標 To safeguard employees and achieve the "zero" injury goal
中央加工廠 safety 委員會 CFPP Safety Committee	監督中央加工廠的 safety 狀況 To oversee CFPP's safety conditions





快活環境 Happy Environment

相關法律及規例 Relevant laws and regulations	功能 Functions
空氣污染管制規例 Air Pollution Control Regulations	管制有害廢氣排放 To regulate hazardous air emissions
水污染管制條例 Water Pollution Control Ordinance	管制污水處理 To regulate management of sewage treatment
廢物處置條例 Waste Disposal Ordinance	管制廢棄物處理 To regulate waste management
產品環保責任條例 Product Eco-Responsibility Ordinance	監督對環境影響較小的採購 To oversee procurement of supplies with lower environmental impact
內部政策和措施 Internal policies and measures	功能 Functions
環境設備專責小組 Environment and Equipment Task Force	引入嶄新和創新的環保材料和設備來支持資源的優化 To support resource optimisation via introducing new and innovative eco-materials and equipment
環境政策 Environmental policy	展示並體現我們對環境保護的承諾 To demonstrate and realise our commitment on environmental protection
提高企業和社區的環保意識 Enhance corporate and community's awareness on environmental protection	推廣負責任的環保行為 To promote environmentally responsible behaviour
參與並支持環保活動 Participate in and support environmental campaigns	





可持續發展框架及合規性

Sustainable Development Framework and Compliance

快活食品 Happy Food	
相關法律及規例 Relevant laws and regulations	功能 Functions
食物安全條例及其他有關規例 Food Safety Ordinance and other related regulations	管理供應商的登記、不同類型的食物的成份、準則和描述 To govern registration of suppliers and the composition, standards and description of different food products
食物及藥物（成分組合及標籤）規例 Food and Drugs (Composition and Labelling) Regulations	監管不同類型的食物的成份及當中所用的材料 To regulate the composition on ingredients used in different food products
公眾衛生及市政條例以及其他與營運衛生及牌照有關之規例 Public Health and Municipal Services Ordinance and other regulations related to operational hygiene and licensing	確保食物安全和工作地點衛生 To ensure food safety and on-site hygiene
內部政策和措施 Internal policies and measures	功能 Functions
食物安全專責小組 Food Safety Task Force	維持有效的食物安全管理系統 To maintain an effective food safety management system
選擇供應商的準則 Supplier criteria	監測供應鏈的合規性 To oversee compliance in the supply chain
中央加工廠質量管制 CFPP quality control	確保食物安全及質量 To ensure food quality and safety
餐廳質量管制 Restaurants quality control	
衛生管制 Hygiene control	



快活顧客 Happy Customer	
相關法律及規例 Relevant laws and regulations	功能 Functions
商標條例 Trade Marks Ordinance	監管在食品廣告使用的商標 To regulate use of trademarks in advertising
商品說明條例 Trade Descriptions Ordinance	禁止在食品廣告中出現虛假的商品說明、虛假、誤導性或不完整的信息以及虛假標記和錯誤陳述 To prohibit false trade descriptions, false, misleading or incomplete information, false marks and misstatements in the advertisement of food products
競爭條例 Competition Ordinance	禁止有防礙、限制或扭曲香港競爭力的目的或影響之行為 To prohibit conduct which has the object or effect of preventing, restricting or distorting competition in Hong Kong
內部政策和措施 Internal policies and measures	功能 Functions
快活大使 Fairwood Ambassadors	幫助讓大快活的開心文化和優質顧客服務帶進香港各社區 To help bringing Fairwood's happy culture and quality customer service to communities in Hong Kong
社區大使 Community Ambassadors	將關懷和服務擴展到社區當中 To extend care and service to the communities





環境、社會及管治報告指引索引

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A 環境 Environment				
A1: 排放物 EMISSIONS				
A1	一般披露 General disclosure	有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。 Information on: (a) the policies; and (b) compliances 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.	可持續發展框架及合規性 Sustainable Development Framework and Compliance 於報告期內，本集團並無發現任何嚴重違反對本集團有重大影響的相關法律及規例之事宜。 During the reporting period, the Group was not aware of any material non-compliance with relevant laws and regulations that had a significant impact on the Group.	66
	A1.1	排放物種類及相關排放數據。 The types of emissions and respective emissions data.	綠化快活好環境 Sustaining our Eco-friendly Environment 績效表 Performance Table	47, 62-63
	A1.2	溫室氣體總排放量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。 Greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).		
	A1.3	所產生有害廢棄物總量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。 Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	大快活的業務性質並不會產生重大的有害廢棄物。因此，相關的有害廢棄物數據並沒有批露。 Due to Fairwood's business nature, the Group does not generate significant hazardous waste. Therefore, the relevant hazardous waste data are not disclosed.	不適用 N/A
	A1.4	所產生無害廢棄物總量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。 Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	績效表 Performance Table 目前，本集團僅披露中央加工廠所生產的相對重要無害廢棄物（包括紙皮、廢置食用油和廚餘）的數量。這些廢棄物的密度因其並不重大而未有披露。而中央加工廠內產生的其他無害廢棄物（如空罐頭、紙張、舊傢俱、餐具和一般垃圾）因數據收集未完善而未能反映實際數量故未有披露。另外，已收集的辦公室一般廢棄物數據，因數量並不重大而未有披露。本集團正逐步升級廢棄物收集和數據管理系統，以加強在無害廢棄物方面的披露。 Currently, the Group only discloses the amount of the relatively material non-hazardous wastes produced, including cardboard, waste cooking oil and food waste at the CFPP. The intensity of these wastes are not disclosed because of their insignificance. Other non-hazardous waste produced at the CFPP (e.g. empty cans, papers, old furnitures, cooking utensils and general waste) are not disclosed due to the insufficient data collection to reflect the actual status. Besides, the figures for collected office general wastes are not disclosed due to their insignificance. The Group is progressively upgrading the waste collection and data management system to enhance the disclosure of non-hazardous waste in the future.	62-63
	A1.5	描述減低排放量的措施及所得成果。 Description of measures to mitigate emissions and results achieved.	綠化快活好環境 Sustaining our Eco-friendly Environment	47
	A1.6	描述處理有害及無害廢棄物的方法、減低產生量的措施及所得成果。 Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved.	綠化快活好環境 Sustaining our Eco-friendly Environment	40-43



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A 環境 Environment				
A2: 排放物 USE OF RESOURCES				
A2	一般披露 General disclosure	有效使用資源（包括能源、水及其他原材料）的政策。 Policies on the efficient use of resources, including energy, water and other raw materials	可持續發展框架及合規性 Sustainable Development Framework and Compliance	66
	A2.1	按類型劃分的直接及 / 或間接能源（如電、氣或油）總耗量（以千個千瓦時計算）及密度（如以每產量單位、每項設施計算）。 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).	綠化快活好環境 Sustaining our Eco-friendly Environment 績效表 Performance Table	46, 62-63
	A2.2	總耗水量及密度（如以每產量單位、每項設施計算）。 Water consumption in total and intensity (e.g. per unit of production volume, per facility).	綠化快活好環境 Sustaining our Eco-friendly Environment 績效表 Performance Table	48, 62-63
	A2.3	描述能源使用效益計劃及所得成果。 Description of energy use efficiency initiatives and results achieved.	綠化快活好環境 Sustaining our Eco-friendly Environment	44-46
	A2.4	描述求取適用水源上可有任何問題，以及提升用水效益計劃及所得成果。 Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.	綠化快活好環境 Sustaining our Eco-friendly Environment	48
	A2.5	製成品所用包裝材料的總量（以噸計算）及（如適用）每生產單位估量。 Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	績效表 Performance Table	63
A3: 環境及天然資源 THE ENVIRONMENT AND NATURAL RESOURCES				
A3	一般披露 General disclosure	減低發行人對環境及天然資源造成重大影響的政策。 Policies on minimising the issuer's significant impact on the environment and natural resources.	可持續發展框架及合規性 Sustainable Development Framework and Compliance	66
	A3.1	描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	綠化快活好環境 Sustaining our Eco-friendly Environment	38-39



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B 社會 Social				
B1: 僱傭 EMPLOYMENT				
B1	一般披露 General disclosure	有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。 Information on: (a) the policies; and (b) compliances 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 welfares.	可持續發展框架及合規性 Sustainable Development Framework and Compliance 於報告期內，本集團並無發現任何嚴重違反對本集團有重大影響的相關法律及規例之事宜。 During the reporting period, the Group was not aware of any material non-compliance with relevant laws and regulations that had a significant impact on the Group.	65
B1.1		按性別、僱傭類型、年齡組別及地區劃分的僱員總數。 Total workforce by gender, employment type, age group and geographical region.	塑造快活好職場 Catering our Heart-warming Workplace	14
B1.2		按性別、年齡組別及地區劃分的僱員流失比率。 Employee turnover rate by gender, age group and geographical region.	僱員流失比率未有披露 Employee turnover rate is not disclosed	不適用 N/A
B2: 健康與安全 HEALTH AND SAFETY				
B2	一般披露 General disclosure	有關提供安全工作環境及保障僱員避免職業性危害的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。 Information on: (a) the policies; and (b) compliances 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.	可持續發展框架及合規性 Sustainable Development Framework and Compliance 於報告期內，本集團並無發現任何嚴重違反對本集團有重大影響的相關法律及規例之事宜。 During the reporting period, the Group was not aware of any material non-compliance with relevant laws and regulations that had a significant impact on the Group.	65
B2.1		因工作關係而死亡的人數及比率。 Number and rate of work-related fatalities.	塑造快活好職場 Catering our Heart-warming Workplace	25
B2.2		因工傷損失工作日數。 Lost days due to work injury.	工傷損失工作日數未有披露 Lost days due to work injury is not disclosed	不適用 N/A
B2.3		描述所採納的職業健康與安全措施，以及相關執行及監察方法。 Description of occupational health and safety measures adopted, how they are implemented and monitored.	塑造快活好職場 Catering our Heart-warming Workplace	25-28



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B 社會 Social				
B3: 發展及培訓 DEVELOPMENT AND TRAINING				
B3	一般披露 General disclosure	有關提升僱員履行工作職責的知識及技能的政策。 Policies on improving employees' knowledge and skills for discharging duties at work.	塑造快活好職場 Catering our Heart-warming Workplace	22-24
	B3.1	按性別及僱員類別（如高級管理層、中級管理層等）劃分的受訓僱員百分比。 The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	塑造快活好職場 Catering our Heart-warming Workplace	22-23
	B3.2	按性別及僱員類別劃分，每名僱員完成受訓的平均時數。 The average training hours completed per employee by gender and employee category.	塑造快活好職場 Catering our Heart-warming Workplace	22-23
B4: 勞工準則 LABOUR STANDARD				
B4	一般披露 General disclosure	有關防止童工或強制勞工的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。 Information on: (a) the policies; and (b) compliances with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	可持續發展框架及合規性 Sustainable Development Framework and Compliance 於報告期內，本集團並無發現任何嚴重違反對本集團有重大影響的相關法律及規例之事宜。 During the reporting period, the Group was not aware of any material non-compliance with relevant laws and regulations that had a significant impact on the Group.	65
	B4.1	描述檢討招聘慣例的措施以避免童工及強制勞工。 Description of measures to review employment practices to avoid child and forced labour.	塑造快活好職場 Catering our Heart-warming Workplace	11
	B4.2	描述在發現違規情況時消除有關情況所採取的步驟。 Description of steps taken to eliminate such practices when discovered.	在發現違規情況時消除有關情況所採取的步驟未有披露。然而，本集團於報告期內並無發現任何違反相關準則的事宜。 Steps taken to eliminate such practices when discovered were not disclosed. However, the Group was not aware of any relevant non-compliance with relevant standard.	不適用 N/A
B5: 供應鏈管理 SUPPLY CHAIN MANAGEMENT				
B5	一般披露 General disclosure	管理供應鏈的環境及社會風險政策。 Policies on managing environmental and social risks of the supply chain.	可持續發展框架及合規性 Sustainable Development Framework and Compliance	67
	B5.1	按地區劃分的供應商數目。 Number of suppliers by geographical region.	按地區劃分的供應商數目未有披露 Number of suppliers by geographical region is not disclosed	不適用 N/A
	B5.2	描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目、以及有關慣例的執行及監察方法。 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.	把關快活好品質 Guaranteeing our Food Quality	36-37



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B 社會 Social				
B6: 產品責任 PRODUCT RESPONSIBILITY				
B6	一般披露 General disclosure	有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。 Information on: (a) the policies; and (b) compliances 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.	可持續發展框架及合規性 Sustainable Development Framework and Compliance 於報告期內，本集團並無發現任何嚴重違反對本集團有重大影響的相關法律及規例之事宜。 During the reporting period, the Group was not aware of any material non-compliance with relevant laws and regulations that had a significant impact on the Group.	67
	B6.1	已售或已運送產品總數中因安全與健康理由而須回收的百分比。 Percentage of total products sold or shipped subject to recalls for safety and health reasons.	報告期內，並無產品因安全與健康理由而須回收。 During the reporting period, there was no product recalled for safety and health reasons.	不適用 N/A
	B6.2	接獲關於產品及服務的投訴數目以及應對方法。 Number of products and service related complaints received and how they are dealt with.	服務快活好顧客 Delighting our Valuable Customers 報告期內，本集團並無發現任何有關產品及服務的重大投訴。 During the reporting period, the Group was not aware of any significant products and service related complaints.	53-55
	B6.3	描述與維護及保障知識產權有關的慣例。 Description of practices relating to observing and protecting intellectual property rights.	本集團遵循相關的法例和法規以維護及保障知識產權。 The Group complied with relevant laws and regulations to observe and protect intellectual property rights.	不適用 N/A
	B6.4	描述質量檢定過程及產品回收程序。 Description of quality assurance process and recall procedures.	把關快活好品質 Guaranteeing our Food Quality	29-35
	B6.5	描述消費者資料保障及私隱政策，以及相關執行及監察方法。 Description of consumer data protection and privacy policies, how they are implemented and monitored.	本集團遵循相關的法例和法規以確保妥善處理和管理保密及個人資料。 The Group complied with relevant laws and regulations to ensure proper handling and management of confidential and personal data.	不適用 N/A



層面 Aspect	關鍵 績效指標 KPI	描述 Description	本報告載有相關資料的聲明 / 部分 Relevant Statement / Section in the Report	頁數 Page number
B 社會 Social				
B7: 反貪污 ANTI-CORRUPTION				
B7	一般披露 General disclosure	有關防止賄賂、勒索、欺詐及洗黑錢的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。 Information on: (a) the policies; and (b) compliances with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	可持續發展框架及合規性 Sustainable Development Framework and Compliance 於報告期內，本集團並無發現任何嚴重違反對本集團有重大影響的相關法律及規例之事宜。 During the reporting period, the Group was not aware of any material non-compliance with relevant laws and regulations that had a significant impact on the Group.	64
	B7.1	於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。 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.	報告期內，並沒有對本集團或其員工提出貪污訴訟案件。 During the reporting period, there were no legal cases regarding corruption practices brought against the Group or its employees.	不適用 N/A
	B7.2	描述防範措施及舉報程序，以及相關執行及監察方法。 Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	塑造快活好職場 Catering our Heart-warming Workplace	15



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B 社會 Social				
B8: 社區投資 COMMUNITY INVESTMENT				
B8	一般披露 General disclosure	有關以社區參與來了解營運所在社區需要和確保其業務活動會考慮社區利益的政策。 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.	服務快活好顧客 Delighting our Valuable Customers	56-57
	B8.1	專注貢獻範疇（如教育、環境事宜、勞工需求、健康、文化、體育）。 Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	服務快活好顧客 Delighting our Valuable Customers	56
	B8.2	在專注範疇所動用資源（如金錢或時間）。 Resources contributed (e.g. money or time) to the focus area.	服務快活好顧客 Delighting our Valuable Customers	56-59





大快活
Fairwood

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