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# HIGHLIGHTS OF THE YEAR

## Key Data




**234,000 kg** of carbon emissions savings from REC procured



More than **210** restaurants  
**16** popular brands favored by consumers




Restaurant chain extends across more than **10** cities, encompassing Hong Kong, Macau, Beijing, Shanghai, Guangzhou, Shenzhen, and others



**Overview**

Approximately **420,000** square feet food production facility



**7.5%** reduction in total energy consumption intensity



Set **2030** environmental goals, covering greenhouse gas emissions, waste emissions, energy, and water resource consumption

## Environment



Positive feedback received regarding customer satisfaction



Employee training coverage rate **78.3%**  
Over **700** management personnel received leadership outbound training  
**0** work-related injuries  
**0** instances of slip or fall work-related injuries




Received numerous awards and recognitions

## Society



Our key food production units have obtained Hazard Analysis and Critical Control Points (HACCP) and ISO 22000:2005 food safety management system certifications



Launched the first integrated Group mobile application — **Tai Hing Group App**



Collaborated with over **20** welfare organisations  
**HKD550,000** charitable donations  
More than **20,000** beneficiaries this year

# ABOUT THIS REPORT

Tai Hing Group Holdings Limited (hereinafter referred to as "Tai Hing Group" or "the Group") has issued its fifth standalone sustainability report ("the Report"), disclosing management approach and performance data related to environmental, social, and governance (ESG) issues. The Report is published in both Chinese and English versions. In case of any discrepancies between the Chinese and English versions, the Chinese version shall prevail. During this fiscal year, there were no significant changes in the organisational structure of the Group, nor were there any important data that needed to be restated.

## Reporting Framework

This Report has been prepared in accordance with the Environmental, Social, and Governance Reporting Guide set out in Appendix C2 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (HKEX). The Group is committed to continuously enhancing its sustainable development performance and implementing the United Nations Sustainable Development Goals. For information on the Group's corporate governance practices, please refer to its annual report, available on its website.

## Reporting Boundary

We have determined the scope of the Report based on the financially significant (representing over 80% of the main revenue sources) operations of the Group and their impact on sustainability issues, on the environment and the society. It includes the head office in Hong Kong, all self-operated restaurants, and operations related to the "Restaurant Operations and Management" segment and the food factory located in Fo Tan. The reporting boundary excludes sale of food products in Hong Kong and operation of restaurants and sale of food products in Mainland China and Macau. Unless otherwise stated, this Report covers the fiscal year ending December 31, 2023.

## Feedback

We have established an internal system to manage ESG data and information which we review regularly. We continually strive for comprehensive and accurate ESG data, but recognise that there may be shortcomings in the reporting process. We will continue to enhance data measurement, management, and disclosure. Your feedback on the Report is welcome. If you have any questions or comments, please contact us:

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

Email: [esginfo@taihing.com](mailto:esginfo@taihing.com)



# ABOUT TAI HING GROUP

The Group operates multi-brand casual dining restaurants. It has its roots in Hong Kong and a network of more than 210 restaurants in Hong Kong, Mainland China and Macau. In addition to our flagship “Tai Hing” brand, our brand portfolio encompasses “Men Wah Bing Teng”, “TeaWood”, “Asam Chicken Rice”, “Trusty Congee King”, “Phô Lê”, “Dao Cheng”, “Dimpot”, “Dumpling Station”, “King Fong Bing Teng”, “Tommy Yummy”, “Bingle Bingle”, “Tori Yoichi” and “SingKee Seafood Restaurant”.

For details of milestones achieved over the years by the Group, please visit its corporate website.

The Group operates food factories in both Hong Kong and Mainland China, covering a total area of approximately 420,000 square feet. While the Hong Kong food factory supports our local restaurant business, the factory in Mainland China is mainly responsible for purchasing and producing cured meat, frozen products, canned food and canned milk tea. The Group’s food factories enable it to centralise purchasing of ingredients and other supplies, food processing, quality control of raw materials, semi-processing or processing of food ingredients, as well as packaging, warehousing and distribution functions.

## Our Vision, Mission and Core Values

The Group is committed to providing customers with quality food and service and adheres to the governance principles of “Three Excellences and Five Regularities” and the four core values of “People-oriented”, “Customer First”, “Quality Prioritised”, and “Innovation for Development”. We strive to become a catering group highly regarded by customers. While continuously expanding its business footprint, the Group actively seizes the opportunities brought by the growing pursuit of a low-carbon economy. It spares no effort in fulfilling its social responsibilities, giving back to the community, and moving towards sustainable development goals. We aspire to contribute to sustainable development of the society, create long-term value for shareholders and stakeholders, and strive to protect their best interests.



**VISION**

**To attract talents,  
promote industrial  
innovation and  
drive sustainable  
development**



**MISSION**

**To offer customers  
diversified choices  
and pleasant dining  
experiences**



**CORE  
VALUES**

**People  
Oriented**



**Quality  
Prioritised**



**Customer  
First**



**Innovation for  
Development**

MILESTONES OF TAI HING GROUP

1989

**ESTABLISHMENT OF THE FIRST "TAI HING (太興)" RESTAURANT**

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



2012

**ESTABLISH THE FIRST "TEAWOOD (茶木)" BRAND**

Opened the first restaurant under the "Tea Wood (茶木)" brand in Mong Kok, Hong Kong



2016

**EXPAND OUR BRAND PORTFOLIO**

Opened the first restaurant under the "Trusty Congee King (靠得住)" brand in Mainland China  
Acquired the brand standalone bing sutt (冰室) named "Man Wah Bing Teng (文華冰廳)" which was subsequently rebranded as "Men Wah Bing Teng (敏華冰廳)" (which has expanded to 38 branches in HK at present)

2004

**EXPAND OUR MAINLAND BUSINESS**

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

2013

**OBTAIN ISO CERTIFICATION**

Hong Kong food  
Siu Wei Production  
obtained ISO22000  
certification



2009

**OBTAIN HACCP CERTIFICATION**

Obtained HACCP  
certification for  
standardised process  
and quality control  
system

2011

**INTERNATIONALLY RENOWNED BRAND**

The "Trusty Congee King (靠得住)" restaurant in Wan Chai, Hong Kong was first published in the Michelin Hong Kong and Macau Guide (which remains in the Guide for 13 consecutive years till now)



2017

**DEVELOP A NEW BRAND**

Opened the first Vietnamese restaurant under the "Phô Lê (錦麗)" brand in Kwun Tong, Hong Kong (which has expanded to 8 branches at present)



2008

**ESTABLISH THE HONG KONG FOOD FACTORY**

Opened Hong Kong  
Food Factory in Fo Tan, Hong Kong

**ACQUIRE A NEW BRAND**

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

2018

**ESTABLISH THE MAINLAND CHINA FOOD FACTORY**

Opened a food factory in Dongguan, Mainland China



2021

**DEVELOP NEW BRANDS**

Opened the handmade dumpling restaurant under the "Dumpling Station (餃子駅)" brand in Kowloon Bay, Hong Kong



2022

**EXPAND BRAND VARIETY**

Developed new brands in Hong Kong with "Tommy Yummy", "Tori Yoichi (鳥世一)" and rebranded "Sing Kee Seafood Restaurant (星記海鮮飯店)"



2020

**DEVELOP NEW BRANDS**

Opened the first nostalgic Taiwanese cuisine restaurant under the "Dao Cheng (稻埕)" brand in Tsim Sha Tsui, Hong Kong  
Opened the first Dim Sum and clay pot rice restaurant under the "Dimpot (點煲)" brand in Ma On Shan, Hong Kong



2023

**EMPOWER DIGITAL TECHNOLOGY**

Launched the first comprehensive mobile application "Tai Hing Group App (太興小火伴)"

**EXPAND NEW BRAND**

Opened Bingle Bingle brand sky barbecue train stores in Shenzhen and Lai Chi Kok, Hong Kong



2019

**REACH A NEW MILESTONE**

Tai Hing Group Holdings Limited was listed on the Main Board of the Hong Kong Stock Exchange on 13 June under the stock code 6811



**EXPAND OUR MAINLAND BUSINESS**

Opened the first restaurant under the "Men Wah Bing Teng (敏華冰廳)" brand in Mainland China (which has expanded to 30 branches today)

**DEVELOP NEW BRAND**

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



# MESSAGE FROM THE CHAIRMAN





# MESSAGE FROM THE CHAIRMAN

Dear Stakeholders,

As the year 2024 marks our 35th anniversary, we are committed to fulfilling our greater environmental and social responsibilities while providing high-quality food and service to our customers and pursuing operational excellence. We firmly believe that the ESG implementation in business management will play a crucial role in building a sustainable future. We attach great importance to corporate governance, uphold integrity, transparency and accountability, and continuously strengthen internal control and supervision mechanisms to ensure that our operations comply with all applicable laws and regulations.

In 2023, we actively took a number of initiatives to ensure that our business is economically, socially and environmentally sustainable. By demonstrating our economic, social and environmental commitments, we raise strong affinity with our employees, customers and the communities in which we operate, while strengthening the resilience of our business model to create long-term value for our stakeholders, and shareholders.

Food safety and customer trust are key to the Group's continued success, and we strive to improve our food safety management system to meet the highest product standards of hygiene and quality by continuous optimisation of production processes and internal controls. In addition, we maintain effective communications with customers through multiple channels, listen to their needs and feedback. During the year, we launched the Group first integrated mobile app, "Tai Hing Group APP" to further elevate customer experience and loyalty. With a cumulative membership of over 200,000 to date, we remain diligent in leveraging digital technology to enhance our services. We tackle the challenge of manpower shortage in catering industry by implementing the ODO self-service mobile ordering system and deploying delivery robots in our branches, thus enhancing overall operational efficiency.

The long-term development of all enterprises is inseparable from talents. We strive to maintain an excellent team and promote personal development through a variety of training programmes. During the year, the Group organised 11 leadership outbound training for nearly 700 management colleagues, empowering them to unleash potential and equip themselves. The Group also helps employees to establish healthy living habits through smoking cessation programme and the upcoming "Health Reward Scheme" to arouse their health awareness.

Climate change and extreme weather conditions have become operational risks for all businesses around the globe. With the aim to enhance adaptability and resilience, we take into account with greater environmental sustainability to monitor and reduce carbon footprint at the business decision-making level, ultimately achieving goals that are in line with industry best practices. We are also constantly optimising our supply chain system to ensure the product sources are from reliable suppliers who meet our green procurement standards.

**"By demonstrating our economic, social and environmental commitments, we raise strong affinity with our employees, customers and the communities in which we operate, while strengthening the resilience of our business model to ensure that we create long-term value for our stakeholders, including shareholders."**

Our ESG governance strategy has been deeply embedded into the Group's management and operations over the past few years. During the year, we have been recognised by a number of industry organisations, including the Diamond Enterprise Award, the highest level in the GS1 Hong Kong Quality Food Scheme+ 2023 and Bronze Award in the Service Industry Category at the BOCHK Corporate Low-carbon Environmental Leadership Awards bestowed by the Federation of Hong Kong Industries. We were also on the list of the Forbes China Top 30 ESG Entrepreneurs in the Greater Bay Area. These accolades not only reflect the Group's endeavors, but also drive us on the path of sustainable development.

We value the trust placed in us by our stakeholders. Over the years, we have continued to partner with NGOs for charitable activities and community care projects that benefited more than 100,000 underprivileged people. This year, the Group signed pledges on the CMA ESG Charter and the SME Council's ESG Charter, giving priority to SME suppliers that meet ESG standards stipulated in the Charter. Looking ahead, we will continue to uphold ESG principles, transform our business model to adapt to the ever-changing market landscape and create more value for societal prosperity. I would like to express my sincere gratitude to all our employees and partners for their contributions toward a more sustainable future, supporting us all the way throughout the 34 years of journey and looking forward to flourishing growth of the Group's business.

Chairman and Executive Director

**Chan Wing On**

April, 2024

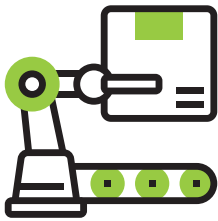
# SUSTAINABILITY GOVERNANCE

## Board Statement and ESG Governance Framework

As a leading F&B group in Hong Kong, Tai Hing has always pursued and advocated sustainable development. We firmly believe that following ESG governance principles and strategies are essential for long-term sustainable growth of the Group's business. The Group has established a top-down ESG governance structure, with the Board of Directors as the highest governance body for ESG matters, responsible for overseeing ESG-related matters, including climate-related risks and opportunities, and holding regular meetings to review progress on ESG-related targets that have a significant impact on its business.

The Group has established a Sustainability Steering Committee chaired by an Executive Director to oversee the Group's sustainability performance. The Sustainability Steering Committee meets not less than twice a year and reports to the Board on a regular basis. Sustainability management extends to other functions to continuously monitor sustainability trends and identify risks and opportunities, including those related to climate change.

### SUSTAINABLE DEVELOPMENT STEERING COMMITTEE



**Project and  
Maintenance  
Department**



**Human Resources  
and Administration  
Department**



**Marketing and  
Communications  
Department**



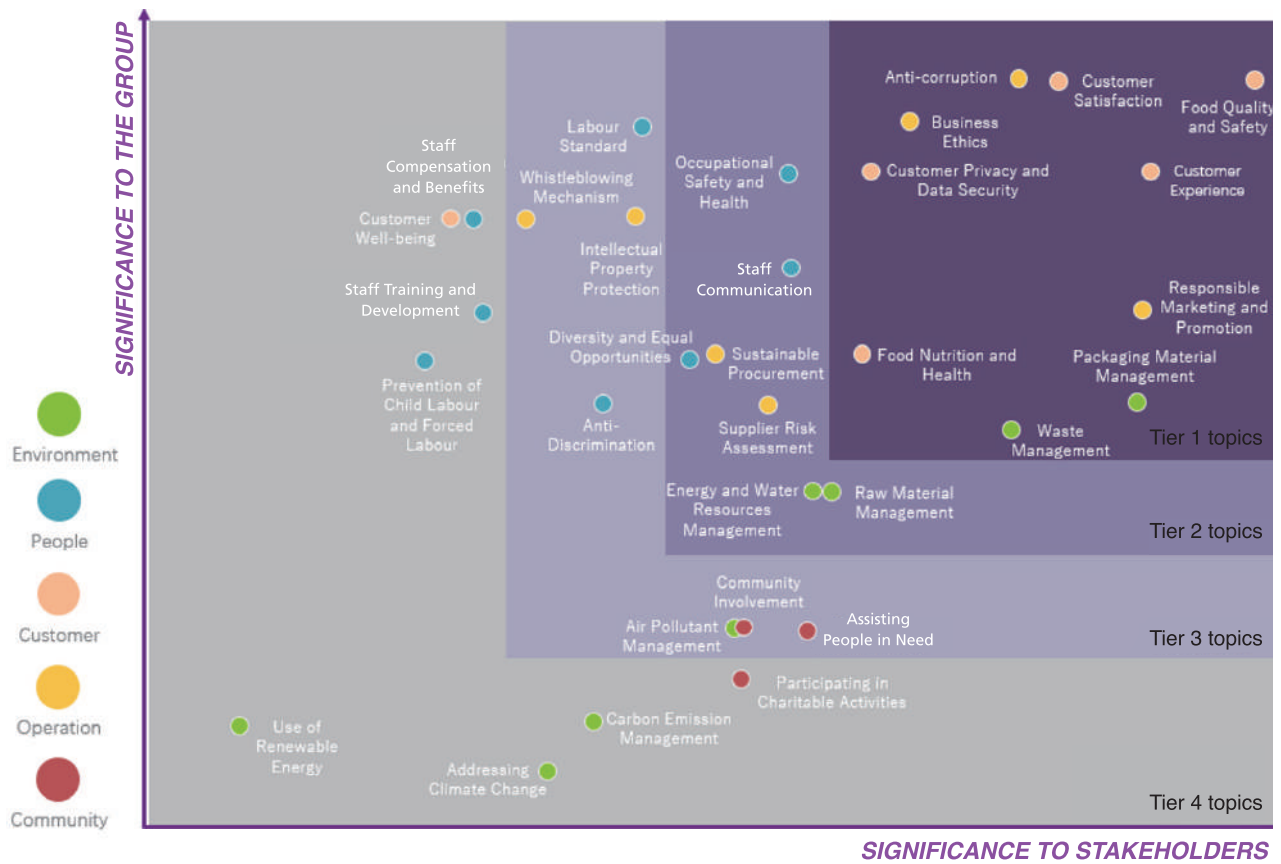
**Company  
Secretary**

The Board acknowledges that it has a responsibility to ensure the integrity of the sustainability report and is aware that this report covers all relevant material issues and presents the Group's ESG performance in an impartial manner. The Board acknowledges that it has reviewed and approved the report.

## The Group's Materiality

During the year, the Group continued to maintain contact with stakeholders through various platforms, including corporate reports, opinion surveys and assessments, regular meetings, site visits, etc., to understand the views of various stakeholders, including employees, suppliers, business partners, etc., on sustainability issues and the Group's performance, and to respond to them through practical actions.

The Group's materiality assessment begins with ensuring that the topic library contains sufficient industry-relevant issues for stakeholders to discuss, including reference to the HKEX ESG Reporting Guide, the Sustainability Accounting Standards Board, MSCI's industry ESG ratings, peer analysis, and other industry-leading standards. As a result of the survey in the reporting year, a total of 32 sustainability issues were included in the topic database as potentially important topics. We then used a prioritisation, verification and review process to identify issues that have a significant impact on the Group's sustainable development. After the Sustainability Steering Committee's materiality review during the year, previous material issues such as food quality and safety, food nutrition and health, customer experience, customer privacy and data security, anti-corruption, business ethics, waste management, packaging materials management, and customer satisfaction were found to be still material.



Tier 1	Tier 2	Tier 3	Tier 4
<ul style="list-style-type: none"> <li>• <b>Food quality and safety</b></li> </ul>	<ul style="list-style-type: none"> <li>• Occupational safety and health</li> </ul>	<ul style="list-style-type: none"> <li>• Labour standard</li> </ul>	<ul style="list-style-type: none"> <li>• Customer well-being</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Food nutrition and health</b></li> </ul>	<ul style="list-style-type: none"> <li>• Staff communication</li> </ul>	<ul style="list-style-type: none"> <li>• Anti-discrimination</li> </ul>	<ul style="list-style-type: none"> <li>• Staff compensation and benefits</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Customer experience</b></li> </ul>	<ul style="list-style-type: none"> <li>• Diversity and equal opportunities</li> </ul>	<ul style="list-style-type: none"> <li>• Intellectual Property Protection</li> </ul>	<ul style="list-style-type: none"> <li>• Staff training and development</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Customer privacy and data security</b></li> </ul>	<ul style="list-style-type: none"> <li>• Sustainable procurement</li> </ul>	<ul style="list-style-type: none"> <li>• Assisting people in need</li> </ul>	<ul style="list-style-type: none"> <li>• Prevention of child labour and forced labour</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Anti-corruption</b></li> </ul>	<ul style="list-style-type: none"> <li>• Supplier risk assessment</li> </ul>	<ul style="list-style-type: none"> <li>• Community involvement</li> </ul>	<ul style="list-style-type: none"> <li>• Carbon emission management</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Business ethics</b></li> </ul>	<ul style="list-style-type: none"> <li>• Energy and water resources management</li> </ul>	<ul style="list-style-type: none"> <li>• Whistleblowing mechanism</li> </ul>	<ul style="list-style-type: none"> <li>• Addressing climate change</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Responsible marketing and promotion</b></li> </ul>	<ul style="list-style-type: none"> <li>• Raw material management</li> </ul>	<ul style="list-style-type: none"> <li>• Air pollutant management</li> </ul>	<ul style="list-style-type: none"> <li>• Use of renewable energy</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Waste management</b></li> </ul>			<ul style="list-style-type: none"> <li>• Participating in charitable activities</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Packaging material management</b></li> </ul>			
<ul style="list-style-type: none"> <li>• <b>Customer satisfaction</b></li> </ul>			

# SUSTAINABILITY BLUEPRINT

## The United Nations Sustainable Development Goals

The Group recognises that it is not only responsible to provide customers with the highest quality food and a pleasant dining experience, but also to implement sustainable development in its business operations and integrate it with its vision, mission and core values. Our sustainability blueprint focuses on four core pillars: Food for Quality, Operational Excellence, People-oriented and Environmental Commitment. In each of these core pillars, we align our operations with the Group's six SDGs in line with material issues and effectively share social values.

### Food for Quality



Food quality and safety  
Food nutrition and health

### Operational Excellence



Anti-corruption  
Business ethics  
Responsible marketing and promotion  
Customer privacy and data security

### People-oriented





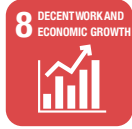
Employee care  
Customer experience  
Customer satisfaction




### Environmental Commitment



Packaging material management  
Waste management

The Group's sustainability blueprint is in line with the SDG goals and it has taken a number of initiatives to contribute to the achievement of the global goals of promoting economic prosperity and protecting the environment by 2030.

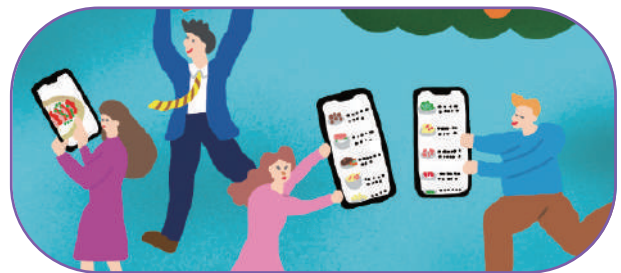
Pillars	United Nations Sustainable Development Goals	The Group's Practices	Progress during the year
Food for Quality	 <p>2.1. End hunger and ensure access to food for all people</p>	<ul style="list-style-type: none"> <li>Implemented 5-S management approach to ensure food safety and quality</li> <li>Established quality assurance officer and quality monitoring procedures</li> <li>Used automated food handling machines</li> <li>Food donation</li> <li>Pricing set at a level that is widely accepted by the general public</li> </ul>	In ideal progress
	 <p>14.2. Sustainably manage and protect marine and coastal ecosystems</p>	<ul style="list-style-type: none"> <li>Obtained sustainability certifications for some of the seafood procured, including Best Aquaculture Practices (BAP) certification and Marine Stewardship Council (MSC) Chain of Custody Standards</li> <li>Offered healthy menu</li> </ul>	In ideal progress
People-oriented	 <p>8.3 Protect labour rights and promote safe and secure working environments for all</p>	<ul style="list-style-type: none"> <li>Launched Smoking Cessation Programme</li> <li>Vaccination for Prophylaxis</li> <li>Introduction of occupational safety and health equipment</li> <li>Provided non-skid footwear for new employees</li> </ul>	In ideal progress

Pillars	United Nations Sustainable Development Goals	The Group's Practices	Progress during the year
Environmental Commitment	 <p>12.5. Substantially reduce waste generation through prevention, reduction, recycling, and reuse</p>	<ul style="list-style-type: none"> <li>Set target of 10% reduction of waste intensity</li> <li>Promoted food waste management programmes</li> <li>Committed to Food Wise Hong Kong campaign</li> <li>Launched recycling and reuse campaign of Poon Choi container</li> <li>Phased out plastic cutlery and utensils such as straws, plastic bags, and takeaway containers</li> <li>Reduced packaging waste by purchasing in large quantities</li> <li>Wasted Oil Recycling Programme</li> <li>Paperless system</li> </ul>	In good progress
	 <p>7.2. Increase substantially the share of renewable energy in the global energy mix 7.3. Double the global rate of improvement in energy efficiency</p>	<ul style="list-style-type: none"> <li>Developed an Energy Management Plan</li> <li>Set target of 20% reduction in energy consumption intensity</li> <li>Purchased 600,000 kWh of renewable energy</li> </ul>	In good progress
Operational Excellence	 <p>16.5. Substantially reduce corruption and bribery in all forms</p>	<ul style="list-style-type: none"> <li>Collaborated with the Independent Commission Against Corruption (ICAC) regularly to review the Group's internal policies and conduct anticorruption training</li> <li>Collaborated with the Hong Kong Police Force Crime Prevention Bureau to give employees anti-fraud training</li> <li>Invited professionals to give cybersecurity training to the management</li> <li>Set out the Group's business ethics principles and requirements in the Staff Handbook</li> <li>Established a code of conduct for the receipt and declaration of conflicts of interest</li> </ul>	In ideal progress

## OUR ESG PRIORITIES IN 2024



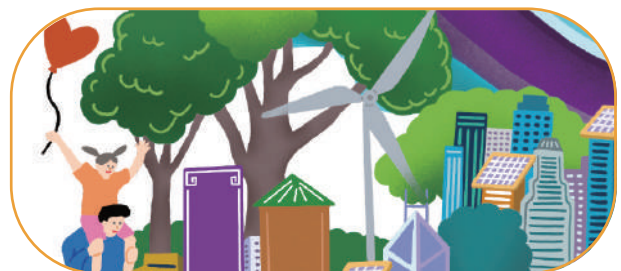
Promote a culture of service excellence



Develop digital technology



Advance employee engagement programs



Continuously improve ESG performance

# AWARDS RECEIVED IN 2023



## Environmental Protection

BOC Corporate Low-carbon Environmental Leadership Awards 2023 & Eco Challenger [Bronze in Service Category]

Bank of China and Federation of Hong Kong Industries

Certificate of Merit in Hong Kong Awards for Environmental Excellence

Environmental Campaign Committee

CLP Smart Energy Award Programmes 2023 - Renewable Energy Contribution Award, Joint Energy Saving Award and Sustainable Vision Award

CLP Power Hong Kong Limited

## CSR

Recipient of Caring Company logo for 20 consecutive years  
The Hong Kong Council of Social Service



Consumer Caring Scheme 2022-2023  
GS1 Hong Kong



Service award for frontline staff (1 individual)  
Service award for management staff (3 individuals)  
Quality Tourism Services Association



Quality Food Scheme + Diamond Enterprise  
GS1 Hong Kong



Happiness at Work Promotional Scheme  
Promoting Happiness Index Foundation



Received commendation as a 'Manpower Developer (MD)' for ten consecutive years, and elevated to the status of 'Super MD' in the current year  
Employees Retraining Board





**ESG**

2023 Greater Bay Area  
30 ESG Entrepreneurs  
Forbes China



The 8th QuamIR Awards  
Quamnet

Quamnet Green Leadership ESG Award  
Quamnet

ESG Pledge Initiative  
The Chinese Manufacturers  
Association of Hong Kong

SME ESG Charter  
Small and Medium Enterprises Association

TVB ESG Award 2023 –  
ESG Special Recognition Award  
Television Broadcasts Limited

Excellent Corporate  
Governance Award,  
GBA ESG Achievement Award  
Metro Finance

Qualification Framework Charter  
Catering Industry Training Advisory Committee



**Branding and Marketing**

GBA Excellent Catering Corporate,  
HKET Excellence Awards  
Hong Kong Economic Times



HKIM Market Leadership in  
Casual Restaurant 2022/2023  
Hong Kong Institute of Marketing

HKIM Greater Bay Area  
Power Brand 2022/2023  
Hong Kong Institute of Marketing



2023 HKMA Awards for  
Marketing Excellence  
The Hong Kong Management Association



# FEATURE STORY

## Smart Kitchen for Employee Care and Efficiency

### Caring for Employees – Smart Kitchen Upgrades

Deep rooted in Hong Kong for more than 30 years and in the course of this solid journey, the Group has always putting employee care at the core of our hearts, which is also strongly resonates with our corporate philosophy. At Tai Hing, employee is a valuable asset of the Group, the unity and dedication of employees are powerful dynamic for the Group's sustainability. As a caring employer, we strive to protect the health and well-being of our employees, maintain a safe and comfortable working environment. By upgrading equipment, the Group enables employees to reach their full potential in a favourable and efficient working environment, which helps motivate the full team's efficiency, enhance the sense of belonging, and evolve to grow with the Company.



### The humanising design of lower rail truck

The Group's corporate culture values guide us in listening of our employees and understanding the problems they face in daily operations to formulate improvement plans. In the management site visit to the work environment, we noticed that long-term handling of washing dishes and utensils may cause damage to the lumbar spine of kitchen staff. With aim to reduce their risk of injury and boost work efficiency, our management team and engineers responsible for the store design have introduced their self-developed lower rail truck with easy lifting function after in-depth discussion and thoughtful planning. The user-friendly design of this truck not only simplifies the handling process in the kitchen, but also offer adjustable ergonomic height according to the needs of individual employee and concentrates the weight in a horizontal position for lifting, effectively correcting improper postures such as excessive bending, thereby reducing the physical burden of employees at the source and significantly reducing the potential risk of work-related injuries. We firmly believe that this small change can make a big impact to employees, which also promotes advancement and innovation in the industry.

### Non-slip shoes application

After inspection the condition of working kitchens, we noticed that the slippery problem of common kitchen floor are caused by water, oil stains and restaurant floor cleaners, making employees easy to slip and fall while working in the kitchen. Therefore, we have specifically designed the kitchen layout in some new restaurant projects to separate the meat defrosting and the food preparation areas from the cooking district, in order to prevent slippery pathways and avoid potential hazards. Additionally, all frontline employee working in kitchen are required to wear safety shoes with "non-slip certification" from the first day of work. These non-slip shoes are well-designed with special sole and upper material to provide extra support and stability on slippery surfaces. For those employee who stand, walk, or carry heavy loads for long periods of time in catering workplace, the shoes not only reduces the slipping risk, but also reduces foot fatigue and discomfort, helping employees maintain a good working posture and balance. To ensure the implementation of the relevant instructions, on-site inspections were conducted by on duty restaurant supervisors. During the year, number of slip or fall injury cases recorded was significantly reduced by 100 %.

To ease the financial burden of employees, we provide them with subsidies in all branches and restaurants to purchase safety shoes with "anti-slip certification" according to their own needs from designated stores or online platforms.





## Shaping a smart kitchen with technology

Technology advancements are gradually bringing unprecedented changes to how we operate among the catering industry. Among the kitchen equipment upgrades, we are at the forefront of the Automatic Wok Series, an innovative device with cooking process automation that successfully simplifies the repetitive and laborious stir-frying tasks of traditional Chinese food production. This not only standardises the product quality but also apparently alleviates the problem of frontline manpower shortage, effectively reduces the risk of work fatigue. In other words, chefs can devote more on the taste and preparation techniques of the dishes to elevate the food quality. This also boosts the chefs' confidence and sharpens their professional skills.

Besides, smart disinfection equipment were also installed in our branches and some of those have equipped with automatic food delivery robots to provide top-notch food delivery service without direct contact, improving the overall store safety and hygiene standards. Through the deployment of high-tech equipment, we have successfully reduced some repetitive and mechanical works of our frontline employee, in turn they can more focus on improving the service quality and providing customers with a more intimate dining experience. This combination of technology and manpower not only elevates the team operational efficiency, but also help demonstrate their professional skills and enthusiasm for service.

## Digital transformation strengthens convenience and cohesion

The Group is in the midst of a technology-driven digital transformation, actively leveraging and exploring the latest technologies to bring convenience and satisfaction to its stakeholders, thereby helping to alleviate the pitfalls of labour shortage. During the year, we fully adopted the ODO mobile self-ordering system across our store network and launched the "Tai Hing Group App", which combines three major functions of self-pickup for takeaway, delivery service, and online shopping. With the APP on hand, customers can easily access the latest promotions from Tai Hing's dining brands and various branches at anytime and anywhere. Members can also receive coupons which can be also shared with their friends and family. To date, the App has already surpassed 200,000 members. In addition, we have introduced a Human Resources function app for employees, which is an effective platform for internal communications, promoting cohesion and collaboration between departments with convenience, also allowing them to view and manage their leave, payroll, tax and other related information.

The Group has always stayed abreast of the Human Resources topics, and continuously improved work efficiency and sense of belonging of employees through a multitude of measures such as kitchen upgrade, use of advanced technology and equipment, and optimising the working environment. Underlying our steadfast commitment to employee wellbeing, their career growth and satisfaction are the core driving force for the Group's sustainability. In the future, Tai Hing Group will continue enhancing our digital capabilities to shape a more convenient and comfortable working environment for employees, moving towards the new horizons of a digital future.



# FOOD FOR QUALITY



# FOOD FOR QUALITY



## 2.1- End hunger and ensure access by all people

We are committed to providing healthy and nutritious food by implementing a number of measures to protect the quality of our food.



## 14.2- Sustainably manage and protect marine and coastal ecosystems

We are dedicated to sourcing sustainably harvested or cultured seafood whenever feasible to reduce the impact on the health of marine ecosystems.

### Food Safety Comes First

#### Food Quality Management

The Group has implemented a food safety management system that meets international standards. We have strict procedures in place and work with qualified third-party laboratories to regularly test various aspects of food quality, hygiene, and personal hygiene of staff. This ensures compliance with food quality and hygiene-related legislations. To guarantee food quality, our major food processing facilities and siu mei production department in Hong Kong have obtained ISO 22000: 2005 Food Safety Management System Certification and HACCP (Hazard Analysis & Critical Control Points). In 2023, the Group participated in the "Quality Food Scheme +2023" organised by GS1 Hong Kong, and was awarded the highest level of recognition, the "Diamond Enterprise Award".

Tai Hing has been implementing the 5-S (五常法) management approach for over 20 years and is dedicated to maintaining consistently excellent quality and hygiene standards in all its restaurants and products. We provide our staff with 5-S Management System courses and qualification programmes, and our in-house staff conduct on-site inspections to ensure effective implementation of the system.

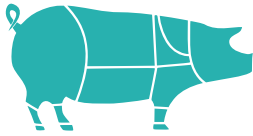
To improve our staff's understanding and use in practice of the 5-S management approach, the Group employs "Black Belt" trainers to provide professional training. All restaurant supervisors are required to possess a "Green Belt" or higher qualifications in the 5-S management approach to ensure they have in-depth knowledge and skills for daily management and operations.

During the year, regulatory authorities, including the Labour Department, Food and Environmental Hygiene Department, Fire Services Department, etc., conducted approximately 683 on-site inspections at Tai Hing's restaurants. Internally, our 5S department also conduct regular inspections at restaurant outlets to ensure the food and occupational safety, the compliance rate in 2023 was up to 87%. During the year, the Group's operating units did not record any incidents of non-compliance in relation to food safety.



## Quality Monitoring

The Group implements strict food handling procedures and uses automated food processing machines to ensure standardisation of taste and quality. Comprehensive guidelines for product recall have been formulated. Staff make judgements based on the relevant factors and promptly recall defective products in accordance with the set procedures. Relevant departments are required to carry out investigations and report to the management to avoid recurrence of similar problems. The quality monitoring procedures of the Group are as outlined below:



### Materials Handling

- During ingredients incoming, warehousing, processing and production of finished goods, quality assurance officer ensures food safety and quality according to internal sampling procedures and inspection standards. When an unqualified food item is identified, required measures are taken immediately to reprocess or destroy it. Only processed ingredients that pass the laboratory sampling inspection are transported to restaurants for use.
- Install software to monitor the pig roasting process.
- Implement temperature monitoring on the pig roasting electric stove to control quality and maintain optimal operating conditions.



### Storage

- The Group strictly controls the temperature and humidity at places of food storage.
- The warehouse is cleaned regularly to ensure that sanitary conditions are up to standard.



### Transportation

- Our own and 3rd party logistics teams are responsible for transportation of raw materials, semi-processed and processed ingredients.
- Strict systems and procedures have been set up to ensure the quality of food during transportation. The delivery status of the fleet is monitored in real time through the Global Positioning System (GPS) and temperature monitoring system, so that relevant issues can be dealt with right away.



### Food in restaurants

- The central quality control team conducts onsite testing routinely of our processed food, staff and the surrounding environment.
- A central laboratory tests samples from the outlets to test the hygiene of the food ingredients and equipment in the restaurants, which is a core KPI for operations.
- District managers check the operating procedures and quality standards on a regular basis

During the year, the Group's food factories have not recalled any products for safety or health reasons.

## Nutrition and Innovation

The Group views nutritional value and flavour of its products as important factors. We maintain the quality and nutrition of products offered in menus through continuous innovation in the production of a wide range of healthy products and close collaboration with our chefs, suppliers, and community partners. In 2023, in line with the Group's innovative development, we have offered our customers a variety of new products to meet the growing demand for food nutrition because of the rising health-consciousness in the market. Extending Tai Hing's savour, we have delighted our customers with the introduction of three tea-infused ice cream flavours, offering a fresh take on classic Hong Kong tastes.



## Responsible Sourcing

Responsible sourcing is crucial for providing high-quality food. We collaborate closely with suppliers worldwide, set appropriate standards based on operational needs and meticulously select quality ingredients to deliver exceptional food and catering services to our customers.

The Group has collaborated with its suppliers to promote sustainable fisheries. Some of the seafood procured by the Group has received sustainability-related certifications, such as Best Aquaculture Practices (BAP) and Marine Stewardship Council (MSC) standards certification for minimising the impact on the marine ecosystem. In the future, we will expand our green procurement list and the scope of our sustainable procurement.

### Supplier Selection and Assessment

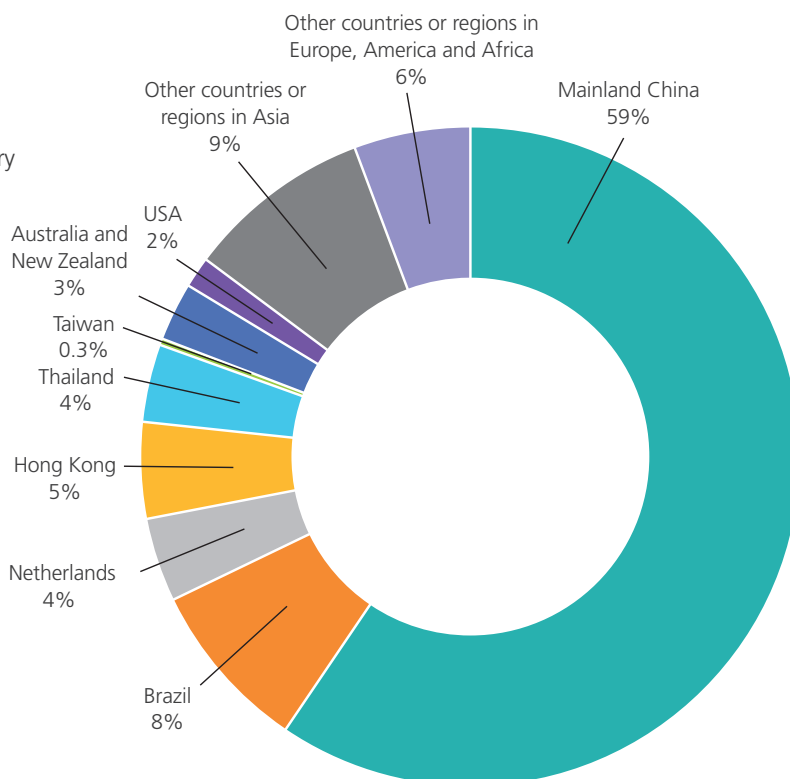
The Group's Purchasing Policy sets out clear standards for vetting and managing suppliers by the procurement department. We prioritise environmentally and socially responsible supply chain partners in the procurement process. Selected suppliers are required to provide raw materials that meet the highest food safety standards to ensure a stable supply chain and consistent product quality. To enhance our management on raw materials, we have conducted audits to include some of the high-risk upstream and cold chain suppliers.

For all initial cooperation with new suppliers, the Group conducts a comprehensive evaluation and requires them to provide relevant supporting documents to ensure that the quality of the supplies is adhering to the highest food standards. For make-to-order vendors, our purchasing staff visit the food processing factories from time to time to ensure that the hygiene, process and quality of products are maintained at a high standard. Furthermore, we continue to evaluate performance of existing suppliers over the year, covering dimensions such as product and service quality, price, supply and delivery stability, food safety, risk management, and complaint handling performance. If we are not satisfied with suppliers' evaluation results, improvement measures are required to be taken within three months, and suppliers whose performance does not meet the standard after the deadline are removed from the list of approved suppliers.

During the year, the Group has established stable relationships with 431 suppliers and procured goods from all over the world, including Mainland China, Hong Kong, Brazil, the Netherlands, Thailand, Taiwan, Australia and New Zealand, the United States and other countries and regions.

### Food Origin by Geographical Region<sup>1</sup>

<b>Mainland China</b>	Chilled and frozen pork, beef and mutton, poultry, seafood and basic groceries
<b>Brazil</b>	Frozen pork and beef, poultry
<b>Netherlands</b>	Dairy and meat
<b>Hong Kong</b>	Noodle, bread and processed food
<b>Thailand</b>	Rice and groceries
<b>Taiwan</b>	Groceries
<b>Australia and New Zealand</b>	Dairy and seafood
<b>United State of America (USA)</b>	Beef
<b>Other countries or regions in Asia</b>	Meat, seafood and basic groceries
<b>Other countries or regions in Europe, America and Africa</b>	Meat, seafood and basic groceries



### Supply Chain Risk Management

To mitigate the risk of supply chain disruption, we enter into contracts with our suppliers for specified quantities of different materials and ensure that there are several suppliers of similar products so that disruption at one source does not disrupt our business. This ensures the stability of the Group's supply chain and allows us to provide high-quality food products consistently. The Group employs a risk-based approach to due diligence in order to identify and mitigate environmental and social risks in the supply chain. We also encourage our suppliers to implement sustainable development concepts in their operations to facilitate effective management of ESG-related risks. In the future, we will increase the proportion of supplies from sustainable suppliers who comply with the Green Procurement Principles, and strive for plastic reduction and better waste management in line with government plans.

The Group considers SMEs among its suppliers as primary partners. This year, we have become a supporting organisation of the SME ESG Charter and committed to prioritising SME suppliers who meet the ESG criteria in the Charter as partners in our procurement process, promoting mutual prosperity and sustainable development of the ecosystem.

<sup>1</sup> The regional analysis represents the top 80% of food suppliers up to 31 December 2023.

# OPERATIONAL EXCELLENCE

LET'S EXCEL  
TOGETHER

GOOD  
FOOD



# OPERATIONAL EXCELLENCE

## Digitalisation and Innovation

Rapid growth of digital technologies has a profound impact on various aspects of industries, especially the food and beverage sector facing the new normal post-pandemic, presenting both opportunities and challenges related to sustainable operations. Beginning with digitalisation, we have been enhancing digital transformation of restaurant kitchens, dining areas, and back-office logistics. By leveraging mobile applications and social media platforms, we aim to enhance the customer experience, strengthen connections, and implement sustainable and efficient operating models.


### The launch of Tai Hing Group App for sustainable dining experience

The Group continuously pursues innovative technology to support its long-term business development. With an investment exceeding one million HK dollars, the Group has launched its much-anticipated first integrated mobile application, "Tai Hing Group App", during the year. This functional application covers various aspects such as food selection, logistics, packaging, user experience, promotion, and marketing. It combines three major functions: self-pickup for takeaway, delivery service, and online shopping. It provides customers with personalised services based on member data analysis and maximizes cross-brand synergies.




The Group has provided comprehensive training to ensure that the relevant staff are familiar with the overall operations of the App, so as to provide high quality services that can enhance customers' consumption experience.


Since its launch in July 2023, the App has gained over 200,000 members. Moving forward, the Group will continue to upgrade its functions and optimise its user interface to provide a more convenient and pleasant dining experience for our users.



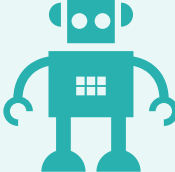
Develop a centralised logistics Warehouse Management System (WMS) to enable electronic ordering, greatly reducing the use of paper and improving the efficiency of each department.




Make use of an app on Human Resource Management System (HRMS) to allow our staff to keep records on attendance, payroll and leave application



Use of electronic devices (iPad) to assist vendor management, including vendor invoice image storage, verification of invoices, payment processes, etc., to reduce the use of paper.



Introduction of a self-service ordering platform and self-payment system in our restaurants to enhance customer satisfaction.



Introduction of Office Automation (OA) application (Enterprise wechat) to improve the efficiency of various types of approvals and facilitate sustainable and efficient operations.

Other Technological Innovation Projects

In the future, the Group will continue to push its digital transformation and collaborate with relevant suppliers to integrate sustainable operations and high-quality management, enhancing customer satisfaction and loyalty across all areas.

## Business Ethics



### 16.5- Substantially reduce corruption and bribery in all their forms.

We have established strict codes of ethics and internal control mechanisms and adhere to relevant laws and regulations to promote a sustainable business environment.

The Group abides by laws and regulations applicable at the locations in which it operates, and strictly adheres to business ethics, insisting on integrity and lawful business practices. We expressly prohibit all employees from engaging in any form of corruption, including but not limited to bribery, extortion, fraud, etc. In the event of a violation, the involved employees are subject to internal disciplinary actions or termination of employment, depending on the severity of the case.

#### Anti-corruption

The Group has put in place Anti-corruption and Code of Conduct Guidelines, which are published in the Employee Handbook. These guidelines clearly define regulations employees should follow, regarding conflict of interest, money lending, banquet and congratulatory gifts, and receiving benefits. A brief overview is as follows:

<b>Conflict of Interest</b>	Staff should avoid any situation that can cause a conflict of interest. When an actual or potential conflict of interest occurs, the staff should immediately notify the department head or direct supervisor, and fill in the Conflict of Interest Declaration Form and return it to the Human Resources Department. If any deliberate concealment, falsehood, or omission is confirmed, the Group takes disciplinary action; in serious cases, the matter is transferred to the law enforcement agency for handling, and any losses incurred are recovered through legal channels.
<b>Money Lending</b>	Regardless of the reason, the Group strictly prohibits staff from borrowing money from each other and receiving loans/benefits from suppliers or any other enterprises, institutions, and firms that have business dealings with the Group.
<b>Banquet &amp; Congratulatory Gifts</b>	Staff should refuse to accept extravagant or frequent entertainment provided by suppliers or contractors, so as not to violate the Prevention of Bribery Ordinance. If the staff needs to give a gift to maintain a business relationship, they should ensure the gift has the Group's logo. Expenses for business gifts must be approved and recorded properly.
<b>Receiving Benefits</b>	The Group prohibits all employees from soliciting or accepting any benefit for themselves or others, from any individual, enterprise, or institution that has business dealings with the Group or its subordinate institutions. Any discounts or other benefits offered to the employees of the Group by any individual or organisation must be approved by an executive director or a supervisor of a higher position and formally notified to the Human Resources Department.

#### Grievance Mechanism

The Group has established a whistle-blowing platform and added a hotline during the year, details of which are posted on communication boards/staff rest areas at various operating points. The hotline aims to assist employees in handling complaints in a fair and just manner, promote equal treatment of employees, encourage cooperation, and create a good community environment. The scope of reports includes but is not limited to management negligence, unfair handling, personnel issues, disclosure of personal data privacy, and unequal job opportunities.

All complaints will be treated confidentially and assessed individually. Complaints must be factual, and if it is discovered that the complainant has engaged in deception or intentional defamation, the Group takes disciplinary action according to its policies. For acts of fraud or embezzlement of public funds, whistleblowers can submit their reports directly to the Group management through the dedicated email or postal address listed in the reporting policy.



## Integrity in Work

To ensure that all departments provide clear anti-corruption guidance to employees in their daily work, the Group requires all employees to sign the Code of Conduct for Preventing Corrupt Practices upon joining. This code explicitly lists the laws and internal regulations that employees must adhere to on a daily basis. The Group regularly collaborates with the Independent Commission Against Corruption (ICAC) to review internal codes and conducts various seminars for senior management, middle-level and general-level employees to help colleagues understand anti-corruption legislation and regulations and to raise awareness and concern for corruption, conflict of interest, and other integrity challenges. In 2023, we conducted 204 hours of anti-corruption training for our staffs and 15 hours for the Board, respectively.

During the year, the Group did not record any corruption lawsuits against it or its employees that have been concluded. In terms of bribery, extortion, fraud, and money laundering, the Group did not record any cases that could have a significant impact on the Group and violate relevant laws and regulations.

## Protection of Intellectual Property

The Group attaches great importance to protection of intellectual property rights. It has formulated the Staff Handbook which provides clear guidelines for the protection and management of the Group's intellectual property rights. The handbook also regulates the relevant duties and obligations of employees.

Computer Software	Infringement of Copyright
Staff are prohibited from installing, copying or modifying the Group's computer software or using it for personal use without prior approval	Staff are prohibited from making unauthorised copies of any copyrighted work such as books, magazines, etc.

During the year, the Group was not aware of any infringement related to intellectual property rights.

## Customer Privacy and Data Security Protection

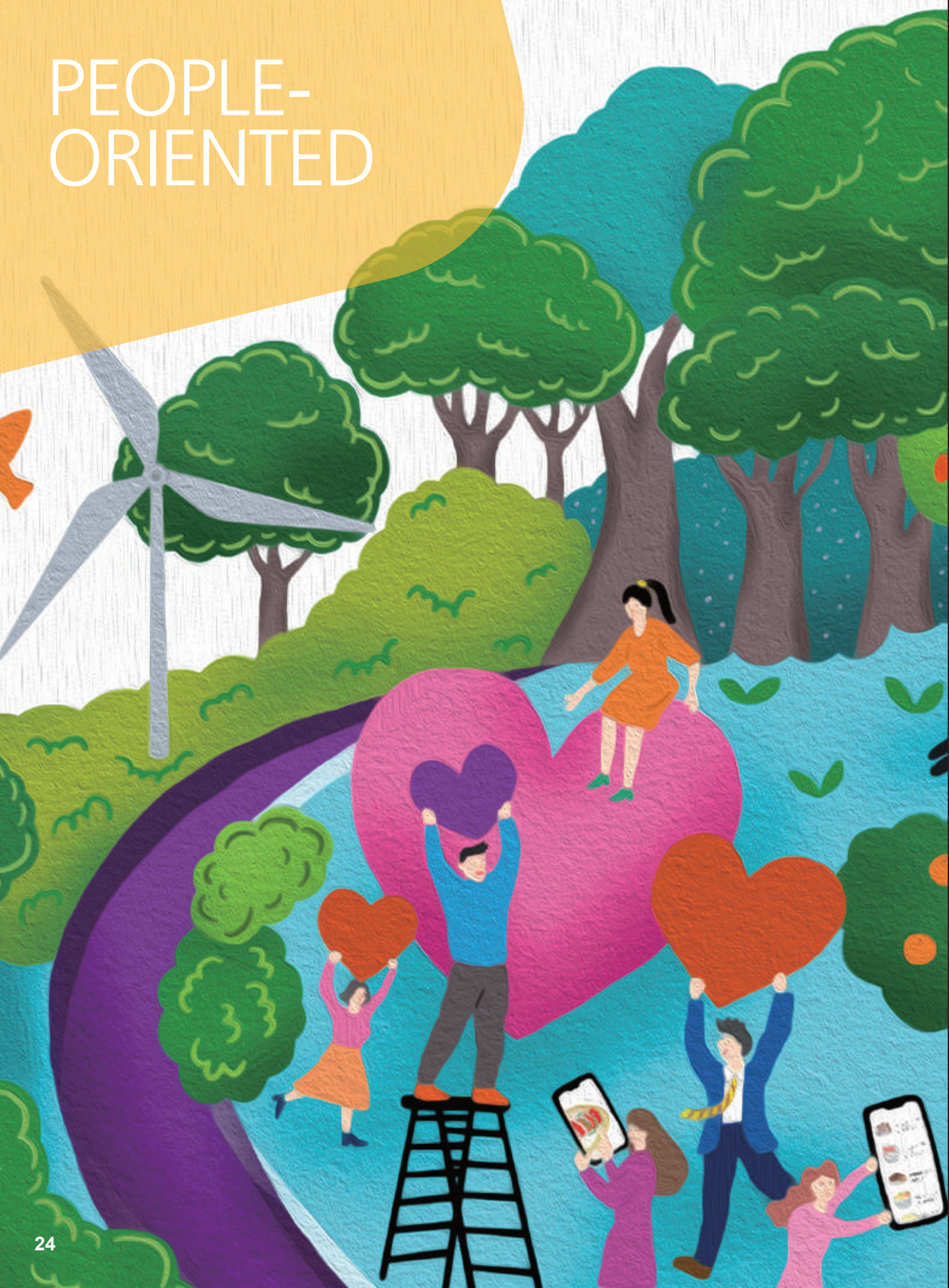
The Group is committed to protecting customer privacy and data security, including but not limited to industry insider information, business interests, customer data, production formulas and employee data. To effectively manage and protect the personal or sensitive information of customers, employees and business partners, the Staff Handbook sets out the procedures and requirements that employees are expected to follow when accessing confidential information and data. This includes internal procedures and guidelines for collection, retention, use and security of information to ensure adequate protection of customer privacy. Where appropriate, the Group takes disciplinary action when there is a breach of the rules and, where necessary, legal action. During the period under review, the Group did not experience any cases of leakage of customers' privacy and information, nor did it receive any complaints regarding privacy violations.

## Responsible Advertising and Branding

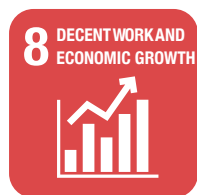
Tai Hing strives to ensure that all advertisements, promotional materials, and labels are truthful and accurately represent the relevant facts. Each department is responsible for ensuring the accuracy and compliance of the information. The Group places great importance on the accuracy of labelling information, and all self-manufactured products must be labelled for easy tracking and compliance with relevant laws and regulations.

During the year, there were no instances of non-compliance with relevant laws and regulations that could have a significant impact on the Group, relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.

# PEOPLE-ORIENTED



# PEOPLE-ORIENTED



## 8.8- Protect labour rights & Promote safe and secure working environments for all workers.

We prioritize fair treatment and provide employees with a healthy working environment, including competitive salaries, benefits, and training opportunities. Our commitment extends to addressing occupational health risks within the workplace, and we have implemented safety measures to effectively protect our staff.

### Customer-centric Approach

The Group upholds its core value of "Customer First" and is dedicated to delivering a superior dining experience to every customer. This commitment is realized through the provision of high-quality food, a welcoming and enjoyable dining atmosphere, and attentive and meticulous service. We actively participate in the Quality Tourism Services (QTS) Scheme endorsed by the Hong Kong Tourism Board, adhering to the principle of "quality service with customer priority" and maintaining a high quality and thoughtful service standard. During the year, four frontline staff members under our management were recognised commended by the Quality Tourism Services Association (QTSA).

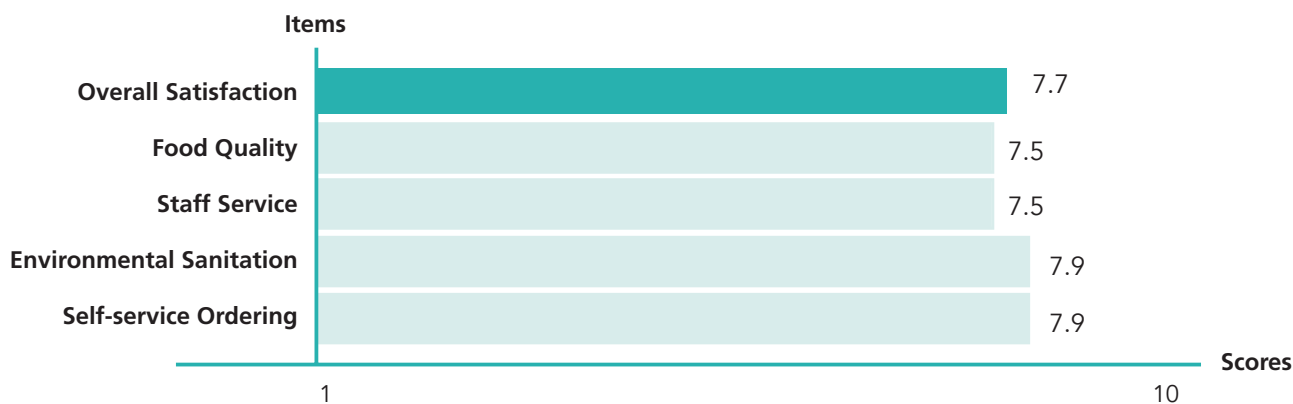
The Group has established multiple channels to facilitate communication with customers. This year, we introduced the "Tai Hing Group App" as a new addition to our existing communication methods, which include questionnaires, emails, hotlines, and social media platforms. Our unwavering commitment to customer-centricity ensures that customers remain at the core of our business.

#### Complaint Handling

The Group has established procedures which clearly stipulate the standard procedures and guidelines on how to properly handle customer complaints. Upon receipt of a customer complaint, the restaurant manager will promptly address it, respond professionally to the customer's complaint or make compensation, and report to the head of the unit and the Customer Service (CS) Department within a pre-determined period of time. To improve our services and food quality, we will review our food production processes and service standards in response to complaints and create plans for improvement. We regularly gather customer feedback, share relevant cases with our employees, and provide training programs to enhance their ability to handle customer complaints. During the year, a total of 72 (25 cases in 2022) customer complaints were received regarding the quality of food products or the quality of service provided by restaurant staff. All the issues were resolved to the satisfaction of the customers.

#### Customer Satisfaction

The Group is dedicated to enhancing its services to meet customer needs. Management regularly reviews customer feedback and evaluates staff performance in order to maintain and improve the quality of service provided. We conduct customer opinion surveys that cover various aspects, including food quality, staff service, environmental hygiene, self-service ordering and overall satisfaction. This year, our annual customer satisfaction survey was conducted from June to August and we received positive feedback from a total of 2,950 customers.



## Employment Relations

Tai Hing places great emphasis on the development and growth of its employees, emphasizing humanitarian care and ensuring the full protection of employee rights and interests. The Group not only strictly complies with relevant labour laws and regulations in Mainland China and Hong Kong but also establishes specific policies regarding compensation, dismissal, recruitment and promotion, working hours, and holiday benefits in the Employee Handbook, which are implemented internally.

### Workforce Overview

#### By gender

Male	1,438
Female	3,214

#### By age group

Below 30	936
30-50	1,757
Above 50	1,959

#### By employment type

Full-time	3,040
Part-time	1,612

#### By region

Hong Kong	4,652
Other regions	N/A

#### By rank group

General staff	3,629
Middle management	1,013
Senior management	10

### Employee Rights and Interests



#### Recruitment and Promotion

Adhering to principles of careful planning, comprehensive assessment, and strict screening, the Group pursues fairness and justice in compliance with relevant laws and regulations, treating all candidates equally regardless of age, gender, nationality, race, or family situation.

The Group has established a clear and transparent promotion mechanism, conducting regular evaluations of employees based on factors such as performance, achievements, and food safety knowledge. These evaluations serve as crucial criteria for advancement within the organisation. Employees who demonstrate outstanding performance and potential are offered opportunities to participate in internal elite programs, enhancing their prospects for promotion. This reflects the Group's openness and transparency in talent development.



#### Working Hours and Holidays

We strictly comply with applicable laws and regulations to ensure reasonable working hours for employees. Beyond statutory holidays, employees also enjoy paid leaves such as family reunion leave, maternity leave, marriage leave, birthday leave, and compassionate leave.



#### Equal Opportunities, Diversity, and Anti-discrimination

The Group adheres to the principle of equality, striving to create a fair, inclusive, and diverse work environment. We have a zero-tolerance policy towards any form of discrimination and harassment in the workplace, for protecting all employees' legal rights and interests.



#### Compensation and Resignation

We offer attractive compensation to employees, including base salary, allowances, and bonuses. Additionally, we adjust salaries annually based on performance, the Group's operational status, and market levels to ensure our compensation system is reasonable and competitive.

Upon contract termination, employees must submit a resignation letter to their supervisor. Our HR department conducts exit interviews to understand resignation reasons and make subsequent improvements.



#### Employee Benefits

The Group provides diverse benefits, including occupational health and safety plans, family reunion leave, birthday leave, emergency assistance funds, free meals, children's education subsidy programmes, medical and life insurance plans, enhancing employees' sense of belonging and cohesion. We also foster a learning organisation by offering learning subsidies to employees seeking self-improvement, making the Group a cradle for talent growth. Moreover, we have an emergency relief fund to assist colleagues facing family difficulties, ensuring a happy work-life balance for our employees.

During the year, there were no violations of laws and regulations concerning compensation and resignation, recruitment and dismissal, promotion, working hours, holidays, equal opportunities, diversity, anti-discrimination, and other benefits and treatments.

## Employee Communication

To ensure smooth communication with employees, the Group has established various communication channels, encouraging employees to express their thoughts and opinions through the intranet, email, corporate WeChat, bulletin boards, and direct communication with immediate supervisors, regional management, department managers, or the HR department. We attentively listen to employee feedback and expectations, take action where it is warranted, and strive to create a harmonious, friendly, and pleasant working atmosphere.

## Labour Standards

The Group places high importance on labour contract management, standardises employment, and strictly verifies identities of new hires, eliminating any form of child labour and forced labour. If any violations are found, the Group will take immediate remedial measures and continue to monitor the execution of relevant solutions. For employees working overtime, the Group compensates according to relevant regulations and internal policies with allowances or leave. This year, there were no violations related to the prevention of child labour and forced labour.



## Lifelong Education and Talent Cultivation

The Group recognizes its staff as a vital cornerstone and valuable asset for its development, and is committed to providing extensive learning and career development opportunities for them. In the current year, 3,641 employees received training, with average training hours of approximately 9.03 hours per person.

In 2012, we established the Training Centre of TaiHing Catering Group, which is responsible for staff training and provides financial support to employees pursuing relevant professional knowledge. This year, we further demonstrated our commitment to the continuous development of the catering industry and talent training by signing "Promotion of Qualification Framework" agreement.

Upon onboarding of new staff, the Group provides them with an induction programme that introduces the standards, safety procedures and corporate culture. To further tap into staff potential and maintain their competitiveness, the Group has established the "Top-notch Training Programme" and "Qualifications Framework," providing them with professional training and development opportunities to ensure that they stay at the forefront in the workplace.

### Top-Notch Training Programme

It evaluates the performance of staff through objective criteria and provides a fair and open development platform for them to raise their motivation for work.

### Qualifications Framework

It sets the recognised qualifications for each job level, including academic qualifications, qualifications obtained from training, and skills, knowledge and relevant work experience accumulated in the job position. Staff are divided into different levels according to their qualifications to clearly understand the blueprint of their development.

The Group has been awarded the Manpower Developer (MD) commendation for 10 consecutive years, and this year, we have been upgraded to "Super MD", recognising our talent training and development strategies. In the future, we will continue to uphold the spirit of being a Manpower Developer and promote a culture of learning. Through various learning platforms and models, we will provide employees with more comprehensive and diversified training and development opportunities, aiming to create a win-win situation for both the enterprise and its employees.

During the year, the Group arranged specialised training courses for staff in various departments, aimed at enhancing their professional knowledge, vocational skills, and qualities. We provide induction training for all staff to ensure a clear understanding of the Group's corporate culture, values, and code of conduct.



### Tai Hing Leadership Outbound Training 2023

The Group regularly organises various types of communication activities and training sessions to encourage employees to actively integrate into the corporate culture, unleash their potential in a safe and comfortable working environment, enhance communication and teamwork between departments, foster a sense of belonging and cohesion, ultimately building a high-performance team. During the year, a series of 11 leadership field training camps with the theme "Ignite spirit, Improve execution, Achieve good results" were successfully held from April to November, involving nearly 700 colleagues in management positions, enabling them to unleash their potential and surpass themselves.



### Management Knowledge Sharing Training

The Group places a strong emphasis on talent development and knowledge transfer, particularly in the realm of corporate management. In the first and third quarters of 2023, the Group organised several management experience sharing sessions and training programmes for managerial staff, including courses such as hygiene supervisor training and roasted meat supervisor training. Additionally, the Group's directors and senior management shared their rich management experiences and successful marketing strategies.



The Group also invited professional lawyers and the Hong Kong Institute of Directors to provide insights on updates to regulations concerning listed companies, explained the latest requirements for senior management, and highlighted important considerations for reporting disclosures. Furthermore, they shared case studies of violations of listing rules, ensuring that everyone stayed abreast of the latest developments in legislation and regulatory requirements.



### Sharing of Business Elites 2023 Conference

The annual Sharing of Business Elites, organised by the Quality Tourism Services Association (優質旅遊服務協會), provides a platform for members to share their experiences in delivering quality services and managing businesses. This year, the "Embracing Artificial Intelligence, Shaping a Service Revolution" themed Sharing of Business Elites 2023 was successfully held at the Hong Kong Convention and Exhibition Centre in Wan Chai. Nearly 50 managers and employees from different departments of Tai Hing attended the event, where they had the

opportunity to meet and exchange ideas with elites from various industries. They gained valuable insights and strategies on applying Chat GPT and AI in the retail and catering sectors, enabling them to continuously learn and keep up with the latest technological trends of the era.

### Business Ethics: Promoting an Ethical Business Culture

The Group regularly cooperates with the Independent Commission Against Corruption (ICAC) to review internal codes of conduct and organises different courses and seminars for senior management, middle management, and general employees to enhance their understanding of anti-corruption regulations and increase awareness of corruption, conflicts of interest, and other integrity challenges. Internal training is strengthened as a result. During the year, more than 200 brand directors, regional and branch managers, production department supervisors, and logistics colleagues completed relevant training both online and offline.

### Cyber Security and Fraud Prevention Seminar

In recent years, the increase in online traps and scams has been relentless, the Group collaborates periodically with the Crime Prevention Bureau of the Hong Kong Police Force to hold seminars for logistics and frontline colleagues, sharing common online traps and scam techniques encountered in daily life. The seminars also provide correct response methods and fraud prevention tips to enhance colleagues' awareness of scams.

The Information Technology Department closely monitors and strengthens surveillance of the Group's communication networks. They regularly issue internal notices to alert colleagues to suspicious emails and industry-related fraud traps.

## Occupational Safety and Health

The Group is committed to ensuring a safe work environment and security of its staff. In accordance with the Hong Kong Occupational Safety Charter, the Group strictly adheres to the relevant regulations and has established a cross-departmental collaboration known as the Occupational Safety and Health Council. Through the concerted efforts of different departments, the council aims to create a healthy and safe working environment for all employees. The Group has set targets to reduce the rate of work-related accidents. During the year, our injury rate was 1.7%, with 65.1% of our restaurants recording zero work-related injuries.

During the year, there were no recorded cases that may have significant implications for the Group nor in violation of relevant legislation and regulations in terms of providing a safe working environment and protecting employees from occupational hazards. We had reported zero number and rate of work-related fatalities occurred in each of the past three years including the reporting year.

We have established mechanisms to ensure the provision of safety-related facilities and equipment that meet the required standards. We regulate work processes, ensure proper use of personal protective equipment by employees, and provide appropriate response measures in emergency situations. Additionally, we have developed policies to safeguard the welfare of employees who suffer work-related injuries and ensure that they get the appropriate compensation. According to the Employees' Compensation Ordinance, all employees of the Group are covered by insurance to ensure comprehensive health coverage.

### Occupational Safety and Health Risk Assessment

The Group places high emphasis on occupational safety and health risks in the catering industry and adopts a systematic approach to identify and assess them. We actively engage in communication with our staff, listening to their opinions and feedback to uncover potential occupational safety and health issues.

We are dedicated to fostering a safe and healthy work environment for our staff, ensuring that they enjoy their work and return home safely. To achieve this, we have designated the Group Safety Day as a significant annual event and arrange for various logistics departments to conduct safety monitoring and assessments throughout the Group. This assessment aims to allow colleagues to review the safety conditions of their work environment, identify potential hazards early, and take appropriate measures to address them, thereby preventing accidents from occurring.

### Occupational Safety Initiatives

The Group uses multiple measures to mitigate the risk of occupational health hazards for employees, including adoption of automated food processing machines, semi-automatic gravity lifts in food factories, the requirement for kitchen staff to wear certified slip-resistant shoes from the first day of work, and introduction of automated woks. The Group conducts periodic surprise inspections, and the on-duty restaurant supervisors also perform daily on-site checks to ensure proper implementation of the guidelines at the branches. During the year, the Group made improvements to its bus stop equipment (details can be found in the featured story on page14).

Due to effective occupational health and safety measures, there were zero incidents of slips or falls resulting in work-related injuries recorded this year.

Injuries due to slipping and falling			
	2023	2022	% Change
Cases	0	4	-100%

During the year, the Group has introduced the use of customised low-floor trucks. Additionally, we have implemented the following measures to further enhance occupational health and safety.

#### Subsidy for Safety Shoes

The Group mandates that kitchen staff must wear safety shoes with "anti-slip certification" from the first day of employment. Daily on-site inspections are conducted by the supervising restaurant managers, and surprise inspections are also conducted by the Group to ensure strict adherence to the relevant guidelines. Furthermore, all full-time colleagues at each branch will be eligible for a one-time subsidy to purchase safety shoes with 'anti-slip certification'. Subsequently this subsidy will be provided every two years thereafter. Since the implementation of this safety measure, there has been a significant reduction in work-related accidents.

#### Specialised Cut-Resistant Gloves for Handling Sharp Objects

To continuously improve the occupational safety management of all departments and positions and safeguard the safety of colleagues, the Group has implemented new measures. Colleagues in the roasted meat department are now required to wear cut-resistant gloves when working with sharp objects, and strict supervision is carried out by management. The Group has arranged for all staff in the roasted meat department to receive online training on the proper use of cut-resistant gloves, aiming to enhance employees' adherence to operating procedures and promote occupational safety awareness.

#### Special Provisions Insurance Seminar

To strengthen the ability of our branches to respond to special events, the Group has invited professionals from insurance companies to provide on-site training, explaining the correct procedures for reporting sudden incidents and tips on prevention. The training emphasises the recording and handling methods on the occurrence of unexpected or special events, along with tips to prevent them. Additionally, we have also organised department-specific seminars to deepen colleagues' awareness of the response aspects of special events.



### Healthy Rewards Programme

We believe prevention is better than cure and a quality healthy lifestyle is the key for employees wellbeing, a new initiative of the "Healthy Rewards Programme" has been rolled out internally. Through collaboration with experienced non-profit organisations in healthcare management, the well-designed programme which covers emotional stress, dietary nutrition, musculoskeletal health, physical activity, and lifestyle habits encourage and arouse colleagues' awareness to enhance their overall health condition.



### Smoking Cessation Programme

The Group continues to collaborate with The Lok Sin Tong Benevolent Society Kowloon (九龍樂善堂) to implement a smoking cessation programme, designing suitable quit-smoking plans for employees and promoting a "smoke-free life". In the past two years, nearly 80 colleagues have successfully quit smoking, which is an encouraging achievement. During the year, the programme not only encouraged employees to continue their efforts but also extended the invitation for the first time to the smoking partners of the programme participants to join.

Furthermore, Mr. Chan Wing On JP, the Chairman and Executive Director of the Group, was recently invited by Lok Sin Tong to take part in a promotional video of the Corporate frontline employee smoking cessation programme. He shared the Group's determination and strategies it uses for promoting employees health, as well as the results achieved through collaboration with the working team to encourage more companies to join hands in creating a refreshing work environment through the programme.



### Influenza Vaccination Scheme for the 2023/24 Season

As a responsible corporate citizen, the Group actively encourages all employees to receive seasonal influenza vaccine. In anticipation of the upcoming peak flu season, we offer free vaccination prevention injections to all full-time frontline and office colleagues who have been with the Group for one year or more, aiming to contribute to the establishment of herd immunity and create a safer community environment.



# ENVIRONMENTAL COMMITMENT



## 7.3- Double the global rate of improvement in energy efficiency

We continue to improve energy efficiency by optimising equipment efficiency, reducing energy wastage, etc.

## 7.3-Increase substantially the share of renewable energy in the global energy mix

We contribute to sustainable development through actions such as installing solar panels and investing in renewable energy.



## 12.5-Substantially reduce waste generation through prevention, reduction, recycling and reuse

We are reducing waste generation through the promotion of green kitchen-related initiatives such as the Food Waste Management Programme.

## Tackling Climate Change

The Group is dedicated to reducing its carbon footprint throughout the value chain and taking proactive measures to address the challenges of climate change. To achieve a low-carbon transformation, we have invested significant effort in enhancing our resilience to climate change and conducting in-depth analysis of climate-related risks and opportunities. The Group has initiated actions in four key areas, namely governance, strategy, risk management, and management of related indicators, in accordance with the Guidelines on Climate Disclosure issued by the Hong Kong Stock Exchange.

### Governance

The Board of Directors of the Group is responsible for overseeing the management of ESG work in relation to climate-related risks and opportunities and regularly review the implementation and progress of climate-related objectives through meetings. The Sustainability Steering Committee is responsible for monitoring and identifying climate-related risks and opportunities, and regularly reporting to the Board on the status of implementation, including climate-related work. Specific work practices are distributed by the committee to specific functional departments to ensure effective progress and implementation.

### Strategy

Climate change poses multiple challenges to our businesses and operations, involving physical risks such as extreme weather events and sea level rise, as well as potential impacts on assets and staff. At the same time, we recognise the new opportunities that climate change presents, inspiring us to seek innovation in our businesses and supporting the shift to a low carbon economy. We take climate risk into account in all our major decisions, and we will continue to strive for a sustainable green transformation through a variety of energy-saving, emission-reduction and resource-use-optimisation measures.

### Risk Management

The Group refers to the "Guidelines on Climate Disclosure" issued by the Hong Kong Stock Exchange to systematically identify its potential climate change related risks and opportunities. We have identified 7 physical risks, 4 transitional risks and 4 climate-related opportunities and analysed their possible impacts in depth. Accordingly, we take effective measures to cope with the risks and proactively grasp the opportunities.

## Physical Risks

Categories	Descriptions	Impacts on Business	Response
<b>The acute physical risks below refer to extreme weather events or hazards</b>			
Asset Damage	Extreme weather events may damage the Group's assets	<ul style="list-style-type: none"> <li>● Facility/building damage</li> <li>● Water intrusion in kitchens</li> </ul>	<ul style="list-style-type: none"> <li>● Enhance Asset and Maintenance Management for Future Extreme Weather Preparedness</li> </ul>
Disrupted Operations	Extreme weather events may impact the staff, logistical and operational productivity	<ul style="list-style-type: none"> <li>● Suspension of operations</li> <li>● Supply chain disruption</li> <li>● Food shortage</li> <li>● Unaffordable food pricing</li> </ul>	<ul style="list-style-type: none"> <li>● Anticipate the time of occurrence of extreme weather events and deploy logistics in advance to ensure adequate supplies</li> <li>● Flexibility in adjusting business hours during extreme weather events to minimise risks arising from related events</li> </ul>
Customer Inconvenience	Extreme weather events may reduce the desire to travel	<ul style="list-style-type: none"> <li>● Fewer customers dine at the Group's restaurants</li> </ul>	<ul style="list-style-type: none"> <li>● Prepare for extreme weather events with water barriers and pumps</li> </ul>
Occupational Safety and Health	Extreme weather events may pose threats to health and safety of the staff	<ul style="list-style-type: none"> <li>● Staff injured</li> </ul>	<ul style="list-style-type: none"> <li>● Provide safety training and emergency programmes for staff to ensure their safety when extreme weather events occur</li> </ul>

<b>The chronic physical risks below refer to long-term changes in climatic patterns</b>			
Disrupted Supply Chain	Increase in droughts and changes in temperatures will affect farming practices and thus the Group's supply chains	<ul style="list-style-type: none"> <li>● Increased costs in supply chain</li> <li>● Unreliable food supplies</li> </ul>	<ul style="list-style-type: none"> <li>● Develop a sustainable supply chain to stabilise the food supply</li> </ul>
Operational Efficiency	Increase in average global temperatures will increase requirements of energy for cooling	<ul style="list-style-type: none"> <li>● Increased cooling cost for kitchens and offices</li> </ul>	<ul style="list-style-type: none"> <li>● Invest in systems and equipment to enhance ventilation and cooling performance</li> </ul>
Staff Comfort	Increase in average global temperatures may affect staff productivity	<ul style="list-style-type: none"> <li>● Reduction in workplace efficiency</li> </ul>	<ul style="list-style-type: none"> <li>● Invest in systems and equipment to enhance ventilation and cooling performance</li> </ul>

## Transition Risks

Categories	Descriptions	Impacts on Business	Response
Technological Changes	Technological advances will render current equipment obsolete or "outdated"	<ul style="list-style-type: none"> <li>● Increased costs of equipment purchases</li> </ul>	<ul style="list-style-type: none"> <li>● Explore ways of performance enhancements of existing equipment and reduce the cost of new equipment purchases</li> </ul>
Market Value	Failure to comply with stringent compliance requirements will impact investors' perceptions	<ul style="list-style-type: none"> <li>● Less investments</li> </ul>	<ul style="list-style-type: none"> <li>● Improve relevant governance and disclosure</li> </ul>
Reputation	Lack of sustainability initiative will impact Group's reputation and customers' perceptions	<ul style="list-style-type: none"> <li>● Reputation damage</li> </ul>	<ul style="list-style-type: none"> <li>● Enhance sustainability-related disclosures</li> <li>● Maintain relationships with customers to ensure customer satisfaction</li> </ul>
Policies and Regulations	Upcoming legislation will impact the Group's operational norms	<ul style="list-style-type: none"> <li>● Policies and regulations</li> </ul>	<ul style="list-style-type: none"> <li>● Improve relevant governance and disclosure</li> </ul>

## Climate-related opportunities

Categories	Descriptions	Impacts on Business	Response
Operational Efficiency	Optimising operational practices to become more sustainable helps increase efficiency	<ul style="list-style-type: none"> <li>● Sustainable agriculture to improve suppliers' operational resilience and efficiency</li> <li>● Lower electricity and energy bills</li> </ul>	<ul style="list-style-type: none"> <li>● Promote and improve energy management</li> <li>● Explore opportunities for renewable energy applications</li> </ul>
Investment opportunity	Demand for sustainable solutions will open access to new investments	<ul style="list-style-type: none"> <li>● More investments and partnerships for the Group to leverage</li> </ul>	<ul style="list-style-type: none"> <li>● Enhance investment in environmental technology innovation projects and upgrade environmental protection and energy conservation efforts through technological advancements.</li> </ul>
Resilient Supply Chains	Prioritising more sustainable logistical solutions will diversify suppliers	<ul style="list-style-type: none"> <li>● Develop domestic and foreign supplier channels</li> <li>● Increase Group's resilience</li> </ul>	<ul style="list-style-type: none"> <li>● Optimise supplier selection and assessment to promote green supply chain development</li> </ul>
Product and Service	The increasing market demand for greener products will push for new product lines	<ul style="list-style-type: none"> <li>● Develop vegetarian recipes to reduce carbon emissions arising from meat products</li> </ul>	<ul style="list-style-type: none"> <li>● Promote the development and application of green and healthy foods</li> </ul>

Going forward, the Group will continue to conduct comprehensive analyses of the risks and opportunities affecting its business and operations, and will endeavour to reduce greenhouse gas emissions and minimise environmental impacts by having more of low-carbon operations.

## Minimising Carbon Footprint

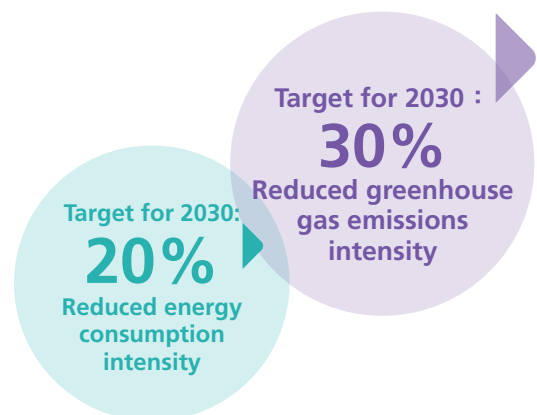
The Group takes a holistic approach to reducing the environmental impact of its business operations and is committed to optimising the use and allocation of resources. Our environmental policy aims to promote environmental progress by implementing measures to realise our vision of reducing the Group's environmental footprint.

In order to fulfil its corporate responsibility and to mitigate the impact of climate change, the Group has set a number of 2030 emissions reduction targets for its Hong Kong operations (with a base year of 2019), and will continue to monitor the progress and effectiveness of these targets.

During the year, the Group had zero instances of non-compliances with relevant laws and regulations that could have a significant impact on the Group relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.

### Energy Saving

The Group has been actively pursuing different forms of carbon emissions reduction and environmental protection solutions, and is committed to reducing greenhouse gas emissions and minimising the environmental impact by optimising its mode of operations and increasing its investment in green energy. In the face of challenges such as the economic downturn, we continue to actively participate in promotion of environmental protection initiatives and work with the industry to implement a low-carbon transformation towards carbon neutrality. During the year, we were once again recognised for our sustainable environmental contribution by way of the "Hong Kong Awards for Environmental Excellence" Merit Award (6th consecutive year) and the "Hong Kong Green Organisation Certification" (7th consecutive year). Notably, we also garnered the Bronze award in Service Category, the BOC Corporate Low-carbon Environmental Leadership Awards 2023 & Eco Challenger for the first time.



We continuously monitor our energy use and operations, implementing multiple energy-saving measures and energy management programmes aimed at reducing energy consumption and further decreasing greenhouse gas emissions, striving to achieve the established targets for both energy consumption and greenhouse gas emissions.

### Intelligent Devices

- The introduction of automated intelligent machines in kitchens effectively reduces the high temperature generated and lowers air-conditioning power consumption.
- Energy-saving dishwashers with a heat recovery system are now installed in outlets. These dishwashers can save up to 70% of energy consumption compared to conventional dishwashers, significantly reducing energy consumption levels in kitchens.
- As of 2023, the Group has introduced a total of 34 units of various models of energy-saving dishwashers.



### Lighting Management

- Promote the use of different lighting patterns by staff during peak and off-peak hours and maximise the use of natural light for lighting purposes.
- Regular inspection of over-illuminated areas and implementation of optimised management measures while ensuring adequate lighting and safety.
- Replacement of old lighting fixtures with energy-saving light-emitting diode (LED) fixtures.



### Air Conditioning System Management

- Promote the use of different cooling modes by staff during peak and off-peak hours and the use of energy-saving modes while maintaining the ambient room temperature.
- Maximise cooling efficiency through regular maintenance of equipment and optimisation of air-conditioning system design to speed up the air-circulation rate and reduce the load on the refrigeration system.

### Refrigeration Management

- Optimise the location of refrigerators and freezers to prevent external disturbances from increasing the load on the refrigeration system

## Energy Consumption and Carbon Footprint

The Group's energy consumption is mainly attributable to consumption of electricity at various operating sites, consumption of natural gas from Towngas, and consumption of petrol and diesel oil by vehicles. Through a series of energy saving measures such as the use of energy saving equipment, management of lighting fixtures, management of air-conditioning systems, management of refrigeration equipment and so on, the Group's total energy consumption during the year amounted to 70,892.0 MWh, representing an increase of 10.8% as compared with 2022. The majority of the energy consumption for the year was purchased electricity, which accounted for 81.9% of the total energy consumption.

Categories	Unit	2023	2022	% Change
Direct energy consumption <sup>2</sup>	MWh	12,826.0	11,619.4	10.4%
Indirect energy consumption -Purchased electricity	MWh	58,066.0	52,358.9	11.0%
Total energy consumption <sup>3</sup>	MWh	70,892.0	63,978.3	10.8%
Intensity of energy consumption	MWh/sales turnover (\$ M)	22.1	23.9	-7.5%

During the year, the Group's total GHG emissions amounted to 29,462.2 metric tonnes of carbon dioxide equivalent, mainly attributable to the purchased electricity in Scope 2 (accounting for approximately 88.6% of the total emissions) and consumption of gas in Scope 1 (accounting for approximately 9.3% of the total emissions). Total greenhouse gas emissions increased by 9.1% year-on-year. The Group has also been actively promoting upgrading of energy-efficient electric cookers to enhance energy efficiency while effectively reducing carbon emissions.

Categories	Unit	2023	2022	% Change
Scope 1-Direct GHG emissions <sup>4</sup>	Tonne of CO <sub>2</sub> e	2,748.6	2,687.3	2.3%
Scope 2-Energy indirect GHG emissions <sup>5</sup>	Tonne of CO <sub>2</sub> e	26,108.2	23,867.5	9.4%
Scope 3-Other indirect GHG emissions <sup>6</sup>	Tonne of CO <sub>2</sub> e	605.3	461.4	31.2%
Total GHG emissions (Scope 1, 2&3)	Tonne of CO <sub>2</sub> e	29,462.1	27,016.2	9.1%
Intensity of GHG emissions	Tonne of CO <sub>2</sub> e	9.2	10.1	-8.9%

<sup>2</sup> The direct energy consumption consists of town gas consumption (11,200.3 MWh), as well as petrol (333.5 MWh) and diesel consumption (1,292.2 MWh) from vehicle operation.

<sup>3</sup> Electricity and gas consumption in energy usage are calculated based on actual bills.

<sup>4</sup> Scope 1 emissions include combustion of fossil fuels from stationary and mobile sources, and greenhouse gas emissions from the operation of equipment and systems.

<sup>5</sup> Scope 2 emissions include greenhouse gas (GHG) emissions from purchased electricity and gas.

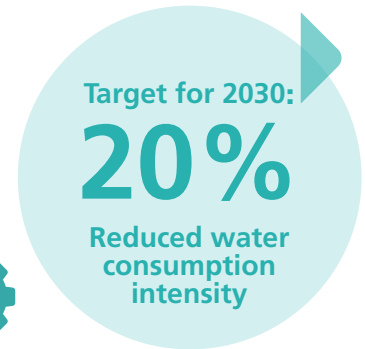
<sup>6</sup> Scope 3 emissions include methane generated from wastepaper disposed of at landfills in Hong Kong, greenhouse gas (GHG) emissions due to electricity consumption for treatment of potable water by the Water Supplies Department (WSD), and electricity consumption for treatment of sewage by the Drainage Services Department (DSD).

## Optimising Resource Utilisation

We consistently follow environmental management practices to ensure that our restaurants operate in compliance with the stipulated conditions and remain responsive to possible regulatory changes. The Group recognises the importance of environmental management to sustainable development of the community and will continue to improve and enhance its overall environmental performance.

### Water Management

The Group strictly complies with the Water Pollution Control Ordinance (Cap. 358) and endeavours to reduce consumption of water in its daily operations by implementing a number of water conservation measures and optimising its work processes in order to achieve its water conservation targets.



#### Restrictions on water consumption

- Measures to avoid wastage of water and detergent in the cooking and cleaning process



#### Optimisation of practices or systems

- Maintain plumbing system to prevent wastage due to leakage
- Reduce water flow from taps, including installation of water-saving taps in outlets
- Optimise the use of detergent in dishwashers and cleaning cycles in all restaurants
- Introduce water dispensers in some outlets to optimise work processes

During the year, the Group's total water consumption was 889,243 m<sup>3</sup>, representing an increase of 13.5% compared to 2022, which was mainly due to the increase in the number of restaurant outlets as well as the increase in turnover. During the year, the Group did not record any problem in procuring water suitable for its operations.

Categories	Unit	2023	2022	% Change
Total water consumption <sup>7</sup>	Cubic metre	889,243	783,145	13.5%
Intensity of water consumption	Cubic metre/sales turnover (\$ M)	276.9	292.7	-5.4%

### Green Energy Investment

We continue to participate in the local solar Feed-in Tariff Scheme to actively promote the development of renewable energy in Hong Kong. The Group installed 33 solar panels on the roof of its Fo Tan factory, generating a total of 6,410 KWh of electricity during the year, all of which was uniformly transmitted to the power grid. The Group has also continued to invest in green energy development. During the year, the Group purchased a total of 600,000 KWh in renewable energy and achieved a saving of 234,000 kg of carbon dioxide emissions.

### Packaging Consumption

The packaging materials used by the Group include takeaway packaging and product packaging, as well as other materials such as disposable tableware, posters, tissues and menu, etc. During the year, the Group used 558.8 tonnes of packaging materials for finished products, representing a decrease of 22.6% in the amount used as compared to last year.

<sup>7</sup> The total water consumption is calculated based on actual water utility bills.



Categories	Unit	2023	2022	% Change
Packing materials used for finished products	Tonne	558.8 <sup>8</sup>	721.9 <sup>9</sup>	-22.6%
Intensity of packing materials used for finished products	Tonne/sales turnover (\$ M)	0.17	0.27	-37%
Use of other materials <sup>10</sup>	Tonne	277.5	319.6	-13.2%

The Group has taken practical actions to support the "Go Plastic" campaign launched by the Environmental Protection Department in order to actively complement the Government's call for plastic waste reduction as mentioned in the 2018 Policy Address. The Group has introduced a number of innovative and cost-effective packaging initiatives, avoided excessive paper consumption by optimising the ordering process and adopting a paperless ordering system. It actively seeks renewable and environmentally-friendly materials to replace packaging materials such as plastic tableware.

### Paperless Project

Taking advantage of recent progress in Object Character Recognition (OCR) technology, the Group has implemented a paperless "A.I. Image Capture" system that uses OCR to extract and organise data from the receipts & delivery notes of goods received from suppliers at restaurants. Digitalising this process has achieved significant time savings in massive physical paper-handling, logistics, filing/storage, invoice matching and the subsequent payment process. The Group is extending this initiative to other areas of operations.

We have upgraded the Human Resource Management System (HRMS) App, which not only helps staff to digitally record their daily attendance, payroll, tax and leave application, but also helps to reduce paper consumption. Extending to our restaurant networks, we have fully implemented the automatic ordering system (ODO) which provides customers with the convenience of ordering food and settling payment to reduce the amount of paper used.

### Plastic Consumption

The Group has set targets to respond to various campaigns or schemes, including the "Control of Disposable Plastic Tableware" scheme, the "Plastic Shopping Bag Charging Scheme", and the "No Straw Campaign" organised by the Ocean Park Conservation Foundation Hong Kong.



Completely stop the use of foam food containers and replace them with reusable or degradable plastic containers



Phase out non-degradable plastic bags with degradable materials (e.g., paper bags)



Replace plastic utensils (e.g., stirrers, knives, cups, plates) with wooden or paper alternatives



Replace plastic drinking straws with paper or stainless steel straws

### Poon Choi (盆菜) Container Recycling and Reuse Campaign

The "Poon Choi Container Recycling and Reuse Campaign" aims to reduce the waste of Poon Choi containers and to achieve effective use of resources through recycling and reuse. Starting from 2020, the Group has been actively promoting the "Poon Choi Container Recycling and Reuse Campaign" to encourage customers to be more environmentally friendly. This initiative has been well received by customers over the years and a total of 1,430 containers were recycled. Additionally, this year, the Group continued to cooperate with Po Leung Kuk (保良局) as the supplier of Poon Choi for its "Charity Poon Choi Fund Raising Programme" in 2023-2024.



In the future, the Group will continue to increase the purchase of renewable and environmentally friendly tableware and other packaging materials, and strengthen monitoring and management of sustainable use of packaging materials.

<sup>8</sup> The data for 2023 is calculated based on actual usage, primarily due to the end of the pandemic, which led to a reduction in the use of disposable utensils with the resumption of dine-in services

<sup>9</sup> The data for 2022 is calculated based on procurement orders rather than actual usage.

<sup>10</sup> Other materials include disposable tableware, tissues and thermal paper, posters, leaflets, coupons, menu, etc.

## Emissions Control

### Air Emissions

Air emissions from the Group's operations consist of nitrogen oxides, sulfur oxides and respirable suspended particles (RSP), which are mainly generated from combustion of fossil fuel in the logistics department and kitchens. During the year, the Group generated a total of 2.3 tonnes of nitrogen oxides, 0.003 tonnes of sulfur oxides and 0.2 tonnes of RSP. The Group's air emissions have been gradually reduced after the kitchen equipment were upgraded.

Categories	Unit	2023	2022	% Change
Nitrogen oxides	Tonne	2.3	1.9	21.1%
Sulfur oxides	Tonne	0.003	0.003	-
Respirable suspended particles	Tonne	0.2	0.2	-

### Waste Management

We are striving to incorporate the concept of "sustainable economy" into our daily work practices by implementing a number of measures to manage the waste generated from our business operations.

During the year, waste generated by the Group was only non-hazardous waste, including waste oil, food waste and other domestic waste generated from offices, restaurants and food factories, which were collected and treated by third party organisations with relevant qualifications. The total amount of non-hazardous waste was 7,907 tonnes, representing an increase of 37.3% over 2022, mainly due to the increase in the number of restaurant outlets and higher turnover.



Categories	Unit	2023	2022	% Change
Total hazardous waste produced	Tonne	0	0	-
Intensity of hazardous waste produced	Tonne/sales turnover (\$ M)	0	0	-
Total non-hazardous waste produced <sup>11</sup>	Tonne	7,907.0	5,760.5	37.3%
Waste Oil	Tonne	1,415.9	1,453.1	-2.6%
Food waste and other non-hazardous waste	Tonne	6,491.1	4,307.4	50.7%
Intensity of non-hazardous waste produced	Tonne/sales turnover (\$ M)	2.5	2.2	-9.1%

## Wastewater Management

The Group's food factories pre-treat all wastewater in accordance with legal requirements. Third-party environmental protection experts regularly assess the effectiveness of the effluent treatment to minimise the risk of discharge of inadequately treated effluent.

## Food Waste Management

We are dedicated to reducing food waste and exploring ways to manage and minimise it in our daily operations. Clear guidelines have been established to reduce food waste generated by our staff in the process of food preparation in kitchens. We work closely with our landlords and promote food waste management programmes to increase recovery and recycling of food waste. Additionally, we convert some waste oil into bioenergy to supply logistics department trucks. In 2023, the Group participated in three programmes to improve food waste management.

<sup>11</sup> Non-hazardous waste includes waste oil, food waste and other non-hazardous waste.

### Swire Green Kitchen Initiative

The Phở Lê and TeaWood outlets of the Group located at Citygate, Tung Chung, have been recognised for participation in the “Green Kitchen” programme. This programme acknowledges the Group's environmental initiatives and its efforts in food waste recycling.



### Food Wise Hong Kong (FWHK) Campaign

The FWHK campaign aims to promote reduction of food waste by emphasising the value and rational use of food. This will help mitigate the impact of food waste on the environment and the society. The initiative encourages people to take food-saving actions in daily lives, such as planning their diets wisely, making full use of surplus food, and supporting organisations and individuals to participate in food recovery and sharing programmes. Businesses and caterers are encouraged to reduce food waste and support food banks and other corresponding organisations. This campaign is a key step towards achieving Hong Kong's goal of net zero emissions by 2050. Tai Hing is proud to be an official signatory to the Food Wise Eateries Scheme and the Food Wise Charter.

# COMMUNITY INVOLVEMENT



# COMMUNITY INVOLVEMENT

The Group is committed to building a better community and actively collaborates with charitable organisations for many years to fulfil its social responsibilities and contribute to public welfare. Through supporting and sponsoring various diverse community investment programmes, we have helped over a hundred thousand individuals at the grassroots level. We have established a Community Investment Policy and a Volunteer Reward Programme, employing a systematic, professional community investment strategy to support sustainable community development. This year, the Group has continued to focus on "Tai Hing Care", concentrating resources on protecting the earth, caring for the elderly, and promoting youth development as key areas of services. We encourage more employees to participate and join the corporate volunteers team to build a better community together and spread warmth and love to those in need.



Collaborated with  
**20**  
charitable/social  
welfare organisations



Total charitable  
donations of  
**HK\$550,000**



Donated approximately  
**12,000** Tai Hing  
foods benefiting over  
**20,000** beneficiaries  
this year

## Saving the Planet



### Visiting Eco-Friendly Organic Farms

The Group actively promotes environmental education, starting with the community and children. In October, our corporate volunteer team took more than ten children from underprivileged families in Tuen Mun to visit the Youth Organic Farm in Fanling, deepening their understanding of farming, nature and the importance of environmental conservation from an early age.



### Act Together to Preserve Biodiversity

This year, Tai Hing volunteers teamed up with their families to participate in the "Ecological Defense Race 2023", a charity run organised by the Ocean Park Hong Kong Conservation Foundation (海洋公園保育基金), contributing to sustainable environmental development and protecting biodiversity. The funds raised by this event will support the Conservation Foundation's wildlife conservation projects in Hong Kong and Asia.



## Fostering the Future Pillars



### Hosting the Tai Hing Parent-Child Cooking Competition

The Group co-organised a parent-child cooking experience activity with the Jockey Club Kin Sang Youth S.P.O.T. of the Hong Kong Federation of Youth Groups (香港青年協會賽馬會建生青年空間) in Tuen Mun. Two chefs of Tai Hing demonstrated how to cook simple dishes among six groups of participating parents and children and shared with them the cooking techniques. All participating teams worked together to complete the designated dishes and spent a wonderful evening with our volunteers.



### Tai Hing x Yan Oi Tong sky train barbecue party

Co-organised with Yan Oi Tong Tuen Mun Community Center (仁愛堂屯門社區中心), the Group has invited low-income families from Tuen Mun district to partake in a Korean barbecue party at Bingle Bingle, the newly opened thematic restaurant in July. Ms. Jojo Chan, the Group's Executive Director, has mobilized a group of volunteers to play bingle game with children and distributed souvenirs. All have spent a wonderful evening which were full of laughter and perfect snapshot moments.

## Caring for the Community and Vulnerable Groups



### Spreading warmth to the community through festive donations & visits

During the Dragon Boat Festival, the Group collaborated with 8 social welfare organisations from May to June, donating a total of over three hundred thousand dollars in 500 boxes of Chicken Essence, and nearly 2,000 rice dumplings to the community, beneficiaries include students, the elderly, and underprivileged families.

In addition, the Corporate Volunteer Team also visited the community service center to play quiz games and send goodie bags to the elderly, making the festival more blissful and meaningful!



**Tai Hing Heroes joined the Salvation Army Charity Run**

The Group encourages colleagues to do good deeds in their spare time. In mid-October, the corporate volunteer team formed a small team of "Tai Hing Hero" and participated in a charity run held at the Science Park in Ma Liu Shui. All funds raised here were donated to The Salvation Army Hong Kong. With the Group's financial support, our Tai Hing Heroes hoping to do their best for charity.

**Supporting Food Angel's "Delivering Food With Love 2023" Thanksgiving Luncheon**

During the year, the Group participated in the "Delivering Food With Love 2023" luncheon to support Food Angel's initiative, deepening understanding of their food assistance services and facilities, and received a mascot thank you plaque as a commemoration. Through our intranet, the Group further spreads the message of "Love Food, Hate Waste" to encourage employees donating food to those in need, becoming food angels to help solving hunger issues.



**Connecting with Nature:**

**Organic Vegetable Planting Day**

The Executive Director of the Group led 25 volunteers to visit the Greenfield Organic Education Farm (綠田園基金有機教育農場) in Fanling's Hok Tau Village to learn different vegetable planting techniques and basic farming knowledge during autumn. The volunteers got hands-on the experience in the fields, enjoying the fun of farming surrounded with greeneries and under the sun. Several months later, the team returned to the farm to harvest the crops and 120 portions of vegetables were donated to the Hong Kong Down Syndrome Association, spreading social inclusion and promoting a green living.



**Supporting Local Cultural Development**



**Sponsoring the "POK OI SO ME SHOW MUSIC" Concert**

The Group has always been unstinting in its charitable efforts, having sponsored a two-day charity concert organised by Pok Oi Hospital (博愛醫院) in West Kowloon. The show featured 30 performing units who gave their all to uplift spirits, spread love and positivity with music and song. All proceeds from ticket sales were donated to support the development of youth services at Po Leung Kuk, adding to meaningful impact of the event.



**Supporting "The Avenue of Pop Dreams" Parade and Exhibition**

In bid to support Hong Kong's pop art culture, the Group sponsored "The Avenue of Pop Dreams" breakdance parade and superstar exhibition organised by Starlight Avenue Management Limited (星光大道管理有限公司) and co-sponsored by the Yau Tsim Mong District Office for Civil Affairs (油尖旺民政事務處). This event was a part of the "Hong Kong Pop Culture Festival 2023", coinciding with breakdancing being included for the first time in the Hangzhou Asian Games and the Paris Olympics. Five representatives of the Hong Kong breakdancing team were invited to perform in a novel arrangement of breaking dance, leading guests and fan clubs of the four superstars in paying tributes to Bruce Lee, Anita Mui, Leslie Cheung, and Danny Chan. The entire parade, repleted with sound and image, was designed to depict the performance of these four superstars in immortal classics.





### Co-organise University courses to cultivate industry talents

The Group remains committed to talent development and has partnered with the School of Continuing and Professional Studies at The Chinese University of Hong Kong (中文大學專業進修學院) to launch a new Diploma Programme in Catering Management. The programme is designed to be diverse and comprehensive, offering students a well-rounded education in the field. To support the programme, the Group provides promotional content and set up a "Catering Management Diploma Scholarship" of twenty thousand dollars as well as an internship allowance (no less

than \$14,500). Led by the programme director, the current cohort of students were invited to visit the Group's headquarter and toured around the functional departments of Human Resources, Marketing and Finance to understand the daily operations and catering logistics. We aim to offer professional trainings and provide development opportunities for young people in catering management, enhancing overall Hong Kong's competitiveness.

### Community Partners/Beneficiaries

Adhering to our core values, we remain firmly committed to fulfilling our corporate social responsibility, fostering a "Tai Hing Care" culture for serving the community and caring for vulnerable groups. We mobilize our colleagues, their families and friends to join the corporate volunteer team and actively participate in volunteering. During the year, the Group also supported the purchase of charity coupons from the Hong Kong Young Women's Christian Association (香港基督教女青年會), in which all proceeds went to support its career development and continuing education department - the Kowloon East Continuing Education Centre. Leveraging our industry strengths, we have utilized our extensive restaurant network to facilitate charitable initiatives. Fundraising boxes from our social welfare partners have been strategically placed across our restaurants, making community donations easily accessible.

With years of accumulated experience in community involvement and investment, the Group has been recognised by The Hong Kong Council of Social Service at the Caring Company award for 20 consecutive years. Looking ahead, the Group will continue to strive for sustainable growth, not only participating in various community projects but also expanding the beneficiary coverage. While seizing dynamic opportunities in the low-carbon economy and building a future-oriented enterprise, we focus on enhancing the welfare of our employees, customers, and the community.



香港青年協會  
the hongkong federation of youth groups



香港復康會  
The Hong Kong Society  
for Rehabilitation





# APPENDICES

## Laws and Regulations

Aspect	Applicable Legislation and Regulations
<b>Environment</b>	Air Pollution Control Ordinance Waste Disposal Ordinance Noise Control Ordinance Water Pollution Control Ordinance
<b>Employment and Labour Standards</b>	Employment Ordinance Disability Discrimination Ordinance Sex Discrimination Ordinance Race Discrimination Ordinance Minimum Wage Ordinance Mandatory Provident Fund Schemes Ordinance
<b>Health and Safety</b>	Occupational Safety and Health Ordinance Employees' Compensation Ordinance Factories and Industrial Undertakings Ordinance Occupational Safety and Health Regulation
<b>Product Responsibility</b>	Food Safety Ordinance Food and Drugs (Composition and Labelling) Regulations Public Health and Municipal Services Ordinance Prevention and Control of Disease (Requirements and Directions) (Business and Premises) Regulation Product Eco-responsibility Ordinance Consumer Goods Safety Ordinance Trade Descriptions Ordinance Copyright Ordinance Trade Marks Ordinance Personal Data (Privacy) Ordinance
<b>Anti-corruption</b>	Prevention of Bribery Ordinance Anti-Money Laundering and Counter-Terrorist Financing Ordinance Competition Ordinance Securities and Futures Ordinance

## Environmental KPIs

Summary of KPIs	Unit	2023	2022
<b>Waste air emissions</b>			
Nitrogen oxides	Tonne	2.3	1.9
Sulfur oxides	Tonne	0.003	0.003
Respirable suspended particles	Tonne	0.2	0.2
<b>Greenhouse gas(GHG) emissions</b>			
Scope 1	Tonne of CO <sub>2</sub> e	2,748.6	2,687.3
Scope 2	Tonne of CO <sub>2</sub> e	26,108.2	23,867.5
Scope 3	Tonne of CO <sub>2</sub> e	605.3	461.4
Total GHG emissions (Scopes 1, 2 & 3)	Tonne of CO <sub>2</sub> e	29,462.1	27,016.2
Intensity of GHG emissions	Tonne of CO <sub>2</sub> e /sales turnover (\$M)	9.2	10.1
<b>Waste produced</b>			
Total hazardous waste produced	Tonne	0	0
Intensity of hazardous waste produced	Tonne/sales turnover (\$ M)	0	0
Total non-hazardous waste produced	Tonne	7,907.0	5,760.5
Intensity of non-hazardous waste	Tonne/sales turnover (\$ M)	2.5	2.2
<b>Energy consumption</b>			
Direct energy	MWh	12,826.0	11,619.4
Indirect energy	MWh	58,066.0	52,358.9
Total energy consumption	MWh	70,892.0	63,978.3
Intensity of energy consumption	MWh/sales turnover (\$ M)	22.1	23.9
<b>Water consumption</b>			
Total water consumption	Cubic metre	889,243.0	783,145.0
Intensity of water consumption	Cubic metre/sales turnover (\$ M)	276.9	292.7
<b>Packaging material used for finished products</b>			
Total amount of packaging material used	Tonne	558.8	721.9
Intensity of packaging material used	Tonne/sales turnover (\$ M)	0.17	0.27

## Social KPIs

Summary of KPIs	Unit	2023	2022
<b>Overview of workforce</b>			
<b>Total</b>	person	4,652	4,204
<b>By gender</b>			
Male	person	1,438	1,311
Female	person	3,214	2,893
<b>By age group</b>			
Below 30	person	936	805
30–50	person	1,757	1,696
Above 50	person	1,959	1,703
<b>By rank group</b>			
Senior management	person	10	10
Middle management	person	1,013	802
General staff	person	3,629	3,392
<b>By employment type</b>			
Full-time	person	3,040	3,036
Part-time	person	1,612	1,168
Other types of workforce	person	-	-
<b>By region</b>			
Hong Kong	person	4,652	4,204
Other regions	person	N/A	N/A
<b>Staff turnover rate</b>			
<b>Total</b>	%	74.6	76.0
<b>By gender</b>			
Male	%	23.5	22.3
Female	%	51.1	53.7
<b>By age group</b>			
Below 30	%	21.8	22.2
30–50	%	23.2	27.1
Above 50	%	29.5	26.7
<b>By region</b>			
Hong Kong	%	74.5	76.0
Other regions	%	N/A	N/A
<b>Occupational health and safety</b>			
Number and rate of work-related fatalities	person (%)	0 (%)	0 (%)
Number of work-related injury cases	case	77	53
Work-related injury rate	%	1.66	1.26
Lost days related to work-related injury	day	1,695	1,655

Summary of KPIs	Unit	2023	2022
<b>Development and training</b>			
<b>Total number and percentage of trained staff</b>	person (%)	3,641(78.3%)	2,946(70.1%)
<b>By gender</b>			
Male	person (%)	1,202(83.6%)	926 (70.6%)
Female	person (%)	2,439(75.9%)	2,020 (69.8%)
<b>By rank group</b>			
Senior management	person (%)	10(100%)	10 (100%)
Middle management	person (%)	1,345 <sup>12</sup> (132.8%)	766 (95.5%)
General staff	person (%)	2,286(63.0%)	2,170 (64.0%)
<b>Average training hours per staff member</b>	hour/person	9.03	4.48
<b>By gender</b>			
Male	hour/person	9.30	4.70
Female	hour/person	8.89	4.38
<b>By rank group</b>			
Senior management	hour/person	8.51	7.70
Middle management	hour/person	9.09	5.71
General staff	hour/person	8.99	4.03
<b>Number and percentage of staff receiving regular performance and career development reviews</b>	person (%)	2,959(63.6%)	3,036 (72.2%)
<b>By gender</b>			
Male	person (%)	992(69.0%)	979 (74.7%)
Female	person (%)	1,967(61.2%)	2,057 (71.1%)
<b>By rank group</b>			
Senior management	person (%)	10 (100.0%)	10 (100.0%)
Middle management	person (%)	891(88.0%)	797 (99.4%)
General staff	person (%)	2,058(56.7%)	2,229 (65.7%)

<sup>12</sup>Including former staffs

## HKEX ESG REPORTING GUIDE CONTENT INDEX

Aspect	Requirements of HKEX's ESG Reporting Guide	Section/Remarks
<b>Governance Structure</b>		
<b>Mandatory Disclosure</b>	<p>A statement from the board containing the following elements:</p> <ul style="list-style-type: none"> <li>(i) a disclosure of the board's oversight of ESG issues;</li> <li>(ii) the board's ESG management approach and strategy, including the process used to evaluate, prioritise and manage material ESG-related issues (including risks to the issuer's businesses); and</li> <li>(iii) how the board reviews progress made against ESG-related goals and targets with an explanation of how they relate to the issuer's businesses.</li> </ul>	MESSAGE FROM THE CHAIRMAN
<b>Reporting Principles</b>		
<b>Mandatory Disclosure</b>	<p>A description of, or an explanation on, the application of the following Reporting Principles in the preparation of the ESG report:</p> <ul style="list-style-type: none"> <li>(a) Materiality: The ESG report should disclose: <ul style="list-style-type: none"> <li>(i) the process to identify and the criteria for the selection of material ESG factors; (ii) if a stakeholder involvement is conducted, a description of significant stakeholders identified, and the process and results of the issuer's stakeholder involvement.</li> </ul> </li> <li>(b) Quantitative: Information on the standards, methodologies, assumptions and/or calculation tools used, and source of conversion factors used, for the reporting of emissions/energy consumption (where applicable) should be disclosed.</li> <li>(c) Consistency: The issuer should disclose in the ESG report any changes to the methods or KPIs used, or any other relevant factors affecting a meaningful comparison.</li> </ul>	<p>ABOUT THIS REPORT</p> <p>Stakeholder involvement is undertaken to identify issues related to sustainability that are material to the Group and these are adequately addressed in this report.</p> <p>The report indicates which data have been estimated, and the underlying assumptions and techniques used for the estimation, or where that information can be found.</p> <p>The report and its information can be compared on a year-to-year basis. Any significant variation between reporting periods can be identified and explained. There were no changes to the methods or KPIs used during the year.</p>
<b>Reporting Boundary</b>		
<b>Mandatory Disclosure</b>	<p>A narrative explaining the reporting boundaries of the ESG report and describing the process used to identify which entities or operations are included in the ESG report. If there is a change in the scope, the issuer should explain the difference and reason for the change.</p>	Reporting Boundary

Aspect	Requirements of HKEX's ESG Reporting Guide	Section/Remarks
<b>A. Environmental</b>		
<b>A1 : Emissions</b>	<b>General Disclosure</b> Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	Minimising Environmental Carbon Footprint
<b>A1.1</b>	The types of emissions and respective emissions data.	Emission Control ∙ Environmental KPIs
<b>A1.2</b>	Direct (Scope 1) and indirect (Scope 2) greenhouse gas emissions and intensity	Minimising Environmental Carbon Footprint ∙ Environmental KPIs
<b>A1.3</b>	Total amount of hazardous waste generated (in tonnes) and (where applicable) density (calculated per unit of production, per facility)	Emission Control ∙ Environmental KPIs
<b>A1.4</b>	Total amount of non-hazardous waste generated (in tonnes) and (where applicable) density (calculated per unit of production, per facility)	Emission Control ∙ Environmental KPIs
<b>A1.5</b>	Description of emission target(s) set and steps taken to achieve them.	Emission Control ∙ Environmental KPIs
<b>A1.6</b>	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction	Emission Control
<b>A2 : Use of resources</b>	<b>General Disclosure</b> Policies on efficient use of resources, including energy, water and other raw materials.	Optimising Resource Utilisation
<b>A2.1</b>	Direct and/or indirect energy consumption by type in total and intensity.	Minimising Environmental Carbon Footprint ∙ Environmental KPIs
<b>A2.2</b>	Water consumption in total and intensity.	Optimising Resource Utilisation ∙ Environmental KPIs
<b>A2.3</b>	Description of energy use efficiency target(s) set and steps taken to achieve them.	Minimising Environmental Carbon Footprint ∙ Optimising Resource Utilisation
<b>A2.4</b>	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.	Optimising Resource Utilisation
<b>A2.5</b>	Total packaging material used for finished products and with reference to per unit produced.	Optimising Resource Utilisation ∙ Environmental KPIs

Aspect	Requirements of HKEX's ESG Reporting Guide	Section/Remarks
<b>A. Environmental</b>		
<b>A3 : The environment and natural resources</b>	<b>General Disclosure</b> Policies on minimising the issuer's significant impacts on the environment and natural resources.	Minimising Environmental Carbon Footprint ∙ Optimising Resource Utilisation
	<b>A3.1</b> Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Minimising Environmental Carbon Footprint ∙ Optimising Resource Utilisation
<b>A4 : Climate change</b>	<b>General Disclosure</b> Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	Tackling Climate Change
	<b>A4.1</b> Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	Tackling Climate Change
Aspect	Requirements of HKEX's ESG Reporting Guide	Section/Remarks
<b>B. Social</b>		
<b>B1 : Employment</b>	<b>General Disclosure</b> Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	Employment Relations
	<b>B1.1</b> Total workforce by gender, employment type, age group and geographical region.	Employee Overview ∙ Social KPIs
	<b>B1.2</b> Employee turnover rate by gender, age group and geographical region.	Employee Overview ∙ Social KPIs
<b>B2 : Health and safety</b>	<b>General Disclosure</b> Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards	Occupational Safety and Health
	<b>B2.1</b> Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	Occupational Safety and Health ∙ Social KPIs
	<b>B2.2</b> Lost days due to work injury.	Occupational Safety and Health ∙ Social KPIs
	<b>B2.3</b> Description of occupational health and safety and how they are implemented and monitored.	Occupational Safety and Health

Aspect	Requirements of HKEX's ESG Reporting Guide	Section/Remarks
<b>B. Social</b>		
<b>B3 : Development and training</b>	<b>General Disclosure</b> Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities	Ongoing Education and Talent Cultivation
	<b>B3.1</b> The percentage of employees trained by gender and employee category.	Ongoing Education and Talent Cultivation ∙ Social KPIs
	<b>B3.2</b> The average training hours completed per employee by gender and employee category.	Ongoing Education and Talent Cultivation ∙ Social KPIs
<b>B4 : Labour standards</b>	<b>General Disclosure</b> Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour	Employment Management
	<b>B4.1</b> Description of measures to review employment practices to avoid child and forced labour.	Employment Relations
	<b>B4.2</b> Description of steps taken to eliminate such practices when discovered.	Employment Relations
<b>B5 : Supply chain management</b>	<b>General Disclosure</b> Policies on managing environmental and social risks of the supply chain.	Responsible Sourcing
	<b>B5.1</b> Number of suppliers by geographical region.	Responsible Sourcing ∙ Social KPIs
	<b>B5.2</b> Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored	Responsible Sourcing
	<b>B5.3</b> Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Responsible Sourcing
	<b>B5.4</b> Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	Responsible Sourcing



Aspect	Requirements of HKEX's ESG Reporting Guide	Section/Remarks	
<b>B. Social</b>			
<b>B6 : Product responsibility</b>	<b>General Disclosure</b> Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labeling and privacy matters relating to products and services provided and methods of redress.	FOOD FOR QUALITY	
	<b>B6.1</b>	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	FOOD FOR QUALITY
	<b>B6.2</b>	Number of products and service related complaints received and how they are dealt with.	Complaint Handling, Customer Satisfaction
	<b>B6.3</b>	Description of practices relating to observing and protecting intellectual property rights.	Protection of Intellectual Property Rights
	<b>B6.4</b>	Description of quality assurance process and recall procedures.	FOOD FOR QUALITY
	<b>B6.5</b>	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	Customer Privacy and Data Security Protection
<b>B7 : Anti-corruption</b>	<b>General Disclosure</b> Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	Business Ethics	
	<b>B7.1</b>	Number of concluded legal cases brought against the issuer or its employees during the reporting period and the outcomes of the cases.	Business Ethics
	<b>B7.2</b>	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	Business Ethics
	<b>B7.3</b>	Description of anti-corruption training provided to directors and staff.	Business Ethics
<b>B8 : Community involvement</b>	<b>General Disclosure</b> Policies on community involvement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	COMMUNITY INVOLVEMENT	
	<b>B8.1</b>	Focus areas of contribution.	COMMUNITY INVOLVEMENT
	<b>B8.2</b>	Resources contributed to the focus area.	COMMUNITY INVOLVEMENT