

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

2019/2020

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。大快活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48年來一直穩步成長。於二零二零年三月三十一日，本集團分別在香港擁有160間餐廳及在中國內地擁有12間餐廳。

Company profile

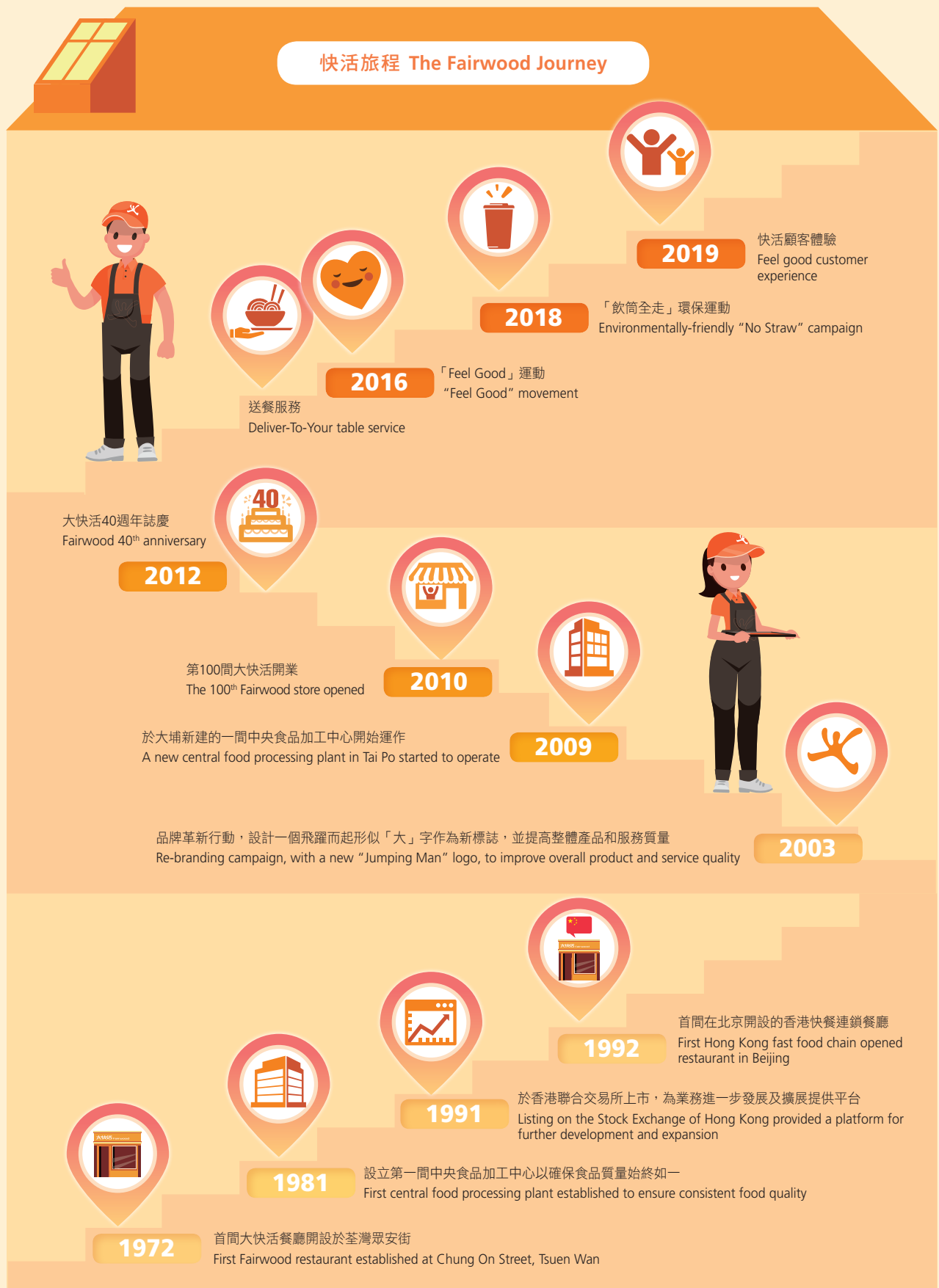
Fairwood Holdings Limited (collectively referred to as “Fairwood” or the “Group”) is one of Hong Kong’s well-known restaurant chains. Fairwood’s main operations in Hong Kong cover fast food outlets, specialty restaurants (including five brands of ASAP, Kenting Tea House, Buddies Café, The Leaf Kitchen and Taiwan Bowl) and one central food processing plant (“CFPP”). Since the opening of our first restaurant in 1972, Fairwood has grown progressively in the last 48 years with 160 restaurants spanning across Hong Kong and 12 restaurants in Mainland China as at 31 March 2020.



為了延續大快活的「Feel Good」運動，我們常會將深深植根的「以客為先，以人為本」理念展現出來。透過播出以大快活「飛躍而起的人形公仔」為標記的全新電視廣告，加倍努力實現我們成為最受顧客欣賞的餐飲管理公司的願景。

Perpetuating Fairwood’s “Feel Good” Movement, we never cease to encapsulate our deep-rooted “people come first” spirit. By launching a new television commercial featuring the Fairwood’s “Jumping Man” logo, we strive to go the extra mile to ultimately realise our vision to become the most customer appreciated food and beverage (“F&B”) management company.

快活旅程 The Fairwood Journey





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，我們欣然分享二零一九/二零年度可持續發展之旅所取得的豐盛進展。

Business sustainability highlights

With our continuous effort towards business sustainability, we are pleased to share the fruitful progress of our sustainability journey in 2019/20.



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。本集團欣然展示我們在二零一九年四月一日至二零二零年三月三十一日(「報告期」)期間推動可持續發展的歷程。有關企業管治的資料已根據上市規則附錄十四在年報中闡述。

在編寫報告時，本集團已遵守《環境、社會及管治報告指引》中的報告原則：

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 takes pride in demonstrating our journey to push forward sustainability during the period of 1 April 2019 to 31 March 2020 (“the reporting period”). Information regarding corporate governance was addressed in the annual report according to Appendix 14 of the Listing Rules.

In preparation of the report, the Group complied to the reporting principles under the ESG Reporting Guide:

報告原則 Reporting Principles	摘要 Highlights
重要性 Materiality	大快活根據業務的重要性審視並釐定報告範圍，並於報告中披露對環境、社會及管治有重大影響的業務部門及營運。 Fairwood reviews and defines the reporting scope based on the significance of different operations. Business units and operations with significant ESG impacts are disclosed in the report.
量化 Quantitative	大快活在報告中列出量化的環境和社會關鍵績效指標(「關鍵績效指標」)以及過往數據，以便在可適用時進行比較。 Fairwood presents quantitative environmental and social key performance indicators (“KPIs”) as well as historical data in the report for comparison where applicable.
平衡 Balance	大快活委任外部可持續發展顧問準備報告，不偏不倚地展視我們的成就和表現。 Fairwood appoints external sustainability consultant in preparation of the report to present an unbiased picture of our achievements and performances.
一致性 Consistency	大快活在準備報告和環境及社會關鍵績效指標時採用一致的方法，以便長時間進行有意義的比較。 Fairwood adopts consistent methodologies when preparing the report and the environmental and social KPIs to allow for meaningful comparisons over time.

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4%。因此，有關中國內地業務的資料並不包括在本報告之中。報告期內，報告範圍、業務運作及組織結構並沒有重大改變。

就此報告，本集團已委任沛然環保顧問有限公司(上市編號: 8320)提供環境、社會及管治報告及諮詢服務。

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 restaurant outlets in Hong Kong. Fairwood's operations in Mainland China are accountable for less than 4% of the Group's total revenue. Therefore, information regarding the operations in Mainland China are not included in this report. There are no substantial changes in the reporting scope, business operations and organisational structure during the reporting period.

The Group has appointed Allied Sustainability and Environmental Consultants Group Limited (Stock Code: 8320) to provide ESG reporting and consultancy services for the report.



關於本報告 About this report

報告概述

憑藉在餐飲行業擁有長久及豐富的歷史，大快活以其美味的食物加上卓越的價值及衷心的服務而聞名。鑑於最近爆發的2019冠狀病毒(「2019冠狀病毒」)，大快活獲得啟發，除了跨越我們的產品及服務價值之外，並與持份者攜手共進，追尋快樂之路。今年的報告主題「快活同心共進，創造共同價值」，乃反映我們致力於香港推動快樂和凝聚力的決心。

Report overview

Leveraging long and rich history in the F&B industry, Fairwood is well known for our delicious food with outstanding value and heartfelt services. In light of the recent outbreak of coronavirus ("COVID-19"), Fairwood is aspired to go beyond our product and service value through joining hands with our stakeholders on the same path to seek happiness. The reporting theme of "Pursuing Happiness Through Creating Shared Value" this year, reflects our perseverance to promote happiness and cohesiveness in Hong Kong.

信息與反饋

Information and feedback



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

Your feedback is valuable for Fairwood's continuous improvement. Please feel free to offer your comments and suggestions at



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
For details regarding Fairwood's financial performance and corporate governance, please refer to Fairwood's official website



www.fairwoodholdings.com.hk

快活可持續發展 Fairwood sustainability

給持份者的話 Words to stakeholders

在財務、社會和環境績效之間取得平衡或追求可持續發展，有助大快活的長遠發展。我們深明建立一個穩固的可持續發展框架是維持業務營運並產生正面影響的關鍵。有鑑於此，我們除了旨在增加業務收入外，還努力將可持續發展納入本集團的核心價值內，並制定加強社區教育和環境保育的舉措。從本地的社會運動到全球公共衛生的威脅，儘管前路滿佈挑戰，我們依然相信餐飲業會繼續蓬勃發展。為呼應我們「食得開心·活得精彩！」的使命，我們將繼續探索超越顧客期望及支持凝聚本地社區的方式。

Taking balance between financial, social and environmental performance, or in other words – pursuing sustainability, helps shape Fairwood's long-term development. We fully understand that building a solid framework to support sustainability is the key to sustain the business as well as making a positive impact. Bearing this in mind, we place effort in integrating sustainability into the Group's core values and epitomising initiatives to reinforce the community and the environment, on top of boosting revenue. From the local social unrest to the global public health threat, regardless of the looming challenges along the way, we feel hopeful that the outlook for the F&B industry will continue to bloom. Echoing our longing mission to promote "Enjoy Great Food. Live a Great Life!", we will continue to explore ways to exceed customers' expectations and support community cohesion in where we operate.





快活可持續發展 Fairwood sustainability

我們的管治架構

可持續發展管治

大快活相信一個健全的管治架構是推動可持續性發展的主要骨幹。有鑑於此，我們希望大快活的持份者支持我們在可持續發展的監管和實踐。我們對可持續發展的監管分兩種方式來支持其願景、使命和營運原則：由上而下及由下而上。

Our governance structures

Sustainability governance

Fairwood believes that a sound governance structure can be translated into a strong backbone of the Fairwood journey to drive long-term sustainability values. In light of this, we are eager to call every one of the Fairwood family's action in support of our sustainability oversight and implementation. Our sustainability oversight goes both ways to support our vision, mission and operating principles: top-down and bottom-up.



企業管治

嚴謹的企業管治是維持商業道德和誠信的核心。作為一家由內到外而帶動正面影響的公司，我們相信員工的行為代表大快活的正面形象。就此而言，我們積極提高員工對我們的行為準則和反貪污指引的理解，以確保員工遵守商業道德慣例。根據準則和指引，員工須報告任何涉嫌賄賂、勒索、欺詐、洗黑錢和違反保密協議的案件。內部審計部門負責調查涉嫌違規案件的真確性，並在必要時作出適當的紀律處分。為加強企業管治，我們的高級管理團隊在報告期內曾參加與反貪污相關的培訓課程。

Corporate governance

A rigorous corporate governance is the centre of maintaining high standards of business ethics and integrity. As a company that drives influence from within, we believe that our employees' ethical behaviour sets the notion of Fairwood's positive image. With this in mind, we take the initiative to enhance employees' understanding on our code of conduct and anti-corruption guideline as a way to ensure their ethical business practices. As stipulated in the code and guideline, employees are required to inform any suspected cases of bribery, extortion, fraud, money laundering and the violation of confidential agreement. The internal audit department is responsible for investigating the validity and determining the appropriate disciplinary actions if necessary. To strengthen corporate governance from within, our senior management team had also participated in trainings related to anti-corruption in the reporting period.

營運慣例

為保持可持續及具競爭性的增長，大快活在整個營運過程中把質量、服務和清潔度（「QSC」）放在優先位置。在專注提升QSC的同時，我們亦為提供超值的食物和優秀的服務而感到高興。

Operation practices

To grow sustainably and competitively, Fairwood prioritizes Quality, Service and Cleanliness ("QSC") throughout its operation. Focusing on QSC, we are delighted to provide exceptional foods and services with excellent value for money.





快活可持續發展 Fairwood sustainability

持份者參與

為著成為最受顧客欣賞的品牌，大快活十分重視持份者的意見。我們已為各持份者群組建立以下溝通渠道，能夠使他們自由交換意見和反饋：

Stakeholder engagement

Fairwood cares deeply about the stakeholders' opinions in the way to position itself as the most customer appreciated brand. To enable free flow of ideas and feedback, we have established the following communication channels for various stakeholder groups:

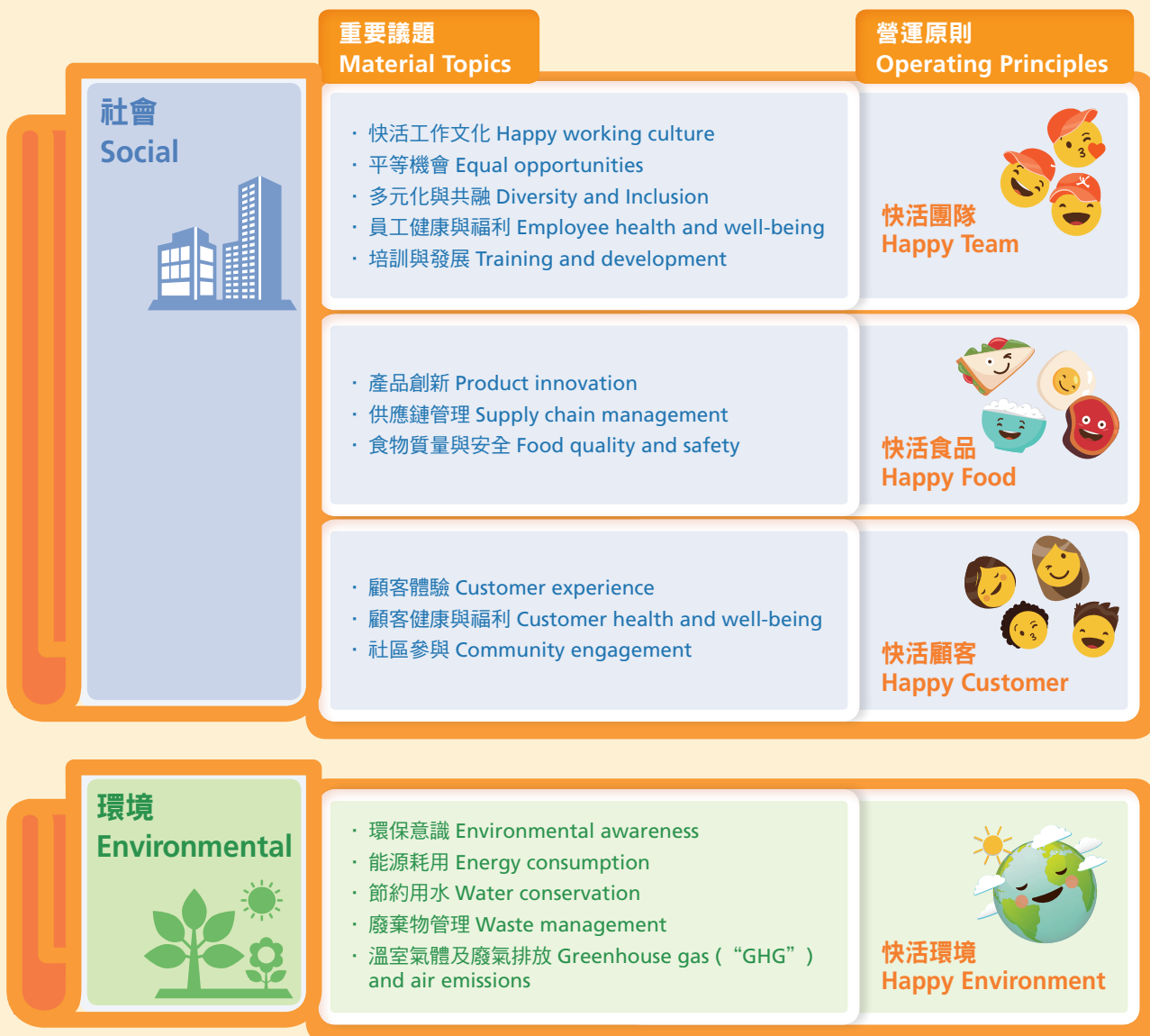


重要性評估

為回應持份者的關注，大快活以互動方式了解不同持份者的想法。因此，我們不斷審閱和更新我們環境、社會和管治報告中的重要議題披露列表。在我們的快活營運原則下，我們為其高透明度和積極參與廣泛的可持續發展相關議題而感到滿意。

Materiality assessment

With an aim to cater stakeholders' concerns, Fairwood takes an interactive approach to grasp the perspective of various interested stakeholder groups. Therefore, we constantly review and update the list of material disclosures of our ESG reports. Aligning with our upbeat operating principles, we feel satisfying in addressing a board spectrum of sustainability-related topics to enhance our transparency to stakeholders.





快活可持續發展 Fairwood sustainability

聯合國可持續發展目標

為支持聯合國可持續發展目標(「可持續發展目標」)，快活旅程繼續將與我們業務相關的目標注入其發展計劃中。我們期望通過措施和可持續發展目標聯繫的關鍵績效指標以促進全球可持續發展運動。

United Nation's Sustainable Development Goals

Supporting the United Nation's Sustainable Development Goals ("SDGs"), the Fairwood journey continues to infuse elements of the meaningful goals to its agenda. We envision to further promote this global sustainable movement through aligning our initiatives and targets to the key performance indicators under the SDGs.

可持續發展目標 SDGs

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 Gives Warmth" campaign to reduce hunger in the local districts
- 與慈善機構FOOD-CO合作
Partner with charity association FOOD-CO
- 推出「快活關愛長者」咭，向長者提供可負擔的膳食
Launch the "Care for Seniors" cards to provide affordable meals for senior citizens

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
- 實現沒有因工死亡事件
Achieve no work-related fatalities
- 減低工傷事故
Reduce occupational injuries

SDG 4

優質教育 Quality Education



- 為員工提供津貼，促進他們的持續進修機會
Provide subsidies for employees to promote their lifelong learning opportunities
- 設立大快活集團教育基金助學金計劃，資助員工子女的優質教育
Establish the Fairwood Education Fund to support quality education of employees' children

可持續發展目標 SDGs

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 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，加強社區及員工的環保意識
Raise environmental awareness of the community and employees through promoting waste reduction
- 鼓勵顧客減少浪費食物和自備食物外賣盒
Encourage customers to reduce food waste and to bring their own containers for takeaway orders

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



共建快活家庭 Pursuing Fairwood family

快活文化

我們很高興能夠在快活家庭中培養一支快活團隊，為顧客和社區帶來快樂。

Fairwood culture

In the Fairwood family, we are overjoyed to nurture a happy team that, in return, results in happy customers and community.

營運原則 Operating principle

重要議題 Material topics



快活團隊 Happy Team

- 快活工作文化 Happy working culture
- 平等機會 Equal opportunities
- 多元化與共融 Diversity and inclusion
- 員工健康與福利 Employee health and well-being
- 培訓和發展 Training and development

在大快活的快活團隊原則下，我們注重聯繫、肯定、責任和環境（「CARE」），以支持人力發展。

Under Fairwood's Happy Team principle, we are eager to promote the essence of Connection, Affirmation, Responsibility, and Environment ("CARE") in support of people development.

聯繫 Connection

提高團隊之間的合作和文化融合
Enhance collaboration and culture integration among the team

肯定 Affirmation

鼓勵待人以寬、信任和互助文化
Bolster a culture of forgiveness, trust and support

責任 Responsibility

在團隊中主動積極承擔責任
Shoulder responsibility to take an active role in the team

環境 Environment

提倡快活工作環境
Advocate a happy working environment

快活團隊
Happy Team

「CARE」文化
"CARE"
Culture

人力發展
People
Development

多元化、共融和平等機會

我們相信透過鼓勵多元化和支持本地少數族裔去維持每個群體的獨特性，能有助締造一個更完整的工作環境。因此，我們將以上理念納入我們的僱傭慣例中，我們積極透過促進平等機會，培養一支多元化、共融和無歧視的團隊。不論其種族、族裔、性取向和性別，團隊中的每個成員均享有平等的機會。報告期內，大快活已為超過300多名少數族裔創造了就業機會。

Diversity, inclusion and equal opportunities

We believe that leavening individual differences leads to a more holistic work environment that celebrates diversity and supports local minority groups. As such, our effort placed on value creation is embedded in our employment practices. We actively promote equal opportunities as to cultivate a diverse, inclusive and discrimination-free team. Regardless of race, ethnic background, sexual orientation and gender, equal opportunity is granted to each member of the team. As at the end of the reporting period, Fairwood had created employment opportunities for over 300 individuals with ethnic minority background.

個案分享 CASE STUDY

非華語員工支援 Non-Chinese Speaker Support



為了培養一支共融的團隊並輔以人為本的思維，大快活已召集一批熟悉中文、英文和印度語的員工，協助非華語的前線員工解決語言障礙，向他們傳遞我們以人為本的精神。大快活計劃通過舉辦社區外展活動支援非華語員工以及顧客與社區聯繫，從而加強社區凝聚。

In the bid to cultivate an inclusive team, Fairwood has gathered a group of employees who are familiar with Chinese, English and Indian languages to help non-Chinese speaking frontline staff to bridge the language barrier and convene our people-orientated mind-set. Fairwood plans to strengthen community cohesion via supporting not only non-Chinese speaking staff, but also customers to connect with local communities through organising community outreach activities.



共建快活家庭
Pursuing Fairwood family

員工概覽 Employment profile

性別劃分 Gender breakdown	二零一九/二零年 2019/20	二零一八/一九年 2018/19
男 Male	1,464	1,398
女 Female	3,633	3,519
總數 Total	5,097	4,917

年齡劃分 Age breakdown	二零一九/二零年 2019/20	二零一八/一九年 2018/19
30歲以下 Under 30	898	994
30-50歲 30-50	2,453	2,342
51歲或以上 51 or above	1,746	1,581

僱傭類型劃分 Employment type breakdown	二零一九/二零年 2019/20	二零一八/一九年 2018/19
高級管理層 Senior management	32	31
中級管理層 Middle management	1,779	1,610
前線人員及一般員工 Frontline and general staff	3,286	3,276



員工福利

在大快活裏，我們承諾構建最窩心的工作環境。快活家庭中的每位成員均會獲得具競爭力的薪酬待遇和額外的員工福利：

Staff benefits

At Fairwood, we leave no one behind when stipulating the most heart-warming workplace. Competitive remuneration packages and additional staff benefits are bestowed to everyone in the Fairwood family:



節日禮物 Festive gifts

- 農曆新年年糕券
Chinese New Year pudding coupons
- 中秋節月餅券
Mid-Autumn Festival mooncake coupons
- 食品及現金券
Food and cash coupons



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

家庭禮物 Family gifts

- 贈送禮餅券慶祝新婚及新生子女之喜悅
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



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

員工尖咭 Employee discount card

- 惠顧分店可享 8 折優惠
20% off when ordering meals in the outlets





共建快活家庭 Pursuing Fairwood family

員工參與

作為一家以人為本的公司，大快活認為積極與員工互動是理解和滿足他們需求的關鍵。為推廣「快活團隊」的理念，我們的人力與文化發展專責小組用心舉辦各種員工互動項目，包括「Big Bang」大會、與員工閒談對話、滿意度調查和各種員工活動。

Employee engagement

As a people-centric company, Fairwood believes that active engagement with employees is fundamental to understand and satisfy their needs. Promoting a "Happy Team", our People and Culture Development Task Force is enthusiastic about introducing staff engagement programmes, including "Big Bang" meetings, chit-chat sessions, satisfaction survey and staff activities.



焦點小組

人力與文化發展專責小組每月為餐廳和中央加工廠的員工安排一次的焦點小組閒談對話。焦點小組會議鼓勵員工自由交流，以持續改進員工滿意度和服務質素。在本集團高度重視文化融和下，多元化與共融已成為焦點小組會議中恆常關注的議題。

Focus groups

The People and Culture Development Task Force has arranged monthly focus group chit-chat session with staff stationed in outlets and CFPP. The focus group sessions encourage free flow of ideas to drive continuous improvement in terms of employee satisfaction and service excellence. Attaching high importance on cultural integration, the topic of diversity and inclusion has become one of the common subject to be brought up.

快活指數

本集團每年邀請員工進行兩次快活指數調查，以評估他們對公司的滿意度。員工能在快活指數調查中表達對薪酬待遇、工作環境、福利、企業形象、培訓和發展以及建立團隊的滿意度。通過快活指數，我們能夠制定針對性的計劃以回應他們的反饋。

Happy index

Employees are invited to complete Happy index survey twice a year to rate their satisfaction. Happy index also allows employees to express their satisfaction on compensation package, workplace, benefits, corporate image, training and development and team building. By way of Happy index, we are able to develop focused initiatives to address their feedback.

「Big Bang」大會

在報告期內，大快活成功召開整個集團的兩次「Big Bang」大會，以進一步傳遞大快活的公司文化。透過聚會，我們自豪地分享過去多年的成就和未來的發展藍圖。

"Big Bang" meetings

In the reporting period, Fairwood successfully held two group-wide "Big Bang" meetings to further transcend Fairwood's company culture. Through the fruitful gatherings, we took pride in sharing our achievements in the past years and blueprint for the years to come.





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員工活動

為響應我們的「開心欣賞行動」運動，大快活已在報告期內安排各種聯誼活動，以感激員工對本集團的不懈貢獻。

Staff activities

Echoing our “Happy Appreciation” movement, Fairwood has arranged various corporate bonding activities during the reporting period in order to praise their unfailing contribution to the Group.

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

定期活動 Regular events

每月水果派發 Monthly fruit distribution



47周年暨長期服務獎頒獎 47th annual awards for long-term service



中央加工廠10周年慶祝 CFPP 10th anniversary



中央加工廠每月之星 CFPP employee of the month



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節日活動
Festival events

中秋派對
Mid-Autumn festival party



聖誕派對
Christmas party



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



節日活動 Festival events

新春行大運 Chinese New Year tour



賀年盆菜聚餐 Chinese New Year Poon Choi gathering



新春團拜抽獎 Chinese New Year greetings lucky draw





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快活戶外活動
Fairwood outings



快活哈囉喂 – 迪士尼樂園及海洋公園
Happy Halloween – Day trip to
Disneyland and Ocean Park



快活睇好戲
Happy Movie Day

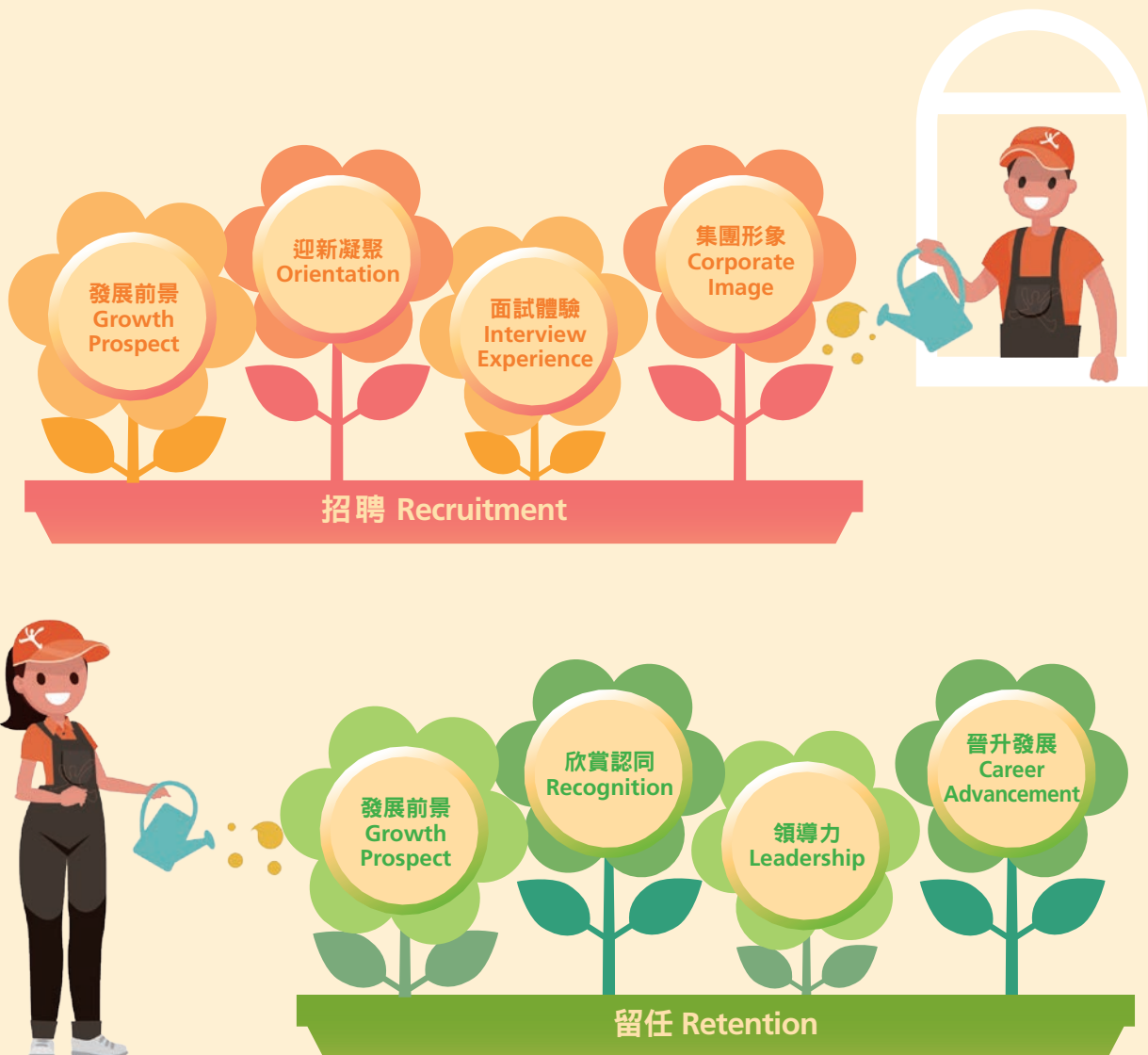


快活成長

我們敬業樂業的團隊是我們最寶貴的資產，而員工的成長是推動穩定營運的關鍵。在招聘、保留和培育人才同時，大快活希望能從內部進一步提升品牌價值，與我們的員工並肩進步。

Growing with Fairwood

Our dedicated team is our most valuable assets and the growth of our employees is the pivot to galvanise smooth operations. While recruiting, retaining and developing talents, Fairwood targets to further elevate brand value from within and grow alongside our employees.





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在報告期內，我們已提供各種培訓以提高員工的技能和知識，藉此提高顧客的整體滿意度。

In the reporting period, we have provided various training to horn employees' skillsets and knowledge to drive total customer satisfaction.

按員工類別劃分培訓數據 (附註) Training data by category (Note)

培訓百分比 % trained

平均培訓時數 Average training hours

高級管理層 Senior management	78%	5.1
中級管理層 Middle management	100%	24.6
前線員工 Frontline staff	92%	9.1

按性別劃分培訓數據 (附註) Training data by gender (Note)

培訓百分比 % trained

平均培訓時數 Average training hours

男性 Male	92%	13.6
女性 Female	95%	14.5

培訓內容 (附註) Type of training (Note)

百分比 Percentage

專業發展 Professional development	25.7%
管理培訓 Management training	25.2%
文化與發展 Culture and development	24.9%
顧客服務 Customer service	21.5%
員工福利 Employee well-being	1.7%
其他 Others	1.0%

附註：發展和培訓的關鍵績效指標中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 KPI for development and training.



快活身心

員工的健康、安全和身心永遠是建立「快活團隊」時的首要考慮。因此，我們堅持嚴謹標準，並建立和執行嚴格的職業健康和安全措施，改善員工的福利。

安全意識

在處理職業安全問題上，大快活已制定培訓手冊，並要求每位員工均充分理解該手冊內容。此外，安全是入職培訓的核心元素之一，以確保所有新員工擁有適當的安全的意識。本集團亦每年提供兩次安全培訓，不斷強化員工的安全意識。

大快活的職業健康和安全政策是向新員工傳達的首要信息。在此政策下，大快活承諾：

- 當修改和提升內部政策時優先考慮健康和
安全；
- 在基本合規之外達至高水平的職業健康和
安全績效；
- 提供適當和足夠的資源實施此政策；
- 監督所有員工對該政策的理解和實施；
- 定期審查該政策和實施情況，並每兩年更
新一次；及
- 確保所有單位和級別的員工都接受相關的
安全培訓，並對本政策有全面的了解。

Wellness at Fairwood

The health, safety and wellness of our employees always come first when establishing a "Happy Team". And thus, we hold high standard and regard on establishing a workplace that enforces stringent occupational health and safety measures and improve employees' well-being.

Safety awareness

To address occupational safety issues, Fairwood has set in place a training handbook and requires every employee to fully understand the handbook. In addition, safety message is one of the core elements integrated into induction trainings to ensure new recruits' awareness level of safety issues. Regular safety training is provided on a bi-annual basis to constantly strengthen staff's safety awareness.

Fairwood's occupational health and safety policy is among the first piece of information to inform new employees on board. Under this policy, Fairwood commits 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.



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安全監督

為了提升工作場所安全的重要性，大快活已成立一個跨部門的職業安全小組委員會，以負責制定提高安全標準的設備和設施、計劃相關培訓、調查職業安全事宜，並評估安全事故的發生以提出減低風險的措施。

Safety oversight

In order to convene the importance of workplace safety, Fairwood has set up a cross-departmental Occupational Safety Committee to develop equipment and facilities that promote safety level, plan safety-related trainings, access occupational safety issues as well as evaluating occurred safety incidents for mitigative measures.



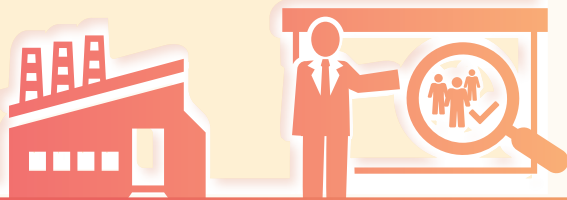
基於安全和衛生問題對於餐飲業尤其重要，大快活的中央加工廠安全委員會的成立是為了確保中央加工廠為其食物儲存和生產提供最佳環境。

Safety and hygiene issues are particularly important in the F&B industry, Fairwood's CFPP Safety Committee is established to ensure the optimal condition for food storage and production at CFPP.



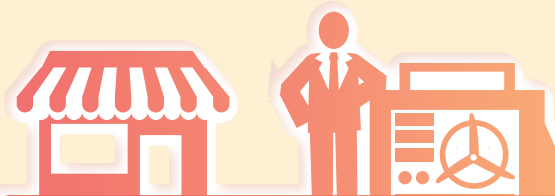
職業安全小組委員會和中央加工廠安全委員會負責制定工作程序和實施措施，以減低職業受傷帶來的風險：

The Occupational Safety Committee and the CFPP Safety Committee are responsible for developing programmes and implementations to reduce of risks of workplace hazards:



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
- 於工作場所安置滅火器具及急救箱
Equip fire extinguishers, first aid kit in the workplace



共建快活家庭

Pursuing Fairwood family

2019冠狀病毒應對措施

考慮到近期爆發的2019冠狀病毒，大快活已採取謹慎的措施以應對疫情的傳播，並更好地保護我們的員工、顧客和本地社區。我們已採取以下措施：

- 當每個員工進入辦公室時，檢測其體溫；
- 經常消毒辦公室；
- 在辦公室周圍放置消毒潔手液；
- 協助員工訂購防疫用品，例如消毒用品和口罩；
- 採用靈活的工作安排避免過份聚集；及
- 提供防疫視頻和培訓，以加強清潔和消毒程序。

COVID-19 measures

In view of the recent outbreak of COVID-19, Fairwood pays cautious measures to counter the spread of disease and better protect our staff, customers and the local community. The following measures have been put in place:

- Measure the body temperature of every staff when entering the office;
- Disinfect the office area frequently;
- Put up hand sanitiser around the office;
- Assist staff to order epidemic prevention supplies, such as sanitisers and masks;
- Adopt flexible work arrangement in support of social distancing; and
- Provide epidemic prevention videos and trainings to reinforce cleaning and sanitisation procedures.



構建快活體驗

Pursuing happy experience

快活顧客

大快活的成功和品牌建基於愉快的顧客體驗。根據我們的QSC慣例中，公司一直肩負起顧客對我們設施、服務、食物質素和味道都「Feel Good」的承諾。

Happy customers

Fairwood's success and brand uplift embarks on happy customer experience. Under our QSC practices, we have been shouldering our commitment to make all customers to "Feel Good" about our facilities, services, and most importantly, the delicious and quality food.

營運原則 Operating principle

重要議題 Material topics



快活顧客 Happy Customers

- 顧客體驗 Customer experience
- 顧客健康和福利 Customer health and well-being

店內體驗

每一位進入餐廳的顧客都會受到我們前線員工的熱情款待，並能在我們舒適的餐廳環境用餐。我們竭盡全力提高我們店內設施和服務水準，期望為每張餐桌提供美妙的用餐體驗。

In-store experience

Every customer entering our outlet is greeted by our heartwarming frontline staff and embraced by our seamless dining setting. To deliver outstanding experience to each dining table, we put in great effort to raise the bar of our in-store facilities and services.

方便使用和無障礙設施

除了提升用餐環境舒適度和便利度外，大快活通過改進餐廳的無障礙設施及設計，以提高傷健人士和長者等有需要人士的便利。

User-friendly and barrier-free facilities

On top of maximizing comfort and convenience, Fairwood has been upgrading outlet facilities and design to improve the accessibility for those in need, such as the disabled and elderlies, with user-friendly and barrier-free facilities.

舒適度 Comfort level

- 舒適自然的照明環境
Comfortable and natural ambient lighting
- 店內濕度和溫度標準化
Standardised in-store humidity and temperature
- 均勻通風
Evenly distributed ventilation

便利度 Convenience

- 簡單及先進的付款方式（如支付寶及微信支付）
Easy and advanced electronic payment methods (such as Alipay and WeChat Pay)
- 動態感應自動門 Motion activated door opener
- 關愛座位 Courtesy seats
- 枱邊掛鉤 Table hooks
- 送餐服務 Deliver-to-your table service

衛生 Hygiene

- 定期消毒設施
Regular disinfection of facilities
- 保持廚房及用餐環境清潔
Keep the kitchen and tableware clean
- 提供消毒酒精潔手液
Provide hand sanitiser alcohol

無障礙性 Barrier-free

- 斜台 Ramps
- 可移動座椅 Movable seats





構建快活體驗 Pursuing happy experience

優良的用心服務

為進一步提升顧客帶來更貼心的服務，我們的前線員工均接受良好的培訓，將專才、操守、熱誠、誠信、關懷和勇氣（「E³C³」）方程式套用在我們的服務上。

Exceptional heartfelt services

Taking a step further to touch the heart of our customers, our frontline staff is well-cultivated to excel the formula of Expertise, Ethics, Enthusiasm, Credibility, Care and Courage ("E³C³") through our services.



2019冠狀病毒應對措施

顧客的健康和福利對我們至關重要。為應對香港突發的2019冠狀病毒，我們已為前線員工提供一系列指引和措施，以保持餐廳清潔和安全，令顧客可以安心享用美食。

COVID-19 measures

The health and well-being of customers is as important as our own. In response to the COVID-19 outbreak in Hong Kong, we have provided sets of guidelines and measures for frontline staffs to keep the outlets clean and safe for our customers to enjoy dining.

顧客 Customer

- 全線分店提供消毒潔手液
Provide hand sanitiser in all outlets
- 提醒顧客清潔雙手
Remind customers to clean their hands
- 於顧客進入餐廳前為他們量度體溫
Measure customers' body temperature before entering the outlets
- 為顧客提供熱水浸洗餐具服務
Provide a glass of hot water for customers to wash their tableware
- 確保食物經已完全煮熟
Ensure the food dishes are fully cooked
- 提供外賣單折扣，鼓勵顧客在家用餐
Offer discounts on takeaway orders for customers to enjoy meals at home
- 向顧客提供一次性紙袋，用餐時可放置其口罩
Give customers disposable paper bags in which to place their masks while eating

設施 Facilities

- 經常清潔收銀台和餐桌
Disinfect the counter desk and dining tables frequently
- 保持廚房清潔
Maintain the cleanliness of the kitchen
- 確保餐具清潔
Ensure the cleanliness of utensils

送餐服務

隨著我們擴張旗下分店及佈滿香港每個角落的同時，我們還透過送餐服務，致力提供一流美食：

Food delivery services

As we expand our footprint across Hong Kong by opening outlets around every corner, our endeavour to provide the finest meal also expands through our delivery services:



神秘顧客

大快活指派神秘顧客光顧餐廳分店，並根據食物的味道、氣味、外觀、餐廳的舒適度、前線員工的服務以及員工與顧客的互動，對顧客進餐體驗進行獨立評估。他們的反饋對於進行分析，以及提高顧客滿意度和對大快活的持續改進十分重要。為了提高餐廳分店員工的工作效率，我們會根據神秘顧客的評核，獎勵獲得最高分數的45家分店。

Mystery shopper

Fairwood appoints mystery shoppers to visit the outlets for independent assessments on customer's dining experience, based on the taste, smell, appearance of the food, comfort level of the outlets, services, together with frontline staff's engagement with customers. Their feedback are useful for analysis to drive customer satisfaction and Fairwood's continuous improvements. To boost outlet staff's productivity, we award top 45 outlets with the highest score as evaluated by the mystery shoppers.

檢討 Evaluate

- 指派神秘顧客到店評估顧客體驗
- Appoints mystery shoppers to visit and assess customer experience

反饋 Feedback

- 就分店的服務、用餐環境和食物質量提出反饋
- Provide feedback on the services, dinning environment and food quality in the outlets

改進 Improve

- 分析反饋和衡量改進的可行性
- Analyse the feedback and estimates the feasibility on the improvement areas



構建快活體驗

Pursuing happy experience

顧客滿意度

為衡量顧客滿意度和持續改進，大快活定期進行顧客調查。除了評估他們對用餐體驗和食物質素的滿意度外，亦會調查顧客的用餐習慣。透過顧客調查，讓我們能夠就他們偏好的變化更新店內設施。

大快活耐心、及時和專業地處理所有顧客投訴。每月投訴個案會被整合起來，並研究個案，以提高員工回應顧客的詢問和要求的的能力。

Customer satisfaction

In a bid to gauge customer satisfaction and preferences for continuous improvement, Fairwood regularly conducts customer survey. On top of evaluating their satisfaction towards dining experience and food quality, the survey also looks into the dining habits of customers. Through this customer survey, we are able to update instore facilities and catch up with their changing preference.

Fairwood handles all customer complaints patiently in a timely and professional manner. The complaint cases are summarised every month and shared as case studies to improve employees' capability in response to customers enquires and requests.



在以客為先的方針下，我們非常高興看到顧客滿意度不斷提高。在顧客的支持下，使我們更有動力迎接更多的「快活顧客」。

By way of our customer-centric approach, we are grateful to witness increasing customer satisfaction. With customers' support, we are motivated to cater more and more "Happy Customers".

快活食品

作為受顧客愛戴和信賴的品牌，大快活承諾研發創新產品和改進現有產品，使顧客能享受美味而且超符期望的快活食品。

Happy food

As a trusted brand with beloved product series, Fairwood pledges to innovate new products and improve existing products for customers to enjoy Happy Food that excites their taste bud and exceeds their expectation.

營運原則 Operating principle

重要議題 Material topics



快活食品 Happy Food

- 產品創新 Product innovation
- 供應鏈管理 Supply chain management
- 食物質量和安全 Food quality and safety

多元化食品選擇

提供豐富多元化且健康和獨特菜式是大快活的主要目標。我們熱衷於將最好、可持續和新鮮的食材制作為多元化的產品系列，例如「阿活」皇牌菜式和鐵板餐。

Diverse food choice

Delivering healthy and unique dishes with diverse and customisable menus are major goal of our Fairwood journey. We are passionate in turning the best quality, sustainable, and fresh ingredients into diverse product series, such as the signature “Ah Wood” specials and the sizzling plate combo.

大快活以客為先，除提供經典招牌菜式外，亦不斷開發新產品以滿足顧客最新的口味和健康偏好。大快活定期進行味道測試，並邀請高級管理層、市務部門、產品發展及品質監控部門、營運部門、食物成本和採購部門根據口味、外觀、食物成本、操作流程和目標顧客等因素提供意見。在報告期內，大快活已在我們的餐單中添加各款新菜式。

By placing customers at the centre of all our thinking, Fairwood is not only satisfied with the classic signature menus, but develops new product line to catch up with latest taste and health preference. Fairwood regularly conducts several taste tests and invite senior management, marketing department, product development and quality department, sales and operation department, food costing department and purchasing department to try the new dishes, and provide comments based on the taste, appearance, food cost, operation flow and target segment. In the reporting period, Fairwood has added various dishes to its menu.



構建快活體驗 Pursuing happy experience

健康素食

在健康飲食的趨勢下，我們已推出新產品——OmniPork新豬肉菜式，以擴大「美味素」系列，提供更多健康、均衡、低碳和營養豐富的菜式選擇。我們的OmniPork新豬肉菜式由非基因改造、零殘忍和替代肉類的成分製成。顧客在享受更健康的食品中的同時亦減少碳足印。

除了新的OmniPork新豬肉系列之外，大快活還推出其他健康選擇，例如「點都唔落味精」野菌篇和「點都唔落味精」水果篇。

Healthy and Green food

In the trend of customers' interest in healthier dining options, we have introduced a new product line - OmniPork to expand the Tasty and Green series to provide healthy, balanced, low carbon, and nutrient-dense meals. Made of non-GMO, cruelty-free and meat alternative ingredients, our OmniPork dishes are popular among customers who enjoy healthier food choices with lower carbon footprint.

Apart from the new OmniPork series, Fairwood also launches healthy food choices such as "No MSG Added" Mushroom series and "No MSG Added" Fruit series.



OmniPork
新豬肉系列
咖喱雜菜素肉碎紅米飯
OmniPork series
Minced OmniPork and
assorted vegetables in
curry sauce with red rice

「點都唔落味精」
水果篇
“No MSG Added”
series
Fruits series



「點都唔落味精」
野菌篇
“No MSG Added”
series
Mushroom series



個人化餐單

大快活積極在香港推廣「惜食」文化，以符合顧客的個人喜好和市場趨勢。我們靈活的餐單可讓顧客自由選擇用餐份量，減少食物浪費。例如，顧客可以在落單時選擇米飯份量。

Customisable menu

Fairwood is eager to promote the "food wise" culture in Hong Kong, in aligning with customer's personal preference and the market trend. Our flexible menu allows customers to freely customise the meal portion to reduce food waste. For example, customers can select their rice portion when ordering food.

快活食物鏈

為了提供優質的食物，我們在快活食物鏈上積極保障食物的質量。從產品開發到採購和製作，食物安全專責小組和質量保證部門負責監督快活食物鏈的每個階段。

Fairwood food chain

To deliver great food, we take an active role in ensuring the best quality of food through the Fairwood's food chain. Starting from product development to sourcing and production, the Food Safety Task Force and the quality assurance department are responsible for overseeing every stage of the Fairwood's food chain.





構建快活體驗 Pursuing happy experience

供應鏈管理

由維持穩定的食品供應到日益關注的食物安全，大快活已採取嚴格的措施確保採購高品質的食物。供應鏈由採購部門監督，職責如下：

- 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要求；
- 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慣例，以確保其社會和環境穩健；及
- 審查並更新對供應商的準則。

大快活選擇合適供應商時優先考慮的準則：

Supply chain management

From maintaining a stable food supply, together with rising concern on food safety, Fairwood has taken stringent measures to safeguard the highest quality of food from sourcing. The supply chain is overseen by the purchasing department, with the following duties:

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

Criteria that Fairwood prioritises when choosing suitable food suppliers:



食物安全與質量

作為香港最受歡迎的連鎖餐廳之一，大快活高度重視食物質量和安全。我們在準備食物時會採取有系統的預防措施，務求為顧客提供最精美、美味和安全的菜式。

Food safety and quality

Being one of the most popular restaurant chains in Hong Kong, Fairwood attaches high importance on guaranteeing food quality and safety. We enforce systematic precautionary measures when preparing dishes, in order to serve our customers with the finest, most delicious and safest dishes on their plates.

食物安全專責小組

食物安全專責小組通過日常監管和積極參與來維持有效的食物安全管理運作。

Food Safety Task Force

The Food Safety Task Force aims to maintain an effective food safety management system, through routine supervision and active engagement during operation.



目標 Objective

- 維持有效的食物安全管理系統
Maintain an effective food safety management system
- 提升大快活在營運中的食物安全意識
Enhance 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事項
Collaborate with external consultant to identify and address food safety issues
- 報告任何關於食物安全的事項並作出跟進行動
Report on any food safety issues and propose follow-up actions



構建快活體驗 Pursuing happy experience

品質管制 - 中央加工廠

從食物加工到食物監控，中央加工廠的營運均已採用ISO 9001質量管理體系中部分原則。此具系統性的框架將中央加工廠的質量控制機制轉化為一個不斷可改進的循環圈：

Quality control - CFPP

From processing to monitoring of food, CFPP's operation has adopted certain principles of the ISO 9001 Quality Management System. The systematic framework transformed the CFPP's quality control mechanism into a circle of continuous improvement:



食物評估機制

為確保準備過程中的食物安全，大快活內部質量控制實驗室(「質量控制實驗室」)或其他外部顧問會進行微生物評估檢測。食物評估機制著重於下列項目：

- 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。

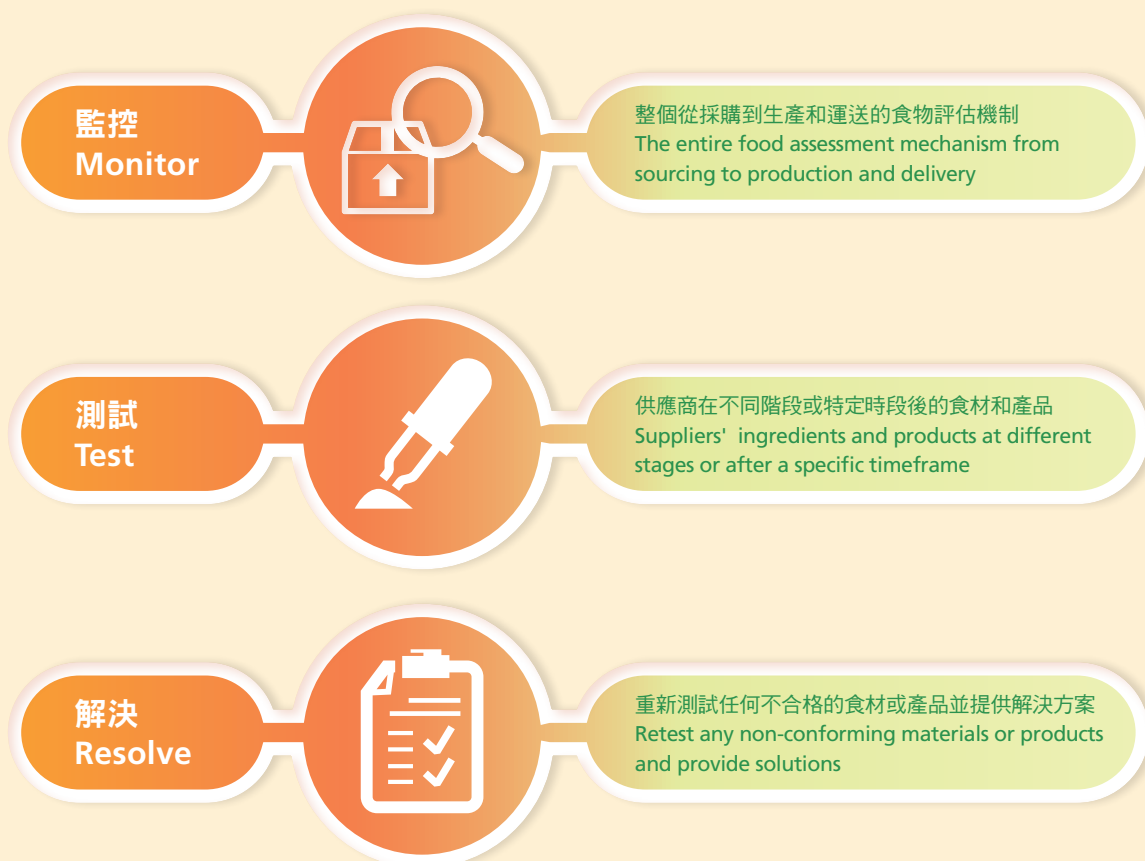
質量控制實驗室遵循三個步驟的評估框架，當中採用嚴格的抽樣測試原則：

Food assessment mechanism

The microbiological assessment to ensure food safety during preparation is conducted in the Fairwood's in-house quality control laboratory ("QC lab") or other external consultants. 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.

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





構建快活體驗 Pursuing happy experience

品質監控 - 餐廳分店

在提供食物的流程中，餐廳是食物所在的終站。為確保所有餐廳的食物安全，大快活已實施以下程序：

Quality control - outlets

Before delivering the final meal, the restaurant outlets are the last stops where the food products are located. To ensure food safety across all outlets, Fairwood implemented the following procedures:



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 and 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 (Structure, 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

衛生管制措施 - 中央加工廠

大快活認為保持中央廚房的衛生狀況是連鎖餐廳的基本責任。我們有一套準則以確保個人和工作地點衛生，例如，禁止在中央加工廠中吸煙，以及要求員工在接觸任何生或熟食物之前戴上手套。今年由於2019冠狀病毒疫情爆發，大快活已立即設立新指引，以加強中央加工廠中的衛生控制，並通過以下措施加強清潔和消毒程序：

Hygiene control measures - CFPP

Fairwood believes that maintaining the hygiene conditions in the kitchen is the fundamental responsibility of a restaurant chain. We always have sets of guidelines to ensure personal and on-site hygiene, such as prohibiting smoking in the CFPP and requiring staff to wear gloves before contacting any raw or cooked food. This year, due to the outbreak of the COVID-19, Fairwood has established new guidelines immediately to strengthen the hygiene control in the CFPP, and reinforced the cleaning and sanitisation procedures, with the following measures:



員工 Staff

- 為員工量度體溫。體溫超過攝氏 37.5 度的員工不得進入中央加工廠
Measure the staff's body temperature. Staff with body temperature higher than 37.5°C will not be allowed to enter the CFPP
- 每個員工必須匯報在過去 14 日是否曾離開香港
Every staff must report whether they had left Hong Kong in the past 14 days
- 員工在加工廠內必須配戴口罩
Every staff must wear mask in the site area
- 在進入加工廠前必須消毒雙手
Sanitise the hands before entering the site



工作地點 Site

- 安裝額外的消毒潔手裝置
Install additional hand sanitising dispensers
- 在走廊安裝空氣處理器以改善通風
Install air treatment system in corridors to improve ventilation
- 在午飯時間加強對個人衛生的宣傳
Put on additional notice and announcement during lunch to remind staff on personal hygiene
- 加強在中央加工廠內公眾地方的清潔和消毒程序
Reinforce cleaning and disinfecting procedures in the CFPP's public areas



構建快活體驗 Pursuing happy experience

衛生管制措施 - 餐廳分店

員工和餐廳廚房的衛生狀況對於提供優質菜式是至關重要。尤其是在2019冠狀病毒疫情爆發的緊急情況下，大快活已制定指引以確保個人和工作地點衛生：

Hygiene control measures - outlets

The hygiene of the staff and condition of the outlet kitchens is important for the delivery of quality dishes. Fairwood has set up guidelines to ensure personal and on-site hygiene, especially under the emergency of the COVID-19 outbreak:



員工個人衛生 Staff hygiene

- 在進入廚房範圍前穿著口罩、頭套及水鞋
Wear 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 and cooked food
- 報告任何有傳染性健康的狀況，包括皮膚病、咳嗽和感冒等
Report on any contagious health condition, including skin disorder, cough and flu etc



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



2019冠狀病毒應對措施 COVID-19 measures

- 要求員工申報離港紀錄
Require staff to report the departure record from Hong Kong
- 工作前必須量度體溫
Check body temperature before duty
- 正確配戴口罩
Wear mask correctly
- 定時徹底清潔雙手
Clean hands thoroughly and frequently

個案分享 CASE STUDY

香港生產力促進局食物安全評估 HKPC Food Safety Assessment



為了維持餐廳分店的食物安全和衛生，大快活已委聘香港生產力促進局制定食物安全標準，並每月進行內部檢查。香港生產力促進局提出若干不符合標準的項目，包括冰箱中的肉類儲存、化學品儲存以及蟲鼠問題。根據這些建議，大快活已為分店員工建立新的指引使情況改善。

In order to maintain outlet's food safety and high hygiene quality, Fairwood appointed HKPC consultants to set up food safety standards with monthly internal inspection. The feedback from HKPC suggested certain issues that are not qualified for the standards, including the meat storage in fridge, chemical storage and the issues of insects and rats. Based on the suggestions, Fairwood has set up new guidelines for the outlet staff to improve the situation.

追尋可持續未來 Pursuing a sustainable future

快活社區

大快活不斷努力發放正能量與社區各階層同行，尤其弱勢社群、基層及長者。在履行我們企業社會責任之際，大快活希望推動我們本地社區的發展，創造一個和諧的環境，並令所有人「Feel Good」。

Fairwood community

Fairwood spends continuous effort in bringing positive energy to connect all aspects of the community, especially the disadvantaged, underprivileged and elderly. Fulfilling our corporate social responsibility, Fairwood anticipates to enfold the thriving of our local communities, to create a harmonious environment and make everyone "Feel Good".

營運原則 Operating principle



快活顧客 Happy Customers

重要議題 Material topic

- 社區參與 Community engagement



「快活關愛長者」咭 "Care for Seniors" card

所有65歲或以上的長者均於申請後便可獲得「快活關愛長者」咭。每張咭都擁有港幣300元的現金金額，並在每個月底自動充值。關愛長者計劃不時會送出驚喜禮物，例如日用品和食物。於二零二零年三月三十一日，我們已派發約231,000張咭。

All seniors aged 65 or above are eligible for the "Care for Seniors" card. Each of them contains a HK\$300 cash amount that is automatically recharged at the end of each month. The cards occasionally give out surprise gifts, such as daily necessities and food. As of 31 March 2020, approximately 231,000 cards have been distributed.





追尋可持續未來
Pursuing a sustainable future



「快活送暖」行動
"Fairwood Gives Warmth" campaign



在指定分店，我們的社區大使向長者派發每店約240份荷葉飯和日用品，在困難時期舒緩飢餓，為社區送上溫暖和關懷。

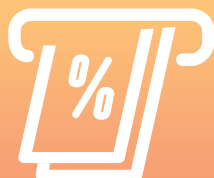
In designated outlet, our community ambassadors have given out approximately 240 Lotus Leaf Rice and daily necessities per outlet to the senior citizens, to reduce hunger and deliver warmth and care to the communities in difficult times.



慈善捐款箱
Charitable donation box

大快活在餐廳分店設立捐款箱，以幫助香港小母牛、基督教勵行會和香港聖公會麥理浩夫人中心等籌集資金，為有需要的人伸出援手。

Fairwood set up donation boxes in our outlets to help raise fund for Heifer Hong Kong, Christian Action and Hong Kong Sheng Kung Hui Lady MacLehose Centre etc to show support for those in need.



食物捐贈券
Food donation coupons

與聖雅各福群會的網上食物援助平台FOOD-CO合作，大快活已為其提供特別折扣以購買用作食物捐贈的現金券。由二零二零年二月到三月，我們已售出大約95,000張現金券。

In collaboration with FOOD-CO by St. James' Settlement, an IT platform for food support service, Fairwood provided special discount for charities to purchase cash coupons for food donation. From February to March 2020, around 95,000 cash coupons have been purchased.

快活環境

在快活旅程途中，我們視環境問題為影響力日益重要的議題。除了減少環境足跡和善用資源外，還包括提高我們員工和顧客的環保意識。我們不斷改善我們的措施，以達至善用資源、減少碳排放及從源頭減少廚餘。長遠而言，我們正向建立可持續和健康環境邁進。

Fairwood environment

On Fairwood's journey, we value environmental issues as an increasingly influential component. This does not limit to reducing the environmental footprints and resources use, but also increasing the environmental awareness for our staff and customers. We keep to improve our measures in resource optimisation, to reduce carbon emission, and to minimise the creation of food waste at source. In the long-run, we are moving forward to the next chapter of creating a sustainable and healthy environment.

營運原則 Operating principle



快活環境 Happy Environment

重要議題 Material topics

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

為進一步加強我們的環境管理，大快活的环境政策引導我們將環保理念融入日常營運中。在此政策下，大快活承諾：

- 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。

在提高環保意識方面，大快活理解沒有比宣傳教育更好的方法。我們鼓勵和教育員工需要對環境負責任，並為加強社區的環保意識作出貢獻。

In order to further strengthen our environmental stewardship, Fairwood's environmental policy guide us to integrate eco-friendly mind-set into our daily operations. Under the policy, Fairwood commits to:

- 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 to habituate to 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.

To raise environmental awareness, Fairwood understands that there is no better way of spreading messages to address the issues. We encourage and educate our employees to be environmentally responsible, so they can contribute to reinforcing the environmental awareness of the community.



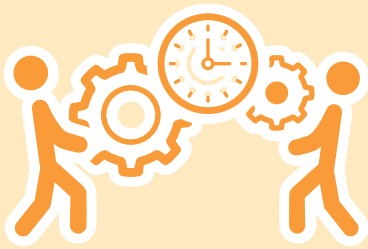
追尋可持續未來 Pursuing a sustainable future

環境設備專責小組

為提升設備以節省及提高分店的資源效率，環境設備專責小組負責引入創新和新型的環保物料及設備以善用資源。

Environmental and Equipment Task Force

In order to upgrade the hardware to conserve and uplift resource efficiency in the outlets, the Environmental and Equipment Task Force is in charge of introducing innovative and new eco-materials and equipment for resource optimisation.



目標 Objective

- 開發和創新新材料和設備，以改善現有的資源效率和工作流程
Develop and innovate new materials and equipment to improve resource efficiency and existing workflow

功能 Functions

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

節省能源

大快活使用電力、石油氣和煤氣作為烹飪的主要能源。鑑於中央加工廠和餐廳分店的營運時間較長，故此日常營運中的電力消耗相對較高。因此，我們已委任環境設備專責小組通過優化能源使用以提升能源效率。

Energy reduction

Fairwood uses electricity, Liquefied petroleum gas ("LPG") and Towngas as the main energy sources for cooking. In view of the long operating hours of CFPP and outlets, the electricity use for our daily operations is relatively high. The Environmental and Equipment Task Force is therefore appointed to improve energy efficiency by optimising energy use.

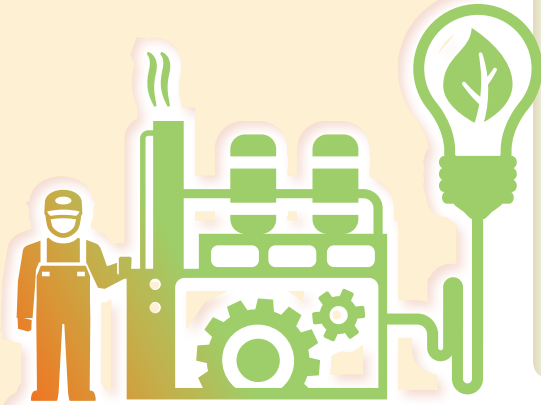
大快活定期審查和監督我們在節能政策方面的執行情況，其概述如下：

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

- 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。
- Top management shall take the lead in establishing an environmental/energy and equipment innovation team, responsible for managing and implementing relevant work;
 - 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 tell all employees to enhance energy saving awareness; and
 - Review policy and system on a regular basis.

於報告期內，環境設備專責小組已實施以下節能措施：

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



中央加工廠 CFPP

- 將指定餐廳分店的傳統明裝天花筒燈升級至新型的發光二極管電燈
Upgraded the traditional surface mounted downlight into new LED lamps at selective outlets
- 安裝新型高效能煤氣爐和蒸氣櫃，減少燃料使用量達15%
Installed a new type of highly efficient Towngas wok range and steam cabinet, contributing up to 15% reduction in fuel usage
- 試驗安裝自動感應的照明燈管，以防止不必要的電力浪費
Piloted to install sensor lighting tubes to prevent unnecessary electricity wastage
- 使用由煤氣公司資助的蒸氣設備，從而減低能源消耗
Utilised the steamer equipment sponsored by Towngas to reduce energy usage
- 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
Reviewed the performance of outlets and carry out equipment inspection in case of any abnormality in electricity consumption



餐廳分店 Outlets

- 大快活的餐廳分店一直採取先進的節能措施。我們已在翻新工程中安裝或更換新的保溫燃氣櫃和炒鍋。除烹飪設備外，在廚房範圍，我們還安裝 18W 的燈管或代替傳統的 T8 36W 螢光燈管。我們亦於指定區域安裝自動感應的 18W 發光二極管，例如在全新或翻新的餐廳分店中的儲物室和垃圾房。

Fairwood outlets have been taking further measures in energy conservation. New thermal insulation gas cabinet and wok range has been installed or replaced as renovation. Apart from cooking equipment, in the kitchen area, 18W tubes were installed or in replacement for traditional T8 36W fluorescent tube. The 18W LED tube with motion sensor were also installed in the designated area like store room and garbage room for new or renovated outlets.



追尋可持續未來 Pursuing a sustainable future

多年來，大快活一直積極參與中電的節能計劃以支持香港的節能工作：

Over the years, Fairwood has been actively participating in CLP's campaigns to support energy reduction in Hong Kong:



中電節能設備升級計劃 CLP Electrical Equipment Upgrading Scheme

透過參加中電節能設備升級計劃，大快活獲得補貼將電器設備更換及升級至更節能的型號。該計劃已資助中央加工廠替換冷房的LED光管。

By joining the CLP Electrical Equipment Upgrading scheme, Fairwood received subsidies to replace and upgrade the electrical equipment to more energy efficient models. In CFPP, the scheme has subsidised to replace the LED tubes for the cold storages.



中電高峰用電管理 CLP Peak Demand Management Program

作為創新節能企業大獎的參與者，大快活所有九龍、新界的餐廳分店和中央加工廠都已參加「中電高峰用電管理」提高節能表現。

As part of the Smart Energy Award, all Fairwood outlets in Kowloon, New Territories, and the CFPP have participated in the CLP Peak Demand Management Program to enhance energy saving performance.

溫室氣體和廢氣排放

能源消耗是大快活溫室氣體和廢氣排放的主要來源。大快活意識到氣候變化和空氣污染不僅只影響本地環境，而且是全球性的問題。我們正努力透過平衡能源密度，監測溫室氣體和廢氣排放，並尋求創新措施減輕環境影響。

GHG and air emissions mitigation

Energy consumption is of the main source of Fairwood's GHG and air emission. Fairwood is aware that climate change and air pollution are critical environmental issues not only in a local, but global scale. We are striving to monitor our GHG and air emissions, through balancing the energy intensity, and seeking innovative measures to mitigate the environmental impacts.

節約用水

鑑於大快活的餐飲業務性質，我們的中央加工廠及餐廳分店在營運期間，均會消耗一定用量的水資源。儘管沒有遇到採水問題，我們仍然保持警惕並節約用水，以減輕全球對淡水短缺的擔憂。因此，環境設備專責小組已推出以下節水措施：

Water conservation

In view of Fairwood's business nature in the F&B industry, we consume water resource during of our operations, especially in the kitchens. Although there was no issue in sourcing water, we remain vigilant to conserve water as to relieve the global concern of freshwater depletion. Hence, the Environmental and Equipment Task Force has initiated the following measures to save water:

- 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 water usage; and
- Installed a new design of electric bain marie in the outlet kitchen leading to up to 40% of water reduction.

廢棄物管理

隨著香港堆填區的負荷日益增加，大快活專注於改善廢棄物的管理方針。我們積極採取行動，通過適當的分類和回收以及減少使用一次性物料，將廢棄物變成有價值的資源。

Waste management

With the increasing burden of landfills in Hong Kong, Fairwood focuses on improving waste management approach. We take initiative to turn waste into valuable resources through proper segregation and recycling as well as reducing single-use materials.

餐廳分店廢棄物

為邁向更環保的營運，大快活已推出各種替代方案，由源頭減少製造不可再生或一次性的物料，這包括：

Outlet waste

Moving forward to environmentally-friendly operation, Fairwood introduced various alternative measures to reduce the waste production of non-renewable or single-use materials at source, including:

大快活綠色分店 Fairwood green outlet

- 可快速再生的竹筷子和牙籤是木材的替代品
Bamboo chopsticks and toothpicks as an 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
- 完全淘汰塑膠飲管及塑膠攪棒，並用紙飲管和木棍代替
Complete phase out of plastic straws and plastic stirrs with paper straws and wooden sticks



廢置食用油

烹飪過程中會產生若干數量的廢置食用油（「廢置食用油」）。而不正當的儲存、搬運或排放則可能導致周邊環境污染。因此，我們已制定明確的程序指導員工適當地處理及儲存廢置食用油。

Waste cooking oil

A certain amount of waste cooking oil ("WCO") is generated from the cooking process. Improper storage, handling and discharge may lead to contamination that affect the surrounding environment. Hence, we have established clear procedures to instruct staff on proper handling and storage of WCO.

在中央加工廠裡，大快活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。我們將不可回收的廢置食用油儲存在集中式隔油池中，並由合資格的承包商收集。此外，可回收的廢置食用油會被保存在指定的容器中，我們已委託合資格的承辦商每兩週收集一次和運送廢置食用油至環保署的設施，將其轉化為肥皂和生物柴油等工業產品，以支持廢置食用油的回收，從而減低污染風險，並提倡可再生資源。

At CFPP, Fairwood follows the guidelines set out by the EDP for on-site storage and record of WCO. We also appointed qualified contractor to collect and transport WCO to EPD's facilities, to support recycling WCO and convert into industrial products like soap and biodiesel, hence to minimise the risk of contamination, and to promote renewable resources. The recyclable WCO is first kept in designated containers and being collect by qualified contractor every two weeks, where experience staff is responsible for handling them. In addition, the non-recycled waste cooking oil is stored in centralized grease trap and being collected by qualified contractor.



追尋可持續未來 Pursuing a sustainable future

廚餘

基於飲食業務性質，大快活每天都會產生若干數量的廚餘。因此，我們有責任在整條生產鏈中避免及減少廚餘。對內，我們從源頭上節省食材，並教育員工在中央加工廠裡的飯堂進行廚餘分類。對外，我們鼓勵顧客於餐廳分店點餐時透過自訂菜單要求較小份量或帶走剩餘食物。

為減少廚餘，中央加工廠的食堂已張貼清晰有關廚餘分類的指南，而員工應盡可能減少浪費食物。為確保廚餘在中央加工廠沒有滯留過夜，我們將廚餘適當地分類在指定的垃圾箱中，並每天送到有機資源回收中心，將其轉化為有價值的資源，例如生物氣體或堆肥。

Food waste

Fairwood generates certain amount of food waste day-to-day due to the nature of our F&B operations. Therefore, it is our responsibility to avoid and reduce the amount of waste throughout the entire production chain. Internally, we conserve the ingredients at source, educate the staff to sort food at the canteen of the CFPP. Externally, we encourage our customers by ordering smaller food portions with the customised menu or taking away leftovers when visiting our outlets.

To mitigate food waste, clear guidance on separating food waste is posted in the canteen at CFPP, where staff should reduce food wastage as much as possible. To ensure that no food waste stays overnight at CFPP, food waste is segregated properly in designated bins, and delivered to the Organic Resources Recovery Centre every day, and turned in valuable resources such as biogas or compost.



廚餘、污泥共厭氧消化試驗計劃

Food Waste/Sewage Sludge Anaerobic Co-Digestion Trial Scheme

大快活參與由環保署舉辦的「廚餘、污泥共厭氧消化」試驗計劃。在首兩年營運當中，中央加工廠每天大約運送20至30噸廚餘到廚餘預處理設施，以測試廚餘和污泥的混合比例以及其他營運參數。

Fairwood has participated in the Food Waste/Sewage Sludge Anaerobic Co-Digestion Trial scheme launched by Environmental Protection Department. During the first two years of operation, about 20 to 30 tonnes per day of food waste from CFPP would be treated at the food waste pre-treatment facilities to test the mixing ratio of food waste and sewage sludge and other operational parameters.

辦公室廢棄物

大快活仔細研究辦公室減廢措施，我們致力在辦公室推廣回收。例如，我們會收集紙張和碳粉盒等廢棄物以進行回收，並積極參加由本地組織舉辦的廢棄物管理活動，例如明愛電腦再生計劃。

Office waste

Fairwood has taken a closer look to mitigate waste generated from the office. We are eager to promote recycling in our office. For instance, we collect waste, such as paper and toner cartridges, for recycling, and we actively participate in waste management campaigns organized by local organizations, such as the Caritas Computer Refurnish Project.

展望將來 Looking forward

在快活旅程途中，我們的快活目標與健康的環境和社區密不可分，希望提供以客為先的服務和食物。著眼於香港和中國內地進一步發展，我們將在未來的管理中加入環境管理，並承擔著對社區和環境的企業社會責任。面對過去一年的社會運動和2019冠狀病毒的挑戰，我們會盡力令持份者在目前困難時期「Feed Good」。我們將繼續營造一個快樂的工作環境，並實現我們的使命，啟發大家「食得開心·活得精彩！」。

On the Fairwood journey, a healthy environment and community are inseparable from our “heart-warming” goal to provide customer-centric services and food. Growing further in Hong Kong and Mainland China, we move forward to incorporate environmental stewardship into our future management, and bear corporate social responsibilities for the community and the environment. Encountering the challenges of social movement and COVID-19 in the past year, we try to make our stakeholders to “Feel Good” under the current difficult times. We will continue to foster a happy working environment and realise our mission, to inspire 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
優質顧客服務大獎2019 Customer Service Excellence Award 2019	優秀組別獎 - 內部支援服務獎金獎 Team Award - Internal Support Service Gold Award	香港優質顧客服務協會 Hong Kong Association for Customer Service Excellence
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
ERB年度頒獎禮2019/20 ERB Annual Award Presentation Ceremony 2019/20	ERB傑出僱主獎 ERB Excellence Award for Employers	僱員再培訓局 Employees Retraining Board
飲食業安全獎勵計劃 Catering Industry Safety Award Scheme	集團安全表現銅獎及18項相關獎項 Group Safety Performance Awards (Bronze) and relevant 18 awards	勞工處及職業安全健康局 Labour Department and the Occupational Safety and Health Council
賽馬會「亮麗人生」婦女自強計劃招聘博覽 HKJC Women's Association Recruitment Expo	僱主感謝狀 Appreciation Award	屯門婦聯 Tuen Mun District Women's Association
「青出於藍，豐盛年華」就業展覽 YMCA Recruitment Expo	僱主感謝狀 Appreciation Award	青年會專業書院 YMCA College of Careers
北區招聘及培訓博覽2020 North District Recruitment and Training Expo 2020	僱主感謝狀 Appreciation Award	勞工處 Labour Department

績效表 Performance table



僅限於香港的營運
Operation in Hong Kong only

單位
Unit

二零一九/二零年
2019/20
(附註 1)
(Note 1)

二零一八/一九年
2018/19
(附註 2)
(Note 2)

耗電量 Electricity consumption

總部 Headquarter	千瓦時 kWh	433,221	493,079
中央加工廠 CFPP	千瓦時 kWh	5,861,995	5,570,013
餐廳店鋪 Restaurant outlets	千瓦時 kWh	70,310,958	69,577,561
總用電量 Total electricity consumption	千瓦時 kWh	76,606,174	75,640,653

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	3,196,640	3,228,027
餐廳店鋪 Restaurant outlets	千瓦時 kWh	48,635,489	50,073,382
總氣體燃料用量 Total gaseous fuel consumption	千瓦時 kWh	51,832,129	53,301,409

總能源消耗量 (附註3及4) Total energy consumption (Note 3 & 4)

總部 Headquarter	千瓦時 kWh	433,221	493,079
中央加工廠 CFPP	千瓦時 kWh	9,058,635	8,798,040
餐廳店鋪 Restaurant outlets	千瓦時 kWh	118,946,447	119,650,943
總能源消耗量 Total energy consumption	千瓦時 kWh	128,438,303	128,942,062

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	149	174
中央加工廠 CFPP	千瓦時 / 百萬港元收入 kWh / HKD million revenue	3,118	3,098
餐廳店鋪 Restaurant outlets	千瓦時 / 百萬港元收入 kWh / HKD million revenue	40,936	42,130
總能源密度 Total energy intensity	千瓦時 / 百萬港元收入 kWh / HKD million revenue	44,203	45,402

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	9,917	10,225
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	45,860	46,066
溫室氣體排放總量 Total GHG emissions	公噸二氧化碳當量 tCO ₂ e	55,777	56,291
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	19.20	19.82



績效表 Performance table

僅限於香港的營運 Operation in Hong Kong only	單位 Unit	二零一九/二零年 2019/20 (附註 1) (Note 1)	二零一八/一九年 2018/19 (附註 2) (Note 2)
廢氣排放 (附註3,4及9) Air emissions (Note 3, 4 & 9)			
硫氧化物 Sulphur oxides (SOx)	公噸 Tonnes	0.004	0.004
氮氧化物 Nitrogen oxides (NOx)	公噸 Tonnes	0.743	0.772
耗水量 (附註10及11) Water usage (Note 10 & 11)			
總部 Headquarter	立方米 m ³	294	228
中央加工廠 CFPP	立方米 m ³	108,698	106,903
餐廳店舖 Restaurant outlets	立方米 m ³	1,349,182	1,580,865
總用水量 Total water usage	立方米 m ³	1,458,174	1,687,996
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	0.10	0.08
中央加工廠 CFPP	立方米 / 百萬港元收入 m ³ / HKD million revenue	38	38
餐廳店舖 Restaurant outlets	立方米 / 百萬港元收入 m ³ / HKD million revenue	464	556
總用水密度 Total water intensity	立方米 / 百萬港元收入 m ³ / HKD million revenue	502	594
廢棄物管理 (附註12) Waste management (Note 12)			
已處理的廢置食用油 Handled waste cooking oil	立方米 m ³	520	686
已回收的廢置食用油 Recycled waste cooking oil	立方米 m ³	207	198
已回收的廚餘 Recycled food waste	公噸 Tonnes	95	75
已回收的紙皮 Recycled cardboard	公噸 Tonnes	140	281
包裝物料 (附註13) Packaging material (Note 13)			
已採購的食品及飲料包裝材料 Procured food and beverage packaging materials	公噸 Tonnes	1,427	1,257

附註 1: 2019/20 包括 160 間餐廳資料

Note 1: 2019/20 data inclusive of 160 restaurant outlets

附註 2: 2018/19 包括 148 間餐廳資料

Note 2: 2018/19 data inclusive of 148 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並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運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。2018/19 及 2019/20 年度香港業務的總收入分別為港幣28.4億元及港幣29.1億元
- Note 5: Intensity values are calculated by dividing the absolute energy/GHG/water consumption by the total revenue from Hong Kong operations. The total revenue from Hong Kong operations for 2018/19 and 2019/20 are HK\$2.84 billion and HK\$2.91 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
- Note 8: Scope 2 refers to energy indirect emissions. Scope 2 disclosures mainly include purchased electricity and Towngas
- 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: 由於2019冠狀病毒的疫情關係，部分餐廳店鋪的水費單跨越兩個報告期，因此2019/20年度的用水量是根據水費單按比例計算
- Note 10: Due to COVID-19, water bills for some of the restaurant outlets have spanned across two reporting period, the water consumption figures for 2019/20 are calculated on pro rata basis
- 附註 11: 因為部分餐廳店鋪的水費單尚未收到，2019/20年度的用水量數據是根據實際數字按比例計算
- Note 11: As the water bill have not been returned for some of the restaurant outlets, the water consumption figures for 2019/20 are calculated on pro-rata basis based on actual figures
- 附註 12: 由於餐廳分店內並沒有統一的廢棄物數據收集系統因此相關數據未有披露。然而大快活正逐步改善廢棄物收集系統，以加強未來報告的披露
- Note 12: There is no standardized waste data collection system developed for the restaurant outlets, and thus the relevant data is not disclosed. Fairwood is progressively improving the waste data management system to enhance disclosure for future reports
- 附註 13: 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整合所得
- Note 13: 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 its sustainable development framework through monitoring the compliance on all 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 impact on the Group's operations.

企業管治 Corporate Governance	
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
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	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
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	

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慣例 To prohibit the 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 Ordinance	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
開心欣賞行動 Happy Appreciation Movement	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 以及其他福利的詳細資料 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 to achieve the “zero” injury goal
中央加工廠 safety 委員會 CFPP Safety Committee	監督中央加工廠的安全狀況 To oversee CFPP's safety conditions



可持續發展框架及合規性

Sustainable development framework and compliance

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	管制有害氣體排放 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物資採購 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	

快活顧客 Happy Customer	
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	管治供應商的登記、不同類型的食品的成份、準則和描述等 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 & Drugs (Composition & Labelling) Regulations	監管不同類型的食品的成份及當中所用的材料 To regulate the composition 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 & 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
商標條例 Trade Marks Ordinance	監管在食物廣告使用的商標 To regulate use of trademarks in advertising
商品說明條例 Trade Descriptions Ordinance	禁止在食物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
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
供應商準則 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	確保食物質量及安全 To ensure food quality and safety
餐廳質量管制 Restaurants quality control	
衛生管制 Hygiene control	
快活大使 Fairwood Ambassadors	幫助把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 To extend care and service to the communities



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層面 Aspect	關鍵績效指標 KPI	描述 Description	聲明 / 部分 Statement / Section
(A) 環境 ENVIRONMENT			
A1: 排放物 EMISSIONS			
A1	一般披露 General disclosure	(a) 政策；及 (b) 相關法律的資料 Information on: (a) the policies; and (b) compliance	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.
	A1.1	排放物種類及相關排放數據。 The types of emissions and respective emissions data.	績效表 Performance table
	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).	績效表 Performance table
	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).	績效表 Performance table
	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
	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.	追尋可持續未來 Pursuing a sustainable future
	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.	追尋可持續未來 Pursuing a sustainable future

層面 Aspect	關鍵績效指標 KPI	描述 Description	聲明 / 部分 Statement / Section
(A) 環境 ENVIRONMENT			
A2: 排放物 USE OF RESOURCES			
A2	一般披露 General disclosure	政策 Policies	可持續發展框架及合規性 Sustainable Development Framework and Compliance
	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).	績效表 Performance table
	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).	績效表 Performance table
	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.	追尋可持續未來 Pursuing a sustainable future
	A2.4	描述求取適用水源上可有任何問題，以及提升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.	追尋可持續未來 Pursuing a sustainable future
	A2.5	製成品所用包裝材料的總量(以噸計算)及(如適用)每生產單位佔量。 Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	績效表 Performance table
A3: 環境及天然資源 THE ENVIRONMENT AND NATURAL RESOURCES			
A3	一般披露 General disclosure	政策 Policies	可持續發展框架及合規性 Sustainable Development Framework and Compliance
	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.	追尋可持續未來 Pursuing a sustainable future



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層面 Aspect	關鍵績效指標 KPI	描述 Description	聲明 / 部分 Statement / Section
(B) 社會 SOCIAL			
B1: 僱傭 EMPLOYMENT			
B1	一般披露 General disclosure	(a) 政策；及 (b) 相關法律的資料 Information on: (a) the policies; and (b) compliance	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.
	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.	共建快活家庭 Pursuing Fairwood family
	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.	共建快活家庭 Pursuing Fairwood family
B2: HEALTH AND SAFETY			
B2	一般披露 General disclosure	(a) 政策；及 (b) 相關法律的資料 Information on: (a) the policies; and (b) compliance	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.
	B2.1	因工作關係而死亡的人數及比率。 Number and rate of work-related fatalities.	於報告期內，本集團並無任何因工作而死亡的意外。 During the reporting period, there was no work-related fatalities.
	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
	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.	共建快活家庭 Pursuing Fairwood family

層面 Aspect	關鍵績效指標 KPI	描述 Description	聲明 / 部分 Statement / Section
(B) 社會 SOCIAL			
B3: 發展及培訓 DEVELOPMENT AND TRAINING			
B3	一般披露 General disclosure	政策 Policies	可持續發展框架及合規性 Sustainable Development Framework and Compliance
	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).	共建快活家庭 Pursuing Fairwood family
	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.	共建快活家庭 Pursuing Fairwood family
B4: 勞工準則 LABOUR STANDARDS			
B4	一般披露 General disclosure	(a) 政策；及 (b) 相關法律的資料 Information on: (a) the policies; and (b) compliance	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.
	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.	共建快活家庭 Pursuing Fairwood family
	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.
B5: 供應鏈管理 SUPPLY CHAIN MANAGEMENT			
B5	一般披露 General disclosure	政策 Policies	可持續發展框架及合規性 Sustainable Development Framework and Compliance
	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
	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.	構建快活體驗 Pursuing happy experience



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層面 Aspect	關鍵績效指標 KPI	描述 Description	聲明 / 部分 Statement / Section
(B) 社會 SOCIAL			
B6: 產品責任 PRODUCT RESPONSIBILITY			
B6	一般披露 General disclosure	(a) 政策；及 (b) 相關法律的資料 Information on: (a) the policies; and (b) compliance	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.
	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.
	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.	構建快活體驗 Pursuing happy experience 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.
	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.
	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.	構建快活體驗 Pursuing happy experience
	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.

層面 Aspect	關鍵績效指標 KPI	描述 Description	聲明 / 部分 Statement / Section
(B) 社會 SOCIAL			
B7: 反貪污 ANTI-CORRUPTION			
B7	一般披露 General disclosure	(a) 政策；及 (b) 相關法律的資料 Information on: (a) the policies; and (b) compliance	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.
	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.
	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.	共建快活家庭 Pursuing Fairwood family
B8: 社區投資 COMMUNITY INVESTMENT			
B8	一般披露 General disclosure	政策 Policies	追尋可持續未來 Pursuing a sustainable future
	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).	追尋可持續未來 Pursuing a sustainable future
	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.	追尋可持續未來 Pursuing a sustainable future



大快活
Fairwood

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