

CRAFTING 塑造
未來 Sustainable Flavors
可持續 for the **FUTURE**
風味



2024

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

Contents

目錄

ESG 表現亮點	ESG HIGHLIGHTS	2
關於本報告	ABOUT THIS REPORT	4
報告框架	Reporting Framework	4
報告範圍	Reporting Boundary	4
意見反饋	Feedback	5
關於太興集團	ABOUT TAI HING GROUP	6
本集團願景、使命及核心價值觀	Our Vision, Mission and Core Values	6
太興集團里程碑	Milestones of Tai Hing Group	8
主席寄語	MESSAGE FROM THE CHAIRMAN	10
可持續發展方針	SUSTAINABILITY GOVERNANCE	14
董事會聲明	Board Statement	14
重大議題	Materiality	15
對應聯合國可持續發展目標	Aligning with the United Nations Sustainable Development Goals	17
2025年工作規劃	OUR ESG PRIORITIES IN 2025	21
2024年主要獎項	AWARDS RECEIVED IN 2024	22
焦點故事	FEATURE STORY	24
趣味環保，共築綠色未來	Fun Environmental Protection Efforts for Building a Green Future Together	24
優質食材	FOOD FOR QUALITY	28
食安為先	Food Safety Comes First	29
營養與創新	Nutrition and Innovation	32
負責任採購	Responsible Sourcing	32
卓越營運	OPERATIONAL EXCELLENCE	36
數碼化及創新營運	Digital and Innovative Operation	37
商業道德	Business Ethics	38
知識產權保護	Protection of Intellectual Property	41
顧客私隱與網絡安全	Customer Privacy and Cybersecurity	41
負責任廣告營銷與品牌標識	Responsible Advertising and Branding	41
以人為本	PEOPLE-ORIENTED	42
僱傭關係	Employment Relations	43
培訓與發展	Training and Talent Cultivation	48
職業安全與健康	Occupational Safety and Health	50
以客為先	Customer First	54
環境承諾	ENVIRONMENTAL COMMITMENT	57
減少環境足跡	Minimising Environmental Footprint	58
優化資源運用	Optimising Resource Utilisation	59
控制排放	Emissions Control	62
氣候行動	Climate Action	66
社區參與	COMMUNITY INVOLVEMENT	75
附錄	APPENDICES	83
法例及法規	Laws and Regulations	83
環境關鍵績效指標	Environmental KPIs	85
社會關鍵績效指標	Social KPIs	87
香港聯交所ESG報告指引內容索引	HKEX ESG Reporting Guide Content Index	91

ESG HIGHLIGHTS

ESG表現亮點

Key Data and Practices

關鍵資料與實踐

Overview

業務概覽



Restaurant network extends across **10 cities**, encompassing Hong Kong, Macau, Beijing, Shanghai, Guangzhou, Shenzhen, Huizhou, Hangzhou, Foshan and Dongguan

餐廳網絡遍佈香港、澳門、北京、上海、廣州、深圳、惠州、杭州、佛山、東莞

十個城市



More than **210¹** restaurants; **18¹** popular brands favored by consumers

營運超過**210¹**間餐廳；擁有**18¹**個深受消費者歡迎的品牌



Approximately **430,000** square feet food production facility in Hong Kong and Dongguan

香港及東莞食品廠房共佔地約**430,000**平方呎



Reduction in the intensity of non-hazardous waste produced by **25.0%** compared to last year

所產生無害廢棄物密度對比去年減少**25.0%**



Collaborated with eco-friendly mobile app

— **Zero2**

Cultivate low-carbon lifestyle habits among employees and customers, promoting a green economy

與環保手機應用程式

— **Zero2零活易**

合作，培養員工及顧客低碳生活習慣，推動綠色經濟



Set environmental goals for **2030**, using 2019 emission and consumption intensities as the baseline, targeting a 30% reduction in greenhouse gas ("GHG") emissions intensity, a 10% reduction in waste emissions intensity, a 20% reduction in energy consumption intensity, and a 20% reduction in water consumption intensity

設定**2030**年環境目標，以2019年排放及消耗密度為基準，目標將溫室氣體排放密度降低30%、廢棄物排放密度降低10%、能源消耗密度降低20%及耗水密度降低20%



Environment

環境



¹ As at 31 December 2024, including Hong Kong, Macau, and Mainland China
¹ 截至2024年12月31日：包括香港、澳門及中國內地



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

重要食品生產單位已取得**食品安全重點控制(HACCP)**及**ISO 22000: 2005 食品安全管理系統認證**



Continued to optimise the Group's first integrated mobile application — "Tai Hing App", which had close to **240,000** users as of 31 December 2024

持續優化本集團首個綜合流動應用程式 — 「太興App」，截至2024年12月31日已有近**240,000**用戶



Positive feedback received regarding customer satisfaction
顧客滿意度反饋良好



Employee training coverage rate **84.9%**;
738 employees participated in leadership outbound training
0 work-related fatalities

員工培訓覆蓋率**84.9%**;
738名員工參與領袖外展培訓;
0宗工傷死亡事件



Collaborated with **21** welfare organisations;
Charitable donations and sponsorship close to **HKD1,390,000** ;
More than **30,000** beneficiaries this year

與**21**間福利機構合作;
慈善捐款及贊助總額近
1,390,000港元;
本年度惠及超過**30,000**基層人士



Received **23 awards** and recognitions

榮獲**23**項獎項及嘉許

Society 社會



About This Report

關於本報告

Tai Hing Group Holdings Limited (hereinafter referred to as “Tai Hing Group” or “the Group”) has issued its sixth standalone sustainability report (“this Report”), disclosing management approach and performance data related to environmental, social, and governance (ESG) issues. This Report is published in both Chinese and English versions. In case of any discrepancies between the Chinese and English versions, the Chinese version shall prevail. During this fiscal year, there were no significant changes in the organisational structure of the Group.

Reporting Framework

This Report has been prepared in accordance with the 《Environmental, Social and Governance Reporting Guide》² (“HKEX ESG Reporting Guide”) set out in Appendix C2 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (“Stock Exchange”), subject to mandatory disclosure requirements and “comply or explain” provisions. The Group is committed to continuously enhancing its sustainable development performance and implementing the United Nations Sustainable Development Goals. For information on the Group’s corporate governance practices, please refer to its annual report, available on its website.

Reporting Boundary

We have determined the scope of the Report based on the financially significant operations (representing over 85% of the main revenue sources) of the Group and their impact on sustainability issues in relation to environment and the society. This Report includes the performance on sustainable development of the head office in Hong Kong, self-operated restaurants and their operational management, and the food factory located in Fo Tan. This Report excludes the food factory in Dongguan, and the “operation of restaurants and sale of food products” in Mainland China and Macau segments. The scope of this year’s report remains unchanged from last year. Unless otherwise stated, this Report covers the fiscal year ended December 31, 2024.

太興集團控股有限公司(下文稱為「太興集團」或「本集團」)發表第六份獨立可持續發展報告(「本報告」)，披露於環境、社會及管治(「ESG」)議題方面的管理方法及數據表現。本報告同時刊發中英文版本。如中英文版本有任何衝突，概以中文版本為準。本年度，本集團的組織架構並無重大變動。

報告框架

本報告已根據香港聯合交易所有限公司(「聯交所」)證券上市規則附錄C2所載的《環境、社會及管治報告指引》²(「香港聯交所ESG報告指引」)編製，遵循強制披露規定及「不遵守就解釋」條文。本集團致力推動其可持續發展表現，實踐聯合國可持續發展目標(UN Sustainable Development Goals)。有關本集團企業管治工作，請參閱本集團網站刊登的年報。

報告範圍

我們按照本集團財務重要性(超過85%的主要收入來源)及可持續發展議題對環境和社會影響的重大程度，釐定報告範圍。本報告涵蓋香港總辦事處、自營餐廳及其營運管理，以及位於火炭的食品廠房在可持續發展方面的表現，未包括位於東莞的食品廠房，以及中國內地與澳門的「餐廳營運及食品銷售」業務相關的分部。本年度報告涵蓋範圍與去年維持不變。除另有註明外，本報告涵蓋截至2024年12月31日止的財年。



² Renamed as 《Environmental, Social and Governance Reporting Code》 with effect from 1 January 2025

² 其後更名為《環境、社會及管治報告守則》，並自2025年1月1日起生效。

Feedback

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

Address: 13/F, Chinachem Exchange Square, 1 Hoi Wan Street,
Quarry Bay, Hong Kong
Email: esginfo@taihing.com

意見反饋

我們設有內部系統管理ESG數據及資料並進行定期檢視。我們持續追求全面準確的ESG數據，但明白報告流程可能有不足之處，將繼續加強資料量度、管理及披露。歡迎閣下就本報告內容及本集團在可持續發展管治措施和實踐提出寶貴意見。如有任何疑問和意見，請透過以下途徑聯絡我們：

地址：香港鰂魚涌海灣街1號華懋交易廣場
13樓
電郵：esginfo@taihing.com



About Tai Hing Group

關於太興集團

The Group operates multi-brand casual dining restaurants. It has its roots in Hong Kong with a network of more than 210 restaurants in Hong Kong, Mainland China and Macau. In addition to the flagship “Tai Hing” brand, its brand portfolio encompasses “Men Wah Bing Teng”, “TeaWood”, “Asam Chicken Rice”, “Trusty Congee King”, “Phô Lê”, “Lu Bistro”, “Rice Rule”, “Dimpot”, “Dumpling Station”, “King Fong Bing Teng”, “Tommy Yummy”, “Bingle Bingle”, “Tori Yoichi”, “Sing Kee Seafood Restaurant”, “ManShan Taipei”, “On Kim Pot Rice”, “Bashi Ramen” and “TOKENYO Korean BBQ Cuisine”. For details of milestones achieved over the years by the Group, please visit its corporate website and the “Milestones of Tai Hing Group” section.

The Group operates food factories in both Hong Kong and Mainland China, covering a total area of approximately 430,000 square feet. While the Hong Kong food factory supports our local restaurant business, the factories in Mainland China are mainly responsible for purchasing and producing cured meat, frozen products, canned foods and canned beverages. The Group’s food factories enable it to centralise purchasing of ingredients and other supplies, food processing, quality control of raw materials, semi-processed or processed of food ingredients, as well as packaging, warehousing and distribution functions, to ensure product quality.

Our Vision, Mission and Core Values

The Group is committed to providing customers with quality food and service and adheres to the governance principles of “Three Excellences and 5-S Management” and the four core values of “People-oriented”, “Customer First”, “Quality Prioritised”, and “Innovation for Development”. We strive to become a catering group highly regarded by customers. While continuously expanding its business footprint, the Group actively seizes the opportunities brought by the growing pursuit of a low-carbon economy, spares no effort in fulfilling its social responsibilities and giving back to the community.

本集團是一間紮根香港的多元品牌休閒餐飲集團，在香港、中國內地及澳門建立了逾210間餐廳的龐大網絡。除旗艦品牌「太興」外，我們的品牌組合包括「敏華冰廳」、「茶木」、「亞參雞飯」、「靠得住」、「錦麗」、「鹵致號」、「飯規」、「點煲」、「餃子馱」、「瓊芳冰廳」、「Tommy Yummy」、「Bingle Bingle」、「鳥世一」、「星記海鮮飯店」、「滿山•台北」、「安金稻」、「一橋拉麵」及「Tokenyo韓式烤肉料理」。如欲了解本集團歷年來的重大里程碑，歡迎瀏覽本公司網站及「太興集團里程碑」章節。

本集團於香港及中國內地均設有食品廠房，共佔地約430,000平方呎。香港的食品工廠主要支援本港的餐廳業務，中國內地的工廠則專注於採購及生產醃製肉類、冷凍產品、罐頭食品及罐裝飲料。有賴設立食品廠房，本集團能夠集中處理食材及其他材料的採購、食品加工、原材料、半加工或加工食材的質量控制，以及包裝、倉儲及配送運作，確保產品品質。

本集團的願景、使命及核心價值觀

秉承為顧客提供優質食品及服務的承諾，本集團堅守「三優五常」的管治原則，貫徹「以人為本」、「以客為先」、「重視品質」和「創新求變」四大核心理念，致力成為備受顧客信賴與推崇的餐飲集團。在持續擴大業務版圖同時，本集團積極把握低碳經濟所帶來的機遇，不遺餘力地實踐社會責任，回饋社群。





Milestones of Tai Hing Group

太興集團里程碑



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

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

開設首間「太興」餐廳

陳永安先生及袁志明先生於香港西灣河開設「太興」品牌旗下的首間餐廳

ESTABLISH THE HONG KONG FOOD FACTORY

Opened Hong Kong Food Factory in Fo Tan, Hong Kong

ACQUIRE A NEW BRAND

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

開設香港食品廠房

於香港火炭開設香港食品廠房

發展新品牌

收購「靠得住」品牌餐廳

INTERNATIONALLY RENOWNED BRAND

The "Trusty Congee King (靠得住)" restaurant in Wan Chai, Hong Kong was first published in the Michelin Hong Kong and Macau Guide (which remains in the Guide for 14 consecutive years till now)

品牌享譽國際

位於香港灣仔的「靠得住」餐廳首度獲刊載於米芝蓮香港及澳門指南 (至今連續14年獲選)



EXPAND OUR BUSINESS IN MAINLAND CHINA

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

拓展國內業務

以「太興」品牌在中國內地開設首間餐廳

OBTAIN HACCP CERTIFICATION

Obtained HACCP certification for standardised process and quality control system

獲得 HACCP 認證

標準化流程及質量控制體系獲得 HACCP 認證

ESTABLISH THE FIRST "TEAWOOD (茶木)" BRAND

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

成立首間「茶木」

在香港旺角開設「茶木」品牌旗下的首間餐廳



OBTAIN ISO CERTIFICATION

Hong Kong food Siu Wei Production obtained ISO22000 certification

取得認證

香港食品廠房燒味生產單位取得ISO 22000認證



DEVELOP A NEW BRAND

Opened the first Vietnamese restaurant under the "Phô Lê (錦麗)" brand in Kwun Tong, Hong Kong (which has expanded to 10 branches at present)

開拓新品牌

從越南胡志明市引入「錦麗」品牌，並於香港觀塘開設首間越南餐廳(現時於香港已發展至10間分店)



EXPAND OUR BRAND PORTFOLIO

Acquired the brand standalone bing sutt (冰室) named "Man Wah Bing Teng (文華冰廳)" which was subsequently rebranded as "Men Wah Bing Teng (敏華冰廳)" (which has expanded to 41 branches in HK at present)

擴展旗下品牌

收購獨立冰室品牌「文華冰廳」並於其後重塑為「敏華冰廳」(現時於香港已發展至41間分店)



ESTABLISH THE FOOD FACTORY IN MAINLAND CHINA

Opened a food factory in Dongguan, Mainland China
開設中國內地食品廠房
於中國東莞開設中國內地食品廠房



2018



EXPAND BRAND VARIETY

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

擴大品牌種類

在香港開發新品牌：「Tommy Yummy」、「鳥世一」及重塑品牌「星記海鮮飯店」

2022

EXPAND BRAND VARIETY

Developed new brands in Hong Kong: "ManShan Taipei (滿山•台北)", "On Kim Pot Rice (安金稻)" and "Bashi Ramen (一橋拉麵)"

DIGITAL AND LOW-CARBON LIFESTYLE, PROMOTING GREEN ECONOMY

The "Electronic Staff Card" has been officially launched

Collaborated with "Zero2" APP

擴大品牌種類

在香港開發新品牌：「滿山•台北」、「安金稻」及「一橋拉麵」

數碼化低碳生活，推動綠色經濟

「電子職員證」正式出台

與「Zero2零活易」手機應用程式合作

2024

2023



EMPOWER DIGITAL TECHNOLOGY

Launched the first comprehensive mobile application "Tai Hing App (太興App)"

Launch the "Staff Self-Service Platform" and "Staff APP"

DEVELOP A NEW BRAND

Launched a new brand "Bingle Bingle" in Lai Chi Kok, Hong Kong

數碼化科技

本集團首個綜合流動應用程式「太興App」面世

推出「員工自助服務平台」及「員工APP」手機版

開拓新品牌

於香港荔枝角開設新品牌「Bingle Bingle空中列車烤肉」

2019

REACH A NEW MILESTONE

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

EXPAND OUR BUSINESS IN MAINLAND CHINA

Opened the first restaurant under the brand "Men Wah Bing Teng (敏華冰廳)" in Mainland China (which has expanded to 22 branches today)

DEVELOP A NEW BRAND

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

邁進新里程

太興集團控股有限公司於6月13日在聯交所主板上市，股票代號6811

拓展中國內地業務

以「敏華冰廳」品牌在中國內地開設首間餐廳（現時於內地已發展至22間分店）

開拓新品牌

於香港中環以「亞參雞飯」品牌開設首間海南雞飯專門店



2021



DEVELOP A NEW BRAND

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

開拓新品牌

於香港九龍灣以「餃子站」品牌開設手工餃子專門店



DEVELOP A NEW BRAND

Opened the first Dim Sum and clay pot rice restaurant under the brand "Dimpot (點煲)" in Ma On Shan, Hong Kong

開拓新品牌

於香港馬鞍山開設「點煲」品牌旗下的首間點心及煲仔飯專門店

2020

Message From the Chairman

主席寄語



“我們承諾嚴格遵循ESG原則，持續完善業務模式，更靈活地適應市場變化，鞏固與所有持份者的緊密聯繫，在實現企業長期價值增長的同時，為環境、社區和經濟的共同繁榮不懈努力。”

“We are committed to rigorously adhering to ESG principles, continuously refining our business models to better adapt to market dynamics, and strengthen our close ties with all stakeholders. While driving our long-term value growth, we will strive for the shared prosperity of the environment, community, and economy.”



Dear Stakeholders,

The year 2024 holds significant importance for Tai Hing Group as we celebrated the 35th anniversary and the 5th anniversary of our listing. Over the past 35 years, the Group has consistently adhered to the principle of steady development and proactively sought innovation and improvement. While continuously expanding our business, we have also shouldered our responsibilities towards the environment and society, closely integrating the Group's long-term development strategy with the philosophy of sustainability.

Looking back at 2024, we focused on enhancing internal operational efficiency and also made continuous progress in, among food safety, talent development, and environmental protection. We are well aware that as a responsible enterprise, our performance directly impacts a wide range of stakeholders. By consistently implementing ESG principles and optimising resource allocation, we have continuously strengthened our resilience and achieved long-term value, ensuring the Group's steady progress and living up to the expectations of all stakeholders.

Food safety is the cornerstone of the catering industry, directly related to consumers' health and trust. We have continuously optimised the entire process of food safety management and strictly conducted audits and evaluations on our suppliers to ensure that every step from ingredient selection to the dishes serving meets hygiene and quality standards, allowing consumers to enjoy safe and healthy food. Through regular third-party inspections and certifications, we maintain high standards to ensure product quality and continuously optimise the nutritional value and flavor of our products, creating a healthy and delicious innovative dining experience. We value customer needs and satisfaction, and continuously improve service processes through collecting feedback. We also proactively promote digital transformation, utilising digital tools such as self-service mobile ordering, electronic payments, and the "Tai Hing App" to enhance the customer experience comprehensively.

致各位持份者：

2024年對於太興集團而言，是一個具有重要意義的年份，我們迎來了成立35周年及上市5周年。過去35年間，本集團始終秉持穩健發展的原則，積極尋求創新與改進，在不斷拓展業務的同時，亦肩負起對環境及社會的責任，將企業的長期發展與可持續理念緊密結合。

回顧2024年，我們專注於提升企業內部營運效率，在食品安全、人才發展和環境保護等方面亦不斷精進。我們深知，作為一間負責任的企業，我們的表現直接關乎到廣大的持份者，通過持續貫徹ESG原則，優化資源配置，我們不斷增強企業韌性，實現長期價值，讓本集團行穩致遠，不負各方持份者的期望。

食品安全是餐飲行業的基石，攸關消費者的健康與信任。我們持續優化整個食品安全管理流程，嚴格執行供應商審核及評估，確保從食材選擇到成品上桌的每一個環節均符合衛生及品質標準，讓消費者享受到安全、健康的食品。透過定期進行第三方檢測與認證，我們以高標準保障產品質素，不斷優化產品的營養價值與風味，打造健康美味的創新用餐體驗。我們重視顧客需求及滿意度，透過收集顧客反饋，持續完善服務流程，亦積極推動數碼轉型，利用自助手機點餐、電子支付及「太興App」應用程式等數碼化工具，全面提升顧客體驗。

Message From the Chairman
主席寄語

For many years, Tai Hing has been committed to promoting industry talent development and creating a positive working environment. We understand that excellent talent is key to the continuous growth of all enterprises, thus providing training courses and career progression opportunities for employees to realise their self-worth. We care about the physical and mental health and well-being of our employees, thus enhancing their focus on occupational safety, health, and quality service through a series of activities such as occupational health and safety training, safety measures, and employee care programmes, specifically, including organising “Occupational Safety Knowledge Quiz” and “Outstanding Service Competition”, so as to foster a positive work atmosphere and improve occupational health and safety performance. In addition, we are actively concerned about the physical condition of our employees, and therefore launched the “Fit “Tai Hing” Relaxation – Health Management Programme.” Through collaboration with different organisations, we arranged various health check-ups and weight loss fitness activities for employees to participate in, with medical personnel providing on-site analysis and explanations. Over the year, more than two thousand participants have been recorded. Notably, since 2013, the Group has implemented the “Smoking Cessation Programme” and persistently promoted a smoke-free culture. This year, the Group was honored with the “Hong Kong Smoke-Free Leading Company Awards 2023 — Gold Award” by the Hong Kong Council on Smoking and Health, becoming the first catering group to receive this honor. We will take this opportunity to continue deepening the creation of a smoke-free environment and creating a healthier and more harmonious living space.

In addressing climate change, we have taken active steps for green operations towards our environmental goals for 2030. This year, the Group became the first catering group to promote an eco-friendly mobile app among our employees, encouraging all staff to practice low-carbon living through a low-carbon rewards programme. We actively cooperate with government’s sustainable development plans such as climate action and plastic reduction, reducing the use of disposable plastics in product packaging and dine-in services, increasing the proportion of green energy use, and improving targeted energy efficiency to reduce our carbon footprint and minimise the overall environmental impact of our operations.

太興多年來一直堅持推動行業人才發展及打造良好的工作環境。我們深知優秀人才是企業持續成長的關鍵，為員工提供培訓課程及晉升階梯，實現自我價值。我們關注員工的身心健康與福祉，透過職安健培訓、安全預防措施、員工關懷計劃等系列活動加強員工對職業安全健康及優質服務的關注，包括舉辦「職安常識問答比賽」、「傑出服務比賽」等活動，營造良好工作氛圍，提升職安健表現。此外，我們更積極關注員工身體狀況，故推出「Fit『興』鬆 — 健康管理計劃」，透過與不同機構合作，安排多項體檢及減肥健體活動給員工參與，並有醫護人員即場分析講解，全年累計超過二千人次參與。尤為值得一提的是，本集團自2013年起舉行「無煙一身興」戒煙計劃，堅持推廣無煙文化。今年，本集團榮獲香港吸煙與健康委員會頒發的「香港無煙領先企業大獎 — 金獎」，成為首間獲此殊榮的餐飲企業。我們將以此為契機，繼續深化無煙環境的營造，創造更加健康、和諧的生活空間。

在應對氣候變化的過程中，我們積極付諸行動，致力於綠色營運，朝向已定立的2030年環境目標邁進。本年度，本集團成為首間向員工推廣生活環保應用程式的餐飲企業，通過低碳獎賞計劃，鼓勵大家踐行低碳生活。我們積極配合政府氣候行動及減塑等可持續發展計劃，在產品包裝、堂食服務等方面減少一次性塑膠的使用，提高綠色能源的使用比例，針對性地優化能源利用效率，減少碳足跡，降低整體營運對環境的影響。

Message From the Chairman
主席寄語

In the process of the Group's relentless promotion of sustainable development management, 2024 saw our abundant achievements and numerous accolades and honors from various sectors. These include the "Hong Kong Awards for Environmental Excellence – Gold Award in the Catering Industry" issued by the Environmental Campaign Committee, breaking the record of receiving Certificate of Merit for five consecutive years; the "Sustainable Restaurant of the Year 2024" and "Best Employee Sustainability Engagement" jointly issued by the Hong Kong Smart Catering Association and the Hong Kong Retail Technology Industry Association; the "Environmental Excellent Enterprise Award 2024" issued by the Professional Validation Centre of Hong Kong Business Sector; and the "BOCHK Corporate Low-carbon Environmental Leadership Awards" issued by the Federation of Hong Kong Industries for the eighth consecutive year. These honors powerfully attest to the Group's efforts and achievements in improving sustainable operational models, actively introducing green technologies, promoting energy conservation and emission reduction, and enhancing catering services, further inspiring us to continue advancing on the path of sustainable development with our original aspirations.

Taking our 35th anniversary as an opportunity, we have deepened collaboration with various parties to invest more efforts in charity and public welfare, and expand the range of beneficiaries, allowing more people in need to feel the warmth and care of the Group. Over the past year, we have collaborated with 21 charitable/social welfare organisations to dedicate ourselves to charitable causes, with total charitable donations and sponsorship amounting to approximately HK\$1,390,000, conveying love and warmth to society through practical actions.

Looking ahead, as we embark on this new journey of our 35th anniversary, the Group will continue to uphold sustainable development strategies, integrating corporate development with social responsibility to advance in a harmonious way. Leveraging the advantages of our diverse brands, we will contribute to the sustainable development of the catering industry. As we approach our 40th anniversary, we sincerely thank all stakeholders for their support and trust. The Group will take more actions to realise long-term value, push forward on our sustainable development journey, and achieve more milestones.

Chairman and Executive Director
Chan Wing On
April, 2025

在本集團堅持不懈地推動可持續發展管理的過程中，2024年成為我們收穫豐碩成果的高光之年，獲得各界讚譽與多項殊榮。其中包括由環境運動委員會頒發的「香港環境卓越大獎 — 餐飲業金獎」，更打破以往紀錄，連續5屆榮獲優異獎；香港智慧餐飲協會與零售科技商會聯合頒發的「2024可持續餐飲商年度大獎」及「員工可持續性參與大獎」；香港商業專業評審中心授予的「2024年卓越商評環保企業獎」；以及連續八年榮膺香港工業總會的「中銀香港企業低碳環保領先大獎」。這些榮譽的加冕，有力見證本集團在優化可持續營運模式、積極引入綠色科技、推動節能減排及優化餐飲服務等的努力與成效，更激勵著我們在可持續發展的道路，不忘初心、持續奮進。

我們以35周年為契機，深化與各方的合作，在慈善公益領域投入更多心力，擴大受益群體範圍，讓更多有需要人士感受到本集團的溫暖與關懷。在過去的一年裡，我們與21個慈善及社福機構開展合作，在慈善事業上傾注心力，慈善捐款以及各類贊助的總額近139萬港元，用實際行動為社會傳遞愛與溫暖。

展望未來，藉35周年這新征程，本集團將持續秉持可持續發展策略，讓企業發展與社會責任相互交融、協同共進。我們將依託多元品牌的優勢，為餐飲業界的可持續發展出一份力。邁向40周年之際，衷心感謝所有支持和信任我們的持份者，本集團將採取更多行動，釋放長期價值，推動我們的可持續發展之旅，達成更多里程碑。

主席兼執行董事
陳永安
2025年4月

Sustainability Governance

可持續發展方針

The Group is deeply aware that our responsibilities extend beyond providing customers with the highest quality food and enjoyable dining experiences. It is equally imperative to integrate sustainable development principles into our business operations, aligning them with the Group's vision, mission, and core values. Through a robust governance framework and cooperation between functional departments, we continuously promote transparent and efficient sustainability governance to ensure that our strategies and practices in environmental, social, and governance fully meet stakeholders' expectations, thereby laying a solid foundation for achieving long-term value.

Board Statement

The Group has established a top-down ESG governance structure, with the Board of Directors serving as the highest governance body for ESG matters, comprehensively responsible for overseeing ESG-related matters, including climate-related risks and opportunities. The Board of Directors holds meetings on a regular basis to review progress on ESG-related targets that have a significant impact on the Group's business.

The Group has established a Sustainable Development Steering Committee chaired by an Executive Director to specifically oversee the Group's sustainability performance. The Sustainable Development Steering Committee convenes meetings not less than twice a year and reports progress in relevant affairs to the Board on a regular basis. Sustainability management extends to all functional departments to continuously monitor sustainability trends, identify relevant risks and opportunities, including those related to climate change, and ensure deep integration of sustainability efforts with business operations.

本集團深知，所肩負的責任不僅在於為顧客提供最優質的食品及愉快的用餐體驗，更需要在業務營運中實踐可持續發展理念，並與本集團的願景、使命及核心價值觀融合。透過健全的管治架構和多方協作，本集團持續推動透明、高效的可持續發展管理，確保在環境、社會及管治三方面的策略與實踐充分契合持份者期望，為實現長遠價值奠定穩固基石。

董事會聲明

本集團建立自上而下的ESG管治架構，由董事會作為ESG事項之最高管治機構，全面負責監督包括氣候相關的風險與機遇在內的ESG相關事宜。董事會定期召開會議，審視對本集團業務有重大影響的ESG相關目標之進展。

本集團已成立由執行董事擔任主席的可持續發展督導委員會，專責監督本集團在可持續發展方面的表現。可持續發展督導委員會每年召開不少於兩次會議，定期向董事會匯報相關工作進展。可持續發展管理向下延伸至各職能部門，持續監察可持續發展趨勢，識別包括與氣候變化相關的可持續發展風險和機遇，確保可持續發展工作與業務營運深度協同。

SUSTAINABLE DEVELOPMENT STEERING COMMITTEE 可持續發展督導委員會

Chairman of the Committee

Executive Director

委員會主席

執行董事

Vice chairman of the committee

Director of Business and Brand Development

委員會副主席

業務及品牌發展董事

- Review and approve the Group's ESG standards and policy statements
- 審視和批核本集團的ESG標準及政策聲明

- Review the sustainable development agenda
- 審視可持續發展議程

- Review goals and progress
- 審視目標及進度

Human Resources and Administration Department
人力資源及行政部
Sustainable employee engagement
可持續的員工參與

Marketing & Communications Department
市場及傳訊部
Corporate social responsibility and community involvement
企業社會責任及社區參與

Company Secretary
公司秘書
Corporate governance
企業管治

Central Production and Logistics Department
中央產製及物流部
Food Production Quality and Safety Management
食品生產質量及安全管理

Purchasing Department
採購部
Supply Chain Management and Responsible Sourcing
供應鏈管理及負責任採購

Project and Maintenance Department
工程及維修部
Environmental Protection Measures
環保措施

Operations Department
營運部
Responsible marketing and customer satisfaction
負責任營銷及顧客滿意度

Information Technology Department
資訊科技部
Digitalisation and Innovative Operations
數碼化及創新營運

- Consolidate and review ESG standards and policy statements
- 鞏固和審視ESG標準和政策聲明
- Hold a meeting with the subcommittee
- 與小組委員會進行會議

- Timely report to the chairman and vice chairman
- 適時向主席和副主席匯報
- Review the progress of plan implementation and make modifications as needed
- 審視計劃執行進度，並適時進行修改

- Assist in formulating targets and development plans
- 協助制訂目標及發展計劃
- Fulfil ESG standards and policy
- 履行ESG標準和政策聲明

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

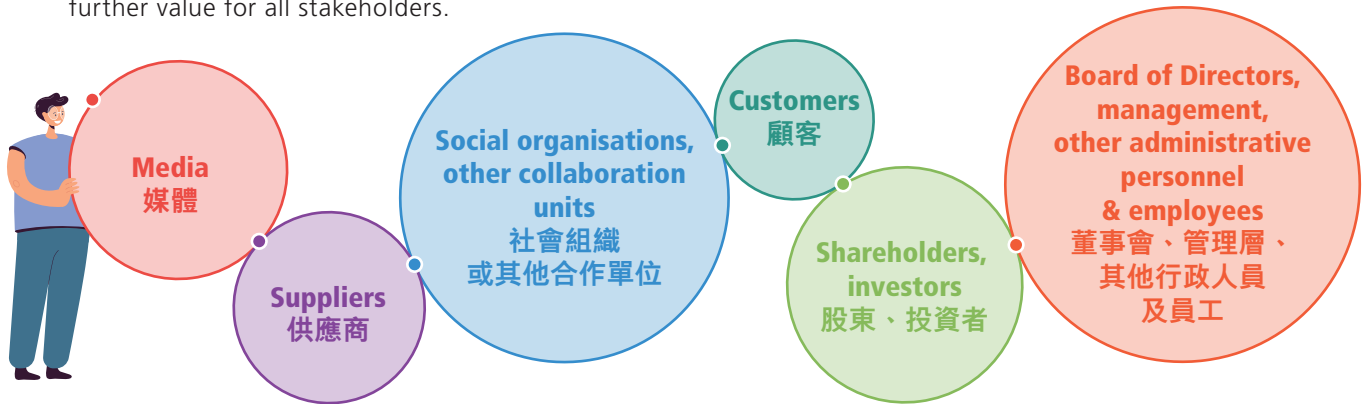
Materiality

The Group actively collects stakeholder feedback through diversified communication channels, such as corporate reports, opinion surveys and assessments, regular meetings, and site visits. By maintaining close engagement with stakeholders, we gain insights into their perspectives and expectations regarding sustainability issues and the Group's performance, both internally and externally. This feedback informs our future strategic planning and enables us to address concerns of stakeholders through practical actions. Moving forward, the Group will continue to engage with stakeholders through multiple channels, enhance the transparency of its business strategies, and create further value for all stakeholders.

董事會確認，其有責任確保可持續發展報告的完整性，且據其所深知，本報告已涵蓋所有相關重要議題，並不偏不倚地闡述本集團的ESG表現。董事會確認已審閱並批准本報告。

重大議題

本集團通過多元化的溝通渠道(如公司報告、意見調查與評估、定期會議及實地考察等)廣泛收集持份者意見，並與他們保持緊密聯繫，以了解內部及外部持份者對於可持續發展議題及其表現的看法與期望，為未來策略性規劃提供依據，並透過實際行動回應各方關切點。未來，本集團將繼續透過多渠道與持份者溝通，提高業務策略透明度，為持份者創優增值。



The Group established its issue database by reference to the HKEX ESG Reporting Guide², industry-specific issues by the Sustainability Accounting Standards Board (SASB), material industry-specific issues by Morgan Stanley Capital International (MSCI), peer analysis, and other industry-leading standards. Following the research and analysis, a total of 32 ESG issues were included in the issue database as potentially important issues. Subsequently, through stakeholder questionnaires, survey analysis, prioritisation, verification and review processes, we have identified the issues that have a significant impact on the Group's sustainable development.

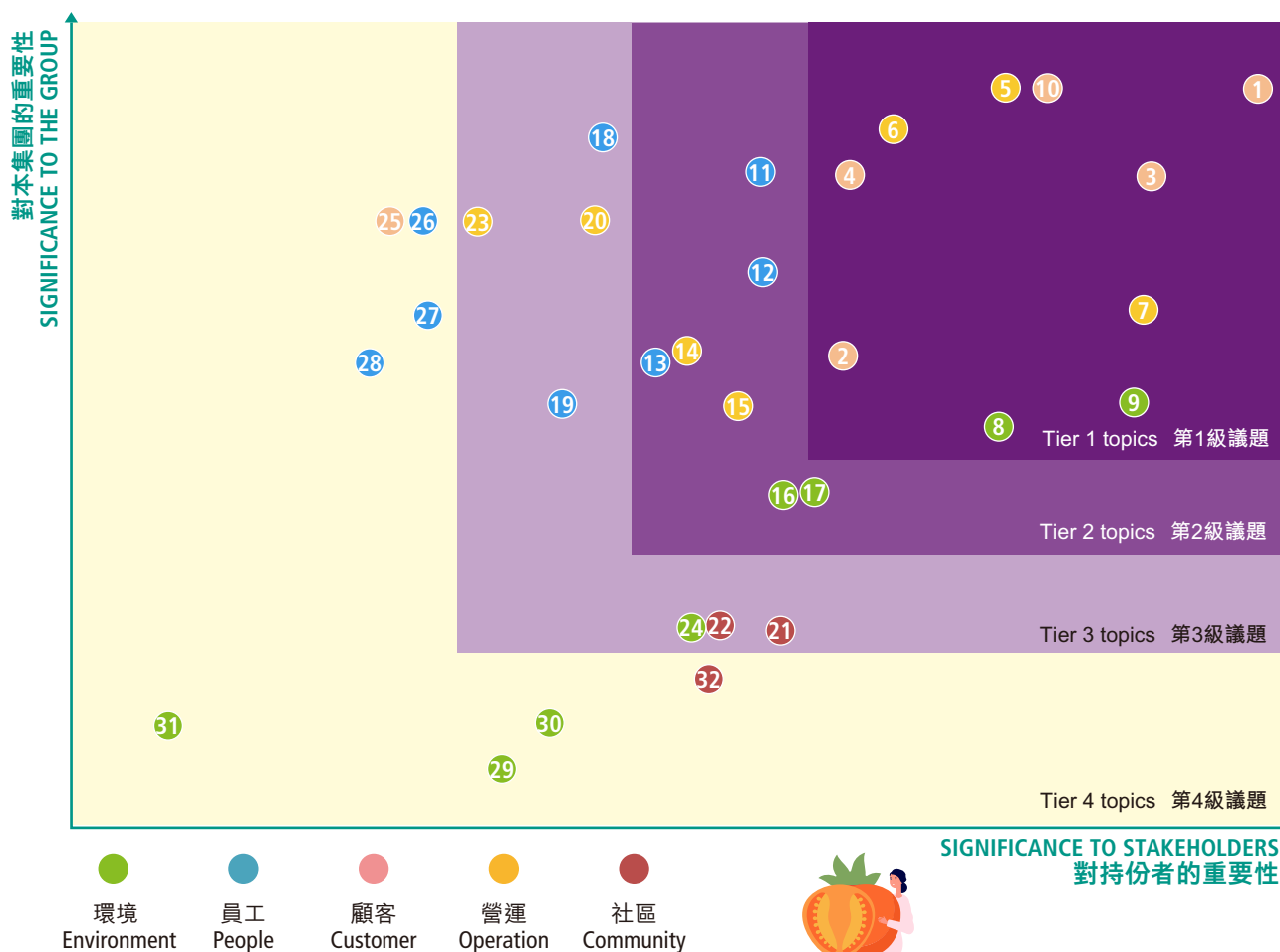
After the Sustainable Development Steering Committee reviewed the materiality during the year, previously identified material issues such as food quality and safety, food nutrition and health, customer experience, customer privacy and data security, anti-corruption, business ethics, responsible marketing and promotion, waste management, packaging materials management, and customer satisfaction were found to be still material.

本集團參考香港聯交所ESG報告指引²、可持續發展會計準則委員會(SASB)的行業議題、摩根士丹利資本國際公司(MSCI)的行業重要議題、同業分析，以及其他行業的領先標準建立議題庫，經調研後，議題庫共納入32個可持續發展議題作為潛在具重要性的議題。隨後，透過持份者問卷調查、調查結果分析、議題優先等級排序、驗證及審視等流程，識別出對本集團可持續發展具重大影響之議題。

經過可持續發展督導委員會於年內對於重要性的審視後，此前的重要議題維持有效，包括食品質量與安全、食品營養與健康、顧客體驗、顧客隱私與數據安全、反貪污、商業道德、負責任營銷及推廣、廢棄物管理、包裝材料管理，以及顧客滿意度。

² Renamed as 《Environmental, Social and Governance Reporting Code》 with effect from 1 January 2025

² 其後更名為《環境、社會及管治報告守則》，並自2025年1月1日起生效。

Sustainability Governance
可持續發展方針

Tier 1 第1級	Tier 2 第2級	Tier 3 第3級	Tier 4 第4級
<ul style="list-style-type: none"> 1 Food quality and safety 食品質量與安全 2 Food nutrition and health 食品營養與健康 3 Customer experience 顧客體驗 4 Customer privacy and data security 顧客隱私與數據安全 5 Anti-corruption 反貪污 6 Business ethics 商業道德 7 Responsible marketing and promotion 負責任營銷及推廣 8 Waste management 廢棄物管理 9 Packaging materials management 包裝材料管理 10 Customer satisfaction 顧客滿意度 	<ul style="list-style-type: none"> 11 Occupational safety and health 職業安全與健康 12 Staff communication 員工溝通 13 Diversity and equal opportunities 多元化與平等機會 14 Sustainable procurement 可持續採購 15 Supplier risk assessment 供應商風險評估 16 Energy and water resources management 能源與水資源管理 17 Raw material management 原材料管理 	<ul style="list-style-type: none"> 18 Labour standard 勞工準則 19 Anti-discrimination 反歧視 20 Intellectual Property Protection 知識產權保護 21 Assisting people in need 幫助有需要人士 22 Community involvement 社區參與 23 Whistleblowing mechanism 舉報機制 24 Air pollutant management 空氣污染物管理 	<ul style="list-style-type: none"> 25 Customer well-being 顧客福祉 26 Staff compensation and benefits 員工薪酬及福利 27 Staff training and development 員工培訓與發展 28 Prevention of child labour and forced labour 防止童工及強制勞工 29 Carbon emission management 碳排放管理 30 Addressing climate change 應對氣候變化 31 Use of renewable energy 使用可再生能源 32 Participating in charitable activities 參與慈善活動

Aligning with the United Nations Sustainable Development Goals

The Group's sustainability strategy revolves around four core pillars: food for quality, operational excellence, people-oriented, and environmental commitment. By aligning with the United Nations Sustainable Development Goals (UN SDGs), we have formulated specific action plans to ensure higher standards in ingredient selection, operational efficiency, human care, and environmental protection, aiming to drive business growth alongside global sustainable development goals.

對應聯合國可持續發展目標




本集團的可持續發展方針圍繞四大核心領域，聚焦於優質食材、卓越營運、以人為本和環境承諾。通過對應聯合國可持續發展目標(UN SDGs)，制定具體的行動計劃，確保在食材揀選、營運效率、人文關懷及環境保護等各方面均達到更高標準，致力於促進業務增長與全球可持續發展目標的並行推進。



Sustainability Governance
可持續發展方針

We have comprehensively assessed the relevance of the United Nations Sustainable Development Goals to our corporate value chain and identified that our sustainability strategy closely aligns with six specific UN SDGs. Through a series of practical initiatives, we are committed to contributing to the realisation of the global sustainable development vision by 2030.

我們全面審視聯合國可持續發展目標與企業價值鏈的關聯性，確定可持續發展方針緊密對接六項聯合國可持續發展目標，並通過一系列切實可行的措施，致力於在2030年前為全球可持續發展願景的實現貢獻力量。

Pillars 層面	United Nations Sustainable Development Goals 聯合國可持續發展目標	The Group's Practices 本集團的實踐	Progress during the year 年內的進度
Food for Quality 優質食材	 <p>2.1. End hunger and ensure access to food for all people 2.1. 消除飢餓，確保所有人獲得足夠食物</p>	<ul style="list-style-type: none"> Implemented 5-S management approach to ensure food safety and quality Established quality assurance department and quality control procedures Used food waste disposers Food donation Set price at a level that is widely accepted by the general public 推行五常法管理方法，確保食品安全與質量 設立品質管理部和質量監控程序 使用自動化食品處理機器 捐贈食品 定價為大眾化接受的水平 	In ideal progress 進展理想
	 <p>14.2. Sustainably manage and protect marine and coastal ecosystems 14.2. 透過可持續方式管理及保護海洋及沿海生態系統</p>	<ul style="list-style-type: none"> Obtained sustainability certifications for some of the seafood procured, including Best Aquaculture Practices (BAP) certification and Marine Stewardship Council (MSC) Chain of Custody Standards Offered healthy menu 為部分採購的海產取得可持續發展認證，包括最佳水產養殖規範(Best Aquaculture Practices, BAP)認證及海洋管理委員會(Marine Stewardship Council, MSC)產銷監管鏈標準 提供健康餐單 	In ideal progress 進展理想
People-oriented 以人為本	 <p>8.3 Protect labour rights and promote safe and secure working environments for all 8.3 保障勞工權利，為全體員工營造安全和穩妥的工作環境</p>	<ul style="list-style-type: none"> Launched several health programmes such as Smoking Cessation Programme Vaccination for Prophylaxis Introduction of occupational safety and health equipment Provided subsidies for safety anti-slip shoes for new employees 推出健康戒煙計劃等多項體健計劃 提供疫苗接種 引進職安健設備 為新入職員工提供安全防滑鞋資助 	In ideal progress 進展理想

Pillars 層面	United Nations Sustainable Development Goals 聯合國可持續發展目標	The Group's Practices 本集團的實踐	Progress during the year 年內的進度
Environmental Commitment 環境承諾	  7.2. Increase substantially the share of renewable energy in the global energy mix 7.3. Double the global rate of improvement in energy efficiency 7.2. 大幅增加可再生能源佔整體能源組合的比重 7.3. 將總體能源效益增加一倍	<ul style="list-style-type: none"> • Developed an Energy Management Plan • Set target of 20% reduction in energy consumption intensity • 制定能源管理計劃 • 設定降低20%能源消耗密度目標 	In good progress 進展良好
	  12.5. Substantially reduce waste generation through prevention, reduction, recycling, and reuse 12.5. 透過預防、減少、回收和再利用而顯著減少製造垃圾	<ul style="list-style-type: none"> • Set target of 10% reduction in waste emission intensity • Promoted food waste management programmes • Committed to Food Wise Hong Kong campaign • Launched recycling and reuse campaign of Poon Choi container, a total of 1,657 Poon Choi containers were recycled this year. • Phased out plastic cutlery and utensils such as straws, plastic bags, and takeaway containers • Reduced packaging waste by purchasing in large quantities • Wasted Oil Recycling Programme • Paperless project • Collaborated with eco-friendly mobile app – Zero2 • 設定廢棄物排放密度減少10%的目標 • 推廣廚餘管理計劃 • 參與香港惜食運動 • 推行盆菜盆回收再用計劃，本年度合共回收1,657個盆菜盆 • 逐步淘汰塑膠餐具和器具，例如飲管、膠袋及外賣盒 • 以大批量採購減少包裝浪費 • 廢油回收計劃 • 無紙化工程 • 與環保手機應用程式 – Zero2零活易合作 	In good progress 進展良好

Sustainability Governance
可持續發展方針

Pillars 層面	United Nations Sustainable Development Goals 聯合國可持續發展目標	The Group's Practices 本集團的實踐	Progress during the year 年內的進度
Operational Excellence 卓越營運	 	<p>16.5. Substantially reduce corruption and bribery in all forms</p> <p>16.5.顯著防止各種形式的貪污及賄賂</p> <ul style="list-style-type: none"> • Collaborated with the Independent Commission Against Corruption (ICAC) regularly to review the Group's internal policies and conduct anti-corruption training • Collaborated with the Hong Kong Police Force Crime Prevention Bureau to give employees anti-fraud training • Enhanced fraud alerts in branches to increase public understanding of preventing fraud. • Engaged a law firm to provide the Board of Directors with professional training on corporate governance, risk management, and related areas • Invited professionals to give cybersecurity training to the management and employees at different levels • Set out the Group's business ethics principles and requirements in the Staff Handbook • Established a code of conduct for receiving benefits and declaration of conflicts of interest • 定期與廉政公署合作，檢討本集團的內部政策及進行反貪污培訓 • 與警務處防止罪案科合作，為員工舉辦防騙講座 • 分店加強防騙提示，提高大眾防騙意識 • 邀請律師事務所為董事會提供有關企業管治、風險管理等方面的專業培訓 • 邀請專業人士為管理層及不同職級的員工提供網絡安全培訓 • 在《員工手冊》中訂明本集團的商業道德原則和規定 • 制定收受利益及申報利益衝突的行為守則 	<p>In good progress 進展良好</p>

Our ESG Priorities in 2025

2025年工作規劃



Awards Received in 2024

2024年主要獎項

Environmental Protection

環境保護



BOCHK Corporate Low-carbon Environmental Leadership Awards & Eco Challenger for the 8th consecutive year
「中銀香港企業低碳環保領先大獎」及連續8年成為環保先驅

Bank of China and Federation of Hong Kong Industries
 中國銀行及香港工業總會



Environmental Excellent Enterprise Award 2024
2024年卓越商評環保企業獎

Professional Validation Centre of Hong Kong Business Sector
 香港商業專業評審中心



Hong Kong Awards for Environmental Excellence – Gold Award in the Catering Industry
香港環境卓越大獎 – 餐飲業金獎

Environmental Campaign Committee
 環境運動委員會

Corporate Social Responsibility

企業社會責任



Gold Award of the Hong Kong Smoke-free Leading Company Awards 2024
香港無煙領先企業大獎 – 金獎2024

Hong Kong Council on Smoking and Health
 香港吸煙與健康委員會



Received "ERB Manpower Developer Award Scheme" and upgraded to "Super MD" for 11 consecutive years
連續11年獲「ERB人才企業嘉許計劃」升級「Super MD」

Employees Retraining Board
 僱員再培訓局



Recipient of ERB Outstanding Employer Award for 2 consecutive years
連續兩年榮獲「傑出僱主獎」

Employees Retraining Board
 僱員再培訓局



DEI@WORK Inclusive Employer Recognition Award
DEI@WORK 共融僱主嘉許獎

City University of Hong Kong
 香港城市大學



Recipient of Caring Company logo for 21 consecutive years
連續21年獲「商界展關懷」標誌

The Hong Kong Council of Social Service
 香港社會服務聯會



Recipient of Consumer Caring Scheme for 3 consecutive years
連續3年獲「貼心企業」嘉許

GS1 Hong Kong
 香港貨品編碼協會

Awards Received in 2024
2024年主要獎項

Sustainable Development Governance 可持續發展管治

Quamnet Green Leadership ESG Award

華富卓越投資者關係大獎

Quamnet

華富(QUAM)



TVB ESG Award 2024 — ESG Special Recognition Award

TVB企業可持續發展大獎 —
ESG特別嘉許獎

Television Broadcasts Limited

電視廣播有限公司



Branding and Marketing 品牌及市場推廣

Digital Ex Digital Experiential Marketing Brilliance Awards 2024 — Top Ten O+O Retailers 《Digital Ex數碼體驗營銷大獎2024》 — 十大最佳數碼營銷大獎零售店

Metro Finance 新城財經台



HKIM Market Leadership Award 2023/2024 2023/2024年度市場領袖大獎

Hong Kong Institute of Marketing
香港市場學會

Received the Michelin Bib
Gourmand award — Sing Kee
Seafood Restaurant for the 9th
consecutive year since 2016
連續9年(自2016年)榮登米芝蓮
必比登推介一星記海鮮飯店

Received the Michelin Bib Gourmand award — Trusty
Congee King (Wan Chai) for the 14th consecutive year
since 2011
連續14年(自2011年)米芝蓮必比登推介 — 靠得住(灣仔)

MICHELIN Guide 米芝蓮指南

True Living Supreme Greater Bay Area Catering Brand Awards 「真•生活至尊大灣區餐飲品牌大獎」

AM730



Weekend Weekly Must-eat
Restaurant Awards 2024 —
Must-eat Hong Kong Restaurant:
Tai Hing, TeaWood
新假期必吃食店大獎2024 —
必吃香港人食店：太興、茶木

Weekend Weekly 新假期

Weekend Weekly Must-eat
Restaurant Awards 2024 —
Must-eat The Most Beautiful
View Check-in Restaurant:
Tommy Yummy
新假期必吃食店大獎2024
— 必吃世一靚景打卡食店：
Tommy Yummy

Weekend Weekly 新假期



Weekend Weekly Must-eat
Restaurant Awards 2024 - Must-
eat Southeast Asian Cuisine:
Asam Chicken Rice
新假期必吃食店大獎2024 — 必
吃東南亞美食：亞參雞飯

Weekend Weekly 新假期

U FOOD AWARD — My favorite
eatery — My favorite congee,
noodle, and rice restaurant:
Trusty Congee King
U FOOD AWARD我最喜愛食肆
— 我最喜愛粥粉麵店：靠得住

U Lifestyle



Feature Story

焦點故事

Fun Environmental Protection Efforts for Building a Green Future Together

Promoting low-carbon lifestyle among all employees

Environmental protection, social responsibility, and corporate development are closely intertwined, becoming important issues of significant attention. Tai Hing Group has been rooted in Hong Kong for many years, consistently adhering to the concept of sustainable development, actively seeking innovative solutions and collaboration opportunities, promoting environmental protection and practising social responsibility to create long-term value. This year, we partnered with the mobile application — Zero2, becoming the first listed catering group in Hong Kong to promote ESG low-carbon living among all employees through an application, which is a key initiative in implementing this concept.

This collaboration aims to enhance awareness of ESG among employees and the broader public through innovative means, transforming environmental protection from a mundane task into an integral part of daily life. We firmly believe that only through active participation can we harness the collective power of green actions to make a greater contribution to improving our planet's ecology.

Gamifying environmental protection – building Tai Hing's green ecosystem

The Zero2 app employs a unique “gamification, completing tasks, and earning rewards” model, allowing users to gradually transform low-carbon lifestyle into daily habits through fun experiences. We encourage users to track their environmental footprint across “clothing, food, housing, and transportation” on this platform, fostering a sustainable ecosystem unique to Tai Hing. As of December 2024, the app has attracted 90,000 users, with over 2,100 of our employees participating. Through completing various carbon-reduction tasks, Tai Hing ecosystem has collectively reduced carbon emissions by 8,924 kilograms, equivalent to the annual CO₂ absorption of approximately 371 trees in Hong Kong's Victoria Park³. This not only allows users to witness the tangible results of their efforts but also strengthens their sense of belonging and commitment to the Group's environmental initiatives, setting a benchmark for innovative tech-driven sustainability practices in the industry.

³ The data is provided by the service provider.

³ 此數據由服務供應商提供



趣味環保，共築綠色未來

推動全體員工實踐低碳生活

環境保護、社會責任與企業發展緊密交織，成為備受矚目的重要議題。太興集團紮根香港多年，始終秉持著可持續發展的理念，積極尋求創新解決方案與合作機會，推動環保與實踐社會責任，創造長期價值。本年度，我們與手機應用程式 — Zero2零活易合作，成為全港首間以應用程式推動全體員工實踐ESG低碳生活的上市餐飲集團，正是實行這一理念的重要措施。

此次合作旨在通過創新科技提升員工及廣大市民對ESG的認知，讓環保不再是一項枯燥的任務，而是融入日常生活的點滴。我們深信，只有當更多人積極參與環保行動，才能匯聚起強大的綠色力量，共同為地球生態改善作出更大貢獻。

環保遊戲化 — 打造太興綠色生態圈

Zero2零活易應用程式以其獨特的「遊戲化、做任務、得獎賞」模式，讓用戶在充滿趣味的體驗中，逐漸將低碳生活化為日常習慣。我們鼓勵用戶通過這個平台，記錄自己在「衣、食、住、行」各方面的環保足跡，並以此建立起屬於太興的可持續發展生態圈。截至2024年12月，用戶數已達到90,000，其中本集團內部累積超過2,100名員工加入。通過完成各項減碳任務，太興員工生態圈內累積減碳量已達至8,924公斤，約等同於香港維多利亞公園近371棵樹木一年的二氧化碳吸收量³。這不僅讓用戶切身感受到自身環保努力的實質成果，亦增強了大家對本集團環保事業的認同感與歸屬感，為業界的創新科技環保措施提供良好範例。

Raising public awareness of environmental protection

To further disseminate the concept of environmental protection, we gifted 35,000 cups of milk tea to Zero2 users, loyal Tai Hing customers, and our partners during the initial phase. This seemingly simple move vividly explains the concept of environmental protection to help people understand directly that every small eco-friendly action, like a warm cup of milk tea in hand, counts when contributing to a low-carbon future for our planet.

At the promotional event for Zero2, we designed a series of fun and interactive activities, such as waste-sorting games, allowing participants to learn about environmental protection in a relaxing atmosphere while experiencing the joys of green lifestyle. Additionally, we prominently displayed Zero2 QR codes in all our branches, making it easy for the public to learn about and participate in carbon-reduction initiatives, contributing to the Earth together.

Looking ahead, we will deepen our collaboration with Negawatt Utility Ltd. to launch more innovative products that promote low-carbon lifestyle, expanding the reach and impact of our environmental efforts. We believe that through continuous dedication and exploration, we can sow the seeds of sustainability far and wide, inviting more people to join this green revolution.

喚起公眾環保意識

為了將環保理念更廣泛推廣，我們在首階段特向Zero2零活易平台用戶、太興的忠實顧客以及我們的合作伙伴免費贈送了35,000杯奶茶。這看似平凡的舉動，實則是我們對環保理念的生動演繹，旨在讓大家深切體會到，每一份微小的環保努力，都如同手中這杯奶茶，為地球的低碳未來貢獻著不可或缺的力量。

在推廣Zero2靈活易的活動現場，我們精心設計了多項充滿趣味橫生的環保互動環節，如垃圾分類小遊戲等，讓參與者在輕鬆愉悅的氛圍中潛移默化地學習環保知識，親身體驗綠色生活的無窮樂趣。同時，我們在各間分店顯眼位置張貼了Zero2零活易二維碼，以便公眾隨時隨地了解並積極參與環保減碳行動，共同為地球出一分力。

展望未來，我們將與庫瓦有限公司攜手並進，深化合作關係，共同推出更多創新且推動低碳生活的產品，進一步擴大我們環保行動的覆蓋面和影響力。我們相信，通過持續的努力和不斷的探索，我們能夠將環保的種子撒播得更遠，讓更多人加入到綠色生活的行列。



Feature Story
焦點故事

Television programmes educate the public on environmental protection concepts

We hope to expand our reach, enhance our influence, and convey environmental protection concepts to the general public through participating in television programme filming. At the same time, we showcase employees' active participation through programmes, leading by example, to encourage the public to integrate environmental practices into daily life and jointly promote sustainable development.



電視節目教育市民環保概念

透過參與電視節目拍攝，我們希望進一步擴大觸及人數，提升影響力，向普羅大眾傳遞環保理念。同時，我們透過節目呈現員工的積極參與，身體力行，藉此鼓勵大眾將環保實踐融入日常生活，共同推動可持續發展。



Deepening Environmental Actions and Collaborations

Tai Hing has never ceased its journey toward sustainability. Beyond raising awareness among our employees and the public, we have embedded eco-friendly practices throughout our operations. From meticulous sourcing of raw materials to every aspect of daily operations, we meticulously plan to reduce waste generation through multiple strategies: waste reduction at the source, food donation, improvement of the food waste collection system, waste-to-energy conversion, and the comprehensive implementation of a paperless office are all our areas of focus. In packaging, we have significantly reduced packaging waste by purchasing in large quantity and transformed waste into valuable resources, such as converting used cooking oil into biodiesel to power our logistics vehicles, achieving resource recycling and reuse.

深化環保行動與合作

太興在環保的路途上從未停歇，不僅致力於提升員工與公眾的環保意識，更在營運的全方位中實踐環保。從原材料的精心採購到日常營運的每一個環節，我們細緻規劃，多管齊下減少垃圾產生：源頭減廢、食物捐贈、完善廚餘收集系統、轉廢為能，以及全面推行無紙化辦公室，均是我們的努力方向。在包裝領域，我們通過大宗採購策略大幅減少包裝浪費，並將廢物變成寶物，如將廢油轉化為生物柴油，為物流車輛注入綠色動力，實現資源的循環再生利用。



Based on our past abundant environmental achievements, we set more ambitious goals in 2022: to reduce GHG emission intensity by 30%, waste emission consumption intensity by 10%, energy consumption intensity by 20%, and water consumption intensity by 20% by 2030, compared to those in 2019. In this process, we actively leverage technology to spread environmental awareness and actions widely. Through online platforms, we share sustainability tips and low-carbon lifestyle advice; on social media, we showcase our environmental initiatives and achievements, attracting more attention and rallying greater support for sustainability.

Looking to the future, we will continue to uphold the core philosophy of sustainable development, leveraging technology to contribute to environmental protection. We are confident that by working together across sectors, we can paint a vision of sustainability and safeguard our vibrant and green planet.

基於過往取得的環保成果，我們於2022年立下了更具挑戰性的目標：以2019年為基準，計劃在2030年前將溫室氣體排放密度降低三成，廢棄物排放密度降低一成，能源消耗密度及耗水密度減少兩成。在此過程中，我們積極運用科技力量，將環保理念與行動更廣泛傳播。通過線上平台，我們分享環保智慧與低碳生活的小貼士；在社交媒體上，我們展示本集團的環保措施與顯著成效，吸引更多人的目光，凝聚更多力量共同支持環保事業。

展望未來，我們將繼續秉持可持續發展的核心理念，依托科技的力量，為環保事業持續貢獻。我們堅信，只要各界攜手同行，齊心協力，定能共繪畫出可持續發展的藍圖，共同守護地球這片綠意盎然的生機之地。



FOOD FOR QUALITY

優質食材



“本集團以「重視品質」為核心價值觀之一，致力於為客戶提供高質素食品，不斷提高客戶用餐體驗。我們打造高標準食品安全管理體系、施行常態化質量監察、制定並踐行統一的食物衛生標準。在採購方面，我們堅持負責任採購原則，嚴格甄選供應商，強化供應鏈風險管理，並注重採購可持續產品，以減少對環境的影響。我們亦專注於產品創新，持續推出新的菜品，以滿足客戶的多樣化需求。”

With “quality prioritised” as one of our core values, the Group is committed to providing high-quality food for customers and continuously improving their dining experience. We have established a high-standard food safety management system, implemented regular quality supervision, and formulated and practiced unified food hygiene standards. In terms of sourcing, we adhere to the principle of responsible sourcing, rigorously select suppliers, strengthen supply chain risk management, and place emphasis on purchasing sustainable products to reduce the impact on the environment. We also focus on product innovation and continuously introduce new dishes to meet the diverse needs of our customers.



2.1 – End hunger and ensure access by all people

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



2.1 — 消除飢餓，確保所有人獲得足夠食物

我們通過落實多項措施確保食品品質，致力於提供健康且營養豐富的食物。



14.2 – Sustainably manage and protect marine and coastal ecosystems

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



14.2 — 透過可持續方式管理及保護海洋及沿海生態系統

我們承諾盡可能地採購可持續捕撈或養殖的海產食品，減少對海洋生態系統健康的影響。

Food Safety Comes First

Food Quality Management

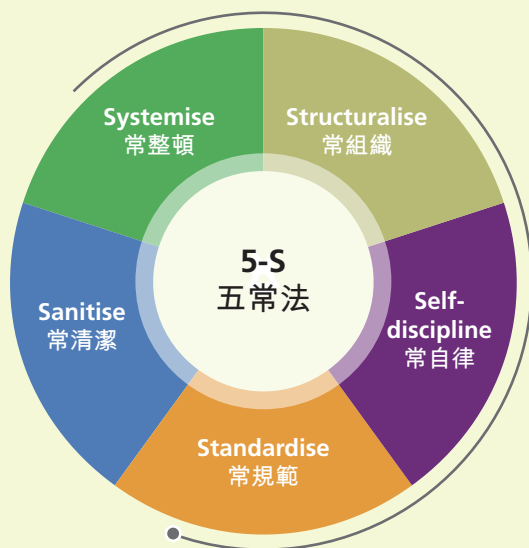
The Group attaches great importance to product quality management, strictly controls food quality, and has established a high-standard food safety management system. To ensure food safety, the Group has consistently implemented strict food safety management procedures and cooperated with accredited third-party laboratories to inspect various indicators regularly, including food quality, the hygiene conditions of restaurants and factories, and the personal hygiene of employees. To guarantee food quality, our major food processing facilities and siu mei production department in Hong Kong have obtained ISO 22000: 2005 Food Safety Management System Certification and HACCP (Hazard Analysis & Critical Control Points).

食安為先

品質保證

本集團高度重視產品質量管理，嚴格把控食品品質，打造高標準的食品安全管理體系。為保證食品安全，本集團一以貫之地實施嚴格的食品安全管理程序，並與符合標準的第三方實驗室合作，定期對食品品質、餐廳及工廠衛生狀況、員工個人衛生情況等多個指標進行檢測。為確保食品質素，我們位於香港的所有主要食品加工設施及燒味生產單位均已獲得ISO 22000: 2005食品安全管理系統及食品安全重點控制(HACCP)認證。

Food For Quality
優質食材



Number of 5-S inspection in 2024:
1,336

2024年的五常巡查次數：1,336次

Compliance rate of 5-S inspection in branches: 80.23%

2024年的五常分店巡查合格率：80.23%

The Group has been implementing the 5-S management approach for over 20 years, and is dedicated to maintaining consistently excellent quality and hygiene standards in all its restaurants and products.

本集團已實施五常法管理方法逾二十載，專注於確保所有餐廳及產品維持一貫的高品質與衛生標準。

- Employ "Black Belt" trainers to provide professional training for employees;
- Provide 5-S Management System courses and qualification programmes, and appoint full-time staff to conduct on-site inspection, to ensure 5-S approach can be run in the daily operation of restaurants and factories effectively;
- All supervisors at branches are required to possess a "Green Belt" or higher qualifications in the 5-S management approach to ensure they have in-depth knowledge and skills for daily management and operations.
- 聘用多名五常法「黑帶」培訓導師，為員工提供專業培訓；
- 提供五常法管理系統課程和資歷認可課程，並設立專職員工進行現場視察，確保五常法能夠在餐廳及工廠的日常經營中有效運行；
- 要求所有分店主管必須具備五常法「綠帶」或以上資歷，確保他們在日常管理和運作實務中擁有深入的知識和技能。

Quality monitoring

As a leader in the catering industry, we consider the standardisation and stability of food quality and taste as one of the criteria to test the qualification of products. To this end, we strictly implement food handling procedures and also utilise machines such as automated food processors to enhance quality control.

For unqualified products, we have formulated comprehensive product recall guidelines. Staff make judgments based on the relevant factors and recall unqualified products in accordance with the procedures set in the recall guideline. Also, the relevant departments conducts investigations into unqualified products and reports to the management to avoid the recurrence of similar problems.

質量監察

作為餐飲行業的領先企業，食品質量及味道的標準化、穩定性是我們檢驗產品合格的標準之一，為此我們嚴格實施食品處理程序，亦借助機器的手段如自動化食品處理器提高品控。

針對不合格產品，我們已制定完善的產品回收指引，員工根據因素進行判斷，依照回收指引程序對不合格產品進行回收，與此同時，相關部門亦會對不合格產品展開調查並上報管理層，以避免再發生類似問題。

In order to fully control the quality of the Group's products, we have developed the following quality control procedures, covering material handling, storage, transportation, and food in restaurants:

為全方位把控本集團產品品質，我們制定以下品質監控程序，涵蓋物料處理、存放、運送、餐廳食品等階段：



Materials Handling 物料處理

- During ingredients incoming, warehousing, processing and production of finished goods, quality assurance officer ensures food safety and quality according to internal sampling procedures and inspection standards. When an unqualified food item is identified, required measures are taken immediately to reprocess or dispose it. Only processed ingredients that pass the laboratory sampling inspection are transported to restaurants for use;
- Install software to monitor the pig roasting process;
- Implement temperature monitoring on the pig roasting electric stove to control quality and maintain optimal operating conditions.
- 在食材入庫、加工成品及生產成品這三個階段中，質檢人員將根據內部抽檢程序及檢查標準進行檢測，確保符合食品安全與質量要求。一旦發現不合格食品，立即採取措施予以重新加工或銷毀。只有通過實驗室抽樣檢測的加工食材，方可運送至餐廳使用；
- 安裝軟件監測出豬流程；
- 燒豬電爐上增設溫度監測，控制品質，保持良好運作狀態。



Storage 存放

- Strictly controls the temperature and humidity at places of food storage;
- The warehouse is cleaned regularly to ensure that sanitary conditions are up to standard.
- 嚴格控制食品存放的溫度和濕度；
- 每年定期清洗倉庫，以確保衛生狀況達標。



Transportation 運送

- Our own and 3rd party logistics teams are responsible for transportation of raw materials, semi-processed and processed ingredients.
- Strict systems and procedures have been set up to ensure the quality of food during transportation. The delivery status of the fleet is monitored in real time through the Global Positioning System (GPS) and temperature monitoring system, so that relevant issues can be dealt with right away.
- 原材料、半加工食材及加工食材的運送工作，主要由太興自設及第三方的物流團隊負責；
- 設立嚴格的制度及程序，以確保運輸途中的食品質量。我們透過全球定位系統 (GPS) 及溫度監測系統實時監察車隊狀況，以便能即時處理相關問題。



Food in restaurants 餐廳食品

- The central quality control team conducts onsite testing routinely of our processed food, staff and the surrounding environment;
- A central laboratory tests samples from the branches to test the hygiene of the food ingredients and equipment in the restaurants, which is a core KPI for operations;
- District managers check the operating procedures and quality standards on a regular basis.
- 中央品質監控團隊到現場定期進行食品、人手及四周環境測試；
- 中央化驗室檢驗分店樣本，以檢測餐廳的食材及設備的衛生情況，以此作為重要的營運績效指標；
- 區域經理定期視察操作程序及品質標準。

Food For Quality 優質食材

To enhance employees' awareness of food safety, the Group has issued notices to staff in regions and branches of each brand, requiring that all newly hired or promoted floor management staff also hold certificates of a hygiene manager or hygiene supervisor. If floor management staff do not hold the above-mentioned certificates, procedures such as tutoring will be arranged for them. This year, the Group arranged for instructors from the Hong Kong Management Association to provide a two-day professional course and assessment. In total, 125 employees were provided with 2,250 hours of training for the hygiene manager certification course. Through the study of this course, the Group's inspection efforts on food hygiene have been further strengthened, and employees' attention to food hygiene as well as their professional capabilities have also been enhanced.

Nutrition and Innovation

The Group offers a wide variety of dishes in Hong Kong, the Mainland China and Macau. It continuously introduces and selects the most representative delicacies from local food cultures in different countries and regions. In order to keep up with the industry's innovation trend and meet consumers' increasingly diverse needs, in 2024, we continued the innovative tone of previous years and launched Japanese ramen and New dishes such as Korean bibimbap.

This year, the Group was awarded the "Hong Kong Awards for Environmental Excellence — Gold Award in the Catering Industry" by the Environmental Campaign Committee and the "Supreme Greater Bay Area Catering Brand Award" of AM730 True Living Supreme Brand Awards, and its two major brands, SingKee Seafood Restaurant and Trusty Congee King congee noodle restaurant, have been listed in the "Hong Kong and Macau Michelin Guide 2024" promotion list for 9 consecutive years (since 2016) and 14 consecutive years (since 2011) respectively. In the future, we will continue to bring more delicious and nutritious dining experience to consumers.

Responsible Sourcing

The Group is deeply aware that responsible sourcing has a significant impact on the food safety, hygiene and service quality. For a long time, we have worked closely with suppliers around the world to select top-quality ingredients, and formulate procurement-related standards based on the requirements of food quality and restaurant operation, laying a foundation for the excellent taste of the Group's food and good restaurant services.

為提升員工對食品安全的重視，本集團對各品牌巡區、分店員工下發公告，要求所有新聘或晉升樓面管理層同時必須持有衛生經理或衛生督導員的證書。若樓面管理層員工未持有上述證書，將會安排補習等程序。本年度，本集團安排香港管理專業協會導師提供為期兩天的專業課程及考評，共計為125名員工提供2,250小時的衛生經理認證課程培訓，通過課程的學習，進一步加強本集團對食品衛生的檢查力度以及員工對食品衛生的重視及其專業能力。

營養與創新

本集團在香港、內地及澳門提供多種多樣的菜式，並持續精選及引入不同國家及地區飲食文化中最具代表性的佳餚。為緊貼行業創新趨勢，滿足消費者日益多變的需求，2024年我們延續往年的創新基調，推出了日式拉麵及韓式拌飯等新菜式。

本年度，本集團榮獲由環境運動委員會頒發「香港環境卓越大獎 — 餐飲業金獎」及《AM730》真生活至尊品牌大獎中的「至尊大灣區餐飲品牌大獎」，旗下兩大品牌星記海鮮飯店及靠得住粥麵小館分別連續9年(自2016年)及連續14年(自2011年)榮登《香港澳門米芝蓮指南2024》推介名單。未來，我們將繼續為消費者帶來美味與營養並重的餐飲體驗。

負責任採購

本集團深知負責任採購對食品安全、衛生及服務質量具有重要影響。長期以來，我們與全球各地的供應商緊密合作，挑選上乘食材，根據食品品質、餐廳營運的需求制定採購相關標準，為本集團食品卓越的味道、良好的餐廳服務奠定基礎。

Supplier Selection and Assessment

In order to ensure the Group's management efficiency for suppliers and the stability of the Group's supply chain, we have formulated the Purchasing Policy, which clearly defines the standards for supplier introduction and audit, and serves as a guideline that the procurement department and the supplier management department must abide by when carrying out their work. For suppliers at different stages, we adopt different management strategies, which are as follows:

供應商甄選與評估

為確保本集團對供應商的管理效率以及確保本集團供應鏈的穩定性，我們制定《採購政策》，明確規範了供應商引入、審核等標準，是採購部門、供應商管理部門在執行工作時必須遵守的指引。針對不同階段的供應商，我們採用不同的管理策略，具體如下：

We continue to evaluate performance of existing suppliers over the year, covering dimensions such as product and service quality, price, supply and delivery stability, food safety, risk management, and complaint handling performance. Unqualified suppliers are required to take improvement measures within three months, and suppliers whose performance does not meet the standard after the deadline will be removed from the supplier list of the Group.

我們全年持續評估現有供應商的表現，涵蓋產品及服務質素、價格、供應和交貨穩定性、食品安全、風險管理以及投訴處理表現等方面。我們要求不合格的供應商在三個月內採取改善措施，逾期未達標者將被剔除本集團供應商名錄。

Suppliers with initial cooperation

- Conduct a comprehensive evaluation, covering all suppliers with initial cooperation
- Require the suppliers to provide relevant supporting documents to ensure that the quality complies with the highest food standards

初次合作供應商

- 全面評估，覆蓋所有初次合作的供應商
- 要求提供相關證明文件以確保品質符合最高級別食品標準

Make-to-order suppliers

- Purchasing staff regularly visit the food processing factories of the supplier
- Check the food production process, hygiene, food quality and other key elements

按訂單生產供應商

- 採購員定期親身到供應商食品加工廠訪問
- 檢查食品生產流程、衛生狀況、食品品質等關鍵要素

During the year, the Group has established stable relationships with 423 suppliers, of which 421 are located in Hong Kong and Macau, and 2 are located in Mainland China. The goods sourced from all over the world, including Mainland China, Hong Kong, Brazil, the Netherlands, Thailand, Taiwan, Australia and New Zealand, the United States and other countries and regions.

本年度，本集團與423間供應商建立穩定合作關係，當中421間位於香港及澳門，2間位於中國內地。採購物品來自世界各地，包括中國內地、香港、巴西、荷蘭、泰國、台灣、澳紐、美國等其他國家和地區。

Food For Quality
優質食材

Food Origin by Geographical Region⁴

食材來源地分佈如下⁴

Mainland China 中國內地

Chilled and frozen pork, beef and mutton, poultry, seafood and basic groceries

冰鮮及冷凍豬牛羊肉類、家禽、海產及糧油雜貨

Brazil 巴西

Frozen pork and beef, poultry

冷凍豬牛肉類及家禽

Netherlands 荷蘭

Dairy and meat

奶類及肉類

Hong Kong 香港

Noodle, bread and processed food

粉麵、麵包及加工食品類

Thailand 泰國

Rice and groceries

米類及雜貨

Taiwan 台灣

Groceries

雜貨

Australia and New Zealand 澳紐

Dairy, meat and seafood

奶類、肉類及海產

USA 美國

Beef

牛肉類

Other countries or regions in Asia 其他亞洲地區

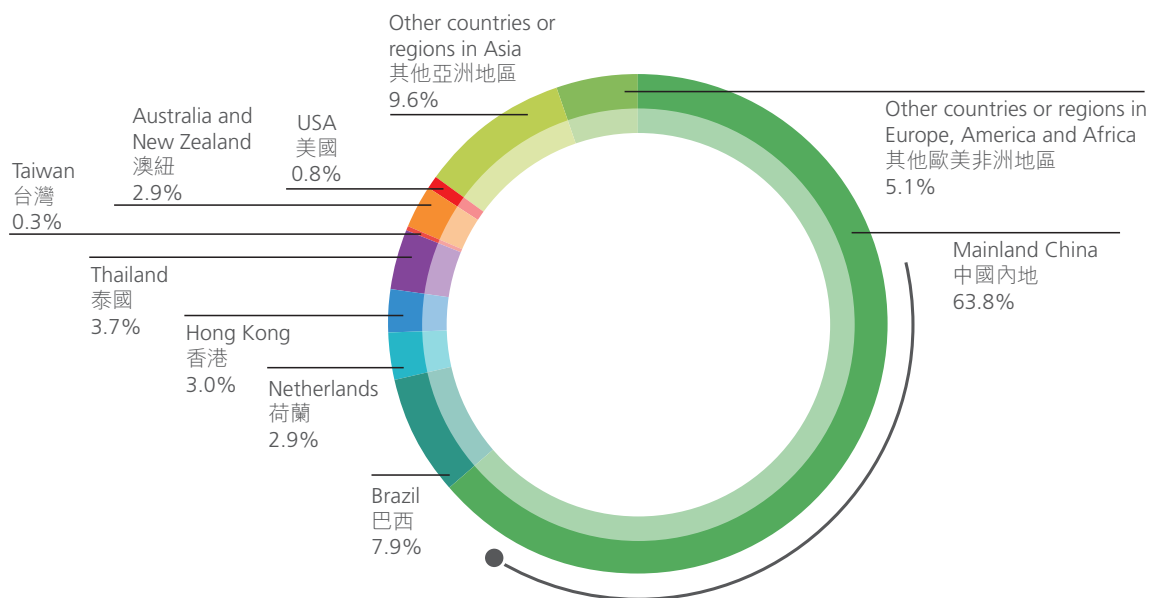
Meat, seafood and basic groceries

肉類、海產及糧油雜貨

Other countries or regions in Europe, America and Africa 其他歐美非洲地區

Meat, seafood and basic groceries

肉類、海產及糧油雜貨



⁴ The regional sources analysis represents the top 80% of food suppliers up to 31 December 2024.

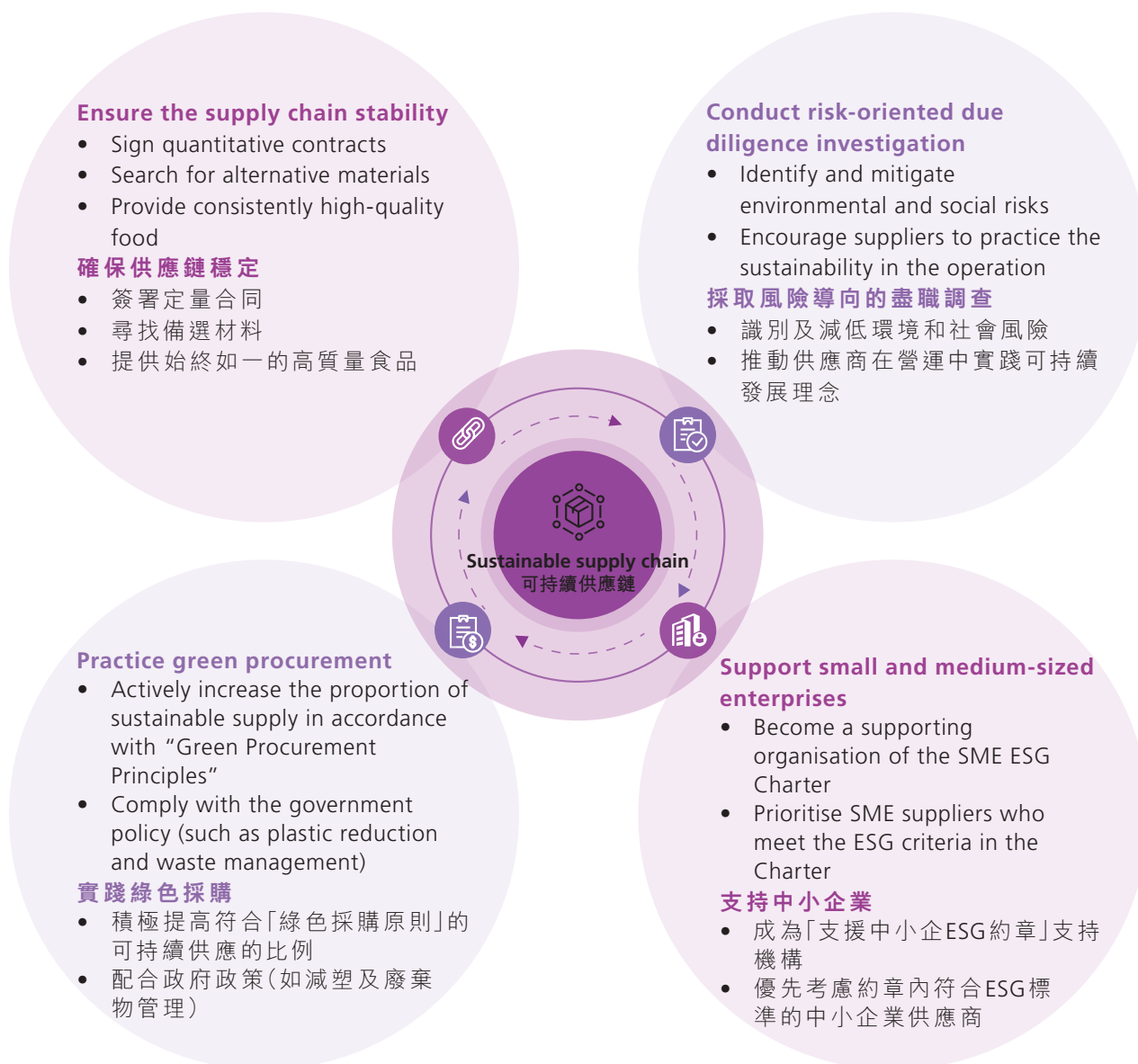
⁴ 截至2024年12月31日採購量佔比為前80%的食材的來源分析。

Develop a sustainable supply chain

The Group is committed to establishing and maintaining long-term and close partnerships with suppliers. To ensure the stability and efficiency of the supply chain, the Group has taken a series of measures to reduce supply chain risks. In addition, regarding seafood products, some types of farmed seafood we purchase have already obtained relevant sustainable development certifications, including the Best Aquaculture Practices (BAP) certification and the Marine Stewardship Council (MSC) standard certification, which further reduces the impact on the marine ecosystem. In the future, we will further expand the green procurement list and the scope of sustainable procurement.

建立可持續供應鏈

本集團致力於實現與供應商建立和維持長久、緊密合作夥伴關係。為確保供應鏈的穩定性和高效性，本集團採取一系列措施降低供應鏈風險。此外，針對海產食品，我們採購的部分養殖海產已經取得相關可持續發展認證，包括最佳水產養殖規範 (Best Aquaculture Practices, BAP) 認證及海洋管理委員會 (Marine Stewardship Council, MSC) 標準認證，進一步減少對海洋生態造成的影響。未來，我們將進一步擴大綠色採購名單及可持續採購範圍。



OPERATIONAL EXCELLENCE

卓越營運



“本集團恪守商業道德，以誠信、合規經營為基石，通過制定《防止貪污行為守則》等制度規範員工行為。我們積極運用數碼化手段提高營運效率與客戶體驗，並重視知識產權及客戶隱私的保護。在品牌營銷過程中，我們踐行負責任營銷理念，確保宣傳內容符合相關法例法規⁵，傳遞真實可靠的資訊。”

The Group adheres to business ethics, takes integrity and compliant operation as the cornerstone, and standardises the conducts of employees by formulating policies such as the Code of Conduct for Preventing Corrupt Practices. We proactively use digital means to improve the operational efficiency and customer experience, and attach importance to the protection of intellectual property and customer privacy. In the process of brand marketing, we practice the concept of responsible marketing to ensure that the promotion content complies with relevant laws and regulations⁵, and delivers true and reliable information.



16.5 – Substantially reduce corruption and bribery in all their forms.

We have established strict codes of ethics and internal control mechanisms and adhere to relevant laws and regulations⁵ to promote a sustainable business environment.



16.5 — 顯著防止各種形式的貪污及賄賂。

我們建立嚴格的道德準則和內部控制機制，並恪守相關法例法規⁵，促進可持續的商業環境。

Digital Innovation and Operation

Digital innovation is the key to maintain the Group's competitive edge in the face of increasingly fierce industry competition, and the driving force for improving the operational efficiency and customer experience. In terms of implementing the ESG concept and carbon reduction, we leverage the power of digitalisation, which let us won the Top Ten Best Digital Experiential Marketing Award for Retail Stores in "Digital Ex Digital Experiential Marketing Brilliance Awards 2024" of Metro Finance. It signifies the recognition of the Group's active investment in digital technology in recent years, such as creating smart kitchens, introducing "Tai Hing App" for marketing and collaborating with "Zero2" application for promotion of environmental protection, and efforts in keeping up with the consumption patterns of the new generation market and enhancing the customer experience.

數碼化及創新營運

數碼化創新是本集團面對日益加劇的行業競爭趨勢，仍能保持競爭優勢的關鍵，是提高營運效率與客戶體驗的驅動力。在推行ESG理念、減碳降碳方面，我們利用數碼化的力量，使我們於年內榮獲新城財經台《Digital Ex數碼體驗營銷大獎2024》十大最佳數碼體驗營銷大獎零售店。該榮譽是對本集團近年積極投入數碼科技、打造智慧廚房、引入「太興App」應用程式營銷以及與「Zero2零活易」應用程式合作推廣環保、緊貼新世代市場消費模式，提升顧客體驗的認可。

⁵ For relevant laws and regulations, please refer to the "Laws and Regulations"

⁵ 相關法例法規，請參見「法例及法規」章節

Operational Excellence 卓越營運



Develop a centralised logistics Warehouse Management System (WMS) to enable electronic ordering, greatly reducing the use of paper and improving the efficiency of each department
開發中央物流倉庫管理系統(WMS)，實現電子化下單，大大減少紙張使用，提升各部門工作效率



Make use of an app on Human Resource Management System (HRMS) to allow our staff to keep records on attendance, payroll and leave application; by implementing paperless management, reducing the costs of printing and storing paper documents, “Electronic Staff Card” eliminates the needs for production and recycling processes, provide a communication platform to ensure that important messages can be conveyed to all employees in a timely manner, while also allowing employees to review the messages again.

使用HRMS人力資源管理APP，方便員工記錄日常考勤、糧單及假期申請；透過無紙化管理，降低紙本文件印刷和儲存成本；「電子職員證」可省去製作及回收工序；提供訊息傳達平台，確保重要訊息能及時傳達給全體員工，同時能讓員工重閱訊息



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

使用電子裝置(iPad)協助供應商管理，包括供應商發票圖像儲存、核對發票、支付申請等流程，減少紙張使用



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

我們旗下餐廳引入顧客自助點餐平台和自助繳費系統，提升顧客體驗滿意度



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

引入辦公自動化應用程式(OA)，提高各類審批效率，助力可持續和高效營運



Launch “Tai Hing App” and collaborate with “Zero2” application to optimise the customer experience and promote low-carbon practices by digital means

推出「太興App」以及與「Zero2零活易」應用程式合作，以數碼化手段優化客戶體驗及推動低碳實踐

Business Ethics

The Group adheres to the business philosophy of integrity, upholds the highest standard of business ethics, and strives to establish a fair and transparent business environment. We strictly comply with relevant laws and regulations⁵, standardise employee behaviours by sound internal systems and guidelines, and establish a reporting mechanism to ensure compliant operation.

商業道德

本集團秉持誠信為本的經營理念，堅守最高標準的商業道德規範，致力於建立公平、透明的營商環境。我們嚴格遵守相關法例法規⁵，通過完善的內部制度和指引規範員工行為，設立舉報機制，以確保合規經營。

⁵ For relevant laws and regulations, please refer to the “Laws and Regulations”

⁵ 相關法例法規，請參見「法例及法規」章節

Promote the business culture of integrity and compliance

With the increasing requirements of regulators and shareholders on corporate governance and ESG performance of listed companies, the Group regularly invites laws firms to provide professional training for the Board of Directors, covering topics such as corporate governance, risk management, regulatory updates, key points of report disclosure and listing rules violation, so that the Board of Directors can keep abreast of the latest developments in laws and regulatory regulations to perform the duties more effectively.

In order to promote the honest and compliant operation, the Group has clearly defined anti-corruption and discipline rules in the Staff Handbook to provide clear guidelines for employee behaviours. These guidelines cover conflict of interest, money lending, banquet, congratulatory gifts and receiving benefits, which are listed as follows:

推動誠信合規營商文化

隨著監管機構及股東對上市公司在企業管治及ESG表現方面的要求日益提高，本集團定期邀請律師事務所為董事會提供專業培訓，涵蓋企業管治、風險管理、法規更新、報告披露要點及上市規則違規案例等內容，讓董事會能夠緊跟法例與監管規例的最新發展，進而更有效履行其職責。

為推動誠信合規經營，本集團於《員工手冊》中明確防貪及紀律守則，為員工提供清晰的行為指引。該守則涵蓋利益衝突、借貸、宴會邀請、賀禮及收受利益等多個方面，羅列如下：

Conflict of Interest 利益衝突	<p>Staff should avoid any situation that can cause a conflict of interest. When an actual or potential conflict of interest occurs, the staff should immediately notify the department head or direct supervisor, and fill in the Conflict of Interest Declaration Form and return it to the Human Resources Department. If any deliberate concealment, falsehood, or omission is confirmed, the Group takes disciplinary action; in serious cases, the Group will refer the matter to the law enforcement, and any losses incurred will be pursued through legal channels.</p> <p>員工應避免任何構成利益衝突的情況。當發生實際或潛在利益衝突時，員工應立即通知部門主管或直屬主管，填妥《利益衝突申報表》，並將其交回人力資源部。如經證實相關員工存在蓄意隱瞞、做假或遺漏等任何行為，本集團將採取紀律處分。對於嚴重事件，本集團將轉交由執法機關處理，所造成的損失會透過法律途徑追討。</p>
Receiving Benefits 收受利益	<p>The Group prohibits all employees from soliciting or accepting any benefit for themselves or others, from any individual, enterprise, or institution that has business dealings with the Group or its subordinate institutions. Any discounts or other benefits offered to the employees of the Group by any individual or organisation must be approved by an executive director or a supervisor of a higher position and formally notified to the Human Resources Department.</p> <p>本集團禁止全體員工為自己或為他人而向與本集團有業務往來的任何個人、企業或機構或下屬機構索取或收受任何利益。任何個人或組織向本集團員工提供的折扣或其他利益，必須經執行董事或以上職位的主管人員批准，並正式通知人力資源部。</p>
Money Lending 借貸	<p>Regardless of the reason, the Group strictly prohibits staff from borrowing money from each other and receiving loans/benefits from suppliers or any other enterprises, institutions, and firms that have business dealings with the Group.</p> <p>無論出於何種原因，本集團嚴禁員工間互相借款，以及接受供應商或與本集團有業務往來的任何其他企業、機構和商行借貸或獲取好處。</p>
Banquet & Congratulatory Gifts 宴會邀請及賀禮	<p>Staff should refuse to accept extravagant or frequent entertainment provided by suppliers or contractors, so as not to violate the Prevention of Bribery Ordinance. If the staff needs to give a gift to maintain a business relationship, they should ensure the gift has the Group's logo. Expenses for business gifts must be approved and recorded properly.</p> <p>員工應拒絕接受供應商或承辦商提供的奢侈或頻密款待，以免違反《防止賄賂條例》。如果員工需要贈送禮物以維持業務關係，應使用附有本集團標誌的禮物。商務禮品的費用必須獲得批准並妥為記錄。</p>

Whistleblowing mechanism

In order to further strengthen the supervision and management of business ethics and prevent the occurrence of improper behaviours, the Group has established a sound whistleblowing mechanism, including a whistleblowing platform and whistleblowing hotline. Whistleblowers can also directly submit reports to the Group's management through the dedicated email or postal methods specified in the whistleblowing policy. We post the whistleblowing hotline on the communication boards and rest areas of each branch, factory, and logistics department to enhance employees' awareness of whistleblowing, and ensure the effective implementation of the mechanism. The whistleblowing content includes receiving benefits, absence without leave, integrity problems, fraud, corruption, fraud, bribery, extortion, and money laundering and other violations.

We provide protection for whistleblowers. The whistleblowing platform ensures confidentiality. All whistleblowing content will be independently reviewed and evaluated to ensure that whistleblowers are not affected and to verify the authenticity of the incidents. Complaints must be factual. In case of malicious reporting or defamation, the Group will impose disciplinary actions accordingly.

Integrity in work

The Group attaches great importance to the integrity performance of employees during the daily operation process and incorporates their integrity behaviours into one of the important indicators for promotion assessment. To ensure that all employees have a clear understanding of the Group's anti-corruption requirements and guidelines, we have formulated the Code of Conduct for Preventing Corrupt Practices. This code clearly stipulates the laws and regulations that employees need to abide by in their daily work, and requires all employees to sign this code.

To strengthen employees' awareness of integrity, the Group has collaborated with the Independent Commission Against Corruption (ICAC) to regularly review internal codes and organise various courses and seminars for senior management, middle-level and general-level employees, helping them understand anti-corruption laws and regulations, and raise their awareness and concern for corruption, conflict of interest, and other integrity challenges. Through the effective implementation of the above measures, the Group has achieved excellent results in the anti-corruption work, and there have been no anti-corruption-related incidents recorded for several consecutive years. In 2024, more than 130 brand directors, regional and branch managers, heads of the production department, and logistics employees completed the relevant training both online and offline. The members of the Board of Directors participated in anti-corruption training for 15 hours, and the total duration of anti-corruption training in which employees participated was 130 hours.

舉報機制

為進一步加強商業道德的監督管理，防止不當行為的發生，本集團建立完善的舉報機制，設有舉報平台和舉報熱線，舉報人亦可通過舉報政策中列明的專用電郵或郵寄方式直接遞交予本集團管理層。我們在各分店、廠房及後勤部門的通訊版及休息間張貼舉報熱線信息，以增強員工舉報意識，並確保機制有效執行。舉報的內容包括收受利益、擅離職守、誠信問題、欺詐、貪污舞弊以及賄賂、勒索、洗黑錢等違規行為。

我們為舉報人提供保護，舉報平台保證保密性，所有舉報內容將獨立審核和評估，確保舉報人不受影響，並確保事件的真實性。投訴內容須屬實，如發現惡意舉報或誹謗行為，本集團將根據紀律處分。

誠信工作

本集團高度重視員工在日常經營過程中的誠信表現，並將其誠信行為納入晉升考核的重要指標之一。為確保所有員工對本集團的反貪腐要求和指引有清晰認識，我們制定了《防止貪污行為守則》。該守則對員工日常所需遵守的法例、規定作出清晰規定，並要求所有員工必須簽署此守則。

為強化員工的誠信意識，本集團與廉政公署合作，定期檢討內部守則，並為高級管理層、中層及普通職級員工舉辦不同課程及講座，協助他們了解反貪污法例法規，提高對貪污、利益衝突及其他誠信挑戰的認知及重視。通過以上措施的有效實施，本集團反貪污工作取得良好成果，連續多年未錄得反貪污相關事件。於2024年，超過130名品牌總監、區域及分店經理、出品部主管及後勤員工於線上線下完成相關培訓。董事會成員參與反貪腐培訓時數為15小時，員工參與的反貪腐培訓時長總計為130小時。

Protection of Intellectual Property

The Group has established clear regulations on the protection of intellectual property, and strictly abides by relevant laws and regulations⁵. Staff are prohibited from installing, copying or modifying the Group's computer software or using it for personal use without prior approval. In addition, staff are prohibited from making unauthorised copies of any copyrighted work such as books, magazines, etc.

Customer Privacy and Cybersecurity

The Group places great emphasis on protecting customer privacy and data security, and implements a strict confidentiality system for industry insider information, business interests, customer data, production formulas and employee data. The Staff Handbook clearly specifies the procedures and requirements for employees to protect the Group's confidential information and data, including internal procedures and guidelines, collection, retention, use and security of information, so as to effectively manage and protect the personal or sensitive information of customers, employees and business partners from leakage. In the event of relevant cases, the Group will take disciplinary action and, if necessary, take corresponding legal actions.

To enhance employees' awareness and knowledge skills, in addition to regularly issuing internal notifications to employees and providing warnings about counterfeit information or calls, the Group's Information Technology Department also held a workplace cybersecurity seminar in October. A professional IT lecturer from the School of Continuing and Professional Studies of The Chinese University of Hong Kong was invited to share insights on various aspects such as common network threats, phishing attacks, security of mobile devices and social media, secure online transactions, technical protection and prevention, as well as customer data protection and best management practices, and had in-depth exchanges with nearly 60 employees present at the seminar. The Group also maintains cooperation with law enforcement agencies to promote anti-fraud messages to employees and customers through internal training, notices, and by posting promotional posters at branches.

Responsible Advertising and Branding

Adhering to the principles of integrity and transparency, the Group is committed to ensuring that all advertisements, promotional materials, and labels comply with relevant laws and regulations⁵ during the design and promotion process, and avoid false statements or exaggerated descriptions. We require all departments to strictly review the information provided to ensure its accuracy and compliance. All self-manufactured products will be labelled for easy tracking and meet the relevant requirements.

知識產權保護

本集團在知識產權保護方面設有明確規範，並嚴格遵守相關法例法規⁵。員工不得在未經事先批准的情況下安裝、複製或修改本集團的電腦軟件，並禁止將其用於個人用途。此外，員工也不得未經授權複製任何受版權保護的作品，如書籍、雜誌等。

顧客私隱保護與網絡安全

本集團重視顧客私隱及數據安全，並對行業內幕資訊、商業利益、顧客資料、生產配方和員工資料等方面的信息實行嚴格的保密制度。《員工手冊》中已明確說明員工保護本集團機密資料及數據的流程和規定，包括內部程序和指引，資料的收集、保留、使用和安全，以有效管理和保護顧客、員工和業務合作夥伴的個人或敏感資料不受洩漏。如出現相關個案，本集團會進行紀律處分，並在必要時採取相應的法律行動。

為提高員工的警覺性及知識技能，本集團資訊科技部門除定期向員工發放內部通告、提示假冒信息或來電警示外，更於10月舉辦工作場所網路安全講座，邀得香港中文大學專業進修學院資訊科技專業講師分享常見網絡威脅、網絡釣魚攻擊、流動裝置及社交媒體保安、安全網上交易、技術性保護及防範，以及客戶資料保障及最佳管理實踐等多個範疇，與在場近60名員工進行深入交流。本集團亦保持與執法部門合作，透過內部培訓、通告及在分店張貼宣傳海報等向員工及客人宣揚防騙訊息。

負責任廣告營銷及品牌標識

本集團秉持誠信和透明的原則，致力於確保所有廣告、宣傳品及標籤在設計與推廣過程中符合相關法例法規⁵，並避免虛假陳述或誇大描述。我們要求各部門嚴格審核所提供的資訊，確保其準確性與合規性。所有自家製產品均會貼上標籤以便追蹤，並符合相關要求。

⁵ For relevant laws and regulations, please refer to the "Laws and Regulations"

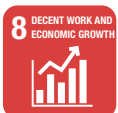
⁵ 相關法例法規，請參見「法例及法規」章節

PEOPLE- ORIENTED 以人為本



“本集團嚴格遵守相關法例法規⁵，秉持以人為本的理念。我們重視員工的福祉，制定《員工手冊》等多項政策制度，並定期檢訂及修定，確保員工基本權益，創造安全、健康且充滿關懷的工作環境。我們為員工提供具有競爭力的薪酬福利和豐富的培訓機會，積極促進員工的個人及專業發展。我們關注工作中的職安健風險，實施有效的職安健管理措施，為員工提供保障。同時，我們致力於通過提供優質食品和細緻周到的服務，為客戶帶來卓越的用餐體驗。”

“The Group strictly complies with relevant laws and regulations⁵, and adheres to the people-oriented concept. We attach great importance to the well-being of our employees, and have formulated a number of policies and systems such as the Staff Handbook, which are regularly reviewed and revised to ensure the basic rights and interests of our employees and create a safe, healthy and caring working environment. We offer our employees competitive salaries and benefits as well as abundant training opportunities, and actively promote their personal and professional development. We pay attention to the occupational safety and health risks at work, and implement effective occupational safety and health management measures to provide guarantees for our employees. Meanwhile, we are committed to bringing our customers an excellent dining experience by providing high-quality food and meticulous and thoughtful service.”



8 DECENT WORK AND ECONOMIC GROWTH



8 體面工作和經濟增長

8.8 – Protect labour rights & promote safe and secure working environments for all workers.

We respect the basic rights of our employees, regularly assess and optimise our governance strategies and measures, to safeguard workplace safety, and make sure that each employee can work and develop in a secure environment.

8.8 — 保障勞工權利，為全體員工營造安全和穩妥的工作環境。

我們尊重員工的基本權利，定期評估及優化我們的管治策略與措施，保障職場安全，確保每位員工都能在穩妥的環境中安心工作和發展。

Employment Relations

Workforce Overview

僱傭關係

員工概覽

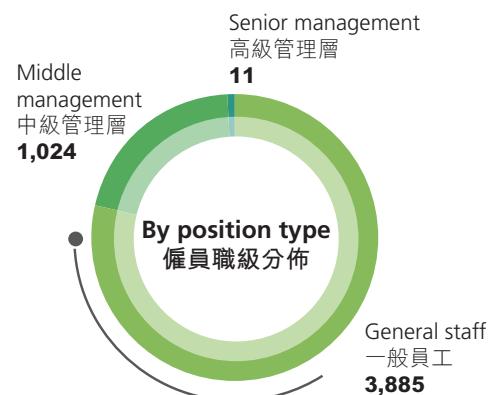
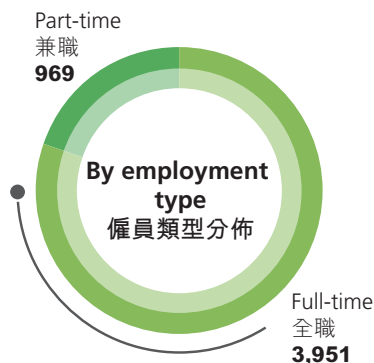
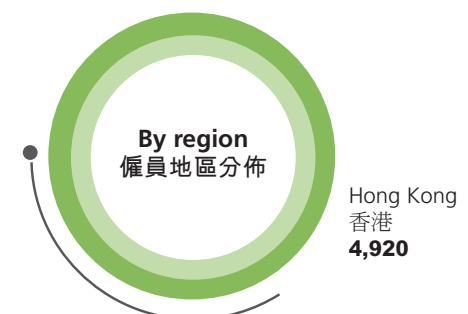
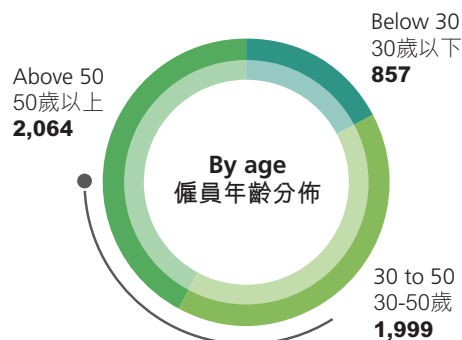
By gender 僱員性別分佈



29.76%



70.24%

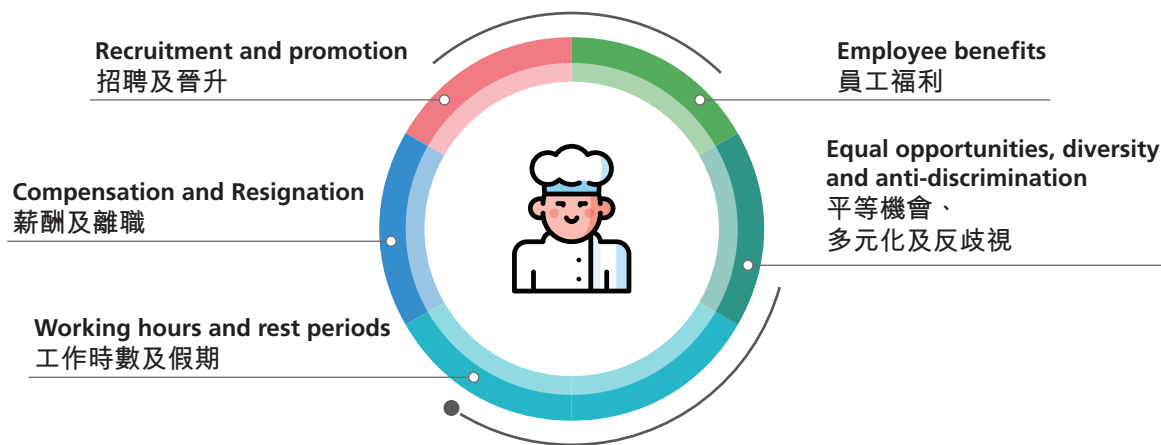


⁵ For relevant laws and regulations, please refer to the “Laws and Regulations”

⁵ 相關法例法規，請參見「法例及法規」章節

Employee rights and interests

The Group actively responds to and signs the “Happiness at Work” promotion programme advocated by the Hong Kong Promoting Happiness Index Foundation, aiming to strengthen corporate care and create a pleasant working environment. We have clearly stipulated the policies regarding salary, resignation, recruitment and promotion, working hours, and holiday benefits in the Staff Handbook to ensure the strict implementation of all policies, and will be reviewed and revised as appropriate.



Recruitment and promotion: meritocracy, cooperation and inclusiveness

As an employer providing equal opportunities, the Group adheres to the principle of meritocracy. It is committed to promoting a culture of diversity and inclusion, and stimulating the career potential of different people. We follow the principles of careful planning, comprehensive assessment, and strict screening. On the basis of complying with relevant laws and regulations, we always pursue fairness and justice, ensuring that all candidates are treated equally regardless of their age, gender, nationality, race, or family situation.

The promotion of all employees is based on their job performance. We have established a clear and transparent promotion mechanism, conducting regular evaluations of employees based on factors such as performance, achievements, and professional knowledge. These evaluations serve as criteria for advancement within the organisation. Employees who demonstrate outstanding performance and potential are offered opportunities to participate in internal elite programmes, enhancing their prospects for further promotion.

The equal opportunity practice of the Group is recognised by a number of cooperative groups. During the year, we obtained the Inclusive Employer Recognition Award and Deaf-friendly Employer Award presented by the City University of Hong Kong and the Employment & Training Centre of Hong Kong Society for the Deaf.

員工權益

本集團積極響應並簽署由香港提升快樂指數基金提倡的「開心工作間」推廣計劃，旨在加強企業關愛，塑造愉快的工作環境。我們於《員工手冊》中明確對薪酬、離職、招聘及晉升、工作時數、假期福利等方面的政策作出規定，確保所有政策嚴格執行，並會適時檢討及修訂。

招聘及晉升：唯才是用，合作共融

作為平等機會僱主，本集團堅持唯才是用，致力於推動多元共融文化，激發不同人士的職業潛力。我們遵循精心策劃、多方面考核、嚴格把關的原則，並在遵守相關法例法規的基礎上，始終追求公平公正，確保對所有應聘者無論年齡、性別、國籍、種族或家庭狀況等均一視同仁。

所有員工的晉升基於其工作表現。我們設有清晰透明的晉升機制，定期評估員工的業績、表現和專業知識等因素，並以此作為晉升的依據。表現突出且具潛力的員工將有機會參加內部拔尖課程，獲得進一步晉升機會。

本集團平等機會的實踐獲得多個合作團體的認同。年內，我們榮獲了香港城市大學及香港聾人福利促進會就業與培訓中心頒發的共融僱主嘉許獎及聽障友善僱主獎。



Pre-service Visit and On-site Troubleshooting for the Disabled
殘疾人士職前參觀及即場解答疑難

Prior to the employment of the disabled, the Human Resources Department of the Group would consult with social workers to arrange pre-service visits, and design corresponding measures to ensure that employees can work in a safe environment.

在聘用殘疾人士之前，本集團人力資源部會與社工進行協商，安排職前參觀，並設計相應措施，確保員工能夠在安心的環境中工作。



Supplementary Labour Optimisation Programme
補充勞工優化計劃

The Group obtains labour quotas through the "Supplementary Labour Optimisation Programme", and arranges a three-day orientation training for new employees from the Mainland China. This training helps them adapt to the life in Hong Kong, integrate into the Tai Hing family, and understand the Group's culture and customers' needs.

本集團透過「補充勞工優化計劃」獲得勞工配額，並為內地新員工安排了為期3天的迎新培訓，協助他們適應香港的生活及融入太興大家庭，並了解本集團文化及顧客需求。

Compensation and Resignation

The Group offers competitive compensation to employees, including base salary, allowances, and bonuses. Additionally, we adjust salaries annually based on the performance of our employees, the Group's operational status, and market trend to ensure our compensation system is reasonable and competitive. When employees decide to terminate the employment contract, they must submit a resignation letter to their supervisor. Our Human Resources Department would conduct exit interviews to understand resignation reasons and make subsequent improvements according to the feedback.

薪酬及離職

本集團為員工提供具競爭力的薪酬待遇，涵蓋基本薪資、津貼、獎金等。我們每年根據員工的工作表現、本集團經營狀況及市場走勢等因素，對薪酬進行調整，確保薪酬體系的合理性和競爭力。當員工決定終止僱傭合約時，需向部門主管遞交辭職信。本集團人力資源部門將進行離職問卷調查，了解離職原因並根據反饋進行後續改進。

People-Oriented
以人為本

Working Hours and Holidays

The Group strictly complies with relevant laws and regulations to ensure reasonable working hours for employees, and provide multiple paid holidays. Beyond statutory holidays, employees also entitled to family reunion leave, maternity leave, marriage leave, birthday leave, and compassionate leave.

Employee Benefits

The well-being of employees is closely related to the sustainable development of the enterprise. The Group provides a variety of benefits for employees, covering occupational safety and health plans, paid vacations, free meals, children's education assistance programmes, medical and life insurance, team-building activities, etc. We also establish awards and launch electronic staff cards to recognise employees' contributions and enhance work convenience. We have specially set up learning subsidies to encourage continuous learning, facilitate the professional development of employees, and promote the building of a learning organisation. In order to help employees and their families facing financial difficulties, we have an emergency relief fund programme to ensure that employees can get timely support when encountering difficulties. The Group regularly organises staff activities on festival days, allowing employees of Tai Hing to communicate with each other in a relaxed and pleasant atmosphere.

The Group has established the "Long Service Award", the "Annual Outstanding Employee Award" and the "Outstanding Progress Award for branches" to commend employees who have performed exceptionally well in the past year.

工作時數及假期

本集團嚴格遵守相關法例法規，保障員工合理的工時安排，並提供多項帶薪假期。除法定假期外，員工還可享有親聚假、產假、婚假、生日假、恩恤假等。

員工福利

員工的福祉與企業的持續發展息息相關。本集團為員工提供多樣化的福利，涵蓋職業安全與健康計劃、帶薪假期、免費膳食、子女教育資助計劃、醫療及人壽保險、團建活動等，並設立獎項和推出電子職員證，以表彰員工貢獻並提升工作便利性。我們特別設立學習津貼，鼓勵員工持續學習，助力員工的專業發展，推動打造學習型組織。為幫助面臨經濟困難的員工及其家庭，我們設有緊急援助基金計劃，確保員工在遇到困難時得到及時的支持。本集團定期於節慶日子舉辦員工活動，讓太興人在輕鬆愉快的氛圍中互相交流。

本集團設立「長期服務獎」、「年度優秀員工大獎」以及「分店飛躍進步獎」以表彰過去一年表現優異的員工。



Staff Fellowship Activity — Holiday Meal
員工聯誼活動 — 節日聚餐

During the Christmas and the Lunar New Year, the Group held a Christmas party and a New Year gathering respectively at its office locations in Fo Tan and Quarry Bay. During the events, senior management presided over the Christmas lucky draw and the festive Lunar New Year "Lo Hei", bringing surprises and blessings to the employees. It is also hoped that the coming year will bring new vitality, prosperity and booming business to everyone.

聖誕佳節及農曆新年期間，本集團分別在火炭及鰂魚涌的辦公地點舉行聖誕派對及新年聚餐，活動中由高層主持聖誕幸運大抽獎及應節新春撈起等環節，為員工送上驚喜與祝福，並期望來年為大家帶來新的氣象，風生水起、生意興旺。



Celebration of "35-Years Long Service Award"
長期服務獎35年慶典



Celebration of "20-Years Long Service Award"
長期服務獎20年慶典

During the year, the Group presented the "Long Service Award" to 164 staff.
年內，本集團向164位員工頒發了「長期服務獎」。



Launch of electronic staff cards
推出電子職員證

To facilitate employees, the Group has launched "electronic staff cards" to replace traditional physical certificates. New employees only need to download the APP (application programme) to activate the electronic certificate and enjoy various convenient functions, such as employee discounts, the POS system (Point of Sale system), etc. 為便利員工，本集團推出「電子職員證」，替代傳統實體證件，新員工只需下載應用程式，即可啟用電子證件，並享受各項便利功能，如員工優惠、POS系統（銷售時點信息系統）等。

People-Oriented 以人為本

Equal opportunity, diversity and anti-discrimination

The Group adheres to the principle of equality, and firmly adopts a zero-tolerance attitude towards any form of discrimination and harassment in the workplace. Specifically, the Group's policies on the recruitment, training, promotion, remuneration, resignation, working hours, holidays and employee benefits are not based on employees' age, gender, marital and family status, pregnancy, disability, race, colour, nationality, religion or other non-work-related factors.

Employee Communication

To ensure that employees' opinions are fully expressed and to promote good communication, the Group has established diversified communication channels, including the intranet, email, corporate WeChat, bulletin boards, Staff APP and encourage employees to directly convey their opinions and suggestions to their immediate supervisors, regional management, department managers, or the Human Resources Department. We actively listen to our employees and make improvements based on their feedback.

Labour Standards

The Group attaches great importance to the management of labour contracts and strictly standardises employment. It requires all employees to provide identity documents to ensure that they meet the minimum legal working age, so as to eliminate the phenomena of child labour and forced labour. Once any violation of relevant laws and regulations is discovered, the Group will immediately terminate the relevant employment contracts and impose disciplinary actions. For employees who work overtime, the Group will provide reasonable compensation in the form of allowances or compensatory leave in accordance with relevant laws, regulations and internal systems. The Group maintains legal employment practices to ensure that all labour relationships are of a voluntary nature.

Training and Talent Cultivation

The Group is well aware of the value of employee development and training for the growth of both enterprise and individuals. Since 2012, we have established the Training Centre of Tai Hing Catering Group, which is responsible for staff training and provides financial support to employees pursuing relevant professional knowledge. We have organised various training courses to provide support and guidance for employees' career development. The Staff Handbook also specifies the promotion policies and related channels to drive the continuous progress of employees. This year, the Group has won the "Outstanding Employer Award of ERB Manpower Developer Award Scheme" presented by Employees Retraining Board for the second consecutive year (it received the Merit Award in the past 12 years), which demonstrates the Group's continuous efforts in talent training, development and inheritance.

平等機會、多元化及反歧視

本集團秉持平等原則，對工作場合中任何形式的歧視和騷擾堅決予以零容忍態度。具體而言，本集團在招聘、培訓、晉升、薪酬、離職、工作時數、假期及員工福利等各項政策上，均不會以員工的年齡、性別、婚姻與家庭狀況、懷孕情況、殘疾、種族、膚色、國籍、宗教信仰或其他與工作無關的因素為依據。

員工溝通

為確保員工意見得到充分表達並促進良好溝通，本集團已建立多元化的溝通渠道，包括內聯網、電郵、企業微信、公告板、員工APP等，並鼓勵員工直接向直屬主管、巡區管理層、部門經理或人力資源部反映意見與建議。我們積極聆聽員工聲音並根據其反饋進行改善。

勞工準則

本集團重視勞動合同管理，嚴格規範用工，要求所有員工提供身份證明文件，確保符合最低法定工作年齡，以杜絕童工及強制勞工現象。一旦發現任何違反有關法律法規的情況，本集團將即時終止相關僱傭合約並給予紀律處分。對於超時工作的員工，本集團將根據相關法規及內部制度，通過津貼或補假等方式進行合理補償。本集團保持合法的僱傭慣例，確保所有勞動關係均為自願性質。

培訓與發展

本集團深知員工發展及培訓對企業和個人成長的價值。自2012年起，我們設立太興飲食集團培訓中心，專責管理員工培訓，並資助員工進修相關專業知識。我們舉辦各類培訓課程，為員工的職業發展提供支持和指引。《員工手冊》中亦列明晉升政策及相關渠道，以推動員工的持續進步。本年度，本集團連續第二年榮獲僱員再培訓局頒發的「ERB人才企業嘉許計劃傑出僱主獎」(過去12年曾獲優異獎)，彰顯了本集團在人才培訓、發展及傳承等方面的持續努力。

We have carefully designed an induction programme for newly hired employees, enabling them to quickly get familiar with the Group's corporate culture, values, and code of conduct, laying a solid foundation for fulfilling their duties in the future. In addition, through the "Top-notch Training Programme" and the "Qualifications Framework", we provide professional growth opportunities to help employees fully tap their potential, enhance their professional skills, and ensure that they maintain a competitive edge in the workplace.

我們為新入職員工精心設計了導入課程，讓他們快速熟悉本集團的企業文化、價值觀及行為準則，為日後履行職責打下穩固基礎。此外，我們通過「拔尖培訓計劃」和「資歷架構」，提供專業化的成長機會，幫助員工充分挖掘自身潛能，提升專業技能，確保他們在職場中保持競爭優勢。

Elite Training Programme 拔尖培訓計劃

It evaluates the performance of staff through objective criteria and provides a fair and open development platform for them to raise their motivation for work.
透過客觀評價指標評估員工表現，為員工提供一個公平、公開的發展平台，激發員工的工作動力。

Qualifications Framework

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

資歷架構

此架構訂明每個工種級別所應具備的認可資格，包括學歷、培訓所得的資歷以及在工作崗位累積的技能、知識和相關工作經驗。我們會按員工的資歷劃分為不同級別，以清晰了解其發展藍圖。

Restart elite programmes: 重啟拔尖課程：

Improve the management and leadership of branches
A total of 131 floor management staff of branches have completed the training
提升分店管理及領導水平
共131位分店樓面管理人員完成課程培訓

New PRC workforce induction training: 新力軍迎新培訓：

Let employees understand the corporate culture, the Three Excellences and 5-S Management principles, and Hong Kong's lifestyle, enabling them to integrate into society and the workplace more quickly while enhancing their sense of belonging
A total of 265 new PRC workforce has completed the training
讓員工了解公司文化、三優五常管理及香港生活文化，盡快融入社會及工作團隊，增強歸屬感
共265位新力軍完成該課程培訓

Induction training: 迎新導入培訓：

Let new employees understand the corporate culture, career development opportunities, and the Three Excellences and 5-S Management principles, helping them quickly adapt to the team and foster a strong sense of belonging
A total of 2,655 employees have completed the training
讓新員工了解公司文化、員工發展前景、三優五常管理，從而讓新員工盡快融入團隊增強歸屬感
共2,655位同事完成該課程培訓

Tai Hing leadership outbound training: 太興領袖外展訓練營：

Ignite the Group's power to achieve outstanding results
A total of 738 management and staff have completed the training
點燃集團動力，共創佳績
共738位管理層及員工完成訓練

This year, a total of 4,179 employees have received training, with 9.88 hours for average training per person.

本年度，共有4,179名員工接受培訓，人均培訓時數為9.88小時。

People-Oriented 以人為本

Since the Group was upgraded to “Super MD” Manpower Developer last year, it has been awarded the commendation for 2 consecutive years. This honor recognises our continuous efforts and achievements in the talent development. In the future, the Group will continue to promote the staff training, enhance the training of staff culture, professional skills and professional knowledge, and promote the diversified development of employees, to realise the two-way growth of employees and enterprises in the long-term development.



自去年升格為人才企業「Super MD」以來，本集團已連續兩年獲得該嘉許。這項榮譽肯定了我們在人才培養方面的持續努力和成果。未來，本集團將繼續推動員工培養工作，加強員工文化、專業技能、專業知識方面的培養，促進員工多元化發展，實現員工與企業在長期發展中的雙向增長。

Occupational Safety and Health

The Group strictly complies with all applicable laws and regulations⁵ related to the occupational disease prevention and control, and continues to improve the internal occupational safety management system. According to the Occupational Safety Charter formulated by the Labour Department and Occupational Safety & Health Council, we have established an “Occupational Safety and Health Team” with cross-departmental collaboration to work with staff of different departments to foster a safe and healthy work environment and promote the importance of occupational safety and health in the workplace.

The Group’s occupational safety and health governance strategy focuses on compliance with occupational safety and health laws and regulations, to create a safe and healthy working environment for employees. We have established relevant mechanisms to implement safety policies and provide sufficient resources to train employees at all levels so that they have the ability to perform their duties safely. In addition, we also have policies in place to safeguard the benefits and related compensation of employees who suffer work-related injuries. The Group has purchased insurance for all employees in accordance with Employees’ Compensation Ordinance, so that employees can get adequate health protection. The Group has set a target to reduce the rate of work-related accidents. During the year, our work-related injury accident rate was 1.9%, with a total of 15 cases of slips or falls, and 68.5% of the branches with zero work-related injury recorded.

職業安全與健康

本集團嚴格遵守所有適用的職業病防治相關法例法規⁵，持續完善內部職業安全管理制度。我們根據勞工處及職業安全健康局制定的《職業安全約章》，設立跨部門合作的「職安健小組」，與不同部門員工攜手營造安全健康的工作環境，宣傳工作場所的職業安全與健康的重要性。

本集團職業安全與健康管治策略重於遵從職業安全與健康法例，為員工創造安全健康的工作環境。我們設立相關機制，落實安全政策並提供充足資源，為各級員工提供培訓，使他們具備安全履行職責的能力。此外，我們亦設有政策，保障遭遇工傷的員工的福利及相關補償。本集團已根據《僱員補償條例》為全體員工投購保險，員工可獲得充足的健康保障。本集團已設定降低工傷意外率的目標。本年度，我們的工傷意外率為1.9%，共15宗滑倒或跌倒的工傷個案，錄得零工傷的分店佔比68.5%。

⁵ For relevant laws and regulations, please refer to the “Laws and Regulations”

⁵ 相關法例法規，請參見「法例及法規」章節

Occupational safety and health risk management and practice

The Group reduces potential occupational safety and health risks by developing risk management processes and implementing effective prevention measures. We regularly review our working environment and operation processes, identify problems in a timely manner, and take appropriate actions to ensure that each employee can work in a safe and worry-free environment. Since 2013, the Group has been promoting a smoke-free lifestyle, and encouraging employees to actively establish healthy living habits through the “Well-being without Smoking” smoking cessation programme. During the year, the Group was honored with the “Hong Kong Smoke-free Leading Enterprise Award — Gold Award” organised by Hong Kong Council on Smoking and Health, becoming the first catering enterprise to receive this honor. This fully demonstrates that the relevant policies and performance are effective, and have won the recognition of the industry.

職安健風險管理與實踐

本集團通過制定風險管理流程和實施有效的預防措施，減少潛在職安健風險。我們定期檢視工作環境和操作流程，及時識別問題並採取適當行動，確保每一位員工都能在安全無憂的環境下工作。自2013年起，本集團已開始著手推廣無煙生活，以「無煙一身興」戒煙計劃鼓勵員工積極建立健康生活習慣。本年度，本集團榮獲由香港吸煙與健康委員會主辦的「香港無煙領先企業大獎—金獎」，成為首間獲此殊榮的餐飲企業，足証相關政策及表現行之有效，贏得業界肯定。



Subsidy and Inspection for Safety Shoes

- Full-time staff at each branch will be eligible for one-time subsidy every two years to purchase safety shoes with “anti-slip certification”, all employees must wear safety shoes according to rules from the first day of employment;
- Daily inspections of safety shoes are conducted by the supervising restaurant managers, and surprise inspections are also be conducted by the Group to ensure the implementation of relevant regulations.

安全鞋資助及檢查

- 分店全職員工每兩年可獲一次性購買具備「防滑認證」安全鞋的資助，所有員工入職首日須按規定穿著；
- 值班餐廳主管每日檢查安全鞋穿著情況，本集團亦會突擊巡查，確保相關規定落實。



Specialised Cut-Resistant Gloves for Handling Sharp Objects

- Staff in the roasted meat department are required to wear cut-resistant gloves when working with sharp objects, and strict supervision is carried out by management.
- The Group has arranged for all staff in the roasted meat department to receive online or attend in-person training on the proper use of cut-resistant gloves, aiming to enhance employees’ adherence to operating procedures and promote occupational safety awareness.

明檔專用防切割手套

- 要求燒味部同事在明檔工作時必須配戴專用防切割手套，管理層嚴格監督執行；
- 安排全體燒味部員工線上觀看或面授防切割手套教學，以提升員工規範操作能力和職業安全意識。



Promote physical fitness programme

- Cooperate with social organisations to implement Fit “Tai Hing” relaxation – health management programme including “Weight Loss and Fitness Award Programme”, “Well-being without Smoking” smoking cessation programme, and health seminar;
- Provide vaccinations and physical check-ups for employees.

推行體健項目

- 與社會機構合作推行「FIT興鬆」健康管理相關項目，包括「減肥體健獎勵計劃」、「無煙一生興」戒煙計劃、健康講座等；
- 為員工提供疫苗預防注射、身體檢查。



Intelligent device application

- Introduce automated food processing machines;
- Introduce semi-automatic gravity lifts in food factories.

智能設備應用

- 引入自動化食品加工機器；
- 於食品工廠引進半自動重力升降機。



Organise occupational safety and health activities

- In 2024, the Group organised two 5-S occupational safety knowledge quiz competition, aiming to deepen employees' understanding of theoretical knowledge through the occupational safety competition, and reduce occupational safety risks through practical learning, a total of 765 employees participated.

舉辦職安健活動

- 2024年度，本集團舉辦兩場五常職安知識問答比賽，旨在透過職安比賽，加深員工對理論知識的理解，通過實踐學習減低職安風險，共765位員工參加。



Occupational safety and health risk assessment and communication

- Adopt systematic approaches to identify and assess the occupational safety and health risks;
- Actively communicate with employees and listen to opinions and feedback to uncover potential occupational safety and health issues;
- Arrange for each logistics department to conduct safety monitoring and assessment on the annual Group Safety Day;
- Accept the insurance company's assessment and recommendations.

職安健風險評估與溝通

- 採用系統性方法識別和評估職業安全與健康風險；
- 積極與員工進行溝通，傾聽意見和反饋，以揭示潛在的職業安全與健康問題；
- 於每年集團安全日安排各後勤部門進行安全監測評估；
- 接納保險公司評估及建議。



Performance of occupational safety and health activities in 2024

2024年職安健活動表現



Well-being without Smoking 無煙一生興

This year, a total of 33 employees and their spouses participated in the programme, and 25 of which successfully quit smoking.

本年度共33位員工及其配偶參與，25位成功戒煙。



Fit "Tai Hing" relaxation – health management programme Fit「興」鬆一健康管理計劃

This year, we have cooperated with several institutions to provide employees with free preliminary physical examinations, including blood pressure checks, fundus oculi examinations, physical fitness tests, and spinal examinations. The results were analysed on the spot, and improvement suggestions were provided based on the employees' conditions. Up to now, more than 2,000 employees have participated in the programme. 本年度與多間機構合作，免費為員工提供血壓、眼底、體能、脊椎等初步身體檢查，並即場分析結果，根據員工狀況提供改善建議，至今超過2,000名員工參與。



Weight Loss and Fitness Award Programme 減肥體驗獎勵計劃

This year, the "Fitness Award Programme" was upgraded to the "Weight Loss and Fitness Award Programme", and the medical team of Hong Kong Women's Christian Association Jockey Club Y Care Elderly Centre was invited to complete a comprehensive examination for 62 employees and design a customised weight loss and fitness programme.

本年度由「體健獎勵計劃」升級為「減肥體健獎勵計劃」，邀請到香港基督教女青年會賽馬會青健坊醫療團隊，為62位員工完成全方位檢查，並度身設計減肥健體方案。



Health Experience Day 健康體驗日

This year, in cooperation with the Sheng Kung Hui Welfare Council, two activities were held to conduct blood pressure, blood sugar and InBody examinations for 80 employees.

本年度與聖公會福利協會合作，舉辦兩場活動，為共80名員工進行血壓、血糖及InBody檢查。

Performance of occupational safety and health activities in 2024 2024年職安健活動表現



Health Lecture 健康講座

In cooperation with Tongrentang and Consortium for Medical, Nursing and Healthcare Development, a health lecture – Occupational Strain and Chinese Medicine: Prevention and Self-regulation was held, in which nearly 40 employees have participated. 與同仁堂以及醫療護理發展協會合作舉辦了一場健康講座——職業勞損與中醫：預防與自我調理，共有近40位員工參加。



Influenza vaccination 流行性感冒疫 苗預防注射

As in the past, free influenza vaccination was provided for all full-time employees during the peak influenza season in winter. This year, a total of 82 employees received the influenza vaccine to boost their immunity and enhance their health protection. 一如以往於冬季流感高峰期間為全職員工提供免費疫苗預防注射，今年共有82位員工接種流感疫苗，以提升免疫力，加強健康保護。

Customer First

"Customer first" is one of the core values of the Group. We always put customer needs and satisfaction first. In order to improve the customers' dining experience, restaurant employees are required to learn relevant knowledge and skills in serving customers during the induction training, and regularly receive follow-up training. We have also developed uniform standards for store hygiene, food preparation and dining environment to ensure that our customers can enjoy a consistent and excellent dining experience in each store.

We not only focus on offline services, but also optimise customer services through online channels. Since the launch of the mobile application "Tai Hing App" in 2023, we have continuously increased our promotion efforts, and optimised the functions and interface of the application, to further enhance the customer experience. In addition to the regular takeaway and delivery services, we have introduced more festive food offerings, such as poon choi, roasted suckling pig, celebratory golden pig, and party foods, moving from placing orders at branches to a more convenient online selection for customers. Furthermore, we have collaborated with various sectors, including clothing, food, housing, and transportation, along with different film distributors, supermarkets, and English centres, to provide numerous member-exclusive promotions. This encourages customers to become more accustomed to using the "Tai Hing App," ultimately boosting loyalty and repurchase rates.

以客為先

「以客為先」是本集團核心價值觀之一，我們始終將客戶需求與滿意度放在首位。為提高客戶用餐體驗，餐廳員工在入職培訓時需學習服務客戶的相關知識與技能，並定期接受後續培訓。在門店衛生、食物製作、用餐環境，我們亦制定了統一的標準，以保證我們的客戶在每一間門店享有穩定、良好的用餐體驗。

我們不僅專注於線下服務，亦通過線上的方式優化客戶服務。自2023年推出手機應用程式「太興App」以來，我們持續加大推廣力度，優化該應用程式的功能及界面，進一步提高客戶體驗。除日常外賣自取、外送功能外，更進一步推出節日食品，如盆菜、乳豬、喜慶金豬、派對食品等，由以往到分店下單，改為更方便客人的網上選購。此外，更與多個衣、食、住、行界別合作，如不同電影發行商、超級市場、英語中心等，推出不同會員專屬優惠，令客人更習慣使用「太興App」，從而增加忠誠度及覆購率。

Moreover, to assist customers in using or gifting to friends and family, the Group launched a variety of canned beverage and food vouchers, takeaway beverage vouchers, and new product tasting vouchers on the “Tai Hing App,” all of which have been well received by customers.

We actively utilise various restaurant guides and review search engines, including OpenRice and Dianping, to provide customers with the latest restaurant information, ensuring a smoother and more convenient experience. We proactively respond to and follow up on customers reviews, conducting reviews and follow-ups.

In addition to implementing the concept of “customer first” within the Group, we are constantly promoting this concept, and actively participate in the “Quality Tourism Services” (QTS) Scheme endorsed by the Hong Kong Tourism Board, adhering to the principle of “quality service with customer first” and maintaining a high quality and thoughtful service standard.

Customer complaint handling

Properly and actively handling customer complaints has always been a principle that the Group has consistently adhered to. We will collect customer opinions from various channels, including public media, social platforms, and discussion groups, and have established complaint handling procedures, guidelines, and the responsible departments, and have set clear standards and processes for handling customer complaints appropriately. According to the regulations, once the relevant department receives a customer complaint, the restaurant manager will handle it immediately and report it to the supervisor of the operation unit and the customer service department within the scheduled time, and take necessary measures. This year, the Group received a total of 112 customer complaints regarding food quality or the service quality of restaurant staff (compared to 72 complaints in 2023), and all issues have been satisfactorily resolved solution.

此外，為方便客人使用或轉贈親友，本集團於「太興App」推出多款罐裝飲品及食品券、外帶飲品券、新品試食的產品券，大受客人歡迎。

我們積極運用不同餐廳指南及食評搜尋器，包括OpenRice、大眾點評等，向客人提供最新的餐廳資訊，確保更流暢和方便的體驗，積極回應及跟進客人食評，作出檢討及跟進。

除了在企業內部實踐「以客為先」的理念，我們不斷將該理念推廣出去，積極響應由香港旅遊發展局推行的「優質旅遊服務」計劃，實踐「優質服務、以客為先」的原則，持續提供高水準的貼心服務。

客戶投訴處理

正確且積極處理客戶投訴是本集團一直以來不斷堅持的準則。我們會從不同渠道收取客人意見，包括公眾傳媒、社交平台及討論區群組，並已制定投訴應對程序、指引及負責的部門，並對如何妥善處理客戶投訴設立了清晰的標準和流程。根據規定，當相關部門收到顧客投訴後，餐廳經理將立即處理，並在預定時間內向營運單位主管及顧客服務部呈報，採取必要的措施。本年度，本集團共收到112宗(2023年：72宗)有關食物品質或餐廳員工服務質素的顧客投訴，所有問題均得到滿意的解決方案。

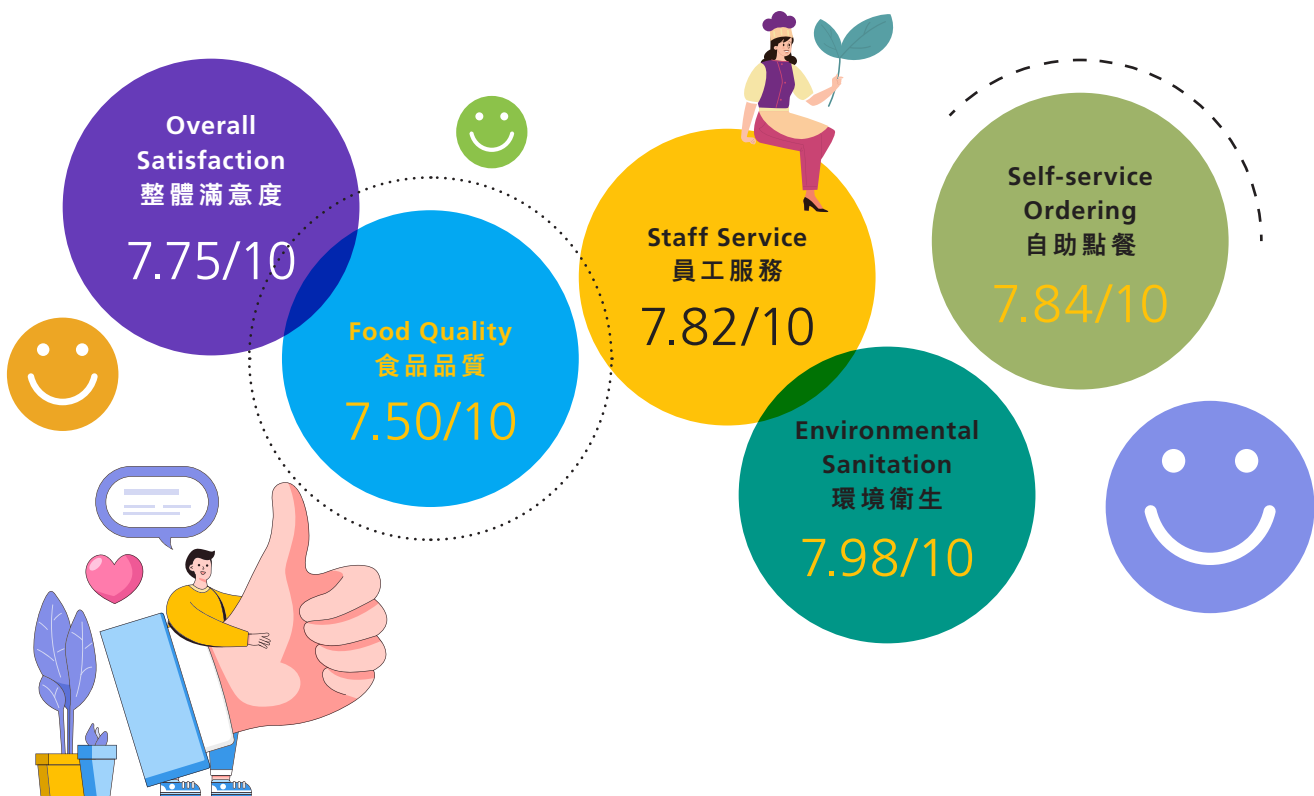
People-Oriented
以人為本

Customer satisfaction survey

The Group regularly collects customer feedback through questionnaires. In this year, we sent out questionnaires to 690 customers from July to August 2024, covering brands such as Tai Hing, Man Wah Bing Teng, Asam Chicken Rice, Tea Wood, Trusty Congee King, Phô Lê, Dumpling Station, Dimpot, King Fong, etc. The survey mainly solicited opinions on four aspects: food quality, staff service, environmental hygiene, and self-service ordering. In addition, we are gradually posting "Customer Feedback Survey QR Codes" in our branches to proactively collect customer feedback and enhance their dining experience. The Group's management will also regularly review customers' opinions and evaluate employees' performance to ensure the maintenance of a high level of service quality.

客戶滿意度調查

本集團定期透過問卷調查收集客戶反饋。我們於2024年7月至8月向690位客戶發出問卷，涵蓋品牌包括太興、敏華冰廳、亞參雞飯、茶木、靠得住、錦麗、餃子、點煲、瓊芳冰廳等。調查主要訪問食物質素、員工服務、環境衛生及自助點餐四個方面的意見。此外，我們分階段在分店張貼「顧客意見調查QR code」，以更積極主動方式收取客人意見，以提升客人用餐體驗。本集團管理層亦會定期檢討顧客的意見，評估員工表現，務求保持高水平的服務質素。



ENVIRONMENTAL COMMITMENT

環境承諾



“本集團多項內部政策明確環保原則、方針及承諾，將環境保護融入業務營運的各個層面，致力於以全面性的方法降低業務營運對環境的影響。我們持續完善環境管治體系，優化資源使用與分配，積極推行節能減排措施，採取具體行動應對氣候變化，並披露環境目標及其進展，展現對自然生態的長期承諾。我們參與多項環保倡議與活動，與業界攜手實踐低碳轉型，向碳中和目標與聯合國可持續發展目標邁進。”

“The Group has incorporated environmental principles, strategies, and commitments into its multiple internal policies to practice environmental sustainability in every aspect of its business operations by taking a holistic approach to reduce the environmental impact of its business operations. We continuously improve our environmental governance framework, optimise the use and allocation of resources, actively promote energy-saving and emission-reduction measures, take concrete actions to address climate change, and disclose our environmental targets and progress, demonstrating our long-term commitment to natural ecosystems. We have participated in several environmental protection initiatives and events, and worked with the industry to implement a low-carbon transformation towards carbon neutrality and the United Nations Sustainable Development Goals.”

7 AFFORDABLE AND CLEAN ENERGY

**7.2 – Increase substantially the share of renewable energy in the global energy mix**

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

7.2 — 大幅增加可再生能源佔整體能源組合的比重。

我們通過安裝太陽能板、投資可再生能源等行動，貢獻可持續發展。

7 負擔得起的清淨能源

**7.3 – Double the global rate of improvement in energy efficiency**

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

7.3 — 將整體能源效益提高一倍。

我們通過優化設備效率、減少能源浪費等措施，不斷提高能源效益。

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

**12.5 – Substantially reduce waste generation through prevention, reduction, recycling and reuse**

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

12.5 — 透過預防、減少、回收和再利用而顯著減少製造垃圾。

我們通過推廣廚餘管理計劃等綠色廚房相關行動，減少製造垃圾。

12 永續的消費與生產模式



Minimising Environmental Footprint

In order to fulfil its corporate responsibility to mitigate environmental impact and address climate change, the Group has set targets for its Hong Kong operations across four key climate and environmental management areas: water resources, waste, greenhouse gas emissions, and energy, and continuously monitors the annual progress and effectiveness of these targets. This year, we furthered our decarbonisation efforts by collaborating with a low-carbon lifestyle app and advancing sustainable consumption, and were recognised by way of environmental awards, including the BOCHK Corporate Low-carbon Environmental Leadership Awards, and the Eco Challenger for the eighth consecutive year, underscoring our outstanding performance in ensuring environmental sustainability.

減少環境足跡

為履行減輕環境影響和應對氣候變化的企業責任，本集團為香港業務設定包括水資源、廢棄物、溫室氣體及能源在內的四個氣候及環境管理重點範疇的目標，並持續監察目標的年度進展及成效。本年度，我們透過與低碳生活應用程式合作及倡導可持續消費，不斷深化減碳行動，獲得「中銀香港企業低碳環保領先大獎」等多個環保類別獎項的肯定，並連續8年被認定為環保先驅，充分展現我們在環境可持續發展方面的卓越表現。

Optimising Resource Utilisation

We are committed to driving the transition to a circular economy by promoting resource recycling through effective management across our entire operations. By assessing the environmental impact of water and packaging consumption in our business operations, we establish targets and continuously improve our resource consumption performance.

Water Management and Initiatives

Water management and quality are critical to our operations. We are committed to reducing water risks and overall consumption through a comprehensive water management plan.

The Group strictly complies with the Water Pollution Control Ordinance (Cap. 358) and enhances water management across our restaurants and facilities. This includes implementing measures to improve water efficiency and recycle water, and reducing consumption and waste.

To promote responsible water consumption across all restaurants of the Group, we have set a target to reduce our water consumption intensity by 20% by 2030 or earlier, compared to our 2019 baseline (2019 water consumption intensity: 373.1 Cubic metre/sales turnover (\$ M)⁶).

優化資源利用

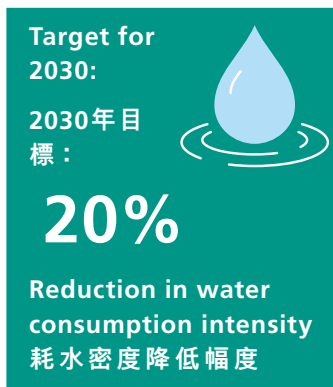
我們致力於在整個營運過程中通過有效的管理推動資源循環再造，從而促進循環經濟轉型。通過評估業務營運中水資源及包裝材料消耗帶來的環境影響，我們制定目標，持續提升資源消耗表現。

水資源管理與倡議

水資源的管理和品質對我們的業務營運極其重要。我們致力降低水資源風險及減少整體耗水量，並制定完善的水資源管理計劃。

本集團嚴格遵守《水污染管制條例》(第358章)，提高各營運餐廳及設施的水資源管理，包括推行提高用水效益、回收循環再用水等一系列措施，減少消耗及浪費。

為促進本集團旗下各餐廳善用水資源，我們已設定目標，在2030年或之前達成耗水密度較2019年基準(2019年耗水密度：373.1立方米／百萬港元銷售營業額⁶)降低20%。



Restrictions on water consumption

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

限制耗水量

- 採取措施，以避免在烹飪及清潔過程中浪費用水和洗潔精

Optimisation of water consumption management

- Maintain plumbing facilities for fresh water to prevent wastage due to leakage
- Restrict water flow from taps, including installation of water-saving taps in branches
- Optimise the dishwashers and cleaning cycles in all restaurants
- Introduce water dispensers in some branches to optimise work processes and reduce water consumption

優化用水管理

- 維護食水管道設施，防止因漏水而造成浪費
- 限制水龍頭的水流量，包括在分店安裝節水水龍頭
- 優化所有餐廳的洗碗機及清潔周期
- 部分分店引入啤水機，以優化工序減少耗水

⁶ The sales turnover for fiscal year 2019 used in the intensity calculation is revised to HK\$2,581.3 million.

⁶ 用於密度計算的二零一九財年銷售營業額更正為2,581.3百萬港元。

Environmental Commitment 環境承諾

During the year, the Group's total water consumption was 977,618 m³, representing an increase of 9.9% compared to 2023, which was mainly due to the increase in the number of restaurant branches. During the year, the Group did not record any problem in procuring water suitable for its operations.

本年度，本集團總耗水量為977,618立方米，較2023年增加9.9%，主要由於餐廳分店數量增加。本年度，本集團在取得用於營運的適用水源上並無任何問題。

Categories 類別	Unit 單位	2024	2023	% Change 變化率
Total water consumption ⁷ 總耗水量 ⁷	Cubic metre 立方米	977,618	889,243	9.9%
Water consumption intensity 耗水密度	Cubic metre/sales turnover (\$ M) ⁸ 立方米／百萬港元銷售營業額 ⁸	330.9	326.6	1.3%

Packaging Consumption and Recycling

The Group actively supports the “Plastic-Free” campaign launched by the Environmental Protection Department in order to respond to the Government's initiative for plastic waste reduction as mentioned in the 2018 Policy Address. The Group has taken a number of innovative and cost-effective measures to promote waste reduction, including optimising the ordering process and adopting a paperless ordering system to minimise paper consumption during the ordering. We also actively explore the use of renewable and environmentally-friendly materials to replace plastic tableware and other packaging materials, striving for more sustainable operations.

包裝材料耗用與循環

為響應政府於《2018年施政報告》中減少塑膠廢棄物的倡議，本集團積極支持環保署推行的「走塑」運動，採取多項創新且具成本效益的措施推動減廢，包括優化點餐流程，全面採用無紙化點餐系統以減少訂單紙張消耗，同時積極探索以可再生環保材料替代塑膠餐具及其他包裝材料的方式，實現更環保的營運模式。

The packaging materials used by the Group include takeaway packaging and product packaging, as well as other materials such as disposable tableware, posters, tissues and menu. During the year, the Group used 512.8 tonnes of packaging materials for finished products, representing a decrease of 8.2% in the amount used as compared to last year; used 215.7 tonnes of other materials, which include 22.1 tonnes of environmentally friendly materials for tableware, representing a decrease of 22.3% as compared to last year, mainly attributable to a decline in the use of plastic materials as plastic reduction initiatives were implemented.

本集團主要使用的包裝材料包括外賣包裝和產品包裝，以及即棄餐具、海報、紙巾、餐牌等其他材料。本年度，本集團的製成品包裝材料使用量為512.8公噸，其使用量較去年減少8.2%；其他材料使用量為215.7公噸，當中包括22.1公噸的環保材料餐具，整體使用量較去年減少22.3%，主要原因為減塑措施的推行促使塑膠類材料的使用有所下降。

⁷ The total water consumption is calculated based on the actual water consumption listed on the water bills.

⁸ The sales turnover for fiscal year 2023 used in the intensity calculation is revised to HK\$2,723.0 million, and the sales turnover for fiscal year 2024 is HK\$2,954.7 million.

⁷ 總耗水量根據水費單所示的實際耗水量計算。

⁸ 用於密度計算的二零二三財年銷售營業額更正為2,723.0百萬港元，二零二四財年銷售營業額為2,954.7百萬港元。

Categories 類別	Unit 單位	2024	2023	% Change 變化率
Packing materials used for finished products 製成品包裝材料使用總量	Tonne 公噸	512.8	558.8	-8.2%
Intensity of packing materials used for finished products 製成品包裝材料使用密度	Tonne/sales turnover (\$ M) ⁸ 公噸／百萬港元銷售營業額 ⁸	0.17	0.21	-19.0%
Use of other materials ⁹ 其他材料使用總量 ⁹	Tonne 公噸	215.7	277.5	-22.3%

Paperless Project

Focusing on eliminating waste at the source, we have actively driven the transformation towards digitalisation across our operations and implemented innovative initiatives to enhance operational efficiency and reduce paper consumption. We have implemented a paperless “A.I. Image Capture” system that uses Optical Character Recognition (OCR) technology to extract and organise data from the receipts & delivery notes of goods received from suppliers at restaurants. This system not only streamlines paper document processing but also significantly improves logistics management, document filing, invoice matching, and the subsequent payment process, saving significant time and space. In addition, we have fully implemented the Order Drop-off system (ODO) which provides customers with more convenience of ordering food and settling payment while effectively reducing the need for paper order slips, contributing to achieving sustainable development.

Regarding staff management, the Group adopts the Human Resource Management System (HRMS) App, which provides staff with convenient digital services such as daily attendance tracking, payroll inquiries, tax filing, leave requests and electronic staff card. This further streamlines administrative processes and reduces paper consumption.

Plastic Consumption

We have managed plastic packaging materials from a resource utilisation perspective, and set targets to respond to various campaigns or schemes, including the “Control of Disposable Plastic Tableware” scheme, the “Plastic Shopping Bag Charging Scheme”, and the “No Straw Campaign” organised by the Ocean Park Conservation Foundation Hong Kong, with the aim of further reducing the use of disposable plastic tableware and other items.

In support of the Hong Kong SAR Government’s first-phase regulation of disposable plastics, the Group has completely discontinued the use of designated plastic tableware at all of its restaurants since 2024, replacing it with environmentally-friendly tableware.

⁸ The sales turnover for fiscal year 2023 used in the intensity calculation is revised to HK\$2,723.0 million, and the sales turnover for fiscal year 2024 is HK\$2,954.7 million.

⁹ Other materials include disposable tableware, tissues and thermal paper, posters, leaflets, coupons, menu, etc.

無紙化措施

我們著眼於從源頭杜絕資源浪費，積極推動業務數碼化升級，實施多項創新措施以提升營運效率並減少紙張消耗。我們在餐廳引入光學文字辨識技術(OCR)，建立無紙化供應商貨單圖像提取系統，實現食品貨單數據的自動提取與整理。該系統不僅簡化了紙質文件的處理流程，還大幅提升了物流管理、文件歸檔、發票比對及後續繳費的效率，同時節省了大量時間和空間。另外，我們全面推行自動落單系統(ODO)，不僅提升了顧客點餐的便利性，還有效降低了紙質落單的需求，為實現可持續發展貢獻力量。

在員工管理層面，本集團採用HRMS人力資源管理應用程式，為員工提供便捷的數碼化服務，包括日常考勤、薪資查詢、報稅、假期申請及電子職員證等功能，進一步簡化了行政流程並減少紙張使用。

塑膠耗用

我們從資源利用的角度管理塑膠包裝材料，並設定目標以支持多項節省塑膠的活動或計劃，包括「管制即棄塑膠餐具計劃」、「塑膠購物袋收費計劃」及香港海洋公園保育基金舉辦的「無飲管運動」，以進一步減少使用即棄塑膠餐具及其他用品。

為配合香港特區政府實施第一階段管制即棄塑膠政策，2024年起本集團旗下餐廳全線停用指定塑膠餐具，由環保餐具替代。

⁸ 用於密度計算的二零二三財年銷售營業額更正為2,723.0百萬港元，二零二四財年銷售營業額為2,954.7百萬港元。

⁹ 其他材料包括即棄餐具、紙巾和熱感紙、海報、宣傳單張、優惠券、餐牌等。

**Support the “Plastic-Fee” campaign
支持「走塑」運動**

Completely stop the use of foam food containers and replace them with reusable or degradable plastic containers;
完全停用發泡膠餐盒，改用可降解塑膠或紙製餐盒；



Gradually phase out non-biodegradable plastic bags with biodegradable materials (e.g., paper bags);
使用可降解物料(紙袋)，逐漸淘汰不可降解膠袋；



Replace plastic utensils (e.g., stirrers, knives, cups, spoons, chopsticks, drinking straws) with wooden or paper alternatives;
使用木製或紙質餐具取代塑料餐具(例如攪棒、餐刀、杯、匙、筷子、飲管等)；



Progressively transition from insulated cups with plastic coatings to those with water-based coatings;
將含有膠塗層的熱飲杯逐步改為水性塗層的熱飲杯；



Stop providing disposable utensils (e.g., knives, forks, spoons, drinking straws) for staff lunches
員工午膳不再提供即棄餐具(刀、叉、匙及飲管)

Tableware Recycling and Reuse Campaign

The Group continues to promote the tableware recycling programme, and the brand “Tai Hing” has launched the “Poon Choi Container Recycling and Reuse Campaign” for five consecutive years since 2020. During the year, we collected a total of 1,657 poon choi containers, effectively reducing the waste of poon choi containers and achieving efficient recycling of resources through collection. Meanwhile, the Group’s brand “Dimpot” educates customers on the concept of recycling through the “Pot Recycling Programme”. During the year, we collected a total of 2,290 clay pots. In addition, we continue to support the Po Leung Kuk “Charity Poon Choi Raising Programme” by serving as the poon choi supplier for the 2024–25 year, allowing more people in need to enjoy festive delicacies.

食具回收重用計劃

本集團持續推廣食具回收計劃，旗下品牌「太興」自2020年起已連續五年推出「盆菜盆回收重用計劃」。本年度，我們合共回收1,657個盆菜盆，有效減少盆菜盆的浪費，並通過回收實現資源的有效循環再用。同時，本集團品牌點煲透過「原煲拎走回收計劃」教育顧客循環再用概念，本年度我們合共回收2,290個瓦煲。此外，我們繼續支持保良局「慈善盆菜籌募計劃」，擔任2024–25年度盆菜供應商，讓更多有需要的人士可以享受節日美食。

Emissions Control**Air Emissions**

In support of the Hong Kong SAR Government’s “Clean Air Plan for Hong Kong 2035”, we actively participate in the Hong Kong Productivity Council’s “Restaurant Fume Control Scheme” to improve air quality in restaurant environments. Furthermore, we assess restaurant odor levels based on professional inspection reports and implement appropriate measures to enhance air quality, providing a better, safer, and healthier environment for customers and staff.

控制排放**廢氣排放**

為配合特區政府《香港清新空氣藍圖2035》，我們積極參與香港生產力促進局的「餐廳油煙控制計劃」，以改善餐廳環境的空氣質素。同時，我們會根據專業的檢測報告，評估餐廳的氣味狀況，並制定相應的措施以改進餐廳空氣品質，為顧客及員工提供一個更優質、安全及健康的環境。

Air emissions from the Group's operations consist of nitrogen oxides, sulfur oxides and respirable suspended particles (RSP), which are mainly generated from vehicle emissions in the logistics department and food processing in restaurant kitchens. During the year, the Group generated a total of 2.3 tonnes of nitrogen oxides, 0.003 tonnes of sulfur oxides and 0.2 tonnes of RSP.

本集團營運產生的主要廢氣包括氮氧化物、硫氧化物及可吸入懸浮粒子，主要來源於物流部門車輛排放和餐廳廚房的食品加工過程。本年度，本集團總共產生了2.3公噸氮氧化物，0.003公噸硫氧化物和0.2公噸可吸入懸浮粒子。

Categories 類別	Unit 單位	2024	2023	% Change 變化率
Nitrogen oxides ¹⁰ 氮氧化物 ¹⁰	Tonne 公噸	2.3	2.3	—
Sulfur oxides ¹⁰ 硫氧化物 ¹⁰	Tonne 公噸	0.003	0.003	—
Respirable suspended particles ¹⁰ 可吸入懸浮粒子 ¹⁰	Tonne 公噸	0.2	0.2	—

Wastewater Management

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

廢水管理

本集團旗下食品工廠產生的廢水會進行預先處理，確保處理後的污水水質符合法例要求，並定期委託第三方環保專家對污水處理效果進行評估，以降低污水排放風險。

Waste and Food Waste Management

We fully integrate waste reduction considerations into our procurement processes, incorporate the concept of "circular economy" into our daily work practices, and establish a waste management plan to ensure the proper handling of all waste and food waste.

廢棄物及廚餘管理

我們在採購過程中充分考慮減廢因素，將「循環經濟」概念融入日常實踐中，並制定廢棄物管理計劃，確保所有廢棄物及廚餘得到妥善處理。

We are dedicated to effective waste management, aiming to minimise the environmental impact of our waste. We have set a waste reduction target to decrease our waste emission intensity by 10% by 2030, compared to our 2019 baseline (2019 waste generation intensity: 1.9 tonne/sales turnover (\$ M)⁶).

Target for
2030:

2030年目
標：

10%

Reduction in waste
emissions intensity
廢棄物排放密度降低幅度



我們致力於有效管理我們的廢物處理，減少廢棄物對環境的影響，並設定減廢目標，在2030年或之前達成廢棄物排放密度較2019年基準(2019年廢棄物排放密度：1.9公噸／百萬港元銷售營業額⁶)降低10%。

Waste generated by the Group is only non-hazardous waste, including waste oil, food waste and other domestic waste generated from offices, restaurants and food factories, which were collected and treated by third party organisations with relevant qualifications. During this year, the total amount of non-hazardous waste produced by the Group was 5,250.4 tonnes, representing a decrease of 20.7% over 2023.

本集團產生的廢棄物均為無害廢棄物，包括辦公室、餐廳及食品工廠產生的廢油、廚餘及其他生活垃圾。廢棄物會交由有相關資質的第三方機構收集和處理。本年度，本集團產生的無害廢棄物總量為5,250.4公噸，較2023年減少20.7%。

⁶ The sales turnover for fiscal year 2019 used in the intensity calculation is revised to HK\$2,581.3 million.

¹⁰ Air emissions are calculated based on the total diesel and gasoline consumption from vehicles of logistics department, the total distance traveled during the year, and the total Towngas consumption in the food factory and restaurant kitchens during the year. These are then calculated according to the guidelines provided in the "How to Prepare an ESG Report — Appendix 2: Reporting Guidelines for Reporting Guidance on Environmental KPIs" issued by HKEX.

⁶ 用於密度計算的二零一九財年銷售營業額更正為2,581.3百萬元。

¹⁰ 廢氣排放是根據物流部門車輛於年內柴油及汽油的總使用量、總行駛距離，以及食品廠房及餐廳廚房年內煤氣總使用量，再按照聯交所發佈的《如何準備環境、社會及管治報告 — 附錄二：環境關鍵績效指標匯報指引》去計算。

Environmental Commitment 環境承諾

Categories 類別	Unit 單位	2024	2023	% Change 變化率
Total hazardous waste produced 所產生有害廢棄物總量	Tonne 公噸	0	0	—
Intensity of hazardous waste produced 所產生有害廢棄物密度	Tonne/sales turnover (\$ M) ⁸ 公噸／百萬港元銷售營業額 ⁸	0	0	—
Total non-hazardous waste produced ¹¹ 所產生無害廢棄物總量 ¹¹	Tonne 公噸	5,250.4	6,620.0	–20.7%
– Waste oil – 廢油	Tonne 公噸	144.0	128.9	11.7%
– Food waste and other non-hazardous waste – 廚餘及其他無害廢棄物	Tonne 公噸	5,106.4	6,491.1	–21.3%
Intensity of non-hazardous waste produced 所產生無害廢棄物密度	Tonne/sales turnover (\$ M) ⁸ 公噸／百萬港元銷售營業額 ⁸	1.8	2.4	–25.0%

Food Waste Management

We are actively dedicated to reducing food waste generation, reduce waste from the source, accurately estimate the required ingredients, and provide options such as “less rice” and “without butter”. We have also launched the Light Series, and employ various methods to effectively manage and minimise it in our daily operations. Specific guidelines have been established to regulate employee conduct during food preparation, thereby minimising food waste at the source. We work closely with our landlords and industry stakeholders in promoting food waste management programmes to increase food waste recycling rates, and convert some waste oil into bioenergy to supply logistics department trucks.

In 2024, the Group continued its active participation in various food waste recycling programmes to improve food waste management and further enhance resource utilisation efficiency.

廚餘管理

我們積極於減少廚餘的產生，從源頭開始減少廢物，精準預估所需食材，同時提供「少飯」、「走牛油」等選項。我們亦增設輕盈系列，通過多種方式有效管理並降低日常營運中不必要的廚餘浪費。本集團已制定具體的操作指引，規範員工在食物準備過程中的行為，以減少廚餘產生。同時，我們與業主和業界保持密切合作，共同推廣廚餘管理計劃，提升廚餘回收率，並將部分廢油轉化為生物能源供物流部貨車使用。

2024年，本集團繼續積極參與多項廚餘回收計劃，以改善廚餘管理並進一步推動資源有效利用。

⁸ The sales turnover for fiscal year 2023 used in the intensity calculation is revised to HK\$2,723.0 million, and the sales turnover for fiscal year 2024 is HK\$2,954.7 million.

¹¹ Non-hazardous waste includes waste oil, food waste and other non-hazardous waste. In addition, the waste oil generation data for the year 2023 has been revised, and the total amount and intensity data of non-hazardous waste related to waste oil generation have also been adjusted accordingly. The relevant data is sampled based on the revenue of restaurant branches to estimate the total waste produced during the year.

⁸ 用於密度計算的二零二三財年銷售營業額更正為2,723.0百萬港元，二零二四財年銷售營業額為2,954.7百萬港元。

¹¹ 無害廢棄物包括廢油、廚餘及其他無害廢棄物。此外，2023年度廢油產生數據已修訂，與廢油產生相關之無害廢棄物產生總量及密度數據亦相應調整。相關數據是按餐廳分店收益為指標來抽取樣本去估算全年所產生廢棄物總量。

Swire Green Kitchen Initiative

We actively support the landlords' initiatives for food waste recycling, working together to reduce food waste. The Phở Lê and TeaWood branches of the Group located at Citygate, Tung Chung, have been recognised for participation in the "Green Kitchen" programme. This programme acknowledges our environmental initiatives during operations, achievements and efforts in food waste recycling and management.

*太古綠色廚房計劃*

我們積極配合業主的廚餘回收倡議，共同為減少廚餘作出努力。本集團位於東涌東薈城的錦麗及茶木分店成功榮獲「綠色廚房」計劃獎項，此殊榮充分肯定了我們在營運過程中推行的環保措施及廚餘回收管理方面的成效和努力。

Food Wise Hong Kong (FWHK) Campaign

The Group has consistently committed to valuing food, we have been active participant in the FWHK campaign for years, working to increase societal awareness of food waste reduction and promote sustainability, contributing to achieving Hong Kong's goal of carbon neutrality by 2050. We are also proud to be a signatory to the Food Wise Eateries Scheme and the Food Wise Charter, demonstrating our practical support for the concept of cherishing food and promoting industry and community collaboration towards the shared goal of reducing food waste.

惜食香港運動

本集團一直承諾珍惜食物，我們多年來持續參與「惜食香港」活動，致力於提升社會對減少食物浪費的意識並推廣可持續發展理念，為香港邁向2050碳中和目標奠定基礎。同時，我們亦榮幸成為「咪啱嘢食店」計劃及惜食約章的簽署機構，通過實際行動支持惜食理念，推動行業與社會共同實現減少食物浪費的目標。



Climate Action

Recognising the potential risks posed by climate change to business stability and sustainable development, the Group is dedicated to reducing its carbon footprint throughout the value chain and taking proactive measures to address the challenges of climate change. To this end, we are progressively aligning our practices with the recommendations in IFRS S2 Climate-related Disclosures, and the HKEX ESG Reporting Guide², focusing on four key areas, namely governance, strategy, risk management, and management of related indicators.

Governance

The Group integrates the management of climate-related risks and opportunities into its core ESG priorities, with full oversight from the Board of Directors. The Board convenes regularly to review progress of climate-related objectives and the effectiveness of climate-related work. The Sustainable Development Steering Committee focuses on identifying and monitoring climate-related risks and opportunities, reporting regularly to the Board on the progress and implementation of climate-related work. To ensure effective execution of measures, the Sustainable Development Steering Committee delegates specific tasks to relevant functional departments, ensuring coordinated and consistent implementation of all climate actions.

Strategy

The challenges posed by climate change permeate every level of the Group's operations, encompassing physical risks such as extreme weather events and sea level rise, potentially affecting assets and staff. However, climate change offers opportunities to explore innovation and drive the transition to a low-carbon economy. We integrate climate risk as a key consideration in all our major decisions. Looking ahead, we will continue to implement a range of strategies for energy conservation, emissions reduction, and resource optimisation to promote green development and support a sustainable transformation of our business.

氣候行動

本集團深知氣候變化對業務穩定性和可持續發展所帶來的潛在風險，並致力於減少整個價值鏈的碳足跡，積極應對氣候變遷的迫切挑戰。為應對這些挑戰，我們逐步與《國際財務報告準則》第2號「氣候變化」及香港聯交所ESG報告指引²的建議保持一致，圍繞管治、策略、風險管理、相關指標的管理四個主要領域開展應對氣候變化的工作。

管治

本集團將氣候相關風險與機會的管理納入ESG工作的重點範疇，由董事會全面負責監督。董事會定期召開會議，審視氣候目標的落實進度和工作成效。可持續發展督導委員會則專注於識別和監測氣候風險與機遇，並定期向董事會匯報氣候相關工作的最新進展與實施狀況。為確保措施得以有效執行，可持續發展督導委員會將具體任務分配至各相關職能部門，確保各項氣候行動協同推進，穩步落實。

策略

氣候變化帶來的挑戰遍及本集團業務的各個層面，包括極端天氣和海平面上升等實體風險，可能對資產和員工造成潛在影響。同時，氣候變化也為我們提供了探索創新和推動低碳經濟轉型的契機。為此，我們在制定重大決策時，將氣候風險作為重要考量因素。展望未來，我們將持續採取節能減排和資源優化的多元策略，推動綠色發展，助力實現可持續的業務轉型。

² Renamed as 《Environmental, Social and Governance Reporting Code》 with effect from 1 January 2025

² 其後更名為《環境、社會及管治報告守則》，並自2025年1月1日起生效。

Risk Management

Physical Risks

風險管理

實體風險

Categories 類型	Descriptions 說明	Impacts on Business 對業務的影響	Response 應對方法
The acute physical risks refer to extreme weather events or hazards 緊急實體風險指極端天氣事件或災害			
Asset Damage 資產損壞	Extreme weather events may damage the Group's assets 極端天氣事件可能損壞本集團資產	<ul style="list-style-type: none"> Facility/building damage Water intrusion in kitchens 設施／建築物損壞 廚房水浸 	<ul style="list-style-type: none"> Enhance asset and maintenance management for future extreme weather preparedness 加強資產及維修管理，為日後的極端天氣做好準備
Disrupted Operations 營運中斷	Extreme weather events may impact the staff, logistical and operational productivity 極端天氣事件可能會影響員工、物流及營運生產力	<ul style="list-style-type: none"> Suspension of operations Supply chain disruption Food shortage Unaffordable food pricing 暫停營業 供應鏈中斷 糧食短缺 無法承受的食品價格 	<ul style="list-style-type: none"> Anticipate the time of occurrence of extreme weather events and deploy logistics in advance to ensure adequate supplies Flexibility in adjusting business hours during extreme weather events to minimise risks arising from related events 預計極端天氣發生時間，提前調配物流，確保物資供應充足 在極端天氣事件發生時，靈活調整營業時間，降低相關事件造成的風險
Customer Inconvenience 為顧客帶來不便	Extreme weather events may reduce the desire to travel 極端天氣事件可能會降低出行的意慾	<ul style="list-style-type: none"> Fewer customers dine at the Group's restaurants 在本集團餐廳用餐的顧客減少 	<ul style="list-style-type: none"> Expand canned food sales to restaurants, supermarkets, convenience stores, and online platforms to minimise customer inconvenience and reduce dine-in business risks. 擴展罐裝食品銷售至餐廳、超市、便利店及線上平台，減少顧客的不便，並降低堂食業務風險

Environmental Commitment
環境承諾

Categories 類型	Descriptions 說明	Impacts on Business 對業務的影響	Response 應對方法
Occupational Safety and Health 職業安全與健康	Extreme weather events may pose threats to health and safety of the staff 極端天氣事件可能對員工健康與安全構成威脅	<ul style="list-style-type: none"> Staff injured 員工受傷 	<ul style="list-style-type: none"> Provide safety training and emergency programmes for staff to ensure their safety when extreme weather events occur 為員工提供安全培訓和緊急方案，在極端天氣事件發生時確保他們的安全

The chronic physical risks refer to long-term changes in climatic patterns
持續實體風險指氣候模式的長時間轉變

Disrupted Supply Chain 供應鏈中斷	Increase in droughts and changes in temperatures will affect farming practices and thus the Group's supply chains 乾旱加劇及氣溫變化將會影響耕種和畜牧方式進而影響本集團供應鏈	<ul style="list-style-type: none"> Increased costs in supply chain Unstable food supplies 供應鏈成本增加 食物供應不穩定 	<ul style="list-style-type: none"> Develop a sustainable supply chain to stabilise the food supply 建立可持續供應鏈，穩定食品供應
Operational Efficiency 營運效率	Increase in average global temperatures will increase demands of energy for cooling 全球平均氣溫升高將增加製冷需求	<ul style="list-style-type: none"> Increased cooling cost for kitchens and offices 廚房及辦公室的製冷成本增加 	<ul style="list-style-type: none"> Research on investing in systems and equipment that can enhance ventilation and cooling efficiency 研究於投資可提升通風及製冷效能的系統和設備
Staff Comfort 員工舒適度	Increase in average global temperatures may affect staff productivity 全球平均氣溫升高可能會影響員工生產力	<ul style="list-style-type: none"> Reduction in workplace efficiency 工作效率降低 	<ul style="list-style-type: none"> Research on investing in systems and equipment that can enhance ventilation and cooling efficiency 研究於投資可提升通風及製冷效能的系統和設備

Transition Risks

轉型風險

Categories 類型	Descriptions 說明	Impacts on Business 對業務的影響	Response 應對方法
Technological Changes 科技變革	Technological advances will render current equipment obsolete or “outdated” 科技進步將導致現有設備落伍或「不合時宜」	<ul style="list-style-type: none"> Increased costs of equipment purchases 購買新設備的成本增加 	<ul style="list-style-type: none"> Explore ways of performance enhancements of existing equipment and reduce the cost of new equipment purchases 探索提升現有設備的效能，降低新設備採購成本
Market Value 市場價值	Failure to comply with stringent compliance requirements will impact investors’ perceptions 未能符合嚴格的法規要求將會影響投資者的看法	<ul style="list-style-type: none"> Less investments 投資減少 	<ul style="list-style-type: none"> Improve relevant governance and disclosure 改善相關管治及披露
Reputation 聲譽	Lack of sustainability initiative will impact Group’s reputation and customers’ perceptions 缺乏可持續發展措施將會影響本集團的聲譽和顧客的看法	<ul style="list-style-type: none"> Reputation damage 聲譽受損 	<ul style="list-style-type: none"> Enhance sustainability-related disclosures Maintain relationships with customers to ensure customer satisfaction 提升可持續相關披露 與顧客維持關係，確保顧客滿意度
Policies and Regulations 政策及法規	Upcoming legislation will impact the Group’s operational norms 即將頒佈的法規將會影響本集團的營運準則	<ul style="list-style-type: none"> New policies and regulations may lead to increase of compliance and operation costs 新政策及法規可能導致合規及營運成本增加 	<ul style="list-style-type: none"> Improve relevant governance and disclosure 改善相關管治及披露

Environmental Commitment
環境承諾

Climate-related opportunities

氣候相關機遇

Categories 類型	Descriptions 說明	Impacts on Business 對業務的影響	Response 應對方法
Operational efficiency 營運效率	Optimising operational practices to become more sustainable helps increase efficiency Adopting low-carbon energy will improve efficiency 優化營運實務以提升可持續性，從而提高效率 採用低碳能源將會提高效率	<ul style="list-style-type: none"> Sustainable agriculture to improve suppliers' operational resilience and efficiency Lower electricity and energy bills 可持續農業將會增強供應商的應變能力及效率 降低電費和能源費用 	<ul style="list-style-type: none"> Promote and improve energy management Explore opportunities for renewable energy applications 推動並完善能源管理 積極尋找可再生能源的應用機會
Investment opportunity 投資機會	Demand for sustainable solutions will open access to new investments 對可持續解決方案的需求將帶來獲得新投資的機會	<ul style="list-style-type: none"> More investments and partnerships for the Group to leverage 為本集團帶來更多可供利用的投資及合作夥伴關係 	<ul style="list-style-type: none"> Enhance investment in environmental technology innovation projects and upgrade environmental protection and energy conservation efforts through technological advancements 加大對環保科技創新項目的投入，以科技手段帶動環保節能工作升級及替代
Resilient Supply Chains 具應變能力的供應鏈	Prioritising more sustainable logistical solutions will diversify suppliers 優先考慮更具可持續性的物流解決方案，可實現供應商多元化	<ul style="list-style-type: none"> Develop domestic and foreign supplier channels Increase Group's resilience 需要開拓本地及海外供應商渠道 增強本集團的韌性 	<ul style="list-style-type: none"> Optimise supplier selection and assessment to promote green supply chain development 優化供應商遴選和評估工作，推動綠色供應鏈發展
Product and Service 產品及服務	The increasing market demand for greener products will push for new product lines 市場對綠色產品的需求逐步增加，將推動新業務的形成	<ul style="list-style-type: none"> Promote the development and application of green and healthy foods 推動綠色健康食品研發和應用 	<ul style="list-style-type: none"> Develop vegetarian recipes to reduce carbon emissions arising from meat products 開發素食食譜，以減少肉類產品所產生的碳排放量

Metrics and Targets

The Group's energy consumption is mainly attributable to consumption of electricity at various operating sites, consumption of natural gas from Towngas, and consumption of petrol and diesel oil by vehicles. In 2024, we continued to achieve our energy conservation goals through a number of energy conservation measures, including a series of energy consumption management measures such as the use of energy saving equipment, management of lighting fixtures, management of air-conditioning systems, management of refrigeration equipment. During the year, the Group's total energy consumption amounted to 76,997.8 MWh, representing an increase of 8.6% as compared with 2023, mainly due to the increase in the number of restaurant branches in Hong Kong, although the change in energy consumption intensity was relatively small. The majority of the energy consumption for the year was purchased electricity, which accounted for 83.2% of the total energy consumption.

指標及目標

本集團能源消耗主要來源於各營運點的電力消耗、煤氣消耗，以及由車輛行駛產生的汽油與柴油的消耗。我們於2024年繼續透過多項節能策略以實現節能目標，包括使用節能設備、照明燈具管理、空調系統管理、製冷設備管理等一系列能耗管理措施。本年度，本集團的能源消耗總量為76,997.8兆瓦時，較2023年增加8.6%，主要由於香港餐廳分店數量增加導致能源消耗有所上升，但能源消耗密度變化幅度較小。本年度的能源消耗大部分源於外購電力產生，佔能源消耗總量83.2%。

Categories 類別	Unit 單位	2024	2023	% Change 變化率
Direct energy consumption ¹² 直接能源耗量 ¹²	MWh 兆瓦時	12,963.5	12,826.0	1.1%
Indirect energy consumption- Purchased electricity 間接能源耗量 — 外購電力	MWh 兆瓦時	64,034.3	58,066.0	10.3%
Total energy consumption ¹³ 能源消耗總量 ¹³	MWh 兆瓦時	76,997.8	70,892.0	8.6%
Energy consumption intensity 能源消耗密度	MWh/sales turnover (\$ M) ⁸ 兆瓦時／百萬港元銷售營業額 ⁸	26.1	26.0	0.4%

During the year, the Group's total GHG emissions amounted to 32,631.3 tonnes of carbon dioxide equivalent, mainly attributable to the purchased electricity in Scope 2 (accounting for approximately 88.0% of the total emissions) and consumption of gas in Scope 1 (accounting for approximately 6.7% of the total emissions). Total greenhouse gas emissions increased by 10.8% year-on-year, mainly due to the increase in the number of restaurant branches in Hong Kong. We are committed to reducing greenhouse gas emissions categorised under Scope 1 and Scope 2 from our restaurants and factories. In 2024, we continued to promote the installation and upgrade of energy-efficient electric cookers, gradually decreasing the percentage of traditional fossil fuels and increasing the percentage of green and clean energy used in our operational restaurants by seeking more alternative energy sources.

本年度，本集團的溫室氣體排放總量為32,631.3公噸二氧化碳當量，主要來自於範圍二之外購電力（佔總排放約88.0%）及範圍一之煤氣消耗（佔總排放約6.7%）。溫室氣體排放總量同比增加10.8%，主要由於香港餐廳分店數量增加。我們致力減少餐廳和工廠產生的範圍一和範圍二溫室氣體排放，於2024年繼續推進節能電爐具的安裝和升級項目，逐步降低傳統化石能源的使用比例，並通過尋求更多的替代能源，將綠色清潔能源納入我們營運餐廳。

⁸ The sales turnover for fiscal year 2023 used in the intensity calculation is revised to HK\$2,723.0 million, and the sales turnover for fiscal year 2024 is HK\$2,954.7 million.

¹² The direct energy consumption consists of town gas consumption (11,411.3 MWh), as well as petrol (257.8 MWh) and diesel consumption (1,294.4 MWh) from vehicle. The relevant data is based on the actual consumption shown in the invoices, and is calculated according to the guidelines provided in the "How to Prepare an ESG Report — Appendix 2: Reporting Guidelines for Reporting Guidance on Environmental KPIs" issued by HKEX.

¹³ Electricity and gas consumption in energy usage are calculated based on actual bills.

⁸ 用於密度計算的二零二三財年銷售營業額更正為2,723.0百萬港元，二零二四財年銷售營業額為2,954.7百萬港元。

¹² 直接能源消耗包括煤氣消耗(11,411.3兆瓦時)，以及來自車輛的汽油消耗(257.8兆瓦時)以及柴油消耗(1,294.4兆瓦時)。相關數據是根據單據所示的實際消耗量，再按照聯交所發佈的《如何準備環境、社會及管治報告 — 附錄二：環境關鍵績效指標匯報指引》去計算。

¹³ 能源消耗中的電力消耗和煤氣消耗根據實際賬單計算。

Environmental Commitment

環境承諾

We are continuously improving our comprehensive greenhouse gas accounting system, which will gradually encompass the greenhouse gas emissions from upstream and downstream activities categorised under Scope 3. In view of the availability and accuracy of the data, this Report only presents the carbon emissions accounting for waste generated in operations under Category 5 of Scope 3. The Group's greenhouse gas emissions calculation standards and emission factors are based on the guideline published by the HKEX entitled "How to Prepare an ESG Report — Appendix 2: Reporting Guidance on Environmental KPIs", The GHG Protocol Corporate Accounting and Reporting Standard, and the sustainability reports from local utility companies (electricity and gas companies in Hong Kong).

我們正持續完善溫室氣體的全面核算系統，並將逐步涵蓋範圍三上下游活動的溫室氣體排放。考慮到數據的可獲取性和準確性，本報告暫僅披露範圍三中類別五之營運產生廢棄物的碳排放核算。本集團的溫室氣體排放計算標準及排放係數基於聯交所發佈的《如何準備環境、社會及管治報告 — 附錄二：環境關鍵績效指標匯報指引》、《溫室氣體議定書：企業核算與報告準則》以及本地公用事業機構的可持續發展報告（香港的電力及煤氣公司）。

Categories 類別	Unit 單位	2024	2023	% Change 變化率
Scope 1 ¹⁴ 範圍一 ¹⁴	Tonne of CO ₂ e 公噸二氧化碳當量	3,255.2	2,748.6	18.4%
Scope 2 ¹⁵ 範圍二 ¹⁵	Tonne of CO ₂ e 公噸二氧化碳當量	28,708.3	26,108.2	10.0%
Scope 3 ¹⁶ 範圍三 ¹⁶	Tonne of CO ₂ e 公噸二氧化碳當量	667.8	605.3	10.3%
Total GHG emissions (Scopes 1, 2 & 3) 溫室氣體排放總量 (範圍一、二及三)	Tonne of CO ₂ e 公噸二氧化碳當量	32,631.3	29,462.1	10.8%
GHG emissions intensity 溫室氣體排放密度	Tonne of CO ₂ e/sales turnover (\$ M) ⁸ 公噸二氧化碳當量／百萬港元銷售營業額 ⁸	11.0	10.8	1.9%

⁸ The sales turnover for fiscal year 2023 used in the intensity calculation is revised to HK\$2,723.0 million, and the sales turnover for fiscal year 2024 is HK\$2,954.7 million.

¹⁴ Scope 1 emissions include combustion of fossil fuels from stationary and mobile sources, and greenhouse gas emissions from the operation of equipment and systems. The relevant data is based on the actual consumption shown in the invoices, and is calculated according to the guidelines provided in the "How to Prepare an ESG Report — Appendix 2: Reporting Guidelines for Reporting Guidance on Environmental KPIs" issued by HKEX.

¹⁵ Scope 2 emissions include greenhouse gas (GHG) emissions from purchased electricity and gas. The relevant data is based on the actual consumption shown in the invoices, and is calculated according to the guidelines provided in the "How to Prepare an ESG Report — Appendix 2: Reporting Guidelines for Reporting Guidance on Environmental KPIs" issued by HKEX.

¹⁶ Scope 3 emissions include methane generated from wastepaper disposed of at landfills in Hong Kong, greenhouse gas (GHG) emissions due to electricity consumption for treatment of potable water by the Water Supplies Department (WSD), and electricity consumption for treatment of sewage by the Drainage Services Department (DSD). The relevant data is based on the actual consumption shown in the invoices, and is calculated according to the guidelines provided in the "How to Prepare an ESG Report — Appendix 2: Reporting Guidelines for Reporting Guidance on Environmental KPIs" issued by HKEX.

⁸ 用於密度計算的二零二三財年銷售營業額更正為2,723.0百萬港元，二零二四財年銷售營業額為2,954.7百萬港元。

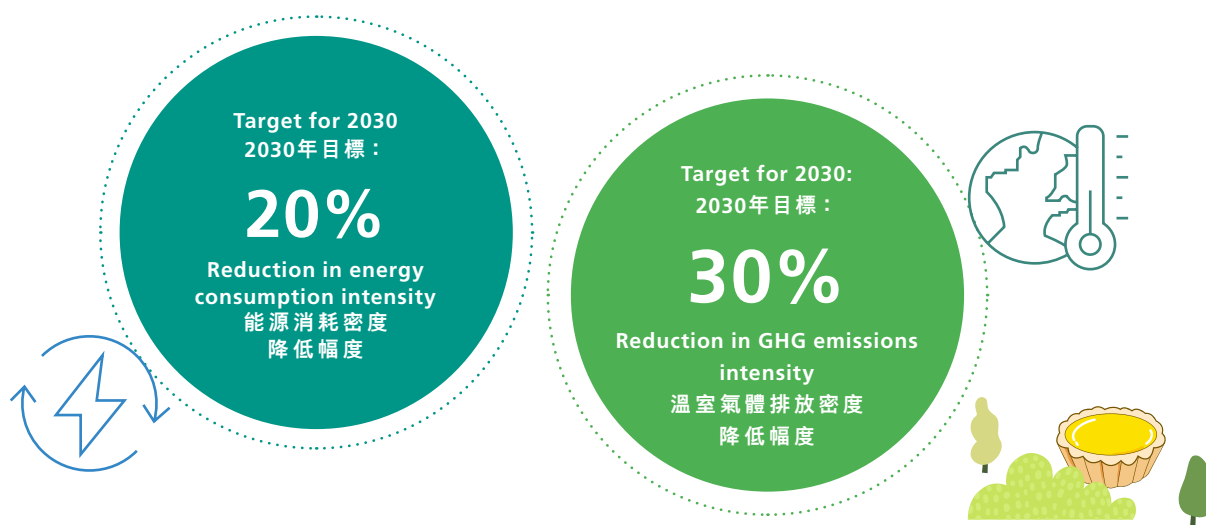
¹⁴ 範圍一排放包括固定源和移動源化石燃料燃燒，以及設備和系統運作時的溫室氣體排放。相關數據是根據單據所示的實際消耗量，再按照聯交所發佈的《如何準備環境、社會及管治報告 — 附錄二：環境關鍵績效指標匯報指引》去計算。

¹⁵ 範圍二排放包括外購電力和外購煤氣時的溫室氣體排放。相關數據是根據單據所示的實際消耗量，再按照聯交所發佈的《如何準備環境、社會及管治報告 — 附錄二：環境關鍵績效指標匯報指引》去計算。

¹⁶ 範圍三排放包括廢紙在香港堆填區所產生的甲烷，水務署處理食水時耗用電力，渠務署處理污水時耗用電力所致的溫室氣體排放。相關數據是根據單據所示的實際消耗量，再按照聯交所發佈的《如何準備環境、社會及管治報告 — 附錄二：環境關鍵績效指標匯報指引》去計算。

In order to achieve a sustainable green transformation of the Group's business, we have set a target to reduce our energy consumption intensity by 20%, compared to our 2019 baseline (2019 energy consumption intensity: 27.7 MWh/sales turnover (\$M)⁶), and a target to reduce our GHG emission intensity by 30%, compared to our 2019 baseline (2019 GHG emission intensity: 13.8 Tonne of CO₂e/sales turnover (\$M)⁶), by 2030 or earlier, respectively.

為實現本集團業務可持續綠色轉型，我們已設定目標在2030年或之前分別達成能源消耗密度較2019年基準(2019年能源消耗密度：27.7兆瓦時／百萬港元銷售營業額⁶)降低20%，以及溫室氣體排放密度較2019年基準(2019年溫室氣體排放密度：13.8公噸二氧化碳當量／百萬港元銷售營業額⁶)降低30%。



Energy Management and Initiatives

We are committed to reducing greenhouse gas emissions through such ways as enhancing energy management practices, promoting energy-saving projects and increasing the share of clean energy.

能源管理與倡議

我們致力於通過提高能源管理水平，推進節能項目和提高清潔能源佔比等方式，減少溫室氣體排放。

⁶ The sales turnover for fiscal year 2019 used in the intensity calculation is revised to HK\$2,581.3 million.

⁶ 用於密度計算的二零一九財年銷售營業額更正為2,581.3百萬元。

Environmental Commitment 環境承諾

Intelligent Devices 智能設備

- Introduction of automated smart woks in kitchens at branches effectively reduces the high temperature generated and lowers the power consumption of air-conditioning equipment
- Energy-saving dishwashers with a heat recovery system are now installed in branches. These dishwashers can save up to 70% of electricity consumption compared to conventional dishwashers, significantly reducing energy consumption levels in kitchens.
- As of 2024, the Group has introduced a total of 19 units of various models of energy-saving dishwashers.
- 分店引入自動化智能炒鑊，有效降低廚房區域產生的高溫，減少冷氣設備的耗電量
- 分店引入具有熱能回收系統的節能洗碗碟機，較傳統洗碗碟機節省高達70%的電力消耗，大幅降低廚房的能耗水平
- 截至2024年，本集團引入各型號的節能洗碗碟機共計19台

Lighting Management 照明燈具管理

- Use different lighting patterns during peak and off-peak hours and maximise the use of natural light for lighting purposes
- Regular inspection of over-illuminated areas and implementation of optimised management measures while ensuring adequate lighting and safety
- Replacement of old lighting fixtures with energy-saving light-emitting diode (LED) fixtures
- 在高峰和非高峰時段採用不同的照明模式，並盡量使用自然光作照明
- 定期檢查過度照明區域，在保證照明和安全的情況下實行優化管理措施
- 使用節能發光二極管(LED)燈具替換舊的照明燈具

Air Conditioning System Management 冷氣系統管理

- Use different cooling modes during peak and off-peak hours and reducing air conditioning power consumption while maintaining the ambient room temperature
- Maximise cooling efficiency through regular maintenance of equipment and optimisation of air-conditioning system design to speed up the air-circulation rate and reduce the load on the refrigeration system
- 在高峰和非高峰時段採用不同的製冷模式，並在保證室內環境溫度的情況下降低冷氣電力消耗
- 透過定期維護設備和優化空調系統設計來加快冷氣循環速度和減少製冷系統負荷，從而盡量提高冷卻效益

Refrigeration Management 製冷設備管理

- Optimise the location of refrigerators and freezers to prevent external disturbances from increasing the load on the refrigeration system
- 優化放置雪櫃和冷凍櫃的位置，以防外部干擾增加製冷系統負荷

Green Energy Investment

The Group continues to participate in the local solar Feed-in Tariff Scheme to actively promote the development of renewable energy in Hong Kong. During the year, we installed 33 solar panels on the roof of our Fo Tan factory, generating a total of 6,299 KWh of electricity for the year, all of which was transmitted to the power grid.

綠色能源投入

為積極推動香港可再生能源發展，本集團持續參與本地太陽能上網電價計劃。今年，我們於火炭廠房天台安裝33塊太陽能光伏發電板，全年共發電6,299千瓦時，並將全部電力輸送至電網。

COMMUNITY INVOLVEMENT

社區參與



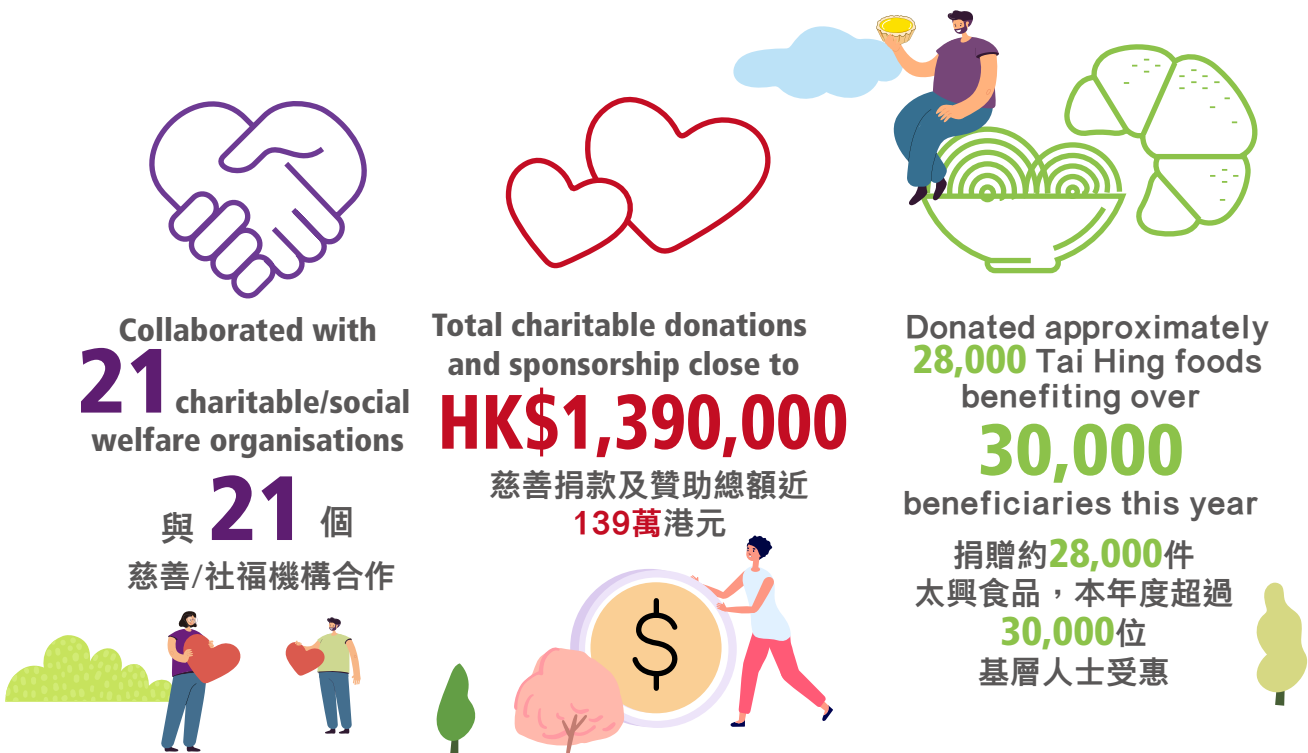
Community Involvement 社區參與

Reflecting on the 35-year journey of the Group, Tai Hing has always upheld the commitment to give back to society and actively fulfilled its corporate social responsibilities. Over the past 35 years, the Group has collaborated with numerous charitable organisations to host events and promote donation programmes, and encouraged employees and their families and friends to actively participate in volunteer activities, steadily advancing on the path of public welfare, benefiting a total of over 150,000 individuals at the grassroots level. The Group has established a Community Investment Policy and a Volunteer Reward Programme to continuously promote sustainable community development.

This year, the Group continued to focus on “Tai Hing Care,” making sustained efforts in areas such as green environmental protection, youth development, and community care, and further deepening practical initiatives. To establish a corporate culture of volunteer and encourage more employees to join the volunteer team, the Group has specially introduced a “Volunteer Reward Programme”. Employees who reach the highest number of volunteer hours throughout the year will be awarded a certificate of recognition and dining vouchers as a commendation. Together, we strive to contribute to the community, deliver care to everyone in need, and make a tangible impact on society with the strength of Tai Hing.

回首集團35年的發展之路，太興一直將回饋社會銘記於心，積極實行企業社會責任。35年來，本集團與眾多慈善機構合辦活動及推動捐贈計劃，並鼓勵員工及其親友積極參與義工活動，在公益之途穩步邁進，累計已有超過150,000基層人士受益。集團制定《社區投資政策》與「義工獎勵計劃」，持續推動社區可持續發展。

今年，本集團繼續以「太興關愛」為主軸，於綠色環保、青少年成長與社區關懷等領域持續發力，進一步深化實踐措施。為確立企業義工文化及鼓勵更多同事加入義工行列，本集團特設「義工獎勵計劃」，全年達最高義工時數的同事可獲本集團頒嘉許狀及餐飲禮券，以茲表揚。大家齊心協力為社區添磚加瓦，把關懷送到每一位需要的人身邊，以實際行動為社會貢獻太興力量。





Protect Our Planet 護地球家園

TeaWood Collaborating with Friends of the Earth (Hong Kong) to Host Eco-Friendly Workshop

The Group's Taiwanese restaurant brand, TeaWood, collaborated with Friends of the Earth (Hong Kong) to recruit little eco-enthusiasts for a coffee grounds-made mosquito coil workshop held at its restaurant. Professional instructors from Friends of the Earth shared concepts and methods for recycling coffee grounds from the restaurant's kitchen waste to create interesting eco-friendly mosquito coils. This initiative encourages children to love and care for our planet.



茶木與香港地球之友舉辦環保工作坊

本集團旗下台式品牌茶木與香港地球之友聯乘，招募小小環保達人，於分店舉辦咖啡渣蚊香工作坊，由香港地球之友專業導師分享將分店廚餘咖啡渣回收利用的概念和方法，製作出充滿童趣的環保蚊香，鼓勵小朋友成為愛護地球的一員。

Tai Hing Heroes Join Charity Run to Safeguard Biodiversity

The Group invited 16 wildlife enthusiasts, including children and adults, to join the charity run organised by the Ocean Park Hong Kong Conservation Foundation. Themed "Safeguarding Wild Giant Pandas and Their Habitats", the "Run for Survival" saw the "Tai Hing Heroes" volunteer team complete the race as conservation heroes, contributing to sustainable environmental efforts. Proceeds from the event will support local and Asian wildlife conservation projects.

太興Heroes參加慈善跑 共同守護生物多樣性

本集團組織16位熱愛野生生態的大小朋友參加香港海洋公園保育基金慈善跑。此次「生態保衛賽」以「守護野生大熊貓及其棲息地」為主題，「太興Hero」義工隊化身保育英雄完賽，助力可持續環境建設，活動善款將用於本地及亞洲野生生態保育項目。



Promoting Development of Catering Industry 推行業發展

Tai Hing X The Salvation Army X VTC — Sponsoring the Upcycling Denim Design Competition

In collaboration with the Salvation Army, the Group hosted an eco-design competition, encouraging students enrolled in the Vocational Diploma (Fashion) programme at VTC Youth College to unleash their creativity by upcycling old clothes. The students' designs were showcased in the community, promoting the concept of sustainable development.

太興X救世軍X VTC — 贊助升級時尚再造牛仔設計大賞

本集團與救世軍合辦環保設計大賽，鼓勵修讀VTC青年學院的職專文憑(時裝)學生發揮創意，將舊衣物升級再造，並將學生設計帶到社區，提倡可持續發展概念。



Community Involvement 社區參與

CUSCS — One-Year Full-Time Diploma Programme in Catering Management

With a focus on youth development and industry talent cultivation, the Group supports the School of Continuing and Professional Studies of the Chinese University of Hong Kong in offering a Diploma Programme in Catering Management. This programme provides professional training for young individuals. In addition to assisting with course promotion and content recommendations, the Group arranges site visits and establishes a “Diploma in Catering Management Scholarship” and internship stipends, injecting new momentum into the industry and nurturing future professionals.



Summer Internship Programme for University Students

The Group places great emphasis on talent development. This year, 12 students from various universities undertook a two-month internship in departments such as the Chairman's Office. The internship programme included meetings with the senior management, visits to restaurants and factories, and opportunities to gain insights into the Group's operations, fostering their understanding and interest in the industry. During meetings, the management presented interns with motivational books, encouraging them to seize opportunities and achieve extraordinary success.

Participation in the Sharing of Business Elites 2024

In October, Tai Hing sent a team of 50 managers and employees from various departments to attend the annual Sharing of Business Elites organised by the Quality Tourism Services Association. Held at the Hong Kong Convention and Exhibition Centre in Wan Chai, the event focused on “Embracing Opportunities from the Change in Consumer Behaviour,” featuring industry leaders who shared valuable insights and strategies for retail and catering businesses.



中大進修學院「餐飲管理一年全日制文憑課程」

本集團關注青少年發展與業界人才培育，支持香港中文大學專業進修學院開設餐飲管理文憑課程，為年輕人提供專業訓練。除協助課程宣傳推廣及提供內容建議外，亦安排實地參觀，並特設「餐飲管理文憑獎學金」及實習津貼，為業界發展注入新動力，培養未來的專業人才。

大學生暑期實習計劃

本集團重視人才培育，今年共有12位來自不同院校的同學，於主席辦等部門進行為期兩個月的實習。實習計劃包括與高管會面、參觀分店及工廠，助其了解本集團運作，從而培養他們對行業的認識和興趣。會面時，管理層向實習生送上勵志書冊，勉勵他們把握機遇，成就非凡人生。



參與翹楚匯2024經驗分享會

10月份，太興團隊派出50名來自不同部門的管理層和員工，參加優質旅遊服務協會舉辦的年度「翹楚匯」經驗分享會。活動在灣仔香港會議展覽中心演講廳舉行，以「從顧客消費模式轉變衍生的新機遇」為主題，邀商界翹楚分享零售及餐飲業務的寶貴經驗與策略。



Warming the Community, Supporting the Vulnerable Groups 暖社區鄰里，援弱勢群體

Tai Hing X St. James' Settlement Chinese New Year Poon Choi Banquet

On the eve of the Chinese New Year, Tai Hing remained committed to spreading warmth and giving back to the community by sponsoring a lavish Poon Choi banquet featuring abalone for nearly 100 elderly individuals with cognitive impairments and their families, in collaboration with St. James' Settlement. The Group's volunteer team assisted in serving food and distributing festive gift bags, bringing holiday blessings to the seniors.



太興X聖雅各福群會新春盆菜宴

新春前夕，太興不忘為社區送暖回饋，向聖雅各福群會近百位認知障礙症長者及其家屬贊助足料鮑魚豐盛盆菜宴會。本集團義工隊為長者分配食物及派發福袋，送上節日祝福。



Spreading Love Through Holiday Donations

During the Dragon Boat Festival, the Group donated festive food items to 7 social welfare organisations, including Food Angel, The Salvation Army, S.K.H. St. Christopher's Home, Peng Chau Neighbourhood Elderly cum Children/Youth Centre, Hong Kong Catholic Commission for Labour Affairs, HKYWCA, and The Hong Kong Society for the Deaf. Nearly 1,400 zongzi were distributed to community students, elderly, and underprivileged families, adding deeper meaning to the festive season.

節日捐贈向社區傳愛

本集團於端午節前後向7間社福機構捐贈節日食品，包括惜食堂、救世軍、聖公會聖基道兒童院、坪洲長者暨青少年鄰舍中心、香港天主教勞工事務委員會、基督教女青年會及香港聾人福利促進會送出近1,400隻粽子予社區學童、長者及基層家庭，造福有需要人士，令佳節倍添意義。

Connecting with Nature: Organic Vegetable Planting Day

The Tai Hing volunteer team visited the Produce Green Foundation's organic educational farm in Hok Tau Tsuen, Fanling, to conduct farming practices. Months later, Executive Directors Mr. Yuen and Ms. Chan returned with the volunteers to harvest the crops. Over 100 packs of fresh vegetables were lovingly packaged and donated to members of the Hong Kong Down Syndrome Association, sharing the harvest with the community and promoting care, inclusion, and green lifestyle.



開啟綠色生活，有機菜種植日

太興義工隊前往粉嶺鶴藪村參觀綠田園基金有機教育農場，學習下田實踐。數月後，本集團執行董事袁生及陳小姐在耕作收成時與義工回田收割，將逾百份愛心蔬菜包裝好並贈予香港唐氏綜合症協會會員，與社區分享收成，傳揚關愛共融回及綠色生活。

Community Involvement 社區參與

Supporting Caritas Computer Workshop's "Computer Reproduction Programme" for Two Consecutive Years

The Group repaired and upgraded older electronic devices for reuse, donating them to non-profit organisations and underprivileged families. This initiative reduces electronic waste and improves people's life through technology. Throughout the year, the Group donated 50 electronic items, including desktop computers, all-in-one computers, laptops, and printers, to support the programme.

連續兩年支持明愛電腦工廠「電腦再生計劃」

本集團將舊款電子產品維修及升級後循環再用，再贈予非牟利機構或社區基層家庭，減少電子廢物，透過科技改善生活，讓更多人受惠。年內，本集團捐出桌上電腦、一體機、手提電腦及打印機等50件電子產品支持計劃。

Supporting Po Leung Kuk's "Charity Poon Choi Fundraising Campaign"

This year, the Group once again cooperated with Po Leung Kuk as the Poon Choi supplier for its 2024-2025 "Charity Poon Choi Fundraising Campaign". The initiative supports fundraising for elderly services and the soft meals programme for seniors, with all proceeds benefiting Po Leung Kuk's elderly and medical services.

支持保良局「慈善盆菜籌募計劃」

本集團今年再度與保良局合作，成為其2024-25年度「慈善盆菜籌募計劃」的盆菜供應商，支持為其安老服務籌募發展經費及流心軟餐計劃，所有善款收益撥充保良局安老及醫療服務。



Co-Hosting an PHAB Integration Job Fair

Invited by The Hong Kong Society for the Deaf, the Group organised an annual large-scale job fair. Representatives from various brands and departments under the Group conducted on-site recruitment. The event also attracted participation from seven social service agencies under E Connect, including the Baptist Oi Kwan Social Service, Hong Kong Blind Union, Hong Kong PHAB Association, Hong Kong Sheng Kung Hui, Richmond Fellowship of Hong Kong, The Society of Rehabilitation and Crime Prevention, and The Hong Kong Society for Rehabilitation. Over 100 job seekers attended, promoting inclusivity for persons with disabilities.

合辦傷健共融大型招聘會

本集團獲香港聾人福利促進會邀請舉辦一年一度大型招聘會，旗下各品牌及部門均有派員工即場招聘，亦吸引E Connect就業連網7間社會服務機構，包括浸信會愛羣社會服務處、香港失明人協進會、香港傷健協會、香港聖公會、利民會、善導會及香港復康會聯合參與，吸引超過100名求職者到場，提倡傷健共融。

Visiting S.K.H. St. Christopher's Home Partner's Luncheon

The Group accepted an invitation from S.K.H. St. Christopher's Home to attend the "Partner's Luncheon 2024", fostering exchanges with partners from various sectors, visiting two regional residential homes and kindergartens under the organisation, and gaining deeper insights into the centre's services and facilities.



Promoting Collaboration With the Community 促社區合作

Guided by its core corporate values, Tai Hing Group remains steadfast in its commitment to fostering a positive and meaningful interactive environment for its stakeholders. The Group actively fulfills its corporate social responsibilities, contributing to the realisation of a green and sustainable society. Leveraging its industry expertise and strengths, the Group has proactively forged partnerships with numerous charitable organisations, including Po Leung Kuk, Food Angel, Orbis, The Salvation Army, Friends of the Earth, Vocational Training Council, Social Welfare Department, The Lok Sin Tong Benevolent Society Kowloon, Caritas, Children Chiropractic Foundation, Christian Action, St. James' Settlement, S.K.H. St. Christopher's Home, The Hong Kong Society for the Deaf, HKYWCA, Ocean Park Conservation Foundation, Hong Kong, and Produce Green Foundation. Additionally, the Group has mobilised its employees across departments to join its corporate volunteer team to deliver care and support to the community.

Throughout the year, the Group continued its support by purchasing charity vouchers from the HKYWCA. It also capitalised on its industry advantages to give back to the community and stakeholders by utilising its extensive network of restaurants across various regions to assist charitable organisations in placing donation boxes, providing convenient avenues for community contributions. This year's fundraising efforts yielded a positive response, with total donations amounting to HK\$168,000.

參觀聖公會聖基道兒童院及聯誼午餐會

本集團應聖公會聖基道兒童院邀請參與「合作及專業夥伴聯誼午宴2024」，與不同界別的合作單位互相交流，又探訪轄下兩間地區院舍及幼稚園，加深了解中心服務及設施配套。



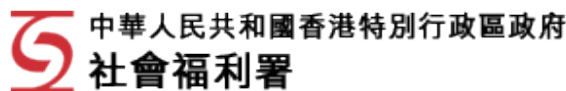
秉持企業核心價值觀，太興集團始終致力於為持份者營造積極且有價值的互動環境，積極踐行企業社會責任，助力實現綠色可持續的社會。憑藉其行業知識及優勢，本集團積極與慈善機構合作，包括保良局、惜食堂、奧比斯、救世軍、地球之友、職業訓練局、社會福利署、九龍樂善堂、明愛、兒童脊科基金、基督教勵行會、聖雅各福群會、聖公會聖基道兒童院、香港聾人福利促進會、香港基督教女青年會、香港海洋公園保育基金及綠田園基金等，亦動員各部門同事加入企業義工隊，為社區送上關懷與幫助。

年內，本集團繼續支持認購香港基督教女青年會的慈善愛心券，亦充分發揮行業優勢，積極回饋社區及持份者，利用廣泛覆蓋不同地區的分店餐廳網絡，協助慈善團體放置籌款箱，為社區提供更方便的捐款途徑。今年的籌款情況反應不俗，所得善款總額為港幣168,000元。

Community Involvement 社區參與

With years of accumulated experience in community involvement, the Group has been recognised by the Caring Company award for 20 consecutive years. Looking ahead at the significant milestone of its 35th anniversary, the Group will continue to shoulder its corporate social responsibility, participate in more diversified community investment schemes, seize opportunities in the low-carbon economy to build a business model fit for the future while improving the well-being of its employees, customers, and the community. By fostering multi-stakeholder collaboration to create long-term value, the Group will drive both its business and society steadily towards a sustainable and environmentally-friendly future.

憑藉多年累積的社區參與經驗，本集團連續20年獲「商界展關懷」嘉許。站在35周年這一重要節點，展望未來，本集團將繼續肩負企業社會責任，參與更多元化的社區投資計劃，在把握低碳經濟的機遇及締造適應未來的業務時，亦專注提升員工、顧客及社區的福祉。通過多方協作創造長遠價值，推動企業與社會共同朝著可持續、綠色環保的方向穩步邁進。



Appendices

附錄

Laws and Regulations

法例及法規

Aspect 層面	Applicable Legislation and Regulations 適用的法例法規	Compliance 合規情況
Environment 環境	Air Pollution Control Ordinance Waste Disposal Ordinance Noise Control Ordinance Water Pollution Control Ordinance 《空氣污染管制條例》 《廢物處置條例》 《噪音管制條例》 《水污染管制條例》	During the year, the Group had zero instances of non-compliances with relevant laws and regulations that could have a significant impact on the Group relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste, nor did it have a material impact on the environment and biodiversity. Additionally, the Group had no problems in sourcing suitable water sources. 於本年度內，在廢氣及溫室氣體排放、向水及土地排污、有害及無害廢棄物的產生方面，本集團並無錄得可能對本集團產生重大影響的違反相關法例法規的個案，亦無對環境及生物多樣性造成重大影響。此外，本集團於求取適用水源上未存在任何問題。
Employment and Labour Standards 僱傭及勞工準則	Employment Ordinance Disability Discrimination Ordinance Sex Discrimination Ordinance Race Discrimination Ordinance Minimum Wage Ordinance Mandatory Provident Fund Schemes Ordinance 《僱傭條例》 《殘疾歧視條例》 《性別歧視條例》 《種族歧視條例》 《最低工資條例》 《強制性公積金計劃條例》	During the year, the Group did not record any non-compliance with relevant laws and regulations regarding compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other welfare and benefits, as well as the prevention of child labour and forced labour. 於本年度內，本集團並未錄得任何有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視與其他待遇及福利，以及有關防止童工及強制勞工的法例法規違規情況。
Health and Safety 健康與安全	Occupational Safety and Health Ordinance Employees' Compensation Ordinance Factories and Industrial Undertakings Ordinance Occupational Safety and Health Regulation 《職業安全及健康條例》 《僱員補償條例》 《工廠及工業經營條例》 《職業安全及健康規例》	During the year, the Group did not record any non-compliance with laws and regulations that have a significant impact on the Group relating to providing a safe working environment and protecting employees from occupational hazards. 於本年度內，本集團未錄得任何違反有關提供安全工作環境及保障僱員免受職業危害且對本集團造成重大影響的法例法規事宜。

Appendices
附錄

Aspect 層面	Applicable Legislation and Regulations 適用的法例法規	Compliance 合規情況
Product Responsibility	Food Safety Ordinance Food and Drugs (Composition and Labelling) Regulations Public Health and Municipal Services Ordinance Prevention and Control of Disease (Requirements and Directions) (Business and Premises) Regulation Product Eco-responsibility Ordinance Consumer Goods Safety Ordinance Trade Descriptions Ordinance Copyright Ordinance Trade Marks Ordinance Personal Data (Privacy) Ordinance	During the year, the Group did not record any non-compliance with relevant laws and regulations regarding health and safety, advertising, labelling, and privacy matters, nor any remedies related to the Group's products and services. Additionally, no products were recalled for safety and health reasons.
產品責任	《食物安全條例》 《食物及藥物(成分組合及標籤)規例》 《公眾衛生及市政條例》 《預防及控制疾病(規定及指示)(業務及處所)規例》 《產品環保責任條例》 《消費品安全條例》 《商品說明條例》 《版權條例》 《商標條例》 《個人資料(私隱)條例》	於本年度內，本集團並未錄得任何有關健康與安全、廣告、標籤及私隱等事宜的法例法規違規情況，也未錄得與本集團產品和服務相關的任何補救措施，亦未因健康和原因召回任何產品。
Anti-corruption	Prevention of Bribery Ordinance Anti-Money Laundering and Counter-Terrorist Financing Ordinance Competition Ordinance Securities and Futures Ordinance	During the year, the Group did not record any corruption lawsuits against it or its employees that have been concluded. In terms of bribery, extortion, fraud, and money laundering, the Group did not record any cases that could have a significant impact on the Group and violate relevant laws and regulations.
反貪污	《防止賄賂條例》 《打擊洗錢及恐怖分子資金籌集條例》 《競爭條例》 《證券及期貨條例》	於本年度內，本集團未錄得針對本集團或員工提出且已結案的貪污訴訟案件。在賄賂、勒索、欺詐和洗黑錢方面，亦無錄得可能對本集團產生重大影響且違反相關法例法規的案例。

Environmental KPIs

環境關鍵績效指標

Summary of KPIs 關鍵績效指標總覽	Unit 單位	2024	2023
Waste air emissions 廢氣排放			
Nitrogen oxides 氮氧化物	Tonne 公噸	2.3	2.3
Sulfur oxides 硫氧化物	Tonne 公噸	0.003	0.003
Respirable suspended particles 可吸入懸浮粒子	Tonne 公噸	0.2	0.2
Energy consumption 能源耗量			
Direct energy consumption 直接能源耗量	MWh 兆瓦時	12,963.5	12,826.0
Indirect energy consumption 間接能源耗量	MWh 兆瓦時	64,034.3	58,066.0
Total energy consumption 能源消耗總量	MWh 兆瓦時	76,997.8	70,892.0
Energy consumption intensity 能源消耗密度	MWh/sales turnover (\$ M) ⁸ 兆瓦時／百萬港元銷售營業額 ⁸	26.1	26.0
Greenhouse gas (GHG) emissions 溫室氣體類別			
Scope 1 範圍一	Tonne of CO ₂ e 公噸二氧化碳當量	3,255.2	2,748.6
Scope 2 範圍二	Tonne of CO ₂ e 公噸二氧化碳當量	28,708.3	26,108.2
Scope 3 範圍三	Tonne of CO ₂ e 公噸二氧化碳當量	667.8	605.3
Total GHG emissions (Scopes 1, 2 & 3) 溫室氣體排放總量(範圍一、二及三)	Tonne of CO ₂ e 公噸二氧化碳當量	32,631.3	29,462.1
GHG emissions intensity 溫室氣體排放密度	Tonne of CO ₂ e/sales turnover (\$ M) ⁸ 公噸二氧化碳當量／ 百萬港元銷售營業額 ⁸	11.0	10.8

⁸ The sales turnover for fiscal year 2023 used in the intensity calculation is revised to HK\$2,723.0 million, and the sales turnover for fiscal year 2024 is HK\$2,954.7 million.

⁸ 用於密度計算的二零二三財年銷售營業額更正為2,723.0百萬港元，二零二四財年銷售營業額為2,954.7百萬港元。

Appendices
附錄

Summary of KPIs 關鍵績效指標總覽	Unit 單位	2024	2023
Waste produced 所產生廢棄物量			
Total hazardous waste produced 所產生有害廢棄物總量	Tonne 公噸	0	0
Intensity of hazardous waste produced 所產生有害廢棄物密度	Tonne/sales turnover (\$ M) ⁸ 公噸／百萬港元銷售營業額 ⁸	0	0
Total non-hazardous waste produced ¹¹ 所產生無害廢棄物總量 ¹¹	Tonne 公噸	5,250.4	6,620.0
Intensity of non-hazardous waste produced 所產生無害廢棄物密度	Tonne/sales turnover (\$ M) ⁸ 公噸／百萬港元銷售營業額 ⁸	1.8	2.4
Water consumption 耗水量			
Total water consumption 總耗水量	Cubic metre 立方米	977,618.0	889,243.0
Intensity of water consumption 耗水密度	Cubic metre/sales turnover (\$ M) ⁸ 立方米／百萬港元銷售營業額 ⁸	330.9	326.6
Packaging material used for finished products 製成品所用包裝材料量			
Total amount of packaging material used 包裝材料使用總量	Tonne 公噸	512.8	558.8
Intensity of packaging material used 包裝材料使用密度	Tonne/sales turnover (\$ M) ⁸ 公噸／百萬港元銷售營業額 ⁸	0.17	0.21

⁸ The sales turnover for fiscal year 2023 used in the intensity calculation is revised to HK\$2,723.0 million, and the sales turnover for fiscal year 2024 is HK\$2,954.7 million.

¹¹ Non-hazardous waste includes waste oil, food waste and other non-hazardous waste. In addition, the waste oil generation data for the year 2023 has been revised, and the total amount and intensity data of non-hazardous waste related to waste oil generation have also been adjusted accordingly. The relevant data is sampled based on the revenue of restaurant branches to estimate the total waste produced during the year.

⁸ 用於密度計算的二零二三財年銷售營業額更正為2,723.0百萬港元，二零二四財年銷售營業額為2,954.7百萬港元。

¹¹ 無害廢棄物包括廢油、廚餘及其他無害廢棄物。此外，2023年度廢油產生數據已修訂，與廢油產生相關之無害廢棄物產生總量及密度數據亦相應調整。相關數據是按餐廳分店收益為指標來抽取樣本去估算全年所產生廢棄物總量。

Social KPIs

社會關鍵績效指標

Summary of KPIs 關鍵績效指標總覽	Unit 單位	2024	2023
Overview of workforce 員工概況			
Total 總數	person 人	4,920	4,652
By gender 按性別劃分			
Male 男性	person 人	1,464	1,438
Female 女性	person 人	3,456	3,214
By age group 按年齡組別劃分			
Below 30 30歲以下	person 人	857	936
30–50 30–50歲	person 人	1,999	1,757
Above 50 超過50歲	person 人	2,064	1,959
By rank group 按職級組別劃分			
Senior management 高級管理層	person 人	11	10
Middle management 中級管理層	person 人	1,024	1,013
General staff 一般員工	person 人	3,885	3,629
By employment type 按僱傭類型劃分			
Full-time 全職	person 人	3,951	3,040
Part-time 兼職	person 人	969	1,612
Other types of workforce 其他類別的勞動人員	person 人	–	–
By region 按地區劃分			
Hong Kong 香港	person 人	4,920	4,652
Other regions 其他地區	person 人	N/A 不適用	N/A 不適用

Appendices
附錄

Summary of KPIs 關鍵績效指標總覽	Unit 單位	2024	2023	
Staff turnover rate 員工流失率				
Total 總數	Person (%) 人(%)	4,020 (81.7%)	3,467 (74.5%)	
By gender 按性別劃分				
Male 男性	Person (%) ¹⁷ 人(%) ¹⁷	1,471 (100.5%)	1,092 (75.9%)	
Female 女性	Person (%) ¹⁷ 人(%) ¹⁷	2,549 (73.8%)	2,375 (73.9%)	
By age group 按年齡組別劃分				
Below 30 30歲以下	Person (%) ¹⁷ 人(%) ¹⁷	654 (76.3%)	1,016 (108.5%)	
30–50 30–50歲	Person (%) ¹⁷ 人(%) ¹⁷	1,462 (73.1%)	1,078 (61.4%)	
Above 50 超過50歲	Person (%) ¹⁷ 人(%) ¹⁷	1,904 (92.2%)	1,373 (70.1%)	
By region 按地區劃分				
Hong Kong 香港	Person (%) 人(%)	4,020 (81.7%)	3,467 (74.5%)	
Other regions 其他地區	Person (%) 人(%)	N/A 不適用	N/A 不適用	
Occupational health and safety 職業健康與安全				
		2024	2023	2022
Number and rate of work-related fatalities 因工亡故的人數及比率	Person (%) 人(%)	0 (%)	0 (%)	0 (%)
Number of work-related injury cases 工傷個案數目	case 宗	95	77	53
Work-related injury rate 工傷意外率	%	1.93	1.66	1.26
Lost days related to work-related injury 因工傷損失工作日數	day 日	2,732	1,695	1,655

¹⁷ The calculation method for turnover rate has been updated as: The turnover rate of employees in each category = the number of employees left in this category during the year ÷ the number of employees in this category at the year end × 100%

¹⁷ 流失率計算方式變更為：各類別員工流失率 = 該類別年內流失人數 ÷ 該類別年末人數 × 100%

Summary of KPIs 關鍵績效指標總覽	Unit 單位	2024	2023
Development and training 發展及培訓			
Total number and percentage of trained staff 受訓員工總人數及百分比	Person (%) 人(%)	4,179 (84.9%)	3,641 (78.3%)
By gender 按性別劃分			
Male 男性	Person (%) 人(%)	1,062 (72.5%)	1,202 (83.6%)
Female 女性	Person (%) 人(%)	3,117 (90.2%)	2,439 (75.9%)
By rank group 按職級組別劃分			
Senior management 高級管理層	Person (%) 人(%)	11 (100.0%)	10 (100.0%)
Middle management 中級管理層	Person (%) ¹⁸ 人(%) ¹⁸	1,796 (175.4%)	1,345 (132.8%)
General staff 一般員工	Person (%) ¹⁸ 人(%) ¹⁸	2,372 (61.1%)	2,286 (63.0%)
Training hours 受訓時數			
Average training hours per staff member 每名員工平均受訓時數	hour/person 小時／人	9.88	9.03
By gender 按性別劃分			
Male 男性	hour/person 小時／人	8.59	9.30
Female 女性	hour/person 小時／人	10.20	8.89
By rank group 按職級組別劃分			
Senior management 高級管理層	hour/person 小時／人	10.11	8.51
Middle management 中級管理層	hour/person 小時／人	10.09	9.09
General staff 一般員工	hour/person 小時／人	9.70	8.99

¹⁸ Including former staffs¹⁸ 包含已離職員工

Appendices
附錄

Summary of KPIs 關鍵績效指標總覽	Unit 單位	2024	2023
Regular performance and career development reviews 定期表現及職業發展評核			
Number and percentage of staff receiving regular performance and career development reviews 接受定期表現及職業發展評核的人數及百分比	Person (%) 人(%)	3,358 (68.3%)	2,959 (63.6%)
By gender 按性別劃分			
Male 男性	Person (%) 人(%)	1,271 (86.8%)	992 (69.0%)
Female 女性	Person (%) 人(%)	2,087 (60.4%)	1,967 (61.2%)
By rank group 按職級組別劃分			
Senior management 高級管理層	Person (%) 人(%)	11 (100.0%)	10 (100.0%)
Middle management 中級管理層	Person (%) ¹⁸ 人(%) ¹⁸	1,250 (122.1%)	891 (88.0%)
General staff 一般員工	Person (%) ¹⁸ 人(%) ¹⁸	2,097 (54.0%)	2,058 (56.7%)

¹⁸ Including former staffs

¹⁸ 包含已離職員工

HKEX ESG REPORTING GUIDE CONTENT INDEX

香港聯交所ESG報告指引內容
索引

Aspect 層面	Requirements of HKEX ESG Reporting Guide 香港聯交所ESG報告指引要求	Section/Remarks 章節／備註
Governance Structure 管治架構		
Mandatory Disclosure	A statement from the board containing the following elements: (i) a disclosure of the board's oversight of ESG issues; (ii) the board's ESG management approach and strategy, including the process used to evaluate, prioritise and manage material ESG-related issues (including risks to the issuer's businesses); and (iii) how the board reviews progress made against ESG-related goals and targets with an explanation of how they relate to the issuer's businesses.	SUSTAINABILITY GOVERNANCE
強制披露	由董事會發出的聲明，當中載有下列內容： (i) 披露董事會對環境、社會及管治事宜的監督； (ii) 董事會的環境、社會及管治管理方針及策略，包括評估、優次排列及管理重要的環境、社會及管治相關事宜（包括對發行人業務的風險）的過程；及 (iii) 董事會如何按環境、社會及管治相關目標檢討進度，並解釋它們如何與發行人業務有關連。	可持續發展方針

Appendices
附錄

Aspect 層面	Requirements of HKEX ESG Reporting Guide 香港聯交所ESG報告指引要求	Section/Remarks 章節／備註
Reporting Principles 匯報原則		
Mandatory Disclosure	<p>A description of, or an explanation on, the application of the following Reporting Principles in the preparation of the ESG report:</p> <p>(a) Materiality: The ESG report should disclose:</p> <p>(i) the process to identify and the criteria for the selection of material ESG factors; (ii) if a stakeholder engagement is conducted, a description of significant stakeholders identified, and the process and results of the issuer's stakeholder engagement.</p> <p>(b) Quantitative: Information on the standards, methodologies, assumptions and/or calculation tools used, and source of conversion factors used, for the reporting of emissions/energy consumption (where applicable) should be disclosed.</p> <p>(c) Consistency: The issuer should disclose in the ESG report any changes to the methods or KPIs used, or any other relevant factors affecting a meaningful comparison.</p>	<p>ABOUT THIS REPORT</p> <p>Stakeholder involvement is undertaken to identify issues related to sustainability that are material to the Group and these are adequately addressed in this report.</p> <p>This report indicates which data have been estimated, and the underlying assumptions and techniques used for the estimation, or where that information can be found.</p> <p>This report and its information can be compared on a year-to-year basis. Any significant variation between reporting periods can be identified and explained. There were no changes to the methods or KPIs used during the year.</p> <p>關於本報告</p> <p>開展持份者參與，以便發現對本集團至關重要而有關可持續發展的事宜，本報告對該等事宜進行了充分解釋。</p> <p>本報告列明已作估計的數據，以及用於進行估計的基本假設及技巧，或資料來源。</p> <p>本報告及其提供的資訊可按年進行比較。報告期之間的任何重大差異可以確定並解釋。本年度使用的方法和關鍵績效指標沒有變化。</p>
強制披露	<p>描述或解釋在編備環境、社會及管治報告時如何應用下列匯報原則：</p> <p>(a) 重要性：環境、社會及管治報告應披露：(i)識別重要環境、社會及管治因素的過程及選擇這些因素的準則；(ii)如發行人已進行持份者參與，已識別的重要持份者的描述及發行人持份者參與的過程及結果。</p> <p>(b) 量化：有關匯報排放量／能源耗用(如適用)所用的標準、方法、假設及／或計算工具的資料，以及所使用的轉換因素的來源應予披露。</p> <p>(c) 一致性：發行人應在環境、社會及管治報告中披露統計方法或關鍵績效指標的變更(如有)或任何其他影響有意義比較的相關因素。</p>	
Reporting Boundary 報告範圍		
Mandatory Disclosure	<p>A narrative explaining the reporting boundaries of the ESG report and describing the process used to identify which entities or operations are included in the ESG report. If there is a change in the scope, the issuer should explain the difference and reason for the change.</p>	Reporting Boundary
強制披露	<p>解釋環境、社會及管治報告的匯報範圍，及描述挑選哪些實體或業務納入環境、社會及管治報告的過程。若匯報範圍有所改變，發行人應解釋不同之處及變動原因。</p>	報告範圍

Aspect 層面	Requirements of HKEX ESG Reporting Guide 香港聯交所ESG報告指引要求	Section/Remarks 章節／備註
A. Environmental A. 環境		
A1: Emissions	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	Minimising Environmental Footprint, Laws and Regulations
A1 : 排放物	一般披露 有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	減少環境足跡、法例及法規
	KPI A1.1 The types of emissions and respective emissions data 關鍵績效指標 A1.1 排放物種類及相關排放數據	Emission Control, Environmental KPIs 控制排放、環境關鍵績效指標
	KPI A1.2 Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (eg. per unit of production volume per facility) 關鍵績效指標 A1.2 直接(範圍1)及能源間接(範圍2)溫室氣體排放量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)	Climate Action, Environmental KPIs 氣候行動、環境關鍵績效指標
	KPI A1.3 Total hazardous waste produced (in tonnes) and, where appropriate, intensity (eg. per unit of production volume, per facility) 關鍵績效指標 A1.3 所產生有害廢棄物總量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)	Emission Control, Environmental KPIs 控制排放、環境關鍵績效指標
	KPI A1.4 Total non-hazardous waste produced (in tonnes) and, where applicable, intensity (eg. per unit of production volume, per facility) 關鍵績效指標 A1.4 所產生無害廢棄物總量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)	Emission Control, Environmental KPIs 控制排放、環境關鍵績效指標

Aspect 層面	Requirements of HKEX ESG Reporting Guide 香港聯交所ESG報告指引要求	Section/Remarks 章節／備註
	KPI A1.5 Description of emission target(s) set and steps taken to achieve them	Climate Action
	關鍵績效指標 A1.5 描述所訂立的排放量目標及為達到這些目標所採取的步驟	氣候行動
	KPI A1.6 Description of how hazardous and non-hazardous wastes are handled, and a description of waste reduction target(s) set and steps taken to achieve them	Emission Control
	關鍵績效指標 A1.6 描述處理有害及無害廢棄物的方法，及描述所訂立的減廢目標及為達到這些目標所採取的步驟	控制排放
A2: Use of Resources	General Disclosure Policies on efficient use of resources, including energy, water and other raw materials.	Optimising Resource Utilisation, Climate Action, Laws and Regulations
A2 : 資源使用	一般披露 有效使用資源(包括能源、水及其他原材料)的政策。	優化資源運用、氣候行動、法例及法規
	KPI A2.1 Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	Climate Action, Environmental KPIs
	關鍵績效指標 A2.1 按類型劃分的直接及／或間接能源(如電、氣或油)總耗量(以千個千瓦時計算)及密度(如以每產量單位、每項設施計算)。	氣候行動、環境關鍵績效指標
	KPI A2.2 Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Optimising Resource Utilisation, Environmental KPIs
	關鍵績效指標 A2.2 總耗水量及密度(如以每產量單位、每項設施計算)。	優化資源運用、環境關鍵績效指標
	KPI A2.3 Description of energy use efficiency target(s) set and steps taken to achieve them	Climate Action
	關鍵績效指標 A2.3 描述所訂立的能源使用效益目標及為達到這些目標所採取的步驟	氣候行動

Aspect 層面	Requirements of HKEX ESG Reporting Guide 香港聯交所ESG報告指引要求	Section/Remarks 章節／備註
	<p>KPI A2.4</p> <p>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</p> <p>關鍵績效指標 A2.4</p> <p>描述求取適用水源上可有任何問題，以及所訂立的用水效益目標及為達到這些目標所採取的步驟</p> <p>KPI A2.5</p> <p>Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced</p> <p>關鍵績效指標 A2.5</p> <p>製成品所用包裝材料的總量(以噸計算)及(如適用)每生產單位佔量</p>	<p>Optimising Resource Utilisation, Laws and Regulations</p> <p>優化資源運用、法例及法規</p> <p>Optimising Resource Utilisation, Environmental KPIs</p> <p>優化資源運用、環境關鍵績效指標</p>
A3: The Environment and Natural Resources	General Disclosure	Minimising Environmental Footprint, Optimising Resource Utilisation, Laws and Regulations
A3 : 環境及 天然資源	一般披露	減少環境足跡、優化資源運用、法例及法規
	KPI A3.1	Minimising Environmental Footprint, Optimising Resource Utilisation, Emission Control
	關鍵績效指標 A3.1	減少環境足跡、優化資源運用、控制排放
A4: Climate Change	General Disclosure	Climate Action
A4 : 氣候變化	一般披露	氣候行動
	KPI A4.1	Climate Action
	關鍵績效指標 A4.1	氣候行動

Aspect 層面	Requirements of HKEX ESG Reporting Guide 香港聯交所ESG報告指引要求	Section/Remarks 章節／備註
B. Social B. 社會		
B1: Employment	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, diversity and other benefits and welfare.	Employment Relations
B1: 僱傭	一般披露 有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	僱傭關係
	KPI B1.1 Total workforce by gender, employment type (for example, full-or part-time), age group and geographical region	Overview of workforce, Social KPIs
	關鍵績效指標 B1.1 按性別、僱傭類型(如全職或兼職)、年齡組別及地區劃分的僱員總數	員工概況、社會關鍵績效指標
	KPI B1.2 Employee turnover rate by gender, age group and geographical region	Overview of workforce, Social KPIs
	關鍵績效指標 B1.2 按性別、年齡組別及地區劃分的僱員流失比率	員工概況、社會關鍵績效指標

Aspect 層面	Requirements of HKEX ESG Reporting Guide 香港聯交所ESG報告指引要求	Section/Remarks 章節／備註
B2: Health and Safety	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	Occupational health and safety
B2 : 健康與安全	一般披露 有關提供安全工作環境及保障僱員避免職業性危害的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	職業健康與安全
	KPI B2.1 Number and rate of work-related fatalities occurred in each of the past three years including the reporting year	Occupational health and safety, Social KPIs
	關鍵績效指標 B2.1 過去三年(包括匯報年度)每年因工亡故的人數及比率	職業健康與安全、社會關鍵績效指標
	KPI B2.2 Lost days due to work injury	Occupational health and safety, Social KPIs
	關鍵績效指標 B2.2 因工傷損失工作日數	職業健康與安全、社會關鍵績效指標
	KPI B2.3 Description of occupational health and safety measures adopted and how they are implemented and monitored	Occupational health and safety
	關鍵績效指標 B2.3 描述所採納的職業健康與安全措施，以及相關執行及監察方法	職業健康與安全
B3: Development and Training	General Disclosure Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. Note: Training refers to vocational training. It may include internal and external courses paid by employer.	Training and Talent Cultivation
B3 : 發展及培訓	一般披露 有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。 註：培訓指職業培訓，可包括由僱主付費的外部課程。	培訓與發展
	KPI B3.1 The percentage of employees trained by gender and employee category (such as senior management, middle management, etc.)	Training and Talent Cultivation, Social KPIs
	關鍵績效指標 B3.1 按性別及僱員類別(如高級管理層、中級管理層)劃分的受訓僱員百分比	培訓與發展、社會關鍵績效指標
	KPI B3.2 The average training hours completed per employee by gender and employee category	Training and Talent Cultivation, Social KPIs
	關鍵績效指標 B3.2 按性別及僱員類別劃分，每名僱員完成受訓的平均時數	培訓與發展、社會關鍵績效指標

Appendices
附錄

Aspect 層面	Requirements of HKEX ESG Reporting Guide 香港聯交所ESG報告指引要求	Section/Remarks 章節／備註
B4: Labour Standards	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	Employment Relations
B4 : 勞工準則	一般披露 有關防止童工或強制勞工的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	僱傭關係
	KPI B4.1 Description of measures to review employment practices to avoid child and forced labour	Employment Relations
	關鍵績效指標 B4.1 描述檢討招聘慣例的措施以避免童工及強制勞工	僱傭關係
	KPI B4.2 Description of steps taken to eliminate such practices when discovered	Employment Relations
	關鍵績效指標 B4.2 描述在發現違規情況時消除有關情況所採取的步驟	僱傭關係
B5: Supply Chain Management	General Disclosure Policies on managing environmental and social risks of the supply chain.	Responsible Sourcing
B5 : 供應鏈管理	一般披露 管理供應鏈的環境及社會風險政策。	負責任採購
	KPI B5.1 Number of suppliers by geographical region	Responsible Sourcing, Social KPIs
	關鍵績效指標 B5.1 按地區劃分的供貨商數目	負責任採購、社會關鍵績效指標
	KPI B5.2 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored	Responsible Sourcing
	關鍵績效指標 B5.2 描述有關聘用供貨商的慣例，向其執行有關慣例的供貨商數目，以及相關執行及監察方法	負責任採購
	KPI B5.3 Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored	Responsible Sourcing
	關鍵績效指標 B5.3 描述有關識別供應鏈每個環節的環境及社會風險的慣例，以及相關執行及監察方法	負責任採購

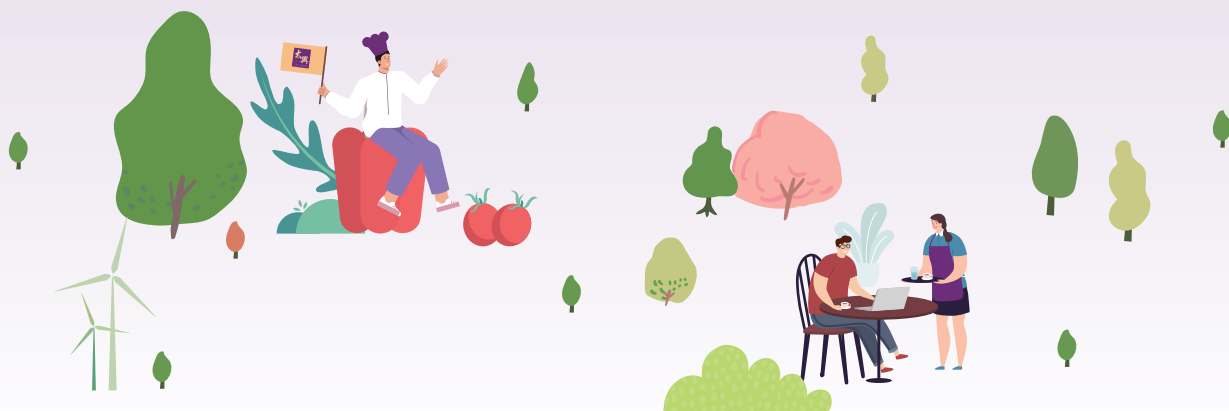
Aspect 層面	Requirements of HKEX ESG Reporting Guide 香港聯交所ESG報告指引要求	Section/Remarks 章節／備註
	<p>KPI B5.4</p> <p>Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored</p> <p>關鍵績效指標B5.4</p> <p>描述在揀選供貨商時促使多用環保產品及服務的慣例，以及相關執行及監察方法</p>	<p>Responsible Sourcing</p> <p>負責任採購</p>
B6: Product Responsibility	<p>General Disclosure</p> <p>Information on:</p> <p>(a) the policies; and</p> <p>(b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labeling and privacy matters relating to products and services provided and methods of redress.</p>	Food Safety Comes First, Laws and Regulations
B6 : 產品責任	<p>一般披露</p> <p>有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的：</p> <p>(a) 政策；及</p> <p>(b) 遵守對發行人有重大影響的相關法律及規例的資料。</p>	食安為先、法例及法規
	<p>KPI B6.1</p> <p>Percentage of total products sold or shipped subject to recalls for safety and health reasons</p>	Food Safety Comes First
	<p>關鍵績效指標B6.1</p> <p>已售或已運送產品總數中因安全與健康理由而須回收的百分比</p>	食安為先
	<p>KPI B6.2</p> <p>Number of products and service related complaints received and how they are dealt with</p>	Customer Complaint Handling
	<p>關鍵績效指標B6.2</p> <p>接獲關於產品及服務的投訴數目以及應對方法</p>	客戶投訴處理
	<p>KPI B6.3</p> <p>Description of practices relating to observing and protecting intellectual property rights</p>	Protection of Intellectual Property
	<p>關鍵績效指標B6.3</p> <p>描述與維護及保障知識產權有關的慣例</p>	知識產權保護
	<p>KPI B6.4</p> <p>Description of quality assurance process and recall procedures</p>	Food Safety Comes First
	<p>關鍵績效指標B6.4</p> <p>描述質量檢定過程及產品回收程序</p>	食安為先
	<p>KPI B6.5</p> <p>Description of consumer data protection and privacy policies, and how they are implemented and monitored</p>	Customer Privacy and Cybersecurity
	<p>關鍵績效指標B6.5</p> <p>描述消費者資料保障及私隱政策，以及相關執行及監察方法</p>	顧客私隱與網絡安全

Appendices
附錄

Aspect 層面	Requirements of HKEX ESG Reporting Guide 香港聯交所ESG報告指引要求	Section/Remarks 章節／備註
B7: Anti-corruption	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	Business Ethics
B7 : 反貪污	一般披露 有關防止賄賂、勒索、欺詐及洗黑錢的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	商業道德
	KPI B7.1 Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases	Business Ethics
	關鍵績效指標 B7.1 於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果	商業道德
	KPI B7.2 Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored	Business Ethics
	關鍵績效指標 B7.2 描述防範措施及舉報程序，以及相關執行及監察方法	商業道德
	KPI B7.3 Description of anti-corruption training provided to directors and staff	Business Ethics
	關鍵績效指標 B7.3 描述向董事及員工提供的反貪污培訓	商業道德
B8: Community involvement	General Disclosure Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	Community Involvement
B8 : 社區投資	一般披露 有關以社區參與來了解營運所在社區需要和確保其業務活動會考慮社區利益的政策。	社區參與
	KPI B8.1 Focus areas of contribution (eg. education, environmental concerns, labour needs, health, culture, sport)	Community Involvement
	關鍵績效指標 B8.1 專注貢獻範疇（如教育、環境事宜、勞工需求、健康、文化、體育）	社區參與
	KPI B8.2 Resources contributed (eg. money or time) to the focus area	Community Involvement
	關鍵績效指標 B8.2 在專注範疇所動用資源（如金錢或時間）	社區參與



太興集團控股有限公司
TAI HING GROUP HOLDINGS LIMITED



MIX
Paper | Supporting responsible forestry
紙張 | 支持 負責任的 林業
FSC® C176382