

# 大快活 Fairwood

大快活集團有限公司  
FAIRWOOD HOLDINGS LIMITED

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

股票編號 Stock Code: 52



**2022-2023**

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

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## 行政總裁寄語

二零二二年是大快活踏入五十周年的重要里程碑，適逢疫情對全球影響逐漸減少，我們特意舉辦一連串活動，與社區一同慶祝，藉著集體回憶，見證大快活歷年的發展及進步，記載大快活五十年的「快活是·快活事」。

集團堅守四項營運原則，包括「快活團隊」、「快活顧客」、「快活食品」和「快活環境」，令業務穩步復甦。要確保維持集團的長期競爭力及品牌成功，至關重要是要通過更多可持續發展理念融入業務營運、管治策略、風險管理及訂立指標與目標。

來年，集團將成立氣候風險小組，推動可持續發展及氣候風險管理。以身體力行，多方面舉措應對氣候風險帶來的影響，建立了由上而下的可持續發展管治體系，增強可持續發展風險管理和把控力度，落實低碳及社會責任工作，鞏固可持續發展的全面性、準確性與真實性。

員工福祉對我們非常重要，我們將繼續傳承重視員工福利的文化及讚賞他們為集團作出的貢獻。我們亦提供補助給符合資格的員工進行年度身體檢查；我們積極鼓勵員工參與由香港吸煙與健康委員會舉辦的戒煙計劃，成功戒煙員工可獲得獎勵。我們重視每位員工的忠誠度，並為一直與我們並肩作戰的員工送贈個人化企業禮品。我們鼓勵來自前線同事的回饋和建議，這意味著創新的想法可以在集團內實現。

在社區關懷方面，我們支持平等就業機會，經常推出社區招聘計劃，以家庭主婦及少數族裔人士為招聘對象。集團旗下三分二的店舖，已安裝「無障礙服務」，並增設多項貼心的無障礙設施，包括擴闊店內通道、增設活動座椅及以供輪椅使用的斜台。

於環境保護方面，本集團一直改善包裝更環保和提供無肉低碳膳食選擇。此外，我們於集團各個層面積極推動減少碳足跡及逐步將業務數碼化。隨著我們對可持續發展的重視，我們亦向所有員工提供有關環境保護的培訓，以確保員工與集團目標一致，一同實踐可持續發展目標。

二零二二/二三年度的環境、社會及管治報告的主題與我們的願景一致：成為顧客最愛的餐飲集團，同時推動可持續發展及社會責任。我們藉「是愛·是責任」為主題來表達集團的願景、目標及使命，成為大眾喜愛的品牌，秉持企業社會責任的精神，回饋社會。展望未來，我們將繼續憑著靈活應變的營運模式面對挑戰，朝著可持續發展的目標邁進。

此致，

行政總裁  
羅輝承

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## Message from the CEO

The year 2022 marks an important milestone as it is the 50th anniversary of the founding of Fairwood. As the impact of the pandemic diminishes, we are organising a series of activities to celebrate, to recognise the development of Fairwood over the years and to thank the community for its continued support. A major part of this celebration is the “Fairwood Meals Become Memories” campaign.

The Group’s business is steadily recovering, and we are staying true to our four corporate principles of “Happy Team”, “Happy Customers”, “Happy Food” and “Happy Environment”. To ensure the continued success of the Group and the brand, it is essential to integrate into our business operations more sustainability concepts, governance strategies and rigorous risk management, and to set supplementary targets and goals.

In the coming year, the Group will establish a Climate Risk Group to drive sustainability and climate risk management. We have already established a top-down sustainable development governance system, strengthened sustainable development risk management and control, implemented low-carbon and social responsibility programmes, and consolidated the comprehensiveness, accuracy and authenticity of our sustainable development, which form the Group’s core values.

Employee well-being is very important to us, and we continue to build a culture that values employee welfare and appreciates their contributions to the Group. We offer annual medical check-up subsidies to all eligible staff. We encourage employees to participate in smoking cessation programme organised by the Hong Kong Council on Smoking and Health (“COSH”), with rewards for successful completion. We value each employee’s loyalty and provide customisable corporate gifts to those who stay with us. We encourage feedback and suggestions from our frontline colleagues to those, meaning that innovative ideas can become a reality within the Group.

Within the local community we support equal employment opportunities and often launch community recruitment programme, to provide positions for homemakers and ethnic minorities residing in the area. We want to make all our customers feel welcome and safe during their dining experience. Two-thirds of the Group’s outlets have already introduced “Accessibility Service” locations for customers with special needs, particularly those with impaired mobility. Improvements to locations include widened aisles, mobile seating and thoughtfully placed wheelchair ramps.

We are doing our part for environmental protection. The Group has implemented environmentally responsible packaging and there are meat-free and low-carbon meal options on our menus. We have been actively working at all levels of the organisation to minimise our carbon footprint and progressively digitise our business. We have also provided training to staff on environmental protection to ensure that the entire organisation is working together to achieve our long-term sustainability goals.

The theme of this ESG report for 2022/23 is consistent with our vision: to become our customers’ favourite restaurant group, while promoting sustainable development and social responsibility. Thus, we have adopted the phrase “Brand Love and Responsibility” as our theme, enabling us to become a brand that is both treasured and respected by the community. Looking ahead, we will continue to face the challenges of our ever-changing environment, and together with our staff, we can move towards sustainable development goals.

Yours sincerely,

**Francis Lo**  
Chief Executive Officer

# 快活企業概覽

## Fairwood at a Glance

### 公司資料 Company profile

大快活集團有限公司(以下簡稱「大快活」或「本集團」)是香港其中一間知名的連鎖餐廳。大快活在香港的主要營運業務涵蓋了快餐店、特色餐廳(包括ASAP, 一葉小廚及一碗肉燥三個品牌)、一間中央食品加工中心(「中央加工廠」)和一條烘焙生產線。自一九七二年首家餐廳開業以來,大快活一直穩步成長。截至二零二三年三月三十一日,大快活在香港和中國內地分別擁有157間餐廳和22間餐廳。

Fairwood Holdings Limited (referred to in this report as “Fairwood” or the “Group”) is one of Hong Kong’s best-known restaurant chains. Fairwood’s main operations in Hong Kong cover fast food outlets, specialty restaurants (including three brands of ASAP, The Leaf Kitchen and Taiwan Bowl), one central food processing plant (“CFPP”) and one bakery production line. Since the opening of its first restaurant in 1972, Fairwood has grown progressively and now has 157 restaurants across Hong Kong and 22 restaurants in mainland China (as of 31 March 2023).



大快活在可持續發展方面的旅程是受全球問題(如氣候變化、塑膠廢物、浪費食物、人權和零饑餓)的推動。在旅程中的每一項與可持續性相關的舉措都是考慮到我們的優勢和能力的情況下制定的,這些優勢和能力使本集團能夠在創造對人類和地球有益的價值方面發揮獨特而重要的作用。

Fairwood’s journey in sustainability has been driven by global issues (such as climate change, plastic waste, food waste, human rights, and zero hunger). Each sustainability-related initiative in the journey was developed with consideration for the strengths and capabilities that have allowed the Group to play a unique and important role in creating value for people and planet.

# 快活旅程 Fairwood's journey

**2015**

最受顧客讚賞的餐飲品牌  
Most customer appreciated F&B brand awarded



**2010**

晉升成為最佳餐飲管理團隊  
Elevated the best food and beverage ("F&B") management team formed



**2009**

一間位於大埔新建的中央食品加工中心開始運作  
New central food processing plant in Tai Po came into operation



**2003**

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



**1981**

設立第一間中央食品加工中心以確保食品質量一致  
First central food processing plant established, ensuring consistent food quality



**2016**

提供送餐服務  
Deliver-To-Your Table Service launched

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**2017**

推行「Feel Good」行動  
"Feel Good" Movement promoted



**2018**

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



**2019**

推行「Feel Good」顧客體驗  
"Feel Good" Customer Experience promoted



**2022**

推出「走塑齊齊捐」活動  
Meal Box Donation Programme launched

**2022**



**2021**

正式成立可持續發展委員會  
向董事會匯報  
Sustainability Committee reporting to the Board established

**2020**

「買定嚟走」網上點餐服務，有助減少外賣服務時的接觸以及推廣更佳的顧客體驗  
"Click and Collect" online ordering system to minimise contact during takeaway and promote better customer experience launched



**大快活**  
Fairwood

**1972**

**1972**

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

## 快活企業概覽 Fairwood at a Glance

### 可持續發展業務摘要 Business sustainability highlights

受2019冠狀病毒疫情影響，香港的飲食業經歷了艱難的一年。大快活及時採取措施，克服了艱難的經濟時期和競爭激烈的商業環境，令二零二二/二三年的整體業績有所改善。

The food and beverage sector in Hong Kong experienced a difficult year because of the COVID-19 pandemic. Fairwood implemented timely measures to weather the tough economic times and competitive business environment, achieving an improvement in overall business performance in 2022/23.

#### 報告期內 During the reporting period

#### 收入

##### Income

錄得港幣28.7億元的收入(來自香港業務的營運)  
recorded HK\$2.87 billion in revenue (HK operations only)

# 28.7<sup>億</sup>

#### 香港員工人數

##### Number of employees in Hong Kong

# 4,681<sup>名</sup>

#### 少數族裔員工人數

##### Number of ethnic minorities employees

(佔香港員工的6%)  
(6% of HK employees)

# 295<sup>名</sup>

#### 新開張香港餐廳數目

##### Number of new restaurants in Hong Kong

# 8<sup>間</sup>

#### 香港餐廳數目

##### Number of restaurants in Hong Kong

# 157<sup>間</sup>

# 關於本報告 About This Report

## 報告準則、期間及範圍 Reporting standard, period and scope

此報告根據香港聯合交易所有限公司(「聯交所」)《證券上市規則》(「上市規則」)附錄二十七《環境、社會及管治報告指引》所載列之指引編製。除非另有特別註明，本報告總結了我們在二零二二年四月一日至二零二三年三月三十一日(「報告期」)期間關於環境、社會及管治的表現。我們根據本集團主要收入來源即來自香港業務，佔本集團90%以上，以及所產生影響的重要性來定義我們的匯報範圍。

在編寫報告時，本集團已遵守《環境、社會及管治報告指引》中的報告原則：

This report has been prepared in accordance with the Hong Kong Stock Exchange's ("HKEX") "Environmental, Social and Governance Reporting Guide", as set out in Appendix 27 of the Rules Governing the Listing of Securities (the "Listing Rules"). Unless otherwise specified, the report covers the environmental, social and governance ("ESG") performance of the business activities directly operated and managed by the Group during the reporting period, from 1 April 2022 to 31 March 2023. The reporting boundary has been set according to the aspects of financial materiality which account for over 90% of the Group's main sources of revenue from Hong Kong, and the potential and actual significance of these aspects.

When preparing the report, the Group adhered to the following reporting principles under the ESG Reporting Guide:

### 重要性 Materiality

該報告涵蓋了董事會認為對投資者和其他持份者足夠重要的環境、社會及管治威脅和機遇。

The report covers the ESG threats and opportunities which have been identified by the Board as sufficiently important to investors and other stakeholders.

### 量化 Quantitative

大快活在報告中列出量化的環境和社會關鍵績效指標(「關鍵績效指標」)以及過往數據，以便在可適用時進行比較。

Fairwood reports quantitative environmental and social key performance indicators ("KPIs") as well as historical data for comparison, where applicable.

### 平衡 Balance

大快活委任外部可持續發展顧問準備報告，不偏不倚地展示我們的成果和表現。

Fairwood appointed an external sustainability consultant to give an unbiased picture of its performance and achievements, and to draft this report.

### 一致性 Consistency

大快活在準備報告和環境及社會關鍵績效指標時採用一致的方法及計算，以便長時間進行適合的比較。

Fairwood has adopted a consistent methodology and calculation method for the report and the environmental and social KPIs, to allow for meaningful comparisons over time.



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## 關於本報告 About This Report

除非另有說明，本報告的範圍僅涵蓋本集團在香港的業務，包括大快活總部辦公室、中央加工廠、烘焙生產線及位於香港的所有餐廳店鋪。大快活在中國內地的業務只佔本集團二零二二/二三年總收入約5%。因此，有關中國內地業務的資料並不包括在本報告之中。在報告期內，報告範圍、業務運作及組織結構並沒有重大改變。

就此報告，本集團已委任香港品質保證局提供環境、社會及管治報告及諮詢服務。

Unless otherwise stated, the scope of the report is restricted to the Group's operations in Hong Kong, which includes Fairwood's head office, the CFPP, the bakery production line and all restaurant outlets in Hong Kong. Fairwood's operations in mainland China accounted for only about 5% of the Group's total revenue in the reporting period. Given this small percentage, mainland China operations have not been included in this report. There were no substantial changes in the reporting scope, business operations or organisational structure during the reporting period.

The Group appointed Hong Kong Quality Assurance Agency to provide ESG reporting and consultancy services for this report.

## 信息與反饋 Information and feedback

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持份者的意見對於大快活的持續改進相當寶貴。如有任何意見和建議，歡迎電郵到

Stakeholder feedback is valuable for Fairwood's continuous improvement. Any comments and suggestions can be sent to



[esg@fairwood.com.hk](mailto:esg@fairwood.com.hk)

有關大快活的財務表現和企業管治詳情，請參閱此官方網站：

For details of Fairwood's financial performance and corporate governance, please refer to this website:



[www.fairwoodholdings.com.hk](http://www.fairwoodholdings.com.hk)

## 快活可持續框架

# Fairwood Sustainability Framework

大快活將可持續發展的概念融入其業務和營運，以應對環境、社會及管治問題，包括氣候風險的影響。我們的主要目標是節約能源、減少碳排放、關愛社區和展現社會責任。我們有一個既定的管治結構、策略的制定、風險管理流程和指標與目標的披露機制，這些框架元素對我們的可持續發展相當重要。

持份者參考國際標準機構(如可持續發展會計準則委員會，「SASB」)對環境、社會及管治的建議。然後，我們選擇高度優先的環境、社會及管治事宜，以制定實行策略的計劃、進行風險管理、監察及控制其表現。

我們一直保持與行業專業人士合作，以確保遵守可持續性相關和氣候相關披露的最新國際標準。

我們還定期檢討框架的有效性，並根據需要進行調整。

The concept of sustainable development has been integrated into Fairwood's business and operations to deal with ESG issues, including the impact of climate risk. The primary goals are to save energy, reduce carbon emissions and care for the community to demonstrate social responsibility. There is an established governance structure, processes for strategy formulation and risk management and a mechanism for reporting metrics and targets which are important for our sustainable development.

Stakeholders are consulted on ESG issues suggested by international standards bodies (such as the Sustainability Accounting Standards Board, "SASB"). High priority issues are then selected and plans are formulated to implement strategies, strengthen risk management, monitor and control performance in ESG.

Compliance with the latest international standards on sustainability-related and climate-related disclosure is ensured by working with industry professionals from time to time.

The effectiveness of the framework is reviewed regularly with adjustments made as appropriate.

## 快活可持續框架

### Fairwood Sustainability Framework

## 企業管治框架及守則 Corporate governance framework and code

大快活作為一家負責任的公司，義務之一是堅守高標準的公司管治、商業道德和誠信。以下舉措支持我們達到以上的標準：

- **員工手冊**  
主要政策和程序並概述大快活的文化，包括向新入職和現有員工傳達大快活的願景、使命、價值觀、目的、政策和法規。
- **員工行為準則**  
行為準則規定了業務的規則、責任、道德原則。
- **反貪污指南**  
員工必須報告任何涉嫌賄賂、勒索、欺詐、洗錢和違反保密協議的案件。
- **反貪污培訓**  
後勤員工、高級職員和分店內的中層管理人員每年均接受與反貪污相關的培訓，其中包括由廉政公署舉辦的企業道德培訓計劃。
- **稽核部**  
稽核部向審核委員會報告，並且每六個月組織一次審查會議，向審核委員會提交審計結果。該部門還負責調查涉嫌違規案件，並採取適當的紀律處分行動。
- **審核委員會**  
審核委員會在董事會的領導下，負責審查本集團有關風險管理和內部控制系統的政策和程序是否足夠，並監督政策和程序的執行情況。委員會還檢討內部審計的範圍、結果和稽核部的調查發現。

One of Fairwood's obligations as a responsible corporation is to uphold high standards of corporate governance, business ethics and integrity. The following initiatives support our standards in these areas:

- **Employee handbook**  
Key policies and procedures are defined and our culture is outlined such that Fairwood's vision, mission, values and purpose as well as policies and regulations are communicated to new and existing employees.
- **Staff code of conduct**  
Code of conduct set out the rules, responsibilities and ethical principles for all employees.
- **Anti-corruption guidelines**  
Employees are required to report any suspected cases of bribery, extortion, fraud or money laundering, or violation of confidential agreements.
- **Anti-corruption training**  
Back-office employees, senior staff and middle management staff in the restaurant outlets also undergo yearly training related to anti-corruption measures, which includes ICAC Corporate Ethics Programme.
- **Internal Audit Department**  
The Internal Audit Department reports to the Audit Committee. Review meetings are organised to present the department's findings to the Audit Committee once every six months. The department is also responsible for investigating the validity of suspected cases of non-compliance and determining the appropriate disciplinary action.
- **Audit Committee**  
The Audit Committee, under the leadership of the Board, is responsible for reviewing the adequacy of the Group's policies and procedures regarding risk management and internal control systems and implementation. The committee also reviews the scope and results of internal audits and investigation findings from the Internal Audit Department.

## 快活可持續框架

### Fairwood Sustainability Framework

#### 董事會關於可持續發展管治的聲明 Board statement on sustainability governance

根據聯交所最新的環境、社會及管治要求，我們成立了一個可持續發展委員會，並定期向董事會匯報。應對環境、社會及管治(包括氣候變化)風險與財務決策息息相關。董事會通過審計委員會的可持續和風險管理工作組進行的策略分析和環境、社會及管治目標作出設定及決策。

可持續發展委員會由行政總裁擔任主席，由管理團隊的主要領導組成，以確保都能通過前瞻性的方法去管理有關環境、社會及管治的事宜。本年度，該委員會共開了四次會議商討不同行動計劃及可持續議題。可持續發展工作組協助可持續發展委員會在不同業務部門實施環境、社會及管治目標和行動計畫。

In line with the updated ESG requirements of the Stock Exchange, a Sustainability Committee has been established. The committee reports to the Board on a periodic basis. The sustainability agenda to address our ESG risks (including climate change) is now on par with other financially material decision-making. The Board oversees all ESG decision-making through strategic analysis and ESG target-setting conducted by the Sustainability and Risk Management Working Group of the Audit Committee.

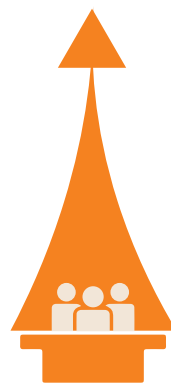
The Sustainability Committee is chaired by the CEO and composed of key leaders in the management team to ensure ESG is approached through a forward-looking lens. During the year, this committee held four meetings to discuss various action plans and sustainability issues. The Sustainability Taskforce assists the Sustainability Committee in the implementation of ESG goals and action plans across different business units.

## 快活可持續框架 Fairwood Sustainability Framework

管治 Governance	主要領導者 Key leaders	功能 Function
<p>↓</p> <p><b>董事會 The Board</b></p>	<p>↑</p> <p>3名執行董事 3 Executive Directors</p> <p>4名獨立非執行董事 4 Independent Non-executive Directors</p>	<p>通過策略分析監督所有環境、社會及管治決策 Oversees all ESG decision-making through strategic analysis</p>
<p>↓</p> <p><b>可持續發展委員會及審核委員會 Sustainability Committee and Audit Committee</b></p>	<p>↑</p> <p>審核委員會 (可持續及風險管理工作組) Audit Committee (Sustainability and Risk Management Working Group)</p> <p>可持續發展委員會 Sustainability Committee</p>	<p>制定並實施可持續發展規劃 Formulate and enforce sustainability planning</p> <p>制定環境、社會及管治目標和策略規劃 Set ESG targets and strategic planning</p>
<p>↓</p> <p><b>可持續發展專責小組 Sustainability Taskforce</b></p>	<p>↑</p> <p>可持續發展專責小組 Sustainability Taskforce</p>	<p>實施具體行動計畫 Tackle specific action plans</p>
<p>↓</p> <p><b>業務部門 Business Units</b></p>	<p>餐廳店鋪 Restaurant outlets</p> <p>辦公室 Office</p> <p>中央加工廠 CFPP</p> <p>烘焙生產線 Bakery production line</p>	<p>執行與可持續性相關的任務 Implement sustainability-related tasks</p>

### 由上而下方針 Top-down approach

董事會和可持續發展委員會制定執行本集團的可持續發展計劃  
The Board and Sustainability Committee formulate and enforce sustainability planning for the Group



可持續發展工作組和各業務部門管理層協調所有部門，協助他們有效地實行與可持續發展相關的任務

The Sustainability Taskforce and management of business units coordinate all departments and help them implement sustainability-related tasks effectively

### 由下而上方針 Bottom-up approach

## 快活可持續框架

### Fairwood Sustainability Framework

## 聯合國可持續發展目標(「可持續發展目標」)

### United Nations Sustainable Development Goals (“SDGs”)

大快活認同設定、實施和實現本集團可持續發展目標的重要性。除了考慮我們財務的穩健性和盈利能力外，還會關注對持份者的影響，確保我們的業務和營運在可持續性的經濟、社會和環境方面均得到良好平衡(通常稱為“三重底線”)。

聯合國通過《2030年可持續發展議程》呼籲全球採取行動，以消除貧困、保護地球，並確保到二零三零年所有人都能夠享受繁榮、和平與穩定，這為我們訂立目標和舉措提供了有用的參考。與大快活最相關的可持續發展目標如下：

Fairwood recognises the importance of setting, implementing and achieving sustainable development goals within the Group. In addition to considering our financial health and profitability, attention is paid to the impact on stakeholders to ensure our business and operations are well balanced in terms of the economic, social and environmental dimensions of sustainability (commonly known as the “Triple Bottom Line”).

The Sustainable Development Goals (SDGs), adopted by the United Nations as a universal call to action to end poverty, protect the planet and ensure by 2030 that all people enjoy peace and prosperity, provide a useful reference for our goals and initiatives. The SDGs which are most relevant to Fairwood are as follows:

### 可持續發展目標 SDGs



#### SDG 2 零飢餓 Zero Hunger

發起食物捐贈活動，向低收入家庭、老年人、殘疾人和失業人士提供食物和/或食物兌換券

Launching a meal donation campaign to distribute hot meals and / or hot meal redemption coupons to target populations, including low-income families, the elderly, persons with disabilities and the unemployed

推出「快活關愛長者」咭，為長者以可負擔的優惠價享受美食

Issuing “Care for Seniors” cards to provide affordable meals for senior citizens

保障員工的職業健康和 safety

Safeguarding employees’ occupational health and safety

實現沒有因工死亡事件

Achieving zero work-related fatalities



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

減低工傷事故

Reducing the number of occupational injuries

組織季度安全會議(由職業安全委員會召集)

Organising quarterly safety meetings (convened by the Occupational Safety Committee)

於日常營運中遵守2019冠狀病毒的指引，並對任何未來的傳染病爆發時及時作出應對

Complying with guidelines in our daily operations during COVID-19, and responding immediately to any future outbreaks of contagious diseases

## 快活可持續框架 Fairwood Sustainability Framework

### 可持續發展目標 SDGs



#### SDG 4 優質教育 Quality Education

為員工提供津貼，鼓勵他們持續進修  
Providing subsidies for employees, to promote their lifelong learning opportunities

本報告年度，117名員工受惠於大快活教育基金計劃，以支持員工子女的教育  
During the reporting period, 117 employees benefited from the Fairwood Education Fund Scheme, which supports the education of employees' children



#### SDG 6 清潔飲水和 衛生設施 Clean Water and Sanitation

安裝更多新型節能的隔水電溫爐和洗碗機  
Installing new water-saving models of electric bain marie and dishwashing machines

為所有新店和將開業的店鋪安裝過濾水系統  
Installing a water filtration system in all new and upcoming restaurant outlets

通過我們的節約用水措施，我們的總用水密度(每百萬港元收入)比二零一六/一七基準年降低了23%  
Implementing water-saving initiatives, achieving a 23% reduction in total water consumption intensity (per HKD million revenue) compared to the base year 2016/17, as of end of the reporting period



#### SDG 7 經濟適用的 清潔能源 Affordable and Clean Energy

將使用過的食用油和廚餘分離，生產生物柴油、電力和可再生副產品。  
Segregating used cooking oil and food waste to produce biodiesel, electricity and renewable by-products

安裝更多新型節能烹飪設備和洗碗機  
Installing new energy-saving models of cooking equipment and dishwashing machines



#### SDG 8 體面工作和 經濟增長 Decent Work and Economic Growth

為主要供應商制定可持續發展採購政策  
Establishing a Fairwood's Sustainable Procurement Policy for major suppliers

在本報告年度為少數族裔提供295個就業機會(佔香港員工6%)  
295 job opportunities (6% of HK employees) were provided to ethnic minority groups during the reporting period

以「快活指數」去量度及檢視員工滿意度  
Using a "Happy Index" to measure and review employee satisfaction

## 快活可持續框架 Fairwood Sustainability Framework

### 可持續發展目標 SDGs



#### SDG 10 減少不平等 Reduced Inequalities

加強及提供予員工平等機會  
Enforcing and providing equal opportunities for staff

建立無歧視文化  
Building a discrimination-free culture



#### SDG 12 負責任消費與 生產 Responsible Consumption and Production

進行廢棄物審核，並建立廢棄物產生量基準線，以制定廢棄物減少和回收目標  
Conducting waste audits and establishing a baseline for waste generation and targets for waste reduction and recycling

透過提倡減廢，加強社區及員工的環保意識  
Raising environmental awareness in the community and among employees through promoting waste reduction

鼓勵顧客自備食物外賣盒以減少使用即棄餐具  
Encouraging customers to reduce to use cutlery for takeaway orders



#### SDG 13 氣候行動 Climate Action

實施節能舉措和能源供應商的減碳努力，於報告期內，溫室氣體排放密度(每百萬港幣收入)比二零一六/一七基準年減少了25%  
Implementing energy-saving initiatives and energy suppliers' decarbonisation efforts, achieving a 25% reduction in greenhouse gas ("GHG") emissions intensity (per HKD million revenue) from base year 2016/17, as of end of the reporting period

在辦公室放置回收箱  
Putting recycling bins in the office

參與廢物管理活動，如明愛電腦工場的捐贈電腦電腦回收項目，鼓勵無紙文化和實施數位化工作流程  
Participating in waste management campaigns, such as Caritas computer replenishment project, encouraging a paperless culture and implementing digitalised workflows



#### SDG 14 水下生物 Life Below Water

優先考慮可持續海產品採購  
Prioritising sustainable sourcing of seafood



# 持份者參與 Stakeholder Engagement

## 持份者 Stakeholders

大快活相信，與持份者建立長期互利的夥伴關係有助於實現可持續發展的願景。我們的主要的持份者包括投資者和股東、顧客和社區、供應商、公眾和行業協會，最後但同樣重要的，當然是我們的員工。大快活定期與持份者接觸，收集他們對各種環境、社會和管治問題重要性的意見，負責任而且反應迅速的回應持份者對我們的期望。

Fairwood believes that long-lasting and mutually beneficial partnerships with stakeholders help realise its sustainability vision. Our key stakeholders include investors and shareholders, customers and community, suppliers, public and industry associations, and, last but not least, employees. Fairwood regularly engages stakeholders to collect their input on the level of importance of various ESG issues, keeping us responsive and responsible to stakeholders and their expectations.

### 投資者及股東 Investors and Shareholders

- 股東周年大會  
Annual general meeting
- 年報、財務報表和公告  
Annual report, financial statements and announcements
- 集團網站  
Corporate website
- 投資者簡報  
Investor briefing



### 供應商 Suppliers

- 評核  
Evaluations
- 行業展覽  
Industry exhibitions
- 實地考察  
Site visits
- 供應商審核  
Supplier audits



### 顧客及社區 Customers and Community

- 社區大使  
Community ambassadors
- 顧客體驗調查  
Customer experience surveys
- 集團網站  
Corporate website
- 直接溝通  
Direct communication
- 大快活應用程式  
Fairwood App
- 焦點小組  
Focus groups
- 前線員工  
Frontline staff
- 大眾傳媒  
Mass media
- 神秘顧客  
Mystery shoppers



### 公眾和行業協會 Public and Industry Associations

- 股東周年大會  
Annual general meetings
- 直接溝通  
Direct communication
- 論壇  
Forums
- 研討會和工作坊  
Seminars and workshops



### 員工 Employees

- 「Big Bang」大會  
(全體員工會議)  
"Big-Bang" meetings  
(Town Hall meetings)
- 焦點小組  
Focus groups
- 快活開心新聞(視頻)  
Happy news (video)
- 快活指數  
Happy index
- 內聯網  
Intranet
- 新聞短片與通訊  
News clips and newsletters
- 告示欄  
Notice board
- 人力與文化發展會議  
People and culture development meeting
- 員工關懷熱線  
Staff relations hotline



## 持份者參與 Stakeholder Engagement

### 重要性評估 Materiality assessment

本集團通過三個主要步驟進行了實質性評估：

The Group performed a materiality assessment, which had the following three main steps:

#### 1 識別 Identification

根據可持續發展會計準則委員會 (SASB) 重要性圖譜和同行的基準測試，識別了19個環境、社會及管治事宜作持份者評估的基礎。

Based on SASB Materiality Map and benchmarking with peers, 19 ESG issues were identified as the basis for stakeholders' evaluation.

#### 2 評估和優先 排序劃分 Evaluation and Prioritization

進行了調查和訪談，以收集持份者對環境、社會及管治事宜重要性的意見。根據調查結果，對環境、社會及管治的事宜作了優先排序。

Surveys and interviews were done to collect stakeholders' input on the importance of ESG issues. ESG issues were prioritised according to the findings.

#### 3 審視和討論 Review and Discussion

根據監管指引，可能添加或刪除已識別了環境、社會及管治事宜。該過程的結果顯示在包含19個環境、社會及管治事宜的重要性矩陣中。

ESG issues were added or dropped as appropriate, based on regulatory requirements. The results of this process were presented in a materiality matrix containing 19 ESG issues.

開展了線上和線下問卷調查，收集了內部和外部持份者的意見。收集了近千份回覆。與大快活高級管理層進行了十三次採訪，以收集他們對各種環境、社會及管治事宜對業務重要性的看法。

在這個過程中識別出19個事宜，其中最重要的四個環境、社會及管治事宜是(1)食品安全，(2)食品質素，(3)員工健康與福祉，以及(4)服務質素，所有這些事宜都與環境、社會及管治的社會維度有關。第五和第六個環境、社會及管治事宜與環境方面有關，即(5)室內環境質量和(6)能源管理。

溫室氣體排放和與氣候相關的風險披露已被添加到行動計畫事項清單中。我們認為其他環境、社會及管治問題也同樣重要，我們將不時進行審視，以確定是否需要採取行動。

這次重要性評估的結果將被考慮在我們的業務和營運發展規劃中，並推動可持續發展策略的藍圖。

Online and offline questionnaire surveys were conducted to collect the views of internal and external stakeholders. Close to one thousand responses were collected. Thirteen interviews were conducted with Fairwood senior management to collect their views on the level of importance of various ESG issues to the business.

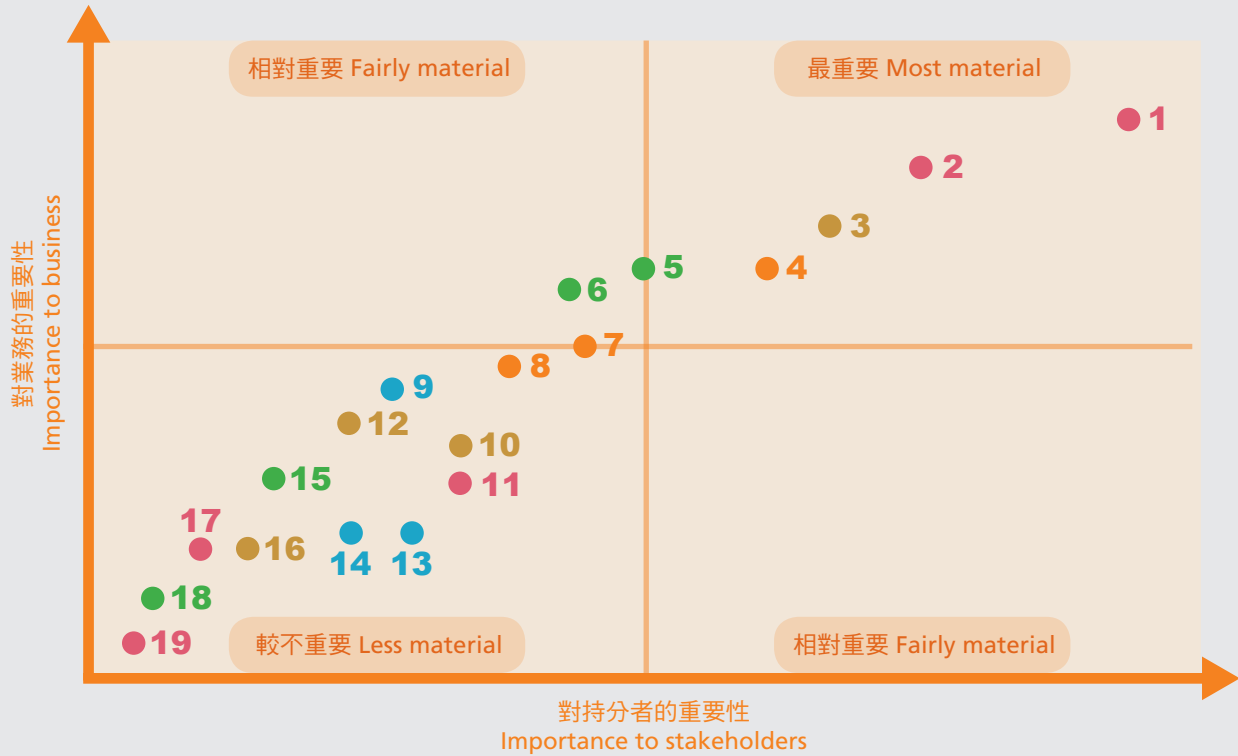
Nineteen issues were identified in this process, with the most important four ESG issues being (1) Food Safety, (2) Food Quality, (3) Employee Health and Well-being, and (4) Service Quality, which are all related to the S(ocial) dimension of ESG. The fifth and sixth ESG issues were related to the E(nvironmental) dimension, namely (5) Indoor Environmental Quality and (6) Energy Management.

GHG emissions and climate-related risks disclosure were added to the list of issues for action planning purposes. Other ESG issues are also important to us and they will be reviewed from time to time to determine the need for action.

The results of this materiality assessment are considered in our business and operations development planning, and drive strategic developments in sustainability.

## 持份者參與 Stakeholder Engagement

### 重要性矩陣 Materiality Matrix



● 顧客  
Customer

● 員工  
Employee

● 食品  
Food

● 環境  
Environmental

● 公司管治  
Governance

4 服務質素  
Service Quality

3 員工健康與福祉  
Employee Health and Well-being

1 食品安全  
Food Safety

5 室內環境質量  
Indoor Environment Quality

9 具道德的經營守則  
Ethical Business Operations

7 用餐體驗  
Dining Experience

10 員工福利與待遇  
Employee Benefits and Welfare

2 食品質素  
Food Quality

6 能源管理  
Energy Management

13 可持續發展意識  
Sustainability Awareness

8 顧客健康與保健  
Customer Health and Wellness

12 僱傭處事方法  
Labour Practices

11 更健康的食品選擇  
Healthier Food Options

15 水資源管理  
Water Management

14 可持續發展管治  
Sustainability Governance

16 員工培訓與發展  
Employee Learning and Development

17 營養含量  
Nutritional Content

18 廚餘及包裝廢料管理  
Food and Packaging Waste Management

19 負責任食品採購  
Responsible Food Sourcing

# 支持快活工作團隊 Championing a Happy Team

## 僱傭慣例 Employment practice

### 招聘及勞工標準

大快活堅信提供平等的機會是打造多元化、包容及和諧團隊的關鍵。從招聘到離職的過程中，我們不論種族、民族、及性別的異同，在整個職業生涯都得到支持。截至本報告期末，有295名少數族裔員工(佔香港員工的6%)，體現了大快活多元化和包容的文化。大快活還不時審視其平等就業機會政策，以確保符合本地法律及法規和與公司策略目標保持一致。此外，我們禁止任何形式的童工或強迫勞動的招聘。

在大快活，我們重視和尊重員工所付出的努力及意見，並致力營造一種積極的工作文化。除了提供具有競爭力的薪酬待遇以外，我們的員工福利還包括：

### 員工福利 Employee benefits

#### 節日禮物 Festival Gifts

農曆新年年糕券 Chinese New Year pudding coupons  
端午節糉子 Tung Ng Festival Rice dumplings  
中秋節月餅券 Mid-Autumn Festival mooncake coupons  
食品及現金券 Food and cash coupons

#### 慶祝生日 Birthday celebration

生日咭和餐券，以表示我們對員工的關心  
Birthday cards and dining vouchers, to show that employees are cared for

#### 家庭禮物 Family gifts

贈送禮餅券慶祝新婚及新生子女之喜悅  
Bakery coupons, to celebrate new marriages and new babies

#### 水果派發 Fruit distribution

水果派發推廣健康飲食 Fruit distribution, to promote a healthy diet

#### 優惠門票 Ticketing discount

迪士尼樂園及海洋公園折扣門票 Discounted tickets of Disneyland and Ocean Park

#### 健康檢查 Medical check-up

為即將退休的員工提供免費體檢  
Free medical check-ups for staff reaching retirement  
為符合條件的員工提供年度體檢補貼  
Subsidies for annual medical check-ups, for eligible staff

#### 員工及其家屬折扣咭 Employee and family discount cards

員工於店鋪用膳可享惠顧折扣 Discounts on meals at restaurant outlets  
員工親友於店鋪用膳可享惠顧折扣 Discounts for employee family and friends

#### 假日提早下班 Early leave before holidays

辦公室員工在聖誕節前夕、除夕和中秋節當日等可提早下班  
Early leave for office staff before holidays, such as on Christmas Eve, New Year's Eve and Mid-Autumn Festival

#### 考試假和培訓資助 Examination leave and training sponsorship

專業考試假期和資助予工作相關的培訓費用  
Examination leave for professional examinations and sponsorships for job-related training

### Recruitment and labour standards

Fairwood firmly believes that equal opportunity is key to building a diverse, inclusive and harmonious team. From recruitment to offboarding, employees are supported throughout their career journey, regardless of race, ethnicity and gender. At the end of the reporting period, 295 employees were from ethnic minority backgrounds (6% of HK employees), which demonstrates a culture of diversity and inclusion within Fairwood. To ensure compliance with regulatory requirements and alignment with corporate strategic goals, Fairwood reviews its Equal Opportunities Employment Policy periodically. Moreover, recruitment and employment measures that prohibit any form of underage or forced labour are implemented.

Fairwood has a caring and positive work culture where employees' efforts and opinions are valued and respected. In addition to competitive remuneration packages, employee benefits include:

## 支持快活工作團隊 Championing a Happy Team

大快活組織並參與招聘活動，鼓勵就業並創造就業機會。在報告期內，我們成功組織或參與約二十場招聘活動。有關我們員工的詳細資訊，請參閱績效表。

Fairwood organises and participates in recruitment events, to encourage employment and create job opportunities. During the reporting period, there were around 20 recruitment events. Please refer to the following Performance Table for more details of employees.

## 員工概覽 Employment profile



性別分布 Gender breakdown	二零二二/二三年 2022/23	二零二一/二二年 2021/22
男性 Male	1,229	1,336
女性 Female	3,452	3,489
<b>總數 Total</b>	<b>4,681</b>	<b>4,825</b>



年齡分布 Age breakdown	二零二二/二三年 2022/23	二零二一/二二年 2021/22
30歲以下 Under 30	611	778
30-50歲 30-50	2,092	2,047
51歲或以上 51 or above	1,978	2,000
<b>總數 Total</b>	<b>4,681</b>	<b>4,825</b>

## 支持快活工作團隊 Championing a Happy Team



員工職位分布 Employee grading breakdown	二零二二/二三年 2022/23	二零二一/二二年 2021/22
高級管理層 Senior management	31	29
中級管理層 Middle management	2,003	1,873
前線人員及一般員工 Frontline and general staff	2,647	2,923
<b>總數 Total</b>	<b>4,681</b>	<b>4,825</b>



員工按地區分布 Employee by geographical region	二零二二/二三年 2022/23	二零二一/二二年 2021/22
香港 Hong Kong	4,681	4,825



員工按種族分布 Employee by race	二零二二/二三年 2022/23	二零二一/二二年 2021/22
本地(香港) Local (Hong Kong)	4,386	4,541
少數族裔 Ethnic minority	295	284
<b>總數 Total</b>	<b>4,681</b>	<b>4,825</b>

## 企業誠信 Corporate integrity

對於大快活而言，良好的企業管治由高標準的商業道德和誠信所推動。我們公司的行為守則和反貪污指引能作員工行為和決策的指標，以營造一個具透明和具誠信的企業環境。

為提升員工的誠信意識和商業道德意識，我們定期為他們提供反貪污培訓。培訓內容涵蓋如何避免可能出現貪污的機會、處理貪污及申報利益衝突。

For Fairwood, good corporate governance is driven by high standards of business ethics and integrity. Our code of conduct and anti-corruption guidelines help guide our employees' behaviour and decision-making, to cultivate a transparent and honest corporate environment.

In order to raise awareness of integrity and business ethics among employees, anti-corruption training is provided on a regular basis. These training sessions cover how to mitigate, handle and report conflicts of interest.

## 支持快活工作團隊 Championing a Happy Team

### 快活文化 Fairwood culture

快樂是大快活員工體驗不可或缺的一部分。本集團努力建立一個快樂的團隊，再將快樂傳播給我們的顧客和社區。我們實施了休假政策、個人數據(隱私)政策、紀律處分和平等機會政策，以維護「快活團隊」原則並滿足員工需求。該政策將根據業務需求、相關合規性和政府立法並不時作出檢討。

Happiness is an integral part of the Fairwood employee experience and the Group strives to build a happy team that spreads joy to customers and the community. There is a Leave Policy, a Personal Data (Privacy) Policy, a Disciplinary Action Policy and an Equal Opportunities Employee Policy to uphold the “Happy Team” principle and cater to employee needs. The policies will be reviewed from time to time, based on business needs, related compliance and Government legislation.

### 經營原則 Operating principle

#### 快活團隊 Happy Team

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

在「快樂團隊」原則下，我們採納了四個核心要素以引領員工的發展方針：聯繫、肯定、責任和環境(「CARE」)。

Under the “Happy Team” principle, our people development approach is guided by four core elements: Connection, Affirmation, Responsibility and Environment (“CARE”).

#### C

##### 聯繫 Connection

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

#### A

##### 肯定 Affirmation

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

#### R

##### 責任 Responsibility

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

#### E

##### 環境 Environment

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



快活團隊  
Happy Team



「CARE」文化  
“CARE” Culture



人力發展  
People Development

## 支持快活工作團隊 Championing a Happy Team

### 員工溝通 Employee communication

與員工保持開放且持續的對話有助於我們瞭解他們的期望和需求。我們的人力資源部組織了各種員工一同參與的計劃，包括員工會議、與員工閒談對話、滿意度調查和各種員工社交活動。

### 焦點小組 Focus group

報告期內，在社交距離限制允許的情況下，舉行了三次面對面的焦點小組會議。焦點小組鼓勵員工提供誠實的反饋，使我們能夠更有針對性地提升員工的體驗和服務水平。

### 快活指數 Happy index

「快活指數」是衡量員工滿意度的內部評級系統，並考慮了各個級別的建議。餐廳、中央加工廠、烘焙生產線和辦公室的員工會每六個月接受一次問卷調查，並分享他們對薪酬方案、工作環境和團隊建設的想法。而結果作為員工關注點的指標，並用於推動優化變革。二零二二/二三年的「快活指數」為6.9分(從1到10)，其中10表示最快樂。

An open and ongoing dialogue with employees helps us understand their expectations and needs. Our HR Department organises various staff engagement programme, including staff meetings, informal discussion sessions, satisfaction surveys and staff social activities.

During the reporting period, when social distancing restrictions permitted, three face-to-face focus group meetings were held. The focus groups encouraged employees to give honest feedback and allowed us to enhance employees' experiences and service standards in a more targeted way.

The "Happy Index" is an internal rating system for measuring employee satisfaction and takes into account recommendations from all levels. Every six months, employees from restaurant outlets, the CFPP, the bakery production line and back office complete surveys and share their thoughts on compensation packages, working environments and team building. The results serve as a leading indicator of employees' concerns and are used to drive change. The "Happy Index" for 2022/23 was 6.9 on of a scale of 1 to 10, with 10 being happiest.





## 支持快活工作團隊 Championing a Happy Team

### 員工會議 Staff meetings

每月舉行店鋪和線上會議，得以繼續建立強大的大快活文化。

Outlet level meetings and online meetings were held monthly to continue building a strong culture within Fairwood.

### 員工活動 Staff activities

報告期內，大快活組織了各種公司活動，以重新激發員工的歸屬感。成立了一個娛樂工作小組，以進一步提高員工的參與度。在報告期內，共舉行了六次娛樂工作小組會議。

During the reporting period, Fairwood organised various events to reinvigorate employees' sense of belonging. A Recreation Taskforce was formed to further improve the level of employee engagement. Six Recreation Taskforce meetings were held during the reporting period.

## 特別活動 Special events



為慶祝烘焙生產線成立一周年，為全體生產線員工準備了答謝辭、窩心禮包、抽獎和盛宴。

To celebrate the 1st anniversary of the bakery production line, a thank you speech, caring gift packs, lucky draw and feast were prepared for all production line staff.



## 支持快活工作團隊 Championing a Happy Team

### 特別活動 Special events



為慶祝中秋節，公司為辦公室員工安排了午餐聚會，並進行了幸運抽獎和猜燈謎遊戲。

To celebrate the Mid-Autumn Festival, a lunch party was arranged for office staff, with a lucky draw and lantern riddles games.



為了推廣快樂文化，特別準備了私人影院活動，並邀請所有員工及其家人和朋友一起觀賞電影。

To promote a happy culture, a private movie show was arranged, to which all employees and their families and friends were invited.



## 支持快活工作團隊 Championing a Happy Team

### 特別活動 Special events



為了慶祝公司成立五十周年並感謝員工的貢獻，公司舉辦了一系列慶祝活動。

To celebrate Fairwood's 50th anniversary and recognise employee contributions, a number of employee engagement initiatives were organised.



為了答謝員工在該年度作出的努力和貢獻，所有員工都獲邀請參加員工表彰活動；大多數辦公室和店鋪管理層員工都參加了此次活動。

To recognise employee efforts and contributions in the reporting year, all employees were invited to attend a staff recognition event; most office and branch management level staff attended the event.

支持快活工作團隊  
Championing a Happy Team

節日活動 Festival events



## 支持快活工作團隊 Championing a Happy Team

### 快活成長 Growing with Fairwood

我們的員工塑造著大快活的未來，我們在員工身上投放大量資源，以助他們取得成功，並在本集團由內至外都推動具意義的影響。

#### 培訓活動 Training activities

報告期內，我們提供了全面及針對特定角色的培訓，以提高員工的技能，幫助他們充分發揮潛力。我們為香港員工進行了總計四萬多小時的培訓；其中大部分用於我們的中層管理人員、前線員工和一般員工。大快活為員工建立了線上培訓平台，提供了簡單方便的學習途徑，涵蓋了環境、社會、管治和安全等廣泛的主題。對於大快活的新成員，我們提供了入職培訓，如「前線管理人員入職培訓計畫」。符合條件的員工還可以參加「首長級培訓計畫」與「精英培訓計畫」等專業培訓計畫，以促進職業發展。大快活學院頒發證書以鼓勵完成培訓。

在過去一年，提供環境、社會及管治有關培訓，增加員工對有關議題的認知。使員工能夠為各自的職能做出貢獻，並一同朝著公司可持續發展的方針進發。

Our people shape the future of Fairwood, which invests heavily in employees to prepare them for success and drive meaningful impacts within and beyond the Group.

During the reporting period, general and role-specific training was provided to upskill our employees and help them reach their full potential. More than 40,000 hours of training were completed by employees, a significant portion by middle management, frontline and general staff. Fairwood recently established an online training platform to provide easy and convenient channels so that employees can use this platform to learn a wide range of topics, such as ESG and safety in a flexible manner. For new Fairwood employees, there were induction programme such as the "Orientation Programme for Frontline Managerial Staff". Professional training programmes such as the "Supervisory Level Training Programme" and "Elite Training Programme" were also made available to eligible employees to encourage career progress. Certificates were issued by the Fairwood Academy to encourage completion of training.

Employees are encouraged to participate in ESG related training to make them aware of ESG basics and issues that affect the business. Employees can then make contributions in their respective functions and work together as a team to achieve our sustainability development goals.

#### 支持快活工作團隊 Championing a Happy Team

培訓內容 Type of training	總培訓時數的百分比 % of total training hours
文化及專業發展 Culture building and skill development	45%
管理培訓 Management training	17%
營運(例如：職業及食品安全) Operational (e.g. occupational and food safety)	25%
顧客服務 Customer service	13%

## 支持快活工作團隊

### Championing a Happy Team

## 大快活教育基金計劃 The Fairwood Education Fund Scheme

大快活瞭解兒童教育或會成為一些員工的經濟負擔。因此，我們設立了大快活教育基金計劃，為符合條件的員工提供經濟資助，以支援員工子女接受教育。

報告期內，共有117名員工受惠。受惠者的努力和成就在頒獎典禮上得到認可，這也起到了積極傳播的作用。

Fairwood understands that paying for a child's education can be a financial burden to employees. The Fairwood Education Fund Scheme was therefore established, it provides financial support to eligible employees by sponsoring their children's schooling.

In the reporting period, 117 employees benefited from the scheme. Beneficiaries' efforts and achievements were recognised in an awards ceremony, which also served to spread positivity.

## 員工福祉 Employee well-being

健康、安全和福祉是「快活團隊」的基礎，而職業安全則是重中之重。我們的職業健康與安全政策和培訓手冊制定了嚴格的程序以確保員工安全。本集團亦會每年定期舉辦兩次安全培訓，以加強員工的安全意識。

根據大快活的職業健康和安全管理政策，本集團承諾：

- 修改和提升內部政策時，會優先考慮員工的健康和安全；
- 在基本合規之外達至高水準的職業健康和安全管理績效；
- 提供適當和足夠的資源實施此政策；
- 監督所有員工對該政策的理解和實施；
- 優先將員工健康和安全管理列為管理層的主要職責之一；
- 確保所有單位和級別的員工都接受相關的安全培訓，並對本政策有全面的瞭解；及
- 確保所有員工均接受培訓，並有能力履行其職責。

Health, safety and well-being are the foundations of a "Happy Team" and occupational safety is a top priority. Fairwood's Occupational Health and Safety Policy and training handbook sets out stringent procedures to protect employees from safety hazards. Safety training sessions are provided twice a year to reinforce safety awareness.

Under Fairwood's Occupational Health and Safety Policy, the Group is committed to:

- Prioritise health and safety when modifying or upgrading internal policies;
- Achieve a high level of occupational health and safety performance beyond basic compliance;
- Provide appropriate and sufficient resources to implement this policy;
- Oversee employees' understanding and implementation of this policy;
- Prioritise health and safety as one of the major responsibilities at the management level;
- Ensure employees from all units and levels have undergone relevant safety training and understand the policy; and
- Ensure employees are trained to perform their duties capably and responsibly.

## 支持快活工作團隊 Championing a Happy Team

### 員工戒煙計畫 Employee Quit Smoking Scheme

該計畫於二零二二年在集團內部首次啟動，旨在鼓勵和支持員工戒煙。員工參加了香港吸煙與健康委員會組織的「戒煙大贏家」無煙社區推廣計劃，參與者可以在成功完成該計劃後獲得獎勵。

The Employee Quit Smoking Scheme was first launched in 2022. Employees who participate in the “Quit to Win” Smoke-free Community Campaign organised by the Hong Kong Council on Smoking and Health (COSH) can receive rewards upon successful completion programme.

### 工作場所的安全監督 Workplace safety oversight

我們成立了不同的跨部門工作組來管理大快活的健康和安全事務。這些工作組負責規劃、執行和監督工作場所的安全績效和實踐。

There are several inter-departmental taskforces to manage Fairwood’s health and safety matters. These taskforces are responsible for planning, executing and overseeing workplace safety performance and practices.

為了提高餐廳工作場所安全意識，我們成立了職業安全委員會。每季度召開一次安全會議，要求行政部、學習與發展部和其他部門的代表參加。行政部記錄每個餐廳的任何受傷情況，並在會議上將案件提交給負責的員工。在本報告所述期間，八十三間分店記錄了零工傷。

To raise awareness of workplace safety in restaurant outlets, an Occupational Safety Committee has been set up. The committee convenes quarterly safety meetings, which representatives from the Administration Department, the Learning and Development Department and others are required to attend. The Administration Department keeps a record of injuries at each restaurant outlet and the meeting refers the case(s) to the department responsible for appropriate follow up actions. During the reporting period, 83 branches recorded zero injuries.



中央加工廠安全委員會監督中央加工廠的工作場所安全，於本報告期間共開了十一次會議。

The CFPP Safety Committee oversees the operation to ensure workplace safety in CFPP. Eleven meetings were held during the reporting period.



## 支持快活工作團隊 Championing a Happy Team

我們致力於通過以下措施將工作場所危險的風險降至最低：

The risks of workplace hazards are mitigated, using the following measures:

### 中央加工廠 CFPP



張貼安全指引及工作提示海報  
Display safety guidelines and work tips

分享常見事故的案例  
Share case studies of common accidents

審查申請高風險職位的員工  
Examine staff applying for high-risk positions

每月召開內部安全委員會會議  
Hold monthly internal safety committee meetings

安裝自動化機器  
Install automatic machines

### 店鋪 Outlets



標記廚房區域的安全指南  
Post safety guidelines in kitchen areas

安裝靜電除油煙器、運水煙罩及空氣潔淨機維持廚房空氣流通及質素  
Install electrostatic precipitators, hydro-vents and air washers to maintain kitchen air circulation and quality

啟動獎勵計畫，獎勵零工傷店鋪  
Launch award scheme to reward outlets with zero injuries

### 辦公室 Office



在工作範圍內安裝空氣清新機  
Install air purifiers in working areas

每月清潔冷氣機的過濾網  
Clean air conditioner filters monthly

每年檢測水質  
Test fresh water quality yearly

為僱員提供消毒噴霧  
Provide disinfection spray for employees

安排季度專業滅蟲服務  
Arrange professional pest control services quarterly

### 企業層面 Corporate level



針對常見工傷類別的重點培訓  
Focus training on common work injuries

參與勞工處及職業安全健康局每季度外部培訓  
Participate in external training offered by the Labour Department and the Occupational Safety and Health Council

制定工傷預防措施  
Develop injury prevention measures

於工作場所放置滅火器具及急救箱  
Install fire extinguishers and first aid kits in the workplace



## 支持快活工作團隊 Championing a Happy Team

大快活參與了「飲食業安全凝聚計劃」，旨在提高員工的安全和健康意識，提高工作場所安全。大快活的所有餐廳都參加了該計劃，本集團簽署了《職業安全與健康聲明》，以表明我們對職業安全健康的承諾。

Fairwood participated in the “Catering Industry Safety Inspiration Programme” with the aim of raising employees’ health and safety awareness and improving workplace safety. All Fairwood restaurant outlets are enrolled in the programme and the Group has signed the Occupational Safety and Health Statement to demonstrate our commitment to occupational safety and health.



# 共建快活價值鏈 Developing a Happy Value Chain

享用  
Enjoyment   
製作最佳的菜式  
Produce delicious dishes

## 快活食物鏈 Fairwood food chain

快活食物鏈為穩健和系統的過程發揮著重要作用，以確保將最優質的食物送給顧客。從產品開發、採購到生產，每個階段都由質量保證部門監督。

The Fairwood food chain has robust and systematic process for developing and delivering customers' favourite Fairwood meals. From product development and sourcing to production, every stage is overseen by the Quality Assurance Department.



### 產品發展

#### Product development

根據顧客喜好和市場趨勢研發新產品線  
Develop new product lines based on customer preferences and trends

### 測試

#### Testing

測試新產品並優化現有餐單  
Test new products and improve existing menus

### 採購

#### Sourcing

採購最優質和可持續的食材  
Source the best quality and sustainable ingredients

## 供應鏈管理 Supply chain management

大快活供應鏈管理意識到維持新鮮原材料穩定供應的重要性，為此，與供應商進行溝通，包括實地考察，以確保他們的供應符合我們的標準。制定嚴格的食品採購政策，以確保優質的食品質量。供應鏈由採購部門監督，其職責如下：

- 與供應商建立開放和雙向的溝通管道，保持積極交流，並整合顧客反饋以傳達我們的要求
- 考察供應商的設施，並審查生產過程和操作慣例，以確保其社會和環境穩健
- 優先採用已獲ISO 22000 食品安全管理體系認證和危害分析和關鍵控制點(「HACCP」)的供應商
- 聘請顧問提供有關可持續採購的培訓
- 在供應鏈管理中實施可持續採購的做法

Fairwood's supply chain management recognises the importance of maintaining a steady supply of fresh raw materials, so there is communication with suppliers, including on-site visits, to ensure that their supplies meet its standards. There are strict food sourcing policies to ensure the highest possible food quality. The Purchasing Department oversees the supply chain and has the following responsibilities:

- Establishing open and two-way communication channels with suppliers to maintain active engagement and convey its expectations, derived from customer feedback
- Visiting suppliers' facilities to review their production process and operational practices to evaluate their social and environmental performance
- Prioritising suppliers which implement ISO 22000 Food Safety Management Systems, and Hazard Analysis and Critical Control Point ("HACCP") plan
- Engaging consultants to provide training on sustainable procurement
- Implementing sustainable procurement practices in the supply chain

## 共建快活價值鏈 Developing a Happy Value Chain

為降低供應商風險，我們制定了可持續採購政策(供應商行為準則)，要求所有主要供應商承諾以下承諾：

To reduce exposure to supplier risk, there is to Sustainable Procurement Policy (Supplier Code of Conduct), which requires all major suppliers commit to the following:

範疇 Aspects	準則 Criteria
<b>勞工標準</b> Labour standards	承諾不使用童工、強迫或強制勞動，並遵守所有有關最低工資、工作時間和公平對待員工的本地法律 Commitment to employ no underage labour, forced or compulsory labour, and to follow all local laws in respect of minimum wage, working hours and the fair treatment of employees
<b>防止貪污</b> Anti-corruption	致力於反賄賂和貪污、反洗黑錢；避免與大快活員工進行不必要的娛樂和互動，這可能會影響他們以大快活的最佳利益行事 Commitment to anti-bribery and corruption, anti-money laundering; avoid unnecessary entertainment and interactions with Fairwood staff that may prevent them from acting in the best interests of Fairwood
<b>平等機會</b> Equal opportunities	提供平等的就業機會，不因年齡、膚色、性別、種族、殘疾和其他類似因素而歧視 Provide equal employment opportunities, not discriminating in terms of age, colour, gender, race, disability and other similar factors
<b>公平競爭</b> Fair competition	遵守所有適用的競爭法律和法規，以公平的方式競爭 Competing fairly, in compliance with all applicable competition laws and regulations
<b>環境</b> Environmental	符合國家法律和國際環境保護標準 Conforming to national laws and international standards for environment protection

大快活會定期檢查合規情況。不遵守規定或拒絕按要求提供合規證據可能會導致訂單取消或業務關係終止。

Verification of compliance is subject to periodic checks by Fairwood. Failure to comply, or refusal to surrender evidence of compliance when requested, could result in order cancellation or termination of the business relationship.

## 共建快活價值鏈

### Developing a Happy Value Chain

大快活意識到選擇本地供應商可以使當地經濟受益並降低與運輸相關的碳足跡。作為總部設在香港的本地連鎖餐廳，我們相信支持本地經濟是我們責任的一部分。報告期內，大快活按地區劃分的供應商數量如下：

Fairwood recognises that selecting local suppliers can benefit the local economy and lower the carbon footprint associated with transportation. As a Hong Kong-based restaurant chain, it is part of its responsibility to support the local economy. During the reporting period, the number of Fairwood suppliers by region was as follows:

#### 海外供應商 Overseas suppliers

供應商數量 Number of Suppliers

16



#### 本地供應商 Local suppliers

供應商數量 Number of Suppliers

353

除了食品供應商，大快活還根據環境和社會責任標準對其他非食品供應商進行評估。

Fairwood also assesses whether non-food suppliers fulfil their environmental and social responsibilities.

## 共建快活價值鏈

### Developing a Happy Value Chain

#### 食物質量與安全 Food quality and safety

大快活是香港著名的連鎖餐廳之一，食品安全是持份者最關注的問題之一。我們在準備菜餚時採取了許多預防措施，以確保顧客盤子裡的食物具有最高的質量且美味可口。質量控制部門負責維持有效的食品安全管理體系。它通過積極參與和對其營運進行日常監督來實現這一目標。於報告期內，大快活與第三方檢測公司合作，對其食品成分進行檢測，以確保其符合食品安全規定。最新的測試方法和技術已能用於識別風險因素，並提升營運質量和效率。

Fairwood is one of Hong Kong's best known restaurant chains, food safety is one of its stakeholders' most pressing concerns. There are many precautionary measures for the preparation of dishes, ensuring that what makes it onto customers' plates is of the highest quality, as well as delicious. The quality control department is responsible for maintaining an effective food safety management system. It does this through active engagement and routine supervision of its operations. During the reporting period, Fairwood collaborated with third-party testing companies to examine the components of its food to ensure that they meet food safety regulations. The latest test methods and technology have been used to identify risk factors, as well as to improve the quality and efficiency of operations.

#### 目標 Objectives

維持有效的食物安全管理系統  
Maintain an effective food safety management system

提升大快活在營運中的食物安全意識  
Enhance awareness of food safety in Fairwood's operations

#### 行動 Actions

每兩個月舉行一次食物安全會議  
Hold food safety meetings every 2 months

與外部顧問合作，以識別並處理食物安全事項  
Collaborate with external consultants to identify and address food safety issues

報告任何關於食物安全的事項並作出跟進行動  
Report on any food safety issues and propose follow-up action

## 共建快活價值鏈

### Developing a Happy Value Chain

#### 品質管制 — 中央加工廠 Quality control — CFPP (Central Food Processing Plant)

從食物加工到食物監控，中央加工廠的營運引入了現代化的質量管理體系原則。此具系統性的框架將中央加工廠的質量控制機制轉變為一個持續改進的循環，其要素如下：

The CFPP offers a modern quality system for food processing and monitoring. The systematic framework has transformed the quality control mechanism of the CFPP into a cycle of continuous improvement with the following elements:

#### 規定 Set

產品發展及品質監控部門設定相應的關鍵控制點（「關鍵控制點」）

The product development and quality assurance departments identify Critical Control Points (“CCPs”)

#### 分開處理 Separate

明確區分開生和熟的食物作處理，以防止交叉感染

Raw and cooked food are handled separately, to prevent cross-contamination

#### 監控 Monitor

定期監控整個生產過程，以確保既定的關鍵控制點的運行完全符合食品安全標準

There is regular monitoring throughout the production process to ensure identified CCPs operate in full compliance with food safety standards

#### 審查 Audit

對品質控制和衛生條件的有效性進行定期審核  
Regular audits are conducted on the effectiveness of quality control and hygiene conditions

#### 標定 Standardise

為食物製備過程的每個階段制定相關的質量標準和溫度控制

Quality standards and temperature controls are established for each phase of the food preparation process

#### 改善 Improve

舉行跨部門會議，以提高食物安全標準

Cross-functional meetings are held with different departments to improve food safety standards

## 共建快活價值鏈

### Developing a Happy Value Chain

#### 食物評估機制 Food assessment mechanism

為了確保食品製作各個階段的食品安全，大快活設有內部質量控制實驗室(「質量控制實驗室」)，並配備先進設備進行微生物評估。除此之外，我們還聘任外部顧問公司進行微生物評估檢測。食物評估機制著重於下列項目：

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

質量控制實驗室遵循三個步驟的評估框架，當中採用嚴格的抽樣測試原則：

To ensure food safety at all stages of food preparation, Fairwood has an internal quality control laboratory (“QC Lab”) equipped with cutting-edge equipment for microbial assessment. We also employ external consultants to conduct microbiological assessments. The food assessment mechanism focuses on the following items:

- Environmental conditions, including water supply, ice and air
- Equipment used in the production and preparation of food
- Incoming raw materials, such as raw meat and vegetables
- Finished products, including cooked meals and prepared dishes

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

#### 監控 Monitor

整個從採購到生產和運送的食物評估機制  
the entire food assessment mechanism from sourcing to production and delivery

#### 測試 Test

供應商在不同階段或特定時段後的食材和產品  
suppliers' ingredients and products at different stages or after a specific time frame

#### 解決 Resolve

重新測試任何不合格的食材或產品並提供解決方案  
retest any non-conforming materials or products and provide solutions

## 共建快活價值鏈

### Developing a Happy Value Chain

#### 衛生管制措施 — 中央加工廠 Hygiene control measures — CFPP

作為一家大型連鎖餐廳，大快活致力保持廚房衛生。我們設立了一套準則，以確保個人和工作地點的衛生，包括禁止在中央加工廠中吸煙和要求員工在接觸任何生或熟食物之前戴上手套。更新的指引以配合加強中央加工廠的衛生控制，強化清潔和消毒程序，並採取了以下措施：

##### 員工 Staff

- 身體健康狀況不佳(例如體溫37.5°C或更高)的員工需要尋求醫療諮詢  
Employees who are sick (e.g. body temperature of 37.5°C or higher) are required to go for a medical consultation
- 每名員工必須匯報在過去十四日是否曾離開香港  
When travel history becomes a concern due to disease outbreaks, employees must report any absence from Hong Kong in the previous 14 days
- 提醒員工關於店鋪清潔(定期消毒及提供搓手液)  
Employees are reminded about cleanliness (regular disinfection and provision of hand sanitiser)
- 進入中央加工廠前，每名員工必須配戴口罩及消毒雙手  
Staff must wear face masks and sanitise their hands before entering the site area
- 按2019冠狀病毒或相關感染的規定要求，安排所有中央加工廠員工參加免費的2019冠狀病毒檢測  
Arrange for all CFPP staff to participate in free COVID-19 testing if this becomes a regulatory requirement due to COVID-19 or similar infections
- 如果員工居住的大廈有確診病例，則要求他們留在家中十四天或提供2019冠狀病毒檢測陰性結果  
Request staff to stay home for 14 days or present negative COVID-19 test results if the building they live in has confirmed cases, if quarantine becomes a regulatory requirement due to an outbreak of COVID-19
- 建立一個電子平台，讓員工更容易申報快測陽性結果  
Provide an e-platform for staff to declare RAT positive in an easy way
- 聯繫受感染員工，送上關懷信息並提醒他們注意隔離/檢疫政策  
Contact infected staff, send caring messages and remind them about the isolation / quarantine policies

As a large-scale restaurant chain, Fairwood is committed to maintaining excellent hygiene conditions in the kitchen. There are guidelines in place to ensure personal and site hygiene, including a smoking ban in the CFPP and the requirement to put on gloves prior to contact with food. The guidelines have been updated to strengthen hygiene control in the CFPP, and reinforce cleaning and sanitisation procedures, with the following measures:

##### 工作地點 Site

- 安裝額外的消毒潔手裝置  
Provide hand sanitising dispensers at times when personal hygiene becomes a concern
- 在走廊安裝空氣淨化器以改善通風  
Provide air treatment systems in corridors to improve ventilation at times when public hygiene becomes a concern
- 在午飯時間加強對個人衛生的宣傳  
Post additional notices and make announcements during lunch breaks to remind staff about personal hygiene
- 加強在中央加工廠內公眾地方的清潔和消毒程序  
Reinforce cleaning and disinfecting procedures in the CFPP's public areas
- 定期在廁所、更衣室和食堂塗抹Raze抗菌塗層以消滅細菌和病毒  
Apply Raze anti-bacterial spray regularly in toilets, changing rooms and canteen to kill bacteria and viruses
- 增加鮮風換氣率並安裝符合法定要求的空氣淨化器  
Increase the fresh air ventilation rate and install air purifiers compliant with regulations, if the ventilation rate becomes a regulatory requirement



## 共建快活價值鏈 Developing a Happy Value Chain

### 品質監控一店鋪 Quality control in outlets

餐廳店鋪是提供食物的流程中的終站。因此，我們已實施以下程式以確保所有餐廳店鋪的食品安全：

The restaurant outlets are where meals are delivered to customers. The following procedures are in place to ensure the safety of food across all outlets:

#### 質量檢查

#### Quality Inspection

評估及確保食材到達各間店鋪時的食物質量

Assess and ensure food quality when food materials arrive at the outlet

#### 衛生保障

#### Sanitation

徹底清潔和消毒場地和廚房，以保持衛生並防止食物受到污染

Clean and sterilise the site premises and back of house areas thoroughly to maintain hygienic conditions and prevent food contamination

#### 系統化

#### Systemisation

在五常法系統(常組織、常整頓、常清潔、常規範及常自律)下，制定有關適當儲存和處理食材、煮食器具和清潔劑的指引

Establish guidelines for the proper storage and handling of food materials, utensils and cleaning agents under the 5-S system (Structurise, Systemise, Sanitise, Standardise and Self-discipline)

#### 標籤

#### Labelling

根據生產日期和估計的保質期標記所有食物產品

Label all food products by date of production and estimated shelf life

#### 過濾

#### Filtration

於所有新設立和即將開業的店鋪安裝濾水系統，提供優質的飲用水，以便製作美味的飲品

Install water filtration systems in all new outlets, to provide quality potable water for consistently great tasting beverages

## 共建快活價值鏈

### Developing a Happy Value Chain

#### 衛生管制措施 — 店鋪 Hygiene control measures — outlets

與中央加工廠衛生狀況一樣，大快活制定了確保個人和和工作地點衛生的指引，以保護分店的顧客和員工健康。

Adhering to the same hygiene rigour as the CFPP, Fairwood has established guidelines to ensure personal and on-site hygiene to protect customers and staff in outlets.

#### 員工個人衛生 Staff hygiene

- 在進入廚房範圍前穿戴口罩、頭套及水鞋  
Wear face masks, hair covers and boots before entering kitchen areas
- 在接觸生或熟的食物前戴上手套  
Wear gloves before having any contact with raw or cooked food
- 報告任何有傳染性健康的狀況，包括皮膚病、咳嗽和感冒等  
Report on any contagious health conditions, including skin disorders, coughs and flu, etc.

#### 工作地點環境衛生 On-site hygiene

- 保持地面清潔  
Keep the floor clean
- 在營運時間過後關閉所有窗戶及出口  
Close all windows and exits after operational hours
- 定期清潔冷凍庫和冷藏櫃  
Clean the cold storage and freezers regularly
- 定期清理隔油池  
Clean the grease traps on a regular basis
- 按照既定程式清潔和消毒所有設備和裝置  
Clean and disinfect all the equipment and devices following the established procedures

## 共建快活價值鏈

### Developing a Happy Value Chain

## 綠色及健康食物 Green and healthy food

營養豐富的餐單，包括「美味素」系列和「點都唔落味精」系列，以響應人們對食品日益增長的環境和健康關注。

我們意識到肉類消費相關的溫室氣體(「溫室氣體」)排放，將植物提煉的新豬肉加入到「美味素」系列，該系列由基因改造、沒有使用任何動物進行任何實驗、以非肉類的成分製成。還有素肉，健康清淡的植物炒肉片系列，例如：蕃茄芹菜汁素肉片雜菜紅米飯。提供無糖綠茶是為了迎合那些想要減少糖份的顧客，我們深信這是一個深受顧客喜愛的系列，為顧客提供更健康且低碳的食物選擇。

Fairwood has introduced several product lines containing green, healthy, balanced and nutrient-dense ingredients, including the “Tasty and Green” series and the “No MSG Added” series, in response to growing environmental and health concerns about food.

Fairwood is aware of GHG emissions from meat production and has encouraged customers to try OmniPork, a plant-based ingredient, as part of the “Tasty and Green” series. OmniPork is made from of non-GMO, cruelty-free and non-meat ingredients. There is also Plant Sifu, a healthy and light stir-fried plant-based pork slice series, e.g. Red Rice with Plant Sifu Plant-port and Assorted Vegetables in Tomato and Celery Sauce. Sugar free green tea is provided to cater to those who want to reduce their sugar consumption, and there are other initiatives for customers looking for food options with a lower carbon footprint.

## 快活食品 Happy food

作為當地最受歡迎和喜愛的快餐連鎖店之一，我們有信心滿足顧客的期望。但本集團並沒有固步自封，一直致力於改進我們的產品和開發新產品。這方面的一個例子是「阿活」系列，僅在本報告期內就新增加了逾100道新款菜式。我們很高興能為顧客提供各種食物選擇和定制選單。

As one of the most popular and well-loved local fast-food chains, Fairwood is confident about meeting customers’ expectations. However, the Group does not rest on its laurels and is committed to improving its products and developing new ones. An example of this is the “Ah Wood” menu, which has added more than 100 new dishes in this reporting period alone. Fairwood is excited to offer customers a variety of food options and customisable menus.

## 共建快活價值鏈

### Developing a Happy Value Chain

## 多元化食品選擇 Diverse food choices

大快活熱衷於創造獨特且多樣化的健康飲食菜單體驗。我們多樣化的產品系列將新鮮、可持續和高品質的原料轉化為美味佳餚。

除了我們的招牌經典菜餚外，我們還努力開發新的產品線，以滿足顧客不斷變化的餐飲和健康偏好。我們定期進行口味測試，邀請不同的內部團體品嚐新菜餚，並就口味、擺盤、食品成本、營運流程和目標細分市場的適合性提供反饋。

Fairwood is passionate about creating unique and diverse eating experiences through customisable and healthy menus. The diverse product series transforms fresh, sustainable and high-quality ingredients into delicacies.

In addition to the classic signature menu, new product lines have been developed to meet the changing dining and health preferences of customers. Taste tests are undertaken on a regular basis, when different internal groups try new dishes and provide feedback on taste, presentation, food cost, operation flow and suitability for the target segment.

## 新菜式 New Dishes

1. 脆炸特式豬扒水餃米線  
Deep-fried Pork Chop and Dumplings with Mixian
2. 泰式蔥香雞中翼扎肉湯米粉  
Chicken Mid-joint Wings, Vietnamese Pork Sausage with Rice Vermicelli in Spring Onion Soup
3. 泰式冬蔭肥牛扎肉湯米粉  
Spicy Thai Beef and Vietnamese Pork Sausage with Rice Vermicelli in Tom Yum Soup
4. 三重芝士焗冬蔭忌廉汁雞皇飯  
Triple Cheese Baked Rice with Chicken in Creamy Tom Yum Sauce
5. 白咖喱香茅豬柳拼春卷飯  
Lemongrass Pork Chop and Spring Roll with Rice in White Curry
6. 三重芝士焗沙嗲汁牛肉長通粉  
Triple Cheese Baked Penne Pasta with Beef in Satay Sauce
7. 三重芝士焗巴東汁牛肉班蘭椰漿飯  
Triple Cheese Baked Pandan Coconut Rice with Beef in Rendang Sauce
8. 瑪莎拉雞腓班蘭椰漿飯  
Masala Chicken Leg with Pandan Coconut Rice



## 共建快活價值鏈

### Developing a Happy Value Chain

#### 個人化餐單 Customisable menu

為了維護香港的「惜食」的文化，減少食物浪費，大快活提供定制選單，以滿足顧客的個人喜好。顧客可以在我們靈活的選單上點餐時選擇份量。

In recognition of the “food wise” culture in Hong Kong and to reduce food waste, Fairwood offers a customisable menu which allows customers to choose the size of the meal portion, as well as the amount of sugar and salt, when ordering from Fairwood flexible menu.

#### 用餐體驗 In-restaurant experience

大快活承諾提供優質的服務、食品安全和衛生的環境，以及提高在環境、社會及管治方面的表現。最終目標是為顧客提供正面的用餐體驗，讓他們感到滿意並想再次光臨。

Fairwood is committed to service quality, food safety and hygiene, as well as to improving our performance in ESG. The end goal is a positive dining experience for customers so that they feel satisfied and want to visit again.

在大快活，我們的「食得開心」使命與對餐廳氛圍的關注緊密相關，包括裝飾和整個用餐氣氛。

At Fairwood, our “Enjoy Great Food” mission is tied to attention to restaurant ambience, including decoration and the whole dining atmosphere.

#### 顧客 Customers

提供線上訂購平台，以減少排隊時的等待和接觸時間

Provide an online ordering platform to reduce waiting and contact time when queueing

提供酒精搓手液予全線分店以減低個人對傳染病的疑慮

Provide hand sanitiser in all restaurant outlets if personal hygiene becomes a concern due to the outbreak of contagious disease

在顧客進入門店前測量顧客的體溫，以防止受傳染性疾病爆發影響

Measure customers’ body temperature before they enter outlets if health becomes a concern due to the outbreak of contagious disease

為外賣訂單提供折扣，讓顧客可以在家用餐  
Offer discounts on takeaway orders so that customers can enjoy meals at home

#### 設施 Facilities

安裝自動洗手機

Install hand washing facilities

經常清潔收銀台和餐桌

Disinfect counters and dining tables frequently

保持廚房清潔

Maintain the cleanliness of the kitchen

確保餐具清潔

Ensure the cleanliness of utensils

## 共建快活價值鏈 Developing a Happy Value Chain

### 創新 Innovation

#### 「買定嚟走」網上點餐平台

大快活一直為到會和派對提供送餐服務。鑒於疫情影響，造成社交距離的限制，我們開發了一個名為「買定嚟走」的線上訂餐平台。這平台高效的一站式下單和取餐管道，減少在餐廳的接觸，訂單還可以享受九折折扣優惠。最近還與食品配送服務供應商foodpanda合作，使我們能夠將食品配送到香港幾乎所有的地區，為我們的顧客帶來了更多的便利。

#### “Click-and-Collect” online ordering platform

Fairwood has always offered a food delivery service for catering and parties. In view of social distancing restriction due to pandemic situation, we developed an online ordering platform called “Click-and-Collect”. This provides an efficient way of placing orders for customer pick-up, with minimal contact at the restaurant, and the added privilege of a 10% discount on the order. The recent cooperation with food delivery service provider foodpanda has allowed us to deliver to almost all districts in Hong Kong, resulting in more convenience for our customers.



### 大快活應用程式 The Fairwood App

大快活應用程式於二零二二年十月推出。該應用程式可在安卓和蘋果設備上使用，在不到六個月的時間裡，就吸引了約50萬用戶。該應用程式使我們能夠不斷提升顧客體驗，提供更好的會員特權，並通過提供菜單的更新、市場和宣傳資訊與顧客保持緊密聯繫。它還提供了一個與社區聯繫、收集回饋意見並向顧客介紹大快活可持續發展舉措的渠道。該應用程式與我們的網站「買定嚟走」網上點餐平台互相配合使用。隨時隨地，顧客也可以快速高效地訂購食物，並在訂單處理完畢後在餐廳地點付款和取餐。這奪目的設計，旨在吸引及加強我們與社區的聯繫，推廣大快活品牌。

The Fairwood App was launched in October 2022. The App works on both Android and Apple devices and in less than six months has attracted around 500,000 users. The App has allowed us to continue to upgrade customer experience, provide better member privileges, and stay connected to customers by providing menu updates, marketing and promotional materials. It also offers a way to connect to the community, gather feedback and inform customers about Fairwood’s sustainability initiatives. The App works in conjunction with our website to offer the “Click-and-Collect” online ordering platform. Ordering food is fast and efficient, even on-the-go, and customers can order, pay and collect at restaurant locations after the order is processed. The App is visually appealing and designed to enhance our connection with the community and promote the Fairwood brand.



## 共建快活價值鏈

### Developing a Happy Value Chain



### 減少了外賣訂單的等候時間 Reduced waiting times for takeaway orders

大快活一直在不斷升級我們的店鋪設施以滿足顧客的需求，並盡最大努力使顧客的用餐體驗更方便和舒適。這包括提供方便使用和無障礙設施，以提高長者和傷健人士等有特殊需要的人的便利。

Fairwood has been constantly upgrading our outlet facilities to meet customer needs and maximise accessibility and convenience. This includes ensuring facilities are user-friendly and barrier-free to increase accessibility for people with special needs, such as the elderly and persons with disabilities.

### 提升舒適度 Improved comfort

舒適自然的照明環境  
Comfortable and natural ambient lighting

店鋪內濕度和溫度標準化  
Standardised in-store humidity and temperature

均勻通風  
Evenly distributed ventilation

### 高標準的衛生 High standard of hygiene

定期對設施進行消毒  
Regular disinfection of facilities

清潔廚房和餐具  
Clean kitchen and tableware

在傳染病肆虐期間，個人衛生成為高度優先事項，我們提供搓手液予顧客使用  
Hand sanitiser provided at times when personal hygiene becomes a high priority due to outbreaks of contagious disease

於傳染病肆虐期間，增加新鮮空氣通風率並使用空氣淨化器，以符合規定要求  
Increased fresh air ventilation rate and use of air purifiers, to comply with regulations, when ventilation becomes a high priority due to outbreaks of contagious disease

### 增加便利度 Enhanced convenience

簡單及先進的電子付款方式(如PayMe、支付寶、八達通、微信支付和信用咭)  
Easy and advanced electronic payment methods (such as PayMe, Alipay, Octopus, WeChat Pay and credit cards)

電動門  
Motion activated door opener

關愛座位  
Courtesy seats

枱邊掛鉤  
Table hooks

送餐服務  
Deliver-to-your table service

自助飲水機  
Self-service water dispensers

數碼餐單，通過手機應用程式或線上訂餐  
Digital menu, and food ordering via mobile app or online

### 提升方便度 Improved accessibility

斜坡道便利長者和傷健人士  
Ramps for elderly people and those with disabilities

可移動座椅  
Movable seats

## 共建快活價值鏈

### Developing a Happy Value Chain



#### 神秘顧客 Mystery shoppers

神秘顧客每月都會到訪餐廳進行巡行，並對用餐體驗進行獨立評估。神秘顧客會按照各類別進行評核，從食物的擺盤的呈現、食物的味道和氣味，到分店的用餐環境，前線員工的服務以及員工和與顧客的互動。最高分數的店鋪將獲得獎勵，以表彰該店鋪的出色服務。

Mystery shoppers visit restaurant outlets and conduct independent assessments of the dining experience on a monthly basis. The mystery shoppers assess factors such as dish presentation, food taste and smell and outlet dining environment, as well as aspects of service including how frontline staff engage with customers. The restaurant outlets with the highest mystery shopper scores are rewarded for their outstanding performance.

#### 評估

##### Evaluation

神秘顧客訪問並評估用餐體驗  
Mystery shoppers visit  
and assess customer experience

#### 反饋

##### Feedback

就店鋪的食物質素、服務、  
用餐環境提出反饋  
Mystery shoppers give feedback  
on food quality, service and  
dining environment

#### 改進

##### Improvement

分析反饋和衡量改進的可行性  
Feedback is analysed to judge  
feasibility of possible improvements

#### 顧客滿意度 Customer satisfaction



大快活的進步是源自於顧客反饋。這包括致力提升我們的服務和設施上的升級以滿足顧客的需要。我們定期進行顧客滿意度調查，以評估他們對用餐體驗和食品質量的滿意度。該調查還會分析顧客的用餐習慣，使我們能夠跟上他們不斷變化的喜好。我們每週都會整合並分享投訴個案，並將其作為案例研究與員工分享，這使我們的員工保持靈活並回應顧客的反饋。

Fairwood's continuous evolution is powered by customer feedback. It includes enhancing our services and upgrading our facilities to meet the needs of our customers. Customer surveys are conducted on a regular basis to assess satisfaction with the dining experience and food quality. The survey also gathers information on dining habits and changing preferences. On a regular basis, complaint cases received are summarised and shared with employees as case studies. This keeps team members agile and responsive to customer feedback.

#### 顧客反饋

##### Customer feedback

通過電子郵件和電話接收  
顧客反饋。記錄反饋以作出  
適當的處理  
We receive customer feedback  
by email and phone. Feedback  
is recorded so that we can give  
an appropriate response

#### 回應反饋

##### Response

及時和專業地回應顧客的反饋  
We respond to customer  
feedback in a timely and  
professional manner

#### 整合和案例

##### Consolidation and case studies

定期整合投訴個案，並與員工分享  
案例，以提高他們回應顧客詢問的  
能力  
Complaint cases are regularly  
shared with employees as case  
studies. These improve their ability  
to respond to customer enquiries



## 共建快活價值鏈

### Developing a Happy Value Chain

大快活以顧客為中心，不斷努力改進服務和設施。而顧客回饋有助於提升顧客滿意度。

Fairwood has a customer-centric approach and continue to strive for improvements in service and facilities. Customer feedback is useful for improving customer satisfaction.

## 顧客讚賞句 Words of appreciation from our customers



「員工們總是帶著友好的微笑，禮貌和樂於助人的態度，這讓我感到更加舒適和受到重視。」

“The employees always have friendly smiles and a polite and helpful attitude, which makes me feel more comfortable and valued.”

「她很有禮貌。她向每個人打招呼，對顧客表示熱烈歡迎。」

“She is polite. She offers a big welcome to customers by greeting everyone.”

「團隊在處理我失誤時展現了效率。」

“The team demonstrated efficiency in dealing with my careless mistake.”

「食品櫃檯的一名年輕兼職男性以禮貌的態度為我提供了良好的服務，同時為我多提供了一杯溫水。」

“A young male part-time worker at the food counter gave good service in a polite manner whilst serving me an extra cup of warm water.”

「這是一杯茶與奶比例非常好的奶茶。」  
“Balanced milk tea.”

「你們員工一貫的“能做到的”的做法總能真正滿足我的需求。」

“Your staff’s ‘can do’ approach always really satisfies my needs.”

「他們出色的清潔工作給我留下了深刻的印象。因此，我相信所有員工在經理的領導下都受過良好的培訓，舉止得體。」

“I am impressed to see the clear and tidy environment... great cleaning work. I am sure all staff are well trained and well-mannered, which shows good management.”

## 共建快活價值鏈

### Developing a Happy Value Chain

## 快活顧客 Happy customers

大快活致力於為我們顧客提供難忘的體驗。基於質量、服務和清潔(「質量、服務和清潔」)做法，我們努力推廣優質服務和美味食品，讓顧客享受到優質的服務和環境。

Fairwood is committed to providing consumers with a memorable experience. Based on Quality, Service and Cleanliness (“QSC”) practices, excellent service and exceptional food are provided, and customers receive superior service and environment.

## 優良的用心服務 Exceptional heartfelt services

我們的前線員工致力於以真誠加上專注，再加上關愛(「SAC」)的方向為顧客提供服務，這是我們成功實現顧客滿意的關鍵。

Our frontline staff are committed to serving our customers with a Sincere, Attentive and Caring (“SAC”) approach, which is the key to our success in delivering customer satisfaction.

## 真誠 Sincere

用心待人，發揮同理心精神，誠實待人及樂於助人

Treat others with heart and exercise empathy, and be honest and helpful

## 專注 Attentive

善於觀察，積極主動地傾聽和回應顧客

Be observant and proactive in listening and responding to customers

## 關愛 Caring

為顧客多走一步，積極滿足他們的需求

Go the extra mile for customers, and actively address their needs

# 支持快樂地球及社區 Supporting a Happy Planet and Community

## 大快活社區 Fairwood Community

本集團作為負責任的企業公民，致力為社區創造正面價值觀和建設可持續發展未來。為了傳揚本集團「Feel Good」精神，大快活與香港人一起為了更美好的明天，務求令大家食得更開心，活得更精彩。

As a responsible corporate citizen, the Group is committed to creating positive value for the community and building a sustainable future. With the aim of spreading a “Feel Good” spirit, Fairwood stands together with Hong Kong people for a better tomorrow.

### 新計劃 New programme

#### 分享食物，分享愛 Share food, share love



我們鼓勵顧客以負責任和可持續的方式用餐。這是我們鼓勵顧客在享受美食的同時為社會做出貢獻的方式。例如，顧客現在可以選擇在我們的餐廳門店或通過應用程式點餐時不要餐具。他們還可以向有需要的人捐贈飯盒，大快活將為顧客的捐贈提供等額資助，每當大家捐出一盒飯，大快活仲會加碼捐多一盒飯畀社區內有需要人士，送上關懷。僅在第四季度，共捐贈了23,000飯盒。

Customers are encouraged to eat in a responsible and sustainable way. This is a way to encourage customers to enjoy Fairwood food and contribute to the community at the same time. For example, customers now have the option to go cutlery-free at restaurant outlets or when ordering on the App. They can also donate meals to people in need, and Fairwood will match these customer donations. In Q4 alone, a total of 23,000 boxes of food were donated.



#### 快活關愛長者咭 Care for Seniors Card



所有65歲或以上的長者和樂悠咭持有人均有資格申請「快活關愛長者」咭。每張咭都儲有港幣300元的現金金額，並在每個月月底自動充值。關愛長者咭計劃不時會送出驚喜禮物，例如日用品和食物。於二零二三年三月三十一日，已分發約四十萬張。

“JoyYou Card” holders, and everyone aged 65 or above, are eligible for “Care for Seniors” cards, which are stored value cards that can be used in restaurants and are automatically topped up to HK\$300 at the end of each month. The cards occasionally offer surprise gifts, such as daily necessities and food. As of 31 March 2023, approximately 400,000 cards had been distributed.

## 支持快樂地球及社區 Supporting a Happy Planet and Community

### 暖心食物捐贈計劃 Heart-warming Food Donation Programme



於報告年內，本集團與不同的非政府機構合作，例如基督教勵行會和仁愛堂向長者派發午餐及紀念品。我們邀請了每間店鋪的常客擔任社區大使，與長者進行互動遊戲，分享冬季保暖小貼士。此計劃讓686名長者受惠。

Throughout the reporting year, in cooperation with NGOs such as Christian Action and Yan Oi Tong, lunchboxes and souvenirs were distributed to senior citizens at selected restaurant outlets. Frequent customers of each restaurant outlet can take on the role of Community Ambassador, who play interactive games with senior citizens and share tips on staying warm in winter. In the reporting period, 686 senior citizens benefitted from this programme.

### 與長者共進歡樂 Joyous Meals with Seniors



與非政府組織合作，特別選了多個大快活店鋪變成了社區聚會場所，與獨居長者在非繁忙時段一同共進用餐。

In partnership with NGOs, selected restaurant outlets have been turned into neighbourhood hangout spots for senior citizens who live alone during off-peak hours, allowing them to eat and socialise together.

### 大快活「暑期工 獎學金」獎勵計劃 The Fairwood Summer Job Scholarship



自二零一四年以來，我們一直提供「暑期工作獎學金」。獎學金頒發給在大快活做暑期工作並表現出色的香港中學文憑學生。在本報告所述期間，共有119名中學文憑學生從事暑期工作，與前幾年的數目相近。

“Summer Job Scholarship” have been offered since 2014. The scholarships are awarded to DSE students who do summer jobs for Fairwood, and do an outstanding job. In the reporting period, a total of 119 DSE students took up summer jobs, a similar number to previous years.

## 支持快樂地球及社區

### Supporting a Happy Planet and Community

#### 快活環境 Fairwood environment

作為香港最大的快餐連鎖店之一，大快活洞悉對環境的影響。為了加強我們的環境管理，本集團不斷審查我們的環境政策，並盡一切努力提高顧客和員工對環境保護的意識。

根據我們制定的環境政策，大快活作出以下承諾：

- 確保遵守所有相關及適用的環保法例和其他法律要求，同時制定和實施相應的標準操作程式；
- 採用有效的管理制度以防止污染及減少對環境的影響；
- 善用能源、水及原材料，從中優化生產過程；
- 善用資源以減少產生不必要的廢棄物，在可行的情況下鼓勵「重用和回收」的習慣；及
- 透過加強教育和培訓提高員工的環保意識，並鼓勵員工履行對環境的責任。

As one of the largest fast food restaurant chains in Hong Kong, Fairwood acknowledges that it has a substantial environmental footprint. To strengthen its environmental stewardship, the Group continuously reviews its environmental policy, and makes every effort to enhance environmental awareness among customers and employees.

As stipulated in its environmental policy, Fairwood pledges the following:

- Comply with all relevant environmental legislation and other legal requirements, while developing and implementing standard operating procedures accordingly;
- Adopt an effective management system to prevent pollution and reduce any adverse impact on the environment;
- Optimise production processes by consuming energy, water and raw materials efficiently;
- Use resources efficiently to reduce waste generation and encourage the “reuse and recycle” habit, where applicable; and
- Raise staff awareness of environmental protection by strengthening education and training, and encourage staff to meet their environmental obligations.

## 支持快樂地球及社區 Supporting a Happy Planet and Community

### 環境設備專責小組 Environmental and Equipment Taskforce

我們深信創新和科技是減排和完善資源的關鍵。我們的環境設備專責小組引入創新技術和新的可持續材料。

Fairwood strongly believes that innovation and technology are the keys to emissions reduction and resource optimisation. The Environmental and Equipment Taskforce is responsible for introducing innovative technologies and new sustainable materials.

#### 目標 Objectives

- 引入新材料和設備以改善資源使用效率和現有的工作流程  
Introduce new materials and equipment to improve resource efficiency and existing workflow

#### 功能 Functions

- 跟進改善狀況  
Follow up on suggested improvements
- 研究設備升級的可行性  
Research the feasibility of upgrading equipment

### 緩解氣候風險 Climate risk mitigation

氣候變化是所有行業和地理區域面對的普遍問題，給所有商業活動帶來實體和轉型風險。本報告年度，我們聘請了外部專家對本集團進行了初步的氣候風險優先排序，並提出了兩個最優先風險。

Climate change is a pressing issue for all sectors and geographical regions, presenting physical and transition risks to all business activities. This reporting year, external experts were engaged to conduct a preliminary climate risk prioritisation of Fairwood's operations, and the most important two risks have been addressed.

### 氣候風險因素 Climate risk factors

#### 轉型風險 — 都市固體廢物收費計劃 Transition policy risk — Municipal Waste Charging Scheme

都市垃圾收費計劃的主要目標是減少進入垃圾堆填區的垃圾量。它被歸類為氣候轉型風險，因為它是香港政府努力減少垃圾堆填區分解產生的碳足跡的一部分。大快活一直在積極減少浪費，包括減少一次性塑膠餐具和包裝材料的使用量。

The prime objective of the Municipal Waste Charging Scheme is to reduce the amount of waste that goes to landfills. It has been categorised as a climate transition risk as it is part of the Hong Kong SAR Government's efforts to reduce the carbon footprint of landfill decomposition. Fairwood has been working actively to reduce waste, including reducing the use of disposable plastic tableware and packaging materials.

## 支持快樂地球及社區

### Supporting a Happy Planet and Community

#### 實體風險 — 農產品供應可靠性 / 成本 Physical risk — Agricultural supply reliability / cost

大快活的業務依賴農產品，此氣候變化對供應可靠性和成本的影響可能是災難性的。根據二零二一年年中發布的最新國際氣候變化專門委員會報告，氣候變化已經通過氣溫升高、降水模式變化和一些極端事件的頻率新增影響了糧食安全；而這些影響只會變得更糟：

- 全球農作物和經濟模型預測全球暖化濃度途徑(RCP 6.0)會帶動穀物價格將於二零五零年上漲1%至29%。考慮到目前的需求預測，穀物價格中位數上漲為7%。本報告年度，穀物包括小麥和大米採購佔大快活食品採購總額約24%。
- 在與上述的時間框架和假設下，預計動物來源食品的價格也會上升，但價格變化幅度約為穀物的一半(中位數約3.5%)。這是因為畜牧業飼料替代大，氣候變化將間接地影響動物來源食品供應和其價格。在本報告年度，動物來源食品相關的採購約佔大快活食品採購總額的56%。
- 就特定農作物類型而言，影響最大的是小麥，其次是玉米和大豆，而影響最少的是大米。

總括而言，雖然預計的影響是二零五零年，但氣候變化影響是漸進的。因此，大快活需要在其未來的企業風險管理中考慮預計的價格上漲風險。

Fairwood is reliant on agricultural produce for its business so the impact of climate change on supply reliability and costs could be catastrophic. According to the latest International Panel on Climate Change (IPCC) Report, released in mid-2021, climate change is already affecting food security through increasing temperatures, changing precipitation patterns and the greater frequency of some extreme events; and these effects will only get worse:

- Global crop and economic models project a 1–29% increase in the price of cereals in 2050 due to moderately high levels of global warming (RCP 6.0). The median cereal price increase will be 7%, given current projections of demand. Purchases of cereals (mainly wheat and rice) made up 24% of Fairwood's total food purchases this reporting year.
- Animal-sourced foods are also projected to increase in the same timeframe and scenario as above, but the range of projected price changes is about half that for cereals (median about 3.5%). This is because animal husbandry offers the potential for feed substitution, so climate change will only indirectly affect the supply and price of animal-sourced food. During the reporting period, purchases related to animal-sourced food made up approximately 56% of Fairwood's total food purchases.
- In terms of specific crop types, global wheat production will be impacted the most, followed by maize and soy, while rice will be minimally impacted.

Although the projected impacts relate to 2050, climate change will obviously be gradual and Fairwood will need to factor in any projected price rises in its future risk management.

## 支持快樂地球及社區

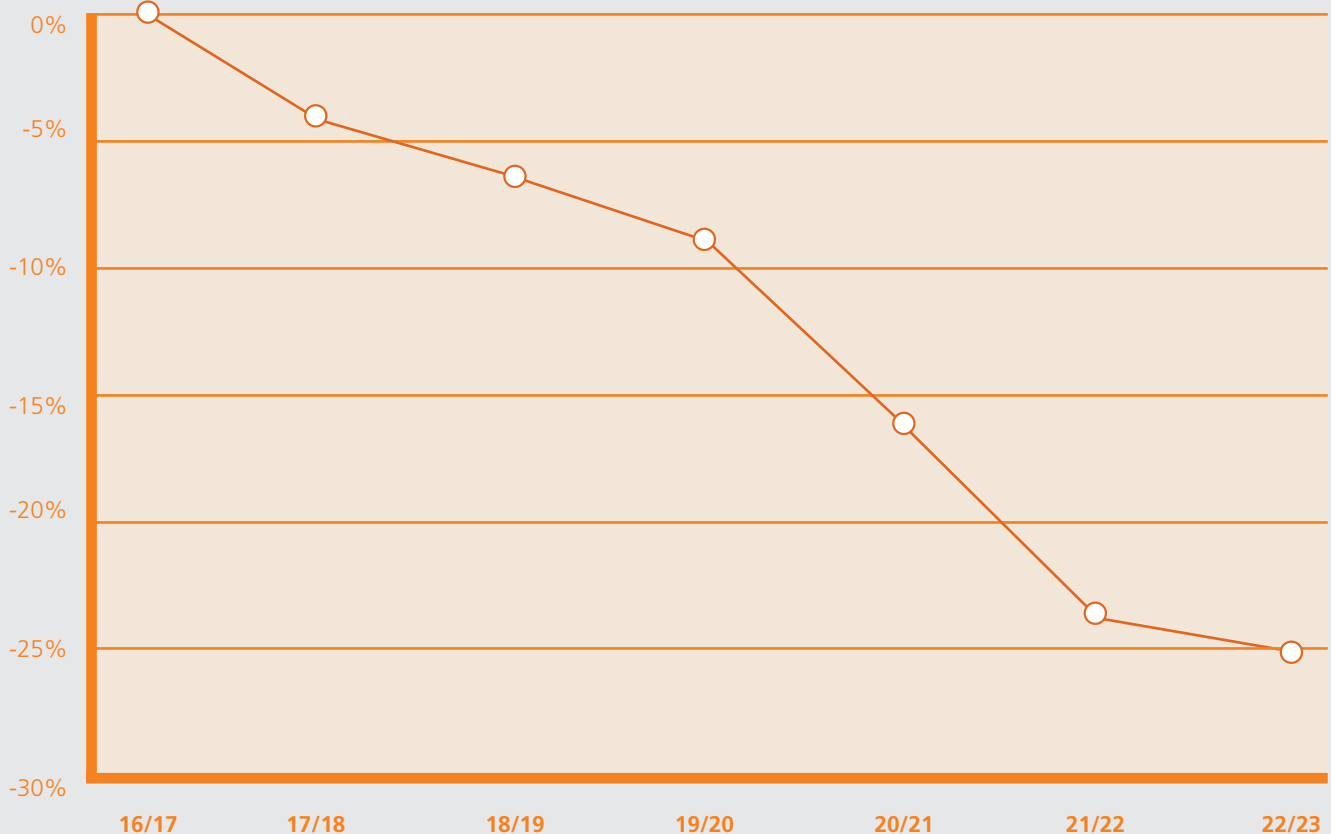
### Supporting a Happy Planet and Community

#### 減緩溫室氣體和廢氣排放 Greenhouse gas (GHG) and air emissions mitigation

由於對環境問題的關注，從中長期來看，可能導致消費者的能源成本上升。大快活將計劃新增此類成本，並在可能的情況下減少消費。通過這種管道，我們可以節省資金，在可能的情況下減少溫室氣體排放。快活溫室氣體排放的主要來源是電力、液化石油氣和煤氣。由二零一六/一七年至二零二二/二三年，我們觀察到溫室氣體排放密度(每百萬港元收入)減少了25%，主要是由於本地電力和天然氣供應商的減碳成果，以及我們將製冷劑更換成低碳選擇。展望未來，本集團會致力推行更多節能措施和訂立溫室氣體減排目標。

Energy pricing which reflects environmental concerns is possible in the medium to long term, which will result in higher energy costs for consumers. Fairwood will plan for such cost increases and reduce consumption where possible. In this way, money is saved and greenhouse gases reduced. The main source of Fairwood's GHG emissions is energy consumption in the form of electricity, LPG and Towngas. From 2016/17 to 2022/23, Fairwood achieved a 25% reduction in GHG emissions intensity (per HKD million revenue), mainly due to the decarbonisation efforts of electricity and gas suppliers, as well as a drive to replace refrigerants with low carbon alternatives. Going forward, Fairwood will implement other energy saving initiatives and is currently developing numerical GHG reduction targets.

由二零一六/一七年至二零二二/二三年大快活溫室氣體密度百分比變化  
Fairwood GHG intensity % change from 2016/17 to 2022/23





## 支持快樂地球及社區 Supporting a Happy Planet and Community

### 節約能源 Energy reduction

大快活主要的能源使用是來自維持店鋪和中央加工廠日常營運的電力，以及用於烹飪的液化石油氣和煤氣。環境 / 能源和設備創新團隊負責管理和實施相關工作，並直接向最高管理層報告。

大快活定期審查和監督我們在節能政策方面的執行情況，其概述如下：

- 監測能源消耗
- 確保遵守有關能源消耗和高效利用的相關法律法規
- 盡可能使用節能設計和設備
- 減少資源、電力消耗和相關資源的浪費
- 推廣節能政策，提高員工的節能意識，例如使用二維碼向店鋪員工提供節能提示
- 每月根據商店的節能表現對其進行排名
- 定期審查政策和目標

Fairwood's major sources of energy are electricity, used in the daily operation of outlets and the CFPP, and liquefied petroleum gas ("LPG") and Towngas for cooking. An environmental / energy and equipment innovation team is responsible for managing and implementing relevant work and reports directly to top management.

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

- Monitor energy consumption
- Ensure compliance with relevant laws and regulations pertaining to energy consumption and efficient usage
- Use energy efficient design and equipment, where possible
- Reduce wastage of resources, electricity consumption and relevant resources
- Promote policies on energy reduction to increase employee awareness of energy saving e.g. by using QR codes to give energy saving tips to branch staff
- Rank outlets monthly on the basis of their energy saving performance
- Review policy and targets on a regular basis

## 支持快樂地球及社區 Supporting a Happy Planet and Community

環境設備專責小組負責監察能源消耗及提升本集團的能源效率，並已實施以下節能措施：

### 中央加工廠

- 安裝了一種新型高效煤氣灶和蒸汽櫃，與舊款型號相比，相關的燃料使用量減少了15%
- 對感測器照明管進行了試驗
- 安裝了由香港中華煤氣有限公司贊助的蒸汽機設備
- 對設備進行了檢查，以確定電力消耗的任何異常情況

### 店鋪

- 當店鋪進行翻新時，安裝新的隔熱煤氣櫃和爐灶
- 在廚房區域，18W光管正在取代傳統的T8 36W光管
- 部分分店的安裝了新型LED光管
- 二零二二年五月，大快活開始在新餐廳和翻新現有餐廳用12W LED燈代替15W LED燈
- 自二零一九年以來，新餐廳或翻新餐廳的儲藏室和垃圾房等選定區域都配備了帶自動感測器的18W LED燈管
- 加緊用新電器設備升級餐廳店鋪

The Environmental and Equipment Taskforce monitors energy consumption and enhances energy efficiency. The energy saving measures implemented are summarised below:

### CFPP

- A new type of highly efficient Towngas wok range and steam cabinet was installed, leading to a 15% reduction in fuel usage in the outlet concerned compared to the old model
- Sensor lighting tubes were trialled
- Steamer equipment sponsored by Towngas was installed
- Equipment was inspected to identify any abnormalities in electricity consumption

### Outlets

- When outlets are renovated, new thermal insulation gas cabinets and wok ranges are installed
- In kitchen areas, 18W fluorescent tubes are replacing traditional T8 36W tubes
- New LED lamps are being used in the surface-mounted downlights in selected restaurant outlets
- In May 2022, Fairwood began replacing 15W LED lamps with 12W LED lamps in new restaurant outlets and when renovating existing ones
- Since 2019, selected areas such as storerooms and garbage rooms in new or renovated restaurant outlets have been equipped with 18W LED tubes with motion sensors
- Upgrading of restaurant outlets with new electrical equipment has been stepped up

## 支持快樂地球及社區 Supporting a Happy Planet and Community

### 新型節能燃氣蒸汽櫃和炒鍋

能源效益是我們營運的一個關鍵，我們一直探索能源效益的機會以減少我們的能源消耗。本集團逐漸地最近幾年向分店推出新型節能燃氣蒸汽櫃和炒鍋。與傳統設備相比，新型節能燃氣蒸汽櫃減少了一半的耗氣量，而新的節能炒鍋節省了20%的燃氣消耗。

### New Energy Saver Gas Steam Cabinet and Wok Range

Energy efficiency is a key aspect of Fairwood's operations and the Group is always exploring opportunities to reduce energy consumption. Over the last couple of years, a new model of Energy Saver Gas Steam cabinet and Wok Ranges has been introduced in restaurant outlets. Compared with the older equipment, the new Energy Saver Gas Steam Cabinet reduces gas consumption by half, and the new Energy Saver Wok Range uses about 20% less gas.



## 支持快樂地球及社區 Supporting a Happy Planet and Community

大快活一直積極參與中電支持香港節能減排的活動。

Over the years, Fairwood has actively participated in CLP's campaigns to support energy reduction.

### 中電高峰用電管理計劃 CLP Peak Demand Management Programme



大快活所有九龍、新界的店舖和中央加工廠都已參加「中電高峰用電管理」計劃，將我們的電力需求從高峰時段轉移到非高峰時段來提高節能表現。

All Fairwood outlets in Kowloon and the New Territories, and the CFPP, have participated in the CLP Peak Demand Management Programme, reducing energy consumption by shifting usage from peak hours to off-peak hours.

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



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

Fairwood has joined the CLP Electrical Equipment Upgrading scheme and has received subsidies to replace and upgrade its electrical equipment to more energy efficient models. The scheme has subsidised the replacement of the LED tubes used in the cold storage area of the CFPP.

## 支持快樂地球及社區

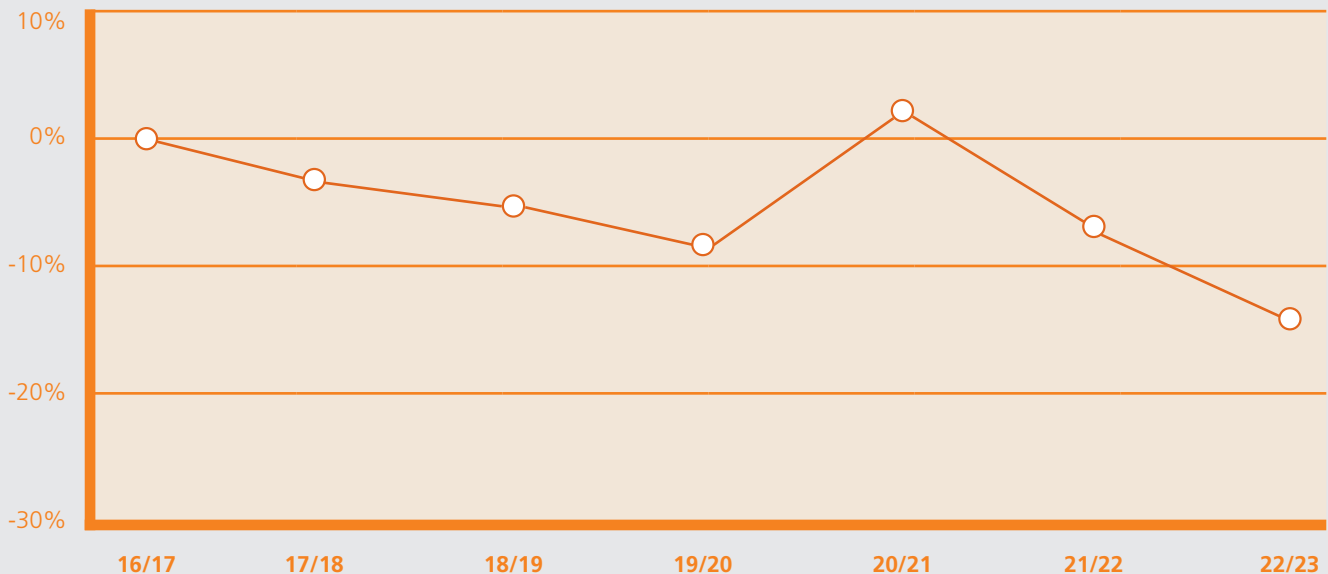
### Supporting a Happy Planet and Community

#### 大快活能源密度變化 Fairwood energy intensity change

下圖記錄了我們從二零一六/一七年到二零二二/二三年的能源消耗密度。我們發現由於我們的節能投資，自二零一六/一七年以來，能源密度一直在穩步下降，但在二零二零/二一年，香港受疫情影響最大的時候卻出現了上升。由二零一六/一七年至二零二二/二三年，由於大快活對節能設備持續投資和受到較少的用餐限制，能源密度減少12%。隨著香港在未來疫情限制逐步減少，我們相信能源密度將會回到原來的軌跡。考慮到這一點，該集團正在制定量化能源削減目標，以尋求持續改進。

The following graph captures Fairwood's energy consumption intensity (per HKD million revenue) from 2016/17 to 2022/23. Energy intensity has been falling steadily since 2016/17 due to energy-saving investments, but there was a spike in 2020/21 when Hong Kong was most impacted by dining restrictions due to the COVID-19 pandemic. From 2016/17 to 2022/23, energy intensity dropped by 12% as there were fewer dining restrictions and because Fairwood continued to invest in energy-saving equipment. As Hong Kong returns to normal after the pandemic restrictions, energy intensity will return to its projected trajectory. With this in mind, appropriate quantitative energy reduction targets are currently being developed.

由二零一六/一七年至二零二二/二三年大快活能源密度百分比變化  
Fairwood energy intensity % change from 2016/17 to 2022/23



## 支持快樂地球及社區

### Supporting a Happy Planet and Community

#### 節約用水 Water conservation

穩定的供水對維持我們的日常運作十分重要。雖然大快活在水源方面沒有遇到任何問題，但本集團意識到全球對水資源可用性和節水重要性的關注日益增加。環境設備專責小組採取以下措施來提高用水效率：

- 引入新型解凍水槽的獨特設計，以減少用水的需求
- 在店鋪廚房安裝新設計的隔水電溫爐，可節約高達40%用水量
- 安裝新型洗碗機

A stable water supply is crucial for maintaining daily operations. Although Fairwood has not encountered any issues with sourcing water, the Group is aware of the growing global concern about water availability and the importance of water conservation. The Environmental and Equipment Taskforce has initiated the following measures to improve water efficiency:

- Introduced new defrosting sinks designed to reduce water usage
- Installed a new type of electric bain marie (water bath) in outlet kitchens, resulting in a reduction in total kitchen water usage of up to 40%
- Installed new dish-washing machines

#### 廢棄物管理 Waste management

食品的生產、加工和處置在我們的生態系統中發揮著重要作用，而生態系統反過來又對環境產生了重大影響。通過推廣更持續的預備和飲食方法，以降低碳足跡。

為支持香港資源循環藍圖二零三五年，大快活致力於解決我們的廢物足跡。預期香港政府將落實推行都市固體廢物收費計劃。處理廢棄物會根據等級框架，首先會減少一次性的物料，然後是分類、回收、復原，最後才棄置處理。廚餘分類將會在二零二三年中在幾間店鋪推行，接著會擴展到其他店鋪。

The production, processing and disposal of food is an important part in Fairwood's ecosystem, which in turn has a significant impact on the environment. By promoting a more sustainable way of preparing and eating, Fairwood can move towards a lower carbon footprint.

To support the Waste Blueprint for Hong Kong 2035, Fairwood is committed to tackling its waste footprint. In anticipation of the Municipal Waste Charging Scheme to be implemented by the Hong Kong Government, waste reduction and recycling targets have been established. Waste is managed according to a waste hierarchy framework which gives top priority to waste prevention, such as reducing single-use materials, followed by waste segregation, recycling, recovery and finally disposal. Food waste recycling classification is being piloted in several branches in mid-2023 and, if successful, the practice will be extended to other branches.

## 支持快樂地球及社區 Supporting a Happy Planet and Community

大快活採取了多種措施從源頭減少廢物並逐步淘汰可持續性較低的材料，包括：

Fairwood has introduced various measures to reduce waste at source and phase out less sustainable materials, including:

### 店鋪廢棄物 Outlet waste



為就餐顧客提供可重複使用的餐具  
Offering reusable tableware for dine-in customers

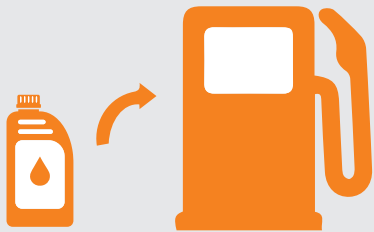
提供竹筷子和牙籤作為木制筷子的替代品  
Offering bamboo chopsticks and toothpicks as alternatives to less sustainable wooden ones

用紙飲管和木制攪拌棒完全取代塑膠飲管和攪拌棒  
Complete replacement of plastic straws and stirrers with paper straws and wooden stirrers

用可生物降解袋取代普通塑膠袋  
Replacing regular plastic bags with biodegradable bags

用更環保的塑膠材料取代泡沫塑料  
Replacing Styrofoam with more environmentally efficient and friendly plastic materials

### 廢置食用油 Waste cooking oil



我們有明確的程序來正確處理和儲存廢棄食用油，以防止其污染環境並重新進入食物鏈。在中央加工廠，我們遵循環保署所制定的指引的廢棄食用油現場存儲和記錄指南。油脂廢料通過油脂收集器分離出來，並由註冊的廢棄食用油收集者收集，轉化為生物柴油等工業產品。

There are clear procedures for the proper handling and storage of waste cooking oil ("WCO"), to prevent it from contaminating the environment and re-entering the food chain. The CFPP follows guidelines set out by the EDP for the onsite storage and recording of WCO. Greasy waste is separated out using grease traps and collected by registered WCO collectors to be converted into industrial products like biodiesel.

### 廚餘 Food waste



作為一家餐飲公司，大快活相信避免和減少食物浪費是我們的責任。在我們的店鋪，我們通過提供減少份量選擇和鼓勵顧客帶走剩菜來推廣「惜食」的飲食文化。

As a restaurant business, Fairwood believes that it is its responsibility to prevent and reduce the amount of food waste produced throughout the entire value chain. In outlets, a "food wise" culture is promoted by offering portioned meals and encouraging customers to take away leftovers.

我們向中央加工廠的食堂提供了垃圾分類明確的指導，以促進有效的垃圾回收。廚餘每天都被送到有機資源回收中心，轉化為有價值的資源，如肥料或生物燃氣。

Clear guidance is provided on food waste separation in the canteen of the CFPP, to facilitate the effective recycling of waste. Food waste is delivered to the Organic Resources Recovery Centre every day and transformed into valuable resources such as compost or biogas.

## 支持快樂地球及社區

### Supporting a Happy Planet and Community

#### 廚餘 / 污泥共厭氧消化試驗計劃 Food Waste / Sewage Sludge Anaerobic Co-Digestion Trial Scheme

自二零一九年十月起，我們參與了環境保護署推出的廚餘 / 污水污泥厭氧共消化試驗計劃。在過去兩年的運作中，平均每月處理超過十五噸的中央加工廠廚餘。廚餘與污水污泥的比例以及其他操作參數也得到了監測。

Fairwood has participated in the Food Waste / Sewage Sludge Anaerobic Co-Digestion Trial scheme launched by the Environmental Protection Department since October 2019. During the last two years of operation, on average more than 15 tonnes of CFPP food waste per month has been treated. The ratio of food waste to sewage sludge, and other operational parameters, have also been monitored.

### 辦公室廢棄物 Office waste



為了創造一個更環保及可持續的工作場所，大快活致力於通過收集紙張、碳粉盒和其他類型的辦公室廢物進行回收。我們還積極參與本地組織的廢物管理活動，例如明愛電腦回收項目。本集團在總部建立了回收設施，讓同事養成良好的習慣，促進源頭減廢和節約能源，循環再用，提高環保意識。為鼓勵同事在辦公室做到「電子化」和「無紙化」，大快活舉辦了「節省用紙比賽」，善用電子系統來傳遞信息，減少用紙。

With the aim of creating a greener and more sustainable workplace, office waste is minimised by collecting paper, toner cartridges and other types of waste for recycling. Fairwood also actively participates in waste management campaigns organised by local organisations, such as the Caritas Computer Refurbishment Project. The Group has recycling facilities in its headquarters, which encourages colleagues to develop good recycling habits and promotes waste reduction and energy saving at source. To inspire colleagues to be paperless in the office, a “Paper Saving Competition” was organised, which encouraged staff to use electronic systems to distribute messages and reduce paper usage.

- 金屬和塑膠回收箱  
Recycling bins for metals and plastics
- 電燈泡和熒光管回收箱  
Recycling boxes for electric bulbs and fluorescent lamps
- 環保辦公室文化 — 節約用紙比賽  
Environmental-friendly office culture — Paper Saving Competition
- 打印機碳粉回收  
Printer toner recycling



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## 展望未來 Looking Forward

由於社交和外出就餐是香港文化的一部分，解除社交限制對許多香港居民來說是一個值得歡迎的改變。儘管面臨疫情的挑戰，但餐飲業仍在繼續增長，獲得許可的餐廳數量不斷增加。事實上，在二零二三年頭兩個月的增長率為2.3%（來源：食物環境衛生署），比較二零一九年全年的增長率相若，表現出強勁反彈。

大快活正在積極、加大力度應對當前商業環境帶來的各種挑戰。除了為顧客提供全新的美食體驗，本集團還在思考新的方法，以更加環保、更具社會責任感的方式，鼓勵人們熱愛大快活品牌。

As socialising and eating out are integral parts of Hong Kong culture, the recent lifting of social restrictions is a welcome development. Despite the challenges of the pandemic, the F&B industry has continued to grow, with the number of licenced restaurants increasing. In fact, the growth rate in the first two months of 2023 was 2.3% (Source: Food and Environmental Hygiene Department), which is on par with the full-year growth rate in 2019, indicating a strong rebound.

Fairwood is actively and energetically responding to various challenges presented by the current business climate. As well as offering new food experiences to customers, the Group is thinking of new ways to be more environmentally friendly and socially responsible, and to encourage love for the Fairwood brand.

# 獎項表 Award List

活動 Activities	獎項 Awards	主辦單位 Organisers
QFIA二零二二年成就者 (合作夥伴) QFIA 2022 Achiever (Partner)	嘉許狀 Commendation Award	教育局 Education Bureau
第十三屆「戒煙大贏家」無煙社區 推廣計劃 The 13th「Quit to Win」Smoke-free Community Campaign	共建無煙社區獎 Smoke-free Community Award	香港吸煙與健康委員會 Hong Kong Council on Smoking and Health
二零二三年就業影子項目 Job Shadowing Project 2023	優異獎 Certificate of Merit	香港基督教服務處 Hong Kong Christian Service
二零二一年就業展才能計劃 Work Orientation and Placement Scheme 2021	嘉許證書 Certificate of Appreciation	勞工處 Labour Department
僱主種族多樣性和包容性憲章 高級年度審查表 Racial Diversity & Inclusion Charter for Employers Advanced Annual Review Form	嘉許證書 Certificate of Appreciation	平等機會委員會 Equal Opportunities Commission
再培訓局頒獎典禮 ERB Annual Award Presentation Ceremony	再培訓局傑出僱主獎 ERB Outstanding Employer Award 再培訓局人力發展獎計劃 ERB Manpower Developer Award Scheme — “Super MD”	僱員再培訓局 The Employees Retraining Board
職場「新」力軍計劃 Experiential, Enriching and Empowering Internship Programme	嘉許證書 Certificate of Appreciation	炮台山循道衛理中學 Fortress Hill Methodist Secondary School
商界展關懷 Caring Company	連續10年以上獲頒「商界展關 懷」標誌 10 years Plus Caring Company	香港社會服務聯會 The Hong Kong Council of Social Service
資歷架構夥伴嘉許典禮暨 QF in Action 啟動禮 Qualifications Framework Partnerships Commendation Ceremony and QF in Action Launch Ceremony	資歷架構在行動中的 成就者(合作夥伴) QF in Action Achiever (Partner)	資歷架構 Qualification Framework (QF)

# 績效表 Performance Table

## 環境績效 Environmental Performance

僅限於香港的營運 Operations in Hong Kong only	單位 Unit	二零二二/二三年 (附註1) 2022/23 (Note 1)	二零二一/二二年 (附註2) 2021/22 (Note 2)
<b>耗電量 Electricity consumption</b>			
總部 Headquarters	千瓦時 kWh	486,426	372,250
中央加工廠 CFPP	千瓦時 kWh	5,640,665	5,672,373
烘焙生產線 Bakery production line	千瓦時 kWh	688,191	662,381
餐廳店鋪 Restaurant outlets	千瓦時 kWh	69,328,977	66,332,604
總用電量 Total electricity consumption	千瓦時 kWh	76,144,259	73,039,608
<b>氣體燃料消耗量 Gaseous fuel consumption</b>			
中央加工廠 CFPP	千瓦時 kWh	3,123,055	2,964,200
烘焙生產線 Bakery production line	千瓦時 kWh	0	0
餐廳店鋪 Restaurant outlets	千瓦時 kWh	41,811,431	44,958,519
總氣體燃料使用量 Total gaseous fuel consumption	千瓦時 kWh	44,934,486	47,922,719
<b>汽油燃氣能耗 (附註4) Petrol gas energy consumption (Note 4)</b>			
總部 Headquarters	千瓦時 kWh	53,457	42,584
<b>能源消耗總量 (附註3及4) Total energy consumption (Note 3 &amp; 4)</b>			
總部 Headquarters	千瓦時 kWh	539,883	414,834
中央加工廠 CFPP	千瓦時 kWh	8,763,720	8,636,573
烘焙生產線 Bakery production line	千瓦時 kWh	688,191	662,381
餐廳店鋪 Restaurant outlets	千瓦時 kWh	111,140,408	111,291,123
總能源消耗量 Total energy consumption	千瓦時 kWh	121,132,202	121,004,911
<b>總能源密度 (附註5) Total energy intensity (Note 5)</b>			
總部 Headquarters	千瓦時 / 百萬港元收入 kWh / HKD million revenue	188	152
中央加工廠 CFPP	千瓦時 / 百萬港元收入 kWh / HKD million revenue	3,053	3,159
烘焙生產線 Bakery production line	千瓦時 / 百萬港元收入 kWh / HKD million revenue	240	242
餐廳店鋪 Restaurant outlets	千瓦時 / 百萬港元收入 kWh / HKD million revenue	38,715	40,706
總能源密度 Total energy intensity	千瓦時 / 百萬港元收入 kWh / HKD million revenue	42,196	44,259

## 績效表

### Performance Table

僅限於香港的營運 Operations in Hong Kong only	單位 Unit	二零二二/二三年 (附註1) 2022/23 (Note 1)	二零二一/二二年 (附註2) 2021/22 (Note 2)
<b>溫室氣體排放量</b> (附註4及6) <b>GHG emissions</b> (Note 4 & 6)			
範疇1直接排放量 <sup>(附註7)</sup> Scope 1 Direct emissions (Note 7)	公噸二氧化碳當量 tCO <sub>2</sub> e	8,618	9,187
範疇2間接排放量 <sup>(附註8)</sup> Scope 2 Indirect emissions (Note 8)	公噸二氧化碳當量 tCO <sub>2</sub> e	36,352	34,210
溫室氣體排放總量 Total GHG emissions	公噸二氧化碳當量 tCO <sub>2</sub> e	44,970	43,397
總溫室氣體排放密度 <sup>(附註5)</sup> Total GHG emissions intensity (Note 5)	公噸二氧化碳當量/百萬港元收入 tCO <sub>2</sub> e / HKD million revenue	15.7	15.9
<b>廢氣排放</b> (附註3, 4及9) <b>Air emissions</b> (Note 3, 4 & 9)			
氮氧化物 Nitrogen oxides (NO <sub>x</sub> )	公噸 Tonnes	0.649	0.602
硫氧化物 Sulphur oxides (SO <sub>x</sub> )	公噸 Tonnes	0.003	0.003
顆粒物 Particulate matter (PM)	公噸 Tonnes	0.00017	0.00016
<b>耗水量</b> (附註10及11) <b>Water usage</b> (Note 10 & 11)			
總部 Headquarters	立方米 m <sup>3</sup>	236	262
中央加工廠 CFPP	立方米 m <sup>3</sup>	86,131	90,486
烘焙生產線 Bakery production line	立方米 m <sup>3</sup>	934	918
餐廳店鋪 Restaurant outlets	立方米 m <sup>3</sup>	1,246,048	1,269,243
總用水量 Total water usage	立方米 m <sup>3</sup>	1,333,349	1,360,909
<b>總用水密度</b> (附註5) <b>Total water consumption intensity</b> (Note 5)			
總部 Headquarters	立方米/百萬港元收入 m <sup>3</sup> / HKD million revenue	0.1	0.1
中央加工廠 CFPP	立方米/百萬港元收入 m <sup>3</sup> / HKD million revenue	30	33
烘焙生產線 Bakery production line	立方米/百萬港元收入 m <sup>3</sup> / HKD million revenue	0.3	0.3
餐廳店鋪 Restaurant outlets	立方米/百萬港元收入 m <sup>3</sup> / HKD million revenue	434	464
總用水量 Total water consumption usage	立方米/百萬港元收入 m <sup>3</sup> / HKD million revenue	465	497
<b>廢棄物管理</b> (附註12) <b>Waste management</b> (Note 12)			
已回收的廢置食用油 Recycled waste cooking oil	立方米 m <sup>3</sup>	181	223
已回收的廚餘 Recycled food waste	公噸 Tonnes	189	151
已回收的紙皮 Recycled cardboard	公噸 Tonnes	178	214
<b>包裝物料</b> (附註13) <b>Packaging material</b> (Note 13)			
已採購的食品及飲料包裝材料 Procured food and beverage packaging materials	公噸 Tonnes	2,644	2,382
比較環保的材料(例如:可堆肥、紙/木質) Environmentally preferable materials (e.g. compostable, paper / wood-based)	公噸 Tonnes	293	272

## 績效表 Performance Table

附註1: 二零二二/二三年包括157間餐廳資料。

Note 1: 2022/23 data inclusive of 157 restaurant outlets.

附註2: 二零二一/二二年包括157間餐廳資料。

Note 2: 2021/22 data inclusive of 157 restaurant outlets.

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

Note 3: Fairwood's transportation fleet is outsourced to a third party, so fuel consumption and emissions are not under its operational control. There are no comprehensive, accessible and accurate data from this party on the environmental impact of the services provided to Fairwood. Transportation has therefore been omitted from the list of sources of energy consumption rather than risk including inaccurate information.

附註4: 由於大快活所擁有的兩輛私家車僅用作高級管理層日常的商業運輸及個人用途，並無涉及大快活的公司營運而且相對應的燃料耗量並不重大。

Note 4: Fairwood owns two private cars, which are only used by senior management for routine business transportation and for personal use. These activities are not directly related to the Group's business operations, and the fuel consumption is estimated to be relatively insignificant, so details have been omitted.

附註5: 密度值的計算方法是將能源 / 溫室氣體 / 水消耗量除以香港業務的總收入。二零二一/二二年及二零二二/二三年香港業務的總收入分別為港幣27.3億元及港幣28.7億元。

Note 5: Intensity values are calculated by dividing the absolute energy / GHG / water consumption by the total revenue from Hong Kong operations. The total revenue from Hong Kong operations for 2021/22 and 2022/23 was HK\$2.73 billion and HK\$2.87 billion respectively.

附註6: 大快活範圍一、範圍二及總溫室氣體排放計算方法參考環保署編寫的《香港建築物(商業、住宅或公共用途)的溫室氣體排放及減除的審計和報告指引》(二零一零年版)。根據聯交所編製的《如何編製環境、社會及管治報告》附錄二《環境關鍵績效指標匯報指引》，由大快活的外判運輸車隊和商業運輸產生的溫室氣體排放均被視為範圍三的溫室氣體排放(其他間接溫室氣體排放)，而發行人可選擇量化和報告相關數據。大快活的溫室氣體排放目前並不包括外判活動、其他合約協議安排或商業運輸所產生的排放，然而大快活會定期審視和完善溫室氣體排放的範圍，以加強未來報告的披露。

Note 6: Scope 1, Scope 2 and total GHG emissions are calculated with reference to EPD's Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purposes) in Hong Kong (2010 edition). According to Appendix 2: Reporting Guidance on Environmental KPIs under "How to Prepare an ESG Report" released by the Stock Exchange, the GHG emissions arising from Fairwood's outsourced fleets and business travel are considered as Scope 3 GHG emissions (other indirect GHG emissions), which the issuer may choose to quantify and report. Although Fairwood's GHG emissions data do not currently include outsourced activities, other contractual arrangements or business travel, this practice will be reviewed regularly.

## 績效表 Performance Table

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

Note 7: Scope 1 refers to direct emissions from sources and removals, and for Fairwood the main source is stationary fuel combustion.

附註8: 範圍二為間接溫室氣體排放, 其披露主要包括消耗所購電力及煤氣。

Note 8: Scope 2 refers to energy indirect emissions, which are mainly from purchased electricity and Towngas.

附註9: 大快活的中央加工廠已獲《空氣污染管制(火爐、烘爐及煙囪)(安裝及更改)規例》的批准證明書, 以確保燃燒燃料設備的設計符合有關廢氣排放的環境標準。大快活所計算的廢氣排放是參考聯交所的環境關鍵績效指標匯報指引。匯報的廢氣排放包括氣體燃料消耗(即煤氣和液化石油氣)及大快活私人車輛造成的排放。

Note 9: Fairwood's CFPP has obtained a certificate of approval under the Air Pollution Control (Furnaces, Ovens and Chimneys) (Installation and Alteration) Regulations to ensure that the design of fuel-burning equipment meets environmental standards in terms of the discharge of air emissions. Fairwood's air emissions are calculated with reference to the Stock Exchange's ESG Reporting Guide on environmental KPIs. The reported air emissions include gaseous fuel consumption (i.e. Towngas and LPG) and private cars owned by Fairwood.

附註10: 部分餐廳店鋪的水費單跨越兩個報告期, 用水量是根據水費單按比例計算。

Note 10: Water bills for some of the restaurant outlets span two reporting periods so the water consumption figures are calculated on a pro rata basis.

附註11: 用水量數據是根據實際數字按比例計算。

Note 11: The water consumption figures are calculated on pro rata basis based on actual figures.

附註12: 由於餐廳店鋪並沒有統一的廢棄物數據收集系統, 因此相關數據未有披露。然而, 大快活正逐步改善廢棄物收集系統, 以加強未來報告的披露。

Note 12: There is no standardised system for gathering information on waste collection from restaurant outlets, so the relevant data is not given in this report. Fairwood is progressively improving its data management systems and hopes to be able to include reliable figures in future reports.

附註13: 大快活所採購的食品及飲料包裝材料包括盛裝餐點和處理餐點的用具。相關的數據均是根據已收集的數據統計所得。由於受2019冠狀病毒疫情影響, 外賣和送餐服務數量增加, 導致包裝消耗增加。

Note 13: Fairwood's procured food and beverage packaging materials include plastic bags and utensils. The number of takeaway and food delivery services increased during COVID-19, resulting in an increase in the use of packaging.

## 績效表 Performance Table

### 社會績效 Social Performance

僱員(香港) Employees (Hong Kong)		二零二二/二三年 就業數據 2022/23 Employment data	二零二二/二三年 平均每月僱員 流失比率 (附註1) 2022/23 Average monthly staff turnover rate (Note 1)
總僱員人數 Total number of employees		4,681	6.1%
按性別 By gender	男 Male	1,229	7.5%
	女 Female	3,452	5.6%
按類型 By type	全職 Full-time	2,812	N/A 不適用
	兼職 Part-time	1,869	N/A 不適用
按年齡組別 By age group	< 30	611	11.0%
	30–50	2,092	5.1%
	> 50	1,978	5.5%
按僱員職位 By employee grading	高級管理層 Senior management	31	N/A 不適用
	中級管理層 Middle management	2,003	N/A 不適用
	前線和一般員工 Frontline and general staff	2,647	N/A 不適用
按地區類型 By geographical region	香港 Hong Kong	4,681	6.1%
按種族 By race	本地 Local	4,386	6.1%
	少數族裔 Ethnic minority	295	6.7%

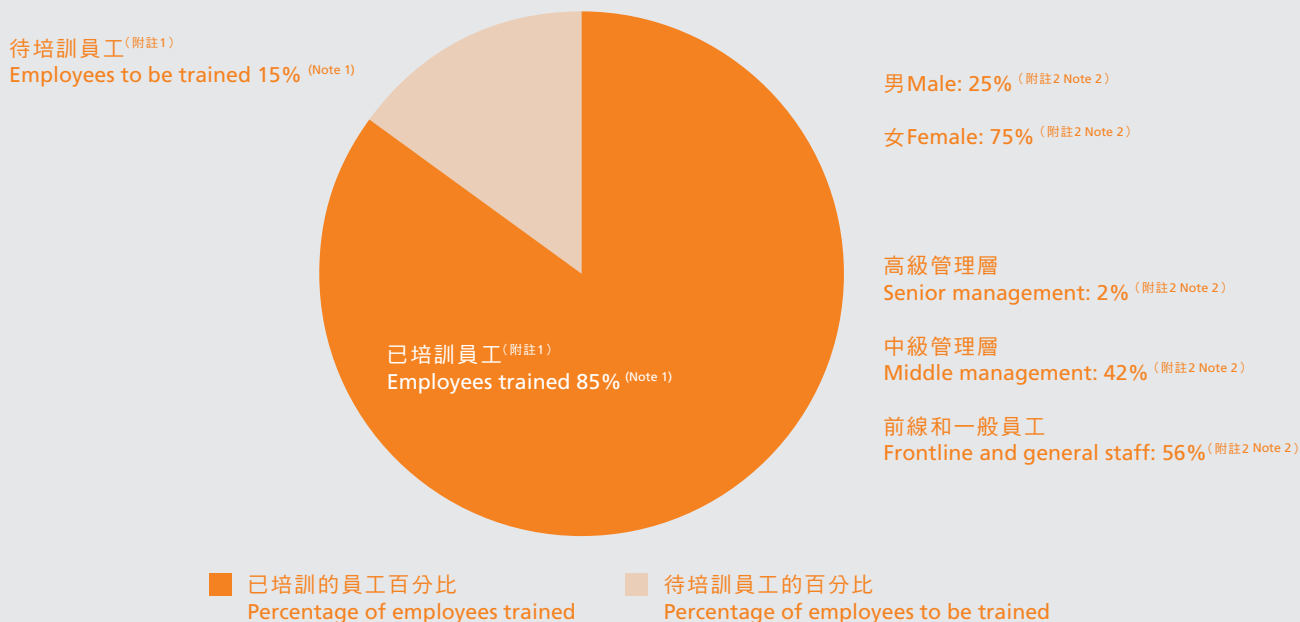
附註1: 平均每月僱員流失比率 = 某一特定類別的員工在一個月內離職的人數, 除以該特定類別當月的平均員工人數, 以百分比表示。然後對每月百分比進行匯總和平均。

Note 1: Average monthly staff turnover = number of employees in a specific category who leave their jobs in a month, divided by the average number of employees in the specific category in that month, expressed as a percentage. The monthly percentages are then totalled and averaged.

## 績效表

### Performance Table

#### 培訓與發展(香港) Training and Development (Hong Kong)



附註1: (聯交所附錄3-社會關鍵績效指標報告指引)  
受過培訓的員工百分比 =  $T / E * 100$   
T = 參加培訓的員工  
E = 員工人數

Note 1: (as specified in HKEX Appendix 3 – Reporting Guidance on Social KPIs)  
Percentage of employees trained =  $T / E * 100$   
T = Employees who took part in training  
E = Number of employees

附註2: (聯交所附錄3-社會關鍵績效指標報告指引)  
相關類別員工的細目 =  $T(x) / T * 100$   
T(x) = 指定類別, x, 參加培訓的員工  
T = 參加培訓的員工

Note 2: (as specified in HKEX Appendix 3 – Reporting Guidance on Social KPIs)  
Breakdown for employees in relevant categories =  $T(x) / T * 100$   
T(x) = Employees in the specified category, x, who took part in training  
T = Employees who took part in training

#### 職業健康和安全 Occupational Safety and Health

二零二二/二三年

2022/23

與工作有關的死亡宗數(附註1) Work-related fatalities (Note 1)	0
與工作有關的工傷宗數 Work-related injuries	127
因工傷損失的工作日數 Lost days due to work injuries	5,294

附註1: 過去三年(包括本報告年度), 因工傷而死亡的人數為零。

Note 1: The number of deaths in the workplace in the past three years (including the reporting year) was zero.



# 可持續發展框架及合規性

## Sustainable Development Framework and Compliance

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

The Group has developed a sustainable development framework by reviewing the implementation and effectiveness of internal policies and measures. The framework is designed to ensure compliance with all relevant and applicable Hong Kong regulations and laws. The following table summarises the relevant laws, regulations and policies.

企業管治 Corporate Governance	
相關法律及規例 Relevant laws and regulations	功能 Functions
香港聯合交易所有限公司證券上市規則 Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited	管治透明及有道德的企業管治架構 To govern a transparent and ethical corporate governance structure
證券及期貨條例(香港法例第571章) Securities and Futures Ordinance (Chapter 571 of the Laws of Hong Kong)	
防止賄賂條例(香港法例第201章) Prevention of Bribery Ordinance (Chapter 201 of the Laws of Hong Kong)	
個人資料(私隱)條例(香港法例第486章) Personal Data (Privacy) Ordinance (Chapter 486 of the Laws of Hong Kong)	確保妥善處理和管理保密及個人資料 To ensure proper handling and management of confidential and personal data
內部政策和措施 Internal policies and measures	功能 Functions
可持續發展委員會 Sustainability Committee	建議環境、社會及管治的相關策略和管理 To steer ESG-related strategy and management
反貪污指引 Anti-corruption guidelines	指導和教育員工以道德的方式履行職責 To instruct and educate employees to conduct duties in an ethical manner
行為準則 Code of conduct	
員工手冊 Employee handbook	

## 可持續發展框架及合規性

### Sustainable Development Framework and Compliance

快活團隊 Happy Teams	
相關法律及規例 Relevant laws and regulations	功能 Functions
僱傭條例(香港法例第57章) Employment Ordinance (Chapter 57 of the Laws of Hong Kong)	禁止僱用任何童工，監管青年員工的工作時數，以及制定其他合規的負責任之僱傭慣例 To prohibit the any employment of children, regulate working hours for young employees, and establish other responsible employment practices in compliance
最低工資條例(香港法例第608章) Minimum Wage Ordinance (Chapter 608 of the Laws of Hong Kong)	保障員工薪酬、補償及基本人權 To protect employees' remuneration, compensation and fundamental human rights
僱員補償條例(香港法例第282章) Employees' Compensation Ordinance (Chapter 282 of the Laws of Hong Kong)	
強制性公積金計劃條例(香港法例第485章) Mandatory Provident Fund Scheme Ordinance (Chapter 485 of the Laws of Hong Kong)	
性別歧視條例(香港法例第480章) Discrimination Ordinances (Chapter 480 of the Laws of Hong Kong)	防止在工作場所發生任何形式的歧視 To prevent any kinds of discrimination in the workplace
殘疾歧視條例(香港法例第487章) Disability Discrimination Ordinance (Chapter 487 of the Laws of Hong Kong)	
家庭崗位歧視條例(香港法例第527章) Family Status Discrimination Ordinance (Chapter 527 of the Laws of Hong Kong)	
種族歧視條例(香港法例第602章) Race Discrimination Ordinance (Chapter 602 of the Laws of Hong Kong)	
職業安全及健康條例(香港法例第509章) Occupational Safety and Health Ordinance (Chapter 509 of the Laws of Hong Kong)	確保僱主為員工提供安全及健康的工作環境 To require employers to ensure a safe and healthy workplace for employees

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

內部政策和措施 Internal policies and measures	功能 Functions
開心欣賞行動 Happy Appreciation Movement	為員工提供額外福利 To provide additional benefits for staff
員工手冊 Employee handbook	列出員工報酬和解僱、晉升、工作時間、 健康和安全以及其他福利的詳細資料 To list out details of employee compensations and dismissal, promotions, working hours, health and safety and other benefits
無歧視文化 Discrimination-free culture	支援所有合資格的應徵者並提供平等機會 To support all qualified candidates and provide equal opportunities
工作環境安全專責小組 Workplace Safety Taskforce	規劃、執行並監督在健康和安全方面的進展和表現 To plan, execute and oversee the progress and performances on health and safety
職業健康及安全政策 Occupational health and safety policy	保護員工並實現「零」工傷目標 To safeguard employees and to achieve the “zero” injury goal
中央加工廠安全委員會 CFPP Safety Committee	監督中央加工廠的安全狀況 To oversee CFPP's safety conditions

## 可持續發展框架及合規性

### Sustainable Development Framework and Compliance

快活環境 Happy Environment	
相關法律及規例 Relevant laws and regulations	功能 Functions
空氣污染管制條例(香港法例第311章) Air Pollution Control Regulations (Chapter 311 of the Laws of Hong Kong)	管制有害廢氣排放 To regulate hazardous air emissions
水污染管制條例(香港法例第358章) Water Pollution Control Ordinance (Chapter 358 of the Laws of Hong Kong)	管制污水處理 To regulate management of sewage treatment
廢物處置條例(香港法例第354章) Waste Disposal Ordinance (Chapter 354 of the Laws of Hong Kong)	管制廢棄物處理 To regulate waste management
產品環保責任條例(香港法例第603章) Product Eco-Responsibility Ordinance (Chapter 603 of the Laws of Hong Kong)	監督對環境影響較小的物資採購 To oversee procurement of supplies with lower environmental impact
都市固體廢物收費計劃 Municipal Waste Charging Scheme	減少垃圾堆填量 To reduce waste-to-landfill amount
內部政策和措施 Internal policies and measures	功能 Functions
環境設備專責小組 Environment and Equipment Taskforce	引入嶄新和創新的環保材料和設備來支持資源優化 To support resource optimisation by introducing new and innovative eco-materials and equipment
環境政策 Environmental policy	展示並體現我們對環境保護的承諾 To demonstrate and realise commitments on environmental protection
提高企業和社區的環保意識 Enhance corporate and community awareness of environmental protection	推廣負責任的環保行為 To promote environmentally responsible behaviour
參與並支持環保活動 Participate in and support environmental campaigns	

## 可持續發展框架及合規性

### Sustainable Development Framework and Compliance

快活顧客 Happy Customers	
相關法律及規例功能 Relevant laws and regulations Functions	功能 Functions
預防及控制疾病(規定及指示)(業務及處所)規例 (香港法例第599F章) Prevention and Control of Disease (Requirements and Directions) (Business and Premises) Regulation (Chapter 599F of the Laws of Hong Kong)	由於疫情嚴峻，進一步加強疫情防控措施 To strengthen epidemic containment measures during a pandemic
食品安全條例及其他有關規例(香港法例第612章) Food Safety Ordinance (Chapter 612 of the Laws of Hong Kong) and other related regulations	管理供應商的登記、不同類型的食品的成份、準則和描述等 To govern registration of suppliers and the composition, standards and description of different food products
食物及藥物(成分組合及標籤)規例 (香港法例第132W章) Food & Drugs (Composition & Labelling) Regulations (Chapter 132W of the Laws of Hong Kong)	監管不同類型的食品的成份及當中所用的材料 To regulate the composition of ingredients used in different food products
公眾衛生及市政條例(香港法例第132章)及其他有關職業衛生和發牌的法規 Public Health & Municipal Services Ordinance (Chapter 132 of the Laws of Hong Kong) and other regulations related to operational hygiene and licensing	確保食品安全和工作地點衛生 To ensure food safety and on-site hygiene
商標條例(香港法例第559章) Trade Marks Ordinance (Chapter 559 of the Laws of Hong Kong)	監管在食品廣告使用的商標 To regulate use of trademarks in advertising
商品說明條例(香港法例第362章) Trade Descriptions Ordinance (Chapter 362 of the Laws of Hong Kong)	禁止在食品廣告中出現虛假的商品說明、虛假、誤導性或不完整的資訊以及虛假標記和錯誤陳述 To prohibit false trade descriptions, false, misleading or incomplete information, false marks and misstatements in the advertisement of food products
競爭條例(香港法例第619章) Competition Ordinance (Chapter 619 of the Laws of Hong Kong)	禁止有防礙、限制或扭曲香港競爭力的目的或影響之行為 To prohibit conduct which has the object or effect of preventing, restricting or distorting competition in Hong Kong

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

內部政策和措施功能 Internal policies and measures Functions	功能 Functions
供應商準則 Supplier criteria	監測供應鏈的合規性 To oversee compliance in the supply chain
可持續採購政策(供應商行為準則) Sustainable procurement policy (Supplier code of conduct)	確保主要供應商實踐環境、社會和管治 ESG practices To ensure major suppliers are upholding responsible ESG practices
中央加工廠質量管制 CFPP quality control	確保食物質量及安全 To ensure food quality and safety
餐廳質量管制 Restaurants quality control	
衛生管制 Hygiene control	
快活大使 Fairwood ambassadors	幫助把大快活的開心文化和優質顧客服務帶進香港各社區 To help bring Fairwood's happy culture and quality customer service to communities in Hong Kong
社區大使 Community ambassadors	將關懷和服務擴展到社區 To extend care and service to the community

# 環境、社會及管治報告指引索引

## Environmental, Social and Governance Reporting Guide Index

層面 Aspect	關鍵績效指標 KPI	描述 Description	聲明 / 部分 Statement / Section
<b>(A) 環境 ENVIRONMENT</b>			
<b>A1: 排放物 EMISSIONS</b>			
<b>A1</b>	一般披露 General disclosure	(a) 政策；及 (b) 相關法律的資料。  Information on: (a) the policies; and (b) compliance.	快活可持續框架 Fairwood Sustainability Framework  可持續發展框架及合規性 Sustainable Development Framework and Compliance  於報告期內，本集團並無發現任何嚴重違反對本集團有重大影響的相關法律及規例之事宜。 During the reporting period, the Group was not aware of any material non-compliance with relevant laws and regulations that had a significant impact on the Group.
	A1.1	排放物種類及相關排放數據。 The types of emissions and relevant emissions data.	績效表 Performance table
	A1.2	溫室氣體排放量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)。 Greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	績效表 Performance table
	A1.3	所產生有害廢棄物總量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)。 Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	績效表 Performance table
	A1.4	所產生無害廢棄物總量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)。 Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	績效表 Performance table  我們正在開發健全的廢物數據收集系統，供下年的廢物產生數據。 Robust waste data collection systems are being developed and waste generation data will be reported next year.
	A1.5	描述所訂立的排放量目標及為達到這些目標所採取的步驟。 Description of emission target(s) and steps taken to achieve them.	支持快樂地球及社區 Supporting a Happy Planet and Community  大快活已經披露了持續降低溫室氣體排放強度的方向性目標，但正在制定下年的數字目標。 Fairwood has set the directional target of continuously reducing greenhouse gas emissions intensity, and is currently developing numerical targets for next year.
	A1.6	描述處理有害及無害廢棄物的方法，及描述所訂立的減廢目標及為達到這些目標所採取的步驟。 Description of how hazardous and non-hazardous waste is handled, and a description of reduction target(s) set and steps taken to achieve them.	支持快樂地球及社區 Supporting a Happy Planet and Community  大快活已經披露了持續降低其廢物強度的方向性目標，但正在制定下年的數字目標。 Fairwood has disclosed the directional target of continuously reducing its waste intensity, and is currently developing numerical targets for next year.

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層面 Aspect	關鍵績效指標 KPI	描述 Description	聲明 / 部分 Statement / Section
<b>(A) 環境 ENVIRONMENT</b>			
<b>A2: 資源使用 USE OF RESOURCES</b>			
<b>A2</b>	一般披露 General disclosure	政策 Policies	快活可持續框架 Fairwood Sustainability Framework  可持續發展框架及合規性 Sustainable Development Framework and Compliance
	A2.1	按類型劃分的直接及 / 或間接能源(如電、氣或油)總耗量(以千個千瓦時計算)及密度(如以每產量單位、每項設施計算)。 Direct and / or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	績效表 Performance table
	A2.2	總耗水量及密度(如以每產量單位、每項設施計算)。 Water consumption in total and intensity (e.g. per unit of production volume, per facility).	績效表 Performance table
	A2.3	描述所訂立的能源使用效益目標及為達到這些目標所採取的步驟。 Description of energy use efficiency target(s) and steps taken to achieve them.	支持快樂地球及社區 Supporting a Happy Planet and Community  大快活已經披露了持續降低能源密度的方向性目標，但正在制定下一年的數字目標。 Fairwood has reported the directional target of continuously reducing its energy intensity and is currently developing numerical targets for next year.
	A2.4	描述求取適用水源上可有任何問題，以及所訂立的用水效益目標及為達到這些目標所採取的步驟。 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.	支持快樂地球及社區 Supporting a Happy Planet and Community  大快活已經披露了持續降低水密度的方向性目標，但正在制定下一年的數字目標。 Fairwood has reported the directional target of continuously reducing its water intensity and is currently developing numerical targets for next year.
	A2.5	製成品所用包裝材料的總量(以噸計算)及(如適用)每生產單位佔量。 Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	績效表 Performance table



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層面 Aspect	關鍵績效指標 KPI	描述 Description	聲明 / 部分 Statement / Section
<b>(A) 環境 ENVIRONMENT</b>			
<b>A3: 環境及天然資源 THE ENVIRONMENT AND NATURAL RESOURCES</b>			
<b>A3</b>	一般披露 General disclosure	政策 Policies	快活可持續框架 Fairwood Sustainability Framework  可持續發展框架及合規性 Sustainable Development Framework and Compliance
	A3.1	描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	支持快樂地球及社區 Supporting a Happy Planet and Community
<b>A4: 氣候變化 CLIMATE CHANGE</b>			
<b>A4</b>	一般披露 General disclosure	政策 Policies	快活可持續框架 Fairwood Sustainability Framework  可持續發展框架及合規性 Sustainable Development Framework and Compliance
	A4.1	描述已經及可能會對發行人產生影響的重大氣候相關事宜，及應對行動。 Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	支持快樂地球及社區 Supporting a Happy Planet and Community

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層面 Aspect	關鍵績效指標 KPI	描述 Description	聲明 / 部分 Statement / Section
<b>(B) 社會 SOCIAL</b>			
<b>B1: 僱傭 EMPLOYMENT</b>			
<b>B1</b>	一般披露 General disclosure	(a) 政策；及 (b) 相關法律的資料  Information on: (a) the policies; and (b) compliance	支持快活工作團隊 Championing a Happy Team  可持續發展框架及合規性 Sustainable Development Framework and Compliance
	B1.1	按性別、僱傭類型、年齡組別及地區劃分的僱員總數。 Total workforce by gender, employment type, age group and geographical region.	績效表 Performance table
	B1.2	按性別、年齡組別及地區劃分的僱員流失比率。 Employee turnover rate by gender, age group and geographical region.	績效表 Performance table
<b>B2: 健康與安全 HEALTH AND SAFETY</b>			
<b>B2</b>	一般披露 General disclosure	(a) 政策；及 (b) 相關法律的資料  Information on: (a) the policies; and (b) compliance	支持快活工作團隊 Championing a Happy Team  可持續發展框架及合規性 Sustainable Development Framework and Compliance  於報告期內，本集團並無發現任何嚴重違反對本集團有重大影響的相關法律及規例之事宜。 During the reporting period, the Group was not aware of any material non-compliance with relevant laws and regulations that had a significant impact on the Group.
	B2.1	每年因工作有關的死亡人數。 Number and rate of work-related fatalities.	於過去三年，本集團並無任何因工作而死亡的意外。 During the last three reporting years, there were no work-related fatalities.
	B2.2	因工傷損失的工作日數。 Lost days due to work injuries.	績效表 Performance table
	B2.3	描述所採納的職業健康與安全措施，以及相關執行及監察方法。 Description of occupational health and safety measures adopted, and how they are implemented and monitored.	支持快活工作團隊 Championing a Happy Team

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層面 Aspect	關鍵績效指標 KPI	描述 Description	聲明 / 部分 Statement / Section
<b>(B) 社會 SOCIAL</b>			
<b>B3: 發展及培訓 DEVELOPMENT AND TRAINING</b>			
<b>B3</b>	一般披露 General disclosure	政策 Policies	支持快活工作團隊 Championing a Happy Team  可持續發展框架及合規性 Sustainable Development Framework and Compliance
	B3.1	按性別及僱員類別(如高級管理層、中級管理層等)劃分的受訓僱員百分比。 The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	績效表 Performance table
	B3.2	按性別及僱員類別劃分，每名僱員完成受訓的平均時數。 The average number of training hours completed per employee, by gender and employee category.	績效表 Performance table
<b>B4: 勞工準則 LABOUR STANDARDS</b>			
<b>B4</b>	一般披露 General disclosure	(a) 政策；及 (b) 相關法律的資料  Information on: (a) the policies; and (b) compliance	支持快活工作團隊 Championing a Happy Team  可持續發展框架及合規性 Sustainable Development Framework and Compliance
	B4.1	描述檢討招聘慣例的措施以避免童工及強制勞工。 Description of measures to review employment practices to avoid child and forced labour.	招聘政策確保在招聘之前對申請人進行真實的年齡識別。就業政策確保工作條款和條件尊重員工權利。 Recruitment policies ensure authentic age identification of candidates prior to hiring. Employment policies ensure working terms and conditions respect worker rights.
	B4.2	描述在發現違規情況時消除有關情況所採取的步驟。 Description of steps taken to eliminate such practices when discovered.	如果發生不幸的情況，人力資源部門應進行補救並進行原因分析，以防止再次發生。 In the event of an unfortunate case, the HR department shall remedy the situation and conduct a root-cause analysis to prevent re-occurrence.

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層面 Aspect	關鍵績效指標 KPI	描述 Description	聲明 / 部分 Statement / Section
<b>(B) 社會 SOCIAL</b>			
<b>B5: 供應鏈管理 SUPPLY CHAIN MANAGEMENT</b>			
<b>B5</b>	一般披露 General disclosure	政策 Policies	共建快活價值鏈 Developing a Happy Value Chain  可持續發展框架及合規性 Sustainable Development Framework and Compliance
	B5.1	按地區劃分的供應商數目。 Number of suppliers by geographical region.	共建快活價值鏈 Developing Happy Value Chain
	B5.2	描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目、以及有關慣例的執行及監察方法。 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	共建快活價值鏈 Developing a Happy Value Chain
	B5.3	描述有關識別供應鏈每個環節的環境及社會風險的慣例，以及相關執行及監察方法。 Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	共建快活價值鏈 Developing a Happy Value Chain
	B5.4	描述有關識別供應鏈每個環節的環境及社會風險的慣例，以及相關執行及監察方法。 Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	共建快活價值鏈 Developing a Happy Value Chain

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層面 Aspect	關鍵績效指標 KPI	描述 Description	聲明 / 部分 Statement / Section
<b>(B) 社會 SOCIAL</b>			
<b>B6: 產品責任 PRODUCT RESPONSIBILITY</b>			
<b>B6</b>	一般披露 General disclosure	(a) 政策；及 (b) 相關法律的資料  Information on: (a) the policies; and (b) compliance	可持續發展框架及合規性 Sustainable Development Framework and Compliance
	B6.1	已售或已運送產品總數中因安全與健康理由而須回收的百分比。 Percentage of total products sold or shipped subject to recalls for safety and health reasons.	報告期內，並無產品因安全與健康理由而須回收。 During the reporting period, there were no product recalls for safety and health reasons.
	B6.2	接獲關於產品及服務的投訴數目以及應對方法。 Number of products and service-related complaints received and how they are dealt with.	共建快活價值鏈 Developing a Happy Value Chain  報告期內，本集團並無發現任何有關產品及服務的重大投訴。 The Group was not aware of any significant product-or service-related complaints during the reporting period.
	B6.3	描述與維護及保障知識產權有關的慣例。 Description of practices relating to observing and protecting intellectual property rights.	本集團遵循相關的法例和法規以維護及保障知識產權。 The Group complied with relevant laws and regulations related to intellectual property rights.
	B6.4	描述消費者資料保障及私隱政策，以及相關執行及監察方法。 Description of quality assurance process and recall procedures.	共建快活價值鏈 Developing a Happy Value Chain
	B6.5	描述消費者資料保障及私隱政策，以及相關執行及監察方法。 Description of consumer data protection and privacy policies, how they are implemented and monitored.	本集團遵循相關的法例和法規以確保妥善處理和管理保密及個人資料。 The Group complied with relevant laws and regulations to ensure proper handling and management of confidential and personal data.

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層面 Aspect	關鍵績效指標 KPI	描述 Description	聲明 / 部分 Statement / Section
<b>(B) 社會 SOCIAL</b>			
<b>B7: 反貪污 ANTI-CORRUPTION</b>			
<b>B7</b>	一般披露 General disclosure	(a) 政策；及 (b) 相關法律的資料  Information on: (a) the policies; and (b) compliance	支持快活工作團隊 Championing a Happy Team  可持續發展框架及合規性 Sustainable Development Framework and Compliance
	B7.1	於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。 Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period, and the outcomes of the cases.	報告期內，並沒有對本集團或其員工提出貪污訴訟案件。 During the reporting period, there were no legal cases relating to corruption practices brought against the Group or its employees.
	B7.2	描述防範措施及舉報程序，以及相關執行及監察方法。 Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	支持快活工作團隊 Championing a Happy Team
	B7.3	描述向董事及員工提供的反貪污培訓。 Description of anti-corruption training provided to directors and staff.	支持快活工作團隊 Championing a Happy Team
<b>B8: 社區投資 COMMUNITY INVESTMENT</b>			
<b>B8</b>	一般披露 General disclosure	政策 Policies	支持快樂地球及社區 Supporting a Happy Planet and Community
	B8.1	專注貢獻範疇(如教育、環境事宜、勞工需求、健康、文化、體育)。 Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	支持快樂地球及社區 Supporting a Happy Planet and Community
	B8.2	在專注範疇所動用資源(如金錢或時間)。 Resources contributed (e.g. money or time) to the focus area.	支持快樂地球及社區 Supporting a Happy Planet and Community



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