

唐宮  
Tang Palace

HONG KONG  
TANG PALACE  
FOOD & BEVERAGE  
GROUP

香港唐宮飲食集團



唐宮(中國)控股有限公司  
TANG PALACE (CHINA) HOLDINGS LIMITED

(Incorporated in the Cayman Islands with limited liability)  
(於開曼群島註冊成立的有限公司)

Stock Code 股份代號 : 1181



ENVIRONMENTAL,  
SOCIAL AND GOVERNANCE REPORT  
環境、社會及管治報告



# 目錄 CONTENTS

Introduction	03	
<b>1. About Tang Palace Group</b>	04	
1.1 Group Profile	04	
1.2 Group Major Development Stages	05	
1.3 Group Culture and Values	06	
1.4 Awards and Accolades	07	
<b>2. Sustainability in Tang Palace Group</b>	12	
2.1 Sustainable Development and Risk Management	12	
2.2 Stakeholders Communications	14	
2.3 Materiality Analysis of Various Issues	15	
<b>3. Happy Environment · Collaborate with Prudence</b>	16	
3.1 Relevant Data for Carbon Emission	20	
3.2 Water Footprint Statistics	22	
3.3 Waste Management	23	
3.4 Other Carbon Emission Reduction Action	26	
<b>4. Happy Operation · Enhancement</b>	28	
4.1 Supply Chain Management	30	
4.2 Food Safety	32	
4.3 Environmental Safety and Health	33	
4.4 Sales and Services	34	
4.5 Rights and Interests Protection	35	
4.6 Integrity and Trust	36	
<b>5. Happy Society · Mutual Support</b>	37	
5.1 Employment Situation	38	
5.2 Training and Development	40	
5.3 Community Contribution	41	
<b>6. Outlook</b>	51	
<b>7. About This Report</b>	52	
<b>8. ESG Index</b>	54	



# Introduction

## Happy Culture, Centenary Vision

From humble beginnings and laying solid foundations, to diversified expansion and transformative upgrades, Tang Palace Group has, over the past thirty-plus years, experienced exploration, innovation, accumulation, and transformation. Gradually, we have developed a corporate culture of “Conveying happiness through Catering.” Our mission is “to bring happiness to our employees and warmth to our customers.” In our operations and decision-making, we uphold the values of “Safety, Kindness, Consideration and Generosity.” We are dedicated to creating a fulfilling life for our employees and a delightful experience for our customers, crafting Tang Palace’s unique flavor of happiness. We are moving forward towards our vision of “Creating an international centennial brand that filled with blessings”.

## Three Scopes for Happy Continuity

The sustainable development of the company is a key factor in advancing the realization of Tang Palace’s vision. In 2024, we continue to take our corporate culture as the cornerstone, staying true to our original aspiration and working together in unity to implement Tang Palace’s sustainable development across three major areas: environment, operation and society.

“Happy Environment, Collaboration” - by involving various stakeholders and combining our strengths, we contribute to environmental protection from multiple perspectives.

“Happy Operation, Prudence and Progress” - with steadfast business principles, we face uncertainties and challenges prudently, continuously striving for improvement.

“Happy Society, Mutual Support” - starting with employee happiness, we further promote happiness within families, enterprises, and society at large, working together in harmony.

## Move together for 30+ years of happiness

We would like to express our gratitude to every member of the Tang Palace family for walking alongside the Group over the past 30+ years. We also sincerely thank our customers, employees’ families, peers in the food and beverage industry, partners, and all stakeholders for their ongoing recognition and support for Tang Palace.

We are committed to continuing to fulfill our responsibilities in environmental, social, and corporate governance as members of the food and beverage industry. We will contribute to the happiness of our employees, customers, shareholders, society, and the environment, working together to create an international centennial brand that filled with blessings.

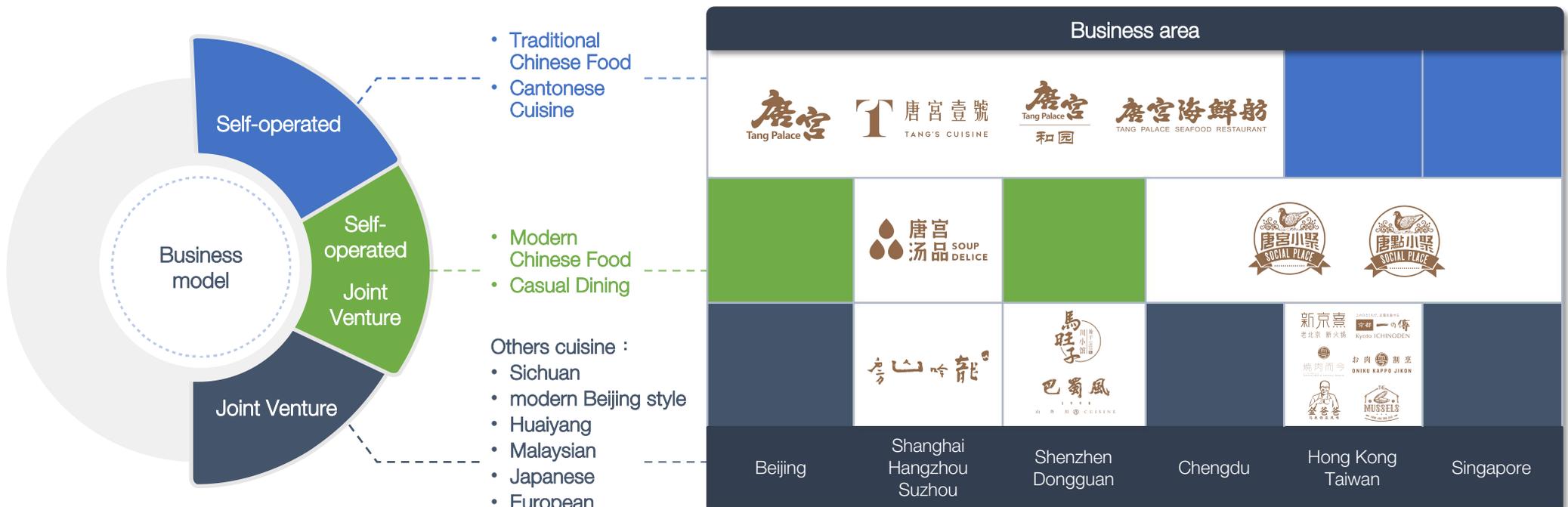


# 1. About Tang Palace Group

## 1.1 Group Profile

We are a chain food and beverage group mainly operated in China. Since 1992, the Group has insisted on conveying happiness to customers through healthy and delicious cuisine, professional and touching services, with the vision of enabling the Company to have a healthy and sustainable development and become an international centennial enterprise.

The Group was listed on the Main Board of the Stock Exchange of Hong Kong Limited (“Stock Exchange”) on 2011 (stock code: 1181). The Group operates multi brands through self-operation and joint venture which aim to cater needs of different consumption markets, providing customers with a variety of high-quality Chinese cuisine, Hong Kong-style dim sum, Japanese cuisine, European cuisine and Malaysian cuisine, with devine service for every customer. As at the end of 31 December 2024, the Group operates 32 restaurants, and owns 17 restaurants under joint ventures. The Group's restaurants are located in Beijing, Shanghai, Shenzhen, Chengdu, Hangzhou, Suzhou, Dongguan, Hong Kong, Taiwan and Singapore with a food factory set up in Shanghai.



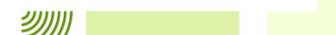
## 1.2 Group Major Development Stages

The Group entered into the mainland food and beverage industry in the nineties, since 1992. We targeting first-tier cities and opening restaurants in Shenzhen, Beijing and Shanghai. After years of hard work, we have gained the recognition of local diners and the industry, and has built up a reputation and a growing number of restaurants.

In its second decade, the Group has gradually expanded to second-tier cities with the opening of restaurants in Dongguan, Suzhou and Hangzhou. Meanwhile, The Group believes that employees are a key element to the sustainable development of the enterprise, so it has gradually established a talent cultivation system with Tang Palace's characteristics based on a caring culture. In 2008, the Group started its corporate development and opened a food factory in Shanghai. Since 2010, the Group introduced different cuisine types to extend our business portfolio, and built up its own internal management system and enhanced the management structure. As a result, the Group was successfully listed on the Stock Exchange in 2011, marking the Group's second decade of its development.

In the third decade, in response to the changing market environment, the Group understands the importance of diversification to its sustainable development, and therefore, based on the study and application of management philosophy and the essence of traditional Chinese culture, we have built a diverse team of internal and external talents. At the same time, the Group has diversified in different industries and areas, including expanding its restaurant distribution, creating new brands, upgrading its brands, collaborating with other brands, broadening its business contents, and marketing channels, moving towards in a more steady manner.

Stepping into the 30+ year milestone, we will continue to uphold the aspiration of "making employees and customers happy". We fulfill our responsibilities in the realms of environment, society, and governance within the catering industry. In this rapidly changing and challenging era, we remain flexible, embrace innovation, and collaboratively strive for excellence. We seek opportunities to expand our business and culinary footprint, all while advancing toward the vision of creating an "International Centennial Brand that filled with blessings".



# 1.3 Group Culture and Values

We believe that the core of a food and beverage company’s culture is to bring happiness to people, just like preparing a warm dinner for family. We have always believed that “happiness can be conveyed through delicious food.” Staying true to our original intention, we take “conveying happiness through catering” as our guiding principle and view “creating happiness for employees” as our corporate mission. We firmly believe that only a happy team can deliver genuine warmth and quality service to every customer.

In our operations and management, we uphold the four core values of “Safety, Kindness, Consideration and Generosity,” and systematically implement our corporate culture through four mechanisms: “Care, Connection, Praise, Growth.” Guided by the culture of “filial piety and gratitude, altruism, and continuous improvement”, we continue to create a stage for our employees to fully realize their potential, enhancing their sense of happiness and belonging. Through the corporate practices of “learning together, growing together, and creating happiness together”, we strive to achieve a win-win future for our employees, the company, and our customers.



## 1.4 Awards and Accolades

Tang Palace is committed to promoting the development of the food and beverage industry, endeavor to improving the professional level of restaurant environment, products and services, cultivating catering talents, fulfilling social responsibilities, and gaining recognition from authoritative organizations, industry associations, customers and partners. Tang Palace has received various awards in 2024 and some are listed below.

### About Happy Operation



Honorary Award,  
Listed Company Awards of Excellence 2024 (Hong Kong)  
《Hong Kong Economic Journal》  
7<sup>th</sup> year Awarded



Hurun China Top 100 Restaurant Brands 2024  
Hurun Report



2023 Top 100 Chinese Catering Enterprises  
China Cuisine Association  
Awarded for 14 consecutive years

# 1.4 Awards and Accolades

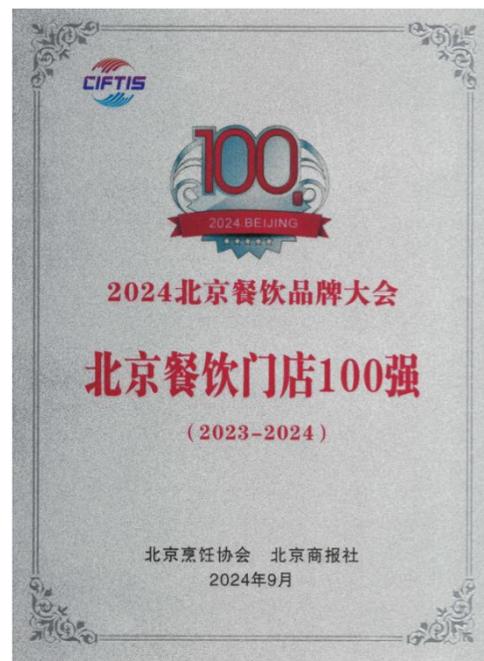
## About Happy Operation (Continued)



**Top 100 Catering Brands 2024**  
The Award of the 5<sup>th</sup> Red Eagle Awards  
of China's Catering  
**Awarded for 3 consecutive years**



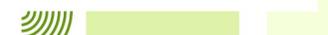
**2024 Beijing Catering Brand Conference**  
**Top 50 Beijing Enterprises (Group)**  
Beijing Cuisine Association, Beijing Business



**2024 Beijing Catering Brand Conference**  
**Top 100 Beijing Restaurant**  
Beijing Cuisine Association, Beijing Business  
**Awarded for 2 consecutive years**



**Best 100 Restaurant-Selected Restaurant**  
Meituan



# 1.4 Awards and Accolades

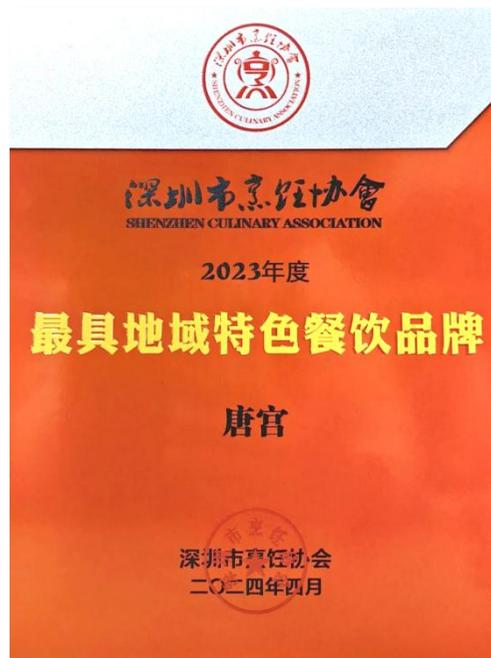
## About Happy Operation (Continued)



Beijing Favorite News Year Eve Dinner Set 2024  
Beijing Favorite News Year Eve Dinner Chart Committee



2023 Golden Phoenix Tree  
China Restaurant Guide Two Star Restaurant  
Ifeng.com  
Awarded for 3 consecutive years



The Most Regionally Distinctive Food and  
Beverage Brand 2023  
Shenzhen Culinary Association



Lifestyle Sharing Chart  
2024 Signature Restaurant  
China Merchants Bank



2024 Catering Industry Conference -  
Innovative Brand of the Year  
Meituan

# 1.4 Awards and Accolades

## About Happy Operation (Continued)



21 stores were award for the “2023 Top 500 Chinese Restaurant”

China Cuisine Association

9<sup>th</sup> year Awarded



# 1.4 Awards and Accolades

## About Happy Society



**Diamond Partner for cooperations with educational**  
**Haikou Tourism College, Hainan Province**  
**cooperated for 17 consecutive years**

## 致谢证书

**唐宫(中国)控股有限公司**

感谢贵企业对“免费午餐基金2024年开学季活动”给予大力支持，积极传播“免费午餐小善大爱”公益理念，陪伴孩子们健康成长！

我们代表受助学童向贵企业致以诚挚敬意！免费午餐基金将持续保持初心，帮助更多中国儿童免于课间饥饿，健康成长。

特颁此证，铭致善举！

## 捐赠证书

DONATION CERTIFICATE

**免费午餐基金简介**

2011年4月2日，郑飞联合500名记者、国内数十家主流媒体和中国社会福利基金会发起免费午餐基金公募计划，倡议每天捐赠4元，帮助孩子们免于课间饥饿，享有热腾腾的免费午餐。

**我们的使命**

帮助中国儿童免于饥饿，健康成长。

**我们的愿景**

通过若干年努力，使免费的午餐成为中国儿童的基本权利。

**我们的战略**

执行安全、高效、可复制的免费午餐开展模式，恪守公开透明的原则，以平台之形态，为捐赠人、志愿者、被捐助对象、公益机构、全职工作人员、政府单位等提供专业、系统服务，持续推动公益事业发展。

免费午餐基金始终秉持“师生同食、就地取材、透明公开、村校联合”的学校执行四项基本原则，保障善款的使用安全及孩子们的用餐安全。

**成都维华唐宫餐饮管理有限公司**

您所捐赠的 壹拾万元整 我们将会按照公开、公正、透明的原则实现您的捐赠意愿，感谢您对免费午餐基金的信任与支持！

爱孩子，也要爱自己。请孩子们吃免费午餐的同时，我们也希望您好好吃饭，一起陪伴孩子们健康成长！

特颁此证 铭致善举！

**“Free Lunch for Children” Charity Project**

**China Social Welfare Foundation**

**participated for 4 consecutive years**

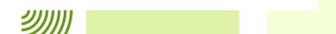
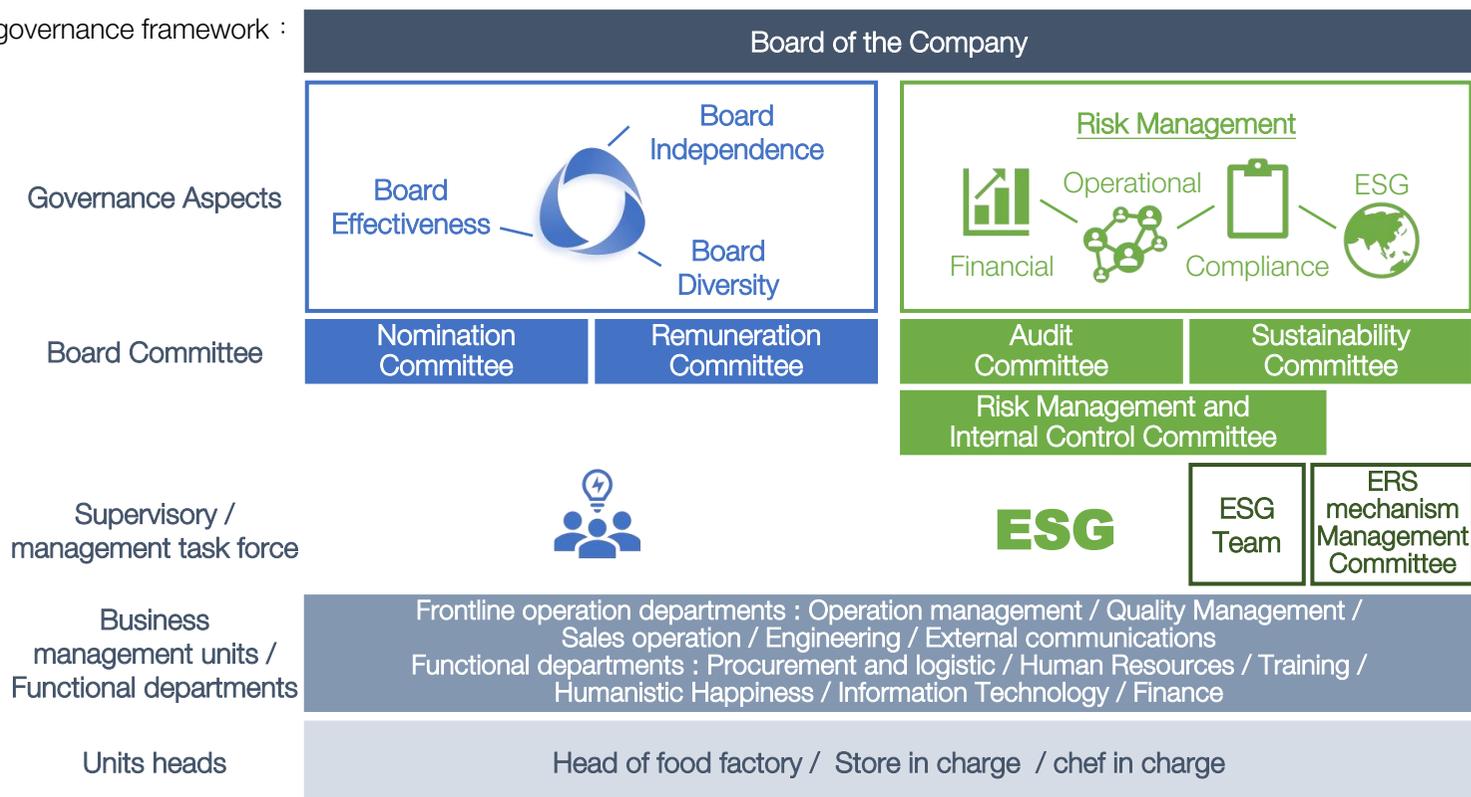
## 2. Sustainability in Tang Palace Group

### 2.1 Sustainable Development and Risk Management

To reinforce the management efficiency of the key ESG issues, the Group has established the Sustainability Committee (the “Sustainability Committee”), under the supervision and leadership of the chairman of the board of directors of the company (the “Board”). The Sustainability Committee integrated with the current management structure to ensure the ESG strategies are effectively implemented into daily operations.

#### Governance Structure

Followings are the current governance framework :

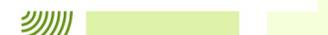


## 2.1 Sustainable Development and Risk Management

### Board Declaration

The board of directors take responsibility for the environmental, social, and governance (ESG) strategies and reporting within the group. They ensure alignment between the group's long-term development strategy, corporate culture, target, and values, while also implementing these principles in day-to-day operations. To incorporate relevant elements of the environment, society, and governance into the strategy-setting process, the board collaborates with the "Sustainable Committee" and the "ESG team". Under the guidance of external expert consultants, this group oversees matters related to environmental, social, and governance affairs. The "Sustainable Committee" convenes at least two meetings annually, during which they review the ESG team's reports and seek input from external experts. This allows them to stay informed about the latest industry trends related to ESG key issues and report significant decisions to the board.

In addition, during the process of collecting and reviewing relevant data, the ESG Team engages in communication and discussions with various operational departments and oversight management teams (such as the Risk Management and Internal Control Committees, as well as the ERS mechanism Management Committee). Beyond identifying ESG-related risks through abnormal operational situations, they also uncover opportunities to enhance management efficiency. This assists the Sustainable Committee in prioritizing and managing initiatives based on business direction and strategy. Simultaneously, the ESG Team conducts interviews with internal and external stakeholders and seeks input from expert consultants. This allows them to understand the status and opportunities related to various ESG key issues within the company. They then establish prioritization for relevant projects and collaborate with different management departments to set quantifiable objectives. These efforts facilitate ongoing management oversight during routine work meetings.



## 2.2 Stakeholders Communications

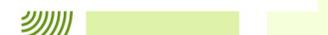
The Group responds and act upon the concerns and expectation of various stakeholders through the following different existing communication channels:

Stakeholders	Government and regulatory authorities	Investors	Customers	Employees	Suppliers / business partners	Community
<b>Concerns / Expectations</b>	<ul style="list-style-type: none"> <li>Compliant operation (production and food safety / environmental protection / pay taxes)</li> <li>Effective internal control and risk management</li> <li>Probity and integrity</li> </ul>	<ul style="list-style-type: none"> <li>Robust results with dividend payout</li> <li>Sustainable growth</li> <li>Operation with probity and transparency</li> <li>Property Intelligence</li> </ul>	<ul style="list-style-type: none"> <li>Food safety</li> <li>Quality services / Environment, High value-for-money</li> <li>Consumer rights protection</li> <li>Diversified and healthy products</li> </ul>	<ul style="list-style-type: none"> <li>Protection the safety / legal rights and interests of employees</li> <li>Competitive compensation and benefits</li> <li>Equal Employment</li> <li>Opportunities for growth and learning</li> </ul>	<ul style="list-style-type: none"> <li>Equitable procurement, Faithful performance of contracts</li> <li>Assurance of food quality and safety</li> <li>Support local procurement</li> </ul>	<ul style="list-style-type: none"> <li>Safe and compliant operation</li> <li>Community welfare / harmony</li> <li>Environmental friendly</li> </ul>
<b>Our response and actions</b>	<ul style="list-style-type: none"> <li>Enhancing compliance awareness</li> <li>Stay informed about current regulations</li> <li>Active follow-up response</li> </ul>	<ul style="list-style-type: none"> <li>Providing stable and sustainable returns</li> <li>Transparent and open information disclosure</li> <li>Multiple and timely communication channels</li> <li>Improving risk management</li> </ul>	<ul style="list-style-type: none"> <li>Implementing strict control over food procurement</li> <li>Protecting consumer rights</li> <li>Comfortable dining environment</li> <li>Providing heartfelt services</li> </ul>	<ul style="list-style-type: none"> <li>Providing diversified training</li> <li>Promoting the work- life balance of employees</li> <li>Establishing a good development platform</li> </ul>	<ul style="list-style-type: none"> <li>Enhancing procurement management</li> <li>Compliance with the contract / agreement</li> <li>Pay attention to the food ingredients source and quality</li> </ul>	<ul style="list-style-type: none"> <li>Focusing on community contribution</li> <li>Promoting a culture of caring</li> <li>Organizing volunteer team</li> <li>Effective management in waste / emission</li> <li>Green advocacy internally and externally</li> </ul>

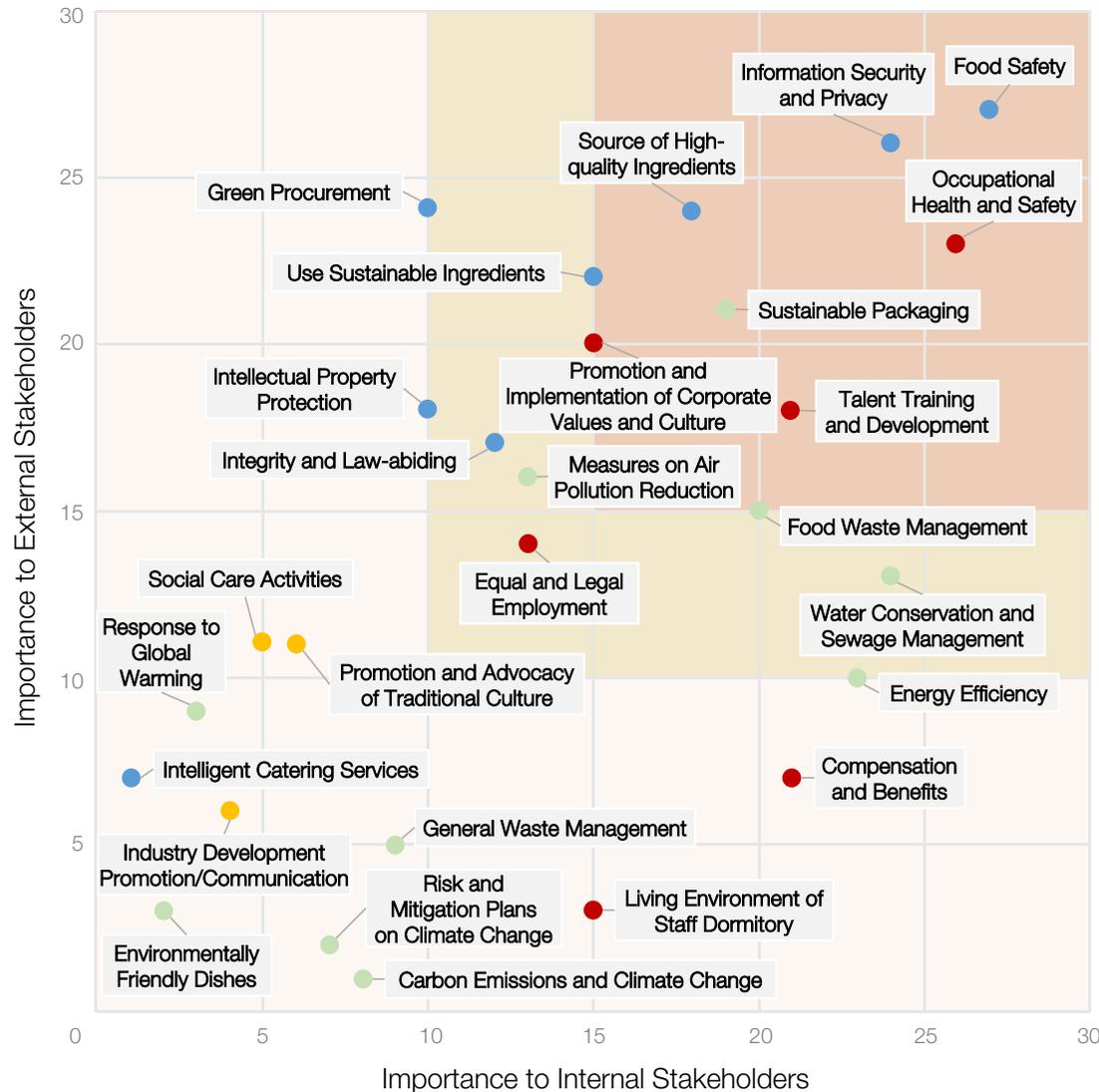
### Diverse communication styles and mediums

<b>Interactive communication</b> Note 1	✓	✓	✓	✓	✓	✓
<b>Specified information submission</b> Note 2	✓	✓		✓	✓	
<b>other communication mechanism</b> Note 3	✓	✓	✓	✓	✓	✓

Note:  
 1. Interactive communication (eg) Site inspection / AGM / post results announcement communication / customers service hotline / training / WeChat Group / Volunteer activities  
 2. Specified information submission (eg): Announcement / Disclosure / Employee appraisal / Integrity Statement  
 3. other communication mechanism (eg): Policy Seminar / official website / email / WeChat Group



## 2.3 Materiality Analysis of Various Issues



We conducted an online survey among key stakeholders identified, both internal and external, to understand their key concerns. A total of 207 questionnaires were distributed and 145 were returned, representing a return rate of 70.0%. The majority of respondents are internal employees, customers and suppliers, the percentages of which are 48%, 27% and 12% respectively. The left chart is the relevant result analysis:

Tier 1 Topics	Category
1 Food Safety	Customers
2 Occupational Health and Safety	Employment
3 Information Security and Privacy	Customers
4 Source of High-quality Ingredients	Customers
5 Sustainable Packaging	Environment
6 Talent Training and Development	Employment
7 Food Waste Management	Environment
8 Use Sustainable Ingredients	Customers
9 Promotion and Implementation of Corporate Values and Culture	Employment



# Happy Environment Collaborate with Prudence



- Relevant Data for Carbon Emission
- Water Footprint Statistics
- Waste Management
- Other Carbon Emission Reduction Action



Relevant Sustainable Development Goals



## 3. Happy Environment

### Climate Change: Effects and Adaptation

According to the latest State of the Global Climate 2024 Report released by the World Meteorological Organization (WMO), 2024 may be the first year in which global temperatures exceed 1.5° C above pre-industrial levels. At the same time, human-induced climate change has reached unprecedented levels. With ongoing advocacy from international environmental organizations and the push from capital markets, attention to and management of environmental impacts are no longer just a reflection of corporate social responsibility—they are now a core strategy for market positioning, risk management, and resource optimization. On the other hand, disclosure frameworks in various countries continue to evolve, requiring companies to provide more quantitative and detailed data disclosures while expanding the scope to include upstream and downstream supply chains. This trend compels businesses to strengthen their internal management mechanisms to meet increasingly stringent compliance requirements. Through value chain analysis, we systematically and continuously assess the environmental impact of different business operations, including energy/resource consumption, greenhouse gas emissions, and waste generation, while consistently improving and refining related management measures.



# 3. Happy Environment

## Climate Change: Effects and Adaptation (Continued)

Climate-related risks pose material short- and long-term threats to our operations and value chain. The Group has identified four priority climate hazards with the highest materiality to our business: Extreme weather events and precipitation variability, prolonged drought conditions and tropical cyclones (typhoons). Key business impacts include, but are not limited to:

- Climate-Related Risks**
- Extreme weather events
  - Precipitation variability
  - Prolonged drought conditions
  - Tropical cyclones

**Our response**



### Food Quality

- **Livestock Sector**  
Climate change may adversely affect livestock growth, increasing disease susceptibility and mortality rates, leading to supply shortages and price volatility in the meat and poultry markets
- **Crop Production**  
Extreme weather events may contribute to reduced crop yields, disrupting supply stability and causing fluctuations in commodity prices
- **Seafood Industry**  
Rising ocean temperatures are expected to gradually diminish fish stocks, significantly altering the availability and trade dynamics of seafood products

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- Actively developing multi-sourced supply channels to reduce dependency on single-point suppliers
- Strictly control of storage and production process to ensure raw material quality



### Customer Experience

- Increasing extreme heat may drive more customers to opt for food delivery and online ordering which may reduced traffic at physical stores
- High temperatures could lead to lower demand for hot dishes, altering typical consumption pattern

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- Actively expanding non-dining revenue (e.g. retail products)
- Expanding menu variety to provide more options for customer



### Employment Safety

- Extreme heat poses significant risks to employees, particularly those working in the kitchen, including accerlated fatigue and increased accident risks
- Other extreme weather events, such as typhoons, may pose dangers for employees computing to work

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- Implement flexible store operating hours during extreme weather events to reduce risks for employee
- Establish work guidelines for extreme weather conditions

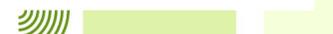


### Environmental Protection

- Extreme heat may increase energy consumption from air conditioning and cooling equipment in stores and food factory

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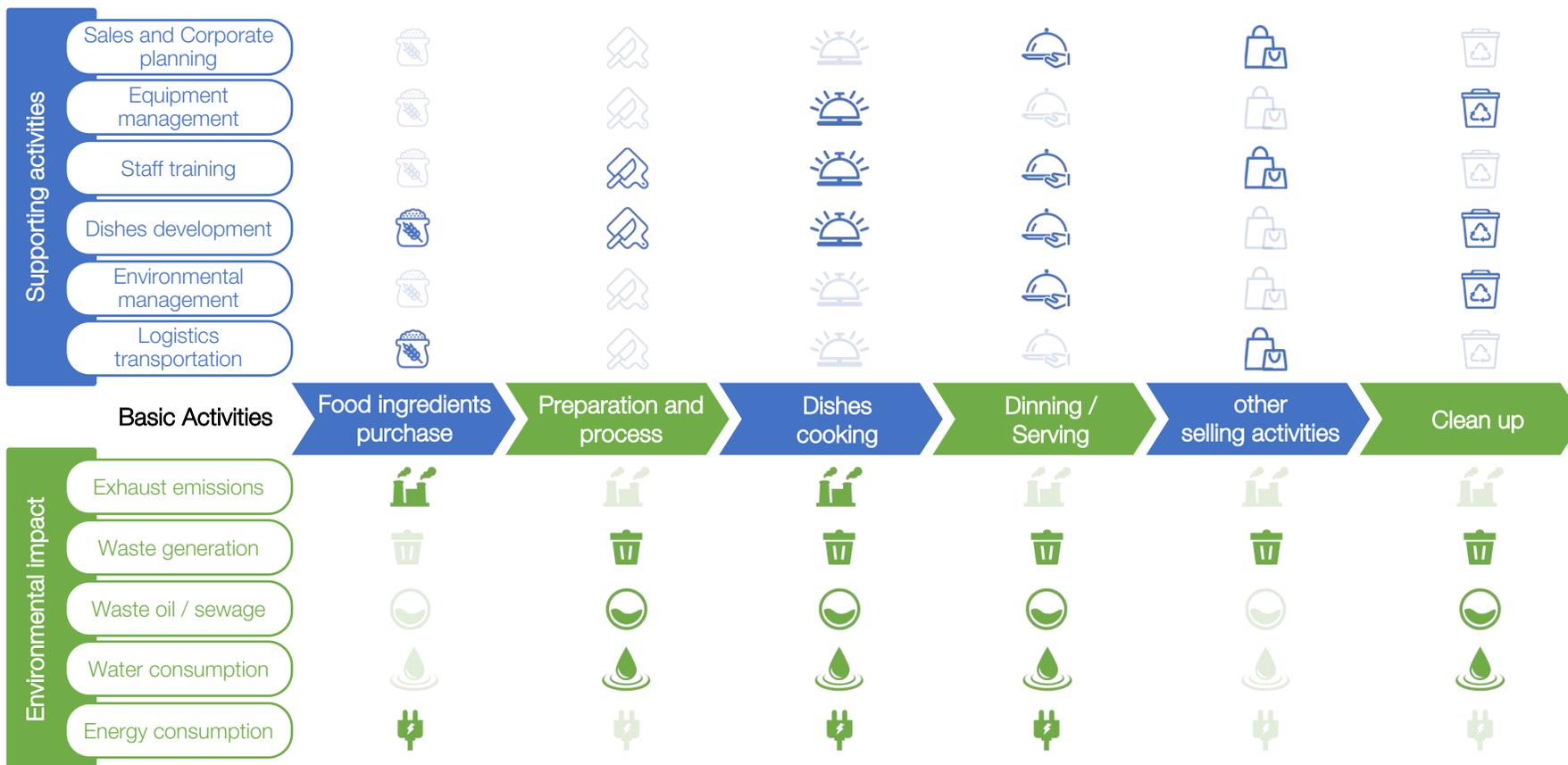
- Gradually introduce “Cool Kitchens” in new stores to make kitchens cooler, cleaner, more hygienic, safer, energy-efficient and environmental friendly



# 3. Happy Environment

## Climate Change: Effects and Adaptation (Continued)

Beyond physical climate risks, evolving environmental regulations worldwide may introduce additional operational costs. Mainland China is accelerating climate change legislation, including developing a comprehensive legal framework for emissions control. While Hong Kong has postponed its municipal solid waste charging scheme, such sustainability policies remain inevitable. The group will continue to monitor relevant legal developments and explore feasible response measures. Within its management scope, the group will consider the "wellness" of the natural environment and adopt appropriate strategic measures to improve and "transform" existing operations, striving to minimize its impact on the environment and ensure harmonious coexistence between business and nature.



## 3.1 Relevant Data for Carbon Emission

### Managing Energy and Emissions

To enhance the Group's overall energy management, we have established specific strategic measures for business operations involving lighting, air conditioning, ventilation, refrigeration, cooking equipment (e.g. steam ovens, stoves) and dishwashers. These measures ensures all operational areas reduce energy consumption.

#### Energy-saving measures for stores

In our Mainland China operations, we have implemented a series of energy-saving initiatives to enhance energy efficiency across business units. By the end of the reporting Year, stores in Mainland China had fully adopted LED lighting. Zonal lighting control was implemented based on the needs of different areas (such as dining and kitchen sections), with measures like turning off certain lighting during off-peak hours. Compared with traditional lighting, LED lighting significantly improve energy efficiency. Additionally, air conditioning is one of the main source of electricity consumption in stores, we maintain indoor temperatures between 25° C to 27° C has proven effective in reducing energy waste. Beyond these lighting and air conditioning energy-saving strategies, where operational feasibility allows, we have installed various energy-saving equipment in most of new stores and extensively renovation stores - including intelligent ventilation system, eco-stoves, energy-saving dishwashers, environment-friendly steam ovens and heat energy recovery system.



Intelligent ventilation system

36%

All equipment collectively saved a total of 1,173,000 kWh of electricity across all stores (compared to 899,000 kWh in the previous reporting Year). While we did not meet the target of implementing intelligent ventilation system in 13 stores, the total electricity savings exceeded our annual target of 920,000 kWh.



Eco-stoves

82%

Moving forward, we will progressively replace traditional stoves in our Mainland China stores with Eco models. This initiative will reduce energy consumption while simultaneously improving workplace conditions. We aim to achieve an 85% adoption rate by 2030.



Energy-saving dishwasher

64%

A store in Shenzhen is scheduled to start using energy-saving dishwashers in the third quarter of 2025, gradually increasing its usage.

Implementation Status in Mainland China

## 3.1 Relevant Data for Carbon Emission

### Energy emission and Greenhouse Gas (GHG) emission targets and performance

Using the Year of 2024 as the baseline, we aim to reduce GHG emissions intensity and energy consumption intensity by 5% by 2023, with continuous tracking of emission reduction progress. The environmental data for the reporting Year is as follows:

#### Greenhouse Gas (GHG) Emission and Intensity

Greenhouse gas emissions  
Tonnes Carbon Dioxide Equivalent

Sources of Emission		2024	2023
Scope 1	<u>Direct Emission</u> Fossil fuel consumption by equipment and vehicles owned or controlled by the Group, and the Exhaust emissions of refrigerants (mainly used in refrigerators)	7,531 Note 1	7,186 Note 1
	<u>Indirect Emission from Energy</u> Purchased electricity and heating powers	9,135 Note 2	8,988 Note 2, 3
Scope 3	<u>Other indirect emission</u> Commercial flights	216	268
<b>Total</b>		<b>16,882</b>	<b>16,442</b>
GHG Emissions Intensity = Tonnes Carbon Dioxide Equivalent / RMB1,000 Revenue		<b>0.019</b>	<b>0.017</b>

#### Energy Consumption Intensity

Energy Consumption by Type  
mWh Equivalent

Sources of Emission		2024	2023
Direct Energy	Gasoline	331	345
	Diesel	156	180
	Natural gas	33,623	33,134
Indirect Energy	Purchased heating power	332	379
	Purchased electricity	18,405	18,514
<b>Total</b>		<b>52,847</b>	<b>52,552</b>
Energy Consumption Intensity = mWh / RMB1,000 Revenue		<b>0.060</b>	<b>0.055</b>

Note:

- References for calculation methods include, but are not limited to, People's Republic of China domestic trade industry standards "Hotel Industry Greenhouse Gas Emission Standard", "Greenhouse Gas Accounting Tool for Chinese Cities (Pilot Version 1.0)", "Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purposes) in Hong Kong", and the "How to Prepare an ESG Report - Appendix 2: Reporting Guidance on Environmental KPIs" issued by the HKEX;
- Indirect emissions come from indirect greenhouse gas emissions generated during the production process of the restaurants' purchased electricity and Beijing district restaurants' purchased heat. References for calculation methods include, but are not limited to, People's Republic of China domestic trade industry standards "Hotel Industry Greenhouse Gas Emission Standard", and The 2022 annual average national power grid emission factor (kgCO<sub>2</sub> / kWh) published by the Ministry of Ecology and Environment of the People's Republic of China in 2024. (Northern China : 0.6776 : Southwest China : 0.2268 : Eastern China : 0.5617 : Southern China : 0.3869)
- Based on updated data and further review, corrections have been made to prior year's report regarding Scope 2 indirect energy emissions. The figures have been revised from 10,688 tonnes to 8,988 tonnes; and the GHG emissions intensity has been adjusted from 0.019 to 0.017



## 3.2 Water Footprint Statistics

### Water Resource Management

Although we did not encounter any issues in sourcing water during the reporting year, water shortages remain a common challenge worldwide. Additionally, potable water supply and wastewater treatment place pressure on environmental ecosystems and carbon emissions. Therefore, we will continue our efforts in daily water conservation management.

### Water-saving measures for stores

In our Mainland China operations, we have implemented a series of water-saving strategies to improve water consumption efficiency. During the reporting year, some stores pioneered the establishment of a dishwasher water recycling system, where wastewater from dishwashing is reused for pre-rinsing heavily soiled tableware, achieving tiered water utilization. Additionally, some stores introduced infrared sensor taps and water-saving devices, while regularly inspecting water flow rates to ensure that water-use equipment operates at optimal efficiency. To further enhance employees' awareness of water conservation, signage promoting water-saving practices has been placed in key water-use areas within stores.

### Water consumption target and performance

Using the Year of 2024 as the baseline, we aim to control water consumption intensity to below 0.5 cubic meter per RMB1,000 in revenue by 2030. We will continue monitoring potable water usage and implementing effective daily management measures.

The environmental data for the reporting Year is as follows:

### Water Consumption Intensity

#### Water Consumption cubic meter

	Business-related water usage	2024	2023
<b>Water consumption</b>	Cleaning processes, dish and beverage preparation and restroom facilities	<b>417,364</b>	<b>427,778</b>
Water Consumption Intensity = cubic meter / RMB 1,000 Revenue		<b>0.471</b>	<b>0.447</b>



## 3.3 Waste Management

### Air Emission Management and Reduction measures

Across our Mainland China operations, various activities, such as food preparation, ingredient procurement and transportation, employee business trips, and travel for family visits, contribute to different levels of air emissions. To effectively reduce emissions, we have developed specific mitigation measures tailored to each operational process, contributing to our low-carbon goals.



#### Utilize electronic device

Utilizing electronic communication and conferencing facilities for cross districts meetings to reduce unnecessary vehicle or flight arrangements. During the reporting year, total carbon dioxide emissions from business travel and family-related transportation amounted to 215.5 tonnes, representing a 19.7% decrease compared to prior year's 268.5 tonnes



#### Eco-stoves adopted

Reducing natural gas consumption and associated air emissions during the cooking process



#### Regular examination

Regular examination and cleaning for hydro-washing hood and related facilities to ensure the grease purification is functioning as normal

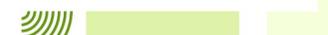
### Respective emissions data

Environmental data<sup>Note 1</sup> related to fuel-powered vehicles and cooking equipment for the reporting year are as follows:

KG		2024	2023
Exhaust gases	Nitrogen oxide	3,952.7	3,931.6
	Oxysulphide	2.4	2.5
	Particulate matters <sup>Note 2</sup>	362.3	359.9

Note :

- References to calculation methods include, but are not limited to, "The First National Pollution Source Census Manual on Urban Living Sources and Discharge Coefficients" and the "How to Prepare an ESG Report - Appendix 2: Reporting Guidance on Environmental KPIs" issued by the Stock Exchange
- Based on updated data and further review, corrections have been made to last year's report regarding particulate matter data. The figures have been revised from 114.8 kg to 359.9 kg.



## 3.3 Waste Management

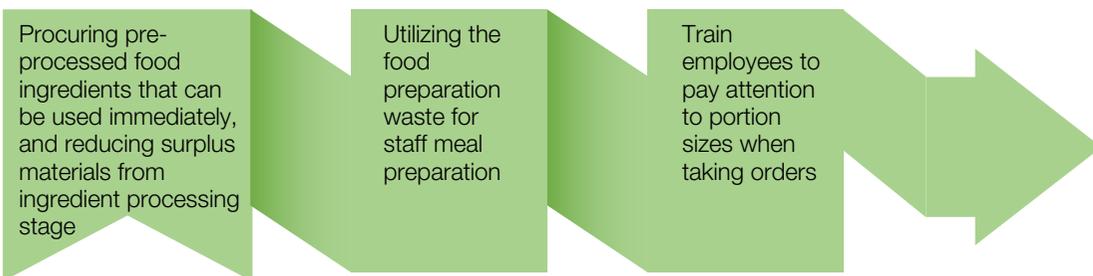
### Waste and Packaging materials Management

We employ a systematic monitoring mechanism to comprehensively track daily waste generation in our operations, setting annual reduction targets to enhance resource efficiency. For waste disposal, the Group strictly adheres to the regulations of the People's Republic of China and international standards, ensuring the classification and proper treatment of hazardous and non-hazardous waste in compliance with environmental laws. To continuously optimize management efficiency, we have established a comprehensive data tracking system to analyze waste data across our stores. The insights derived are translated into specific improvement actions, driving simultaneous enhancements in operational performance and environmental sustainability.

### Hazardous and non-hazardous waste

Within our Mainland China operations, hazardous waste mainly consists of containers of chemical-based cleaning agents and pesticides. During the reporting year, our Mainland China operations generated a total of 23.76 tonnes of hazardous waste.

Non-hazardous waste—including kitchen waste, general waste, recyclable materials, and used oil—is primarily produced in business activities such as ingredient processing, food preparation waste, leftover meals, and discarded paper products. Kitchen waste accounts for approximately 69% of our total non-hazardous waste. As a result, we have implemented various measures to effectively reduce kitchen waste.



During the reporting year, a total of 28 tonnes waste oil had been recycled in our Mainland China operations. We worked with qualified waste oil recycling providers to ensure proper disposal. Additionally, to reduce waste oil generation, our stores use high-quality, more durable cooking oil and implement portion control measures to regulate oil usage in food preparation.

### Target and performance

Using the Year of 2024 as the baseline, we aim to reduce the non-hazardous waste intensity to below 4.5Kg per RMB 1,000 in revenue by 2030, while lowering the hazardous waste intensity by 10%.

The environmental data for the reporting Year is as follows:

Tonnes		2024	2023
<b>Non-hazardous waste</b>	Food waste	2,899	2,920
	Other waste	921	1,117
	Recyclable waste	332	377
	Waste oil	28	28
Non-hazardous waste intensity = Kg / RMB 1,000 Revenue		4.716	4.646
<b>Hazardous waste</b>		23.76	20.66
Hazardous waste intensity = Kg / RMB 1,000 Revenue		0.027	0.022



## 3.3 Waste Management

### Reduce single-use plastic and overpackaging

Restaurant operations involve the packaging of takeaway products, retail food items, and seasonal products. We are committed to reducing single-use plastic in these areas and gradually adopting more eco-friendly materials for suitable products. For instance, gift boxes are made using environmentally friendly cardboard, and bags made with felt, cloth or PU leather are used as alternatives to plastic bags. Additionally, reusable insulated bags are used for packing festive dishes like Poon Choi and Lunar New Year meals. For giftable products such as cookies, we use beautifully designed tin boxes encouraging customers to reuse.

In mainland China, stores have long implemented a clay pot recycling program for takeaway clay pot rice dishes, incentivizing customers to recycle with cash vouchers. Moreover, we are progressively replacing traditional plastic food containers with biodegradable materials, such as corn starch-based products and other eco-friendly substances.

During the year, a large-scale change in takeaway packaging was initiated in Hong Kong. Starting from April 2024, all stores in Hong Kong fully adopted takeaway containers made from sugarcane pulp certified with Fourier Transform Infrared Spectroscopy (FTIR). Furthermore, disposable plastic utensils and gloves are no longer actively provided, promoting a reduction in plastic usage.

During the year, the total weight of packaging materials used for finished products of the business in mainland China is as follows:

Tonnes	Sources	2024	2023
Packaging materials	Sauces for internal use	5.5	8.6
	Product takeaway	176.4	176.3
	Seasonal product <sup>Note 1</sup>	72.7	95.2
Packaging materials Intensity = Kg / RMB 1,000 Revenue		0.287	0.293

Using the Year of 2024 as the baseline, we aim to reduce packaging materials intensity by 5% by 2023.

Note:

1. Seasonal products includes rice cakes, sticky rice dumplings and mooncakes

### Promoting Digitization and Paper Recycling

Since 2020, we have partnered with charitable organizations to implement a receipt paper recycling program in Guangdong. During the year, approximately 1,989 catty were recycled in the region. Additionally, we have progressively integrated digitization into operational processes. For example, promotional products are now displayed on in-store digital screens, reducing the need for printed materials. Other initiatives include the use of mobile ordering systems, electronic membership platforms, and e-receipts etc.

With advancements in technology, we have leveraged various online office systems to improve efficiency, reduce printed materials, and minimize carbon emissions from inter-regional business travel. Online training and meeting systems were introduced in 2019 and 2020 respectively, and we have successfully cultivated a habit of continuous adoption of these measures among both customers and employees.



## 3.4 Other Carbon Emission Reduction Action

### Internal environmental protection information sharing platform

We have a dedicated environmental protection section on its internal communication platform, and regularly shares environmental information with all employees in the Group.

唐宫2024“地球一小时”回顾 | 献出一小时，共护一个地球

唐宫|行政部 唐宫人 2024年04月10日 09:30 广东



2024年3月23日

晚上8:30-9:30

让我们一起  
为地球献出一小时

Give an Hour for Earth



大自然为我们提供免费服务——食物、水、新鲜空气，还为数百万人提供生计。然而，气候变化和生物多样性持续下降威胁着自然的健康；人类对自然的不可持续利用正在加速气候崩溃、生物栖息地丧失和野生动物数量的减少。

我们必须现在就采取行动，**感谢并回馈大自然，保护我们星球的健康，也是为了保护我们自己的健康和福祉！**



### Internal 5S management training

The Group's 5S management program incorporates environmental protection and energy-saving topics into regular courses and assessments, making energy and waste reduction management a daily work skill.

## 3.4 Other Carbon Emission Reduction Action

### Continuously responding to environmental-protection public welfare activities

#### Qingshan Public Welfare Fund:

Since 2018, the Group has continuously participated in the Qingshan Public Welfare activities initiated by Meituan (美團外賣). For every completed takeaway order, the Group donates RMB 0.01-0.02 to the "Qingshan Public Welfare Fund" (established in 2017 by Meituan (美團外賣) in collaboration with the China Environmental Protection Foundation, formerly known as the "Qingshan Project Special Fund"). The fund's donations are used to support environmental public welfare projects such as the high-quality protection and development of natural protected areas, addressing climate change, ecological conservation and poverty alleviation, and environmental advocacy etc.

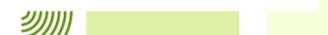
#### Earth Hour:

For six consecutive years, the Group has supported the "Earth Hour" initiative launched by the World Wide Fund for Nature (WWF), and this year was no exception. On 23 March 2024, at 8:30 PM, we once again invited customers to participate and share in the event. Additionally, we integrated the "Clean Plate Campaign," which focuses on reducing food waste, to further promote the significance of conserving the Earth's resources.



#### Consideration of Environmental and Health Elements in Menu Development:

In addition to considering the proportion of vegetarian dishes when designing the main menu, the Group integrates healthy, innovative, and unique vegetarian elements into specialty menus and seasonal products. This approach aims to provide more choices and encourage green dining options. For example, during Lunar New Year, vegetarian-flavored rice cakes are introduced Black Sugar Walnuts, Ginger Jujube and Red Bean with Aged Mandarin peel variations. For the Dragon Boat Festival, our special vegetarian zongzi (sticky rice dumplings) include flavors like Red Quinoa Mixed Grain and Kumquat Red Bean Paste. For the Mid-Autumn Festival, our vegetarian mooncake gift box features flavors such as Coconut Flakes & Coconut Shreds and Low-Sugar Red Bean with Dried Tangerine Peel. Additionally, the Group provides a green vegetarian menu, offering customers various plant-based dining choices on a seasonal basis.



# Happy Operation Enhancement



- Supply Chain Management
- Food Safety
- Environmental Safety and Health
- Sales and Services
- Rights and Interests Protection
- Integrity and Trust



Relevant Sustainable Development Goals



# 4. Happy Operation

A company’s business philosophy and service values are ultimately realized through the daily practices of its employees. We believe that only when team members genuinely experience happiness at work can they consistently provide customers with regulatory and high-quality products and services, passing this warmth through every aspect of service. Customer recognition and support are essential to nurture employees’ sense of happiness, thus creating a positive cycle of “employee happiness → quality service → customer satisfaction → employee growth.”



The summary of the major management issues in different aspects of operations are as below:

Operational activities	Food ingredients purchase	Preparation and process	Dishes cooking	Dinning / Serving	other selling activities	Clean up
<b>Main management issues</b>						
Supply chain management						
Food safety						
Environmental Safety and Health						
Sales and Service						
Protection of interests						
Probity and integrity						



## 4.1 Supply Chain Management

We highly values the sustainability, safty and quality of the supply chain, and abided all relevant laws and regulations.

### Targets

- Seek for food ingredient suppliers with stable quality and quantity supplies
- Seek for suppliers with probity, compliance and integrity
- Ensure uninterrupted store supplies with good logistic management
- Obtain cost-effective ingredients

### Main strategies

- The introduction of suppliers is uniformly approved at Group level, and periodic market inquiries and price approvals are carried out. During the reporting period, we reviewed and further improved relevant processes and policies. Supplier contracts now explicitly include the terms of honesty and integrity.
- Centralised purchase by the Group for the main ingredients (such as peigon and high value seafood) to ensure quality and cost control
- Clear main aspects for the on-site suppliers inspection: such as environmental sanitation, health protection awareness of staff, equipment status and health and safety policies and rules, and record the inspection results in a designated form
- The quality and quantity of food ingredients purchased are jointly checked by various relevant departments at stores
- Support local procurement and reduce transportation needs (reduce costs, vehicle carbon emissions and other uncertainties)

### Key relevant regulations

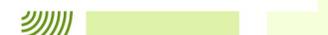
- The Food Safety Law of the PRC
- Food Safety Ordinance (Cap. 612)

### Key risks

- There was no material risk incidents related to suppliers during the period
- In the current supplier management and assessment, there is still insufficient focus on environmental aspects or limitations on business low-carbon transformation

### Responses

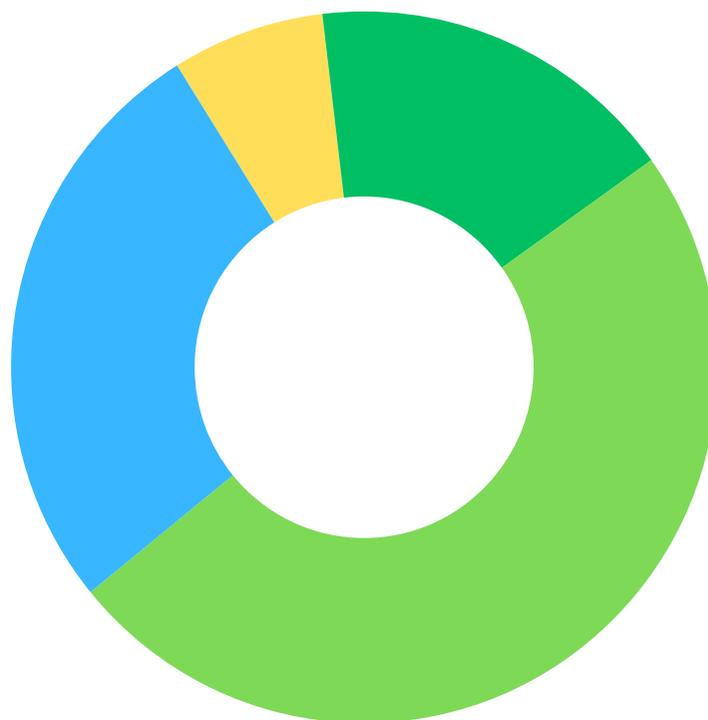
- We plan to engage in-depth stakeholder communication with our key suppliers to enhance mutual understanding of each other's readiness and collaborative needs in the low-carbon transition mega-trend
- We will maintain good communication and interaction with professional consultants to stay updated on the latest market concerns and reporting requirements



# 4.1 Supply Chain Management

## Number of food suppliers by geographic region

During the Reporting Period, the Group had a total of 420 regular suppliers, which are distributed by regions as follows:



western region (Sichuan / Chengdu)

7%

southern region (Guangdong / Shenzhen)

27%

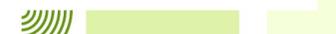
northern region (Beijing)

17%

eastern region (Shanghai / Hangzhou / Suzhou)

49%

In addition, the food factory has conducted random inspections of the seasonal products by qualified food inspectors during the Period, and no food need to be recalled due to safety and health reasons. The food factory has taken all necessary environmental sanitation and pandemic prevention measures, there is no any non-compliance incidence. The food factory has obtained the Hazard Analysis and Critical Control Points (HACCP) system certification certificate. In addition, the stores also abides by the quarantine requirements for the purchase of various ingredients in accordance with the law, and actively cooperates with the inspection requirements of local law enforcement agencies. During the Period, the relevant inspections have passed or required improvement measures satisfied.



## 4.2 Food Safety

### Targets

- Provide customers with safe, high-quality and healthy dishes
- Enhance employee awareness and prevent all food safety incidents

### Main strategies

- emphasizes the importance of supply chain management, the Group is strictly controlling the introduction of suppliers, establish filing systems for source trace
- Our food factory undergo centralized testing for critical food ingredients (such as imported frozen food)
- each region has established a quality control department to implement monthly and quarterly regional inspection mechanisms, as well as annual group assessments. This ensures the cleanliness of production equipment and environmental hygiene
- The person in charge of 5S management conducts regular store training, updates and reminds store operators of the food safety requirements
- customer comments and patrol of government are seriously reviewed and effective reporting system for incidents

### Key relevant regulations

- The Food Safety Law of the PRC
- Food Safety Ordinance (Cap. 612)

### Key risks

- Risk of food ingredients infection
- The health and well-being of operation staff
- Hygiene management of all areas
- Guidelines for additives, food and beverage industry should comply, manage and cooperate

### Responses

- source trace: establish food supply files, recording the details of suppliers to ensure they are complied with the law, and band ingredients of those failing
- food ingredients sample testing: The Group has established a dedicated testing team to conduct recorded sampling of frozen ingredients and sauces, ensuring food safety
- In the context of kitchen cleanliness and equipment requirements, the 5S management approach plays a crucial role
- The group has clear requirements regarding the attire and hygiene of food factory employees. These requirements cover several aspects (staff hygiene pass management, morning assessment for production employees, self-hygiene protocol)
- Regular internal audits of 5S implementation will be conducted at the store, regional, and group levels to assess and evaluate the adherence to 5S standards
- Online training was held for group and regional managerial staff during the reporting period as a reminder of food safety key control points, in the hope of reducing the risk of food production.
- Additives Control Management (additives to be locked with assigned personnel to safeguard and record)

### Updates during the Period

During the reporting period, each region organized cross-departmental quality inspection teams, which included representatives from the Operations Management Department, Product Quality Department, Training Department, and representatives from back office of the respective regions. Based on the inspection priorities jointly established with senior management, quality inspection forms were developed for store performance assessment. Food safety was the primary area of inspection, and it was further divided into different production departments, including all production departments, for meticulous follow-up.



## 4.3 Environmental Safety and Health

### Targets

- Effective management and reduction of various safety accidents
- Enhance employees' awareness in health and safety in respect of environment, business operations and fire safety

### Main strategies

- Ensure the current environmental and safety policies comply with regulations and market conditions
- Review and prevent potential safety hazards in the work environment
- Enhance the safety awareness of employees through regular training

### Key relevant regulations

- The Production Safety Law of the PRC
- The Law of PRC on Prevention and Control of Occupational Diseases
- The Fire Control Law of the PRC
- Occupational Safety and Health Ordinance (Cap. 509)
- Fire Services Ordinance (Cap. 95)
- Prevention and Control of Disease (Requirements and Directions) (Business and Premises) Regulation (Cap 599F)

### Key risks

- Regularization of security policy measures

### Responses

- Understand the latest regulatory requirements and actively cooperate with regular inspections, maintaining good communication with regional regulatory authorities
- Regularly implement regional and group inspection mechanisms, assess safety hazards in the work environment, and take preventive measures; strengthen management mechanisms for reporting, analyzing, recording, and summarizing various types of incidents (such as workplace injuries)
- Regular training (including new employee onboard training), sharing safety knowledge through case studies, and participating in exercises; pre-operation meetings emphasize safe production and reinforce on-site safety operating procedures and inspections



### Updates during the Period

Continuously implementing occupational safety and health training and inspections at the store level, with the aim of consistently reminding employees about the importance of safety precautions from various perspectives. Group and regional 5S managers also undergo comprehensive training in occupational safety, fire safety and emergency response to enhance employee safety awareness and accident preparedness.

During the Reporting Period and in the past two years, no work-related fatalities occurred. During the Period, 14 people were involved in work-related accidents for the whole group, and the number of working days lost was 533. All industrial accidents that need to be reported, apart from reporting to the government labor department as required by laws and regulations, the operation management department of the districts will also record the cause analysis of the accidents and the remedial measures according to the Group specified reporting form, and to be used as internal cases reference for future prevention.

## 4.4 Sales and Services

### Targets

- The reshaping and promotion of the group's vision, mission, and values among foundation staffs
- Through professional and touching service, customers feel blessed during the dining process
- Realize the differentiation of products and service through brand upgrading and transformation
- Promoting traditional Chinese culture to the public

### Main strategies

- Regular online and offline training, letting employees master the service standards and maintain a good attitude
- In line with the Group's recent goal of providing personalized services, we have engaged a third-party service consultant to comprehensively establish new service standards and conduct regular objective evaluations.
- Systematic follow-up of the customers' comments from different channels, adopting various motivational scheme praise and recognise employees with outstanding performance
- The designated department to examine the wording used in the menu and promotional materials, actively cooperates with law enforcement departments for any rectify requirements and shares cases to avoid misleading to the consumers

### Key relevant regulations

- Law of the PRC on Protection of the Consumers Rights and Interests
- Advertising Law of the PRC
- Trade Descriptions Ordinance (Cap. 362)
- The Supply of Services (Implied Terms) Ordinance (Cap. 457)

### Updates during the Period

During the period, the Group conducted a large-scale internal review of overall service standards and engaged a third-party professional consultant to enhance service quality. Together, we developed a more comprehensive solution that better meets current customer needs. New standards were established for all aspects of service—including appearance, etiquette, service procedures, and communication protocols—and detailed service standard videos were produced for each work process to systematically raise overall service levels.

At the same time, we began training and assessments for the new service standards, appropriately incorporating them into our incentive mechanisms to encourage employees to proactively improve their individual service quality. Assessment results are summarized and analyzed by a dedicated training department, which also provides focused reminders and follow-up training as needed.

The Group has established a designated department to review customer feedback from various channels (e.g. company mailbox, Openrice, Facebook, DianPing.com, etc.) and provide timely responses. The relevant departments will contact the customer, conduct an internal investigation, and respond within a reasonable time. In addition, the relevant department will summarise the improvement points relating to products/services in the comments and prompt the relevant persons in charge (including district general managers/managers, restaurant in charge and head chefs, etc.) in the monthly service review meetings, which will be attended by the Chairman of the Board and the Chief Executive Officer.

In addition, to match the Group's direction of restaurant brand upgrade, the inter-departmental quality inspection team has also formulated a specific quality inspection form (for restaurant environment and service experience) so as to, on top of high-quality products, provide customers with an all-rounded pleasant and impressive dining experience.



## 4.5 Rights and Interest Protection

### Targets

- Good maintenance for own trademarks, respect the rights and interests as well as privacy of third parties

### Main strategies

- Effective trademark registration and maintenance mechanism to protect own trademarks and respect other's
- Regularly understands the various departments' needs on different office software, maintain good communication with copyrighted software suppliers, formulate appropriate corporate plans, and prohibit employees from downloading pirated software
- Do not ask for unnecessary customer information excessively, handle it with care and only allow relevant employees to access relevant information
- The membership system registration process will display the Company's privacy policy and allow customers to choose whether to accept the information provided for future promotional purposes
- Require system providers to perform data encryption processing, and prohibit the unintended use or disclosure of customer information to third parties

### Key relevant regulations

- Trademark Law of the PRC
- Copyright Law of the PRC
- Personal Information Protection Law of the PRC
- Trade Marks Ordinance (Cap. 559)
- Copyright Ordinance (Cap. 528)
- Personal Data (Privacy) Ordinance (Cap. 486)

### Updates during the Period

In order to protect intellectual property rights and the consumers, the Group, with the assistance of trademark consultants and lawyers, carried out the following trademark maintenance work from different aspects:

Measures	Frequency	Description	Update for the Period
Trademark registration	As needed	To register trademarks for new brands in mainland China and for brands with potential for development in areas where overseas expansion is possible.	During the period, one new trademark was successfully registered in mainland China, and the key trademarks were successfully registered in the Europe and Canada.
Monitoring similar trademark registration	Monthly	system program to conduct website search for similar trademark registrations that have entered the preliminary approval stage of the China National Intellectual Property Administration (for 43 categories of catering, the registered name has the word Tanggong (唐宮))	During the period, five similar trademarks were found under constant surveillance and judged to be potentially infringing. Opposition application was submitted to the Trademark Office to proactively prevent trademarks that could potentially cause public confusion from being registered and used in physical stores.
Actions against actual stores with very similar trademarks	As needed	If usage of a relatively similar trademark by a third party was found (with a physical store/similar cuisine), to avoid market confusion, corresponding actions will be taken accordingly, including complaints to the industry and commerce department, legal action, or application for invalidation to China National Intellectual Property Administration (if registered by that third party)	During the period, four restaurants suspected of infringement were identified. After consulting with legal advisors, it was determined that protective actions should be taken. Legal measures were implemented during this time, including filing opposition or invalidation applications with the Trademark Office based on different infringement scenarios.
Dianping (大眾點評) checks in major cities	Quarterly	Designated person in administrative department will search the Dianping (大眾點評) in the major cities that the Group mainly operates (such as Beijing / Shenzhen / Shanghai / Chengdu / Hangzhou etc.), if trade name similar to "Tang Gong (唐宮)" was found, will report to the platform for rights protection	During the period, 15 restaurants with similar trademarks were successfully reported to the platform, and all issues have been corrected.



## 4.6 Integrity and Trust

### Targets

- Create a fair business environment and improve employees' professional ethics and awareness of misconduct

### Main strategies

- The employee code of conduct clearly prohibits any behavior that will breach the integrity and harm the Company's interests
- Effective segregation of duties and process management (e.g. contract clauses including the rejection of illegal rebate)
- Regular cultural training to enhance the personal integrity of employees
- Establish an internal whistleblowing mechanism, contents will be kept confidential with designated internal audit department to follow reported cases
- Maintain good communication with anti-corruption departments to understand latest information and training resources

### Key relevant regulations

- The Anti-Corruption and Bribery Law of the PRC
- Anti-Unfair Competition Law of the PRC
- Criminal Law of the PRC
- Prevention of Bribery Ordinance (Cap. 201)

### Updates during the Period

During the Reporting Period, there were no concluded legal cases of corruption against the group or its employees, and there were no internal reports on whistleblowing matters that need to be reported to the board of directors. We regularly provide updates on knowledge of integrity and honesty to the board of directors, ensuring that they stay informed about the latest corporate governance regulations and information. This helps the board in formulating strategies related to integrity, honesty, and other aspects of corporate governance for the group.

Additionally, we continuously offer courses incorporating elements of traditional virtues in new employee training programs and online self-learning system, fostering a culture where employees maintain personal ethical conduct.



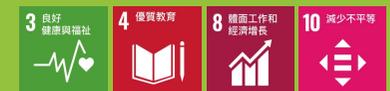
# Happy Society Mutual Support



- Employment Situation
- Training and Development
- Community Contribution



Relevant Sustainable Development Goals



## 5.1 Employment Situation

### Tang Palace Group Team Profile (as of 31 December 2024)

The Group has a total workforce of approximately 2,600 employees. Below is an employment analysis based on various dimensions, including gender, age group, regional distribution, job level, and employment type, along with turnover rates categorized by specific groups.

		Size of workforce %	Annual turnover rate Note 1
By gender	Male	59.5%	27.8%
	Female	40.5%	23.6%
By age group	30 years old or below	44.3%	33.1%
	31-50 years old	36.5%	16.5%
	51 years old or above	19.2%	16.6%
By region	Northern China	24.6%	22.5%
	Chengdu	13.5%	24.3%
	Eastern China	36.5%	30.2%
	Guangdong	18.4%	18.5%
	Hong Kong	7.0%	21.3%

		Size of workforce %
By job level	Basic level	81.5%
	Middle management	13.0%
	Senior management	5.5%
By employment type	Contract labour	77.3%
	Part-time	14.4%
	Interns	8.3%

Note:

- Annual turnover rate refers to the total number of employees who left within each employee group during the reporting year, divided by the total number of employees in that group at the beginning of the year plus new hires throughout the Period.



## 5.1 Employment Situation

As an enterprise that values employees' well-being, in addition to respecting employees' basic legal rights <sup>Note 1</sup>, we also continue to use various measures to make employees feel recognized, cared for and valued, so that they can personally experience this and share this Sense of Felicity with working partners, customers and relatives and friends This happiness.

### Effective Management

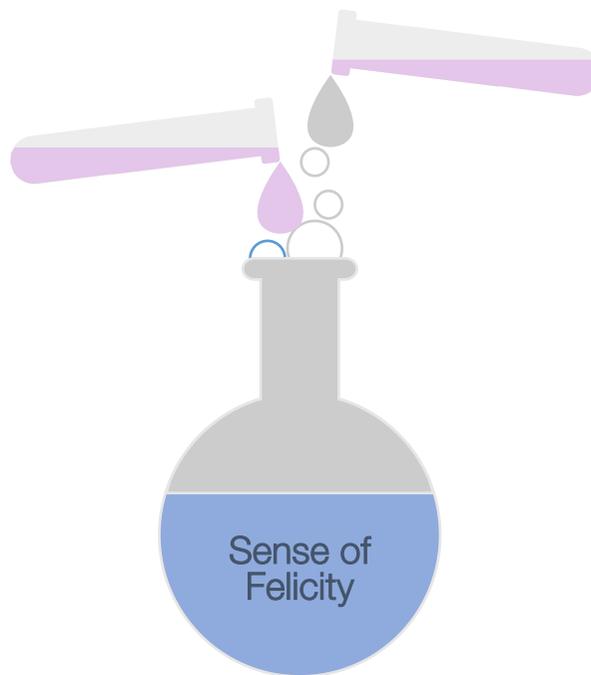
To ensure compliance with employment regulations, we implement systematic management and strictly enforce standardized onboarding and exit procedures. Additionally, we have established a comprehensive reporting mechanism to fundamentally eliminate violations such as child labor and forced labor. At the same time, we maintain close communication with local labor regulatory authorities, continuously monitor legal developments, and promptly update human resource policies and labor contract terms. This ensures full compliance with the latest laws and regulations, safeguarding the legal rights and interests of both the company and its employees.

### Connection and Care

We value employee relations and corporate culture development, fostering trust and collaboration through diverse team-building activities and experience-sharing sessions. For new employees, we have designed a comprehensive onboarding program and care mechanisms to help them quickly understand and integrate into the company culture. Additionally, we extend our care and support to employees' families, offering welfare benefits such as consolation fund for golden age elderlies, thanksgiving gifts for outstanding staff, and holiday presents. On special occasions, we provide birthday meal vouchers and organize heartwarming celebrations for Mother's Day, Father's Day, and other appreciation events, demonstrating our genuine care for employees and their loved ones.

Note:

1. The main employment regulations include (but are not limited to) China's "Labor Law", "Labor Contract Law" and "Social Insurance Law" etc.; Hong Kong SAR's "Employment Ordinance", "Minimum Wage Ordinance" and "Mandatory Provident Fund Scheme Ordinance" etc. In addition, the Group Human Resources Department will also pay attention to the employment situation related to equal opportunities, employment diversity and anti-discrimination in the workplace, and will seriously handle related reports.



### Promotion and Development

We are committed to talent development and growth, implementing diverse training programs to enhance employees' professional skills, which offers cross-department rotation training, on-the-job mentoring, and courses on cultural literacy and management skills. Additionally, we have established a transparent promotion system to help employees clearly plan their career paths. Furthermore, we encourage employee participation in various management projects, providing hands-on experience and diverse learning opportunities to foster holistic growth and development.

### Positive Vibe

The regional general manager hosts cross-department sharing sessions each month, fostering interactive exchanges that help employees identify each other's strengths, strengthen team cohesion, and cultivate a positive and dynamic workplace culture. Additionally, we have innovatively integrated the recognition of outstanding employees with pre-shift meetings, celebrating exceptional performance in an engaging and lively format. This approach effectively boosts team enthusiasm and motivation, creating a work environment filled with positive energy.



## 5.2 Training and Development

### Fostering Talent Growth

Talent is the driving force behind business progress and innovation, and fostering talent growth is essential for both individual value realization and corporate competitiveness. Through diverse training opportunities and an inclusive development environment, we strive to support employees in thriving within their respective fields.

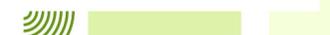
During the reporting year, we provided a range of training courses, including professional, management, and cultural training to different employee groups, helping them advance in their careers. To align with the Group’s corporate culture of "Conveying Happiness Through Catering", the Training Department, in collaboration with production and operations leaders, organized on-site training programs focused on professional quality, workplace ethics, service standards, product knowledge, and menu recommendation techniques. These initiatives were designed to enhance the team's expertise.

During the reporting year, a total of 5,460 training hours were completed, with 92% conducted as in-person sessions and the remainder delivered online. Below is the data on talent development and training for the year.

		Trained employee %	Average training hours per employee	Professional (Includes services training)	Management (Includes 5S and work safety training)	Cultural (Includes life-enhancement coaching)
By gender	Male	97.1	54	14	22	18
	Female	96.2	75	23	30	22
By job level	Basic level	96.5	50	16	14	20
	Middle management	99.7	88	26	46	16
	Senior management	96.3	198	29	152	17

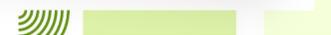
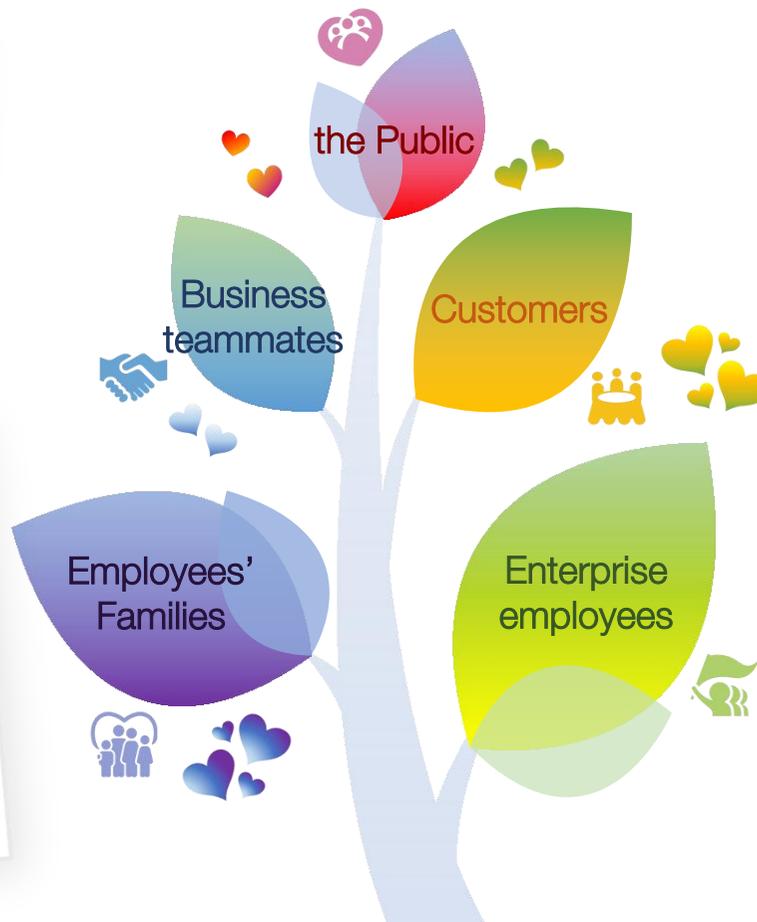


Besides, to provide more job opportunities for young people, Group has been cooperating with various school since 2006, and has established Hong Kong Tang Palace Hotel Management College with the Guangdong Industry Polytechnic University (Formerly known as Guangdong Industry Polytechnic), and being honored as “Demonstrative off-campus base of practical teaching for colleague students” in 2020. During the reporting year, the Group cooperated with 15 schools and provided 361 internship positions.



# 5.3 Community Contribution

Tang Palace's humanistic touch and family culture have created a team with a sense of felicity and belonging. This care and warmth extend beyond the company itself, we actively share it with employees' families, customers, business teammates, and the wider community. Through various initiatives, we uphold our corporate culture of "Conveying Happiness Through Catering," giving back to society, fostering love, and passing on the spirit of happiness.



# 5.3 Community Contribution

## Tang Palace x the Chi Heng Foundation ♥ Charity Calendar painted with beautiful colors

The Group partnered with the Chi Heng Foundation in Hong Kong for five consecutive years to produce beautiful calendars from paintings by beneficiary children and teenagers of the Foundation, the calendars are promoted and distributed in all of our restaurants, aiming to arouse the public's attention to vulnerable groups, so as to participate in charity and spread positivity, strive to create a more harmonious, equitable, and healthy society.

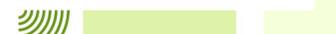
The Chi Heng Foundation is a registered charity organization in Hong Kong which focuses on providing services such as education assistance and psychological development in mainland China. The beneficiaries primarily include students from families affected by AIDS, including students suffering from poverty, disease and discrimination.



作品出自愛資助的初中生黎怡、小晴、小慧、小晴繪畫。



作品出自愛資助的高中生魏峰繪畫。



# 5.3 Community Contribution

## Tang Palace Full Moon Project ♥ Free Lunch Charity

For the fourth consecutive year, the Group launched the "Tang Palace Full Moon Project" before the Mid-Autumn Festival inviting customers to join us in charitable deeds. For every box of mooncakes purchased at Tang Palace's Mainland China stores before the designated date, the Group donates RMB 5 to the China Social Welfare Foundation's Free Lunch Program.

In 2024, a total of 18,760 mooncake boxes were pre-sold, and in addition to the RMB 5 donation per box, the Group contributed additional funds, reaching a total donation of RMB 100,000.

Since 2021, over four years, the "Tang Palace Full Moon Project" has accumulated RMB 562,120 in donations, supporting rural children in enjoying hot, nutritious free lunches, helping them grow in a healthy and sustainable way.



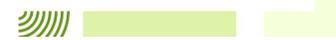
### 项目简介

2011年4月2日, 邓飞联合500名记者、国内数十家主流媒体和中国社会福利基金会发起免费午餐基金公募计划, 帮助孩子们免于课间饥饿, 享有热腾腾的免费午餐。

贵州省毕节市黔西县花溪彝族苗族乡沙坝小学成为全国第一所享受免费午餐的学校, 169名学生吃到免费午餐。一份米饭、一个煮鸡蛋、一勺酸菜炒肉、一勺土豆、一勺白菜汤把学生们的双层饭盒塞得满满。



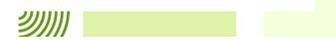
Image and Data Source: Free Lunch Charity



# 5.3 Community Contribution

## Jiujiu Public Welfare Day ♥ Joining with Tang Palace

For the fourth consecutive year, the Group has supported the Free Lunch Fund by participating in the "Jiujiu Public Welfare Festival" (久久公益節) (formerly known as "99 Charity Day" 「99公益日」). During this period, the Group utilized digital displays across its stores to spread charity awareness to customers, inviting both guests and employees to join the "Together We Donate" initiative in support of the "Free Lunch" program. Through these efforts, the company aims to help more children in Mainland China receive nutritious meals, ensuring their healthy growth and protecting them from hunger during school breaks.



## 5.3 Community Contribution

### Partnered with ♥ Children's Thalassaemia Foundation

In celebration of the 30th anniversary of the Children's Thalassaemia Foundation, Social Place Hong Kong has partnered with the foundation to spread love and support. Starting in August 2024, customers dining at four Social Place stores in Hong Kong can scan the QR code placed to visit the foundation's 30th anniversary webpage, where they can learn more about its development and thalassaemia-related information. Additionally, donation boxes and informational leaflets have been set up in stores, encouraging customers to contribute generously and show their support.

The Children's Thalassaemia Foundation is a charitable organization dedicated to helping individuals affected by thalassaemia. Its mission is to provide medical funding, educational support, and emotional care for patients. The foundation collaborates closely with hospitals and medical professionals to ensure patients receive adequate treatment. Key funding initiatives include: sponsoring stem cell transplants to cure thalassaemia, providing medical equipment, and supporting research into advanced treatment methods and medications to improve patients' quality of life.



地中海貧血兒童基金  
Children's Thalassaemia Foundation

唐宮小聚  
SOCIAL PLACE

4間分店  
擺放捐款箱

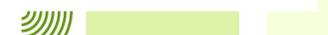
30週年網頁

30週年網頁記載著地中海貧血兒童基金成立至今的發展以及地中海貧血病治療的進程。地貧患者的生活能得以改善，全賴社會各界善心人士的無私奉獻。未來的日子，希望能繼續得到大家的支持，讓我們一起向前邁進！

餐桌上貼有地貧30周年網頁簡介貼紙，掃瞄QR code，可了解更多地貧新資訊。

聯乘活動  
請大家密切留意！

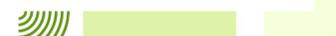
<https://ctf30.thalassaemia.org.hk>



# 5.3 Community Contribution

## Mid-Autumn Festival Community Visit ♥ Sharing happiness with mooncakes full of love

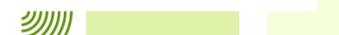
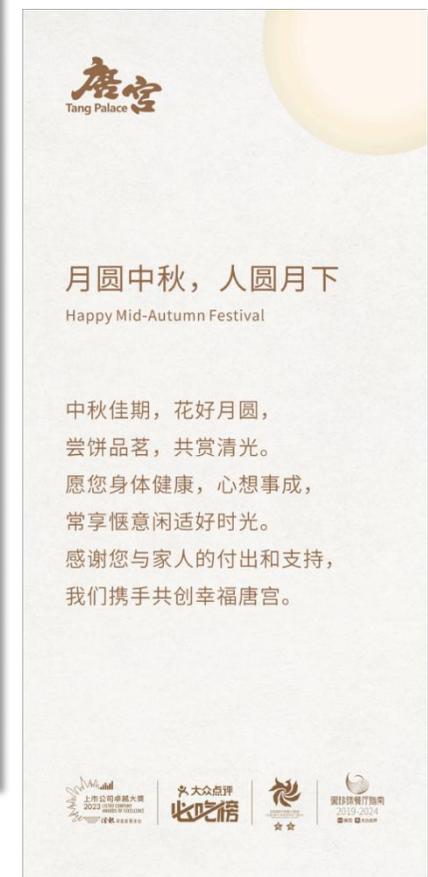
The Tang Palace volunteer team delivered charity mooncakes and snacks to the elderly homes and community service organizations, sending warm blessings and gratitude, inheriting filial piety, and conveying happiness.



# 5.3 Community Contribution

## Festive Warm ♥ Spread Love with Festive Food

During festive holidays, hospitality professionals remain dedicated to their roles, ensuring countless families experience warmth, togetherness, and joyous gatherings. To express gratitude for our employees' commitment and appreciate the unwavering support from their families, the Group presents special gifts during Lunar New Year and Mid-Autumn Festival. Employees' families receive Lucky Carp Rice Cakes for the New Year and Family Reunion Mooncake Gift Boxes for Mid-Autumn Festival, tokens of appreciation and heartfelt blessings.

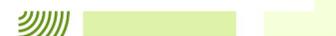


# 5.3 Community Contribution

## Youth Training Camp for traditional Chinese culture ♥ Learning Life with Gratitude

The Group introduced traditional culture in 2013 and expanded it to the children of employees in 2014, launching the Youth Training Camp for Traditional Chinese Culture welfare program. In 2023, the program further extended its focus from young children to teenagers, creating a broader educational opportunity. As of 2024, over the past 11 years, 12 training camps have been conducted, with a total of 375 children participating. The training camp for 2024 took place in July and lasted for five days, with a total of 44 children in attendance.

The assistant teachers of "Youth Training Camp for Traditional Chinese Culture" welfare program come from the Group's store, back office employees and past trainees. To date, 134 individuals have served as assistant teachers, actively engaging in classroom activities, event management, and interactive learning, offering heartfelt care and companionship. Through this initiative, Tang Palace continues its mission of employee happiness, passing its values on to employees' children, fostering their healthy growth and family well-being.



# 5.3 Community Contribution

## Open Communication Platform ♥ Supporting Industry Growth

The Group actively promotes knowledge-sharing and collaboration within the industry, encouraging mutual learning and growth through open exchanges and site visits. Below are two key activities conducted during the reporting period:



# 5.3 Community Contribution

## Tang's Happy Story ♥ Beautiness, Kindness and Love

Since June 2022, the Group has implemented the "Happy Stories, Happiness Credit Points" programme, encouraging employees to share moments of kindness, positivity, and beauty from their daily work and life. This program fosters a culture of appreciation, encouragement, and teamwork. As of December 2024, the team has collectively shared over 636,418 happiness stories. To celebrate and amplify these meaningful experiences, 208 selected stories have been filmed and presented during bi-monthly "Happiness Story Sharing Sessions", reaching all employees and further extended to stakeholders via the WeChat platform.

To mark the second anniversary of "Happy Stories, Happiness Credit Points" programme in June 2024, we hosted a Happiness Story Annual Awards Ceremony to honor outstanding contributions, recognize heartfelt moments, and reflect on every shared joy.



**困境中的温暖**  
06:02  
北京信德科技副经理 冯海龙

**温暖与信心  
助力我们跨过困境**

生活就像一场未知的旅程，有时会突然陷入黑暗的深渊，但也总会在不经意间出现闪耀的星光，照亮前行的路。

2024年10月29日，北京幸福人文部收到了一份善款申请，申请人是北京信德科技副经理冯海龙，因爱心人士脑手术急需经济援助。收到申请后地区立马了解情况，展开行动，及时帮助伙伴渡过难关。

**用爱降温，触达幸福**  
02:05  
上海时代唐宫 店长 王斐

**用餐传递  
人间真善美**

餐厅是天使工作的地方，上海时代唐宫的伙伴们就像天使一样，以利他的真心通过餐饮传递人间真善美，带给顾客以及身边的伙伴与人群温暖的幸福体验。

**为办公楼的上班族送上免费饮品**

**为在午间辛勤工作来不及用餐的外卖小哥送上消暑饮品与馒头**

**以爱送别，情意依旧**  
02:05  
成都创客中心唐宫 带教团队

**相遇相知**

每一份用心，都终将美好；每一段陪伴，都弥足珍贵。我们以同事之名相识，以家人之名相伴。聚是开始，散不是结束，有最好的相遇，也要有最美的离别……

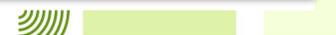
**铁粉客人情的真情传递**  
07:08  
东莞世博唐宫 收银主管 刘金兰

**您有喜事♥我有场地**

收银主管金兰听到熟客张太太的一句聊天：“亲戚家人摆酒席请客”，便主动询问、热情推荐，张太太在听完同事的介绍后，当晚立刻自掏腰包请亲戚到店试菜。

在张太太的助力下，她的亲戚在婚期只有10来天的紧迫情况下，毅然更换场地。当天试菜、安排着场地，当天确定印请柬。

在全店伙伴们的共同努力下，60桌酒席成功开席，完美落幕，得到全场宾客们的一致好评。





## 7. About This Report

### 7.1 Reporting Year, Regulatory Requirements Related to the Report, Scope of the Report

This report is the eighth sustainability report of Tang Palace China Holdings Limited (the “Company”) and its subsidiaries (the “Group,” “we,” or “Tang Palace”). Unless otherwise stated, the report primarily covers data from 1 January 2024 to 31 December 2024 (the “Reporting Period”, “the Period”) and focuses on the Group’s traditional Chinese restaurant operations, involving 28 self-operated stores located across different regions: the Northern region (Beijing), the Eastern region (Shanghai, Hangzhou, and Suzhou), the Southern region (Shenzhen and Dongguan), and the Western region (Chengdu). These stores account for over 80% of the Group’s revenue. The Group’s production and operations are primarily based in Mainland China, with catering businesses also operating independently or through joint ventures in Hong Kong SAR, Taiwan, and Singapore. This report has been prepared in accordance with Appendix C2 of the Hong Kong Stock Exchange’s Listing Rules, following the Environmental, Social, and Governance (ESG) Reporting Guide, ensuring compliance with relevant guidelines and corporate governance standards. Additionally, the Board of Directors assumes overall responsibility for the Group’s ESG strategy and reporting. We have established effective mechanisms and processes to assess and identify key ESG factors and related risks, referred to as “key ESG issues.”

All information in this Report are derived from the official documents and statistical report of the Company. During the Reporting Period, the Company engaged Hong Kong Productivity Council to perform a carbon assessment to quantify the emission of greenhouse gas generated by its operations. The process of quantification (using the operational control method to collect data) has made reference to (including but not limited to) the “Guidelines for Accounting Method and Reporting of Greenhouse Gas Emissions from Food, Tobacco, Alcohol, Beverages and Purified Tea Manufacturing Enterprises” (《食品、煙草及酒、飲料和精製茶企業溫室氣體排放核算方法與報告指南》), People’s Republic of China domestic trade industry standards “Hotel Industry Greenhouse Gas Emission Standard” (中華人民共和國國內貿易行業標準《飯店業碳排放管理規範》), the “Guidelines for Accounting Method and Reporting of Greenhouse Gas Emissions from Other Industrial Enterprises” (《工業其他行業企業溫室氣體排放核算方法與報告指南》) as promulgated by National Development and Reform Commission of the People’s Republic of China (中華人民共和國國家發展和改革委員會), and also the International Standard ISO14064-1, so as to ensure the accuracy of the environmental key performance indicator information.



## 7.2 Reporting Standards and Principles

The Group has strictly adhered to the four reporting principles outlined in the Hong Kong Stock Exchange ESG Reporting Guidelines during the preparation of this report:

Reporting principles	Importance	Quantitative	Balance	Consistency
Principle Requirements	When the Board of Directors determines that the environmental, social and governance will have an important impact on investors and other stakeholders, the issuer should report.	Key Performance Indicators related to historical data must be measurable. The issuer should set targets to reduce individual impact (actual figures, directional or forward-looking statements).	The ESG report should report the issuer's performance impartially, avoiding choices, omissions, or reporting formats that may inappropriately affect the decision or judgment of report readers.	The issuers should use consistent statistical and disclosure methods so that environmental, social and governance data can be compared meaningfully in the future.
Report Application	<p>The Board of Directors had established a management structure and process to assess and sort out various ESG Key Issues according to the business and management strategies, which serve as the basis of communication with stakeholders.</p> <p>The Group has identified key ESG issues related to our operations and conducted an online survey with important internal and external stakeholders. For details and results, please refer to Section 2.2 "Stakeholders Communications" of this report.</p>	<p>The ESG Team is responsible for systematic collection of the required data for the Report from various business and functional departments in designated forms, reviewing and then submitting to professional consulting firm (the Hong Kong Productivity Council) for carbon emission calculation according to Chinese and internationally recognized guidelines / standards.</p> <p>Where applicable, the Group will include quantifiable targets in this Report, and disclose the calculation methods used in such statements.</p>	This Report tries to describe the Group's performance during the Period as objectively as possible, and submits it to a professional consulting firm for review, avoiding any possible misleading to the Report users.	The Group uses consistent report disclosure methods and statistical methods for comparative analysis and continuous review of the Group's sustainable development status.



## 8. ESG Index

### General Disclosure and KPIs

Page

#### A. Environmental

##### Aspect A1: Emissions

<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.	17-27
<b>KPI A1.1</b>	The types of emissions and respective emissions data.	21
<b>KPI A1.2</b>	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	21
<b>KPI A1.3</b>	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	24
<b>KPI A1.4</b>	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	24
<b>KPI A1.5</b>	Description of emissions target(s) set and steps taken to achieve them.	20-21
<b>KPI A1.6</b>	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	24-25



## 8. ESG Index

### General Disclosure and KPIs

Page

#### A. Environmental

##### Aspect A2: Use of Resources

<b>General Disclosure</b>	Policies on the efficient use of resources, including energy, water and other raw materials.	22
<b>KPI A2.1</b>	Direct and / or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	21
<b>KPI A2.2</b>	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	22
<b>KPI A2.3</b>	Description of energy use efficiency target(s) set and steps taken to achieve them.	22
<b>KPI 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.	22
<b>KPI A2.5</b>	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	25

##### Aspect A3: The Environment and Natural Resources

<b>General Disclosure</b>	Policies on minimising the issuer's significant impact on the environment and natural resources.	17-19
<b>KPI A3.1</b>	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	19-27



## 8. ESG Index

General Disclosure and KPIs		Page
<b>A. Environmental</b>		
<b>Aspect 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.	18
<b>KPI 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.	18-19
<b>B. Social</b>		
<b>Aspect 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.	39
<b>KPI B1.1</b>	Total workforce by gender, employment type (for example, full- or parttime), age group and geographical region.	38
<b>KPI B1.2</b>	Employee turnover rate by gender, age group and geographical region.	38



## 8. ESG Index

### General Disclosure and KPIs

Page

#### B. Social

##### Aspect B2: Health and Safety

<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.	33
<b>KPI B2.1</b>	Number and rate of work-related fatalities occurred in each of the past three years including the reporting period.	33
<b>KPI B2.2</b>	Lost days due to work injury.	33
<b>KPI B2.3</b>	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	33
<b>Aspect 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.	26, 33, 40
<b>KPI B3.1</b>	The percentage of employees trained by gender and employee category (e.g. senior management, middle Management).	40
<b>KPI B3.2</b>	The average training hours completed per employee by gender and employee category.	40



## 8. ESG Index

### General Disclosure and KPIs

Page

#### B. Social

#### Aspect B4: Labour Standards

<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.	39
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<b>KPI B4.1</b>	Description of measures to review employment practices to avoid child and forced labour.	39
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<b>KPI B4.2</b>	Description of steps taken to eliminate such practices when discovered.	39
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#### Aspect B5: Supply Chain Management

<b>General Disclosure</b>	Policies on managing environmental and social risks of the supply chain.	30
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<b>KPI B5.1</b>	Number of suppliers by geographical region.	31
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<b>KPI B5.2</b>	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.	30
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<b>KPI B5.3</b>	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	30
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<b>KPI B5.4</b>	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	25, 30
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## 8. ESG Index

### General Disclosure and KPIs

Page

#### B. Social

#### Aspect B6: Product Responsibility

<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, labelling and privacy matters relating to products and services provided and methods of redress.	32, 34
<b>KPI B6.1</b>	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	31, 34
<b>KPI B6.2</b>	Number of products and service related complaints received and how they are dealt with.	34
<b>KPI B6.3</b>	Description of practices relating to observing and protecting intellectual property rights.	35
<b>KPI B6.4</b>	Description of quality assurance process and recall procedures.	31, 34
<b>KPI B6.5</b>	Description of consumer data protection and privacy policies, how they are implemented and monitored.	35



## 8. ESG Index

### General Disclosure and KPIs

Page

#### B. Social

##### Aspect B7: Anticorruption

<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.	36
<b>KPI B7.1</b>	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the Reporting Period and the outcomes of the cases.	36
<b>KPI B7.2</b>	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	36
<b>KPI B7.3</b>	Description of anti-corruption training provided to directors and staff.	36

##### Aspect B8: Community Investment

<b>General Disclosure</b>	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	41-50
<b>KPI B8.1</b>	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	41-50
<b>KPI B8.2</b>	Resources contributed (e.g. money or time) to the focus area.	41-50



## Thank you & Opinion

Thank you for reading the “Environmental, Social and Governance Report of Tang Palace”, for the Report to be more all-rounded and provide stakeholders with more valuable information, so as to enhance our level in fulfilling the corporate social responsibility, your opinions (through email or mailing) to the Report are most welcomed.

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## Access to the Report

The electronic version of this Report is available on the Company’s website (<http://www.tanggong.cn>) and the website of The Stock Exchange (<http://www.hkexnews.hk>). This Report is published in both Chinese and English versions. In case of any inconsistency, the Chinese version shall prevail.



唐宮(中國)控股有限公司  
TANG PALACE (CHINA) HOLDINGS LIMITED

(Incorporated in the Cayman Islands with limited liability)  
(於開曼群島註冊成立的有限公司)

Stock Code 股份代號 : 1181





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