



太興集團控股有限公司

TAI HING GROUP HOLDINGS LIMITED

(Incorporated in the Cayman Islands with limited liability)

Stock code: 6811



2019

Environmental,
Social and
Governance Report

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This report is printed on environmentally friendly paper



About Tai Hing Group

Tai Hing Group Holdings Limited ("Tai Hing Group" or the "Group") is a multi-brand casual dining restaurant group that originates from Hong Kong. Since its founding in 1989, the Group has steadfastly adhered to the core values of People Oriented (以人為本), Customer First (以客為先), Quality Prioritised (重視品質), and Innovation for Development (創新求變), and is committed to offering diversified catering choices that bring delightful dining experiences to customers.

The Group was listed on The Main Board of The Stock Exchange of Hong Kong Limited (the "Stock Exchange") in 2019. In addition to its flagship "Tai Hing" (太興) brand, the Group also possesses other brands, including "TeaWood (茶木)", "Trusty Congee King (靠得住)", "Men Wah Bing Teng (敏華冰廳)", "Phở Lê (錦麗)", "Tokyo Tsukiji (東京築地食堂)", "Fisher & Farmer (漁牧)", "Rice Rule (飯規)", "Hot Pot Couple (夫妻沸片)", "King Fong Bing Teng (瓊芳冰廳)" and "Asam Chicken Rice (亞參雞飯)". The Group is thus able to provide dishes from various regions such as Japan, Taiwan, Vietnam and different parts of Mainland China. It has also established food factories in Hong Kong and Mainland China.

As at 31 December 2019, the Group operated a restaurant network consisting of over 200 restaurants in Hong Kong, Mainland China, Macau and Taiwan.

Restaurant operation



About Tai Hing Group



The Group is committed to maintaining high service quality, and supports business development through innovative technologies and the active adoption of various automated food processing machinery at the restaurant level. Consequently, the Group is also able to create a safer and healthier working environment for kitchen staff, while concurrently improve operational efficiency and ensure the quality of dishes.

Looking ahead, the Group will continue to employ a multi-brand strategy and expand the restaurant network to consolidate its leadership in the casual dining market. The Group will also further increase the presence of each of its brands in the Greater Bay Area, and actively explore overseas markets. The multi-brand strategy and sustainable development constitute crucial components for the continuous progress of the Group, which will not only bring benefits to its businesses in Hong Kong, Mainland China and other areas, but also create long-term value for all of its stakeholders.

Development Milestones of Tai Hing Group



Establishment of the first "Tai Hing (太興)" restaurant

Mr. Chan Wing On and Mr. Yuen Chi Ming opened the first restaurant under the "Tai Hing (太興)" brand in Sai Wan Ho, Hong Kong

1989



Expand Our Mainland Business

Opened the first restaurant in Mainland China under the "Tai Hing (太興)" brand

2004



Open the First "TeaWood (茶木)" Brand in Mainland China

Opened the first Taiwanese restaurant under the "TeaWood (茶木)" brand in Mainland China

2014



Obtain ISO 22000 Accreditation

The siu mei production unit of the Group's Hong Kong Food Factory obtained ISO 22000 accreditation

2013



Open the First Franchised "Tai Hing (太興)" Restaurant

Opened a "Tai Hing (太興)" restaurant on the franchised basis in the Hong Kong International Airport



Establish the First "Fisher & Farmer (漁牧)" Brand

Opened the first restaurant under the "Fisher & Farmer (漁牧)" brand in Tsim Sha Tsui, Hong Kong

2015



Expand Our Brand Portfolio

Opened the first restaurant under the "Trusty Congee King (靠得住)" brand in Mainland China
Acquired the brand of a standalone "bing sutt (冰室)" named Man Wah Bing Teng (文華冰廳) which was subsequently rebranded as Men Wah Bing Teng (敏華冰廳)

2016



Establish the Hong Kong Food Factory

The Hong Kong Food Factory opened in Fo Tan, Hong Kong

Acquire New Brand

Acquired the restaurant under the "Trusty Congee King (靠得住)" brand

2008



Establish the First "TeaWood (茶木)" Brand

Opened the first restaurant under the "TeaWood (茶木)" brand in Mongkok, Hong Kong

2012



Expand New Brand

Opened the first restaurant under the "Tokyo Tsukiji (東京築地食堂)" brand in Mongkok, Hong Kong

2011



Reaching New Milestones

Listed on the Main Board of the Hong Kong Stock Exchange on 13 June

Expand Overseas Business

Opened the first restaurant under the "Tai Hing (太興)" brand in Taiwan

Develop new brands

Opened a Taiwanese hotpot restaurant under the "Hot Pot Couple (夫妻沸片)" brand in Mongkok, Hong Kong

Opened the Leisure Bing Teng under the "King Fong Bing Teng (瓊芳冰廳)" brand in Tsim Sha Tsui, Hong Kong

Opened the Hainanese Chicken Specialty Shop under the "Asam Chicken Rice (亞參雞飯)" brand in Central, Hong Kong



Introduce New Brand

Opened the first Vietnamese restaurant under the "Phở Lê (錦麗)" brand in Kwun Tong, Hong Kong

2017



Establish the Mainland China Food Factory

Opened a food factory in Dongguan, Mainland China

Develop New Brand

Opened the first canteen under the "Rice Rule (飯規)" brand in Fo Tan, Hong Kong

2018

2019

Major Awards



Awards for employment management

"Excellent Employers" for 3 consecutive years

Employees Retraining Board

"Manpower Developer Award Scheme" for 10 consecutive years

Employees Retraining Board



Awards for environmental protection

"Certificate of Merit in Hong Kong Awards for Environmental Excellence" for 2 consecutive years and "Hong Kong Green Organisation Certification" for 3 consecutive years

Environmental Campaign Committee

BOCHK Corporate Environmental Leadership Awards and 3 years+ Eco Pioneer for 2 consecutive years

Bank of China & Federation of Hong Kong Industries



Awards for quality of products and services

EatSmart Restaurant Star + Two-star Restaurant

Department of Health

Next Magazine Top Service Awards 2019 — "Cha Chaan Teng Chain" and "Best Staff Award" 2nd runner-up

Next Magazine



Major Awards

Awards for community investment

15 Years Plus Caring Company Logo

Hong Kong Council of Social Services

Silver Award for Volunteer Service (Organisation)

Social Welfare Department

Po Leung Kuk Flag Selling Donation Award (Corporate) — Second runner-up

Po Leung Kuk



Other awards

Outstanding Listed Companies Award 2019

The Hong Kong Institute of Finance Analysts and Professional Commentators Limited

Market Leadership in Casual Dining Restaurant 2018/19

Hong Kong Institute of Marketing

"Hong Kong Star Brand Award — Corporate Award" for 6 consecutive years

Hong Kong Small and Medium Enterprises Association



About the Report

The Report is the first environmental, social and governance report (the “Report”) published by the Group to help various stakeholders to understand the policies, measures and effectiveness of the Group in respect of the environment, social and governance issues. The Report is prepared in Chinese and English, both of which have been uploaded to the Stock Exchange of Hong Kong and the Group’s website (<https://www.taihing.com>).

Reporting Scope

The Report reflects the Group’s environmental, social and governance performance from 1 January 2019 to 31 December 2019 (the “Year”), with focus on the operation of the head office in Hong Kong, all the self-operated restaurants and the food factory located in Fo Tan and the segment of “restaurant operation and management”. The decision is due to the fact that their turnover accounts for about 80% of the turnover of the Group and they are the main sources of the Group’s revenue. In the future, the Group will also be committed to expanding the reporting scope to disclose more comprehensive information.

Reporting Standards

The Report is in compliance with the “comply or explain” provisions in Appendix 27 — “Environmental, Social and Governance Reporting Guide” (the “Guide”) of the Listing Rules issued by the Stock Exchange. The Report has been prepared on the basis of four reporting principles set out in the Guide — Materiality, Quantitativeness, Balance and Consistency. Moreover, the Report has selected some of the contents in the “Proposed Disclosures” of the Guide for reporting to make the contents of the Report more complete.

Reporting principles	Definition	Response
Materiality	The Report focus on reporting the environmental, social and governance issues which have an important impact on the Group and various stakeholders.	The Group has conducted a questionnaire and the members of the Board have chosen the important environmental, social and governance issues based on the Group’s business nature and stakeholders’ expectation.
Quantitative	The key performance data shall be measured and compared when appropriate.	The key performance indicators of the “social” component of the Group are sourced from the statistics of relevant departments. Moreover, in order to ensure the accuracy of the environmental Key Performance Indicators, the Group has commissioned Carbon Care Asia, a professional consultation company, to conduct a carbon assessment in accordance with the guide prepared by Environmental Protection Department of Hong Kong and Electrical and Mechanical Services Department and by reference to ISO14064-1 and international standards such as Corporate Accounting and Reporting Standards of GHG Accounting System.
Balance	The issuer shall objectively and truly report the environmental, social and governance performance during the Year.	The Group fully demonstrates the environmental, social and governance performance in the Report to avoid giving biased information.
Consistency	The preparation method of the ESG Report shall be consistent, including the consistent disclosure and statistical approach, so as to enable comparing key performance indicators related to ESG to understand the performance of the enterprise.	The Group will make sure that a consistent method is used to prepare the Report and make statistics on future ESG data for comparing them with the data of the Year.

About the Report

Confirmation and Approval

The Group confirms that all information contained herein is collected from the Group's official documents, statistics and other information on management and operation. The Report was confirmed and approved by the board of directors on 26 March 2020.

Feedback

The Group's progress in environmental, social and governance depends on the opinions and suggestions of various stakeholders. If you have any doubt about the content of this Report or environmental, social and governance performance, welcome to contact the Group through the following means:

Address: 13/F, Chinachem Exchange Square, 1 Hoi Wan Street, Quarry Bay, Hong Kong

Email: taihinginfo@taihing.com

Message from the Chairman



“As a member of society and a corporate citizen, the Group firmly believes that financial growth should be interlinked with the fulfilment of corporate social responsibilities.”

Chan Wing On
Chairman

Message from the Chairman

The increasingly severe global environmental problems have not only posed major health risks to society, but also directly threatened the survival of a large number of species. Sustainable development, as it relates to the environment and society and their inter-relationship, is a concern that everyone must heed. During the past year, many social and environmental challenges existed in various regions, further highlighting the importance of effective governance and risk management.

As a member of society and a corporate citizen, the Group firmly believes that financial growth should be interlinked with the fulfilment of corporate social responsibilities. With the rising expectations of regulators and stakeholders for enterprises to adhere to strict codes of governance and engage in sustainable development, we have explored different methods of communication with stakeholders to better understand the interests and expectations of all parties. Furthermore, since our founding 30 years ago, we have steadfastly upheld our core values of People Oriented (以人為本), Customer First (以客為先), Quality Prioritised (重視品質), and Innovation for Development (創新求變); hence, maintaining our commitment to provide top-quality catering services for our customers.

We are also constantly improving the quality of our food by employing an advanced food safety management system and observing relevant standards. Our Food Factory has adopted Hazard Analysis Critical Control Point (HACCP) as a management tool, and our siu mei production unit has earned ISO 22000 food safety management system certification since 2013. We are also using various automated food processing machinery to ensure the quality of our cuisine.

Our core value of "Innovation for Development (創新求變)" is also evident in our management of human resources. Automated equipment (such as automated woks and programmed poultry roasting ovens etc.) not only ensures product quality, but also reduces health risk among kitchen staff due to repetitive or strain posture. Different from many general restaurants in Hong Kong which provide promotion channels for employees through "Classing" or "Mentoring", we implement internal top-notch training programs through systematic training and objective criteria on assessment and promotion for staff, so as to mitigate the impact of personal factors.

We are also working on restaurant design; employing energy-saving and waste heat recovery equipment such as induction cookers, heat recovery steamers and faucet current limiting devices to minimize the impact of our daily operations on the environment.

As the reduction of plastic waste has become a public concern in recent years, the Group has participated in the "No Straw Campaign," initiated by Ocean Park Conservation Foundation Hong Kong for two consecutive years, and all branded restaurants of the Group have stopped providing plastic straws unless upon request, so as to encourage customers to be more environmentally conscious. We have also been actively discussing ways of using more environmentally friendly production and packaging materials. Consequently, some of our brands have replaced plastic materials with paper or other degradable materials during the Year, thus further reducing the Group's impact on the environment.

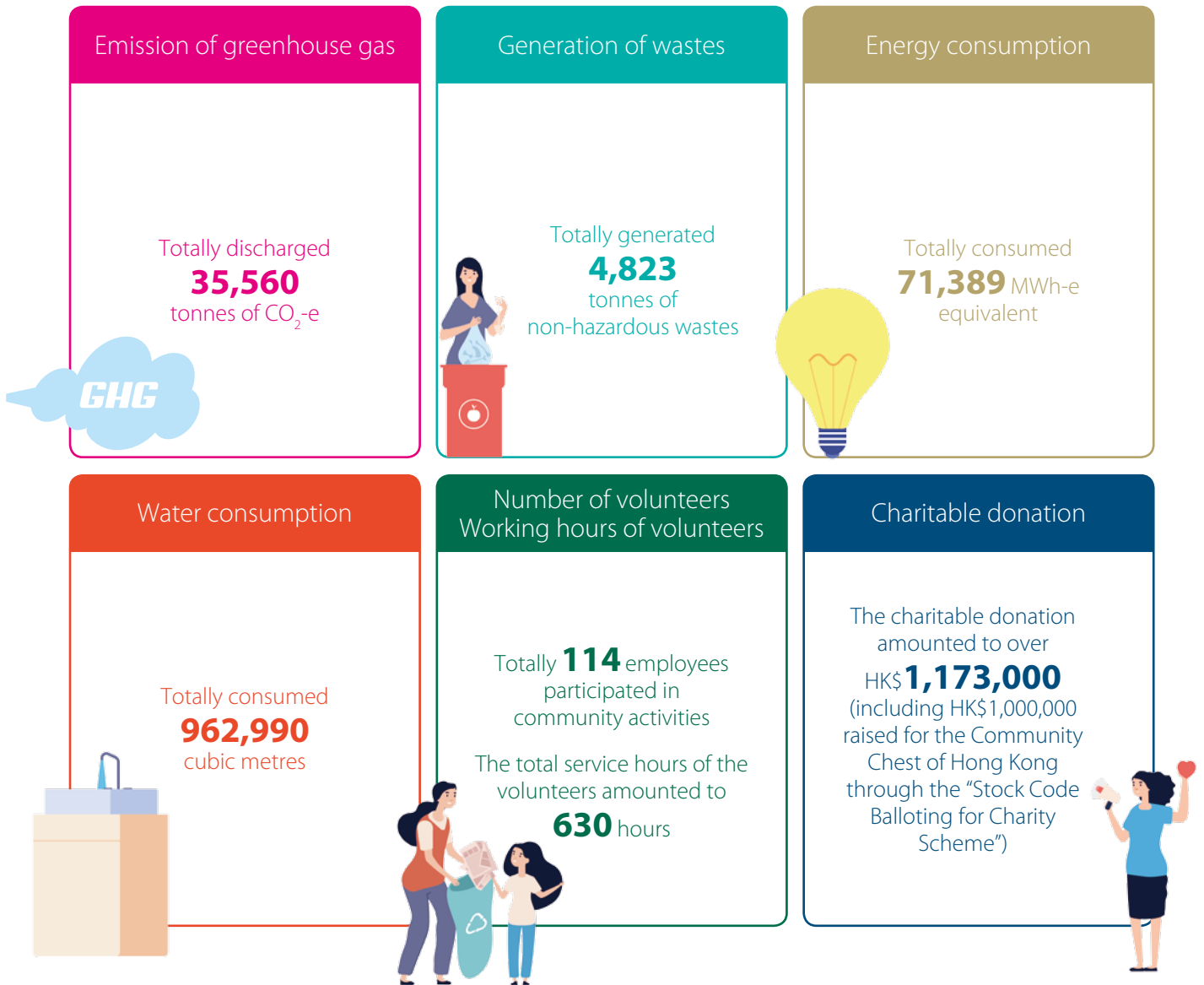
This Report is the first environmental, social and governance report issued by the Group, which we trust will provide practical information to stakeholders. The Report will also serve as the starting point for building a sustainable development culture and facilitating greater transparency of various activities, leading ultimately to the enhanced performance of the Group. During the Year, we established a sustainable development steering committee to devise overall plans on environmental, social and governance initiatives. At the same time, we have also formulated various sustainable development policies and guidelines that embody our determination to integrate sustainable development principles into the Group's daily operations. We will continue to enhance the implementation of relevant policies and regularly review the Group's performance to ensure its sustainable development.

Chan Wing On
Chairman

Overview of Key Sustainability Performance



Overview of Key Sustainability Performance



Environmental, Social and Governance

Governance structure

The Group attaches importance to environmental, social and governance management and is committed to improving environmental, social and governance performance through good management structure. The Board is responsible for supervising environmental, social and governance work and reviewing and approving the formulation of policies and measures on environment, society and governance issues. The Group has established a sustainable development steering committee led by a executive director to make overall plans on environmental, social and governance work. The committee holds no less than two meetings each year. Sustainable development steering committee is also required to review and report on key trends in international sustainable development on a regular basis to the relevant board committees, and to conduct comparative analysis with its peers on sustainable development risks, opportunities and other new developments.



In addition to implementing plans, each relevant department will regularly review the plan to ensure smooth implementation.

Risk management

Good risk management is an important part of the corporate governance. To this end, the Group has established risk management and internal control system to effectively manage various risks of the Group. The audit committee is responsible for supervising the risk management and internal control system of the Group and the Board monitors its execution and effectiveness annually.

Looking ahead, the Group will gradually incorporate environmental, social and governance into the risk management system to identify the risks of the Group in this regard and formulate response measures.

Environmental, Social and Governance

COMPLIANCE MANAGEMENT

The Group regards compliance with all laws and regulations as the basis for daily operations. The Group recognises that violations will result in relevant law enforcement actions taken by regulators and ensures that it provides clear guidance to employees by reviewing daily work practices and compliance. The following are the laws and regulations that have a material impact on the Group and the related compliance measures. During the Year, the Group had complied with relevant laws and regulations without any cases of violations occurred.

The relevant laws and regulations that have a material impact on the Group. ^[1]	Impact on the Group	Compliance measures
Product Liability Trade Descriptions Ordinance, Copyright Ordinance, Personal Data (Privacy) Ordinance	If there are violations, any intellectual property/product claims filed against the Group may damage the Group's reputation and have a material adverse impact on the Group's business, operations results and financial position.	The Group has established guidelines and implemented regulatory measures for supply chain management, food safety and quality management, product recycling, customer information and intellectual property protection to ensure that no relevant laws and regulations will be violated. The Group did not violate relevant laws and regulations that have a material impact on the Group during the Year.
Anti-corruption Prevention of Bribery Ordinance, Anti-Money Laundering and Counter-Terrorist Financing Ordinance	Any misconduct impairing the Group's interests may subject the Group to financial losses, damage the reputation of the Group, and have a material adverse impact on the Group's business and operating results.	The Group has stipulated policies and rules on preventing bribery and corruption in the Group's General Policies and Principles and the Staff Handbook, and has formulated the Policy and Procedure for Whistle-blowing for employees to report any illegal, immoral or non-compliance behaviour to the Group, so as to avoid a material impact on the Group. During the Reporting Period, the Group did not receive any anti-corruption litigation case against us or our employees, nor was there any violation of any of the relevant laws and regulations that have a material impact on the Group.

[1] There were no relevant laws and regulations regarding emissions, employment, health and safety and labour standards that have a material impact on the Group.

Communication with Stakeholders

The participation of stakeholders helps the Group in identifying various risks and opportunities on environmental, social and governance.

The ways of communication with major stakeholders during the Year are as follows:

Internal stakeholders

The Board
The Management
Administrative staff
General staff

External stakeholders

Shareholders
Investors
Suppliers
Consumers
Customers
Community organisations
or other cooperation units

The ways of communication with stakeholders

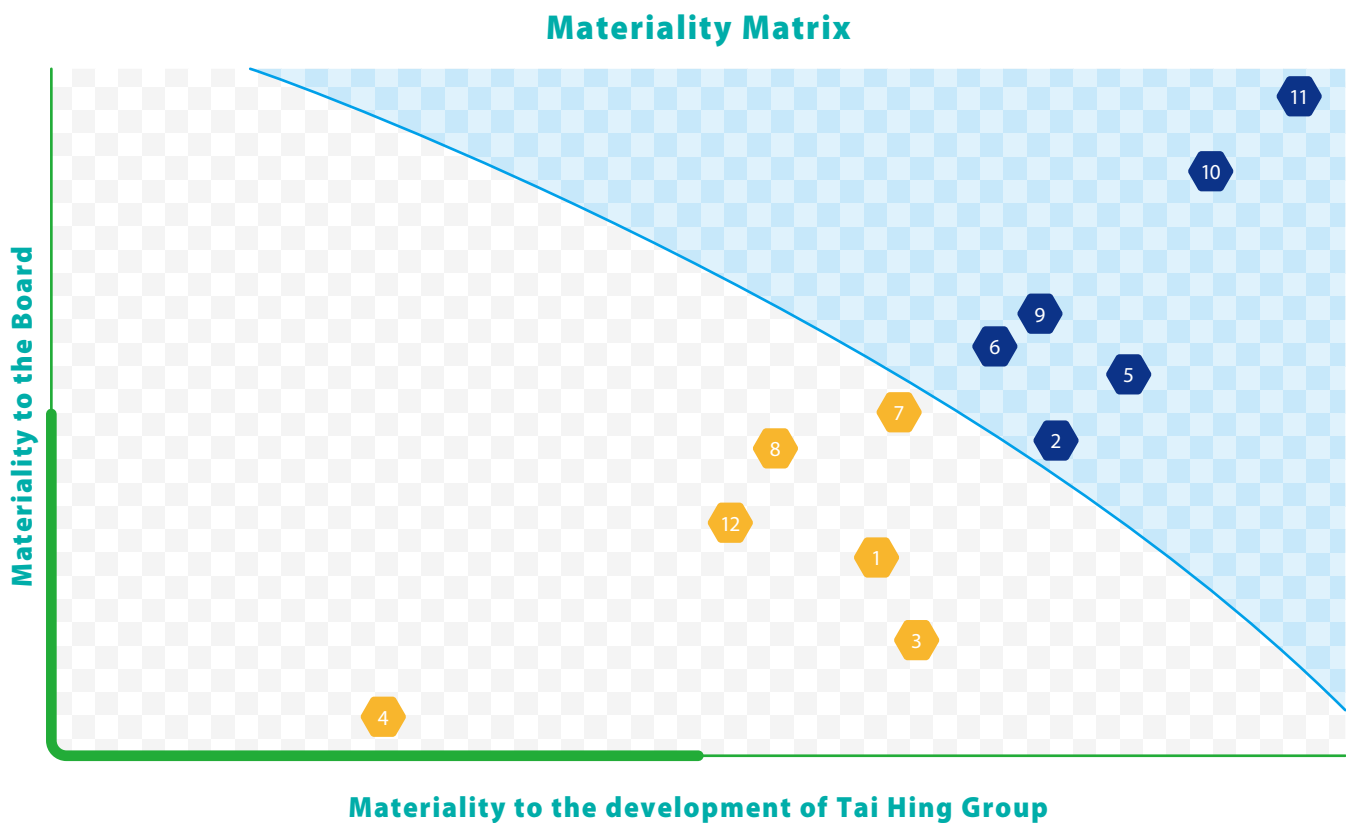
Site visit
Face-to-face interview
Emails
Teleconference
Suggestion box and
General meetings



Communication with Stakeholders

In response to the emphasis of the Hong Kong Stock Exchange on materiality of governance structure, leadership role and accountability of the Board which are related to the environmental, social and governance in revision suggestion in the Guide, the Group engaged an external consultant to conduct a questionnaire survey with the members of the Board to understand top management's vision and thinking about the sustainable development of the enterprise.

Based on the materiality on the Group, the existing 11 levels in the Guide and new climate change aspect are set out as follows. The Group has established a materiality matrix based on the significance of each issue to the Directors and to the Group as well as on the findings. Of the 12 issues, six (in blue) were chosen and were required to be prioritised when the material issues should be addressed. The Group takes such issues as the priorities of action and reporting to response to the expectation of stakeholders.



Identified Environmental, Social and Governance Issues (In a descending order of materiality)

No. of Issue	Issue
11	Anti-corruption
10	Product Responsibility
5	Employment
9	Supply Chain Management
6	Health and Safety
2	Use of Resources
7	Development and Training
8	Labour Standards
1	Emissions
3	Environment and Natural Resources
12	Community Investment
4	Climate Change

Tai Hing Group & the Employees



Tai Hing Group and the Employees

The Group adheres to the standard of People Oriented, actively builds a team spirit of mutual trust and encouragement, and provides a healthy and safe working environment, to ensure employees can fully leverage their strengths and development potential.

Employment Management and Labour Standards

Fair, mutual trusting and respectful employment relationships are an important part of promoting sustainable development for companies. The Group is committed to working hand in hand with its employees to establish friendly relations of equality and mutual trust, thereby to develop an inclusive and diverse workplace culture. The Staff Handbook (《僱員手冊》) and Human Resources Policies (《人力資源政策》) of the Group already set out policies in relation to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunities, diversity, anti-discrimination and other benefits and welfare for employees to check at any time.

Employment and Labour System

Compensation, resignation

The Staff Handbook of the Group has set out the criteria for determining salaries, allowances and bonuses. The Group annually conducts salary reviews and makes salary adjustments based on factors such as employees' work performance and economic outlook, the Company's operating conditions and the market salary level.

The Group has also specified the arrangement and provisions for termination of employment contracts, and employees may terminate the contract through written resignation.

Working hours, holidays

The Group specifies the working hours in the Staff Handbook. In addition to general statutory holidays, dayoffs and annual leaves, employees can also enjoy extra holidays such as compassionate leave, birthday leave, affinity leave and marriage leave.

Recruitment, promotion

The Group has a fair recruitment system and implements qualifications framework in place with a transparent promotion mechanism to evaluate and promote employees by objective criteria.

In addition, the Group has set up the "Internal Top-notch Training Program" in which Entry-level employees can receive special training to prepare for promotion to assistant supervisor. The Group has cultivated more than 400 shop management through this plan.

Benefits and welfare

In order to enhance employees' sense of belonging and to retain talents, the Group provides various benefits, including family leave, birthday leave, affinity leave, emergency assistance funds, employee meals, staff discount, medical insurance plans, and group life insurance plans. The Group also attaches great importance to the health of the staff. Accordingly, it has organized the weight loss and smoking cessation incentive plan and provided flu vaccination for employees.

Anti-discrimination

When hiring employees, the Group only considers their attitude, knowledge, experience and performance as factors and never treats candidates differently based on age, gender, race, disability or family status.

Equal opportunities, diversity

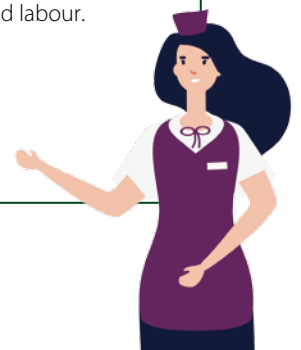
The Group is committed to providing equal opportunities for employees, regardless of age, gender, sexual orientation, relationship, family status, disability, race, ethnic background, nationality, religion or politics, to create an inclusive and supportive work environment for employees. The Group's employment policies have also covered the principle of pluralism and inclusiveness.

Prevention of forced labour

The Group prohibits the employment of forced labour in any form to ensure that employees are employed on a voluntary basis. The Group formulates the provision relate to overtime working set out in Staff Handbook. Employees can receive overtime work allowance or compensatory leave and reasonable rest time in accordance with the terms of their employment contracts.

Prevention of child labour

During the recruitment process, all candidates must present their identification documents for compliance with the statutory age requirements to prevent accidental employment of child labour.



Tai Hing Group and the Employees

Communication with the Employees

Perfect communication can not only promote the relationship between the Company and its employees, but also enable the Company to fully understand the needs and problems of employees and respond quickly to improve. On the one hand, the Group shares its activities and trends with employees through publications namely *Tai Hing Newsletter* and *T-Times*. On the other hand, the Group encourages employees to actively express their opinions. If employees have any comments on their work, they can report them to their immediate supervisor, area management, department manager or human resources department. The Group will investigate and handle complaints in a just and equitable manner.

Employee's Activities

Tai Hing Group's 30th Anniversary Celebration



The Group held its 30th anniversary celebration at the Hong Kong Convention and Exhibition Centre and invited celebrities Mr. Eric Kwok and Mr. Rex Tso to celebrate and share the joy with employees.

A Fun Day in Ocean Park



The Group invited front line and back office staffs to bring their families to the Ocean Park, having a relaxing and happy weekend at the Ocean Park.

Health and Safety

The physical and mental health and well-being of employees are important part of the Group's sustainable development work. With the goal to effectively manage occupational safety and health, the Group has formulated a series of measures and policies, which set out its commitment to ensure the health and safety of employees in the Human Resources Policies and the Staff Handbook. The Group has signed the Occupational Safety Charter and promised to work together with employees to create a safe working environment.

The Group has an inter-departmental "Occupational Safety and Health" group, which meets regularly every month to follow up on each case of work-related injuries, formulate and implement measures to improve occupational safety, and implement a variety of occupational safety and health education activities to promote occupational safety and health knowledge and create occupational safety and health culture in the workplace.

The Group has implemented the 5-S method over 20 years, and has the specialized department which is responsible for implementing measures related to occupational safety and the 5-S method, to raise such staff awareness. For restaurant and kitchen employees with higher occupational health and safety risks, the Group has formulated the 5-S Method Handbook, which requires employees to follow the guidelines on various occupational safety and restaurant safety matters. The 5-S department also conducts inspections in various shops from time to time to ensure the 5-S policies are well executed.

Obesity and smoking habits bring different diseases to the body. In order to encourage employees to pay attention to health, the Group has launched a weight loss incentive plan and a smoking cessation incentive plan to arouse employees' concerns for health.

Case Sharing: Using automated food processing machinery to alleviate occupational disease risk



Common occupational health problems of catering employees include musculoskeletal diseases of upper limbs, lower limbs, neck and back caused by repetitive and strained motions. The Group therefore has adopted various automated food processing equipment, including automated woks with synchronized voice prompt, programmed barbecue pork sauce mixers, milk tea mixers, noodle boilers, chicken poaching machines and poultry roasting ovens, etc, in order to minimize repetitive motions and heavy-lifting in cooking processes and thereby reduce common occupational diseases among kitchen employees.

Tai Hing Group and the Employees

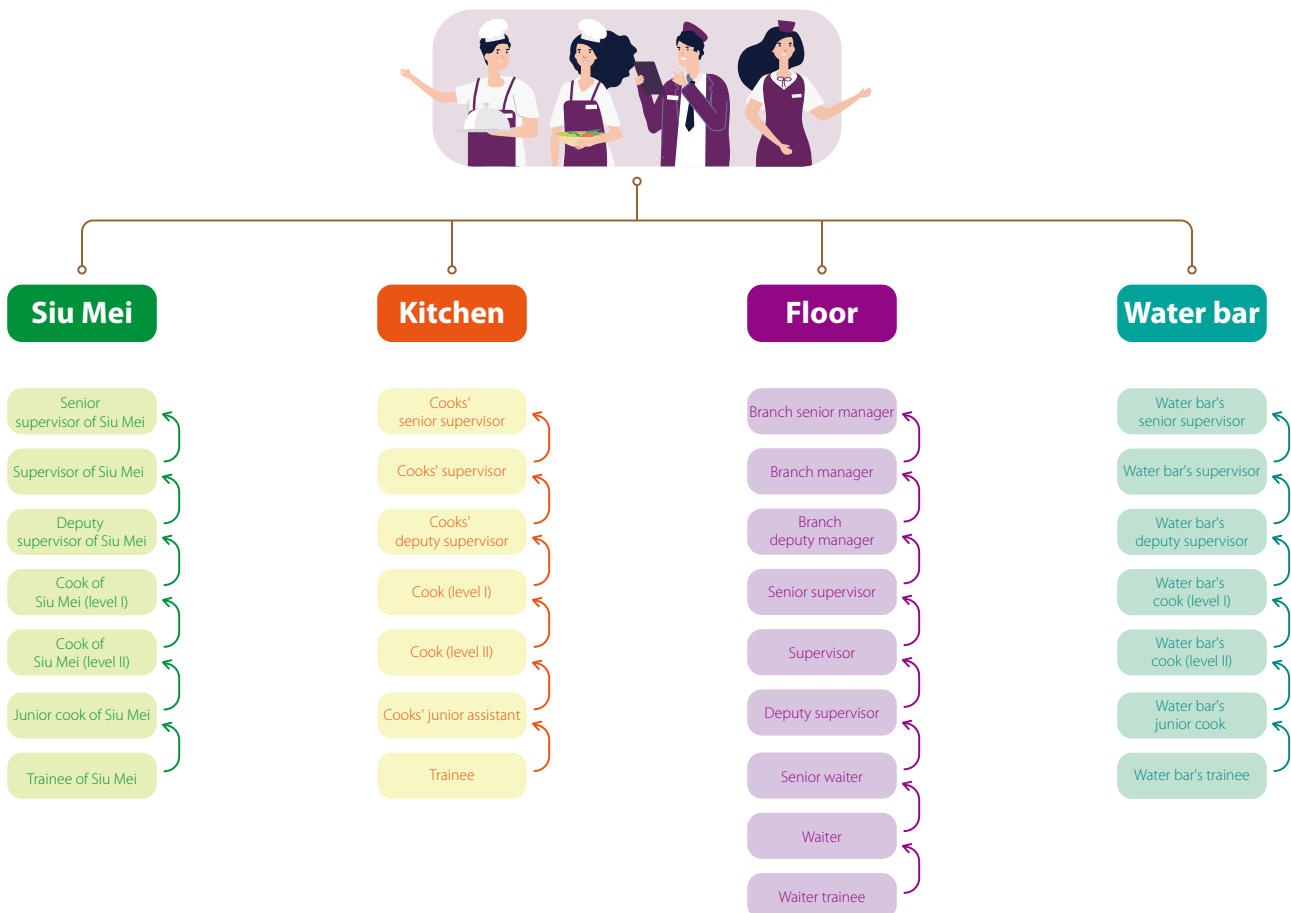
Development and Training

The Group attaches great importance to enhancing the knowledge and skills of employees in performing their duties so as to keep them abreast of the latest industry trends. Through training programs, policies and measures, the Group expects to bring diversified development opportunities to each employee.

The Group implements the qualifications framework, dividing employees into different levels according to their qualifications and specifying the skills and knowledge to be met by each occupation level, to make the promotion mechanism more institutionalized and transparent. After employees reaching the minimum seniority requirement in a certain rank, they can take the promotion assessment test upon self-recommendation or recommendation of their supervisor, and there are also training classes to help employees prepare. Employees will be given promotion opportunities if they pass the assessment, internship and interview tests.

Different from many general restaurants in Hong Kong, which provide promotion channels for employees through “Classing” or “Mentoring”, the Group implements internal top-notch training programs to reduce the impact of personal factors through systematic training and objective criteria for staff assessment and promotion. Through the top-notch training program, selected employees will receive special training and will be formally promoted to the quasi-supervisory level if they pass the examination after training. The Group has trained more than 400 shop management through this program.

Promotion Plan





Tai Hing Group & the Operation

Tai Hing Group and the Operation

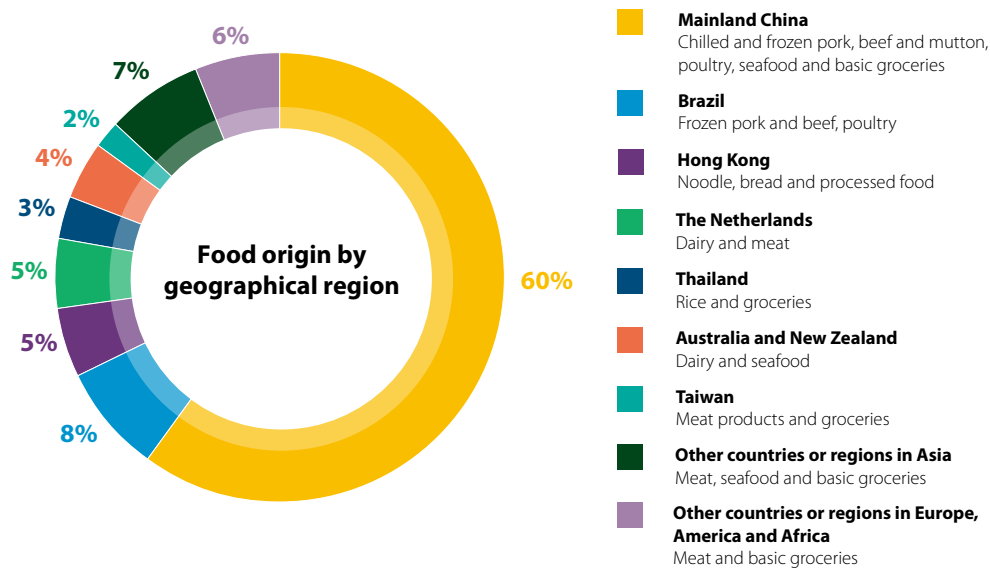
The customers' requirements for products and services continue to increase and the society is paying more and more attention to corporate integrity. The Group recognises that only by creating maximum value for customers can it get the trust and support of the society. The Group strictly adheres to the management policy of "Three Excellence" and strives to make improvement in three aspects, namely food quality, environment and hygiene, and service quality.

Supply Chain Management

Our suppliers mainly consist of food ingredients and beverage suppliers. The Group is committed to working with suppliers to improve the environmental and social performance of both sides. In this regard, the Group has formulated the General Procurement Standards and Principles of the Group, which sets out criteria for selecting suppliers. Moreover, we also give priority to environment-friendly suppliers caring for the society, and suppliers must provide raw materials and foods that meet the food safety standards. The Group will conduct comprehensive evaluation on new suppliers and require them to provide relevant supporting documents or through field inspection, to ensure the requirements of the Group are met.

The Group maintains Suppliers Management and list of Approved Suppliers Manual to regularly evaluate suppliers' product or service quality, food safety and risk management, and complaint handling. If we are not satisfied with supplier's evaluation results, rectification measures must be taken within three months, and suppliers whose performance has not met the standard after the deadline will be removed from the list of approved suppliers.

During the year, the Group mainly purchased from approximately 500 suppliers and our food was sourced from all over the world, including Mainland China, Brazil, Hong Kong, the Netherlands, Thailand, Australia and New Zealand, Taiwan, Asia, Europe and America, etc.



* The regional analysis represents the top 80% of purchases up to 31 December 2019.

Tai Hing Group and the Operation

Food Safety and Quality Management

The Group is committed to maintaining the highest food safety and quality standards in all operating units and processes, including implementing the “5-S” (五常法) management system, maintaining hygienic standards, and raising staff’s awareness of food safety and personal hygiene through staff training.

Ingredient Production

To ensure food safety and quality, the Group’s Food Factory has adopted the Hazard Analysis Critical Control Point, known as HACCP as management tool, and the siu mei (燒味) production unit was awarded the ISO 22000 food safety management system certification.

Quality monitoring procedures in Food Factories	
Food ingredients inspection	The quality assurance personnel inspect the quality of all food ingredients received by the Food Factory based on quality inspection procedures and standards to ensure compliance with food safety requirements.
Production process	The quality assurance personnel and production personnel jointly oversee the quality control at each stage of food processing, and food that does not meet requirements will be either re-processed or destroyed.
Finished goods quality control	The quality assurance personnel conduct laboratory sample testing of the processed food. Processed food ingredients that pass both tests are then delivered to our restaurants.

In addition, except for in-house testing laboratories in our Food Factory, the Group also engages qualified third-party laboratories to conduct further testing, including various food safety and quality indicators such as food testing and water sampling. In addition, the quality control department will also take samples at the branch site to check food sample, tools, the personal hygiene of employees and restaurant hygiene. The Group adheres to the principle of “first in, first out” and strictly controls the temperature and humidity in food storage to avoid deterioration of food ingredients. The Group cleans the warehouses regularly every year to ensure that they are clean and hygienic.

Transportation and Storage of Ingredients

The Group’s raw, semi-processed and processed food ingredients are delivered by its own and third-party logistic team to our restaurants. To ensure the quality of the ingredients during transportation, the Group has established strict regulations and procedures on the hygiene and temperature of refrigerated trucks, and monitors the conditions of the fleet in real time through GPS and temperature monitoring systems. If problems occur during the course of transportation or the temperature of the freezer is abnormal, the system will send an alert immediately so that relevant staff can response in a timely manner. After being delivered to restaurants, staff must also store ingredients under standard temperatures and storage conditions.

Food Quality Monitoring in Restaurants

The Group’s restaurants adopt the same quality control standards as Food Factory to achieve quality control with high standards. The Group established operating procedures and quality standards to regulate the stages of food preparation, and utilised automated food processing machines to process ingredients and prepare dishes in order to maintain food taste and quality. The Group, with a team of area manager, regularly inspects all restaurants to ensure food safety and hygiene.

Inspection methods of leading restaurants

- Our quality control team routinely conduct testing of our processed food, staff and bacteria
- Conduct laboratory testing of food ingredients and equipments
- Our area managers routinely inspect the operating procedures to ensure quality standards of our restaurants



Tai Hing Group and the Operation

The Group food factory will also actively add equipments, such as quick freezers, to quickly reduce the temperature of cooked foods and avoid the growth of bacteria during long cooling process, which in turn improve the safety and quality of foods.

Customers' Opinions

To improve service quality and customer satisfaction, the Group maintains open communication with customers and establishes multiple channels to collect customer's opinions. The Group communicates with customers mainly through customer service hotline, emails, online suggestion forms or Facebook page. Our restaurant managers are responsible for handling complaints received at our restaurants immediately while our customer service department is responsible for handling complaints made through other channels. According to the procedures, the Group will investigate each complaint and resolve with the customer. During the year, the Group received approximately 28 customer complaints regarding food quality or service quality of restaurant staff, of which 2 were from the Consumer Council. The Group has investigated and handled relevant incidents and responded to relevant customers in a timely manner.

Recall of Products

The Group has established the Guidance on Recall of Products, which regulates recall procedures and clarifies the responsibilities of each department for products suspected to be defected or involving complaints. After receiving a complaint or suggestion, the relevant department will investigate and if proven, will report the same to the general manager to start the recall process. During the year, there were no cases of product recall in Food Factory.

Protection of Customer Data and Intellectual Property

The Staff Handbook of the Group stipulates that employees shall keep customer data confidential and shall not disclose customer data to third parties. The Group respects the intellectual property rights of other parties. The Staff Handbook stipulates that employees shall respect intellectual property rights and promise that no intellectual property rights violations will occur in conducting business. Employees must obtain permission from the copyright holder before copying any copyrighted works.

Advertising and Labeling

The Group endeavours to ensure that all product advertisements and promotional materials produced and designed comply with the requirements of relevant laws. Where necessary, the Marketing and Communications Department will ask other departments for relevant information and suggestions when preparing the advertising content to ensure that the contents are true and accurate.

Each internal packaged product must be labeled for tracking. Information on the label includes product name, shelf life, expiry date and storage temperature. All retail products are accompanied by nutrition label that comply with Hong Kong or local laws.

Anti-corruption

Corruption and fraud will not only weaken the competitiveness of enterprises and damage the reputation of the industry, but also may cause serious livelihood and social problems. The Group stipulates policies and rules on preventing bribery and corruption in the General Procurement Standards and Principles of the Group and the Staff Handbook, and clarifies the definition of misconducts and prohibits any form of corruption and bribery.

Employees should avoid any circumstances under which a conflict of interest exists, and if such circumstances occur, employees must immediately report the same to the Group. The Group has formulated the Policy and Procedure for Whistle-blowing and a confidential reporting channel for employees to report any illegal, immoral or non-compliance behavior to the Group. If a case of suspected corruption or other criminal offence is discovered after the investigation, the Group will take serious disciplinary action, including immediate dismissal or reporting to the law enforcement authorities. The Group received no such cases during the year.



Tai Hing Group &
the Environment

Tai Hing Group and the Environment

The Group values environmental protection, and formulates and implements the Policy on Climate Change and the Policy on Environment, which set out its environmental responsibilities and commitments of using natural resources effectively and reducing emissions from its business operation and minimising significant impacts on environment. Under the relevant policy, the Group undertakes that while developing its businesses, the Group is also allowed to take into account the environment, formulates and executes a series of measures, and reduces the impact that may be imposed upon the environment.

Air Emissions

Air emissions of the Group mainly arise from the gas combustion of kitchen equipment and the diesel combustion of the logistics truck fleet. Specifically, diesel combustion by vehicles is the main source of air emissions, and its air emissions account for 90.2%, 66.3%, and 100% of the total nitrogen oxides, sulfur oxides, and respiratory suspended particles produced respectively.

Air emissions	
Type	Emissions in 2019 (Tonne)
Nitrogen oxides	2.4
Sulfur oxides	0.003
Respiratory suspended particles ¹	0.2

To reduce air emissions from kitchen, the Group purchases numerous electric appliances such as induction cookers and automatic woks to utilise energy more efficiently. To reduce air emissions from logistics truck fleet, the Group purchases vehicles that meet air emission standards and regularly repairs and maintains vehicles in accordance with the schedule recommended by the manufacturer. The Group also installs waste heat recovery systems to recover the waste heat from the steam oven in store kitchens to provide hot water for use in restaurants.

Start with kitchen designs and cooking stoves, the Group adopts appropriate measures to control the oil fume and odor emitted from the cooking process. To avoid nuisance to the public and air pollution caused by the air emissions, the exhaust vents are set in well-ventilated places and keep sufficient spatial distance from nearby residential buildings. The exhaust system of most of the Group's main stoves (such as stoves used in frying and other processes that emit excessive oil smoke) is equipped with pollutant removal equipment (such as vent wash exhaust hood and electrostatic degreaser) to remove oil smoke from air emissions. The Group appoints qualified professionals to repair and maintain air pollution control equipment regularly to ensure effective operation of the equipment.

Greenhouse Gas ("GHG") Emissions

During the year, the Group engaged Carbon Care Asia, a consultancy company, to conduct carbon assessment in order to quantify the GHG emissions (otherwise known as "carbon emissions") generated from our operation. The quantitative measurement follows the Guidelines² compiled by the Environmental Protection Department and Electrical and Mechanical Services Department of Hong Kong and references international standards including ISO14064-1 and the GHG Protocol Corporate Accounting and Reporting Standard.


Climate change and its potential impacts have become global focus after the Paris Agreement entered into force. As a global citizen, the Group is committed to identifying and managing the risks and opportunities of climate change, and formulating and adopting effective measures to mitigate the impacts of climate change.

¹ In accordance with Appendix 2: Reporting Guidance on Environmental KPIs of the Stock Exchange, gaseous fuel consumption is not a significant source of particulate matter emission and thus, respiratory suspended particles only covers emissions from diesel combustion of vehicles.

² Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purposes) in Hong Kong

Tai Hing Group and the Environment

The Group's total carbon emissions for the year were 35,560 tonnes of carbon dioxide equivalent. The main source of emissions was indirect GHG emissions from scope 2 purchased energy (accounting for approximately 84.6% of total emissions), followed by gas consumption in scope 1 (accounting for approximately 8.6% of total emissions).

GHG emissions 	
Scope	Emissions in 2019 (tonne of carbon dioxide equivalent)
Scope 1 — Direct GHG emissions	4,137.7
Scope 2 — Energy indirect GHG emissions	30,777.1
Scope 3 — Other indirect GHG emissions	645.2
Total GHG emissions	35,560.0
GHG emission intensity (tonne of CO ₂ -e/turnover in million HK\$)	14.1

Notes:

Scope 1 includes direct GHG emissions from gas combustion of kitchen stoves, diesel combustion of logistics trucks, and fugitive emissions from refrigeration/air-conditioning equipment;

Scope 2 includes indirect GHG emissions from purchased electricity and gas;

Scope 3 includes indirect GHG emissions from waste paper disposed of in landfills and electricity consumed by government departments to treat potable water and sewage.

GHG emissions of the Group mainly arise from the use of electricity. In order to support the production of renewable energy locally, the Group purchased 400 MWh and 200 MWh of renewable energy from CLP Power Hong Kong Limited and The Hong Kong Electric Company, Limited respectively during the year. For more information on the measure for reducing green gas emissions, please refer to the section headed "Use of Energy" below.

The Group will continue to evaluate record and disclose its GHG emissions and other environmental data annually for setting further emission reduction targets in the future.

Tai Hing Group and the Environment

Generation of Waste

The Group generated 4,822.6 tonnes of non-hazardous waste during the year, of which 4,812 tonnes of kitchen waste and other domestic waste were generated by offices, restaurants and Food Factory and collected and treated by municipal agencies. All restaurants registered, collected and recycled edible oil as required by the Environmental Protection Department of Hong Kong. A total of 10.6 tonnes of edible oil was recycled during the year.

Highlights of initiatives to reduce food waste



Procurement	Storage	Consumption
<ul style="list-style-type: none"> Food Factory implement centralised procurement, and only purchases appropriate amount of ingredients when necessary to avoid excessive procurement and the central warehouse uses an automatic computerized replenishment system. 	<ul style="list-style-type: none"> Store food and raw materials on a "first in, first out" basis. Control the time and temperature of storage appropriately to avoid food spoilage. 	<ul style="list-style-type: none"> Provide customers with different options (such as less rice and smaller amounts) to minimize food waste.

To encourage customers to reduce the use of disposable plastic drinking straws and pay attention to marine plastic garbage issues, the Group participated in the "No Straw Campaign" organized by Ocean Park Conservation Foundation Hong Kong last year and promised that it would not actively provide drinking straws throughout the year. During the year, the Group continued to review the plan for eliminating disposable plastic products, so as to reduce the use of plastics where practical and use more environment-friendly materials such as degradable plastics if unavoidable.

Key actions for reducing plastic use

- Special paper takeout lunch box and soup bowl for TeaWood (茶木), Tokyo Tsukiji (築地) and Phở Lê (錦麗).
- Special paper straw for TeaWood (茶木), Tokyo Tsukiji (築地), Phở Lê (錦麗) and Hot Pot Couple (夫妻沸片).
- Plastic bag of degradable material used in TeaWood (茶木), Tokyo Tsukiji (築地), Phở Lê (錦麗) and Hot Pot Couple (夫妻沸片).
- Special paper drinking tube sleeve for Tai Hing (太興).



The Group will continue to invest resources to establish a data collection system and collection and statistics procedures gradually, and report the amount of hazardous waste generated in the coming year.


Discharge of Sewage

Sewage discharged by the Group is domestic wastewater, and pre-treatment is required before Food Factories discharge sewage. The Group hires a third-party professional environmental protection company to conduct water quality testing for discharged sewage, regularly monitors the effectiveness of its systems while meeting wastewater discharge standards of the industry. All sewage that meets the discharge standards is directly discharged into the sewage treatment plant through the municipal sewage pipe network. Restaurants and Food Factory of the Group are equipped with grease traps and cleaned on a regular basis to ensure that the grease is isolated from the sewage before it is discharged into the communal sewer.

Tai Hing Group and the Environment

Use of Energy

The Group's total energy consumption for the year was 71,388.8 MWh equivalent, which was mainly attributed to electricity used in the operation of offices, restaurants and Food Factory, followed by use of gas and diesel.

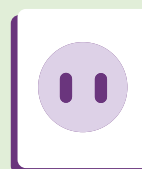
Use of energy 	
Type	Consumption in 2019
Direct energy	
Gas (MWh equivalent)	16,015.2
Diesel (MWh equivalent)	1,433.3
Indirect energy	
Purchased electricity (MWh)	53,940.3
Total energy consumption	
Total energy consumption (MWh equivalent)	71,388.8
Total energy consumption intensity (MWh equivalent/turnover in (HK\$ million))	28.3

To use energy effectively, the Group requires the offices and branch restaurants to implement the following measures:

Highlights of Reduction of Energy Consumption

Offices

- to gradually use energy-saving fluorescent tubes
- to turn off the lighting, air-conditioning and other electronics equipment when nobody is on duty
- to routinely promote the importance and awareness of energy-saving for the staff




Restaurants

- to implement the energy-efficient lighting plan, and completely replace osram lamps and quartz lamps with LED lamps;
- to conduct electrical consumption audit at least once every year, and each restaurant shall implement quota and responsibility system for energy consumption of electricity, gas, etc.
- to regularly repair and clean ventilation, cooling and heating equipments, and inspect the sealing of freezers, walls, doors and windows through monitoring system
- to adopt zonal lighting and air conditioning control and turn off the lighting and air-conditioning systems in the depopulated area when appropriate based on the customer traffic
- to recover the excess heat discharged from the steaming furnaces in the kitchens and allocate the hot water to be used in branch stores

Tai Hing Group and the Environment

Use of Water Resources

Total water consumption of the Group during the year was 962,990 cubic metres.


Use of Water Resources 	
Type	Consumption in 2019
Total water consumption (cubic metre)	962,990
Water consumption intensity (cubic metre/turnover (HK\$ million))	381.8

To use water resources effectively, the Group has implemented the following measures:

- Install limited flow devices on the main water taps
- Set water consumption quota for main food preparation processes, and establish a accountability system to clarify responsibilities
- Develop clear water consumption quota for toilet, wash basin, kitchen and dishwasher
- Inspect and maintain the plumbing equipment in restaurants regularly to prevent waste caused by water leakage
- All restaurant kitchens are equipped with dishwashers to reduce water consumption
- Adopt the “5S” approach to limit excessive use of detergent and save water

Use of Raw Materials

Main raw material used by the Group include packaging materials, disposable tableware, tissues and machine paper.

Use of raw materials 	
Type	Consumption in 2019
Packaging materials (tonne)	1,204.9
Packaging material intensity (tonne/turnover (HK\$ million))	0.48
Other materials: disposable tableware (tonne)	62.7
Other materials: tissues, machine paper (tonne)	476.1
Other materials: posters, leaflets, coupons, menus (tonne)	14.0

To reduce the use of raw materials, the Group has implemented a variety of paper-saving measures, including using thinner papers, and applying electronic communications and filing to achieve paperless as much as possible. The Group redesigned the store customer receipt to reduce the thermal paper usage, gives priority to environment-friendly products or materials in the procurement process and avoids unnecessary packaging materials in product design.

Environment and Natural Resources

Although no serious pollution is caused by our production process, the Group recognises that the selection of appropriate production materials and proper disposal of waste can also contribute to the protection of the environment and natural resources. The Group redesigned the printing format of thermal paper used in restaurant and reduced its usage. The Group will continue to explore environment-friendly production and packaging materials with relevant departments and implement different waste reduction plans.

Tai Hing Group & the Community



Tai Hing Group and the Community

The compatibility and synergy of the community investment with business operation are mutually reinforcing. As a member of the society, the Group has always been enthusiastic about public welfare and voluntary work to bring positive impact to the community development. The Group was awarded the Silver Award for Volunteer Service, Social Welfare Department of HKSAR Government and the "15-Year Caring Company logo" by the Hong Kong Council of Social Service, which was the recognition of the commitment to caring for the communities, staff and the environment. In the future, the Group will continue to assume the corporate social responsibilities and make contribution to the sustainable development of society.

As stipulated in the Community Investment Policies, the Group was dedicated to the areas including climate changes and the environment, caring the aged, communities and good neighborhood, children and youth development and promoting industry development. During the year, the Group participated in a wide range of activities, such as publicising environmental protection and concerns for community, details of which are set out below:



Caring for the elderly



On the eve of the Mid-Autumn festival, our volunteer team visited the community centre of Food Angel in Sham Shui Po. The volunteers did exercises and enjoyed delicious food together with the elderly to celebrate the Mid-Autumn festival.



On the eve of the lunar New Year, our management visited Food Angel together with the volunteer team, and brought poon choi (盆菜) for more than 100 single elderly to celebrate the festival together.



On the eve of the Dragon Boat Festival, our volunteer team visited the Elderly Community Centre of St. James' Settlement Western District. The volunteers presented our care for the elderly through interactive games and festival food.

Tai Hing Group and the Community

Environmental Conservation



▲ Our volunteer team participated in the International Coastal Cleanup in Hong Kong held by Green Council to clean up the waste of Wu Kai Sha Beach, so as to keep the coast clean and promote the awareness of waste reduction and garbage classification.



▲ As good custodians of the environment, we also participated in the Tree Planting Day organized by the Conservancy Association to plant 2,000 saplings in Tai Lam country park, greening the barren hills.

Integration of the Disabled and Able-Bodied



▲ The Group's staff organized a team to participate in the "2019 Chinachem Run for Brightness" held by the Hong Kong Blind Sports Federation, through which, the concept of "Integration of the Disabled and Able-Bodied" gets publicity, and proceeds from which will fund the physical training course prepared for the blind.



▲ We also participated in the "Hong Kong Disneyland 10K Weekend 2019 — Presented by AIA Vitality" held by Hong Kong Disneyland, part of the proceeds from which will be used to support the Hong Kong Federation of Handicapped Youth.

During the year, a total of 114 employees of the Group participated in community activities with a total of 630 service hours, and the Group made more than HK\$1,173,000 charitable donations (including raising HK\$1 million for the Community Chest of Hong Kong through "the Stock Code Balloting for Charity Scheme"), and the Group also set up donation boxes at restaurant branches to raise funds for non-governmental organisations.

Summary of KPIs

Environmental KPIs

	2019	Unit
Aspect A1: Emissions		
A1.1 The types of emissions and respective emissions data.		
Nitrogen oxides	2.4	tonne
Sulfur oxide	0.003	tonne
Respiratory suspended particles	0.2	tonne
A1.2 Total and intensity of greenhouse gas(GHG) emissions		
Scope 1	4,137.7	tonne of carbon dioxide equivalent
Scope 2	30,777.1	tonne of carbon dioxide equivalent
Scope 3	645.2	tonne of carbon dioxide equivalent
Total GHG emissions (Scopes 1, 2 & 3)	35,560.0	tonne of carbon dioxide equivalent
GHG intensity	14.1	tonne of carbon dioxide equivalent/ turnover (HK\$ million)
A1.3 Total hazardous waste produced		
Total hazardous waste produced	Failed to obtain data	
A1.4 Total and intensity of non-hazardous waste produced		
Total non-hazardous waste produced	4,822.6	tonne
Intensity of non-hazardous waste produced	1.91	tonne/turnover (HK\$ million)
Aspect A2: Use of resources		
A2.1 Total and intensity of energy consumption		
Direct Energy	17,448.5	MWh equivalent
Indirect energy	53,940.3	MWh
Total energy consumption	71,388.8	MWh equivalent
Energy consumption intensity	28.3	MWh equivalent/turnover (HK\$ million)
A2.2 Total and intensity of water consumption		
Water consumption in total	962,990	m³
Intensity of water consumption	381.8	m³/turnover (HK\$ million)
A2.5Total and intensity of packaging material used for finished products		
Total packaging material used for finished products	1,204.9	tonne
Intensity of packaging material used for finished products	0.48	tonne/turnover (HK\$ million)

Summary of KPIs

Social KPIs

Number of employees

By gender and age group

Gender	Age group			Total	Total workforce
	Below 30	30-50	Above 50	Total	
Male	519	554	370	1,443	4,229
Female	428	1,299	1,059	2,786	
Total	947	1,853	1,429		

By gender and rank group

Gender	Rank group			Total	Total workforce
	Senior management	Middle management	General staff	Total	
Male	9	498	936	1,443	4,229
Female	1	336	2,449	2,786	
Total	10	834	3,385		

By gender and employment type

Gender	Employment type		Total	Total workforce
	Full-time	Part-time		
Male	1,143	300	1,443	4,229
Female	1,837	949	2,786	
Total	2,980	1,249		

Summary of KPIs

Health and safety

Number and rate of work-related fatalities and work-related injury

Gender	Number and rate of work-related fatalities	Number of work-related injury cases	Total	Rate of work-related injury
Male	0 (0%)	36	82	1.94%
Female	0 (0%)	46		

Number of lost workdays due to work-related injury

Gender	Number of lost workdays due to work-related injury	Total
Male	827	2,805
Female	1,978	



Summary of KPIs

Number and percentage of trained employees

Percentage by number of employees ^[1]

Gender	Rank group				Total number of trained employees	Total percentage of trained employees	Total percentage of newly joined employees on training
	Senior management	Middle management	General staff	Total			
Male	5 (56%)	243 (49%)	248 (26%)	496 (34%)	1,177 ^[2]	28%	100%
Female	1 (100%)	182 (54%)	498 (20%)	681 (24%)			
Total	6 (60%)	425 (51%)	746 (22%)				

Average training hours of employees

Gender	Rank group				Total average training hours
	Senior management	Middle management	General staff	Total	
Male	2.22	3.6	1.76	2.4	2.27
Female	1.9	5.47	1.74	2.2	
Total	3.9	4.35	1.75		

^[1] Percentage of trained employees is calculated by number of trained employees divided by number of employees

^[2] Percentage by number of employees of relevant types is calculated by number of trained employees of such type divided by number of trained employees
 Male-female ratio of trained employees: female (42.1%) and male (57.9%)
 Ratio of trained employees in each rank group: senior management (0.5%), middle management (36.1%) and general staff (63.4%)

Summary of KPIs

Number and percentage of employees receiving regular performance and career development reviews

Gender	Rank group			Total	Total number of employees receiving regular performance and career development reviews	Total percentage of employees receiving regular performance and career development reviews
	Senior management	Middle management	General staff			
Male	9 (100%)	498 (100%)	636 (67.9%)	1,143 (79.2%)	2,980	70.47%
Female	1 (100%)	335 (99.7%)	1,501 (61.2%)	1,837 (65.9%)		



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A1.4	Total non-hazardous waste produced	29, 35
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A3 The environment and natural resources		
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A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them	31

⁴ Currently sourcing sufficient water from municipal water supplies

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General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination and other benefits and welfare	15, 19
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B3.2	The average training hours completed per employee by gender and employee category	38
B4 Labour standards		
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B5 Supply chain management		
General Disclosure	Policies on managing environmental and social risks of supply chain	23

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B6 Product responsibility		
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General Disclosure	Information on (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering	15, 25
B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases	25
B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored	25
B8 Community investment		
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