Fulum Group Holdings Limited
富臨集團控股有限公司
(Incorporated in the Cayman Islands with limited liability)
(於開曼群島註冊成立之有限公司)

Stock Code 股份代號: 1443

環境、社會及管治報告

Environmental, Social and Governance Report

2025





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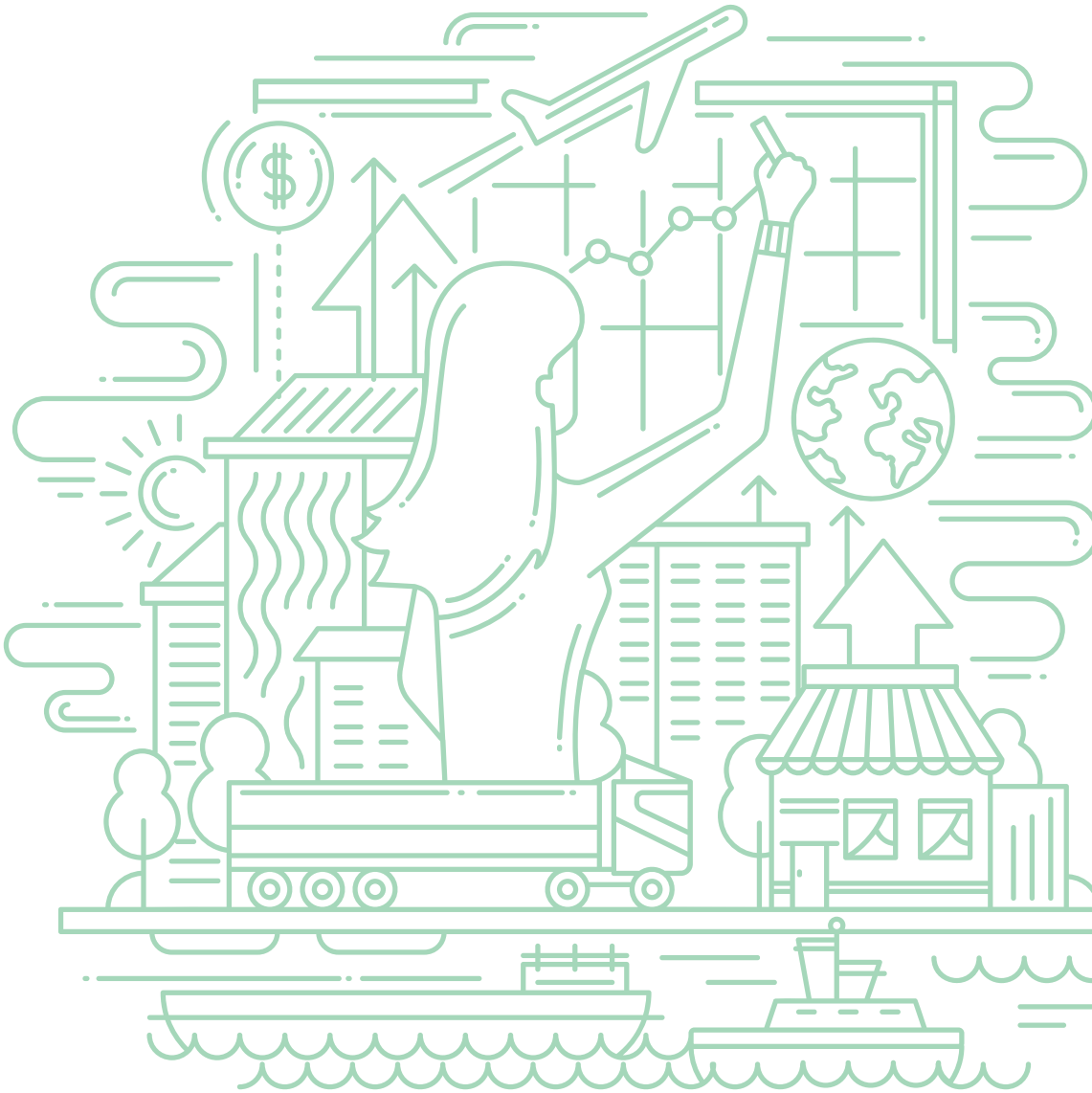
1. ABOUT THIS REPORT

This report is the ninth Environmental, Social and Governance Report (the "Report") prepared by Fulum Group Holdings Limited (the "Company", together with its subsidiaries, "Fulum Group" or the "Group"). This report covers the strategies, actions, and results implemented by Fulum Group in environmental, social and governance areas from 1 April 2024 to 31 March 2025 (the "Reporting Period" or "2025") and aims to allow all stakeholders to better understand the progress and development direction of Fulum Group in relation to sustainability issues. This Report, which is prepared in both Chinese and English, has been uploaded to the website of The Stock Exchange of Hong Kong Limited (the "Stock Exchange") and the Group's website www.fulumgroup.com. In case of any inconsistencies between the Chinese and English versions, the Chinese version shall prevail.

1.1. Reporting Scope

The Group's reporting scope has been determined in accordance with the principle of materiality, and includes Hong Kong restaurant operations, which account for more than 99.9% of the major revenue streams. These operation points include our head office, restaurants, food court operation and our central kitchen and logistics centre. However, the Report does not cover the sales of food products and other operations in Hong Kong, nor does it cover the operations of restaurants in mainland China. We will continue to improve the Group's data collection system and regularly review the Group's reporting scope in accordance with the principle of materiality for timely updates.



1.2. Reporting Principles

The Report is prepared in accordance with the "mandatory disclosure requirements" and the "comply or explain" provisions of Appendix C2 Environmental, Social and Governance Reporting Code (the "ESG Reporting Code") of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited. Its four reporting principles: materiality, quantitative, balance and consistency form the basis of our disclosure.



1.3. Confirmation and Approval

The information and data contained in the Report were obtained from official documents, statistics and records of the Group. The Report had been confirmed and approved by the Board of the Group on 27 June 2025.

1.4. Feedback

The Group values the opinion of stakeholders. If you have any questions or suggestions regarding the content of the Report or the sustainability performance of the Group, please contact the Group via the following channels:
Address: 26/F, Capital Tower, 38 Wai Yip Street, Kowloon Bay, Hong Kong
Email: info@fulum.com.hk

2. ABOUT FULUM GROUP

Since 1992, Fulum Group has adhered to the "Three Quality Principle: Quality Food, Quality Services and Quality Environment" in its catering business and has always upheld the service principle of "authentic taste". After over 30 years of diversified development, the Group has made steady progress in terms of brand innovation, geographical expansion and market position. Fulum Group is committed to innovation and optimisation and is dedicated to providing our customers with exceptional and caring catering services and products to satisfy their diverse needs.

2.1. Vision, Mission and Core Values

Vision

We are committed to becoming an innovation benchmark in the catering industry, leading its future with exceptional dining experiences, forward-looking business strategies, and a spirit of sustainable development.

Mission

We strive to become an outstanding food and beverage group with a multi-brand strategy to lead food and beverage innovation. By upholding the philosophy of sustainability, craftsmanship and quality, we create extraordinary experiences for our customers, build a platform for growth for our employees, and bring a positive impact to the community, making us a highly respected sustainability benchmark in the industry.

Core Values

Reinventing the multi-brand dining experience with craftsmanship and aesthetics, we strictly select natural ingredients, refine cooking techniques, and create spatial aesthetics, and fulfill our commitment to "beauty and quality" in every aspect of our business. Through sustainable supply chain management and passing on the spirit of craftsmanship to our employees, the beauty of our brand is extended to our responsibility for the health of our customers and the sustainability of the environment.

Corporate Responsibility and Sustainable Development

Shareholder value: Through precise cost control and diversified business development, we ensure stable growth and generate long-term returns for investors.

Social contribution: We continue to expand the impact of our "Positive Energy Volunteer Team" by leveraging our catering resources to support community care–such as regular food donations, elderly visits, and environmental initiatives–achieving mutual benefits for both the company and society.

With an agile and steady approach, we will continue to enhance our brand value and create long-term benefits for our customers, shareholders, and the wider community.

Operational Strategy

Optimising the existing network: We prioritise the integration of current store resources to improve individual store efficiency, and expand selectively in strategic transport hubs and core commercial districts to ensure steady growth.

Technology empowerment: By introducing smart ordering systems, digitalised operations, and supply chain optimisation tools, we reduce costs while enhancing customer experience, thereby strengthening our market position.

Mainland China expansion: We prudently assess development opportunities in key mainland cities, adopting a "quality over quantity" approach to ensure the profitability of new outlets.

富臨集團 FULUM GROUP

Milestones of Fulum Group
富臨集團里程碑



1992
Establishment of Fulum Group

In 1992, three Mr. Yeungs set up the first Fulum Restaurant in Tai Kok Tsui, specialising in Chinese cuisine and hot pots, and established the Chinese restaurant brands "Fulum" and "Sportful Garden" to become one of the three largest Chinese restaurant groups in Hong Kong.

2001
富臨漁港 Fulum Fisherman's Wharf Restaurant

2002
陶源酒家 Sportful Garden Restaurant

2005
囍臨門酒家 PLEASANT PALACE

正冬火鍋料理 Winter Steam Pot Restaurant

富城火鍋海鮮酒家 TREASURE CITY HOT POT SEAFOOD RESTAURANT

Establishment of central kitchen and logistics center

The first central kitchen and logistics center was established in San Po Kong

2007
富臨酒家 Fulum Restaurant

2010
富臨皇宮 FULUM PALACE

富臨 Fulum



2012
A new five-storey central kitchen and logistics center in Tsuen Wan Industrial Building commenced operation



2018
참숯가 THE CHARCOAL ROOM 炭木家

COTI

2019
炙燒丼家 THE MASTER OF CHAR SIU

먹방불고기 MEOKBANG BBQ KIDZONE

Foodeli

幸福巷子 BLESSED ALLEY



After listing, we developed multiple brands and is deeply committed to the leisure industry, pioneering a wide range of high-end leisure food and beverage brands.



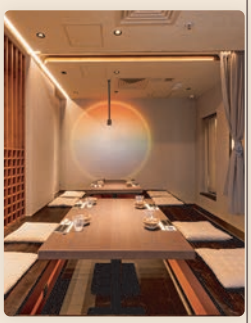
2020
PHI COFFEE & PANCAKE

濟州肉燒食堂 제주불고기 JEJU BULGOGI

Digitalisation of MeokBang's membership programme

MeokBang's mobile membership app allows customers to connect mobile phones to in-store electronic menus, view their consumption history, get updates about restaurants, explore additional offers from MeokBang, and enjoy real-time service interactions.

2021
炸八! MEOKBANG

2022


2013

The central kitchen and logistics center obtained ISO:22000 certification

2014



Establishment of the largest Korean barbecue brand in Hong Kong

In 2014, MeokBang, the largest Korean barbecue brand in Hong Kong, was launched as a mass-market Korean barbecue business.

ROYAL ONE 皇室①號 PLEASANT PALACE 囍臨門



Fulum Group Holdings Limited 富臨集團控股有限公司

Listing of Fulum Group on the Hong Kong Stock Exchange

Fulum Group successfully listed on the Hong Kong Stock Exchange in November 2014 (Stock Code: 1443).

2015

富臨皇宮 FULUM PALACE

Fulum Palace restaurants were established in Zhuhai and Guangzhou





Advancing steadily towards new heights

2025

MAEK JEOK KOREAN STEAKHOUSE 맥적

喫茶ちょうぼ CHOUBO KISSATEN

바다 앞 테라스 Terrace in seaside

焔 焼肉ほむら YAKINIKU HOMURA

치맥 CHIMAC

서하면 雪下見笑 SEOLHAMYEOK

GYOJASANG 교자상

2023

Sips;;lban

수라상 SURASANG

육명진의 육미정담

SOUFFEE SOUFFLE + COFFEE WITH YOU

Digitalisation of PHI membership

PHI launched the e-Membership Program for collecting points and redeeming rewards

FOOD DEPT

Food Dept Membership App

Food Dept started to offer mobile ordering and member discounts in September 2023

Systemization of Chinese Restaurant Membership

The Storellet Membership Platform 2022 (November for Fulum brands, December for Sportful Garden brands) was launched, an E-membership system connected to customers, which tracks members' consumption data, cultivates circular spending habits through incentive programs, and offers point rewards to members to motivate repeat purchases.

2024

山洞食堂 산동식당 SANDONG SIKDANG

钉钉 让进步发生

Ding Ding 釘釘

Ding Ding One-Stop Mobile Station commenced operation

2025

A collection of flavourful dishes with stunning views of Victoria Harbour.





2.3. Business Overview

The Group's major businesses consist of restaurant operation, food court operation, sale of food products and other operation. In order to meet different needs of our customers and enrich their dining experience, the Group has devised three distinctive restaurant series, namely "Fulum (富臨)", "Sportful Garden (陶源)" and "Concept Line (概念線)". As of 31 March 2025, the Group operated a total of 98 restaurants in Hong Kong, including 12 restaurants under the "Fulum (富臨)" main brand, 5 restaurants under the "Sportful Garden (陶源)" main brand, 81 restaurants and tea shops and 6 food courts under the "Concept Line (概念線)" main brand, 2 restaurants in Mainland China and 1 restaurant in Macau.

Restaurant Operation

The "Fulum (富臨)" main brand

12 restaurants in Hong Kong

- Specialising in presenting classic Cantonese flavors, the restaurant offers a wide range of authentic choices from fresh seafood, handmade dim sum to warming pots and pans to satisfy the needs of family dinners and daily eating out
- Creating a wedding venue that blends tradition and modernity, with a creative Cantonese banquet menu to create unforgettable memories of the celebration

"Sportful Garden (陶源)" main brand

5 restaurants in Hong Kong

- Focusing on mid-to-high-end Cantonese cuisine and attract customers who put a high value on quality with luxurious decorations

"Concept Line (概念線)" main brand

81 restaurants in Hong Kong

- Introducing multi-national cuisine restaurants, providing Korean barbecue restaurants which combine authentic Korean food and traditional culture, the first modern Korean izakaya in Hong Kong, classic chain Korean fried chicken, stylish casual Korean and Japanese cafes, elegant bars and restaurants

Sales of Food Products and Other Operation

- Includes processed food services and production of festive food such as rice cakes, Dragon Boat Festival rice dumplings. Mid-autumn Festival moon cakes, poon choi and Chinese and Western pastries for customers

Food Court Operation

6 food courts in Hong Kong

- It is an immersive food and social space that combines local classics with popular overseas brands. Customers can experience a one-stop culinary journey from street food to fine dining in a carefully designed environment. In collaboration with merchants, we have also launched seasonal flash mobs and parent-child cooking workshops to make the culinary experience more interactive and fun

Throughout the years, the Group has received various awards, including "Hong Kong Famous Brand – Golden Award", "Best of the Best Culinary Awards – Gold with Distinction Award", "Famous Brands Hong Kong" and "U Magazine U Favorite Food Awards", all of which highlight the Group's achievements in the catering business and manifest its commitment to customers. In the future, the Group will strive to expand non-Chinese catering brands while building online and offline retail brands, and plan to introduce multinational franchise brands in order to provide diversified and high-quality catering services and dining experience to the public.

CHAIRMAN'S STATEMENT



3. CHAIRMAN'S STATEMENT

In a time of rapid global economic and social changes, the Fulum Group has responded to the challenges of our era with measured insight and seised strategic opportunities amid shifting circumstances. We clearly recognise that Environmental, Social and Governance (ESG) considerations have become a core strategy and a cornerstone of corporate resilience, essential for navigating challenges and capturing opportunities. The evolving external landscape has extended its influence beyond business operations, affecting the stakeholder value chain and the global ecosystem, and generating wide-ranging impacts. In response, the Group has deeply embedded ESG principles into its core strategy and established a systematic framework for response. While refining its business model to stay aligned with market developments, the Group has also incorporated sustainability objectives into its decision-making processes, thereby enhancing corporate resilience and fostering long-term value through responsible action and efficient resource allocation.

Over the past year, alongside our excellent business performance, the Group has consistently embedded ESG principles across its corporate development. Upholding the "Three Quality Principle – Quality Food, Quality Services and Quality Environment" as its guiding direction, the Group has substantively integrated the three pillars of ESG into its strategic planning and daily operations, striving to create sustainable long-term value for all stakeholders. The Group firmly believes that a responsible, ESG-driven development model is not only the foundation of corporate longevity but also a solemn commitment to the future.

Environmental responsibility (E): The Group has consistently recognised climate change as a key element of our corporate sustainability mission. The Fulum Group adopts a proactive stance on climate change, viewing it as an integral part of our overall sustainability strategy. This year, we formulated our Climate Change Policy to systematically embed environmental protection concepts into our daily operations. Through initiatives such as optimising energy usage, improving operational efficiency, and promoting a low-carbon diet, we are dedicated to reducing our carbon footprint and honoring our environmental commitments. We also actively raise environmental awareness and encourage participation from employees, customers, and business partners to amplify the impact of ESG's environmental dimension.

Social responsibility (S): The Group has always embraced the core value of "People-oriented, Giving Back to the Community." We provide a safe and healthy working environment for our employees and actively invest in their training and development. We are committed to delivering high-quality, safe products and services to our customers while continuously enhancing their dining experience. In addition, we actively engage in community activities and fulfill our social responsibilities as a corporate citisen by supporting public welfare initiatives in education, healthcare, and environmental protection, thereby creating shared value.

Corporate governance (G): The Group consistently upholds the highest ESG standards in the development of our governance framework. We have established a robust risk management and internal control system to ensure compliance with relevant laws, regulations, and ethical standards in our business operations. We also place great importance on stakeholder communication and engagement, and are committed to enhancing account accountability and transparency through open and clear information disclosure, thereby strengthening the foundation of ESG governance.

Looking ahead, the Fulum Group will continue to place ESG at the heart of its strategic direction, steadfastly striving to create broader and more impactful ESG value for our employees, customers, partners, and society at large, while pursuing business success. We are confident that by deepening our ESG practices and collabourating with all stakeholders, we can achieve long-term sustainable growth and deliver lasting benefits to both our stakeholders and the wider ecosystem.

Fulum Group Holdings Limited
Mr. Yeung Wai
Chairman and Executive Director

4. SUSTAINABLE DEVELOPMENT POLICIES

Overseeing and promoting environmental, social and governance issues played a significant role in the Group's stability and long-term development. For this reason, we had integrated the concept of sustainable development into its governance structure, business strategies and daily operations, thereby to effectively promote sustainable development.

4.1. Sustainability blueprint/strategy

The Group's sustainable development blueprint **"Green Operation for the Future"** reflects its commitment to becoming an industry benchmark in resource conservation, people-centric care, and excellence in corporate governance. On the environmental front, the Group targets a 90% raw material procurement ratio within Guangdong Province by 2025 and will fully adopt energy-efficient equipment and biodegradable packaging materials to reduce its carbon footprint throughout its operations. In terms of social responsibility, the Group will continue to enhance employee training on sustainable development, strictly implement ethical review mechanisms across the supply chain, and maintain steady investment in social welfare. At the governance level, the Group will monitor key indicators, including energy consumption, waste disposal, and training outcomes, through a digitalised management system, and will publish sustainability reports on a regular basis to establish a comprehensive closed-loop governance mechanism. This ensures that the Group's corporate development remains closely aligned with its sustainability goals.

During the reporting period, the Group deeply integrated the Sustainable Development Goals (SDGs) into its strategic core values, contributing to the realisation of a better future through responsible actions and innovative green practices in the food and beverage sector. It further strengthened its commitment to sustainable development practices, contributing to the achievement of the global Sustainable Development Goals. The Group incorporated the SDGs into its business model, aiming to drive positive impact and mitigate adverse effects through initiatives that promote workplace health and well-being, uphold labour rights and equal opportunities, foster innovation, optimise material usage efficiency, and address climate change.

The Group focuses on five key pillars: People-oriented, Co-creating with Community, Green Future, Efficient Operations, and Customer First. Under each focus area, we align with six relevant SDGs, enabling the Group to contribute to sustainable development and environmental protection while maintaining business operations.



The Group has identified six SDG-related indicators that are most aligned with the nature of its business and its areas of impact. A summary of the indicators identified by the Group and their corresponding practices is provided in the table below:







Goal 7: Affordable Clean Energy



7.3 Doubling energy efficiency



Goal 12: Responsible consumption and production



12.4 Responsible for chemical and waste management



12.5 Substantial reduction in waste generation



12.5 Public procurement practices to promote sustainability



Goal 4: Quality education



4.4 Elimination of all discrimination in education



Goal 11: Sustainable urban communities



11.3 Inclusive and sustainable urbanization



11.6 Reducing urban environmental impact



Goal 3: Good health and well-being



3.8 Achieving universal health coverage



Goal 8: Decent work and economic growth



8.2 Diversification, innovation and upgrading of economic productivity

8.3 Promotion of job creating and business growing policies





8.5 Full employment and equal pay for equal work

8.8 Protecting labor rights and promoting safe working environments





SDGs set	SDG Indicators	Core Areas	The Group's practices
Environmental			
Goal 7: Affordable Clean Energy 	7.3 	Environmental Responsibility	– Full deployment of smart energy system in restaurants (LED lighting + inverter kitchen equipment) – Optimising equipment efficiency and reducing energy waste
Goal 12: Responsible consumption and production 	12.4 	Waste Management	– Using sustainable packaging materials
	12 : 5 	Reducing Waste Generation	– Participation in the Hong Kong Food Wise Campaign – Promoting paperless work
	12 : 7 	Supply Chain Sustainability	– Increasing proportion of local and Guangdong sourcing, implementation of biodegradable packaging and food waste recycling programs
Social Level			
Goal 4: Quality education 	4.4 	Staff Development	– Established a digital training platform to provide food safety/ESG training seminars. – Provision of job skills training and assessment – Provision of professional training for employees
Goal 11: Sustainable urban communities 	11.3 	Community Involvement	– Supporting Community Nutrition Programs and Creating Accessible Restaurant Spaces – Loss of food
	11.6 	Food Safety and Health	– Concern for air quality – Reduction of waste emission

SDGs set	SDG Indicators	Core Areas	The Group's practices
Goal 3: Good health and well-being 	3.8 	Food Safety and Health	– Implemented an ingredient traceability system; launched a low-calorie and healthy menu – Strengthening the 5S requirement – Ensuring the safety of employees and diners
Governance			
Goal 8: Decent work and economic growth 	8.2 	Labour Rights	– One-stop mobile office platform
	8.3 		– Promoting and sustaining brand development
	8.5 		– Implementing pay competitiveness analysis to ensure equal pay for equal work; setting up a hotline for staff mental health support
	8.8 		– Provision of adequate safety equipment for staff – Ensuring workplace safety

4.2. Major awards and memberships

Year	Awarding Organizations	頒獎機構
2025	Low Carbon Living Charter for Catering Industry	Hong Kong Smart Catering Association
2024	2024 Hong Kong Top Service Brands	Hong Kong Brand Development Council
2024	ESG Pledge Advocator Company	The Chinese Manufacturers' Association of Hong Kong
2024	ESG Pledge Action Certificate	The Chinese Manufacturers' Association of Hong Kong
2024	Sustainable Caterer and Retailer Awards 2024	Hong Kong Retail Technology Industry Association (HKRTIA) Invest Hong Kong (InvestHK)
2024	Food Wise Charter	Environmental Protection Department
2024	Gold Award – High Carbon Reduction Performance (Chinese Cuisine Category)	Environmental Protection Department
2024	Silver Award – High Carbon Reduction Performance (Chinese Cuisine Category)	Environmental Protection Department
2024	Silver Award – High Carbon Reduction Performance (Asian Cuisine Restaurant Category)	Environmental Protection Department
2024	Elderly Welfare Contribution Program	Po Lam Jockey Club Home for the Elderly
2024	Most Popular Cantonese Cuisine Brand	Foodpanda
2024	ERB Manpower Developer Award Scheme (Super MD)	Employees Retraining Board
2023-2024	iRecycle Sustainability Award	iRecycle Charity Foundation
2024	Quality Tourism Services	Tourism Board
2009-2024	Business Caring	The Hong Kong Council of Social Service

Organization	Position
Hong Kong Federation of Restaurants and Related Trades	
The Chinese Manufacturers' Association of Hong Kong	Industry Convenor
Hong Kong Brand Development Council	Member, Promotion and Publicity Committee (8th Council)
The Y. Elites Association	Member, 17th Executive Committee
Hong Kong United Youth Association	Executive Director
Hong Kong Tourism Board – Quality Tourism Services Sub-Committee	Member
Food and Environmental Hygiene Department – EatSmart Restaurant Star Campaign Committee	Member
Chinese Culinary Institute Training Committee	Member
Labour Department – Tripartite Committee (Food and Related Services Industry)	Member
30·50 Green Dining Partnership Programme Steering Committee	Member



4.3. Stakeholder communication – Daily communication

Adjustments to the Group's sustainability strategy and management, as well as the effective use of resources, are based on good communication with stakeholders. Through regular and diversified communication channels, the Group is able to fully understand and take into account the expectations and needs of its stakeholders so as to provide support and participation in the promotion of sustainable development and to enhance the performance of sustainable development.

Key Stakeholders	Main Communication Channels
Staff	Regular meetings, staff training activities, questionnaires, internal newsletters, emails
Shareholders/investors	Shareholders' meetings and events, financial reports and announcements, questionnaires, press releases, newsletters and website of the Group
Clients	Social media, telephone service hotline, questionnaires, suggestion boxes, QR codes to collect customers' opinions
Suppliers	Review and evaluation, meetings, surveys
Community	Community welfare campaigns

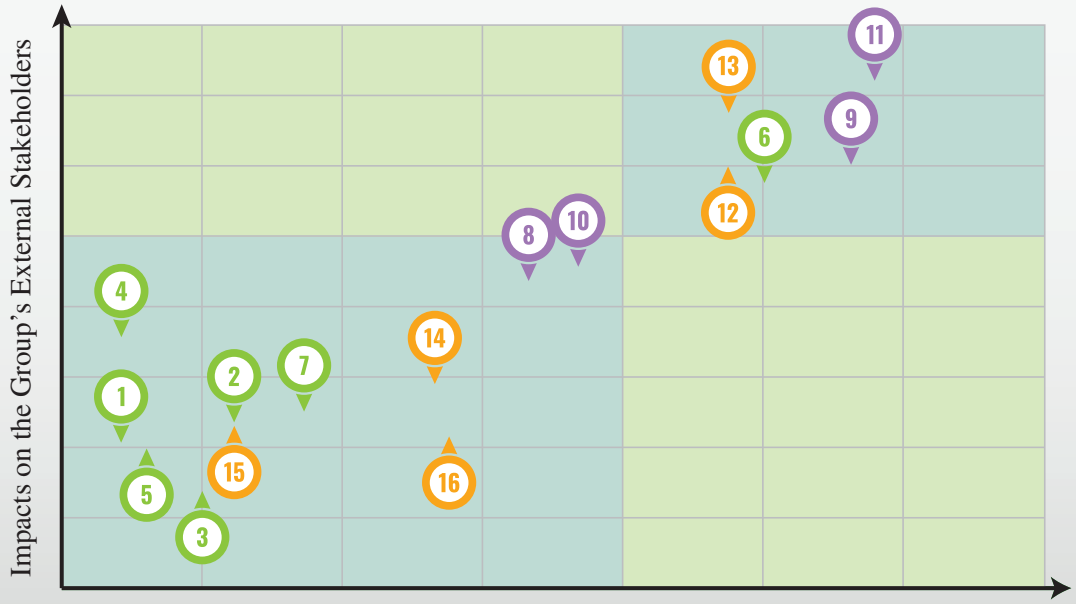
4.4. Materiality assessment

During the reporting period, the Fulum Group further enhanced its stakeholder engagement mechanism and continued to carry out stakeholder consultations and materiality assessments. With reference to the latest international standards on double materiality, the Group developed two tailored assessment questionnaires: one directed at the Board and senior management, focusing on how various sustainability issues may impact the Group's financial performance; and another for other stakeholder groups, assessing how the Group's operations affect the economy, society, and the environment. Both questionnaires were structured around a unified set of core sustainability topics, but applied differentiated scoring criteria to reflect the unique perspectives of each respondent group. This dual-lens approach enables the Group to comprehensively identify and prioritise material issues, while significantly strengthening the consideration of financial materiality within the overall assessment process.

The Group identifies and evaluates ESG issues that are material to both the business and its stakeholders through the following steps:

1. Identification of Relevant Issues	Professional advisers identified 16 ESG issues relevant to the Group's operations, with reference to the HKEX ESG Code, industry peer practices, and insights from prior stakeholder engagement. These issues span four key areas: "Environment", "Employment and Labour Practices", "Operating Practices", and "Community Investment".
2. Collection of Stakeholder Feedback	Internal and external stakeholders were invited to participate in a questionnaire survey to assess the perceived importance of the 16 identified issues. A total of 94 valid responses were collected.
3. Analysis of Material Issues	The professional consultant conducted a materiality analysis by consolidating stakeholder input and scoring data, resulting in the identification of five key material issues.
4. Confirmation of Material Issues	The results of the materiality matrix and analysis were reviewed and confirmed by the Board of Directors. The validated key issues are highlighted in this report.

Stakeholder Engagement Importance Matrix



Environmental	Social	Governance
1. energy management	2. water and waste water management	
3. natural resource management	4. greenhouse gas emissions	
5. food and waste management	6. climate change	
7. green packaging	8. anti-bribery and corruption	
9. green purchasing	10. employment system	
11. product and service responsibility	12. occupational health and safety	
13. employee development and training	14. equal opportunities	
15. community investment	16. responsible supply chain	

Material Issues

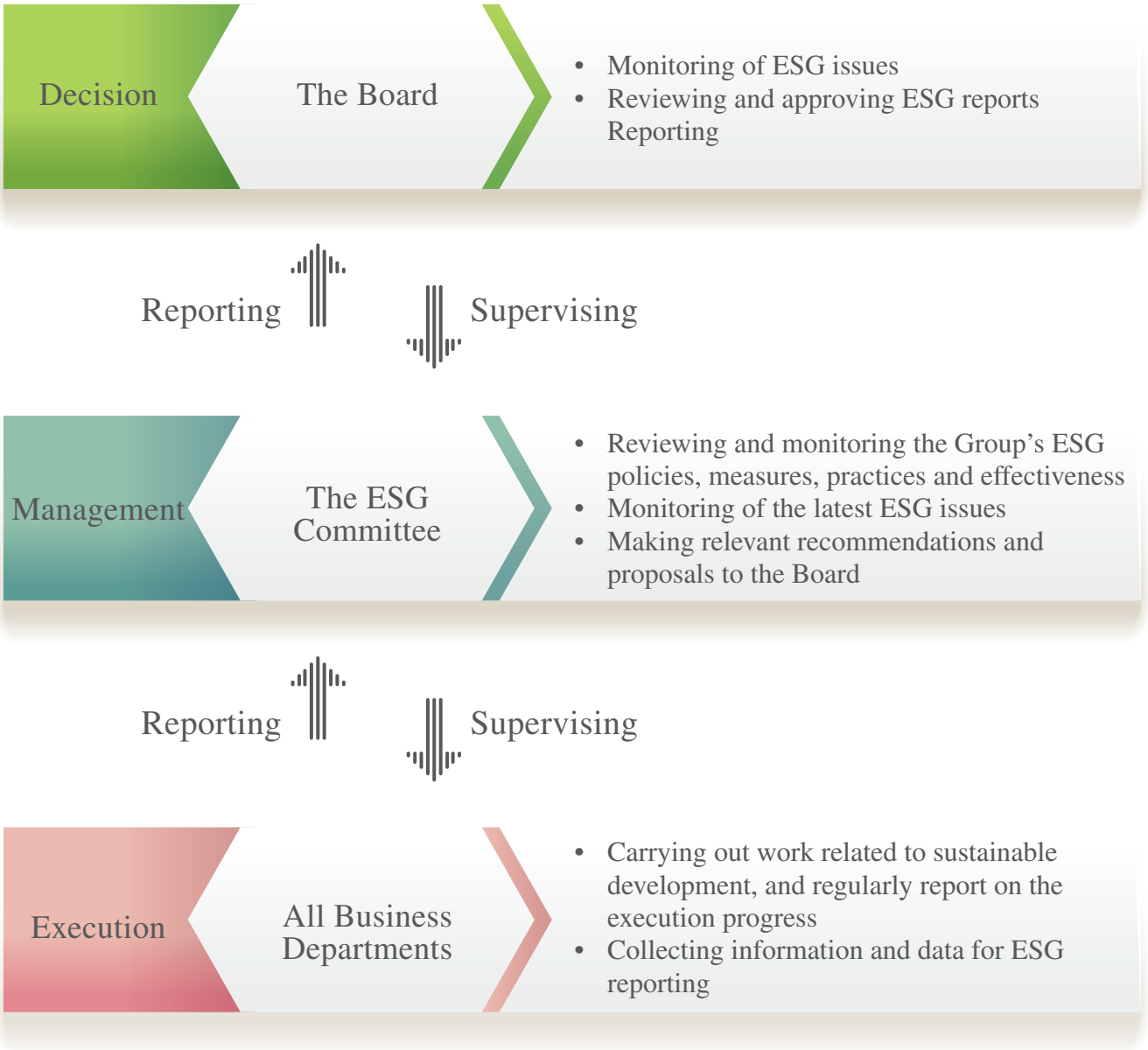
- Product and Service Responsibility
- Green Purchasing
- Employee Development and Training
- Climate Change
- Occupational Health and Safety

Moderately important issues

- Employment System
- Anti-bribery and Corruption
- Equal Opportunities
- Responsible Supply Chain
- Green Packaging
- Greenhouse Gas Emissions
- Community Investment
- Water and Waste Water Management
- Food and Waste Management
- Energy Management
- Natural Resource Management

4.5. Governance structure

The Group has established a comprehensive two-tier sustainability governance structure comprising the Board and the ESG Committee. As the highest decision-making body, the Board holds overall responsibility for approving and overseeing the formulation and implementation of the Group's ESG strategies, policy objectives, and action plans. The ESG Committee, composed of senior management from various departments, is tasked with systematically reviewing the effectiveness of the Group's ESG policy framework, continuously monitoring emerging ESG risks and opportunities, and regularly submitting professional evaluation reports and strategic recommendations to the Board. The Committee is required to formally report to the Board at least twice a year to ensure alignment between the Group's ESG management and its overall business development strategy. This governance structure enables end-to-end oversight, from strategic decision-making to execution and monitoring, thereby providing a strong institutional foundation for achieving the Group's sustainable development goals.



Five Major Management Policies of the ESG Committee



Through reviewing and enhancing the level of sustainable development governance continuously, the Group intended to progressively improve and implement the relevant strategies, objectives, policies and action plans. This would help us to consolidate the foundation of sustainable development and respond to the concerns and expectations of stakeholders.

4.6. Risk Management

The Fulum Group has established a comprehensive risk management and internal control system, which is continuously operated and optimised under the overall leadership of the Board of Directors. As a core component of the Group's governance structure, the Board is responsible for formulating the risk management policy framework and systematically evaluating the effectiveness and adaptability of existing control mechanisms through quarterly ad hoc review meetings. Building on this foundation, the Audit Committee, in collaboration with management from each business division, implements a dual-layer safeguard mechanism. This includes monthly operational risk scans as well as semi-annual in-depth internal control audits, with assessment results and improvement recommendations submitted to the Board for consideration. This tiered and multi-dimensional monitoring model not only enhances the Group's ability to proactively identify various operational risks, but also reinforces a robust defensive framework that supports strategic transformation and sustainable development. In recent years, the Group has further integrated ESG risk indicators into the system, thereby promoting the organic alignment of traditional risk control with sustainable management practices. The Board reviewed the effectiveness of the Group's risk management and internal control systems as at the year ended 31 March 2025 through the Audit Committee and regarded the systems effective and sufficient. For details of risk management and internal control, please refer to "Corporate Governance Report" in the Company's annual report.

During the Reporting Period, the ESG risks identified by the Group were as follows:

Type of risk(s)	Description of risk(s)	Responsive measure(s) to risk(s)
Supply chain disruption risk	In the past, the Group sourced major ingredients for its restaurants from a diverse range of countries and regions, including various cities in Mainland China, Korea, Japan, Europe, and the United States. This decentralised procurement model is exposed to multiple external pressures, such as geopolitical tensions, fluctuations in import tariffs, extreme weather events, and cross-border logistics disruptions. Any interruption to key transportation routes, such as customs clearance delays or port congestion, may result in raw material shortages, increased procurement costs, and delays in contract fulfilment, all of which directly impact the continuity of restaurant operations.	1. Diversified procurement: Over the past two years, the Group has increased the share of local and Guangdong-based suppliers from 80% in 2024 to 90% in 2025, significantly reducing the transportation radius and enhancing supply chain resilience. 2. Alternative logistics solutions: A contingency warehousing network has been established in the Greater Bay Area, along with pilot initiatives involving rail and new energy vehicle (NEV) transport. 3. Digital monitoring: The Supply Chain Alert System (SCAS) has been deployed to monitor climate-related and policy risks in real time across the supplier network.

4.7. Compliance management

Fulum Group had established a comprehensive compliance management framework to ensure compliance of its business operation with the requirements of relevant laws and regulations. The Group's compliance department played a key role in this framework with the primary responsibilities for identifying and reviewing laws and regulations related to the Group and assessing the impact of these laws and regulations on the Group. Any violations of these laws and regulations might lead to a variety of negative consequences for the Group, including serious fines, administrative penalties, closure of business, damage to reputation, loss of talent and high-cost litigation. To effectively prevent and deal with these risks, the Group would require all departments to strictly implement policies related to operational compliance, conduct regular review and adjust its business and management systems.

In addition, the Group also regularly provided training and conducts inspections to the persons in charge of each operation point to ensure employees at all levels to have thorough understanding and knowledge of relevant laws and regulations and be able to strictly comply with them in daily operations. The Group had also established a set of procedures to deal with potential non-compliance incidents, including investigation, response and remedial measures of non-compliance incidents, to ensure that the Group can promptly identify and effectively deal with any possible non-compliance incidents.

During the reporting period, the Group maintained a strong compliance record, with no material ESG violations and no concluded cases of corruption-related litigation. To ensure ongoing compliance, the Group has systematically identified and continuously monitors the following key legal and regulatory requirements:

Aspects	Relevant laws and regulations that have significant impacts on the Group
Emissions	• Air Pollution Control Ordinance • Water Pollution Control Ordinance • Waste Disposal Ordinance
Employment and Labour Standards	• Employment Ordinance • Employees' Compensation Ordinance • Sex Discrimination Ordinance • Disability Discrimination Ordinance • Family Status Discrimination Ordinance • Personal Data (Privacy) Ordinance
Health and Safety	• Occupational Safety and Health Ordinance • Factories and Industrial Undertakings Ordinance
Product Responsibility	• Food Safety Ordinance • Public Health and Municipal Services Ordinance • Trade Descriptions Ordinance • Copyright Ordinance • Trade Marks Ordinance • Patents Ordinance • Broadcasting Ordinance • Broadcasting (Miscellaneous Provisions) Ordinance • Personal Data (Privacy) Ordinance
Anti-corruption	• Prevention of Bribery Ordinance • Organised and Serious Crimes Ordinance

5. COMMUNITY CO-CREATION

The Company upholds the principle of corporate social responsibility by integrating community investment activities, including sponsorships and donations, into its overall operational strategy, with the aim of addressing community needs in a pragmatic and effective manner. These activities are planned and implemented in strict accordance with the six guiding principles of the community investment policy, focusing on supporting underprivileged groups and delivering long-lasting, measurable social impact for the broader community.

- Staying attuned to the needs and aspirations of the community and keeping alignment with local culture, traditions and values
- Setting clear goals
- Building long-term partnerships with community organizations
- Encouraging employees to participate in community engagement activities
- Regularly evaluating the effectiveness and impact of community investment activities
- Seeking to avoid conflicts of interest and remaining neutral

Through its corporate volunteer team, the Group has deepened community engagement across Hong Kong, with community investment efforts focused not only on immediate needs, but also on long-term sustainability. During the year, the Group continued to deliver festive rice cakes and goodie bags to the elderly through donations and door-to-door visits, while also supporting frontline workers and single-parent families by offering venue access and lunch services. In support of long-term community development, the Group participated in the "Green Purchasing Exchange and Sharing Session" and the "Carbon Neutrality in the Catering Industry – Carbon Management Awareness and Market Support" seminar, underscoring its commitment to sustainable community development. During the reporting period, the number of volunteers within the Group increased significantly to 297, participating in a range of culturally relevant volunteer initiatives. Collectively, they contributed 57 volunteer hours. In addition, the Group provided cash and in-kind donations valued at over HK$541,000, including festive items such as rice cakes, mooncakes, and mugs, which were donated to organisations such as Foodlink Foundation and Gingkohouse.

Scope of Contribution	Project	Events
Community	Senior Citizen Home Safety Association "Love & Peace of Mind" Community Engagement Programme – Partner Sharing Day	Rode the "Love Tram" to call on the public to support the "Love & Peace of Mind" community initiative and promote messages of care and support for the elderly.
	25th Anniversary Charity Luncheon of the Catering Industry x Society for Community Organization	Provided venue support and lunch services for frontline workers and single-parent families.
	Love-Filled Dragon Boat Dumplings Campaign	For every "Dragon Boat Festival Dumpling Gift Set" sold, Fulum Group donated HK$1 to the Senior Citizen Home Safety Association.
	Mid-Autumn Charity Mooncake Donation	Donated mooncakes to various elderly care associations to share festive blessings.
Environment	"Green Procurement Exchange and Sharing Session"	Participated in a seminar hosted by the GREEN@COMMUNITY Foundation to discuss practical approaches to green procurement and the advancement of sustainability practices.
	Signing Ceremony of the "ESG Development Promotion MOU for the Catering and Related Industries"	Joined an event co-organised by CMA and the Association for Hong Kong Catering Services Management Ltd., contributing to the industry's efforts to promote ESG development.
	Launch Ceremony and Seminar on the Carbon Neutrality Programme for the Catering Industry (Funded by the Environment and Conservation Fund)	Participated in the seminar hosted by the Association for Hong Kong Catering Services Management Ltd., encouraging the F&B industry and broader society to adopt sustainable development practices.

Fulum Group partnered with Food Angel to distribute mooncakes to elderly community members and individuals in need.







Spreading New Year Blessings and Sharing the Festive Spirit

The Group remains committed to supporting grassroots communities and caring for the underprivileged. In celebration of the Lunar New Year, the Group partnered with various charitable organisations to distribute festive gift bags, more than 10,000 Fulum rice cakes, and over 2,000 Kuromi gift boxes to elderly individuals and other vulnerable groups in the community, bringing warmth and blessings during the holiday season.

The Group's volunteer team, "Positive Energy Team," learned basic sign language for Lunar New Year greetings and visited hearing-impaired elderly residents to extend their festive wishes. Volunteers also shared the joy of the season through traditional cultural activities such as writing spring couplets and paper-cutting, further fostering social inclusion and care. The Group remains steadfast in its commitment to giving back to society and fulfilling its corporate social responsibility. Looking ahead, it will continue to support community initiatives through sponsorships and donations, and strengthen neighbourhood connections through ongoing volunteer service.





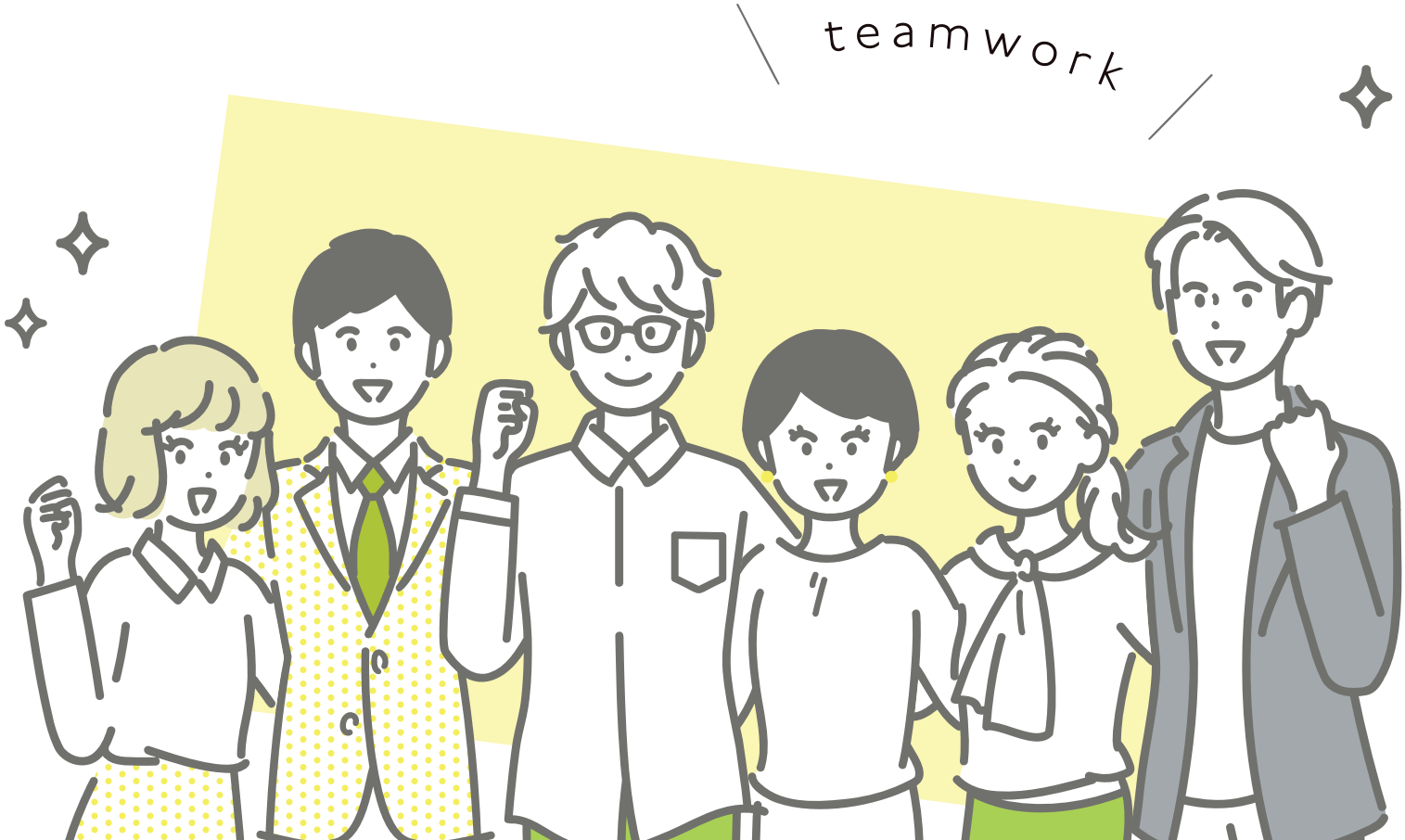


6. PEOPLE-ORIENTED

The Group took a proactive approach to talent management and had been implementing a range of strategies to attract, recruit and retain key personnel, including competitive remuneration packages, career development opportunities and employee engagement programmes. The Group prioritised the well-being and growth of its employees and aimed to ensure a talented and motivated workforce that grows with us.

Policy overview

Talent Acquisition and Retention	Human Resources Management System Fulum Group Diversity Policy
Talent cultivation and development	Training and Talent Development Policy
Employees' safety and health	5S Management Manual Risk and Safety Handbook Working Safety Rules for Occupational Safety and Health
Community care	Fulum Group Community Investment Policy

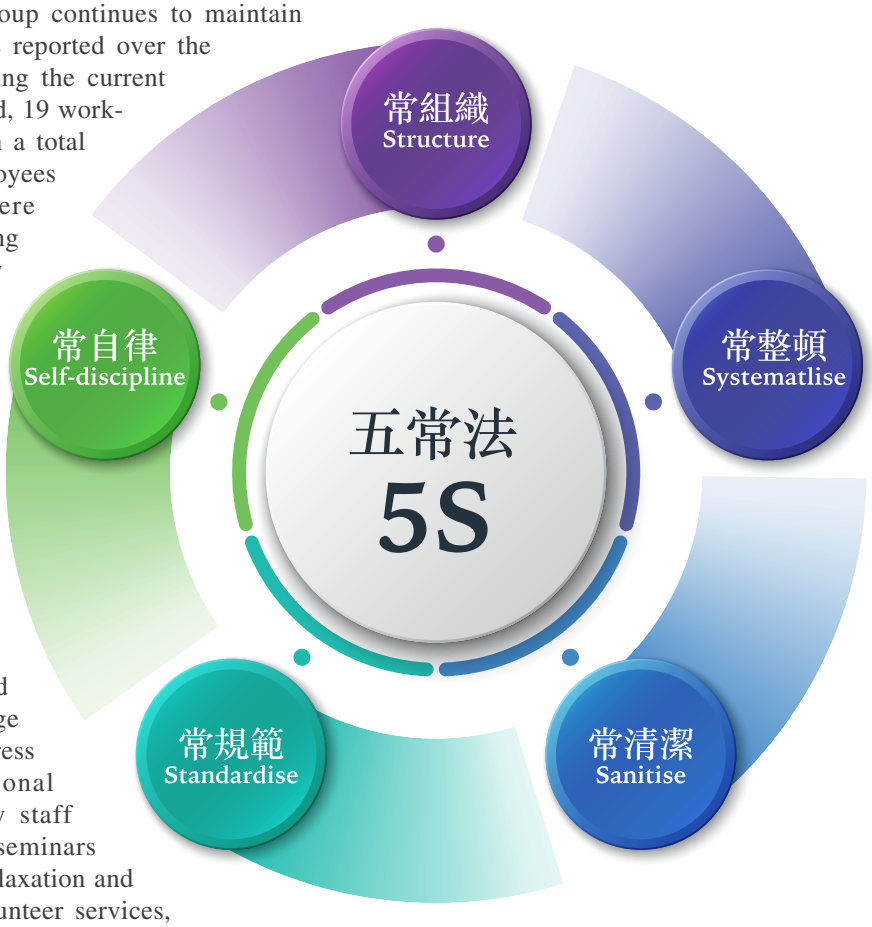


6.1. Employee safety and health

Fulum Group places a strong emphasis on the health and safety of its employees and has established a Group-wide Occupational Safety and Health ("OSH") management system. This system adopts a two-tier structure: at the headquarters level, a Safety Policy Team, comprising representatives from various departments, is responsible for formulating overarching safety policies; at the store level, a Safety Implementation Team, consisting of store managers, supervisors, and designated representatives, is tasked with ensuring that these policies are effectively implemented on the ground. To standardise safety management practices, the Group has developed a comprehensive documentation system, including the 5S Management Manual, Risk and Safety Handbook, and Working Safety Rules for Occupational Safety and Health. These documents provide systematic guidance on key aspects such as risk assessment, hazard prevention and control, safety equipment management, employee training, and emergency response procedures. In parallel, the Group continues to foster a strong workplace safety culture through multiple initiatives. These include monthly safety meetings for office and branch staff to promote awareness and share case studies, occupational safety seminars focused on industrial accident prevention, legal briefings on catering industry safety regulations, and first aid certification courses provided by the Hong Kong Red Cross to equip frontline staff with essential emergency response skills. At the individual protection level, employees are strictly required to comply with operational regulations concerning gas stoves and fire safety, and to wear the appropriate personal protective equipment at all times.

To ensure the ongoing and effective implementation of safety policies and measures, the Group conducts regular environmental and safety audits. These audits include the identification of potential hazards, risk assessments by job role, and the recording and review of audit results to uphold occupational safety and health standards. Where risks or issues are identified, the Group formulates corrective action plans aimed at eliminating hazards and continuously improving safety management practices. The Group also conducts regular safety training sessions and meetings to ensure that employees are well informed of OSH requirements, thereby reducing the risk of work-related injuries. Fire drills are organised to strengthen emergency response capabilities, and the Group continues to enhance its incident response mechanism. Procedures for handling various types of accidents, including relevant contact information, are clearly outlined in the Risk and Safety Handbook. All safety incidents are thoroughly investigated, and appropriate improvement measures are taken to ensure a safer working environment for all employees.

In terms of staff safety protection, Fulum Group continues to maintain a solid record. No work-related fatalities were reported over the past three consecutive reporting years (including the current reporting period). In the current reporting period, 19 work-related injury cases were recorded, resulting in a total of 2,305 lost working days. All affected employees received prompt medical attention and were granted appropriate leave for recovery. Drawing on systematic analysis of long-term safety performance data, the Group has continued to optimise its safety management system, adjusting measures as needed through a regular review mechanism. A data monitoring system has also been implemented to more effectively support the Group's commitment to protecting the occupational health and safety of its workforce.



At Fulum Group, we believe that the physical and mental well-being of our employees is the cornerstone of sustainable development. To this end, the Group has implemented a structured Work-Life Balance programme, offering a range of after-work activities designed to support stress relief, interpersonal engagement, and personal growth. Regular initiatives such as monthly staff dinners, theme park excursions, and health seminars help employees establish a steady rhythm for relaxation and rejuvenation. Meanwhile, sports activities, volunteer services, and themed events are organised to promote team integration while encouraging employees to explore their personal interests and social values beyond the workplace, putting into practice the concept of caring for the "Whole Healthy Person".

Under the above framework, we further enhanced the design of the programme during the reporting period, attracting a total of 333 participants. Key highlights included: A bowling competition and BBQ party, which promoted physical fitness and social bonding; the "New Art Competition" culinary series, which inspired creativity and team collaboration; three themed escape room sessions focused on leadership training, communication, and mechanical problem-solving, which enhanced team resilience through experiential learning and received highly positive feedback on their stress-relieving effects; and festive events, such as Christmas parties, which deepened employees' sense of belonging. These initiatives have helped establish a holistic health network, addressing physical, psychological, and social well-being, and continue to generate measurable positive outcomes that support the Group's long-term vision of a healthy and inclusive workplace environment.







6.2. Talent attraction and retention

Adhering to the management philosophy of "People-Oriented", Fulum Group has established a comprehensive and systematic talent management framework. In the areas of recruitment and appointment, the Group strictly implements its Human Resources Management System and Diversity Policy, supported by a competency-, qualification-, and experience-based assessment mechanism. This ensures a fair, transparent, and merit-based process for recruitment and promotion.

The Group's remuneration packages are designed to balance external market competitiveness with internal equity. In addition to base salaries, the Group has implemented a range of incentive schemes, including performance-based bonuses and special contribution awards, to ensure employees are appropriately recognised and rewarded for their efforts. On the welfare front, beyond statutory entitlements, the Group has introduced flexible benefit programmes tailored to the diverse needs of employees. These initiatives cover multiple dimensions, such as health management and family care, to support employee well-being holistically. For example, the Group would offer special performance bonuses to branches and employees who perform well in their work as a recognition of their efforts. If either the Group or the employee intended to terminate the employment contract, a written notice could be issued in accordance with the procedures or the notice period could be replaced by salary to ensure that the employment contract would be terminated in a legal and compliant manner. To further protect employees' rights, working hours and holidays of employees would be specified in employment contracts. Depending on business model of the business unit, in addition to basic paid annual leave and statutory holidays, employees would be entitled to other additional leave.

It is this all-encompassing care philosophy that drives the Group to continuously enhance its employee support systems. From daily staff discounts to emergency relief in times of hardship, from health management to psychological counselling, Fulum Group remains committed to standing by its employees. In particular, when staff face major life challenges, the Group's medical subsidy and bereavement allowance policies offer timely support, alleviating personal burdens and providing peace of mind. These measures have effectively enhanced employee satisfaction and loyalty, contributing to a stable and sustainable talent foundation for the Group's long-term development.

This people-centric management philosophy is further embodied in the Group's steadfast commitment to the principles of Diversity, Equity and Inclusion (DEI). Across all aspects of talent management, the Group is dedicated to eliminating bias and fostering equal opportunities. By regularly reviewing talent development data and continuously refining management practices, the Group ensures that every employee is empowered to develop their potential and realise their personal and professional value in a fair and supportive environment. The Group maintains a zero-tolerance policy toward any form of discrimination and is committed to fostering a workplace culture where every employee feels safe, respected, and valued.



6.3. Talent development and cultivation

In response to the ongoing talent challenges within the catering industry, Fulum Group has formulated a comprehensive talent development strategy aimed at building a sustainable talent pipeline through structured training and diversified recruitment channels. Under the Training and Talent Development Policy, the Group has established a robust training framework that supports employees at all levels. This includes foundational training for new hires as well as tailored upskilling programmes for staff across different roles. Training effectiveness is regularly reviewed to ensure alignment with evolving operational needs. During the reporting period, the Group delivered over 37,000 hours of training to 1,670 employees, ensuring that their professional competencies remain up to date. The training system places strong emphasis on practical application, with training outcomes directly linked to the promotion framework, effectively motivating employees to continuously enhance their skills and professionalism.

To cultivate young talent, the Group actively partners with local tertiary institutions. Through collaboration with local universities, the Group has launched an internship programme that places students in real operational environments under the direct mentorship of departmental supervisors. This initiative not only offers young individuals meaningful exposure to the catering industry, but also enables the Group to identify and nurture high-potential future talent.

In terms of leveraging experienced talent, the Group actively participates in the Labour Department's Employment Programme for the Middle-aged and Senior Citizens, creating substantial employment opportunities for mature workers. During the reporting period, the Group offered over 785 positions to individuals aged 50 or above, covering a wide range of roles including frontline service and office-based positions. These roles fully capitalised on the extensive work experience and professional stability of middle-aged and senior employees, effectively helping to address talent shortages in the catering industry. In addition, some senior staff members served as mentors to assist new recruits in adapting to the workplace, thereby fostering a positive mechanism for intergenerational knowledge transfer.

The implementation of these two key initiatives, namely, the Youth Internship Programme and the Middle-aged and Senior Employment Programme, has yielded notable results: the former has brought fresh perspectives and energy to the Group, while the latter has enhanced workforce stability and professional depth. During the reporting period, the Group's total workforce reached 2,163 employees, and 1,670 employees received a total of 37,064 hours of professional training, demonstrating the Group's sustained commitment to talent development and workforce empowerment. For further details on employment and training figures, please refer to the "Performance Overview" in the Appendix.

Looking ahead, Fulum Group will continue to optimise its talent development strategy by deepening school–enterprise partnerships, enhancing job design for middle-aged and senior employees, introducing digital training tools, and strengthening internal knowledge transfer mechanisms. Through these practical and forward-looking initiatives, the Group is committed to cultivating a more competitive workforce and laying a solid foundation for long-term sustainable development.



7. PUTTING CUSTOMERS FIRST

At Fulum Group, the principle of "Customer First" is deeply embedded in the core of our business operations. We fulfil this commitment through our "Three Excellences" service framework – quality products, quality service, and quality environment. Guided by ongoing market research and customer demand analysis, the Group has established a responsive and flexible product innovation mechanism. Our professional team collects and analyses consumer data on a regular basis, and through a rigorous analytical process, transforms market trends and customer preferences into actionable strategies for menu development and service enhancement. This customer experience–oriented management model enables the Group to continuously offer diverse and appealing dining choices while building a distinctive competitive edge in an increasingly dynamic and competitive market landscape.



Policy Overview

Responsible Procurement	Fulum Group Supply Chain Management Policy Sino Rank Logistics Management System Fulum Group Environmental Policy
Quality and Safety	5S Management Manual Internal Operation Management System Sino Rank Logistics Management System Food Hygiene Code
Customer Experience	General Principle of Promotional Materials

7.1. Responsible procurement

Fulum Group recognises Responsible Purchasing and Supplier Management as key drivers for business growth and success. With Fulum Group Supply Chain Management Policy as the core framework, combined with the Sino Rank Logistics Management System and Fulum Group Environmental Policy, we have constructed a supply chain management system covering the four major dimensions of law-abiding, people-oriented, business ethics and environmental responsibility. As at the end of the reporting period, the Group had established cooperation relationships with 287 suppliers from around the world[1], all of whom have strictly followed the internal operation regulations and ESG related standards. We will monitor the environmental and social risks in our supply chain in a timely manner, and review and adjust the relevant management policies and measures in order to control the relevant risks more effectively.

In terms of supply chain risk management, we have implemented a multi-dimensional assessment mechanism to regularly conduct comprehensive reviews of key indicators such as national risks in production sites, industry compliance, labour standards, health and safety, business governance and environmental impact. This dynamic management strategy based on risk assessment not only ensures that supply chain operations comply with international standards and industry best practices, but also effectively controls potential risks by continuously monitoring environmental and social risks in the supply chain and making timely adjustments to management policies and measures.

The Group has established a stringent admission mechanism for the introduction of new suppliers. In addition to regular quality checks, we have set up a professional inspection team to conduct on-site assessments of the production scale and hygiene conditions of our suppliers. The quality control department conducts regular hygiene inspections to ensure that the production environment continues to meet the Group's stringent standards. This dual gate-keeping process, covering both written audits and on-site verifications, provides a reliable guarantee of product quality and strengthens the robustness and sustainability of the supply chain. For more details, please refer to the following supplier "Screening, Engagement and Assessment" table.

[1] The suppliers are from Hong Kong, the Mainland China, England and Vietnam.

Screening	• The Group's Procurement Department is responsible for evaluating potential suppliers based on factors such as scale, stability and price. • The Group takes into account the supplier's ability and performance in fulfilling our requirements in terms of product or service quality, safety, health and environment, and sustainable development. • If necessary, the procurement department will conduct site visits to understand the actual operating conditions of the suppliers.
Engagement	• If the Procurement Department determines that a potential supplier is initially qualified, the Group will proceed with trial batch orders, and only if the quality of the delivered goods is qualified will the supplier be added to the supplier system. • The Group ensures that the contract reflects the supplier's commitments and responsibilities, including compliance and business ethics requirements, protection of intellectual property, data confidentiality and security.
Assessment	• During the contract period, the Group evaluates and continuously improves the environmental and social performance of its major suppliers through self-reporting questionnaires, bid evaluations, site visits, audits and twoway performance reviews. • The Group evaluates its suppliers on an annual basis and rates them based on factors such as product or service quality, delivery period, price, timeliness and effectiveness of handling and responding to complaints, and level of cooperation. • If the result of the assessment is unsatisfactory, the Group will freeze or remove the supplier from the supplier system.

Fulum Group has embedded environmental protection deeply into its supply chain management system. Under the Fulum Group Environmental Policy, the Group prioritises environmentally responsible suppliers and places particular emphasis on local sourcing to reduce carbon emissions along the transportation chain. Environmental assessment criteria have been established to systematically screen and support supplier partners that actively implement environmental management practices.

In practice, the Group is implementing a comprehensive plastic tableware replacement programme, progressively adopting biodegradable alternatives made from bamboo and other eco-friendly materials. A dedicated evaluation mechanism has also been established for suppliers of environmentally friendly products to ensure quality and environmental compliance. In addition, the Group actively collabourates with industry stakeholders and government departments to jointly develop food waste recycling solutions and explore innovative waste treatment models tailored to the catering sector.

As an active contributor to the industry's green development, Fulum Group continues to support the Catering Green Purchasing Pilot Programme launched by the Hong Kong Federation of Restaurants and Related Trades, and diligently adheres to the Hong Kong Catering Industry Green Purchasing Guidelines. These practices not only reflect the Group's commitment to sustainable development, but also demonstrate its role as an industry leader in promoting green transformation in the food and beverage sector.

To reduce its carbon footprint, the Group has been optimising its supply chain by prioritising the sourcing of ingredients and materials from local and neighbouring regions, particularly within Guangdong Province. This strategic shift has significantly shortened transportation distances and time, thereby reducing fuel consumption and emissions associated with long-haul logistics. These efforts contribute directly to lowering the Group's overall operational carbon footprint and advancing environmental conservation goals.

The Group also places strong emphasis on animal welfare and has incorporated the Five Freedoms principle into its internal procurement guidelines for sourcing livestock and poultry products. By incorporating those principles into our procurement process, the Group aims to ensure that the products are sourced from suppliers who comply with animal welfare standards.

The Five Freedoms are: Freedom from hunger and thirst; Freedom from discomfort; Freedom from pain, injury or disease; Freedom to express normal behaviour; and Freedom from fear and distress.

Implementing Green Purchasing to Promote Sustainable Development

The Group participated in the Green Purchasing Exchange and Sharing Session organised by the Irecycle Charity Foundation, with the objective of gaining deeper insights into green procurement and sustainable consumption solutions. During the session, the Group engaged in experience-sharing with other participating businesses, explored innovative sustainable products and services, and learned about the latest market trends and best practices. Through these networking and knowledge exchange opportunities, the Group aims to incorporate new insights into its future business strategies, further advancing its commitment to environmental protection and sustainable development.



7.2. Food quality and safety

Fulum Group has established a comprehensive food safety assurance system that spans the entire supply chain, ensuring stringent quality control from source to table. Both our central kitchen and logistics centres are certified under ISO 22000 and HACCP international food safety standards. The Group applies the "5S" management technique to standardise workflows and conducts regular audits and continuous training to maintain high levels of quality and safety awareness among staff.

In supplier management, the Group strictly enforces the Sino Rank Logistics Management System, which provides standardised oversight of food material inspection, storage, and transportation. In addition, the Food Hygiene Code of Conduct sets out detailed procedures for food handling, equipment sanitation, and employee hygiene requirements, establishing a comprehensive operational framework for food safety. Together, these measures form a robust food safety defence system, enabling the Group to deliver a safe and reliable dining experience to its customers. For further details, please refer to the table of food safety practices below.

material	Strictly screen and evaluate suppliers to ensure the quality and safety of ingredients at source Perform quality inspection according to standardised acceptance process, and strictly control the threshold for procurement of food ingredients Ingredients are categorised and stored in appropriate areas with precise temperature control to ensure a compliant storage environment
distribution	Strict inspection and acceptance according to the established standards to ensure that the quality and safety of ingredients can be controlled throughout the process
restaurant	Conduct regular quality assessment and on-site inspection, dynamic tracking control Work with store managers and department supervisors to review the evaluation results and formulate improvement plans to solve the actual problems

To ensure food safety, Fulum Group has implemented a stringent testing mechanism. Microbiological testing is regularly conducted on all products at our logistics centres and outlets to ensure full compliance with the Microbiological Guidelines for Ready-to-Eat Food issued by the Food and Environmental Hygiene Department. In addition, all processed ready-to-eat products undergo shelf-life testing to scientifically validate their post-packaging consumption safety period. This comprehensive testing system provides robust protection throughout the food production cycle and significantly reduces the risk of foodborne illnesses.

In daily operations, the Group rigorously enforces a workplace hygiene management system, covering key areas including personal hygiene, equipment and tool sanitation, and environmental cleanliness. All production personnel must adhere to strict hand hygiene protocols and are required to wear clean, standardised work attire before entering the workplace. This includes uniforms, trousers, waterproof safety shoes, hairnets, protective masks, and aprons, ensuring that personal hygiene standards meet stringent operational requirements.

The Group has also established systematic protocols for food storage and container management. All food items and storage containers (including packaging boxes and plastic baskets) must be stored off the ground to prevent contamination. Spare parts stored in cold rooms must be sealed in dedicated containers or wrapped in protective plastic to maintain hygiene standards. Through these stringent hygiene control measures, the Group has constructed a multi-layered protection system that spans from production to storage, effectively minimising the risk of foodborne illnesses and ensuring the safety and quality of the entire food supply chain. This reflects our unwavering commitment to food safety and consumer protection.



As part of its food safety management framework, the Group has established a comprehensive risk contingency mechanism. In the event of a food safety incident, the Group will activate rapid response procedures. First, immediate notification of affected customers; a complete suspension of production and distribution of the relevant products; professional investigation into the root cause using technical and scientific methods; and production will resume only after verification of corrective actions and confirmation that potential food safety hazards have been fully resolved.



For food products identified or suspected of posing potential safety risks during daily operations, the Group takes immediate action by suspending their use and returning them to suppliers. In cases where returns are not feasible, the affected products are clearly labelled, stored separately, and disposed of in a safe and timely manner to prevent any harm. During the reporting period, the Group recorded no product recalls related to food safety or health issues, underscoring the effectiveness of its food safety management system and its risk prevention and control capabilities.



7.3. Customer experience optimisation

Delivering high-quality service and an exceptional customer experience are core values at Fulum Group. Guided by customer needs, the Group has developed a multi-dimensional experience optimisation system. On one hand, the Group continues to refine its product offerings by catering to various dining scenarios with a wide variety of cuisines, innovative dishes, and healthy options. On the other hand, the Group is committed to enhancing the professionalism of its services through staff etiquette training and the standardisation of service processes, ensuring a refined and thoughtful dining experience. Meanwhile, the Group places great emphasis on creating a pleasant and immersive dining atmosphere. Efforts are made in areas such as store décor, environmental temperature and humidity control, and music ambience to provide a comfortable and enjoyable setting for customers. Notably, the Group has also actively integrated smart technologies into the dining experience, such as an online reservation and queuing system, intelligent ordering terminals, and AI-based dish recommendation features have streamlined the customer journey from reservation to checkout. Furthermore, by leveraging backend big data analytics to understand customer preferences and consumption patterns, the Group is able to dynamically adjust menu offerings and service rhythms, achieving personalised service through what it calls the "1,000 Faces, 1,000 Experiences" approach. These synergistic measures create a differentiated competitive edge characterised by diversified products, refined services, a comfortable environment, and intelligent experiences, continually enhancing customer trust and brand loyalty.



PHI_Mega Box



Fulum Group integrates the concept of healthy eating into its customer experience strategy to enhance satisfaction across all touchpoints. In product development, the Group's team of professional chefs uphold a spirit of craftsmanship by rigorously controlling ingredient quality from the source. They select fresh seasonal vegetables and high-quality proteins to develop a variety of specialty dishes aligned with modern dietary standards. Menu offerings include low-fat, low-sodium, and high-fibre options such as Pondside Vegetarian Stew, Bamboo Piths with Mountain Delicacies, Southern Bean Curd with Vegetable Casserole. These dishes are not only unique in flavour but also scientifically balanced in nutrition. Through these curated choices, the Group encourages customers to adopt healthier eating habits and greater nutritional awareness, making healthy eating an enjoyable lifestyle experience.

In terms of service quality, the Group has implemented an innovative Mystery Customer Programme and evaluation mechanism. A professional evaluation team conducts comprehensive, unannounced visits to various restaurant locations, posing as regular customers. These assessments cover multiple dimensions, including food quality, service standards, cleanliness, environment, and staff professionalism. By simulating real-world dining scenarios, we can accurately capture customer expectations and quickly identify areas for improvement. This first-hand feedback is continuously fed into training and service enhancement initiatives, ensuring that every customer enjoys a consistently high-quality dining experience and that every visit becomes a memorable culinary journey.

Fulum Group has built a comprehensive and multi-level customer service management system based on a systematic customer service management system. We integrate multiple channels such as restaurant hotlines, physical suggestion boxes, official websites and social media to create a full-time, full-scene customer opinion collection network, and use big data analysis technology to establish a quantitative evaluation model for detailed management in the dimensions of food taste, service efficiency and environmental experience. In terms of service quality improvement, the Group has established a strict closed-loop improvement mechanism: regular seminars on complaint cases are held to formulate standardised response plans; the training system is perfected to enhance the professionalism of our staff; and we have introduced the NPS dynamic assessment, which directly links service performance to the incentive mechanism. At the same time, we strictly enforce the "General Principles of Promotional Materials" to ensure that all marketing content and product labels are truthful and accurate, and in particular, we mark allergen information in our menus to protect the rights of customers with special dietary needs.

During the reporting period, the Group received a total of 265 customer complaints, of which less than 20% were related to product quality. All customer feedback was handled in strict accordance with the Company's established procedures to ensure that each complaint was followed up in a timely manner and resolved appropriately. We will continue to optimise this whole-process service management system covering "data collection – analysis and judgment – improvement measures– result follow-up", in order to create a safer and more intimate dining experience for our customers and to set a new benchmark for service in the catering industry.

8. EFFICIENT OPERATION

In the Group's business operations, rigorousness, integrity and professionalism are the business bottom line and integrity criteria that we have always been adhering to. We have incorporated the protection of the rights and interests of our customers and business partners into the core of our corporate governance culture, and have built a strong foundation of integrity through standardised operations and transparent mechanisms to ensure that every cooperation is built on a fair, standardised and sustainable basis, so as to make professionalism and win-win values the distinctive underlining colors of our corporate development.

Policy overview

Anti-bribery	Human Resources Management System Staff Manual Anti-fraud and Whistleblowing Complaint Management System Fulum Group Community Investment Policy
Protection of privacy and intellectual Property	Privacy Policy and Statement Staff Manual Confidentiality Agreement Systematic Safety Management System System Operation Management System IT Asset Utilization Manual

8.1. Digital Applications



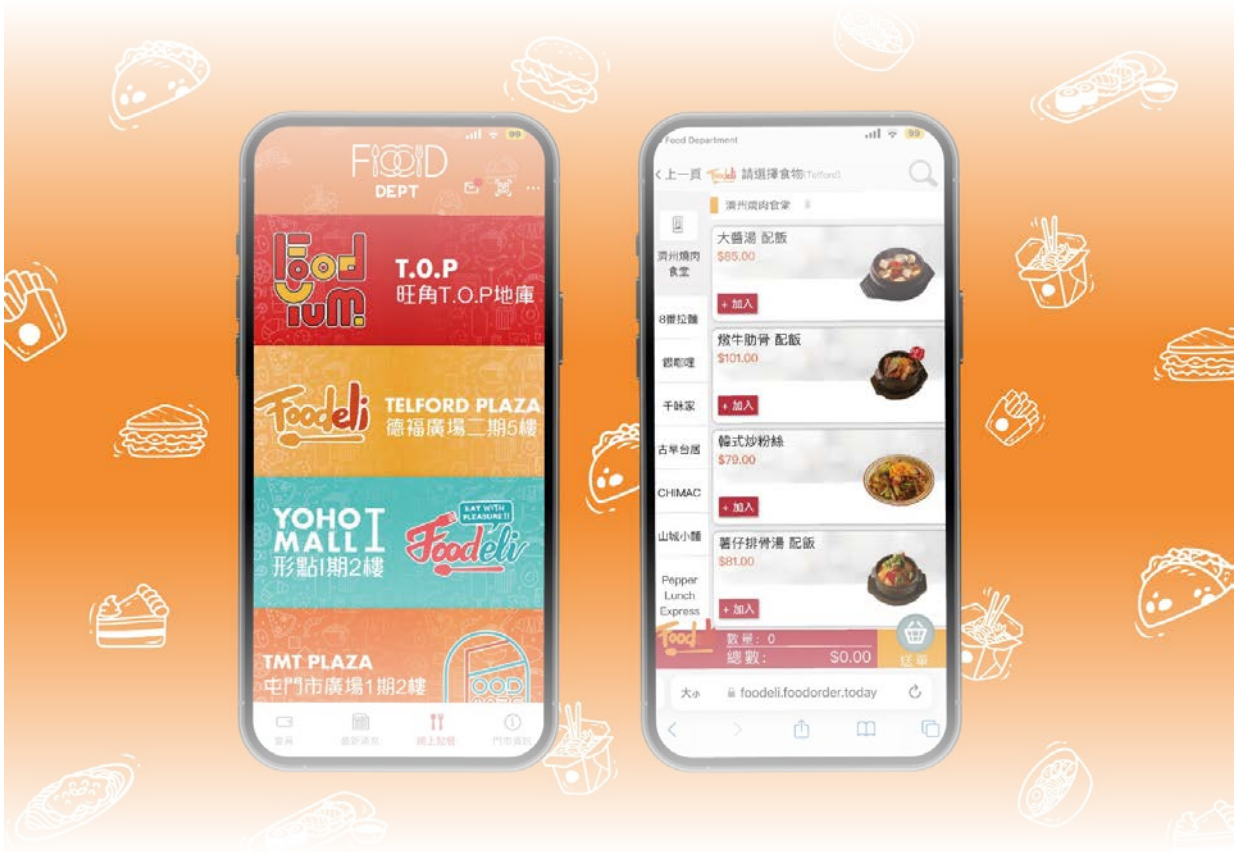
Under the current environment of rapid changes in the consumer market and increasingly heated competition in the industry, Fulum Group has actively advanced a comprehensive digital transformation strategy, integrating innovative technologies into all aspects of its operations and building an intelligent catering ecosystem spanning the front, middle, and back ends of the business. This transformation has not only significantly enhanced operational efficiency and customer experience, but also established distinct competitive advantages for the Group to stand out in the market.

At the customer service level, the Group's Food Dept mobile application has digitally revolutionised the food and beverage service process. The platform consolidates the Group's food court services into a one-stop solution, covering online ordering, contactless payment, and smart pick-up notifications. Notably, its use of Bluetooth positioning technology enables precise triggering of pick-up alerts, significantly reducing customer wait times. At the same time, the introduction of an electronic invoicing system supports environmental sustainability while also laying a foundation for subsequent data analysis. The system enables stores to allocate capacity more accurately, improving turnover during peak periods and enhancing customer satisfaction, thereby setting a new standard for hygienic and efficient service, particularly in the post-pandemic context.

In terms of membership management, the Group has upgraded its original MeokBang membership programme by integrating it with the Storellet platform to establish a more robust member relationship management system. The enhanced system digitises the full process of member registration, points accumulation and redemption, and uses big data analytics to offer personalised promotions based on individual spending behaviour. For example, it automatically identifies members' birthdays, consumption frequency, and other key milestones to deliver tailored marketing campaigns. Additionally, features such as online reservations and members-only events help strengthen customer engagement and loyalty, creating a branded digital community.

On the back-office side, the Group has implemented the Ding Ding smart office platform to facilitate a comprehensive digital upgrade of its operations. As the digital core of the Group's administrative management, the platform integrates essential functions including human resources management, interdepartmental collaboration, task tracking, online training, and data analytics. This has reshaped the traditional operational model. The intelligent scheduling system optimises workforce allocation based on store traffic forecasts; the real-time messaging function breaks down departmental silos; and the visual data dashboards provide management with up-to-the-minute business insights.

Fulum Group's digital transformation has progressed from isolated technological applications to a systematic reinvention of its business model. By jointly constructing a closed-loop smart catering ecosystem consisting of front-end intelligent services (Food Dept), in-depth member engagement (MeokBang and Storellet apps), and efficient back-end collaboration (Ding Ding), the Group has not only achieved a qualitative leap in operational efficiency, but has also established a data-driven decision-making core at the heart of its business. This transformation enables the Group to respond more swiftly to shifts in market demand, optimise cost structures, and better anticipate industry trends.



8.2. Anti-corruption and compliance

Fulum Group adheres to the principle of "zero tolerance" and is committed to eliminating all forms of corruption and unethical behaviour. Through the implementation of the Human Resources Management System, the Anti-Corruption and Whistle-blowing Complaints Management System, and the Staff Manual, the Group has established clear ethical standards and behavioural guidelines for all employees. To ensure effective enforcement, the Group has developed a multi-tiered prevention and control system. A dedicated anti-fraud unit is responsible for daily oversight, and regular fraud risk assessments are conducted across business units and store operations. The internal control mechanism is continuously refined based on assessment outcomes. In addition, we also extended the integrity standards to supply chain management. Annual anti-corruption assessments are conducted for suppliers and business partners, promoting the development of a clean and ethical business ecosystem. This comprehensive compliance management framework, encompassing both internal operations and external collaborations, ensures the Group's operational efficiency and supports long-term sustainable development.

To safeguard the integrity of business operations, the Group has established a strict and secure confidential reporting mechanism accessible to external stakeholders, including employees, suppliers, and customers. A variety of dedicated reporting channels, such as telephone hotlines and mailboxes, have been made available for reporting both actual and suspected violations of laws, regulations, or internal anti-fraud controls. Upon receipt of such complaints, the Group immediately initiates standardised handling procedures to ensure that all issues are addressed promptly and appropriately. For further details, please refer to the complaint and report handling procedure in the below table.

Reception of reports	• Keeping cases and protection of personal information of whistleblowers confidential • Prohibiting any discriminatory or retaliatory behaviour, as well as any obstructive, interfering or hostile measures against employees who participate in the investigation • Independent investigation by internal review and inspection department to avoid conflict of interest
Preliminary assessment	• Evaluating the truthfulness and seriousness of the report • If there is insufficient evidence or if the report is made in the name of the whistleblower, the whistleblower may be contacted to provide additional information • Compiling evidence to determine if the incident constitutes corruption and malpractice
Compilation of investigation report and submitting report	• The results of the investigation are submitted to the CEO for decision on the follow-up action to be taken against the staff involved, including but not limited to dismissal or legal action • If the incident constitutes corruption or malpractice, it will be reported to the Independent Commission Against Corruption (ICAC)
Review	• Taking remedial measures to assess and improve internal controls to prevent the recurrence of the incident

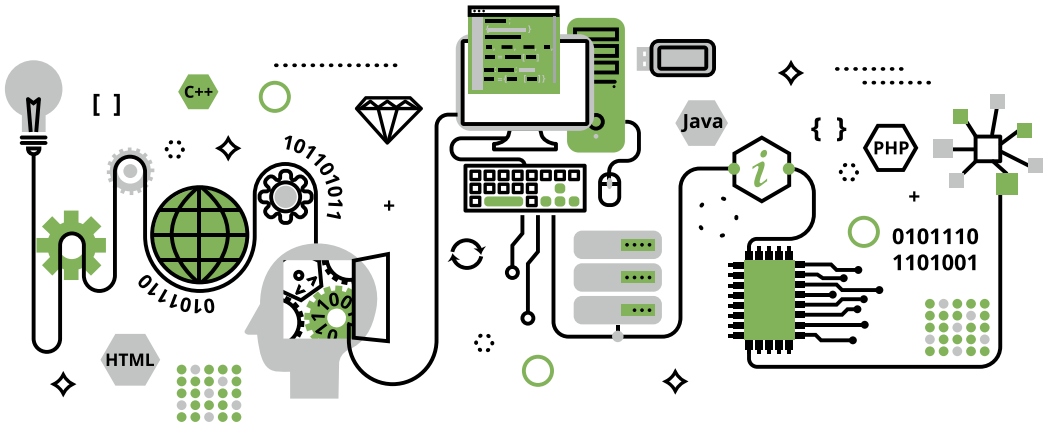
The Group continues to strengthen its integrity governance mechanism by organising regular seminars on integrity management in collaboration with the Independent Commission Against Corruption (ICAC). To deepen awareness of corruption prevention and enhance governance effectiveness, the Group organised an ICAC-led seminar in March this year, focusing on systematic guidance for senior and middle management across offices and store units. Through practical case studies and discussions on compliance strategies, the seminar comprehensively reinforced the awareness of corruption prevention, risk identification, and control capabilities among key personnel. At the same time, an internal reporting and early warning mechanism was established to prevent the occurrence of corruption and malpractice within the Group through a dual approach, strengthening both system design and personnel awareness. This initiative not only enhances the Group's collabourative defence network with the public sector, but also integrates integrity management into decision-making and execution through tiered training programmes, laying a solid compliance foundation for the Group's sustainable development. During the reporting period, the Group was not involved in any legal proceedings related to the Prevention of Bribery Ordinance (Cap. 201) or other applicable anti-corruption laws and regulations, nor were any employees of the Group involved in litigation arising from corrupt practices.

8.3. Intellectual property and data protection

The Group has always placed intellectual property protection at the core of its management practices and has established a closed-loop mechanism covering the full cycle from creation to infringement prevention. A manual, full-cycle intellectual property management system has been implemented, with a particular emphasis on strengthening IP protection protocols before the launch of new stores or products. During the new store or product development stage, the Legal Affairs and Branding Departments jointly form an "Original Creation Review Team" to conduct comprehensive checks of trademarks and packaging designs against existing trademark databases. A "triple filtering mechanism" is adopted to ensure originality at every stage – from initial conceptual sketches through internal searches (covering China, Hong Kong, and Macau), manual reviews of public industry information, and the issuance of legal opinions. Once designs are finalised, trademark registration is initiated immediately, with dedicated personnel tracking the progress of official audits on a monthly basis to expedite rights confirmation. The Group also holds regular legal meetings, including a monthly "Trademark Healthiness Meeting," to review trademark usage rates and assess infringement risks, while continually optimising trademark management strategies to reinforce the brand's competitive advantage. This IP protection framework is applied across the business, including product formula development and partner technology integration, to strictly prevent infringement of third-party rights.

At the level of personal data protection, the Group has established a robust framework combining technological safeguards with institutional controls. Based on the "Privacy Policy and Statement," the Group strictly limits the use of members' personal information, such as names and contact details, to order processing and personalised marketing, while protecting user autonomy through a "one-click unsubscribe" feature. Member data is secured with two-factor authentication and tiered access permissions, and an automated deletion cycle is applied to dormant data, with regular usage notifications issued to users. To enhance enforcement, an interdepartmental "Privacy Protection Working Group" conducts monthly manual reviews of abnormal data activity (such as bulk downloads), while a dedicated "Privacy Line" under the supervision of the Customer Service Department enables immediate response to data-related concerns. In addition to adhering to the Staff Manual and Confidentiality Agreement, staff members undergo regular scenario-based training on personal data protection, thereby creating a secure environment across the entire data lifecycle, from collection and storage to application.

At the system management level, the Group has integrated information security into its core internal control framework by formulating a set of operational guidelines, including the "System Security Management System," "System Operation Management System," and "IT Assets Usage Manual." These policies govern access control to server rooms, procurement procedures, and hierarchical access authorisations. The Group has also deployed a network threat protection system to establish a multi-layered defence against cybersecurity risks. To safeguard trade secrets, the unauthorised installation of software is strictly prohibited, and confidentiality is ensured for core assets such as product formulas and partner-owned intellectual property. In addition, quarterly training is conducted to raise employee awareness of data security, ensuring that both technical measures and individual behaviours meet the highest compliance standards and effectively prevent risks of data loss, tampering, or intellectual property infringement.



8.4. Human rights and labour rights

The Fulum Group has always adhered to international labour standards and has established a stringent labour compliance management system. Through a systematic identity verification process, all job applicants and new hires undergo strict identity checks during recruitment to ensure the complete elimination of child labour. The Group's Staff Manual explicitly prohibits the employment of individuals below the legal working age and strictly forbids all forms of forced labour, including improper practices such as the withholding of personal documents, collection of deposits, or delay in wage payments. All employment relationships must be based on mutual consent, with working conditions, rights, and obligations clearly stipulated in labour contracts. In addition, a regular employment review mechanism and formal reporting channels have been established, allowing for immediate termination and investigation of any employment irregularities. During the reporting period, there were no recorded incidents of child labour or forced labour in any of the Group's business units, fully demonstrating the effectiveness of our employment compliance practices.

9. GREEN FUTURE

Against the backdrop of growing global environmental challenges, Fulum Group has responded to the Hong Kong government's 2050 carbon neutrality target by embedding the concept of sustainable development into our corporate strategy and daily operations. We have formulated and implemented a comprehensive environmental policy to systematically manage key environmental issues such as GHG emissions, waste management, and energy and water usage. Through the establishment of a scientific environmental performance monitoring system, we continue to optimise various environmental protection measures, while actively conducting environmental training across all staff levels to foster a culture of sustainability. The Group also actively collaborates with supply chain partners on environmental initiatives and encourages customers to participate in low-carbon consumption through innovative service models. These holistic environmental protection efforts not only reflect our commitment to balancing business growth with ecological responsibility, but also reinforce our leadership in driving the green transformation of the catering industry. We will continue to strengthen our environmental management system and contribute our expertise towards the goal of achieving carbon neutrality.

Policy overview

Emissions management	Environmental Policy Internal Operation Management System Waste Oil Standardised Procedures
Resource management	Resource Conservation Program
Addressing Climate change	Risk and Safety Handbook

9.1. Climate Actions

Fulum Group has integrated climate management into its corporate sustainability strategy and has established a systematic response framework encompassing operational optimisation, product innovation, and stakeholder engagement. As a low-carbon pioneer in the catering industry, we have developed a climate risk management mechanism based on the Task Force on Climate-Related Financial Disclosures ("TCFD") framework. Notably, the implementation of the "Special Arrangement for Windstorm/Black Rainstorm Warning for Offices" not only reflects a people-oriented approach but also serves as a benchmark case for the industry in Hong Kong in addressing extreme weather events. In terms of product-level carbon management, we completed a full life-cycle carbon footprint assessment for one of our mooncake products, covering all stages from raw material sourcing to disposal. This assessment has provided critical data support for the establishment of a carbon emissions benchmark within the industry.



During the year, we drove deeper decarbonisation of our operations through the deployment of the DingTalk intelligent collaboration platform, enabling paperless approval processes and electronic contract signing, which significantly reduced resource consumption associated with traditional office practices. The integration of intelligent attendance systems and data analysis tools further optimised energy usage and inventory management. The widespread adoption of remote conferencing technology has also substantially reduced unnecessary business travel, contributing to a lower carbon footprint across multiple operational dimensions. These digital transformation measures not only improved operational efficiency but also generated quantifiable environmental benefits.

We also emphasise the cultivation of a low-carbon culture by extending our sustainability philosophy to store-level operations through the Green Store Certification Program. Regular environmental training is provided to employees to foster internal awareness, while supply chain partners are encouraged to actively engage in the green transition. These forward-looking climate actions by the Group align with Hong Kong's 2050 carbon neutrality goal and demonstrate our strong commitment to leading the industry's sustainable development.

Overall, the Group is actively deploying measures to enhance the resilience and adaptability of its operations in the face of climate change, including the following planned initiatives:

- Formulating a climate change policy and strengthening the governance structure related to climate issues
- Assessing physical and transition risks and opportunities associated with climate change and evaluating their business impacts
- Developing corresponding strategies and response actions for significant climate-related risks and opportunities
- Reporting in accordance with disclosure standards established by the International Sustainability Standards Board ("ISSB")

Fulum Group participated in the catering sustainability summit and low carbon living sharing session further affirms our commitment to addressing climate change.



10. ENVIRONMENTAL FOOTPRINTS

10.1.GHG Management

In order to actively respond to the national "dual-carbon" goal, the Group has integrated low-carbon development into the core of its strategy and systematically reduced carbon emissions at the source of its operations through a variety of measures such as energy conservation, efficient electricity usage, waste reduction, and food waste collection pilot programmes. We are deeply aware of the far-reaching impact of greenhouse gas emissions on climate change, and have always adhered to a scientific management approach to establish a full-chain emission control system encompassing energy conservation, resource recycling, and process optimisation. Through practical actions, we are committed to driving green transformation and contributing our corporate strength to the achievement of sustainable development goals. The following outlines our greenhouse gas emission management strategy:

Accurate Monitoring and Transparent Disclosure

Establishing a permanent greenhouse gas monitoring system, capturing real-time emissions data through scientific instruments and data platforms, regularly compiling environmental performance reports and proactively disclosing them to the public, thereby strengthening corporate environmental accountability through a transparent mechanism.

Employee Empowerment and Value Co-Creation

Launching a low-carbon awareness programme for all employees to enhance their knowledge of and participation in GHG management through thematic training and green action initiatives; encouraging frontline teams to integrate emissions reduction into daily operations and fostering a green culture of collective participation and responsibility.

Cross-sector Collaboration and Ecosystem Co-construction

Actively engaging government departments, industry associations, and supply chain partners to build a multi-dimensional emissions reduction cooperation network; jointly promoting the use of clean energy, circular economy projects, and other innovative practices to generate synergy for the industry's green transformation.

Fulum Group regards green transportation as a key element of its carbon reduction strategy and systematically reduces transport-related emissions through a multi-pronged approach. In business travel, we actively promote remote collaboration methods such as video conferencing to reduce unnecessary travel. For day-to-day transport operations, we optimise route planning and vehicle scheduling to significantly enhance logistics efficiency. Meanwhile, we have implemented a green commuting initiative to encourage employees to adopt low-carbon transportation options such as public transit.



Manufacturers' Association sets ESG standards to help transform the catering industry





The Group is pleased to announce that during the reporting period, it was approved to participate in the "ESG Charter" program jointly launched by the Chinese Manufacturers' Association of Hong Kong and the Hong Kong Federation of Restaurants and Related Trades. The cooperation framework aims to promote the green transformation of the food and beverage industry through a series of measures such as the development of industry ESG standards and the provision of technical advice and training. Our participation in this industry initiative not only demonstrates our strong commitment to sustainable development, but also contributes to the achievement of carbon neutrality through the implementation of an advanced ESG management model and the continuous optimization of corporate governance effectiveness and resource efficiency.

In terms of fleet management, the Group has established a stringent vehicle maintenance system, conducts regular maintenance inspections to ensure optimal performance, and is gradually upgrading its fleet to environmentally friendly models that meet Euro IV emission standards. Notably, we have completed the strategic relocation of our food manufacturing plant from San Po Kong to the Tsuen Wan Logistics Centre over the past two years. This optimised layout not only shortens average transportation distances but also reduces transportation-related carbon emissions, fully reflecting the dual benefits of operational efficiency and environmental protection.

Together, these initiatives represent our holistic approach to reducing transportation emissions and demonstrate the Group's innovative mindset and pragmatic action in advancing low-carbon operations. Moving forward, we will continue to explore more green logistics solutions and contribute to the realisation of our carbon neutrality goals.

The Group's total GHG emissions for the reporting period amounted to 22,098.8 metric tonnes of carbon dioxide equivalent (CO_2e), an increase of approximately 4% compared to that of last year. Emissions were categorised into three main types: Scope 1 direct emissions from stationary fuel sources accounted for 27.7%, Scope 2 indirect emissions from purchased electricity accounted for 70.2%, and Scope 3 other indirect emissions. Against the backdrop of continued business growth, the total emissions are decreasing, which reflects the effectiveness of our current emissions reduction measures. Looking ahead, the Group will focus on energy consumption, such as electricity, to further control Scope 2 emissions. At the same time, the Group will continue to focus on business travel arrangements for its employees to enhance the efficiency of resource usage and optimise Scope 3 emissions.

	Unit	2025[2]	2024
GHG emissions			
Scope 1 – Direct GHG Emissions[3]	**tonnes of CO_2 equivalent**	6,112.1	7,056.7
Fossil fuel combustion – stationary source	tonnes of CO_2 equivalent	4,896.1	5,732.8
Fossil fuel combustion – mobile source	tonnes of CO_2 equivalent	87.3	103.0
GHG emitted by equipment and system during operation[4]	tonnes of CO_2 equivalent	1128.7	1,220.9
Scope 2 – Energy Indirect GHG Emissions[5]	**tonnes of CO_2 equivalent**	15,508.2	17,024.2
Electricity purchased from power companies	tonnes of CO_2 equivalent	14,490.2	15,757.9
Town gas purchased from gas companies	tonnes of CO_2 equivalent	1,018.0	1,266.3
Scope 3 – Other indirect GHG Emissions[6]	**tonnes of CO_2 equivalent**	478.5	753.3
Methane produced by waste paper in landfills in Hong Kong	tonnes of CO_2 equivalent	113.7	120.8
GHG emissions from electricity consumption in fresh water treatment by the Water Supplies Department	tonnes of CO_2 equivalent	144.2	314.7
GHG emissions from electricity consumption in waste water treatment by the Drainage Services Department	tonnes of CO_2 equivalent	74.0	149.1
GHG gas emissions from employees' business flight trips	tonnes of CO_2 equivalent	146.5	168.7
Total GHG Emissions (Scope 1, 2 and 3)	**tonnes of CO_2 equivalent**	22,098.8	24,834.2
GHG intensity (by Hong Kong's turnover)	**tonnes of CO_2 equivalent/ HK$ million**	12.98	13.49

2 The calculation of GHG emissions is based on "Appendix 2: Reporting Guidance on Environmental KPIs" issued by Hong Kong Exchanges and Clearing Limited.

3 Scope 1 is generated from the consumption of LPG and town gas in kitchen stoves, vehicle diesel and petrol.

4 As accurate raw data of refrigerant used in the operation of equipment and system was not available during the Reporting Period, the Group estimated the amount of refrigerant used and the related GHG emissions based on the actual operating conditions.

5 Scope 2 is generated from the consumption of purchased electricity and town gas.

6 Scope 3 is generated from employee business flight trips, water and sewage treatment, paper used in office and restaurants.



Fulum participated in the Carbon Neutral Plan Launching Ceremony and Seminar for the Food and Beverage Industry

10.2. Air pollution management

During the reporting period, there were fluctuations in air pollutant emissions due to better data collections, specifically including 1,243.4 kilograms of nitrogen oxides, 2.3 kilograms of sulphur oxides, and 50.7 kilograms of respirable suspended particulates. In response, we have comprehensively strengthened our emission control measures by installing high-efficiency oily smoke purification systems and optimising exhaust and ventilation systems in all restaurant kitchens to ensure compliance with environmental standards. Looking ahead, the Group will focus on the following improvement initiatives: firstly, a comprehensive assessment of the necessity of diesel use, with a view to gradually reducing reliance on it; and secondly, the proactive exploration of clean energy alternatives, including testing the feasibility of electric kitchen equipment, in order to continuously minimise the environmental impact of our operations. Emission data will be monitored regularly to ensure the effectiveness of our reduction measures.

	Unit	2025[7]	2024
Air Pollutant Emissions			
Nitrogen oxide	kg	1,243.4	1,038.7
Sulfur oxide	kg	2.3	2.8
Respirable suspended particles	kg	50.7	60.3

[7] Refer to HKEx's "Appendix II: Guidelines on Reporting of Environmental Key Performance Indicators" for the calculation of emissions.

10.3. Waste management

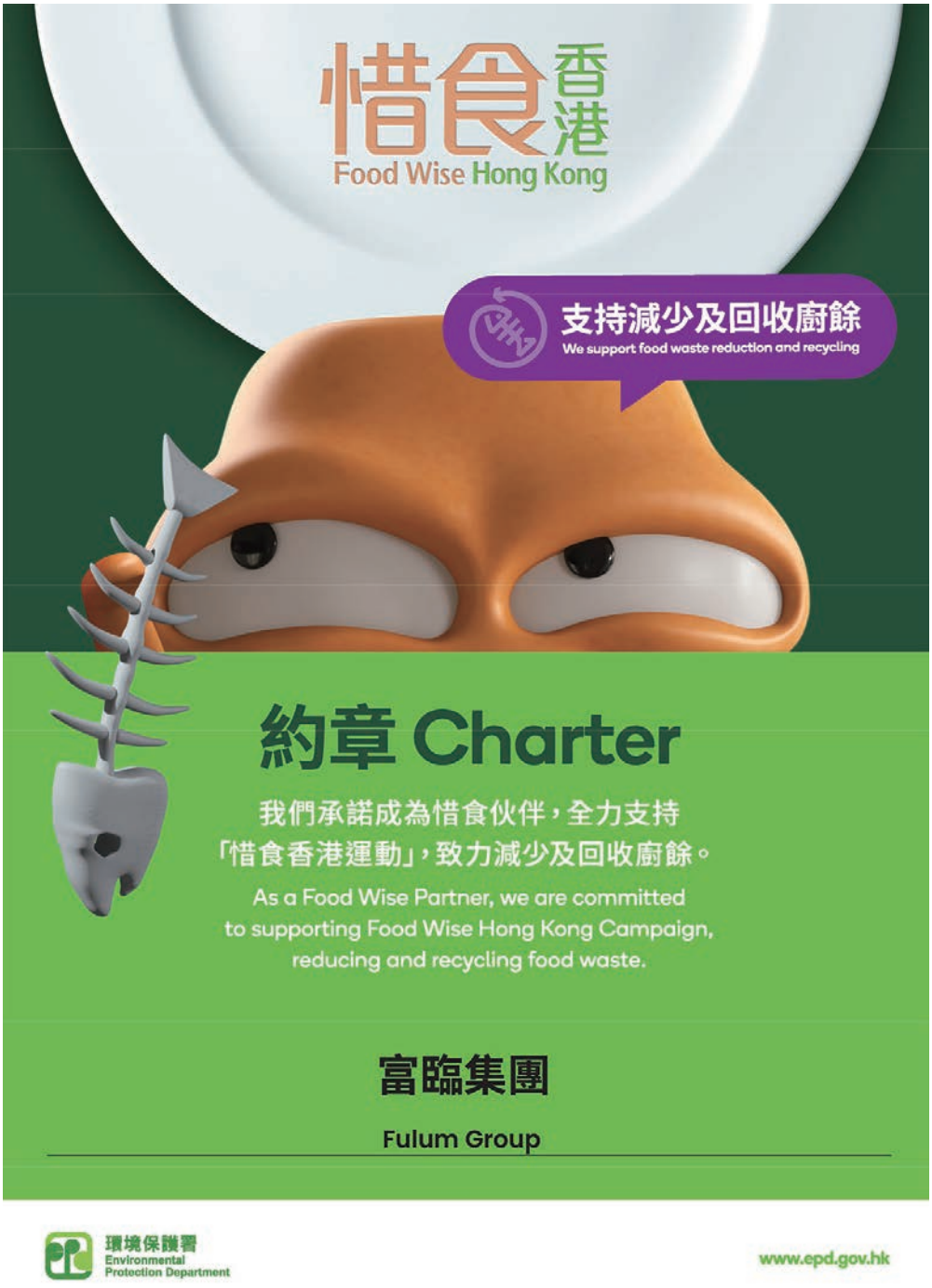
Fulum Group has established a comprehensive waste management system that strictly adheres to the 4Rs: "Reduce, Reuse, Recycle, Replace". We categorise different types of waste accordingly: for non-hazardous waste such as general refuse, waste oil and food scraps generated during operations, we continue to reduce overall waste volume through operational process optimisation; for hazardous waste such as used batteries and discarded energy-saving light bulbs, we ensure strict handover to qualified professional recyclers for proper disposal. This systematic waste management approach not only ensures regulatory compliance, but also minimises environmental impact, underscoring our strong commitment to integrating environmental protection into daily operations.

General waste	• Implement paperless working mode in offices, e.g. replacing paper meeting materials with electronic devices such as tablets • Reduce paper consumption by adopting a paperless ordering system in restaurants • Minimise the use of packaging materials and adopt sustainable packaging materials • Phase out disposable plastic tableware and utensils, and switch to more environmentally friendly or reusable ones, so as to reduce the generation of plastic waste
Waste oil	• Establish the "Waste Cooking Oils Regulation Procedure" and implement the "Restaurant Waste Cooking Oils Recycling" Scheme
Food waste	• Improve operational procedures and production processes to instil good behaviours in staff to reduce food waste • Provide portion size options to encourage customers to change their behaviour and reduce leftovers • Formulate a timetable for the pilot food waste recycling program together with an implementation plan • Invite recycling suppliers to conduct site visits to our shops and provide training for the management and frontline staff

The Group has long been committed to integrating the concept of environmental protection into all aspects of our restaurant operations. To fulfill this commitment, we have selected The Hong Kong Polytechnic University canteen as a demonstration site to implement an all-round green operation model, and plan to extend this successful experience to other outlets of the Group progressively upon operation maturity. During the reporting year, the Hong Kong Polytechnic University canteen has successfully implemented a number of green measures, including the upgrading of energy-saving equipment, a food waste separation and recycling system, as well as a comprehensive "de-plasticization" policy for takeaway packaging. These initiatives have not only minimised our environmental impact, but also established a set of reproducible and sustainable standards for the Group's catering operations. In the future, we will continue to optimise our existing measures and expand this environmentally friendly mode of operation to more locations, with a view to achieving a green transformation of the Group's overall operations. Meanwhile, in terms of office resource management, we have successfully achieved a significant reduction in the amount of A4 paper used in office buildings through the implementation of paperless office and digital process transformation. According to data, the Group's A4 paper purchases amounted to HK$43,220 (approximately 288 boxes) in 2024, and dropped to HK$34,135 (approximately 227 boxes) in 2025, a year-on-year reduction of 21%. This achievement not only demonstrates the Group's strong commitment to sustainability, but also makes a tangible contribution to lowering operating costs. By optimising the document approval process, promoting the electronic document sharing system and strengthening staff training on environmental awareness, we have effectively reduced paper consumption while ensuring work efficiency. In the future, the Group will continue to explore more green office solutions to further promote resource conservation and environmental protection.



During the reporting period, we were awarded the "Food Wise Charter" by the Environmental Protection Department – an honour that not only recognises the Group's proactive efforts in precisely controlling food ingredients and reducing food waste, but also affirms our strong commitment to promoting the rational use of food resources and advancing the concept of a sustainable diet. This accolade reflects our ongoing positive actions and inspires us to uphold an even higher standard of environmental responsibility.



During the reporting period, the volume of waste oil generated was 111.3 tonnes, representing a 6.1% decrease compared to the previous reporting period. The intensity increased only slightly by 9% to 0.07 tonnes/HK$1 million, mainly due to the Group's effective control over the use of various raw materials during business development, thereby reducing overall waste oil generation. For other waste categories, the Group is currently unable to provide detailed data on hazardous and non-hazardous waste, as the centralised collection and treatment of such waste are managed by the property management companies of each operating site. We are actively gathering waste-related data from each location for further analysis and disclosure, with a view to establishing targeted waste reduction goals.

11. RESOURCE EFFICIENCY

Fulum Group has established a comprehensive sustainable resource management system to promote efficient utilisation of resources through a combination of institutional regulation and supervisory enforcement. Our management framework includes the Environmental Policy, Internal Operation Management System, and Resource Conservation Program, under which all employees are required to strictly comply with environmental protection measures. At the operational level, we have implemented a scientific resource consumption monitoring mechanism: electricity, gas and consumables usage at each restaurant is systematically reviewed on a monthly basis, and the data is analysed by the internal operation and audit department in accordance with preset standards. For restaurants that fail to meet these standards, we conduct interviews with store managers and on-site inspections to identify root causes and formulate targeted improvement plans.

On plastic pollution control, the Group's ESG Committee has proactively responded to the government's policy direction by launching a plastic replacement programme. We are gradually increasing the use of biodegradable packaging and tableware, and plan to fully replace plastic items within the next 3 to 5 years. This initiative not only underscores our commitment to environmental sustainability, but also reflects our strategic foresight in adapting to evolving regulatory landscapes.

11.1.Energy management

GHG emissions are primarily driven by energy consumption. To address this, the Group has adopted a multi-dimensional energy-saving strategy: conducting regular reviews and optimisation of production processes, fostering a culture of energy conservation among employees, establishing a management mechanism for high energy-consuming equipment, and continuously introducing advanced energy-saving technologies. These measures collectively enhance energy efficiency and reflect our commitment to low-carbon operations.

Logistic	• Scientific planning to optimise transport routes and reduce fuel consumption
Restaurant	• Comprehensively replacing high energy-consuming kitchen equipment and introducing modern energy-saving equipment such as energy-saving dishwashers, intelligent sensor-based electric frying pans, high-efficiency induction stoves and steam cabinets, etc., so as to reduce electricity consumption and the use of fossil fuels • Regular maintenance of kitchen equipment to ensure proper functioning and minimise energy wastage • Establishment of dynamic air-conditioning temperature control standards, adjusting the indoor set temperature according to changes in outdoor temperature and humidity (not lower than 24°C in summer/not higher than 20°C in winter). • Replacement of old inefficient air-conditioning systems with energy-efficient ones • Systematic replacement of conventional lighting with LED energy-saving lamps to reduce power wastage • The Group's Chinese wires participated in the "Peak Consumption Management" program organised by CLP Power Hong Kong Limited to reduce electricity consumption during peak hours • Formulating timed opening and closing regulations for facilities, and strictly enforcing the operation schedule management of lights and air-conditioners through intelligent control systems
Office	• Turning off unnecessary electrical equipment, reducing the use of computers, lighting and air-conditioning, etc. • Establishment of dynamic air-conditioning temperature control standards, adjusting the indoor set temperature according to changes in outdoor temperature and humidity (not lower than 24°C in summer/not higher than 20°C in winter) • Upgrading traditional light fixtures to LED lights to reduce power waste • Adopting, replacing or upgrading energy-saving equipment, such as adding sound- and light-activated sensors

During the reporting period, the Group's total energy consumption amounted to 60,841.1 MWh, primarily attributable to electricity and diesel usage for operational purposes, representing a decrease of 13.91% compared to the previous reporting period. Energy efficiency continued to improve, with energy intensity falling to 0.036 MWh per HK$1,000 of turnover, reflecting a notable reduction of 10% year-on-year. This strong performance was mainly driven by the Group's effective implementation of energy management initiatives, including the optimisation of production processes, adoption of high-efficiency equipment, and enhancement of staff awareness on energy conservation, all of which contributed to improved overall energy efficiency amid business integration. Looking ahead, the Group has set a clear energy-saving target to further reduce energy consumption by 5% in 2024/25 compared to 2023/24. To achieve this goal, we will continue to enforce energy-saving policies and adopt innovative measures to further lower energy demand and uphold our long-term commitment to sustainable development.

	Unit	2025	2024
Total Energy Consumption			
Direct energy	MWh	25,719.2	30,265.1
Petrol	MWh	237.6	–
Diesel	MWh	62.9	397.8
LPG	MWh	649.4	555.4
Gas	MWh	24,769.2	29,311.9
Indirect energy	MWh	35,121.9	40,405.0
Purchased electricity	MWh	35,121.9	40,405.0
Total energy consumption	MWh	60,841.1	70,670.1
Energy intensity (by Hong Kong's turnover)	MWh/HK$ million	0.03	0.04

11.2. Water saving optimization

The Group has established a comprehensive water resources management system to promote the efficient utilisation of water resources through a dual approach of continuous optimisation of water usage processes and strengthened water conservation awareness. During the reporting period, total water consumption increased by 10% year-on-year to 563,168 cubic metres, primarily due to business diversity. However, with the implementation of improvement measures such as the adoption of high-efficiency defrosting equipment and staff training on water-saving practices, water efficiency improved significantly. Water consumption intensity increased by 18% year-on-year to 0.33 cubic metres per HK$1,000 of turnover. This achievement reflects the effectiveness of our stringent water usage guidelines and the ongoing refinement of operational procedures, demonstrating the Group's ability to balance business growth with responsible resource management. Going forward, we will continue to explore innovative water-saving technologies to further enhance the efficiency of water resource utilisation.

	Unit	2025	2024
Total Water Consumption			
Total Water Consumption	cubic metre	563,168	514,239
Water consumption intensity (by Hong Kong's turnover)	cubic metre/HK$ thousand	0.33	0.28

Fulum Group has established a systematic water conservation management system, recognising water resource management as a key component of sustainable development. In our daily operations, we strive to utilise water resources efficiently through a range of measures. Firstly, we assign clear responsibilities for water conservation to our staff, requiring each store to check and ensure that all taps and pipelines are properly shut off at the end of the day. Secondly, we have invested in water-saving infrastructure, including water-efficient faucets and automatic sensor devices, to improve water usage efficiency from a hardware perspective. In addition, we have implemented a regular inspection mechanism to detect and promptly repair pipeline leakages. These efforts form a comprehensive water conservation chain that encompasses staff management, equipment upgrades and ongoing maintenance, effectively reducing water consumption in daily operations. We believe that by continuously optimising our water management practices, we can not only reduce resource wastage but also enhance our employees' awareness of water conservation, thereby making a meaningful contribution to environmental protection.

11.3.Green packaging

The Group attaches great importance to the environmental impact of its products throughout their life cycle, with particular focus on the environmental challenges posed by packaging waste. To this end, we exercise strict control over the volume of packaging materials used and actively promote the use of sustainable and environmentally friendly materials, including paper, sugarcane fibre, and other biodegradable or fully degradable alternatives. At the same time, we are gradually phasing out disposable plastic tableware and utensils across all of our operating locations, replacing them with reusable or biodegradable options. During the reporting period, the total volume of packaging materials used by the Group amounted to 21.09 tonnes, with a packaging material usage intensity of 0.01 tonnes per HK$1 million of turnover, demonstrating our success in balancing business growth with environmental responsibility. Looking ahead, we will continue to optimise our packaging design and further increase the proportion of sustainable packaging in our operations.

Takeaway tableware and utensils	Packaging
Adopting sugarcane fiber straws to replace traditional plastic drinking straws	Designing the packaging of festive products such as Lunar New Year's bags and potted vegetables as reusable
Producing paper cups using sustainable materials certified by the Forest Stewardship Council (FSC)	Planned to replace plastic with paper for all packaging materials for the "Concept Line (概念線)" brand.
Introduction of biodegradable lunch boxes and containers made of plant fiber	
Provide reusable takeaway insulated bags	

Given the nature of its business, the Group's operations do not have a significant impact on the ecological environment or natural resources.



12. APPENDIX

12.1.Performance Overview

Environmental Performance[8]

	Unit	2025	2024
Air pollutants			
Nitrogen oxides	kg	1,243.4	1,038.7
Sulphur oxides	kg	2.3	2.8
Respirable suspended particulates	kg	50.7	60.3
Greenhouse gas emissions			
Scope 1[9, 10]	tonnes of CO_2 equivalent	6,112.1	7,056.7
Scope 2[11]	tonnes of CO_2 equivalent	15,508.2	17,024.2
Scope 3[12]	tonnes of CO_2 equivalent	478.5	753.3
Total GHG emissions (Scope 1, 2 and 3)	tonnes of CO_2 equivalent	22,098.8	24,834.2
GHG intensity (by Hong Kong's turnover)	tonnes of CO_2 equivalent/HK$ million	12.98	13.49
Non-hazardous waste		144.2	314.7
Total non-hazardous waste	tonnes	209.0	118.5
Non-hazardous waste intensity (by Hong Kong's turnover)	tonnes/HK$ million	0.065	0.064
Energy			
Direct energy	MWh	25,719.2	30,265.1
Indirect energy	MWh	35,121.9	40,405.0
Total energy consumption	MWh	60,841.1	70,670.1
Energy intensity (by Hong Kong's turnover)	MWh/HK$ thousand	0.04	0.04
Water resources			
Water consumption in total	cubic metre	563,168	514,239
Water consumption intensity (by Hong Kong's turnover)	cubic metre/HK$ thousand	0.33	0.28
Packaging material			
Total packaging material used	tonnes	21.0	18.2
Intensity of packaging material used (by Hong Kong's turnover)	tonnes/HK$ million	0.01	0.01

8 Use Hong Kong's turnover to calculate intensity data and update the intensity data of FY2025 and FY2024 for comparison.

9 Scope 1 is generated from the consumption of LPG and town gas in kitchen stoves, vehicle diesel and petrol.

10 As accurate raw data of refrigerant used in the operation of equipment and system was not available during the Reporting Period, the Group estimated the amount of refrigerant used and the related GHG emissions based on the actual operating conditions.

11 Scope 2 is generated from the consumption of purchased electricity and town gas.

12 Scope 3 is generated from water and sewage treatment, paper used in office and restaurants.

Social Performance

		2025		2024	
Number of employees		**Number**	**Rate**	**Number**	**Rate**
By gender	Male	785	36.3%	581	33.8%
	Female	1,378	63.7%	1,140	66.2%
By rank	Senior management	68	3.1%	268	15.6%
	Middle management	398	18.4%	411	23.9%
	General staff	1,697	78.5%	1,042	60.5%
By age group	30 or below	605	28.0%	382	22.2%
	31-40	369	17.1%	249	14.5%
	41-50	404	18.7%	335	19.5%
	51 or above	785	36.3%	755	43.9%
By employment type	Full-time	1,759	81.3%	1,507	87.6%
	Part-time	404	18.7%	214	12.4%
By region	Hong Kong	2,163	100.0%	1,721	100.0%
	Mainland China	0	0	0	0
Total		**2,163**	**–**	**1,721**	**–**

		2025		2024	
New employee hires		**Number**	**Average monthly rate of new hires**	**Number**	**Average monthly rate of new hires**
By gender	Male	966	10.3%	671	9.6%
	Female	1,033	6.2%	1,131	8.3%
By age group	30 or below	584	8.0%	640	14.0%
	31-40	408	9.2%	293	9.8%
	41-50	399	8.2%	361	9.0%
	51 or above	608	6.5%	508	5.6%
By region	Hong Kong	1,999	7.7%	1,802	8.7%
	Mainland China	0	–	0	–

		2025		2024[13]	
Employee turnover		**Number**	**Average monthly turnover rate**	**Number**	**Average monthly turnover rate**
By gender	Male	772	8.2%	746	10.7%
	Female	990	6.0%	838	6.1%
By age group	30 or below	680	9.4%	485	10.6%
	31-40	293	6.6%	233	7.8%
	41-50	303	6.3%	336	8.4%
	51 or above	486	5.2%	530	5.8%
By region	Hong Kong	1,762	6.8%	1,391	7.8%
	Mainland China	0	–	0	–

[13] The staff turnover rate for 2024 has been updated and restated during the year to improve data accuracy and reflect the latest data available.

Occupational health and safety	2025	2024	2023
Reported cases of work injury	19	23	20
Lost days due to work injury	2,305	2,707	4,815
Number of work-related fatalities	0	0	0

		2025		2024	
Employees trained		**Number**	**Rate**	**Number**	**Rate**
By gender	Male	589	75.03%	671	98.53%
	Female	993	72.6%	1,131	91.14%
By rank	Senior management	13	19.12%	49	18.28%
	Middle management	32	8.04%	487	105.41%
	General staff	1,537	90.57%	1,266	106.21%
Total		**1,582**	**89.78%**	**1,802**	**93.76%**

		2025		2024[14]	
Training hours of employees receiving training		**Number**	**Rate**	**Number**	**Rate**
By gender	Male	6,770	11.49%	6,628	9.88%
	Female	11,674	11.75%	7,900	6.99%
By rank	Senior management	238	18.31%	924	18.86%
	Middle management	476	14.87%	1,140	2.34%
	General staff	17,730	11.54%	12,464	9.84%
Total		**18,444**	**11.65%**	**14,528**	**8.06%**

Suppliers		2025	2024
By region	Hong Kong	265	158
	Mainland China	20	6
	Vietnam	1	1
	United Kingdom	1	1
Total		**287**	**166**

[14] The training hours of staff trained in 2024 have been updated and restated during the year to improve data accuracy and reflect the latest data available.

13. ESG REPORTING CODE CONTENT INDEX

Aspects, General Disclosure and KPIs	Content Page	Chapters/Remarks
Mandatory disclosure requirement		
Governance Structure	(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). (iii) how the board reviews its progress based on ESG-related goals and an explanation of how they relate to the issuer's businesses	4.5. Governance structure
Reporting Principles	Materiality: The ESG report should disclose: (i) the process to identify and the criteria for the selection of material ESG factors; (ii) if a stakeholder engagement is conducted by the issuer, a description of significant stakeholders identified, and the process and results of the issuer's stakeholder engagement. 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. Consistency: The issuer should disclose in the ESG report the changes to the statistical methods or KPIs (if any), or any other relevant factors affecting a meaningful comparison.	1.2. Reporting Principles
Reporting Boundary	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.	1.1. Reporting Scope
A. SUBJECT AREA (A) ENVIRONMENT		
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 related to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	4.7. Compliance management
A1.1	The types of emissions and respective emissions data.	12.1 Performance Overview – Environmental Performance
A1.2	Direct (scope 1) and energy indirect (scope 2) greenhouse gas emissions in total and intensity.	12.1 Performance Overview – Environmental Performance
A1.3	Total hazardous waste produced and intensity.	12.1 Performance Overview – Environmental Performance
A1.4	Total non-hazardous waste produced and intensity.	12.1 Performance Overview – Environmental Performance
A1.5	Description of the established emission targets and the steps adopted to meet these targets.	10.1. GHG Management 10.2. Air pollution management 10.3. Waste management
A1.6	Description of how hazardous and non-hazardous wastes are handled, and description of the established waste reduction targets and the steps adopted to meet these targets.	10.3. Waste management

Aspects, General Disclosure and KPIs	Content Page	Chapters/Remarks
A2 Use of Resources		
General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	11. RESOURCE EFFICIENCY
A2.1	Direct and/or indirect energy consumption by type in total and intensity.	11.1. Energy management 11.2. Water saving optimization 12.1. Performance Overview – Environment Performance
A2.2	Water consumption in total and intensity.	11.2. Water saving optimization 12.1. Performance Overview – Environment Performance
A2.3	Description of the established energy use efficiency targets and the steps adopted to meet these targets.	11.1. Energy management
A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, and the established use of water efficiency targets and the steps adopted to meet these targets.	11.2. Water saving optimization
A2.5	Total packaging materials used for finished products and with reference to per unit produced.	11.3. Green packaging 12.1. Performance Overview – Environment Performance
A3 The Environment and Natural Resources		
General Disclosure	Policies on minimising the issuer's significant impact on the environment and natural resources.	9. GREEN FUTURE
A3.1	Description of the significant impacts of operating activities on the environment and natural resources and the actions taken to manage them.	9. GREEN FUTURE
A4 Climate Change		
General Disclosure	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	9. GREEN FUTURE
A4.1	Description of the significant climaterelated issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	9.1. Climate Actions
B. SUBJECT AREA (B) SOCIAL		
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 related to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	8. EFFICIENT OPERATION
B1.1	Total workforce by gender, employment type, age group and geographical region.	12.1. Performance Overview – Social Performance
B1.2	Employee turnover rate by gender, age group and geographical region.	12.1. Performance Overview – Social Performance
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 related to providing a safe working environment and protecting employees from occupational hazards.	6. PEOPLE-ORIENTED
B2.1	Number and rate of work-related fatalities per year over the last 3 years (including the Reporting Year).	12.1. Performance Overview – Social Performance
B2.2	Lost days due to work injury.	12.1. Performance Overview – Social Performance
B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	6.1. Employee safety and health

Aspects, General Disclosure and KPIs	Content Page	Chapters/Remarks
B3 Development and Training		
General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	6.3. Talent development and cultivation
B3.1	The percentage of employees trained by gender and employee type.	12.1. Performance Overview – Social Performance
B3.2	Average hours of training per employee by gender and employee type.	6.3. Talent development and cultivation 12.1. Performance Overview – Social Performance
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 related to preventing child and forced labour.	4.7. Compliance management
B4.1	Description of measures to review employment practices to avoid child and forced labour.	8.4. Human rights and labour rights
B4.2	Description of the steps adopted in relation to the elimination of identified irregularities.	8.4. Human rights and labour rights
B5 Supply Chain Management		
General Disclosure	Policies on managing environmental and social risks of the supply chain.	7.1. Responsible procurement
B5.1	Number of suppliers by geographical region.	12.1. Performance Overview – Social Performance
B5.1	Description of practices related to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	7.1. Responsible procurement
B5.3	Description of practices related to identifying environmental and social risks of each session of the supply chain, and how they are implemented and monitored.	7.1. Responsible procurement
B5.4	Description of practices related to encouraging frequent use of environmentally-friendly products and services during selection of suppliers, and how they are implemented and monitored.	7.1. Responsible procurement
B6 Product Responsibility		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer related to health and safety, advertising, labelling and privacy matters related to products and services provided and methods of redress.	4.7. Compliance management 7.1. Responsible procurement 7.2. Food quality and safety
B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	7.2. Food quality and safety
B6.2	Number of complaints received regarding products and services and how they are dealt with.	7.3. Customer experience optimisation
B6.3	Description of practices related to observing and protecting intellectual property rights.	8.3. Intellectual property and data protection
B6.4	Description of quality assurance process and recall procedures.	7.2. Food quality and safety
B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	8.3. Intellectual property and data protection

Aspects, General Disclosure and KPIs	Content Page	Chapters/Remarks
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 related to the prevention of bribery, extortion, fraud and money laundering.	4.7. Compliance management 8. EFFICIENT OPERATION
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.	4.7. Compliance management
B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	8.2. Anti-corruption and compliance
B7.3	Description of anti-corruption trainings provided to directors and employees.	8.2. Anti-corruption and compliance
B8 Community Investment		
General Disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its operating activities take into consideration the communities' interests.	5. COMMUNITY CO-CREATION
B8.1	Focus areas of contribution.	5. COMMUNITY CO-CREATION
B8.2	Resources contributed to the focus area.	5. COMMUNITY CO-CREATION