



Tam Jai International Co. Limited
譚仔國際有限公司

(Incorporated in Hong Kong with limited liability)

Stock Code : 2217

**Environmental, Social and
Governance Report**

2021/22

**RISING THROUGH
RESILIENCE**
疫風成長新韌力

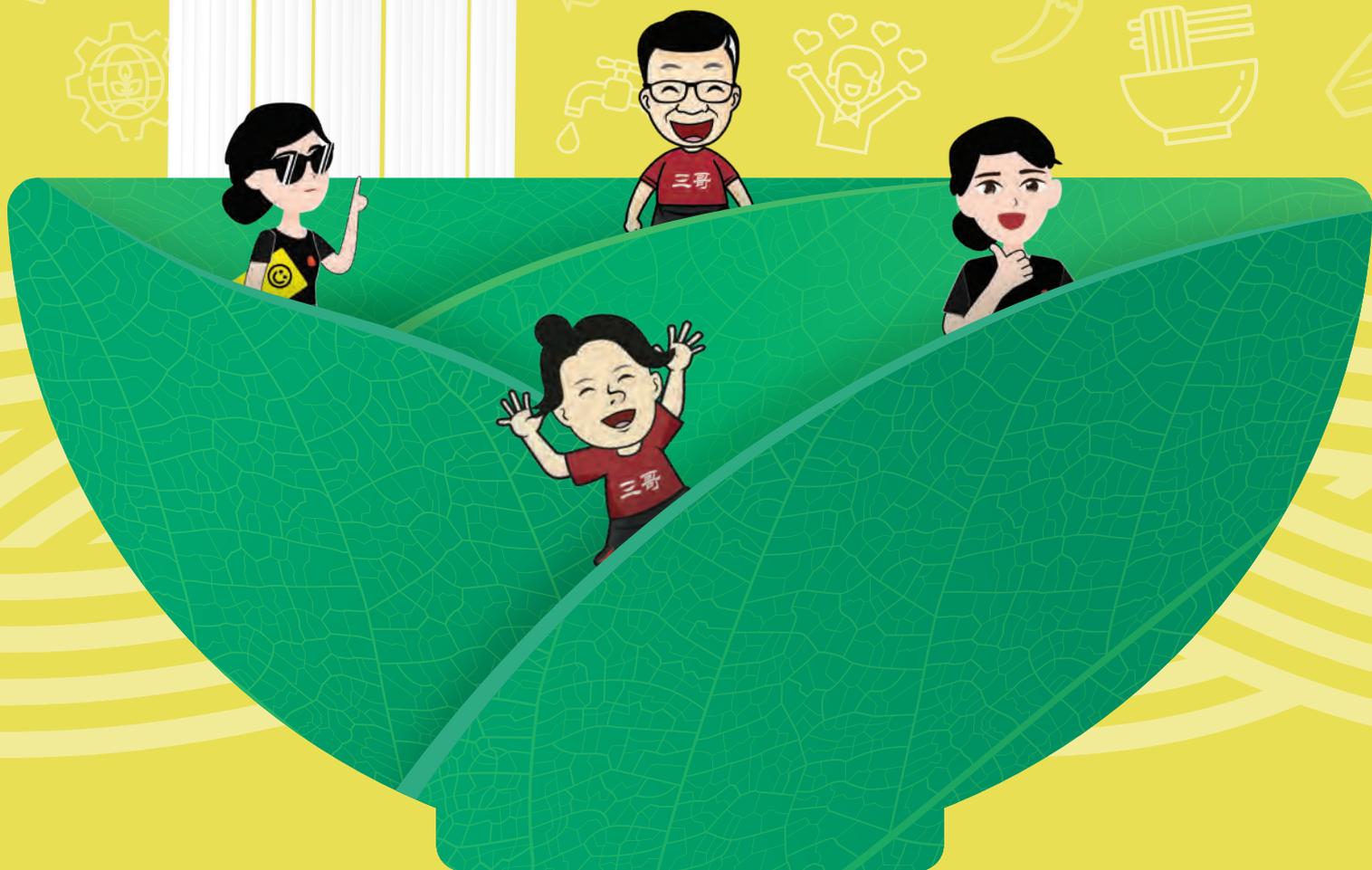


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INTRODUCTION OF THE TJI BUSINESS

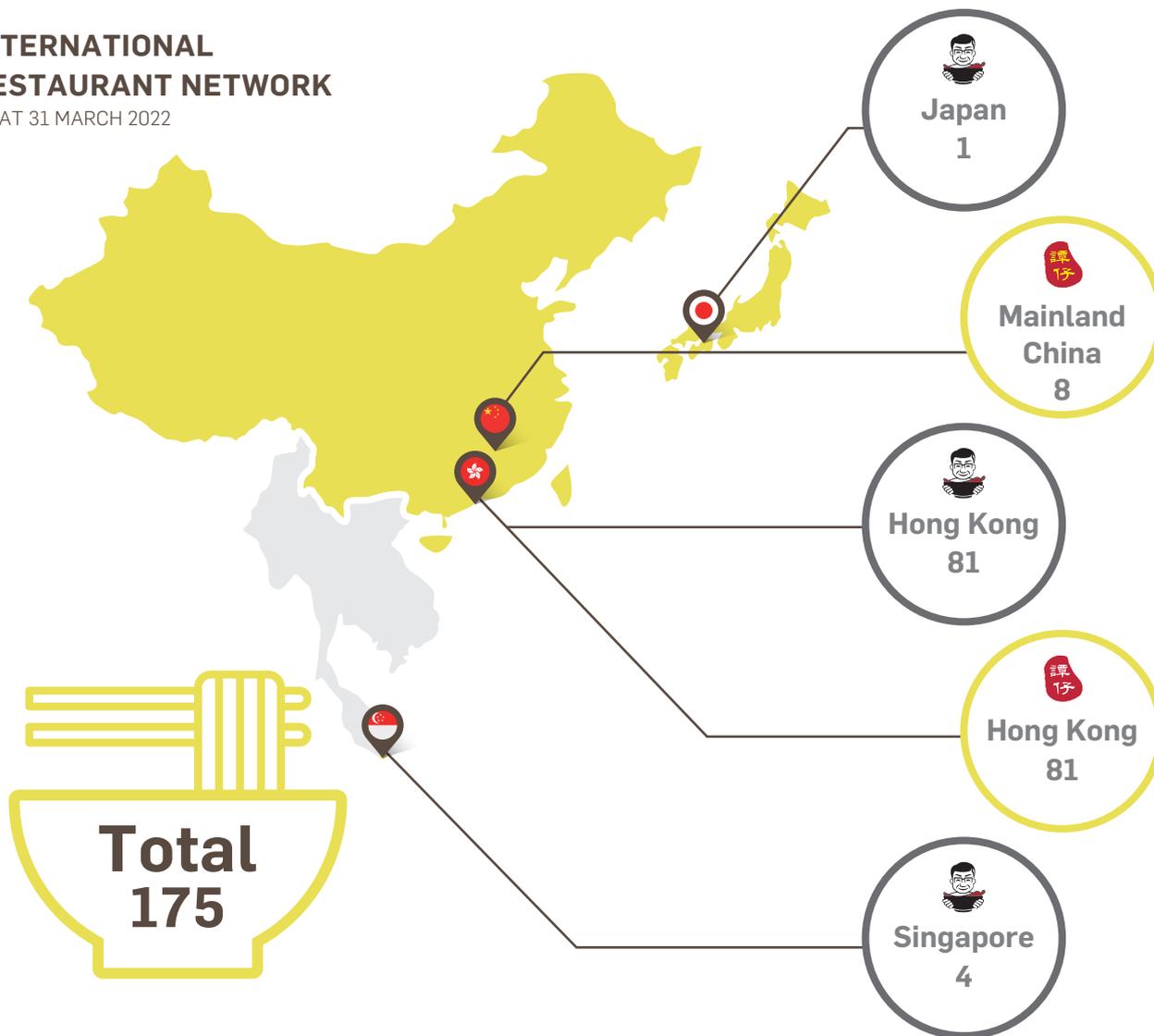
Tam Jai International Co. Limited (“TJI” or the “Company” and together with its subsidiaries, the “Group”, “we”, “us” or “our”) is a leading and renowned restaurant chain operator. We operate TamJai Yunnan Mixian (譚仔雲南米線) (“TamJai”) and TamJai SamGor Mixian (譚仔三哥米線) (“SamGor”) branded fast-casual restaurant chain in Hong Kong, Mainland China, Singapore and Japan. Marking an important milestone in the Group’s development, we were successfully listed on the Main Board of The Stock Exchange of Hong Kong Limited (the “Stock Exchange”) on 7 October 2021.

As at 31 March 2022, we operated a total of 175 restaurants globally, with 81 TamJai restaurants and 81 SamGor restaurants in Hong Kong covering all 18 districts across Hong Kong Island, Kowloon and New Territories. We also operated eight TamJai restaurants in Mainland China, four SamGor restaurants in Singapore and one SamGor restaurant in Japan. Since the restaurant in Japan was opened on 31 March 2022, it only operated for one day in FY2022. Therefore, the operations in Japan were not included in this Report.

We are passionate to provide a simple but quality dining experience to our customers. Specialising in “mixian in soup” with Hong Kong twisted Southwestern Chinese inspired tastes, our delicious mixian satisfies the customers’ craving for comfort food. Together with the signature services our front-line staff who carries Tamjai accent, we create cheerful shared memories and joy for many local citizens in Hong Kong.

INTERNATIONAL RESTAURANT NETWORK

AS AT 31 MARCH 2022



HISTORY AND MILESTONE

Since the first TamJai restaurant was opened by the founding shareholders of TamJai in 1996, the TamJai brand has quickly gained popularity among the public in Hong Kong. The high level of popularity and affordable prices fuelled the expansion of our restaurants, while the first SamGor restaurant was founded by the founding shareholders of SamGor in 2008. In January 2018, Toridoll Holding Limited ("Toridoll HK"), a direct wholly-owned subsidiary of Toridoll Holdings Corporation, acquired and corporatised the two brands. This acquisition and corporatisation have facilitated the fast expansion and exploited our immense potential in entering the international food and beverage (F&B) scene.

1996

- The first TamJai restaurant was opened in Hong Kong



2011-2013

- One of our SamGor restaurants was first recognised as a "Bib Gourmand" restaurant by the MICHELIN Guide for three consecutive years



2018

- Toridoll HK acquired TamJai and SamGor

TORIDOLL →

2020

- We completed the integration of our central kitchens for our TamJai and SamGor brands and commenced the operations of our newly integrated central kitchen for both brands in Hong Kong
- We opened our first restaurant under our SamGor brand in Singapore



2021

- We opened our first restaurant under our TamJai brand in Mainland China



- Our TamJai brand was awarded "Best of Show — Campaign", five gold awards, two silver awards and one bronze award at the MARKies Awards 2021 by the Marketing Magazine



- We were successfully listed on the Main Board of The Stock Exchange of Hong Kong



2008

- The first SamGor restaurant was opened in Hong Kong

2015

- We were awarded the "Hong Kong Star Brand Award — Enterprise Award" by the Hong Kong Small and Medium Enterprises Association for the first time



2017

- Over 100 restaurants were operated under our TamJai and SamGor brands in Hong Kong

2019

- Restaurant network for both TamJai and SamGor brands reached all 18 districts of Hong Kong
- TamJai and SamGor brands were awarded the "Hong Kong Top Service Brand" by the Hong Kong Brand Development Council and the "Service & Courtesy Award" by the Hong Kong Retail Management Association
- We were awarded the "Hong Kong Star Brand Award — Enterprise Award" by the Hong Kong Small and Medium Enterprises Association for five consecutive years and the "2019 Service & Courtesy Award — Top 10 Outstanding Service Retail Brand" by Hong Kong Retail Management Association



2022

- We opened our first SamGor restaurant in Japan



MESSAGE FROM THE BOARD



Mr. Lau Tat Man
*Chairman, Executive Director and
Chief Executive Officer*

Dear partners, customers and stakeholders of TJI,

As we have been successfully listed on the Main Board of The Stock Exchange of Hong Kong in late 2021, we are delighted to present our first standalone annual ESG report as an independent, publicly-traded company. We detail our environmental impact, corporate social responsibility and sustainability commitments during the financial year ended 31 March 2022 ("FY2022" or, "the year under review") in the report.

OUR STRATEGY

Although our business has been relatively resilient, the events that happened in the past two years have underscored the fragility of economic, environmental and social systems. Facing various challenges including the pandemic, supply chain dislocations, the increase in extreme weather events and so on, we realise that bold actions and plans are needed if we are to live and do business sustainably. Therefore, we especially established our ESG Strategy Framework in FY2022, which specifies our commitment to the transformation and strengthening of our business practices from three perspectives namely **Nourishing Communities, Uplifting People and Preserving Nature**.

OUR ACTIONS

Nourishing Communities: Upholding our principle of "Giving back to the society" (取諸社會·用諸社會), we strive to show up for our communities in times of need and to reinforce the concept of "Homey Bliss" (家的感覺). We are dedicated to supporting the underprivileged by providing free bowls of mixians to the needed, supporting children with special education needs ("SEN") through collaboration with charitable organisations and cheering up the COVID-19 frontline anti-pandemic personnel by donating our steaming mixian. We also support the youth to excel by creating various meaningful opportunities.

Uplifting People: We have never been stingy in providing opportunities to our staff and our external partners for performance enhancement. We provided vocational training for around 97% of our staff during the year under review. Meanwhile, we engage our suppliers regularly to ensure that they meet our expectations and requirements, thereby allowing them to enhance their sustainability performance as well.

Preserving Nature: In order to realise responsible consumption and production, we roll out innovative packaging solutions and retrofit the lighting of our restaurants. In addition, we set a series of measurable environmental targets to encourage the optimisation of our business practices so as to minimise our environmental footprint.

Reckoning that goals-setting would not only drive our focus, momentum and persistence in realising our ESG goals, but also inspire us with new ideas and approaches, we collaborate with external consultant partners to set our Group level ESG goals in close relations with our business nature. Further, our consultants also support us in progress assessments through detailed KPIs tracking, such that all initiatives are monitored and regularly reported to the board of directors of TJI (the "Board").

OUR WAY FORWARD

These actions define what sustainability means to us and how committed we are. We will continue to embed and implement our ESG Strategy Framework, while contributing to our prioritised Sustainable Development Goals. Furthermore, we will enhance our stakeholder engagement on our sustainability strategies, as well as communicate our sustainability efforts more to our stakeholders through different channels.

As we move forward and continue to lead in sustainability, we feel a great sense of responsibility to do everything in our power to ensure a future that is healthy and sustainable. We invite you to read on to learn more about our work, our commitment and our performance connected to the changes society wants from all of us.

Last but not least, I would like to express my sincere gratitude to our committed staff for their dedication and our devoted shareholders and business partners for their continuous support in facilitating the Group's transition towards a sustainable business.

For and on behalf of the Board

Mr. Lau Tat Man
Chairman, Executive Director and Chief Executive Officer

Hong Kong, 31 August 2022

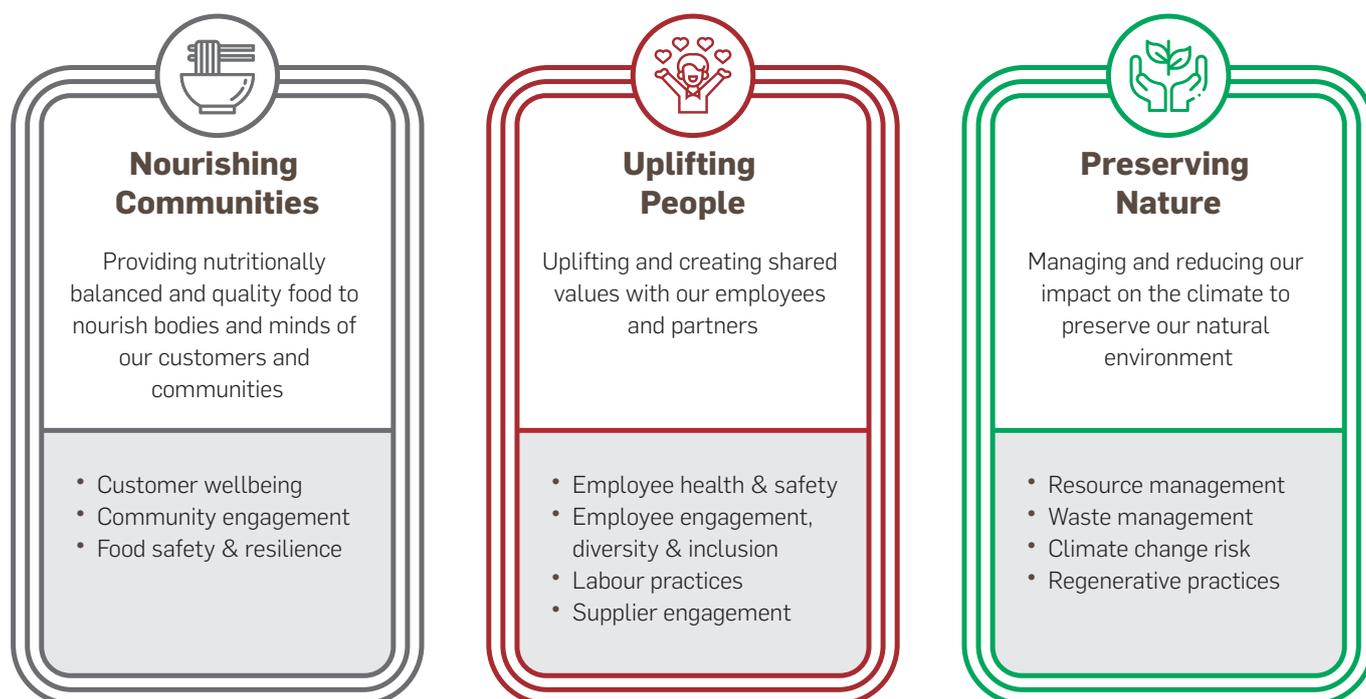
HIGHLIGHTS OF THIS YEAR

ESG STRATEGY FRAMEWORK SETTING

Pursuing continuous improvement for attaining a sustainable future, we are keen to establish an ESG Strategy Framework that is tailored to our business. The framework takes due consideration and manages the environmental and social impacts induced during our operations while not compromising the quality of our products.

We engaged an external agency and established our ESG Strategy Framework in FY2022. It indicates our focus areas and action plans with objectives and targets in the 3 pillars that most relevant to our business, mission and values, namely **Nourishing Communities**, **Uplifting People** and **Preserving Nature**.

ESG STRATEGY FRAMEWORK



More information regarding the details of this framework, the initiatives taken as well as actions planned are detailed in the following chapter **Our ESG Integration**.

HIGHLIGHTS OF THIS YEAR

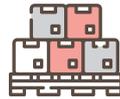
KEY SUSTAINABILITY PERFORMANCE IN FY2022



UPLIFTING PEOPLE



OVERALL REVENUE
HK\$2,275 million



NUMBER OF SUPPLIERS
694



NUMBER OF EMPLOYEES ¹
2,941



NUMBER OF TRAINING HOURS
16,450 hours



CORRUPT PRACTICES
0 concluded legal case



PRESERVING NATURE



FOOD RESIDUE
7,032 tonnes



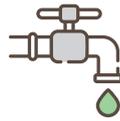
WASTEWATER
458,869 m³



PAPER STRAWS
100% implementation



ENERGY CONSUMPTION INTENSITY
**48.1 kWh'000/
HK\$ million**



WATER CONSUMPTION INTENSITY
**287.9 m³/
HK\$ million**



GREENHOUSE GAS EMISSIONS
33,180 tonnes CO₂e



NOURISHING COMMUNITIES



COMMUNITY INVESTMENT ^{2,3}
~ HK\$6,239,576

1. The number of employees presented here only includes the human resources data within the Reporting Scope, which excludes the data from our Japan operations;
2. The amount of our community investment represents the combined cash value of our cash contributions, in-kind contributions of products and management costs;
3. The amount of UNICEF donation from January to March 2022 was not available thus the amount was assumed based on the latest donation record from January to March 2021.

HIGHLIGHTS OF THIS YEAR

AWARDS AND RECOGNITIONS



CORPORATE / COMMUNITY

TAM JAI INTERNATIONAL

2021-2022
The Good MPF Employer Award
Mandatory Provident Fund Schemes Authority

2021-2023
Caring Company
The Hong Kong Council of Social Service

2021-2022
Happiness at Work Promotional Scheme
Promoting Happiness Index Foundation & The Chinese Manufacturers' Association of Hong Kong

2021
Human Resources Distinction Awards
— Excellence in Employee Caring (Bronze)
Human Resources Online

2022 (awarded year)
Market Leadership Award
Hong Kong Institute of Marketing

TAMJAI YUNNAN MIXIAN

2014-2023
Caring Company
The Hong Kong Council of Social Service

2020-2022
The Good MPF Employer Award
Mandatory Provident Fund Schemes Authority

2020-2022
Manpower Developer Award
Employees Retraining Board

TAMJAI SAMGOR MIXIAN

2020-2022
The Good MPF Employer Award
Mandatory Provident Fund Schemes Authority

2015-2023
Caring Company
The Hong Kong Council of Social Service

2015-2021
Hong Kong Star Brand Award — Enterprise Award
Hong Kong Small and Medium Enterprises Association



QUALITY / HEALTH / SAFETY

TAM JAI INTERNATIONAL

2019-2025
ISO22000:2018 Food Safety Management System Standard
Accredited Certification International Limited

2019-2025
Hardard Analysis and Critical Control Point (HACCP)
Management System
Accredited Certification International Limited



BRAND / CUSTOMER SERVICE

TAMJAI YUNNAN MIXIAN

2020-2021
U Favorite Food Awards — My Favourite
Congee and Noodles Restaurant
U Magazine

2021
必吃食店大獎 — 必吃米線票王
Weekend Weekly

2022
必吃食店大獎 — 必吃米線票王
Weekend Weekly

2022
最回味食府金獎
Weekend Weekly

TAMJAI SAMGOR MIXIAN

2011-2021
U Favorite Food Awards — My Favourite
Congee and Noodles Restaurant
U Magazine

2019-2022
Hong Kong Top Service Brand (Top Mark)
Hong Kong Brand Development Council

2021-2022
Smiling Enterprise 5 years + Award
Mystery Shopper Service Association

2021-2022
Smiling Employer 5 Year Award
Mystery Shopper Service Association



2021-2022
Smiling Supervisor Award
Mystery Shopper Service Association

2021-2022
Smiling Staff Award
Mystery Shopper Service Association



PR / MARKETING

TAMJAI YUNNAN MIXIAN

2021
Marketing Excellence Awards – Excellence in Branded Content
(Gold Award)
Marketing Magazine

2021
Marketing Excellence Awards – Excellence in Public Relations
(Gold Award)
Marketing Magazine

2021
Marketing Excellence Awards – Excellence in Social Media
(Silver Award)
Marketing Magazine

2021
Marketing Excellence Awards – Excellence in Innovation
(Silver Award)
Marketing Magazine

2021
Marketing Excellence Awards – Excellence in Launch/
Rebranding(Bronze Award)
Marketing Magazine

2021
Marketing Excellence Awards – Excellence in Partnership
(Bronze Award)
Marketing Magazine

TAMJAI SAMGOR MIXIAN

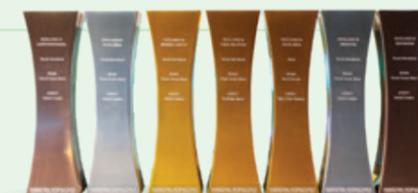
2021
Marketing Excellence Awards – Excellence in Social Media
(Gold Award)
Marketing Magazine

2021
YouTube Works Awards Hong Kong – Grand Prix
Youtube

2021
YouTube Works Awards Hong Kong – Best Brand Campaign
Youtube

2021
YouTube Works Awards Hong Kong – Best Break Through
Advertiser
Youtube

2021
Best Use of Video – Best Use of Video in Social Media
IAB HK



* Selected Awards and Recognitions Only

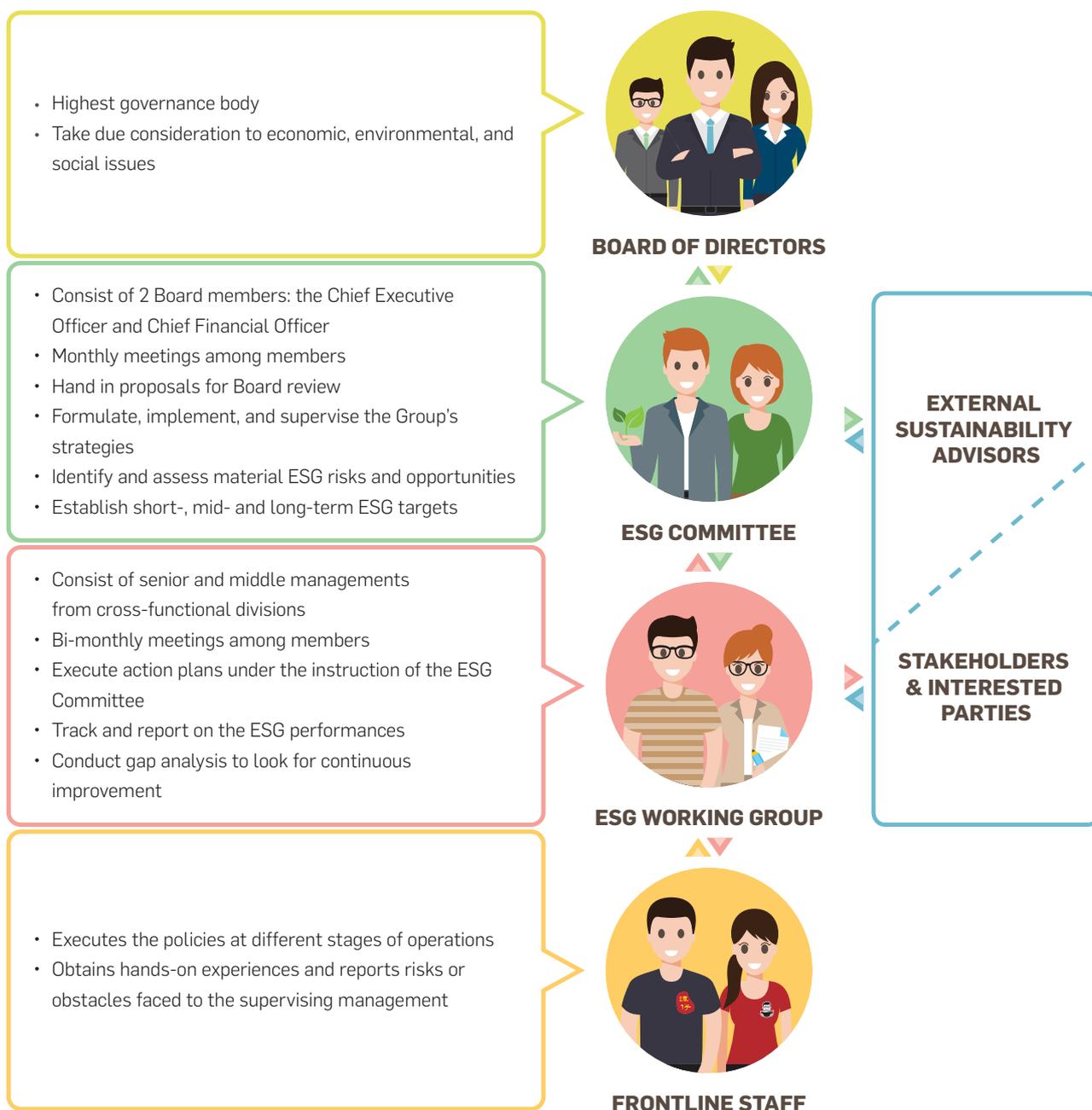
SUSTAINABILITY GOVERNANCE

GOVERNANCE STRUCTURE

We attach great importance to a comprehensive and sound sustainability governance structure. We are also dedicated to integrating the philosophy of ESG into our business development strategies. We are fully aware of the pivotal role that the Board plays in corporate ESG management. The Board not only provides endorsement on the Group's sustainability commitment, oversees the sustainable development progress of the Group, but also assumes the ultimate responsibility for issues regarding the sustainable development and ESG reporting.

To facilitate better communication and execution of the Group-level ESG strategies, we adopt an interactive management approach. Through this approach, the Board can deliver a clear message of the corporate vision and communicate relevant requirements throughout the entire organisation.

The Board acquires corporate ESG information from regular meetings with the ESG Committee and Company Secretary, proposals with the latest ESG information, as well as the disclosures of Key Performance Indicators ("KPIs") in the Group's ESG reports. In the meantime, the Board reviews the proposals at a more holistic level that makes use of impact assessment and industry benchmarking prior to the assessment, prioritisation, and management procedures of material ESG issues.



OUR ESG INTEGRATION

The ESG Committee is in charge of the development and supervision of the entire implementation of Group-level sustainability strategies. With the support of external ESG professionals, the ESG Committee learns from industry best practices in formulating the Group's sustainability approach. The committee is responsible for developing clear procedures for the Group to make improvements in pursuing sustainable development.

The ESG Working Group is responsible for the execution of action plans with targeted material topics under the instruction and coordination of the ESG Committee. The ESG Working Group is also in charge of tracking and reporting on the performance against well-defined ESG metrics. Group meetings are held on a bi-monthly basis to allow an internal discussion on ESG-related matters.

RISK MANAGEMENT

Overseen by the Board, the Group's enterprise risk management framework incorporated ESG-related risks such as food safety and business continuity risks amid the pandemic. The framework helps facilitate a continuous process of identifying, assessing, prioritising, managing, and monitoring the risks that we face in our operations. To keep the Group's mechanism for corporate governance and ESG management continuously effective and practicable, the Board is updated with the latest ESG information from ESG Committee through regular meetings. Furthermore, external professional ESG consultants are invited to share ESG-related information and the corresponding regulatory updates with the Group to ensure that the Group's ESG strategies are consistently connected with its corporate purposes and business development.

Looking ahead, we will continue our effort in enhancing the stakeholder engagement in our formulation of sustainability strategies and communicate the sustainability progress of the Group to the stakeholders via different channels. We will unceasingly contribute to the environment and community by developing our ESG targets and key performance indicators (KPIs) according to the Group's sustainable development strategies.

WORKING TOWARDS OUR ESG STRATEGY FRAMEWORK

In FY2022, the Group engaged an external consultancy agent in establishing the Group's ESG Strategy Framework. It includes 3 major pillars, namely "Nourishing Communities", "Uplifting People" and "Preserving Nature". Under the overarching framework, the Group has formulated its specific action plans to make continuous contributions to the focus areas in each pillar.



NOURISHING COMMUNITIES

Aiming at providing nutritionally balanced food to nourish bodies and minds of its customers and communities, the Group strictly monitors its procurement process to source quality ingredients. Regular quality inspections are performed on the incoming goods before the ingredients reach the restaurants. In the meantime, we conduct assessments of the environmental and socio-economic impacts and the influences on the local businesses and indigenous people from the Group's operations constantly. More detailed information regarding the Group's endeavours can be found in the chapter **Nourishing Communities**.



UPLIFTING PEOPLE

Committed to uplifting and creating shared values with its employees and partners, we attach our greatest attention to maintaining a safe, healthy, and inclusive workplace that is free from injuries, fatalities, and discrimination. Moreover, the Group has zero tolerance for child labour, forced or bonded, and exploitative labour. As such we have been continuously optimising our labour practices. Besides, we perform continuous assessments and audits on our suppliers to facilitate better management of the supply chain. To manage the environmental and social risks arising from our supply chain, we are developing training requirements for contractors. More detailed information regarding the Group's practices can be found in the chapter **Uplifting People**.



PRESERVING NATURE

For the sake of managing and reducing our impacts on the climate to preserve the natural environment, we will strengthen our internal policies and management approach towards the consumption of energy and water to enhance resource efficiency. Besides, we are deeply aware of the environmental impacts brought by the solid waste generated in daily operations, and therefore we will reinforce our management with respect to solid waste and food waste generated. To further reduce environmental impacts when sourcing food, we will give priority to food sourced from origins with regenerative practices, which helps promote the conservation, rehabilitation, and biodiversity of the farmland. More detailed information regarding the Group's operational practices can be found in the chapter **Preserving Nature**.

ALIGNMENT WITH UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS (UNSDGs)

To stay aligned with the development trend of the global initiative, we have engaged our stakeholders in the analysis regarding their concerns and opinions on the UNSDGs in FY2022.

With reference to the results of the analysis, the Group identified Goal 2: Zero Hunger, Goal 3: Good Health and Well-Being, Goal 4: Quality Education and Goal 12: Responsible Consumption and Production, as the most relevant goals to the Group's ESG strategies going forward. Over years, we have already acted on these UNSDGs on various fronts, and we are committed to making more targeted contributions to corresponding UNSDGs through our three ESG Strategies.



STAKEHOLDER ENGAGEMENT

We see a sound and solid relationship with our stakeholders as the key to attaining our long-term sustainability and success in the market, and therefore, we have been engaging a wide variety of stakeholders along our value chain. We believe that the engagement of the core stakeholders aids us in better anticipating the emerging trends and grasping potential opportunities under the development of the "green economy". Through the ongoing engagement, we can continuously improve our operational practices which lower our environmental footprints, as well as provides products and services that cater to our customers' needs.

We have maintained our ongoing effective dialogue with our core stakeholders through the channels highlighted below. From the stakeholders' responses received through a broad range of open communication channels, we have gained a deeper understanding of our stakeholders' concerns and expectations. It has facilitated us to better position ourselves in the competitive market and aided us in making rapid and appropriate adjustments to our business strategies.

OUR ESG INTEGRATION

COMMUNICATION WITH KEY STAKEHOLDERS

Stakeholders	Expectations and Concerns	Communication Channels
 <p>Government and regulatory authorities</p>	<ul style="list-style-type: none"> • Laws and regulations compliance • Sustainable development • Occupational health and safety 	<ul style="list-style-type: none"> • Supervision on the compliance with local laws and regulations • Routine reports and tax payments
 <p>Shareholders</p>	<ul style="list-style-type: none"> • Return on investments • Corporate governance • Business strategy and development plans 	<ul style="list-style-type: none"> • Corporate website • Regular reports • Announcements • Annual general meetings
 <p>Employees</p>	<ul style="list-style-type: none"> • Employees' remuneration and benefits • Career development • Training opportunities • Occupational health and safety 	<ul style="list-style-type: none"> • Bulletin board • Internal emails • Employee hotline • Management videos • Training and workshops
 <p>Customers</p>	<ul style="list-style-type: none"> • Product and service quality assurance • Customer's rights and satisfaction • Product innovation 	<ul style="list-style-type: none"> • Customer satisfaction surveys • Customer membership programmes • General customer service communications • Social media platforms
 <p>General public</p>	<ul style="list-style-type: none"> • Involvement in communities • Laws and regulations compliance • Transparency and reliability 	<ul style="list-style-type: none"> • Corporate website • Social media platforms • Mass media • Frontline staff • Direct communication
 <p>Suppliers</p>	<ul style="list-style-type: none"> • Fair and open procurement • Win-win upstream and downstream cooperation 	<ul style="list-style-type: none"> • Telephone/video conferences, face-to-face meetings, and on-site visits • Assessment of supplier • Tender and regular meetings
 <p>Landlords</p>	<ul style="list-style-type: none"> • Brand image • Business plan and performance 	<ul style="list-style-type: none"> • Corporate website • Mass media • Frontline Staff • Direct communication

MATERIALITY ASSESSMENT

To efficiently identify, assess and prioritise the issues that are material and relevant to our business, we went through a series of steps to identify the concerns and material interests of our stakeholders for the ESG reporting. In FY2022, we engaged our selected stakeholder representatives in a materiality assessment survey initiated by a third-party consulting agency. A stepwise approach has been taken to drive the final results as below:

STEP 1 STAKEHOLDER IDENTIFICATION

Stakeholder representatives were identified and selected based on the degree to which they were affected by our activities and relationships, as well as by their ability to influence our business objectives. In particular, we engaged the representatives from both internal and external parties, including the general staff, senior management, directors, suppliers, non-governmental organisations (NGOs) and so on.

STEP 2 DESKTOP IMPACT ASSESSMENT

To understand which relevant topics impact most on the Group's sustainable development, a desktop impact assessment was conducted. Our consultants evaluated the impact on sustainable development of each relevant topic at different stages of our simplified value chain and came up with a list of ESG issues that may relate to the businesses of the Group.

- | | |
|---|--|
| 1 GHG Emissions | 23 Customers Welfare |
| 2 Air Pollution | 24 Marketing and Promotion |
| 3 Energy Management | 25 Intellectual Property Rights |
| 4 Water and Wastewater Management | 26 Product Quality |
| 5 Solid Waste Stewardship | 27 Customer Privacy and Data Security |
| 6 Materials Management | 28 Labelling Relating to Products/Services |
| 7 Land Use, Ecosystem and Biodiversity | 29 Product Design and Lifecycle Management |
| 8 Climate Change Mitigation and Adaptation | 30 Access and Affordability |
| 9 Packaging Material Management | 31 Business Ethics and Anti-corruption |
| 10 Renewable and Clean Energy | 32 Internal Communication and Grievance Mechanism |
| 11 Diversity and Equal Opportunity | 33 Community Engagement |
| 12 Employee Remuneration and Benefits | 34 Participation in Philanthropy |
| 13 Occupational Health and Safety | 35 Cultivation of Local Employment |
| 14 Employee Development and Training | 36 Local Environmental Protection |
| 15 Preventing Child and Forced Labour | 37 Support of Local Economic Development |
| 16 Labour Rights | 38 Business Model Adaptation and Resilience to Environmental, Social, Political and Economic Risks and Opportunities |
| 17 Green Procurement | 39 Management of the Legal and Regulatory Environment (regulation-compliance management) |
| 18 Communication and Engagement with Suppliers | 40 Critical Incident Risk Responsiveness |
| 19 Environmental Risk (e.g. pollution) Management of Supply Chain | 41 Systemic Risk Management (e.g. Financial Crisis) |
| 20 Social Risk (e.g. human rights or corruption) Management of Supply Chain | |
| 21 Supply Chain Materials Sourcing and Efficiency | |
| 22 Health and Safety Relating to Products/ Services | |

STEP 3 PRIORITISATION AND MATERIALITY MATRIX

Stakeholder representatives were invited to prioritise the significance of topics from a list of ESG topics to the Group and express their views regarding the sustainable development of the Group. The objective and decision-useful materiality assessment allowed us to prioritise our ESG issues after mapping the results of the survey into a materiality matrix as shown below.

Stakeholder Engagement Materiality Matrix



STEP 4 MATRIX VALIDATION AND SUSTAINABILITY STRATEGY

According to the above matrix, "Health and Safety Relating to Products/Services", "Product Quality" and "Business Ethics and Anti-corruption" were identified as the material topics for our business operations. Meanwhile, other important topics including "Occupational Health and Safety", "Customer Privacy and Data Security", "Internal Communication and Grievance Mechanism", "Critical Incident Risk Responsiveness", and "Customer welfare", were also discussed in various sections of this report. As the Board provides guidance on the Group-level sustainability strategies and oversees the Group's ESG issues, the identified material topics were reported to and reviewed by the Board for the Group's sustainability development.

CARING FOR OUR CUSTOMERS' EXPERIENCE

At TJI, our vision is to bring the "Tam Jai" flavours and our unique brand of food culture all over the world to satisfy people's craving for a taste of Hong Kong style hospitality. Aligning with the Group's vision, the Quality Assurance (QA) Department's pursuit is to ensure our customers in Hong Kong and overseas have enjoyable dining experiences in our restaurants with high-quality products and services. The setting up of Corporate QA aims at building and continuously enhancing the QA system at different business levels. As such, we can consistently deliver quality food products and dining experiences to our customers upholding the "From Farm to Chopsticks" approach.

In FY2022, we complied with relevant laws and regulations that have a significant impact on the Group relating to health and safety, advertising, labelling, and privacy matters relating to products and services provided and methods of redress. In consideration of our business nature and the principle of Materiality, labelling-related issues are not discussed in this ESG Report.

FOOD QUALITY AND SAFETY

The Group's central kitchens adopt the Hazard Analysis and Critical Control Points (HACCP) system, under which hazards that are significant for food safety are identified, evaluated and controlled. Combining with the Good Manufacturing Practices (GMP), the central kitchens of the Group can reduce and manage risks that may cause a finished food product to be unsafe. Furthermore, parts of our central kitchens have also been ISO 22000:2018 (Food Safety Management System) certified. The Group acts in accordance with its internal policies to maintain a sound management approach and working procedures to consistently deliver premium food products to its valued customers.

According to our Corporate QA Policy, all Business Units must develop and implement the Local Procedures to achieve Food Safety and Quality Assurance. To verify the effectiveness of the Local Food Safety QA Procedures executed at business unit level, internal audits and external audits will be arranged at different levels by either Corporate QA and an external party. The Local QA Manual regulates the specific procedures for all Business Units such as the fundamental good hygiene practices, employee training, and hygiene supervision, as well as the product testing and sampling. In particular, the food safety and hygiene performance of each restaurant will be regularly evaluated by the independent QA team and an external third party. The food and drink served to customers will be regularly tested by laboratories to ensure the meeting of hygiene standards.

NUTRITION & INNOVATIONS

During FY2022, we have continued our effort in developing new products and innovatively launched new food products such as Crispy Grass Carp and Bashu Crispy Fish Maw to provide customers with more new tastes and diversified choices. In addition, we also consider the nutrition of our dishes in the process of developing and collocating menus.

RECALL PROCEDURES

To ensure the substandard products will not be consumed by customers, a set of Food Withdrawal/Recall Procedures have been formulated and implemented by our central kitchen and restaurants. It is clearly stated in the policy that only when mandated by Corporate QA, recommended by the supplier, or mandated by Government, will the recall procedures be executed. The corresponding Business Units must submit a copy of the food withdrawal/recall procedure to the QA Director. Any food withdrawals/recall mandated by Corporate QA will need to be completed within 2 hours of time. In FY2022, we had zero products subject to recall for safety and health reasons.

MARKETING & PROMOTION

Our marketing policy is centred on ensuring that all the marketing-related information, including but not limited to prices, product descriptions, photos, copyright and intellectual property, is accurate and in strict compliance with relevant laws and regulations. The Marketing Department is responsible for branding, product launches, public relations (PR) and joint promotions of our brands. Meanwhile, our professional marketing team develops marketing strategies that engage other social media agencies or key opinion leaders (KOL) for product promotion in more diverse ways.

A clear accountability system, for handling product promotion issues at different levels including strategic business unit level, operational level, routine level and administrative level, has been established within the Marketing Department of the Group. The legal team of the Group reviews the sales and marketing materials in advance to prevent violations during its advertising practices.

CUSTOMER COMPLAINTS & HANDLING

Valuing our customers' opinions, we set standardised procedures as clearly stated in the Corporate Quality Assurance Policy, to ensure proper handling of all customer complaints. Customers' complaints must be documented and treated promptly and professionally by each operating unit. A summary of all customers' complaints associated with the central kitchen or restaurants should be submitted to the Head of Operating Unit and QA Director in a predefined time interval. The summary should include details such as the nature of the complaint raised, the product associated, complaint date, investigation results and actions executed, etc. Detailed processing flow with incident level categorisation is also formulated by the Customer Service Department to standardise the workflow of handling complaints and incidents.

In FY2022, we received around 1,477 complaints of which 348 were related to the quality or hygiene of our food. Other complaints received mainly related to the long waiting time and the service attitude of our restaurant operations. All complaints received during FY2022 were handled properly according to aforementioned procedures. We are proactively reviewing the allocation of manpower at restaurants and the food processing procedures such that orders can be accurately and timely processed.

CUSTOMER PRIVACY

We value data privacy and fully acknowledge our responsibility to manage and protect any personal or sensitive information about customers, employees and business partners.

Our Personal Data Protection Policy is established with reference to the "6 Data Protection Principles" published by Privacy Commissioner for Personal Data. A Data Protection Officer is appointed in each business unit to oversee the compliance with internal policies and applicable laws. Internal procedures and guidelines which cover the entire life cycle of personal data management including the collection, retention, usage, and security of personal data have been developed. For instance, the Data Protection Officer will complete the Privacy Impact Questionnaire before marketing events that involve the collection of personal information and submit such questionnaires to the Legal Department for review. The Periodic Risk Assessment and Privacy Impact Assessment are performed to ensure that the privacy policies and practices of the Group remain in compliance with the applicable laws and regulations.

In FY2022, there were no incidents in relation to personal data leakage in the Group, and we did not receive any substantial complaints related to privacy matters.

INTELLECTUAL PROPERTY RIGHTS

We established our Intellectual Property and Rights Management Policy. It sets out guidelines regarding the protection and management of intellectual property owned by the Group and external uses by third parties. To further protect our intellectual property (IP) rights, we require employees and our business partners to sign confidentiality agreements to ensure they keep business secrets and other sensitive information confidential. Meanwhile, we also hire legal advisors to provide legal advice for the protection of our rights and actively take actions such as applying for appropriate IP for any new trademarks and product designs, as well as filing complaints timely when we discover any infringement.



OUR PHILANTHROPY PHILOSOPHY

Rooting in communities for over two decades, we believe we are uniquely positioned to give back to the many communities we serve. In FY2022, we rolled out different campaigns to serve our communities in ways in line with our social impact priorities.

CREATING MEANINGFUL OPPORTUNITIES

- Offering local musicians a platform to showcase their musical work.
- Co-organising a uniform design competition with local design institution.
- Sponsoring Hong Kong Creative PR Competition.

HELPING IN TIMES OF NEED

- Setting donation boxes at our cashier counters for ORBIS, the United Nations Children's Fund (UNICEF), St. James's Settlement and the Lok Sin Tong Benevolent Society Kowloon. More than HK\$437,000 and HK\$70,000¹ were raised for ORBIS and UNICEF respectively.
- Donating HK\$20,000 and HK\$50,000 to sponsor the Oxfam Rice Event and the FOOD-CO Christmas Carnival.
- Sponsoring mixian lunch sets with drinks for 30 COVID-19 frontline anti-epidemic personnel and volunteers in Shenzhen which worth around CNY¥1,400.



CARING FOR THE UNDERPRIVILEGED

- Raising more than HK\$60,000 through charitable sale of desktop calendars for Heep Hong Society.
- Sponsoring the Autism Awareness Week organised by the Heep Hong Society in 2022 with HK\$50,000.
- Donating more than HK\$98,000 raised through our Less Mixian Donation Campaign to the Heep Hong Society.
- Organising Mixian for the Good (「線」有善報) campaign, in which a bowl of mixian is donated to FOOD-CO of St. James Settlement for every bowl of mixian sold. Free meals are then provided to the underprivileged people. In FY2022, we invested more than HK\$90,000 into this programme and more than 3,600 people were benefited from our scheme.



¹ Amount estimated based on the latest record from January to March 2021



Case Study

25TH ANNIVERSARY CAMPAIGN OF TAMJAI YUNNAN MIXIAN

In celebration of its 25th Anniversary, TamJai held the 25th anniversary project in November 2021. Through this event, we aim to give back to society through community care and promote the education development of the local design and cultural industries.

The charitable sale, "Tamjai x Heep Hong Society x HKAC Tamjai Jeh Jeh 2.0", was also initiated. The stick umbrellas designed by local artists were sold with proceeds of more than HK\$340,000 donated to the Heep Hong Society to support children with special education needs (SEN). Meanwhile, 2,500 sets of mixian vouchers worth HK\$125,000 were also donated to the low-income families with SEN children through Heep Hong Society.

In addition, to support the education and growth of local designers, TamJai collaborated with the Hong Kong Design Institute (HKDI) in organising the "TamJai Jeh Jeh 2046 Future Uniform Design Competition". The scholarships amounted to HK\$41,000 were awarded to the Winner and First-Runner-Up of the competition to inspire them to keep working hard.





Case Study

TJSG X LIFE MART X WHITE MARKET “SAMGOR CHILL & CHILLI” HANDICRAFT MARKET X MUSIC SHOW

To support the local Cultural and Creative Industry, SamGor held the “SamGor Chill Chilli” Handicraft Market x Music Show in November 2021 to provide a platform for the grooming and incubating of the new generation of local designers and musicians. With more than 100 booths being presented and more than 10,000 visitors per day, SamGor looked forward to the continual shining of the craftsmanship of the Hong Kong young generation.

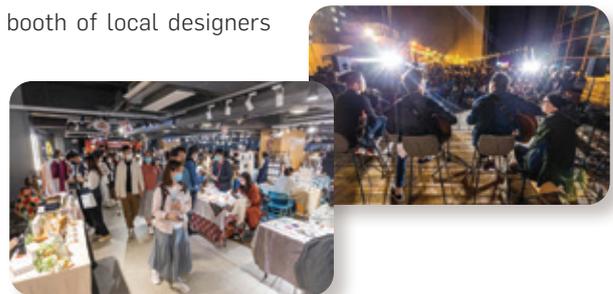


During this event, SamGor collaborated with six local artists to launch a cross-over premium for charity sales, with all the proceeds donated to St James' Settlement FOOD CO. To support local charity organisations, St James' Settlement FOOD CO and KELLY Support Group were also invited to participate in this Handicraft Market.



Meanwhile, to support young artists, SamGor sponsored the booth of local designers in the LIFE MART and provided a platform for local musicians to showcase their musical works during the rooftop Music Show.

Sparing no effort to support the local Creative Industry, SamGor invested around HK\$1,600,000 in organising this event and promoting local culture.



EMPLOYMENT AND LABOUR PRACTICES

We are committed to fostering a working environment where everyone is equally empowered to realise their full potential and individual growth. To cultivate respectful workplaces, our restaurants have formulated and implemented the Staff Handbook, in which the brand's statement, visions, missions, values are clearly stated. Furthermore, specific requirements for employment practices including recruitment process, promotion, individual privacy, employee benefits, discipline, emergency response and others are clearly defined in the Staff Handbook.

To align the employment policy with the regulatory frameworks, periodic reviews of existing policies are undertaken. During the reviews, more corporate rules and regulations have been inserted into the Staff Handbook to ensure that all listed relevant clauses comply with the latest ordinances. During the year under review, we were not in violation of the relevant laws and regulations relating to compensation and dismissal, recruitment and promotion, working hours and rest periods, equal opportunity, diversity and anti-discrimination that have a significant impact on the Group.

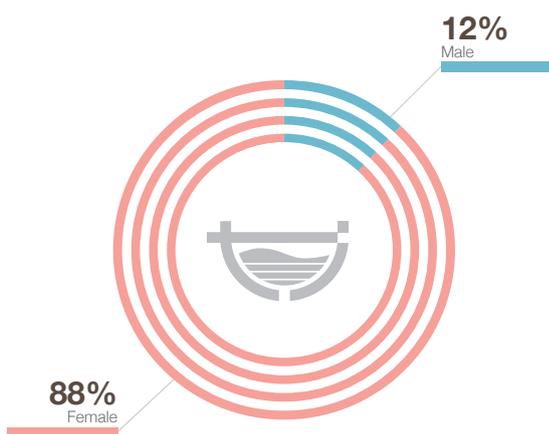
RECRUITMENT AND PROMOTION

To select the most suitable candidates, the Human Resources Department is responsible for screening and assessing the applicants through a variety of assessment tools. The responsible recruiters should stay alert and be aware of any existence of conflicts of interest during the recruitment process, so as to ensure the whole process is performed under fair conditions.

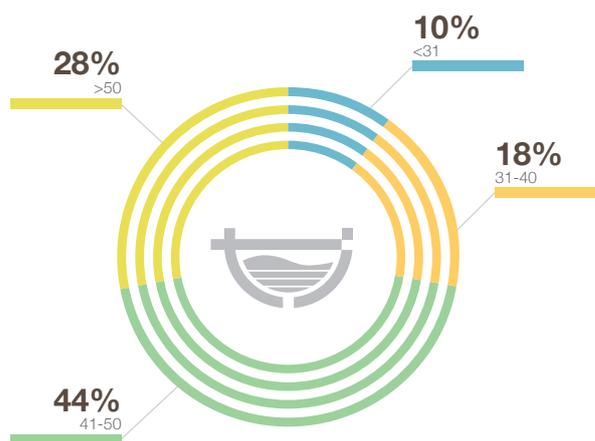
In addition, the heads of departments pay attention to their subordinates' performance and appropriate promotion opportunities are offered based on the principle of fairness. Meanwhile, the Group's Human Resources Department has formulated the internal policies including Performance Management Evaluation Policy and Staff Handbook, that regulate the promotion procedures and standards. For instance, a clear promotion ladder is illustrated in SamGor's Staff Handbook, which indicates that the frontline staff at restaurants with outstanding performance is provided promotion opportunities from deputy restaurant managers all the way up to regional managers.

As at 31 March 2022, we had 2,714 full-time and 227 part-time workers in the Group, with a gender ratio of Female 88%: Male 12%. Meanwhile, we also have a well-diversified staff composition by age. The breakdown of our employee information can be found in Table 3 in Appendix I.

Staff Distribution by Gender in FY2022



Staff Distribution by Age in FY2022



COMPENSATION AND DISMISSAL

The Group has established a detailed Compensation Management Regulation as specified in its Staff Handbook. The compensation of restaurant staff is calculated based on an hourly wage. To ensure that the Group's remuneration and welfare policies remain competitive and updated, the Group's Human Resources Department regularly reviews its remuneration strategy, including bonuses and allowances. Besides, regular reviews are performed on the salary structure and payment system of the Group. Any suggestions or changes related to the Group's remuneration and welfare policies must be approved by the Human Resources Department before coming into effect.

The termination of employment contracts is based on reasonable and lawful grounds. As the Group prohibits any kind of unfair or illegitimate dismissal, internal policies regulating the procedures of dismissal are in place for management. In FY2022, the overall turnover rate of the Group was 73%, while the turnover rate of our office operation was 39%. The high turnover rate of staff was mainly due to the voluntary resignation of our restaurant staff in concern of getting infected amid the pandemic. More details regarding the breakdown of the Group's employee turnover can be found in Table 4 in **Appendix I**.

WORKING HOURS AND REST PERIODS

The Group's employee management policy clearly specifies the working time and attendance requirements. An attendance management system is in place to monitor the employees' working hours. Staff is required to attend work according to the schedule arranged by the corresponding restaurant manager. In addition to basic paid annual leave and statutory holidays, employees are also entitled to additional leave benefits such as sick leave, maternity leave and paternity leave.

EQUAL OPPORTUNITY, DIVERSITY AND ANTI-DISCRIMINATION

Dedicated to creating a fair and diverse working environment, we make our human resources decisions such as training and promotion opportunities, dismissals and retirement policies based on factors irrespective of the employees' age, sex, marital status, pregnancy, family status, disability, race, colour, descent, national or ethnic origins, nationality, religion or any other non-job-related elements in all business units of the Group. Employees are encouraged to report any incidents involving discrimination to the Human Resources Department or the Equal Opportunity Committee.

OTHER BENEFITS AND WELFARE

The provision of corporate benefits for employees is stipulated in the Group's policies. As listed in the Staff Handbook, welfare including Mandatory Provident Fund Scheme, Newcomer Bonus and Introducer Bonus Plan, Employee Healthy Shoe Replacement Programme, Festival Special Arrangement and Employee Physical-Mental Health Care Plan are provided to our staff. To foster a positive atmosphere in the workplace and facilitate barrier-free communication among employees from different positions and business units, we set up "Caring hotlines" and arrange various kinds of staff engagement activities.



UPLIFTING PEOPLE

In FY2022, to lift the team spirit among colleagues, the Human Resources Department of the Group organised a range of activities including monthly luncheon, Christmas Party, Winter Solstice Gathering, Town Hall Meeting and team-building activities. In March 2022, the Human Resources Department launched the "Face Mask and Soup Voucher" campaign. During the campaign, employees were given gift sets accompanied by a thank-you card signed and written by the Group management to praise for their hard work. Given the recurrence of the COVID-19 pandemic during the year under review, we also arranged regular online video conferences through Microsoft Teams to actively engage our employees amid the difficult times.

Besides, the Group has been committed to supporting fair education among its employees' children. The Group has established TJI Education Support Scheme for Employees' Children for the employees who have worked at TJI for 3 years or more. Successful applicants of the Scheme will have their tuition fees subsidised by up to 80% per academic year, capped at HK\$50,000. Since the Scheme's launching in 2015, over HK\$4 million in scholarship funds have been distributed to 134 children of the Group's employees.



CREATING SAFE WORKPLACE

Over the years, we have built efficient occupational health and safety (OHS) systems. Strict internal policies and measures are in place in our restaurants and central kitchens to eliminate exposure to health and safety risks in the workplace. According to the Insurance Management Policy, the Group ensures that our employees are insured adequately, irrespective of the length of the employment contract or working hours, full-time or part-time, permanent or temporary employment, work location, occupation or post.

Under the monitoring of the Human Resources Department of the Group (GHR), the Human Resources Department of the business units (BUHR) and Operations Training Department have strictly implemented the Occupational Hazard Prevention System (職業危害預防制度) and the Health, Safety Environment Training Management System (健康安全環境培訓管理制度). Meanwhile, OHS training is arranged for both new hires and experienced staff regularly to enhance their awareness of health and safety risks, as well as precautionary measures. In addition, posters and signs are posted at prominent places to remind staff about the standard procedures of operations to protect them from getting injured due to improper practices. In FY2022, we also collaborated with an insurance company to conduct risk assessments at restaurants to minimise occupational hazards. We timely eliminated the identified hazards as per the advice of the insurance company.

Besides, the Group has set up an emergency response mechanism, requiring that the person-in-charge of the restaurant immediately notify his/her direct supervisor and fill out a work-related injury report to the Human Resources Department once any work-related accident during work happens. In the past three years including the year under review, there were zero work-related fatalities in the Group. In FY2022, we recorded 58 work-related injuries with around 2,528 lost days of work in total. The work-related injury rate was 0.16 cases per working day. We will continue to strengthen our efforts in executing and improving our OHS system so as to protect our staff from occupational health and safety risks.

During the year under review, we complied with the relevant laws and regulations that have a significant impact on the Group relating to providing a safe working environment and protecting employees from occupational hazards. More information regarding the applicable laws and regulations can be found in **Appendix II**.

HELPING OUR STAFF EXPLORE THEIR POTENTIAL

Developing our people is one of our corporate genetic values, as such our management staff always act, discuss, report, and review our mechanism and practices in helping our colleagues to groom their professionalism and sustain their career lifespan within the Group.

In our businesses in Hong Kong, local training centres and regional training support are vital to ensuring the quality of our products and services. With the support from the Group Learning and Development and Operations Training Team, we have 14 certified restaurants with complete job stations during the year under review which provide full scope of training to all new hires and experienced staff during daily business operations. Restaurant managers that are certified as trainers are responsible for providing training in different specific areas. In the meantime, the Group is committed to harmonising all business knowledge and operating practices across all staff with different years of experience and across all geographical locations. To this end, the Group has designed and launched standardised training courses for the newly hired employees who are expected to understand the business vision and corporate culture of the Group, while performing in line with the Group's code of conduct and requirements. As digitalised learning platforms are sprouting up in recent years, the Group has integrated mobile learning tools and applications into its training policy.

Since 2020, we have started the "Talent Development Programme" and "Operation Excellence SOP Certification Programme" as a standard framework and mechanism for vocational training. Meanwhile, the training programme also allows all management colleagues to access their leadership potential by i) identifying the strengths and weaknesses of their leadership competency; ii) receiving leadership behavioural feedback from the 360-performance review mechanism; and iii) exploring the growth opportunities by linking their personal development plan with the strategic goals.

Over the years, the Group has organised many training courses, workshops and seminars for its employees, from the corporate level to the business unit/operations level.



In FY2022, we have arranged 16,450 hours of training for 2,840 employees of the Group. More information regarding the number of employees trained and the distribution of training hours by categories can be found in Table 5 and Table 6 in the **Appendix I**.

LABOUR STANDARDS

In FY2022, we abided by the laws and regulations, in relation to the prevention of child and forced labour that have a significant impact on the Group. More information regarding the applicable laws and regulations can be found in **Appendix II**.

To combat illegal employment of child labour, underage workers and forced labour, the Group's Human Resources Department has formulated stringent internal policies to standardise the recruitment and employment process. Every stage from recruitment to entry is strictly managed and written into the policies to prevent any illegal behaviour.

Applicants are required to provide their identity documents to prove that they are eligible to be hired. The Human Resources Department shoulders the responsibility to ensure the collection and validity of the corresponding personal information. The Human Resources Department is required to review and keep corporate policies and practices complied with relevant laws and regulations, so as to eliminate any risks of violating relevant labour laws. Once any non-compliance is identified, the corresponding employment contract will be terminated immediately.

ANTI-CORRUPTION AND INTEGRITY

In FY 2022, we strictly abided by the local laws and regulations relating to bribery, extortion, fraud and money laundering that have a significant impact on the Group, irrespective of the locations where we operate. More information regarding the applicable laws and regulations can be found in **Appendix II**.

We hold zero-tolerance regarding misconduct or unethical business behaviour of any kind. The Group has formulated its Anti-Bribery and Corruption Policy and Code of Ethics with reference Prevention of Bribery Ordinance ("POBO") and the Independent Commission Against Corruption ("ICAC"). In which, we have clearly specified the requirements for acceptance of advantages and conflict of interest. The policy and code are implemented and monitored by the Human Resources Department of the Group and reviewed by the Board regularly. The procedures set out in the policy and code are incorporated in the induction programme for new staff, while the updates are shared within the Group via email.

With reference to our Whistleblowing Policy, clear guidelines and processes for the reporting of misconduct or malpractice are clearly established. Any employees or business partners are able to report matters of concern in a confidential manner through the designated email address or the D-Quest hotline (a hotline for whistleblowing). Supervised by the Human Resources Department, any employee or agent who fails to comply with our policies or the regulatory requirements regarding anti-bribery and corruption will be subject to disciplinary actions, including the termination of employment or appointment, and will be reported to law enforcement authorities where appropriate.

As regulated in our internal policy, the responsible department of each business unit shall provide training in relation to anti-bribery to the employees on a regular basis. In addition to formal training, anti-bribery policy and practices, as well as integrity requirements should be communicated to employees from time to time. For instance, reminders will be sent to employees before festivals when festive gifts are expected to be offered from business partners. In FY2022, due to social distancing measures amid the COVID-19 pandemic, most anti-corruption training courses were delayed. Only two half-hour training courses were arranged for three general employees and 28 management in our Shenzhen operation.

During the year under review, there were zero concluded legal cases regarding corrupt practices brought against the Group or our employees.

OUR FOOD JOURNEY

At TJI, we take great care of where our food comes from, what goes into it and how it is produced. As such, we pay special attention to our supply chain management — from raw material sourcing to manufacturing, quality assurance, regulatory compliance and distribution. To provide our customers with consistent quality products on a timely and cost-effective basis, we purchase different materials from an extensive network of suppliers and distributors. In FY2022, we are in stable collaboration with 185 suppliers located in Mainland China, 447 suppliers in Hong Kong and 62 suppliers in Singapore, with respect to whom our supplier engagement and management policies are implemented.

Responsibly sourced food does not start in the restaurants, but with the dedication of suppliers and the partnerships we maintain with them. Therefore, the identification of suppliers who can provide materials that meet performance, food safety, delivery and cost requirements is the recipe for our operational efficiency.

SUPPLIER ENGAGEMENT

In accordance with our Corporate Procurement Policies and Procedures, the pre-qualification assessments shall be performed for potential vendors, where the assessment criteria and the corresponding evaluation methodology are approved by the department head of the Purchaser or the Head of Procurement. The Purchaser has the responsibility to review and validate the information submitted by the vendors against the relevant certificates/licenses and other source documents. All vendors who supply their goods or services to the Group shall be registered as our "Approved Vendor" after approval of the Head of Procurement. Vendor performances are reviewed by the Vendor Management System annually. Onsite inspections will also be conducted from time to time to ensure the quality of supplies. The result of the performance evaluation shall be circulated for the department head or the Evaluation Panel's review and approval. The Purchaser shall timely communicate and follow up on any performance issues of the vendors and monitor their improvement. If under-performance is persistent, appropriate actions such as temporary suspension of collaboration or getting ruled out from the approved vendor list should be timely considered with the endorsement from the department head or Evaluation Panel.



OUR SUPPLIERS

185 Mainland China

447 Hong Kong

62 Singapore

SUPPLY CHAIN RISK MANAGEMENT

To identify and minimise any environmental or social risks along our supply chain, we adopt a risk-based approach in the process of conducting due diligence and monitoring the suppliers who supply us with "Sensitive Ingredients". They are under strict management according to the Supplier Quality Assurance Policies and Procedures and the Supplier Management Procedures. Tailor-made Receiving Checks, Product Testing Plans and Continual Site Qualification Audits are performed by the Quality Assurance Department for the maintenance of Very High-Risk and High-Risk suppliers.

We set standards and engage closely with our suppliers to ensure they perform up to our standards. To maintain a transparent and responsible supply chain, we require all our suppliers to comply with the Supplier Code of Conduct which has specified the importance of business conduct, anti-corruption and regulatory compliance.

In the meantime, our Quality Assurance Department will also ensure that the products of our new suppliers can meet the environmental requirements of the national regulatory agency. In case of any potential risks are identified, such suppliers will not be recognised as our "Approved Vendor".

GREEN PROCUREMENT

We have been paying efforts to promote green procurement throughout our business operations. The responsible Purchase Team may give priority to the suppliers with a sustainability policy and may consider eco-friendly products as much as possible during procurement. During the year under review, the green procurement policy of the Group applied to 2% of its key suppliers.

Looking ahead, we will continue to work closely with our business partners in improving our ingredient traceability. As part of our corporate three-year plan, we will further advance our social and environmental standards for some of our key business partners so as to increase our support for the communities from which we source.

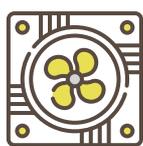
PRESERVING NATURE

OUR ENVIRONMENTAL FOOTPRINT

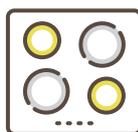
At TJI, we understand that how we operate and the choices we made will have a direct impact on the environment and its natural resources. To preserve our natural environment, we strive to manage and reduce our environmental impacts, while identifying and creating benefits for our environment at the same time. Our performance regarding the different emissions and disposal that arose from operations can be found in Table 1 in **Appendix I**.

AIR EMISSIONS

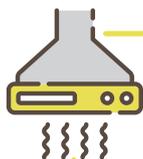
Our air emissions primarily arise from the cooking and food processing in our restaurants and central kitchen. To monitor and minimise our air emissions, measures for reducing oil particles and air pollutants from our exhaust gas are taken as follows:



Effective exhaust systems and electrostatic precipitators (ESP) are installed in restaurants and the central kitchens to capture the oil particles in the exhaust gas;



Exhaust hoods with properly sized fans are optimised and hydro-vent hoods are installed to enhance the extraction efficiency;



Induction cookers are used in all restaurants to reduce the consumption of fossil fuels and thus lowering air pollutants emitted; and



Eco-friendly refrigerants are adopted in all the split-type air-conditioning units.

The systems are monitored and maintained through a regular examination of system components and performances made by our qualified Air Conditioning and Mechanical Ventilation (ACMV) contractors.

GHG EMISSIONS

While operations in the offices are not a major contributor to our GHG emissions, we still work on lowering our offices' emissions. The offices' electricity consumption is by far the biggest source of our offices' annual GHG emissions. To this end, our offices implement strict rules for controlling the use of artificial lighting and air conditioners to effectively control the consumption of electricity. Meanwhile, following the guidance of the government's climate action plan, we also encourage staff to take public transport as well as minimising the frequency of business travels.

In our restaurants and central kitchen, the majority of GHG emissions mainly come from the use of electricity and consumption of fossil fuels during daily operations. To reduce our emissions, we have established and gradually improved the standardised system to monitor and review the effectiveness of our initiatives and the reduction progress. While emissions are inevitable during operations, we aspire to offset our emissions through encouraging and participating in green activities such as supporting tree planting programmes.

Detailed actions in saving electricity and improving energy efficiency, thereby lowering the total GHG emissions, are further introduced in the section **Our Consumption of Resources**.

WASTE MANAGEMENT

We are dedicated to facilitating solutions that keep waste out of nature and advance recovery throughout our value chain. Given our business nature, in FY2022, food waste contributed a material amount to our total non-hazardous solid waste generation. In addition, no hazardous solid waste or wastewater was generated nor recorded during the year under review.

Adhering to the "3R principles — Reduce, Reuse and Recycle", we are particularly focused on increasing our recycling rates and eliminating waste in our operations. Although the municipal solid waste generated from our office is generally handled by the property management, we still try our best to minimise administrative waste discharge such as stationery, paper, ink cartridge, etc.

FOOD RESIDUE

Given our business nature, food residue contributes a significant amount to our total solid waste generation. Bearing in mind the waste treatment hierarchy, we strive to reduce food residue at the source.

Reduction at source: Clear guidance on food preparation procedures is posted in the central kitchen to guide staff to minimise the food residue. We also joined the campaign "Food Wise Hong Kong" held by the Environmental Protection Department, to promote the awareness of "Saving food". TamJai is one of the signatories of the Food Wise Charter, while 77 of SamGor restaurants are being regarded as the Silver Class of Food Wise Eateries.

Food donation: While our central kitchen adopted a centralised food processing model to enhance the utilisation efficiency of food materials, the surplus in food products is inevitable. In view of this, we donated our surplus food to Food Angel (惜食堂), a charitable organisation that rescues edible surplus food and turns them into nutritious meals for the needy. In the future, we will initiate procedures to sort and classify the food waste for further recycling.

77 of SamGor restaurants were regarded as the "Food Wise Eateries – Silver"

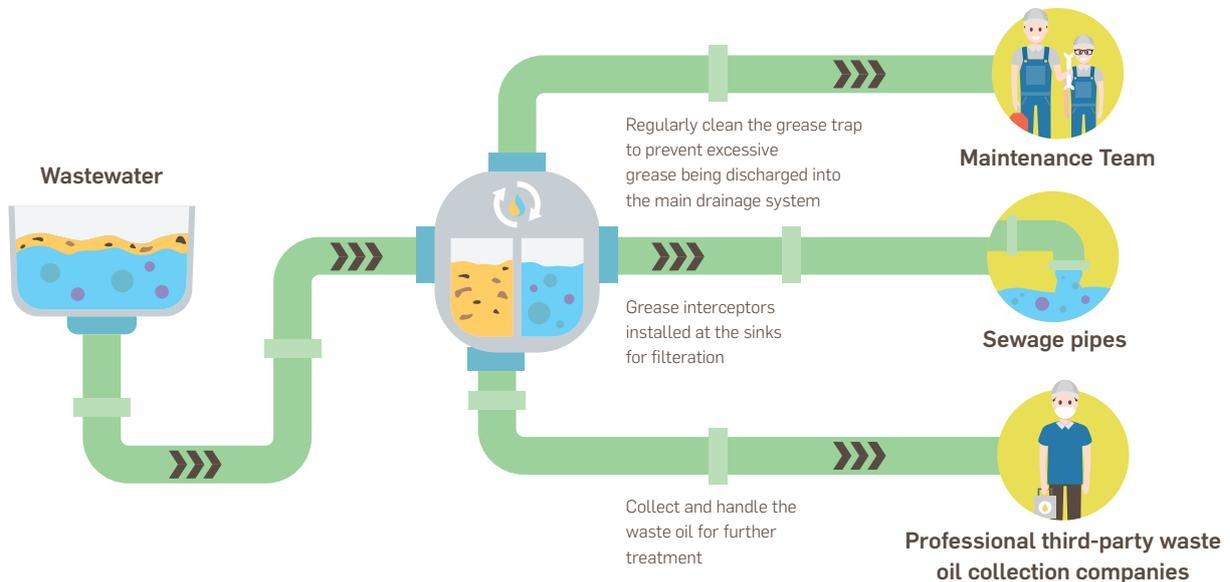


WASTEWATER & WASTE OIL

We are deeply aware that the amount of wastewater discharged highly depends on the amount of water used by our staff and customers. Therefore, we have adopted effective measures to mitigate our water consumption in our offices, restaurants and central kitchen. More water conservation practices are discussed in the section **Water** below.

Since the wastewater generated by our restaurants and central kitchens is usually mixed with grease, we ensure that all wastewater was treated and discharged in accordance with the applied water pollution license.

Given that we do not provide any fried food, we do not generate a significant amount of waste oil during operations. Nevertheless, clear procedures have been established to instruct our staff on the proper handling of wastewater. Grease interceptors are installed at the sinks for filtering the wastewater before entering the sewage pipes. The grease trap is cleaned regularly by our Maintenance Team twice a month to prevent excessive grease from being discharged into the main drainage system. The waste oil in our central kitchen is collected and handled by professional third-party waste oil collection companies for further treatment.



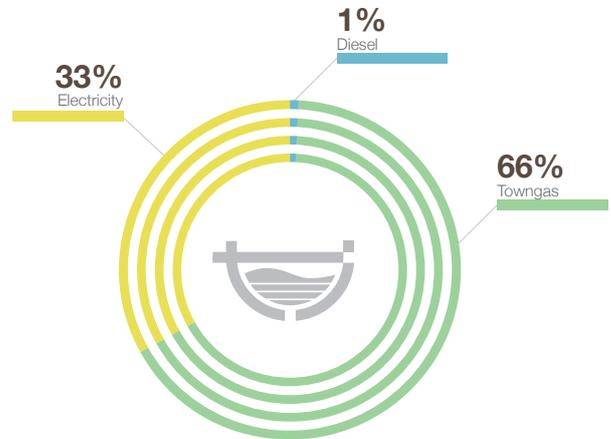
OUR CONSUMPTION OF RESOURCES

To manage the GHG emissions associated with the combustion of fossil fuels for energy, we have employed an energy management strategy to improve our energy efficiency. In FY2022, we consumed around 109,508 kwh'000 of energy, among which 33% were electricity and 66% were town gas. More information regarding our resource consumption during the year under review can be found in Table 2 in Appendix I.

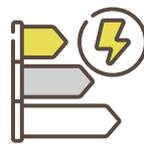
ELECTRICITY

The electricity we consumed was mainly for the operation of electrical devices and equipment in our offices, restaurants and central kitchens. To mitigate the consumption of electricity so as to reduce our GHG emissions, we have launched a number of eco-effectiveness initiatives, installed new equipment and made operational changes at our sites as follows:

Energy Consumed in FY2022



Switch off all idle lights, air-conditionings and other electrical appliances



Purchase equipment and machinery with recognized "Energy-Efficiency" labels



Programme regional lighting and air-conditioning control systems in restaurants according to occupied rates



Adopt Variable Refrigerant Volume (VRV) air-conditioning systems in restaurants to save energy



Set timer control at the water boilers in restaurants



Use more efficient LED bulbs to replace energy-intensive lighting

For instance, the new dishwashers used in our new restaurants save more water and electricity than the previous models. Furthermore, we adopt water heaters with heat pumps that facilitate heat exchange to reduce our electricity consumption in restaurants. To meet the internal requirements imposed on our restaurant operations, our corresponding business units are actively exploring more energy-saving equipment for our restaurants.

OTHER ENERGY RESOURCES

In FY2022, other energy resources that we consumed included diesel and town gas for daily operations of our central kitchens and restaurants. To improve our energy efficiency so as to reduce our air and GHG emissions, we were dedicated to optimising our operational procedures. In particular, we reduce unnecessary duplication of routes for transportation and repetition of operational steps to better manage our fleet and production lines.

PRESERVING NATURE

WATER

Water is also vital to our business as we rely on agriculture and local water supplies to make our food and run our restaurants. In FY2022, we did not face any issue in sourcing water fit for our purpose.

While office operations do not consume a significant amount of water, we still focus on driving collective actions for water stewardship. We promote water conservation awareness among staff through posting "Save Water" posters in prominent places to minimise our daily water consumption.

In the meantime, given that our annual water consumption was principally constituted by our restaurants and central kitchen, a range of effective measures have been implemented to monitor and lower our water usage:



CENTRAL KITCHEN

- ✓ Routine maintenance on boilers, chiller plants and cooling towers to prevent leakage and ensure efficiency
- ✓ Prioritise water-saving equipment in procurement
- ✓ Optimise the production processes and procedures to prevent excessive water use and enhance water use efficiency
- ✓ Installation of chemical dosing system at the cooling water circulation system to ensure the quality of the cooling water is up-to-standard and to be reused in the circuit



RESTAURANTS

- ✓ Emphasise the conservation of water by posting notices in prominent places
- ✓ Retrofit the operating equipment to enhance water efficiency such as reducing the size of water boilers
- ✓ Embrace more eco-friendly design of appliances such as foot-step water tap and automatic noodle boiler
- ✓ Conduct regular leakage checks on all faucets to prevent unwanted water loss

PAPER

Paper is mainly used for administrative purposes in our office. To minimise our impacts on the natural environment, we use paper with Forest Stewardship Council (FSC) Certification for most of our printing. In FY2022, we printed our first annual report in FSC paper with soy ink to reduce our impacts. Meanwhile, to effectively control the paper consumption, we have also implemented several measures in order to promote a paperless business environment:



- Make full use of the office automation solutions including emails and electronic bulletins for information sharing
- Promote the reuse of paper and stationery by providing staff with recycling ways in offices
- Establish a smart card system to control the printing quota of staff
- Reduce administrative waste such as posters and receipts

PACKAGING MATERIALS

The packing materials consumed in our operations can mainly be divided into plastic-made and paper-made materials. As the plastic environmental crisis is ever-worsening and getting severe, especially under the increasing trend of takeaway service amid the COVID-19 pandemic, we have eliminated the use of single individual packages for takeaways and provide reusable cutlery for dine-in customers. More information about the roll-out of innovative packaging solutions can be found in the section **Our Packaging Innovation**.

In FY2022, we complied with relevant environmental laws and regulations regarding air and GHG emissions, discharges into water and land, and generation of hazardous and non-hazardous waste during its daily operations. For further details please refer to **Appendix II**.

PRESERVING NATURE

PURSUING ENVIRONMENTAL SUSTAINABILITY

As a notable member of the food service industry in Hong Kong, our most significant environmental impacts primarily rest in the food processing stage in our central kitchen and the food serving stage in our restaurants. While we strive to improve our measures in overall resource optimisation, we particularly focus on the control of GHG emissions from the consumption of energy, water consumption for food preparation and food residue generated during operations.

On top of the measures mentioned in the above sections, to further our environmental stewardship, we have integrated the eco-friendly mindset and circularity measures into our daily operations, as well as our business decisions and plans.

THE RENOVATION OF RESTAURANTS

With over 170 restaurants across different districts in Hong Kong, Mainland China, Singapore and Japan, the environmental impacts of our restaurants cannot be underestimated. We actively seek changes in retrofitting our hardware and supporting systems. In particular, all lighting in our restaurants is undergoing replacement from energy-intensive ones or sub-standard LED lights to energy-efficient LED lights. In FY2022, there were around 1,800 LED lights installed across our restaurants. We also installed eco-friendly refrigerators in 25% of our SamGor restaurants and 25% of our TamJai restaurants.

Meanwhile, to reduce the consumption of paper while maintaining our ability in handling large amounts of orders every day, our restaurants have adopted digital ordering methods and renewed the Point of Sales (POS) system. With the personal digital assistants (PDA), together with the renewal of the POS system, we have simplified the ordering and billing process, thereby reducing the consumption of unnecessary paper printings.

Looking ahead, we will prioritise local building materials and reuse the spare parts from outmoded equipment as well as the furniture from closed restaurants in business expansion, to better execute our principles of promoting environmental sustainability. The renewal of supporting facilities such as green grease remover and timer control for water boilers in restaurants are also under the discussion for feasibility assessment.

OUR PACKAGING INNOVATION

As a member of the food and beverage industry, the use of takeaway packaging materials has always been a major concern for us, especially during the pandemic when the amount of takeaway orders surged dramatically. Meanwhile, as the preferences of customers are increasingly shifting towards products that are more responsible, we stay ahead of the trend by embracing circularity principles that are conducive to the world around us.

Given that our packaging materials are mostly disposable plastics that may not be naturally degraded, we aim to identify and scale up circular packaging solutions that stay away from the unsustainable "take-make-dispose" approach of the traditional linear design.

PAPER STRAWS INSTEAD OF PLASTIC STRAWS:

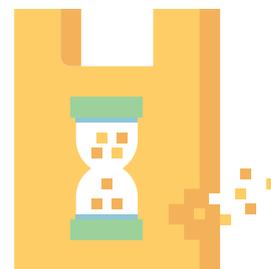
Since May 2019, all plastic straws have been eliminated from all our TamJai and SamGor restaurants. We have also been running initiatives such as "Bring your own takeaway utensils" in our SamGor restaurants to drive customer behavioural change. We hope that our customers can gradually develop the plastic straw- and disposable tableware-free dining habit.



OXO-BIODEGRADABLE PLASTIC ADDITIVES:

We understand that non-degradable plastics not only shorten the life span of the limited space of Hong Kong's landfill sites, but also create long-term negative impacts on the planet. Therefore, we take a step forward in adopting innovative technologies for degradable plastic products.

TDPA™ and P-Life® are newly-developed oxo-biodegradable plastic additives. These plastic additives will initiate the oxo-biodegradation process and continue until the material is biodegraded by microorganisms to nothing more than carbon dioxide, water and biomass. Since the first quarter of 2020, our TamJai and SamGor restaurants have been replacing our takeaway plastic bags with new products with TDPA™ and P-Life® additives, and takeaway bowls with new products with TDPA™ additives.



CONTINUOUS INNOVATIONS IN PACKAGING SOLUTIONS

We keep making research on the feasibility of minimising the amount of materials for packing food products. We are also dedicated to leverage our innovative strength to transform the packaging solutions towards sustainability in F&B Industry.

Since mid-2019, the Group has replaced Styrofoam Bowls with products made of polystyrene (PS) and polypropylene (PP). In addition, the Group has re-designed the packaging products by integrating the packaging functions to minimise the use of packaging materials in SamGor restaurants. In mid-2020, an innovative snack plate was launched by SamGor restaurants as a substitution for the traditional design that consisted of bowls, caps and inner pockets. It could substantially reduce the amount of packaging materials for snacks. In July 2020, the Group furthered its efforts to bring environmentally friendly elements into its packaging solutions. The Group transformed its takeaway bowls made of PP and Styrofoam in TamJai restaurants into the ones with TDPA™ materials, which were developed by EPI (Environmental Products Inc.) and with features of being degraded and biodegraded much more rapidly than conventional plastics.



REGENERATIVE PRACTICES

As the global population grows, we realise that we need to feed people in increasingly more sustainable ways. To this end, we are committed to championing sustainability efforts across our supply chain to source food responsibly while rehabilitating the ecosystems through promoting better soil health, improving water management and enhancing biodiversity.

As part of our sustainability strategy, we strive to reduce our environmental impacts when sourcing food, particularly those sourced through agriculture and farming practices. Starting by engaging our suppliers, we hope to encourage and incentivize them to use more regenerative farming practices which promote the conservation and rehabilitation of the natural environment. We target to set environmental standards and a sustainability rating platform for the selection of our key partners as one of the missions in our corporate three-year plan.

OUR ENVIRONMENTAL TARGETS AND ACTIONS

In response to the regulatory enhancement and the increasing sustainability interests and concerns from our stakeholders, we have set a series of environmental targets since FY2021. These targets push forward our environmental stewardship and help to track our sustainability progress. Reviewing our targets in FY2022, since our business has been greatly expanding throughout the year, we realise that setting absolute targets may not be appropriate to our business context. In view of this, we slightly modified our environmental targets during the year under review which are listed below to better adapt to our expanded business scope and enhanced data collection method.

	Targets	Example Actions
 <p>Air Emissions</p>	Taking FY2022 as the baseline year, the Group targets to reduce the intensity of air emissions by 15% by FY2031.	We will conduct regular maintenance on the machinery and replace any unqualified machinery to ensure minimal air emissions.
 <p>GHG Emissions</p>	Taking FY2022 as the baseline year, the Group targets to reduce the intensity of GHG emissions by 25% by FY2031.	We will establish a scientific and standardised system to monitor and review our emissions continuously.
 <p>Food Residue</p>	Taking FY2022 as the baseline year, the Group targets to reduce the intensity of the food residue disposed of by 50% by FY2031.	We will continue to implement the “less mixian” campaign thereby allowing customers with a small appetite to have another option to reduce unwanted food waste in our restaurants.
 <p>Waste Oil</p>	Taking FY2022 as the baseline year, the Group targets to reduce the intensity of the waste oil generated by 50% by FY2031, while maintaining a 100% recycling rate of waste oil in all potential geographical locations where businesses are run by FY2031.	We will continue our efforts in engaging qualified recycling companies to collect and recycle the waste oil generated from the cooking processes in our central kitchens.
 <p>Electricity</p>	Taking FY2022 as the baseline year, the Group targets to reduce the intensity of the electricity consumed by 25% by FY2031.	Besides electricity-saving measures, we will also raise the awareness of energy conservation among our employees.
 <p>Diesel</p>	Taking FY2022 as the baseline year, the Group targets to reduce the intensity of the diesel consumed by 50% by FY2031.	We will control the consumption of fossil fuels via giving priority to vehicles fuelled by alternative energy sources instead of diesel.
 <p>Town gas</p>	Taking FY2022 as the baseline year, the Group targets to reduce the intensity of the town gas consumed by 25% by FY2031.	We will continue to explore the potential of electrifying some of our cooking processes in our central kitchens.
 <p>Water and Wastewater</p>	Taking FY2022 as the baseline year, the Group targets to reduce the intensity of the water consumed and wastewater discharged by 20% by FY2031.	We will continue to enhance the water circulation practices in our central kitchens to reduce the amount of freshwater withdrawn and wastewater discharged.

CLIMATE CHANGE

We believe climate change is the biggest environmental issue of our time with the shifting weather patterns disrupting agricultural supply chains and threatening food security. With our extensive restaurant network, we reckon that we are having a unique opportunity to act now around climate mitigation and strengthen climate resiliency. While taking climate action is challenging, we recognise that it enhances our security of supplies and reduces our exposure to increasing environmental or regulatory risks, which eventually drives business value in the long term.

MANAGING CLIMATE-RELATED RISKS AND OPPORTUNITIES

 Physical Risk

<p>Extreme weather events</p>	<p>It is believed that climate change has induced various types of extreme weather, including typhoons, rainstorms, floods and heatwaves. While increasingly frequent extreme weather events are expected to be threatening the Group's operations in various ways regarding customer behaviour and local operations in the impacted markets. These may induce lower operating revenue due to the potential temporary closure of business or higher operating costs due to additional burden and maintenance on hardware impacted by the extreme weather events.</p>
<p>Shifts in precipitation and weather patterns</p>	<p>Changes in weather patterns may have a direct impact on our supply chain by causing disruption to the supply and availability of key ingredients, and impacting our ability to source and price our food consistently.</p>

 Opportunity

<p>Sustainable and regenerative farming</p>	<p>Realising the positive environmental impacts of regenerative agricultural practices such as improving biodiversity, we are now integrating regenerative practices as one of our ESG strategies. Through the integration, we believe we can boost resiliency through collaborative actions with our partners.</p>
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While climate change does not directly impose immediate critical risks towards our operations, we keep adapting to the consequences of climate change through the optimisation of our daily operations. Besides, we start to establish relationships and regular engagements with our suppliers to look for new, local and sustainable food ingredients.

To better assess and respond to the climate-related risks and opportunities, our cross-functional working group helps ensure related information is shared across the organisation as appropriate. We also incorporate inputs from external partners such as strategic experts or consultants into our climate risk and resilience planning. As part of our future planning, we will engage external consultants to enrich the group's understanding of climate-related targets and set material targets after our second ESG report.

ABOUT THE REPORT

In compliance with the requirements under Appendix 27 – Environmental, Social and Governance Reporting Guide (“ESG Guide”) of the Listing Rules and all provisions of “comply or explain”, the Group is pleased to present its first standalone ESG report for the year from 1 April 2021 to 31 March 2022 (“FY2022”, “the year under review”), which demonstrates our performance in terms of ESG management and our approach for corporate sustainable development during the year under review.

REPORTING BOUNDARIES

Setting a clear reporting boundary from the outset helps report readers to clarify the reporting scope while allowing the Group to incorporate all of its material activities or business operations in FY2022. Adopting the operational control approach, the Group identifies the operations of its major business including the offices, restaurants and central kitchens in Hong Kong, Mainland China and Singapore to be included in this ESG Report (the “Reporting Scope”). Since the restaurant in Japan was open on 31 March 2022, which only operated for 1 day in FY2022, the Group decides not to include the operations of Japan in this ESG Report due to its insignificance impacts. Policies and management measures disclosed are applied to all operations of the Group unless specifically stated otherwise.

REPORTING PRINCIPLES

Given the reporting principles that underpin the preparation of ESG report, the content of this ESG report has been determined and summarised by the principles of Materiality, Quantitative, Balance and Consistency.

Materiality: The principle of Materiality is demonstrated through our process of identifying and prioritising the material ESG factors that may have a great impact on our business in the long run through an annual materiality assessment. More details regarding the process and results of the materiality assessment and stakeholder engagement can be found in the chapter **Our ESG Integration**.

Quantitative: Quantitative environmental and social performances are clearly presented in the report with calculation methodologies, assumptions and source conversion factors used clearly disclosed in the footnote of the corresponding performance tables.

Balance: In preparation of the ESG report, we respect the principle of Balance by presenting an unbiased picture. We aim to be transparent in critical aspects of our performance, both in terms of achievements and room for improvement.

Consistency: The ESG report has been prepared in accordance with the Stock Exchange ESG Reporting Guide for the reporting framework to allow meaningful comparison across years.

INFORMATION DISCLOSURE

The information in this ESG report was gathered from official documents and statistics of the Group, the integrated information of supervision, management approach and operating process in accordance with relevant policies, the internal quantitative and qualitative data through online questionnaires, and the sustainability practices recorded by different business units of the Group. A complete content index is available at the end of the ESG report for readers' convenience to check its integrity.

FORWARD LOOKING STATEMENT

This report contains forward-looking statements with respect to our financial condition, results of operations, business strategies, operating efficiencies, growth opportunities, plans and objectives of management and other matters. These forward-looking statements are necessarily estimates reflecting the best judgment of our senior management and involve a number of uncertainties that could cause actual results to differ materially from those suggested by the forward-looking statements. As a consequence, these forward-looking statements should be considered in light of various important factors, including those set forth in this report.

ACCESS TO THIS REPORT

This ESG report is released online only, which is available at the Group's website (<http://tamjai-intl.com>) and the Stock Exchange's website (www.hkexnews.hk). This report was prepared in both English and Chinese. Should there any discrepancy, the English version shall prevail.

STAKEHOLDERS FEEDBACK

As the Group strives for excellence, the Group welcomes stakeholders' feedback and advice on the improvement of corporate ESG approach and performance, especially under the topics listed as the highest importance in the materiality assessment. Readers are also welcomed to share their views with us at cc.dept@tamjai-intl.com or write to us by mail at 8/F, D2 Place ONE, 9 Cheung Yee Street, Lai Chi Kok, Kowloon, Hong Kong with attention to Corporate Communications Department.

APPENDIX I — PERFORMANCE TABLE

Table 1. The Group's Total Emissions by Category in FY2022 and FY2021 ¹⁰

Emission Category	Key Performance Indicator (KPI)	Unit	FY2022		FY2021	Change in Intensity
			Amount	Intensity ¹ (Unit/ HK\$ million)	Intensity ² (Unit/ HK\$ million)	
Air Emissions ³	SO _x	Kg	6	2.7 x 10 ⁻³	4.1 x 10 ⁻³	↓
	NO _x	Kg	1,861	0.8	1.2	↓
	PM	Kg	82	3.6 x 10 ⁻²	4.3 x 10 ⁻²	↓
GHG Emissions	Scope 1 (Direct Emissions) ⁴	Tonnes of CO ₂ e	14,017	6.2	9.6	↓
	Scope 2 (Energy Indirect Emissions) ⁵	Tonnes of CO ₂ e	18,781	8.3	14.3	↓
	Scope 3 (Other Indirect Emissions) ⁶	Tonnes of CO ₂ e	381	0.2	0.2	—
	Total (Scope 1, 2 & 3)	Tonnes of CO ₂ e	33,180	14.6	24.1	↓
Non-hazardous Waste	Food Residue ⁷	Tonnes	7,032	3.1	2.7 x 10 ⁻²	↑
	Solid Wastes ⁸	Tonnes	1,910	0.8	0.1	↑
	Recycled Plastic Materials	Tonnes	300	0.1	—	—
	Recycled Metal Materials	Tonnes	74	3.3 x 10 ⁻²	—	—
	Recycled Other Materials	Tonnes	1,997	0.9	0.6	↑
	Wastewater ⁹	m ³	458,869	201.7	191.7	↑
	Waste Oil	Litres	144,000	63.3	80.2	↓
	Recycled Waste Oil	Litres	144,000	63.3	80.2	↓

- Intensity for FY2022 was calculated by dividing the amount of air, GHG and other emissions respectively by the Group's revenue which was approximately HK\$2,275 million in FY2022;
- Intensity for FY2021 was calculated by dividing the amount of air, GHG and other emissions respectively by the Group's revenue in which was approximately HK\$1,795 million in FY2021. The FY2021 data only includes the operations of the Group in Hong Kong;
- The Group's air emissions only included the air pollutants from fuel consumption of motor vehicles and towngas consumption in the food processing process;
- The Group's Scope 1 (Direct Emissions) included only emissions from the consumption of liquid and gaseous fuels in motor vehicles, restaurants and central kitchens' operations;
- The Group's Scope 2 (Energy Indirect Emissions) included only emissions from electricity and towngas consumption;
- The Group's Scope 3 (Other Indirect Emissions) included emissions from paper waste disposed at landfills, electricity used for processing fresh water and sewage by government departments, and business air travel;
- The amount of food residue for FY2022 was recorded, measured and estimated in a more comprehensive way that incorporated all restaurants and central kitchens of the Group in Hong Kong, Mainland China and Singapore;
- The solid wastes included the commercial waste from restaurants, central kitchens and offices of the Group in Hong Kong, Mainland China and Singapore;
- The total amount of wastewater generated by the Group was primarily based on the appropriate estimations assuming 70–100% of the fresh water consumed by the Group will enter the sewage system in areas where an accurate recording of the amount of wastewater was hard to obtain. Meanwhile, since the wastewater from offices was mainly handled by the management of property buildings, the amount of sewage of the Group in FY2022 did not cover all offices; and
- The methodology adopted for reporting on GHG emissions set out above was based on "How to Prepare an ESG Report — Appendix 2: Reporting Guidance on Environmental KPIs" issued by the Stock Exchange, The GHG Protocol Corporate Accounting and Reporting Standard and the 2006 IPCC (Intergovernmental Panel on Climate Change) Guidelines for National Greenhouse Gas Inventories.

APPENDIX I — PERFORMANCE TABLE

Table 2. Total Resource Consumption in FY2022 and FY2021

Use of Resources	Key Performance Indicator (KPI)	Unit	FY2022		FY2021	Change in Intensity
			Amount	Intensity ¹ (Unit/ HK\$million)	Intensity ² (Unit/ HK\$million)	
Energy	Electricity	kWh'000	36,479	16.0	19.1	↓
	Towngas ³	Unit	5,430,188	2,386.6	3,732.3	↓
	Diesel	L	58,556	25.7	30.5	↓
	TOTAL⁴	kWh'000	109,508	48.1	69.1	↓
Water		m ³	655,125	287.9	273.7	↑
Paper		Kg	3,345	1.5	—	—
Packaging materials ⁵	Plastic-made	Tonnes	1,751	0.8	—	—
	Paper-made	Tonnes	634	0.3	—	—
	Others ⁶	Tonnes	102	4.5 x 10 ⁻²	—	—
Other consumables ⁷	Plastic-made	Tonnes	67	3.0 x 10 ⁻²	—	—
	Paper-made	Tonnes	32	1.4 x 10 ⁻²	—	—
	Others ⁶	Tonnes	176	0.1	—	—

- Intensity for FY2022 was calculated by dividing the amount of resources that the Group consumed in FY2022 by the Group's revenue which was approximately HK\$2,275 million in FY2022;
- Intensity for FY2021 was calculated by dividing the amount of resources that the Group consumed in FY2021 by the Group's revenue which was approximately HK\$1,795 million in FY2021. The FY2021 data only includes the operations of the Group in Hong Kong;
- Each unit registered by the gas meter represents that towngas with a heat value of 48 MJ has been consumed;
- The total energy was calculated based on the conversion factors as stated in the "How to Prepare an ESG Report — Appendix 2: Reporting Guidance on Environmental KPIs" issued by the Stock Exchange;
- Packaging materials include the consumption of takeaway bowls, drinking cups and bags;
- Others include materials made of metal and wood; and
- Other consumable include the consumption of disposable gloves, garbage bags, umbrella bags, cling film and other miscellaneous materials used during the operations of restaurants.

APPENDIX I — PERFORMANCE TABLE

Table 3. Number of Employees by Age Group, Gender, Employment Type, Position Type, Geographical Locations of the Group in FY2022 ¹

Unit : Number of employees		Age group				Total
Gender	Aged ≤ 30	Aged 31–40	Aged 41–50	Aged ≥ 51		
Male	122	94	89	60	365	
Female	170	425	1,214	767	2,576	
Total	292	519	1,303	827	2,941	

Unit : Number of employees		Position type			Total
Gender	General Staff	Middle	Senior	Total	
		Managerial Level	Managerial Level and Directors		
Male	316	29	20	365	
Female	2,527	39	10	2,576	
Total	2,843	68	30	2,941	

Employment type		
Full time	Part time	Total
2,714	227	2,941

Geographical location	
Locations	Number of employees
Hong Kong	2,740
Mainland China	147
Singapore	54
Total:	2,941

- The employment data in headcount was obtained from the Group's Human Resources Department based on the employment contracts entered into between the Group and its employees. The data covered employees engaged in a direct employment relationship with the Group according to relevant local laws and workers whose work and/or workplace was directly controlled by the Group within the Reporting Scope, which excludes the operations in Japan. The methodology adopted for reporting on employment data set out above was based on "How to Prepare an ESG Report — Appendix 3: Reporting Guidance on Social KPIs" issued by the Stock Exchange.

APPENDIX I — PERFORMANCE TABLE

Table 4. Employee Turnover Rate by Age Group, Gender and Geographical Locations in FY2022 ¹

Unit : Number of employees		Age group				Total
Gender	Aged ≤ 30	Aged 31–40	Aged 41–50	Aged ≥ 51		
Male	232	85	79	62	458	
Employee turnover rate	190%	90%	89%	103%	125%	
Female	233	304	718	448	1,703	
Employee turnover rate	137%	72%	59%	58%	66%	
Total	465	389	797	510	2,161	
Total employee turnover rate	159%	75%	61%	62%	73%	

Geographical locations		
Locations	Employee turnover	Employee turnover rate
Hong Kong	2,010	73%
Mainland China	135	92%
Singapore	16	30%

- The turnover data in headcount was obtained from the Group's Human Resources Department based on the employment contracts entered into between the Group and its employees. Turnover rate was calculated by dividing the number of employees who resigned in FY2022 by the number of employees in FY2022. The above data includes the operations of the Group within the Reporting Scope, which excludes the operations in Japan. The methodology adopted for reporting on turnover data set out above was based on "How to Prepare an ESG Report — Appendix 3: Reporting Guidance on Social KPIs" issued by the Stock Exchange.

Table 5. Number and Percentage of Employees Trained in the Group by Gender and Position Type in FY2022 ¹

Total number of employees trained	2,840
Total number of employees in FY2022	2,941
% of employees trained	97%

Unit : Number of employees		Position type			Total
Gender	General Staff	Middle Managerial Level	Senior Managerial Level and Directors		
Male	302	60	32	394	
% of employees trained	11%	2%	1%	14%	
Female	1,998	418	30	2,446	
% of employees trained	70%	15%	1%	86%	
Total	2,300	478	62		
% of employees trained	81%	17%	2%		

- The training information was obtained from the Group's Human Resources Department. Training refers to the vocational training that the Group's employees attended in FY2022. The above data includes the operations of the Group within the Reporting Scope, which excludes the operations in Japan. The methodology adopted for reporting on the number and percentage of total employees trained set out above was based on "How to Prepare an ESG Report — Appendix 3: Reporting Guidance on Social KPIs" issued by the Stock Exchange.

APPENDIX I — PERFORMANCE TABLE

Table 6. Training Hours Received by the Employees of the Group by Gender and Position Type in FY2022 ¹

Unit : Training hours	Employee category			Total
	General Staff	Middle Managerial Level	Senior Managerial Level and Directors	
Gender				
Male	643	1,185	1,262	3,089
Average training hours	2.0	40.8	63.1	8.5
Female	4,417	6,404	2,540	13,361
Average training hours	1.7	164.2	254.0	5.2
Total	5,060	7,588	3,802	16,450
Average training hours	1.8	111.6	126.7	5.6

1. The training information was obtained from the Group's Human Resources Department. The above data includes the operations of the Group within the Reporting Scope, which excludes the operations in Japan. The methodology adopted for reporting training hours set out above was based on "How to Prepare an ESG Report — Appendix 3: Reporting Guidance on Social KPIs" issued by the Stock Exchange.

APPENDIX II — LAWS AND POLICIES

Compliance with relevant and material ESG laws and regulations across the Group is essential. Our legal team and designated staff from all business units and functions communicate regularly to ensure that all related parties are aware of the latest laws, regulations and policies.

The Group's sustainability governance is built on the implementation of our effective internal guiding policies and measures, which are established and reviewed based on the compliance on all relevant and applicable laws and regulations. The tables below summarise the laws and policies which have a significant impact on us and with which the Group has complied.

Nourishing Communities

Material and relevant laws and regulations	Internal policies and measures
Import and Export Ordinance (Cap. 60 of the Laws of Hong Kong)	• Corporate Quality Assurance Policies
Public Health and Municipal Services Ordinance (Cap. 132 of the Laws of Hong Kong)	• Corporate Procurement Policies and Procedures
Food Safety Ordinance (Cap. 612 of the Laws of Hong Kong)	• Information Security Policy
Trade Descriptions Ordinance (Cap. 362 of the Laws of Hong Kong)	• Confidentiality Policy
Consumer Goods Safety Ordinance (Cap. 456 of the Laws of Hong Kong)	• Personal Data Protection Policy
Personal Data (Privacy) Ordinance (Cap. 486 of the Laws of Hong Kong)	• Intellectual Property and Rights Management Policy
ISO22000: Food Safety Management System	• External Communications Policy
Product Quality Law of the People's Republic of China	• Menu Pricing, Marketing Activity and Promotion Offer Policy
Law of the People's Republic of China on the Protection of Consumer Rights and Interests	• Price Positioning Policy
Singapore Sale of Food Act	• Password Management Policy
	• User Account Maintenance Policy
	• Data Backup and Restoration Policy
	• Patch Management Policy
	• IT Equipment Protection and Disposal Policy

Uplifting People

Material and relevant laws and regulations	Internal policies and measures
<i>Employment and Labour Practices</i>	
Employment Ordinance (Cap. 57 of the Laws of Hong Kong)	<ul style="list-style-type: none"> • Staff Handbook • Insurance Management Policy • Performance Management Evaluation Policy • Entertainment Policy • Overseas Business Trip Policy • COVID-19 Infection Control Protocol (For Restaurants, Central Kitchens, and Offices and Overall) • COVID-19 Restaurants Handling Guideline • Occupational Health and Safety Training Policy
Employees' Compensation Ordinance (Cap. 282 of the Laws of Hong Kong)	
Minimum Wage Ordinance (Cap. 608 of the Laws of Hong Kong)	
Mandatory Provident Fund Schemes Ordinance (Cap. 485 of the Laws of Hong Kong)	
Occupiers Liability Ordinance (Cap. 314 of the Laws of Hong Kong)	
Occupational Safety and Health Ordinance (Cap. 509 of the Laws of Hong Kong)	
Factories and Industrial Undertakings Ordinance (Cap. 59 of the Laws of Hong Kong)	
Prevention and Control of Disease Ordinance (Cap. 599 of the Laws of Hong Kong)	
Disability Discrimination Ordinance (Cap. 487 of the Laws of Hong Kong)	
Race Discrimination Ordinance (Cap. 602 of the Laws of Hong Kong)	
Sex Discrimination Ordinance (Cap. 480 of the Laws of Hong Kong)	
Labour Law of the People's Republic of China	
Employment Promotion Law of the People's Republic of China	
Labour Contract Law of the People's Republic of China	
Social Insurance Law of the People's Republic of China	
Law of the People's Republic of China on the Prevention and Control of Occupational Diseases	
Production Safety Law of the People's Republic of China	
Singapore Employment Act	

APPENDIX II – LAWS AND POLICIES

<i>Anti-corruption and Integrity</i>	
Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited	<ul style="list-style-type: none"> • Code of Ethics • Anti-Bribery and Corruption Policy • Business Development and Lease Renewal Policy • Financial Reporting Regulations • Budget and Forecast Policy • Tax Handling Policy • Contracts Management Policy • Business Continuity Management Policy
Prevention of Bribery Ordinance (Cap. 201 of the Laws of Hong Kong)	
Competition Ordinance (Cap. 619 of the Laws of Hong Kong)	
Anti-Money Laundering Law of the People's Republic of China	
Article 274th of the Criminal Law of the People's Republic of China (on extortion and fraud)	
Article 387th of the Criminal Law of the People's Republic of China (on illegal acceptance of other's property)	
Anti-Unfair Competition Law of the People's Republic of China	

Preserving Nature

Relevant laws and regulations	Internal policies and measures
Air Pollution Control Ordinance (Cap. 311 of the Laws of Hong Kong)	<ul style="list-style-type: none"> • Support resource optimisation by introducing innovative eco-friendly materials • Enhance corporate awareness on environmental protection through the improvement on energy efficiency and resources conservation and waste generation minimisation along the value chain • Participate in and support environmental campaigns to advocate environmentally responsible behaviour among staff, business partners and customers
Water Pollution Control Ordinance (Cap. 358 of the Laws of Hong Kong)	
Waste Disposal Ordinance (Cap. 354 of the Laws of Hong Kong)	
Measures for the Administration of Permits for the Discharge of Urban Sewage into the Drainage Network	
Environmental Protection Law of the People's Republic of China	
Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Wastes	
Energy Conservation Law of the People's Republic of China	

REPORT DISCLOSURE INDEX

Aspects	ESG Indicators	Description	GRI Standards and Disclosures*	Section	Page
A. Environmental					
A1: Emissions	General Disclosure	<p>Information on:</p> <p>(a) the policies; and</p> <p>(b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.</p> <p>Note: Air emissions include NO_x, SO_x, and other pollutants regulated under national laws and regulations.</p> <p>Greenhouse gases include carbon dioxide, methane, nitrous oxide, hydrofluorocarbons, perfluorocarbons and sulphur hexafluoride.</p> <p>Hazardous wastes are those defined by national regulations.</p>	GRI 103: Management Approach: Disclosure 103-2 (c-i) (used together with GRI 305: Emissions, and GRI 306: Effluents and Waste) GRI 305: Emissions: Management approach disclosures guidance GRI 307: Environmental Compliance: Disclosure 307-1	Preserving Nature Appendix II	28, 44
	KPI A1.1	The types of emissions and respective emissions data.	GRI 305: Emissions: Disclosures 305-1, 305-2, 305-3, 305-6, and 305-7	Appendix I	37
	KPI A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	GRI 305: Emissions: Disclosures 305-1, 305-2, 305-4	Appendix I	37
	KPI A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	GRI 306: Waste: Disclosure 306-3 (a)	Preserving Nature	28
	KPI A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	GRI 306: Waste: Disclosure 306-3 (a)	Appendix I	37
	KPI A1.5	Description of emissions target(s) set and steps taken to achieve them.	GRI 103: Management Approach: Disclosure 103-2 (used together with GRI 305: Emissions) GRI 305: Emissions: Clause 1.2 and Disclosure 305-5	Preserving Nature	34
	KPI A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	GRI 103: Management Approach: Disclosure 103-2 (used together with GRI 306: Waste) GRI 306: Waste: Disclosures 306-4 and 306-5	Preserving Nature	28, 34

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Aspects	ESG Indicators	Description	GRI Standards and Disclosures*	Section	Page
A2: Use of Resources	General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials. Note: Resources may be used in production, in storage, transportation, in buildings, electronic equipment, etc.	GRI 103: Management Approach: Disclosure 103-2 (c-i) (used together with GRI 301: Materials, GRI 302: Energy, and GRI 303: Water and Effluents)	Preserving Nature	30
	KPI A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in'000s) and intensity (e.g. per unit of production volume, per facility).	GRI 302: Energy: Disclosures 302-1 and 302-3	Appendix I	38
	KPI A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	GRI 303: Water and Effluents: Disclosure 303-5	Appendix I	38
	KPI A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	GRI 103: Management Approach: Disclosure 103-2 (used together with GRI 302: Energy) GRI 302: Energy: Disclosures 302-4 and 302-5	Preserving Nature	34
	KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	GRI 103: Management Approach: Disclosure 103-2 (used together with GRI 303: Water and Effluents) GRI 303: Water and Effluents: Disclosure 303-1	Preserving Nature	31
	KPI A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	GRI 301: Materials: Disclosure 301-1	Appendix I	38

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Aspects	ESG Indicators	Description	GRI Standards and Disclosures*	Section	Page
A3: The Environment and Natural Resources	General Disclosure	Policies on minimising the issuer's significant impacts on the environment and natural resources.	GRI 103: Management Approach: Disclosure 103-2 (c-i) (used together with GRI 301: Materials, GRI 302: Energy, GRI 303: Water and Effluents, GRI 304: Biodiversity, GRI 305: Emissions, and GRI 306: Waste)	Preserving Nature	32
	KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	GRI 103: Management Approach: Disclosures 103-1 and 103-2 (used together with GRI 301: Materials, GRI 302: Energy, GRI 303: Water and Effluents, GRI 304: Biodiversity, GRI 305: Emissions, and GRI 306: Waste) GRI 303: Water and Effluents: Disclosure 303-1 GRI 304: Biodiversity: Disclosure 304-2 GRI 306: Waste: Disclosures 306-1 and 306-2	Preserving Nature	32
Aspect A4: Climate Change	General Disclosure	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	GRI 103: management approach: Disclosure 103-2 (c-i) (used together with GRI 201: Economic Performance) GRI 102: General Disclosures: Disclosure 102-29	Preserving Nature	35
	KPI A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	GRI 201: Economic Performance: Disclosure 201-2	Preserving Nature	35

Aspects	ESG Indicators	Description	GRI Standards and Disclosures*	Section	Page
B. Social					
Employment and Labour Practices					
B1: Employment	General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	GRI 103: Management Approach: Disclosure 103-2 (c-i) (used together with GRI 202: Market Presence, GRI 401: Employment, GRI 405: Diversity and Equal Opportunity, GRI 406: Non-discrimination) GRI 419: Socioeconomic Compliance: Disclosure 419-1	Uplifting People Appendix II	21, 43
	KPI B1.1	Total workforce by gender, employment type (for example, full- or parttime), age group and geographical region.	GRI 102: General Disclosures: Disclosures 102-8 (a), 102-8 (b), and 102-8 (c) GRI 405: Diversity and Equal Opportunity: Disclosure 405-1(b)	Appendix I	39
	KPI B1.2	Employee turnover rate by gender, age group and geographical region.	GRI 401: Employment: Disclosure 401-1 (b)	Appendix I	40

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Aspects	ESG Indicators	Description	GRI Standards and Disclosures*	Section	Page
B2: Health and Safety	General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	GRI 103: Management Approach: Disclosure 103-2 (c-i) (used together with GRI 403: Occupational Health and Safety) GRI 403: Occupational Health and Safety: Disclosure 403-1 GRI 419: Socioeconomic Compliance: Disclosure 419-1	Uplifting People Appendix II	24, 43
	KPI B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year	GRI 403: Occupational Health and Safety: Disclosure 403-9, 403-10	Uplifting People	24
	KPI B2.2	Lost days due to work injury.	N/A	Uplifting People	24
	KPI B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	GRI 103: Management Approach: Disclosure 103-2 and 103-3 (a-i) (used together with GRI 403: Occupational Health and Safety) GRI 403: Occupational Health and Safety: Disclosures 403-1, 403-3, 403-5, 403-7	Uplifting People	24
B3: Development and Training	General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. Note: Training refers to vocational training. It may include internal and external courses paid by the employer	GRI 103: Management Approach: Disclosure 103-2 (c-i) (used together with GRI 404: Training and Education) GRI 404: Training and Education: Disclosure 404-2 (a)	Uplifting People	24
	KPI B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	N/A	Appendix I	40
	KPI B3.2	The average training hours completed per employee by gender and employee category.	GRI 404: Training and Education: Disclosure 404-1	Appendix I	41

Aspects	ESG Indicators	Description	GRI Standards and Disclosures*	Section	Page
B4: Labour Standards	General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	GRI 103: Management Approach: Disclosure 103-2 (c-i) (used together with GRI 408: Child Labour and GRI 409: Forced or Compulsory Labour) GRI 419: Socioeconomic Compliance: Disclosure 419-1	Uplifting People Appendix II	25, 43
	KPI B4.1	Description of measures to review employment practices to avoid child and forced labour.	GRI 103: Management Approach: Disclosure 103-2 (used together with GRI 408: Child Labour and GRI 409: Forced or Compulsory Labour) GRI 408: Child Labour: Disclosure 408-1(c) GRI 409: Forced or Compulsory Labour: Disclosure 409-1(b)	Uplifting People	25
	KPI B4.2	Description of steps taken to eliminate such practices when discovered	GRI 103: Management Approach: Disclosure 103-2 (used together with GRI 408: Child Labour and GRI 409: Forced or Compulsory Labour) GRI 408: Child Labour: Disclosure 408-1(c) GRI 409: Forced or Compulsory Labour: Disclosure 409-1(b)	Uplifting People	25

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Aspects	ESG Indicators	Description	GRI Standards and Disclosures*	Section	Page
Operating Practices					
B5: Supply Chain Management	General Disclosure	Policies on managing environmental and social risks of the supply chain.	GRI 103: Management Approach: Disclosure 103-2 (c-i) (used together with GRI 308: Supplier Environmental Assessment and GRI 414: Supplier Social Assessment)	Uplifting People	26
	KPI B5.1	Number of suppliers by geographical region.	GRI 102: General Disclosures: Disclosure 102-9	Uplifting People	26
	KPI B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	GRI 102: General Disclosures: Disclosure 102-9 GRI 103: Management Approach: Disclosure 103-2 (used together with GRI 303: Water and Effluents, GRI 308: Supplier Environmental Assessment and GRI 414: Supplier Social Assessment) GRI 303: Water and Effluents: Disclosure 303-1 (c) GRI 308: Supplier Environmental Assessment: Disclosures 308-1 and 308-2 GRI 414: Supplier Social Assessment: Disclosures 414-1 and 414-2	Uplifting People	26
	KPI B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	GRI 102: General Disclosures: Disclosure 102-9 GRI 103: Management Approach: Disclosure 103-2 (used together with GRI 303: Water and Effluents, GRI 308: Supplier Environmental Assessment and GRI 414: Supplier Social Assessment) GRI 303: Water and Effluents: Disclosure 303-1 (c) GRI 308: Supplier Environmental Assessment: Disclosures 308-1 and 308-2 GRI 414: Supplier Social Assessment: Disclosures 414-1 and 414-2	Uplifting People	27
	KPI B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	GRI 103: Management Approach: Disclosure 103-2 (used together with GRI 306: Waste and GRI 308: Supplier Environmental Assessment)	Uplifting People	27

Aspects	ESG Indicators	Description	GRI Standards and Disclosures*	Section	Page
B6: Product Responsibility	General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	GRI 103: Management Approach: Disclosure 103-2 (c-i) (used together with GRI 416: Customer Health and Safety, GRI 417: Marketing and Labelling, and GRI 418: Customer Privacy) GRI 416: Customer Health and Safety: Disclosure 416-2 GRI 417: Marketing and Labelling: Disclosures 417-2 and 417-3 GRI 418: Customer Privacy: Disclosure 418-1 GRI 419: Socioeconomic Compliance: Disclosure 419-1	Nourishing Communities Appendix II	16, 42
	KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	N/A	Nourishing Communities	16
	KPI B6.2	Number of products and service related complaints received and how they are dealt with.	GRI 102: General Disclosures: Disclosures 102-43 and 102-44 GRI 103: Management Approach: Disclosure 103-2 (c-vi) GRI 418: Customer Privacy: Disclosure 418-1	Nourishing Communities	17
	KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	N/A	Nourishing Communities	17
	KPI B6.4	Description of quality assurance process and recall procedures	N/A	Nourishing Communities	16
	KPI B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	GRI 103: Management Approach: Disclosures 103-2 and 103-3 (a-i) (used together with GRI 418: Customer Privacy)	Nourishing Communities	17

Aspects	ESG Indicators	Description	GRI Standards and Disclosures*	Section	Page
B7: Anti-corruption	General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering	GRI 103: Management Approach: Disclosure 103-2 (c-i) (used together with GRI 205: Anti-corruption) GRI 205: Anti-corruption: Disclosure 205-3 GRI 419: Socioeconomic Compliance: Disclosure 419-1	Uplifting People Appendix II	25, 44
	KPI B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases	GRI 205: Anti-corruption: Disclosure 205-3	Uplifting People	25
	KPI B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	GRI 102: General Disclosures: Disclosure 102-17 GRI 103: Management Approach: Disclosures 103-2 and 103-3 (a-i) (used together with GRI 205: Anti-corruption) GRI 205: Anti-corruption: Clause 1.2	Uplifting People	25
	KPI B7.3	Description of anti-corruption training provided to directors and staff.	GRI 205: Anti-corruption: Disclosure 205-2: Communication and training about anti-corruption policies and procedures	Uplifting People	26
Community					
B8: Community Investment	General Disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	GRI 103: Management Approach: Disclosure 103-2 (c-i) (used together with GRI 413: Local Communities)	Nourishing Communities	18
	KPI B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	GRI 203: Indirect Economic Impacts: Disclosure 203-1(a)	Nourishing Communities	18
	KPI B8.2	Resources contributed (e.g. money or time) to the focus area.	GRI 201: Economic Performance: Disclosure 201-1(a-ii)	Nourishing Communities	18

* The linkage between the GRI standards and disclosures that relate to each aspect in HKEX ESG Reporting Guide refers to the summary table from the 'Linking the GRI Standards and HKEX ESG Reporting Guide' (updated July 2020).



Tam Jai International Co. Limited
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