翠華集團®
TSUI WAH GROUP

Tsui Wah Holdings Limited
翠華控股有限公司

(Incorporated in the Cayman Islands with limited liability)

Stock Code : 1314

2026
ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT



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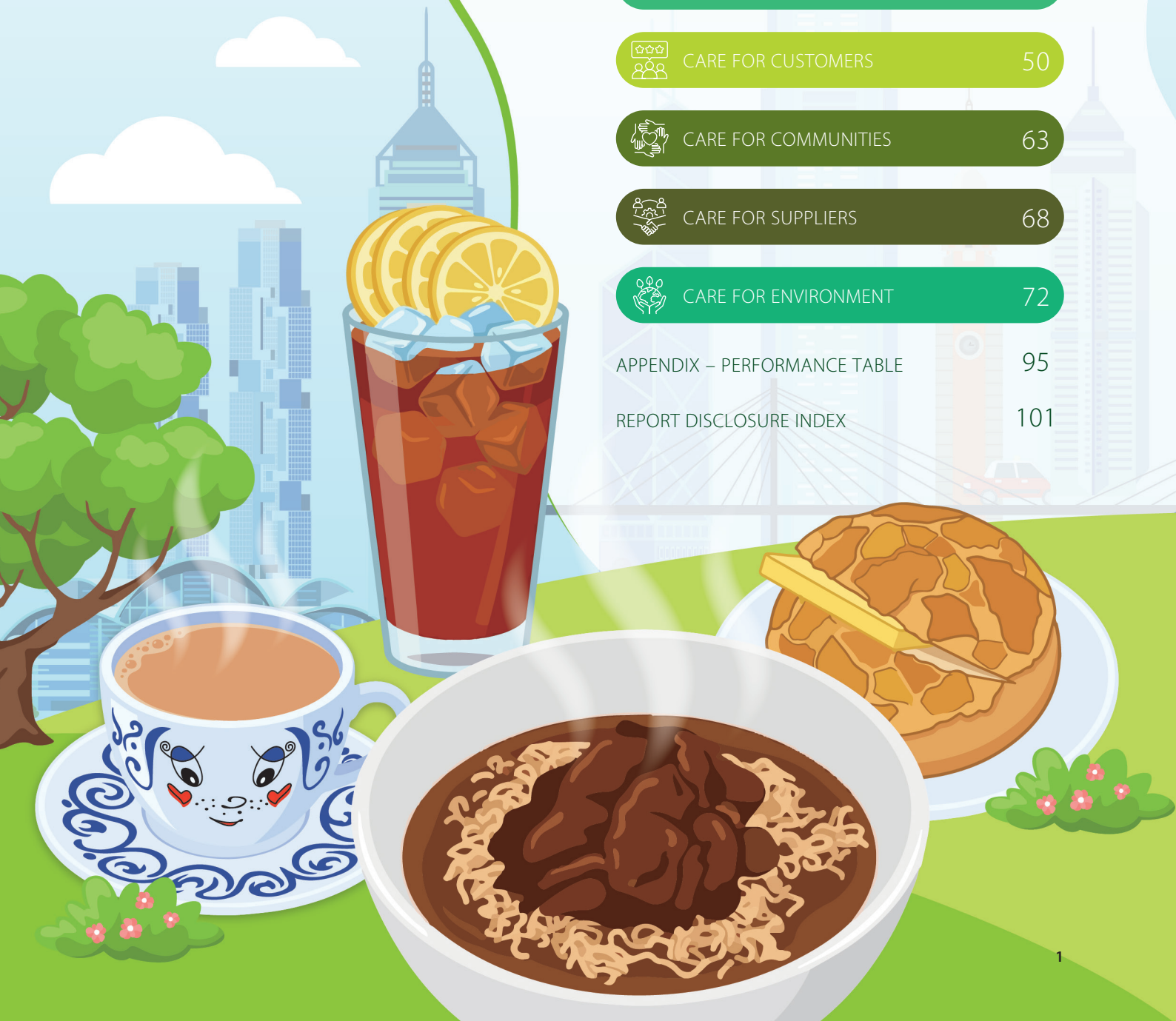
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ABOUT THE REPORT

Tsui Wah Holdings Limited ("**Tsui Wah**" or the "**Company**") and its subsidiaries (the "**Group**" or "**We**") are pleased to present its Environmental, Social and Governance ("**ESG**") Report (the "**ESG Report**") for the financial year ended 31 March 2026 (the "**Reporting Period**" or "**FY2026**"), demonstrating its commitment, governance approaches, achievements and room for improvement in the realm of ESG for FY2026.

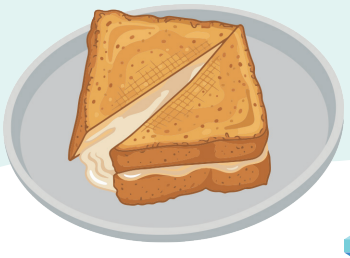




PREPARATION BASIS AND BOUNDARY SETTING

The ESG Report has been prepared in compliance with the requirements outlined in the Environmental, Social and Governance Reporting Code (the "**ESG Reporting Code**") under Appendix C2 of Rules Governing the Listing of Securities (the "**Listing Rules**") on The Stock Exchange of Hong Kong Limited (the "**Stock Exchange**") under "**Comply or explain**" provision. The Group refers to the IFRS Climate-related Disclosures ("**IFRS S2**") issued by the International Sustainability Standards Board ("**ISSB**"), to evaluate how climate change affects its business and discloses relevant information. Besides, the ESG Report is prepared with reference to the Global Reporting Initiative ("**GRI**") Standards to enhance the integrity, international compatibility, and industry comparability, with a GRI linkage table included at the end of the ESG Report to provide readers with a complete reporting content index of relevant information. Referring to the Sustainable Development Goal ("**SDG**" or collectively "**SDGs**") Compass that guides business actions towards SDGs, the Group has also incorporated SDGs into its ESG goals and policies, demonstrating its ESG commitment in international language and gaining worldwide recognition.

As an important first step, the Group reviews its business operations and identifies business entities to be included in the ESG Report following the operational control approach. The ESG Report covers business units where the Group has complete authority to create and apply operating policies, including 71 restaurants, central kitchens and administrative offices in Hong Kong, the People's Republic of China (the "**PRC**" or the "**Mainland China**"), Macau, and Singapore that operated in FY2026.



ABOUT THE REPORT

REPORTING PRINCIPLES

The ESG Report adopts the reporting principles stipulated in the ESG Reporting Code as the backbone, namely Materiality, Quantitative, Balance, and Consistency, to enhance comprehensiveness and transparency for readers to understand the ESG development and performance of the Group, thereby making informed decisions. The reporting principles are detailed as follows:

Reporting Principle	Definition
Materiality	The ESG Report utilises the operational control approach to define the reporting boundary, which only covers the business segments that the Group has direct control over. Besides, the Group prioritises a list of ESG topics through stakeholder engagement and materiality assessment, striving to address ESG matters that are of great importance to the Group's business and the broader society. More information regarding the reporting boundary, stakeholder engagement, and materiality assessment are disclosed in their corresponding sections.
Quantitative	The ESG Report quantifies the ESG performance of the Group and presents the results in numbers. Meanwhile, the ESG Report includes well-defined Key Performance Indicator ("**KPI**", or collectively "**KPIs**") for effective benchmarking and comparison to illustrate the Group's progress of ESG improvement. The methodologies, calculation assumptions, and conversion factors used for calculations are clearly stated under the corresponding performance tables. The Group recognises that gathering environmental data shop by shop is not efficient enough and the data collection methods under the current technologies may lead to inconsistencies. Therefore, after thorough consideration, to account for the environmental data of all restaurants within the reporting boundary in a systematic and cost-effective manner, the Group selects specific restaurants with robust data collection practices as sample restaurants and estimates the total solid waste discharged, packaging materials consumed, paper consumption, and sewage discharged of the Group based on reasonable estimation of the activity data of sample restaurants. Acknowledging the importance of quality data for analysis, the Group is dedicated to strengthening its internal control and data management to enhance the accuracy and coverage of data collected.

ABOUT THE REPORT

Reporting Principle	Definition
Balance	The ESG Report provides a comprehensive overview of the Group's commitment, governance approaches, achievements, and room for improvement in the realm of ESG for FY2026. Adhering to the objective of showcasing the Group's ESG performance fairly, the ESG Report depicts the efforts and deficiency of the Group without cherry-picking favourable information.
Consistency	The ESG Report adopts consistent methodologies as in previous years for data collection, organisation, and calculation to ensure meaningful comparisons. Besides, the Group has followed the same reporting approach and framework that was established in 2018. For the sake of clarity, clear explanations will be made in the corresponding sections should there be any significant alterations to the reporting framework or KPIs used.

CONFIRMATION AND APPROVAL

The Group has established an internal mechanism for data collection and verification to ensure the accuracy and reliability of the information presented in the ESG Report. The ESG Report was reviewed and approved by the Board.

ACCESS TO THE ESG REPORT

The ESG Report is prepared in Chinese and English and is available on the respective websites of the Stock Exchange (www.hkexnews.hk) and the Group (www.tsuiwah.com). Should there be any discrepancy, the English version shall prevail.

For more information on the Group's sustainability approaches, please visit our official website at www.tsuiwah.com.

STAKEHOLDERS FEEDBACK

Aspiring to excel in sustainable development, Tsui Wah invites and welcomes all readers to share their views and provide suggestions regarding the ESG performance of the Group at info@tsuiwah.com.

A LETTER TO STAKEHOLDERS

Dear valued stakeholders,

On behalf of the board (the "**Board**") of directors (the "**Directors**") of the Group, I hereby present the 9th standalone ESG Report to demonstrate the ESG governance structure, management approaches, and achievements of Tsui Wah for the FY2026.

FY2026 OVERVIEW

Seizing the strategic opportunity presented by the recovery of the global consumer market, and drawing on our years of accumulated experience and precise market insights, we have successfully opened seven new outlets across our four core regions: Mainland China, Hong Kong, Macau and Singapore. This marks a significant step forward as we deepen our presence in regional markets whilst taking more determined strides towards diversification and building a cross-regional business footprint. The opening of these new outlets represents not merely an expansion of physical space, but a profound transformation of our brand influence and supply chain efficiency. By further penetrating key commercial districts and high-potential communities, we have consolidated our brand's leading position in everyday dining, whilst demonstrating the adaptability and commercial viability of the tea restaurant culture across diverse cultural contexts. Whilst achieving scalable growth, the Group continues to optimise resource allocation to ensure that every new outlet upholds the brand's commitment to a high-quality dining experience, thereby creating long-term and sustainable value growth for shareholders.

OUR ESG MANAGEMENT APPROACH AND STRATEGY

Guided by the core principles of adaptability and corporate responsibility, we are keenly aware that evolving market demands and changes in customer lifestyles are influencing our business strategy. In response to the resulting ESG risks and opportunities, the Group has adopted a prudent approach, committed to identifying and prioritising material ESG issues within our business operations in order to optimise governance outcomes. To this end, we have established a regular stakeholder engagement mechanism. Through active participation in annual consultations, we gather feedback from all parties to accurately identify key concerns and dynamically adjust our ESG strategy accordingly.

In response to the widespread concern arising from the intensification of global climate change and the trend towards stricter regulatory standards, we are proactively aligning ourselves with international standards. Drawing on the relevant recommendations of IFRS S2, we are analysing the impact of climate risks on business resilience. We are comprehensively enhancing our professional capabilities to address the challenges of climate change, with the aim of identifying potential opportunities and minimising operational risks to the greatest extent possible, thereby ensuring the Group's sustainable development.



A LETTER TO STAKEHOLDERS

OUR SUSTAINABILITY TARGETS

Recognising the international trend of sustainable development, we have formulated well-defined ESG targets to reduce our environmental nuisances and enhance the living quality of our employees. We strive to be an outstanding food and beverage ("**F&B**") provider that operates responsibly, and to addressing potential ESG challenges encountered in our operations and across our value chain in a timely manner. To this end, we have actively adjusted our established ESG targets based on our performance, available resources, and market expectations. Our progress, achievements, weaknesses and corresponding improvement measures in various ESG aspects are disclosed in the ESG Report after the review of the Board. More information on the Group's targets can be found in the chapter "**CARE FOR ENVIRONMENT**" of the ESG Report.

OUR PRIORITIES – SAFEGUARDING FOR ALL

The well-being of both our employees and customers has always been our top priority. We are committed to continuously improving the working environment to mitigate risks and hazards, ensuring the health and safety of all. To uphold these standards, we have established a dedicated Crisis Management Committee that actively monitors potential risks and implements effective responses. Moving forward, the Group will persist in maintaining the highest levels of hygiene across our restaurants, ensuring a safe and welcoming environment for both employees and customers.

Meanwhile, we attach great importance to the food processing procedures in the operations to ensure food is not contaminated and spoiled. Given that food quality is the backbone of our business development, we have strictly implemented guidelines to instruct the cooking steps, define the standards of each dish, as well as monitoring the practices of food handling parties. We treat food safety incidents seriously by standardising the reporting and handling steps, ensuring involved personnel bears the responsibilities and minimise the harmful impacts.

OUR PRIORITIES – ADAPTING TO EVOLVING CONSUMER EXPECTATIONS

In recent years, shifting market trends and changes in dining behaviours among consumers have reshaped the food and beverage landscape. As consumers place greater emphasis on health, environmental responsibility, quality of life, and community values, we remain committed to innovation and adaptability to strive to maintain our position as a market leader and deliver products and services that meet and exceed customer expectations.



A LETTER TO STAKEHOLDERS

Hong Kong

The Group has rebranded its image and successfully captured the attention of the younger generation of consumers through the carefully crafted 'Tsui Wah Jai' character. In addition, the Group has pursued cross-industry collaborations by forming a strategic partnership with Hong Kong Express Airways to offer the signature pan-fried pork soup bun of Ging Sun Ho to airline passengers, effectively broadening the brand's reach. The Group has also collaborated to launch Tsui Wah-themed stores in the Greater Bay Area of Mainland China ("**GBA**"), allowing customers to enjoy the same culinary delights offline. The Group continues its collaboration with Hong Kong Express, promoting authentic Hong Kong cuisine to a wider audience of travellers.



"Tsui Wah Jai"

Mainland China

During FY2026, the business in Mainland China continued to face numerous uncertainties within a complex market environment. We drove growth through precise product strategies and multi-channel innovations: regularly launching new specialty and seasonal products, while successfully introducing an online mini-program for selling product vouchers. In terms of retail merchandise, we introduced products such as mooncake, which received positive customer feedback and will help expand future sales scenarios. On another front, we continued to focus on enhancing brand recognition as a key strategy. Following the acquisition of the "Guangdong Time-Honored Brand" status, we received awards from authoritative lists on platforms such as Douyin (Heartbeat List), Dianping (Must-Eat List), and Meituan (Must-Order List) during the Reporting Period. Additionally, digital marketing efforts, including online livestreams, significantly boosted our brand popularity and customer loyalty.

Given the current market situation, it is foreseeable that more challenges will arise in the future. The Group remains confident, implementing a core strategy of one flagship store in each region along with multiple "Tsui Wah Express". We will adhere to stable development through traditional market growth and adopt a careful approach to seize opportunities in specialised markets for new store development, continuing to pursue a steady growth with prudence.

At the same time, the GBA has become a key part of the Group's development. Given the region's rapid growth and large population, the Group views it as a significant business opportunity. To this end, the Group is actively identifying locations to open new restaurants in the GBA and has formulated a strategy to establish flagship restaurants and multiple outlets under the "Tsui Wah Express" brand across various regions within the GBA. We operate restaurants at both Shenzhen Baoan Airport and Guangzhou Baiyun Airport. As of 31 March 2026, we had a total of 5 restaurants across the two airports.

A LETTER TO STAKEHOLDERS

OUR PRIORITIES – KEEPING ABREAST WITH THE TECHNOLOGICAL DEVELOPMENT

Embracing the latest technologies enables us to enhance efficiency and keep pace with customers' expectations. Over the years, we have explored ways to enhance our food and services while upgrading our equipment. For example, customers are offered with a wide range of mobile payment methods at all restaurants of Tsui Wah, including AliPay, WeChat Pay, Apple Pay and UnionPay. Self-service ordering machines are also available in restaurants, which improve ordering efficiency and reduce human errors. In addition, ordering through QR codes and mobile applications has been implemented to simplify the order procedures. We have assigned staff to assist customers with using self-service ordering machines and mobile applications, ensuring a smooth and satisfying dining experience.

Reckoning that online platforms and social media have become a mainstream promotion tool, we aspire to establish a positive image on the Internet and maintain interactive relationships with customers through online applications. For instance, the Group has entered into "Douyin" (「抖音」) and "Dianping" (「大眾點評」) platforms in Mainland China to promote Tsui Wah and respond to feedback of customers, and has built up a loyal customer base.

In addition to the benefits of improving customer experience, we take the view that technological development helps enhance our efficiency and thereby creating more value. We have invested in smart systems such as the Internet of Things ("**IoT**") Print Server and the Smart Kitchen KDS to optimise the operations while further enhancing the quality of our services. The IoT Print Server system utilises cloud technology to remotely operate printers, allowing us to quickly identify and resolve store issues without the need to send technicians physically. On the other hand, the Smart Kitchen KDS uses smart tablets to automatically arrange orders and divide labour in a cost-effective manner, which simplifies work procedures, increasing production efficiency, and reducing human mistakes.



A LETTER TO STAKEHOLDERS

Looking ahead, although the business environment remains complex, dynamic and challenging, through the sincere dedication of all our staff and the strong support of our customers, the Group has successfully established a solid operational foundation, paving the way for long-term sustainable growth. In our future development strategy, we will continue to uphold ESG principles and integrate them deeply into the Group's long-term decision-making and risk management frameworks. Through climate scenario analysis and scientific modelling, we assess the potential impacts of different climate pathways on our business, thereby identifying climate-related risks and opportunities with greater precision. Leveraging these forward-looking tools, we will further strengthen our corporate resilience and actively explore innovative solutions in waste management, packaging reduction and resource efficiency to take concrete steps towards reducing our carbon footprint. Whilst pursuing business breakthroughs, we remain committed to a people-centred approach, safeguarding the occupational health of our employees and giving back to society through charitable initiatives. We recognise that sustainable transformation is a collaborative endeavour, and we will therefore work hand in hand with our stakeholders to safeguard natural resources and build a liveable environment.

Finally, on behalf of the Board of Directors and management, I would like to extend our sincerest gratitude to our shareholders, investors, customers and partners who have stood by us throughout our journey. I would also like to extend special thanks to the management team and all our colleagues, whose collective efforts have enabled us to seize opportunities amidst change and jointly begin a new chapter in the Group's development.

Lee Yuen Hong
Chairman and Executive Director
Hong Kong, 26 June 2026

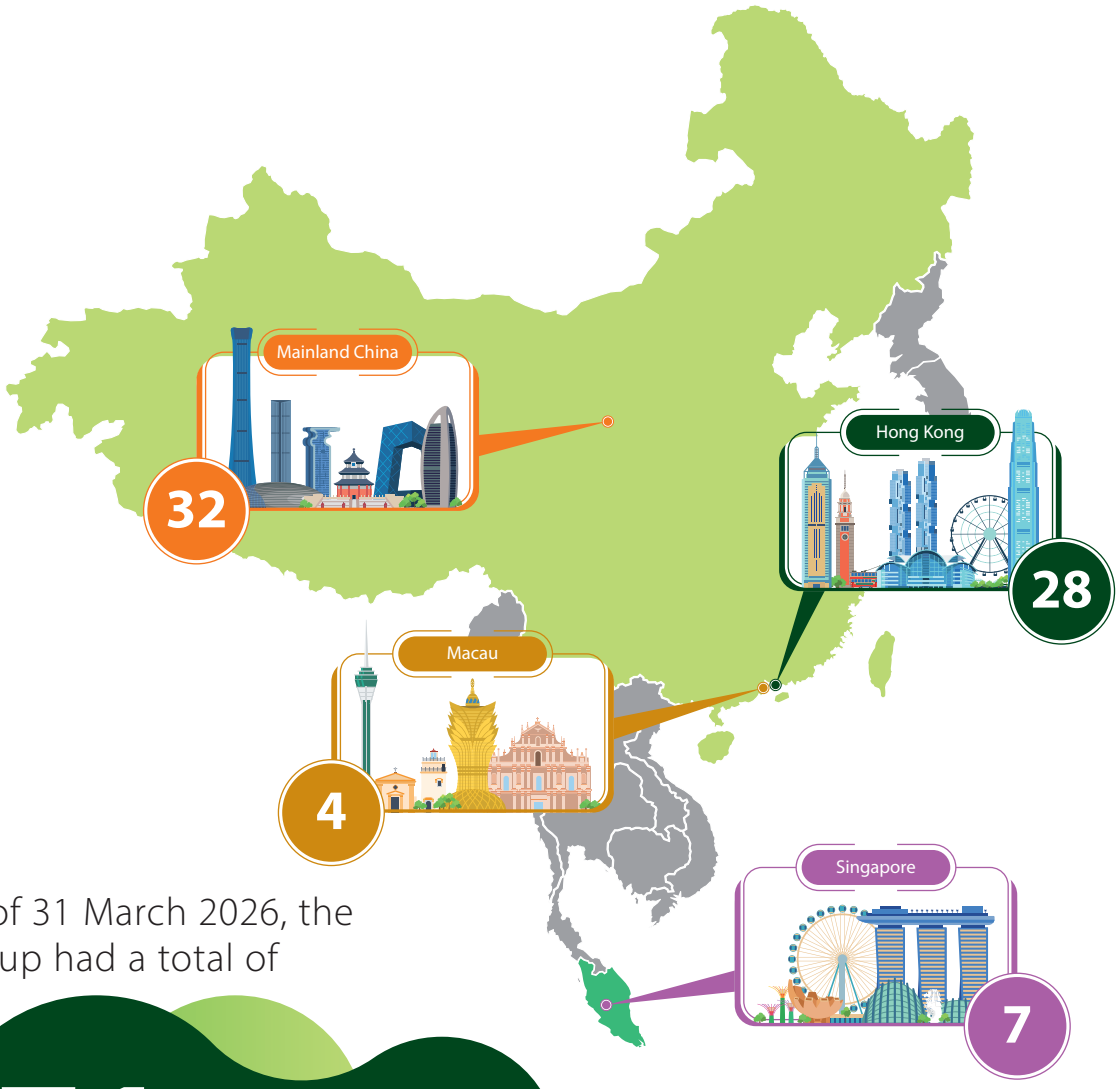


ABOUT TSUI WAH



ABOUT TSUI WAH

Tsui Wah Holdings Limited, a Hong Kong-based company, primarily operates in the catering industry. The Group has established a prominent position in the F&B industry and is viewed as one of the leading Cha Chaan Teng chain restaurants. With continuous business expansion, the restaurants of the Group are situated not only in Hong Kong, but also in Macau, Shenzhen, Guangzhou, Zhongshan, Shanghai, Sanya, Haikou and Zhuhai of Mainland China and Singapore. As of the end of the Reporting Period, the Group had a total of 71 restaurants under operations.



As of 31 March 2026, the Group had a total of

71 Restaurants

ABOUT TSUI WAH

Tsui Wah began its business in the catering industry in the year of 1967. Since 2009, the Group has entered into a new era by expanding businesses into popular entertainment venues in Macau and various first-tier cities in the Mainland China. After years of development, more than half of our restaurants are in regions outside Hong Kong, situated in Macau, Mainland China and Singapore – enabling us to serve a broader and more diverse customer base. Foreign expansion enables the Group to promote the uniqueness of Hong Kong food and introduce the culture of Cha Chaan Teng to the world. The Group strives to spread the traditional culinary experience cherished by Hong Kong people for decades to overseas diners. To continuously improve and stay competitive, the Group has emphasised cuisine innovation, cultural promotion, business diversification, technological advancement, and resilience building so as to maintain the market share of the Group.

In recent years, Tsui Wah has introduced a series of new brands to provide a diverse range of food choices to attract customers of diverse cultures and ages, including "Ging Sun Ho King of Bun" (「堅信號上海生煎皇」) offering Shanghai buns and various noodle cuisines, "Nijuuichi Don" (「廿一堂」) featuring Japanese fast-food, "Homurice" (「揚食屋」) promoting Japanese style western cuisine especially egg omelet rice, "Kami Toriyaki" (「神鳥燒」) serving Japanese toriyaki, "Ceylon" (「錫蘭」) offering Hong Kong-style food and "Hung Wan Café" (「鴻運冰廳」).



ABOUT TSUI WAH



In parallel, the GBA has constituted an important part of the development of the Group. Recognising the rapid development and large population in the area, the Group sees significant business opportunities there. To this end, the Group actively identifies possible locations in the GBA to open new restaurants and has formulated a strategy of deploying a flagship restaurant accompanied by multiple restaurants which carry "Tsui Wah Express" brand in each region of the GBA.

Tsui Wah has established a prominent position in the F&B industry and is viewed as one of the leading Cha Chaan Teng chain restaurants. Looking forward, the Group aims to elevate its role as a responsible company that strives for a balance between economic development, environmental protection, and social well-being. To achieve this, the Group will invest more resources in various ESG aspects, including the enhancement of energy efficiency, the application of green energy, the preservation of cultural values, as well as the improvement of stakeholder engagement.



ABOUT TSUI WAH

THE GROUP'S DEVELOPMENT MILESTONES

1967-1994

- Opening of the first Tsui Wah restaurant, a small-scale 'Ice Café' in Mong Kok
- Acquisition of the San Po Kong Tsui Wah restaurant





Consolidation stage in Hong Kong:

- Establishing a chain network, enhancing quality, building brand name and management team
- Opening of the Wellington Street Tsui Wah restaurant in Central
- Engaging personnel consultant and improving staff quality
- Opening of the Pak Hoi Street Tsui Wah restaurant, being the 10th restaurant of Tsui Wah
- Recognition of Tsui Wah's central kitchen by Hong Kong Quality Assurance Agency
- Business development in Macau and Mainland China
- Establishment of new sub-brands under the brand of Tsui Wah
- Partnership with Jumbo Group Limited to build the first overseas branch in Singapore

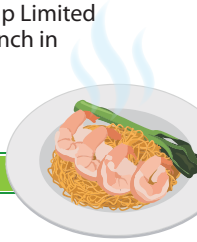




2018

- Setting foot on Singapore
- Launch of sub-brands
- Opening of 8 new restaurants in Mainland China and Hong Kong





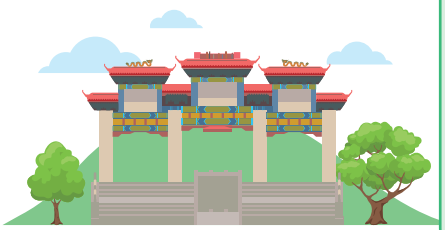
2019

- Opening of 13 new restaurants under 6 new brands in Hong Kong and Singapore



2020

- Central kitchen obtaining ISO 22000 recertification from the SGS Hong Kong Limited
- Launching a new membership system through Storellet application



2023

- Opening of 3 Ging Sun Ho King of Bun restaurants in Hong Kong
- Opening a new restaurant in Haikou of Mainland China, the world's largest duty-free city
- Adding 1 restaurant to the From Seed to Wish (Café) line in Hong Kong



2021

- Opening of 15 new restaurants in Mainland China and Hong Kong amid economic downturn

2022

- Celebrating the 10th anniversary of the Company's listing
- Launching of "Tsui Wah Delivery"(「快翠送」) website in early 2022
- Opening of 6 new restaurants in Mainland China and Singapore



ABOUT TSUI WAH



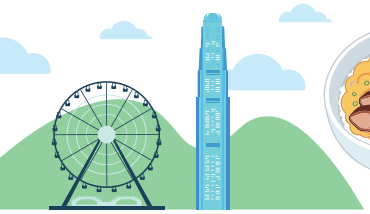
2009

- Opening of Tsui Wah's first restaurant in Mainland China (Shanghai)
- Commencement of operation expansion into Mainland China
- Order-taking by mobile device with the introduction of electronic system



2011

- Opening of the 20th restaurant of Tsui Wah in Hong Kong
- A workforce of over 2,000 employees
- Opening of the first restaurant of Tsui Wah in Macau





2012

- Successfully being listed on Stock Exchange
- Launch of 'Supreme Catering' and 'Tsui Wah Delivery'
- Opening of 10 new restaurants in Shanghai, Wuhan and Hong Kong

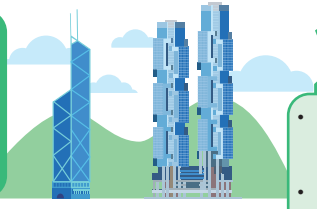






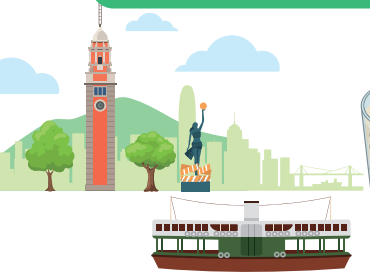
2015

- Opening of 10 new restaurants in Mainland China and Hong Kong
- Commencement of operation of new central kitchen in Hong Kong



2016

- Setting foot on Nanjing and Wuxi
- Central kitchen obtaining ISO 22000 certification from the SGS Hong Kong Limited







2017

- Celebrating the 50th anniversary of the founding of the Group and the 5th anniversary of the Group's listing
- Opening of 2 new restaurants in Mainland China

2024

- Opening of 1 new restaurant in Singapore, with a total of 4 restaurants
- Opening a shop with new operational model in Mainland China, which only serves light meals and drinks
- Launch our first overseas outlet of "Ging Sun Ho King of Bun" at the beginning of October 2024 in Singapore
- Opening a new flagship concept store in Central, Hong Kong
- Being included in the "First Batch of Guangdong Time-Honored Brands" list (第一批廣東老字號名單) by the Guangdong Provincial Department of Commerce for Tsui Wah restaurant brand



2025

- Introducing a new brand Hung Wan Café in April to preserve a traditional restaurant, which served as a filming location for several HK movies
- Opening of Ging Sun Ho King of Bun in Macau
- Opening the fifth and the sixth Tsui Wah restaurant in Singapore



2026

- Opening 3 Tsui Wah restaurants at Guangzhou Baiyun International Airport
- Installation of a solar energy system at a factory in mainland China, with cumulative electricity generation reaching 520,000 kWh during FY2026

ABOUT TSUI WAH

TSUI WAH'S AWARDS AND RECOGNITIONS IN FY2026



Brand of the Year 2024-2025
World Branding Forum



Enterprise Market Leadership 2024/2025
Hong Kong Institute of Marketing



Green Leadership Award
Hong Kong Federation of Restaurants & Related Trades



Hong Kong Star Brand Award Presentation 2025 – Enterprise Award
Hong Kong Small and Medium Enterprises Association



Top 100 of Asian King of Catering Awards (Hong Kong Areas)
Organising Committee of the Asian King of Catering Awardsa



Chinese Specialty Restaurants on the tip of the tongue
Organising Committee of the Greater China Restaurant Brand Innovation Leaders Summit



ERB Outstanding Employer Award
Employees Retraining Board



Leading Heritage Brand in Chinese Cuisine (Hong Kong)
Global Brands Magazine



Best Traditional Restaurant Chain (Hong Kong)
Global Brand Magazine



A leading brand in the GBA's catering industry
The Evaluation Committee of the 7th Red Eagle Awards of China's Catering



Quality Tourism Services Scheme
Hong Kong Tourism Board



Guangdong Time-honoured Brand
Department of Commerce of Guangdong Province



2025 GBA Golden Tiger Top 100 Restaurants
The Golden Tiger Awards



Monde Selection
International Institute for Quality Selections



Quality Tourism Services Merchant Award 2025
Macao Government Tourism Office



iFood Award
Macao Catering Industry Association



Dianping's Must-Eat List 2025
Dianping



15 years + caring company
The Hong Kong Council of Social Service

ABOUT TSUI WAH



CORE ESG PERFORMANCE DEMONSTRATION

Overall revenue
$882.84
(in Million HKD)

Number of Employees
1,941
(including part time employees)

Number of Training Hours (in hours)
35,773

Solid Waste (in tonnes)
834.73

Food Waste (in tonnes)
1,423.56

Wastewater (in m^3)
308,329.30

Greenhouse Gas ("GHG") Emissions (in tonnes CO_2e "tCO_2e")
44,156.71

Electricity Consumption (in MWh)
28,641.13

440,457.63
Water Consumption (in m^3)

SUSTAINABILITY MANAGEMENT

Relevant Material Topics:

- Business Model Adaptation and Resilience to Environmental, Social, Political and Economic Risks and Opportunities
- Management of the Legal and Regulatory Environment (regulation-compliance management)
- Critical Incident Risk Responsiveness
- Systemic Risk Management (e.g., Financial Crisis)

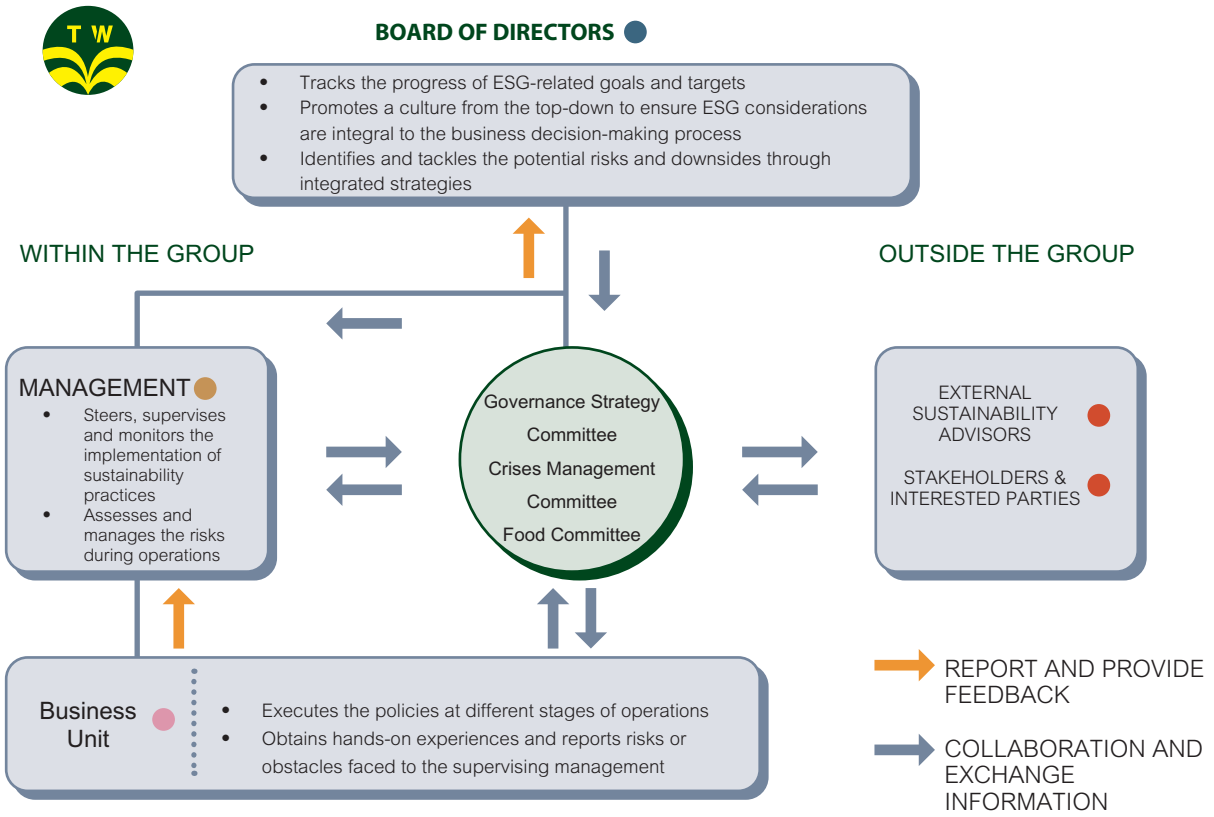


Tsui Wah believes in the function of effective governance, taking the view that structured governance helps address risks and seize opportunities, thereby benefiting the long-term development of the Group. Hence, the Group endeavours to enhance its sustainability management to address ESG topics in an effective manner, safeguard its business operation's integrity, retain employees and customers, as well as promoting an ethical business culture. Through ESG management with robust governance, the Group aspires to mobilise the power of food to enhance the quality of life for communities while uplifting people in difficult times.

SUSTAINABILITY MANAGEMENT

APPROACH TO ARTICULATING SUSTAINABILITY

Governance Structure



Tsui Wah actively promotes open communication between the Board, the management, general employees, and other stakeholders, striving to engage parties throughout the Group to contribute to the transition towards sustainable development. Besides, the Group attaches importance to the concerns pertaining to ESG topics of its stakeholders. Hence, the Group conducts annual stakeholder engagement to gather their point of view to better inform its policy formulation and decision-making.

SUSTAINABILITY MANAGEMENT

BOARD'S OVERSIGHT AND REVIEW

The Board takes the ultimate responsibility for overseeing and managing the ESG topics of the Group, including the review of the annual materiality assessment to identify the Group's material ESG topics, formulation of ESG targets and the establishment and integration of relevant ESG strategies and policies into decision-making and business development plans to drive progress. Adhering to the "Top-down" and "Bottom-up" management approach, the Board strives to communicate the ESG visions throughout the Group and updates the ESG strategies of the Group with reference to the feedback of stakeholders such as the practical suggestions from frontline employees. The Board also adheres to the objective of addressing ESG problems timely and grasping potential chances wisely. Acknowledging the significance of possessing updated ESG information, the Board attends oral presentations by management personnel on corporate risk management and sustainable development at general meetings to keep abreast of stakeholders' expectations.

Besides, the Board conducts regular reviews of significant strategic, operational, financial, and compliance risks under various ESG topics and actively evaluates, prioritises, and manages the identified ESG-related risks and opportunities during board meetings. With an aim to ensure systematic implementation of various duties, the Board designates three committees, namely the Governance Strategy Committee, the Crises Management Committee, and the Food Committee, to handle ESG-related risks and make strategic decisions related to corporate sustainability policies and ESG disclosure. Meanwhile, the Board updates the ESG development approaches of the Group in consideration of the suggestions and comments by the committees.

COMPLIANCE MANAGEMENT

Tsui Wah's business operations have been in compliance with relevant environmental and social laws, regulations and policies set out in the location where it operates, including Hong Kong, Mainland China, Macau and Singapore. The tables below summarise laws and regulations which have significant impacts on the Group and with which the Group has strictly complied during the Reporting Period.

SUSTAINABILITY MANAGEMENT



CARE FOR EMPLOYEES

- Employment Act (Singapore)
- Law no. 21/2009 (Law for the employment of non-resident workers in Macau)
- Labour Law of the People's Republic of China
- Insurance Law of the People's Republic of China
- Provisions of the State Council on Employees' Working Hours
- Employment Ordinance (Cap. 57 of the Laws of Hong Kong)
- Disability Discrimination Ordinance (Cap. 487 of the Laws of Hong Kong)
- Sex Discrimination Ordinance (Cap. 480 of the Laws of Hong Kong)
- Occupational Safety and Health Ordinance (Cap. 509 of the Laws of Hong Kong)
- Production Safety Law of the People's Republic of China
- Law of the People's Republic of China on Prevention and Control of Occupational Diseases
- Regulation on Work-Related Injury Insurance
- Prevention of Bribery Ordinance (Cap. 201 of the Laws of Hong Kong)
- Anti-Money Laundering and Counter-Terrorist Financing Ordinance (Cap. 615 of the Laws of Hong Kong)
- Minimum Wage Ordinance (Cap. 608 of the Laws of Hong Kong)
- Employees' Compensation Ordinance (Cap. 282 of the Laws of Hong Kong)
- Mandatory Provident Fund Schemes Ordinance (Cap. 485 of the Laws of Hong Kong)
- Anti-corruption law of the People's Republic of China
- Law of the People's Republic of China on Anti-money Laundering
- Prevention of Corruption Act (Singapore)
- Law No. 7/2008 Labour Relations Law (Macau)

SUSTAINABILITY MANAGEMENT

CARE FOR CUSTOMERS



- Food Safety Ordinance (Cap. 612 of the Laws of Hong Kong)
- Food and Drugs (Composition and Labelling) Regulation (Cap. 132W of the Laws of Hong Kong)
- Public Health and Municipal Service Ordinance (Cap. 132 of the Laws of Hong Kong)
- Trade Descriptions Ordinance (Cap. 362 of the Laws of Hong Kong)
- Personal Data (Privacy) Ordinance (Cap. 486 of the Laws of Hong Kong)
- Trade Marks Ordinance (Cap. 559 of the Laws of Hong Kong)
- Copyright Ordinance (Cap. 528 of the Laws of Hong Kong)
- Advertising Law of the People's Republic of China
- GB 31654-2021 National food safety standard – Common Hygiene Regulations of Catering Services (GB 31654–2021食品安全國家標準–餐飲服務通用衛生規範)
- Anti-food Waste Law of the People's Republic of China
- Food Safety Law of the People's Republic of China (中華人民共和國食品安全法)
- Administrative Measures for the Supervision and Inspection of Food Production and Operations (食品生產經營監督檢查管理辦法)
- Measures for the Administration of New Varieties of Food Additives (食品添加劑使用管理法)
- GB 2760-2014 National Food Safety Standards (GB 2760–2014食品安全國家標準)
- Regulation on the Implementation of the Food Safety Law of the People's Republic of China (食品安全法實施條例)
- Administrative Measures for National Food Safety Standards (食品安全國家標準實施辦法)
- Measures for the Supervision and Administration of Food Safety in Online Catering Services (網絡餐飲服務食品安全監督管理辦法)

SUSTAINABILITY MANAGEMENT



CARE FOR ENVIRONMENT

- Environmental Protection Law of the People's Republic of China
- Law of the People's Republic of China on the Prevention and Control of Atmospheric Pollution
- Law of the People's Republic of China on Prevention and Control of Water Pollution
- Law of the People's Republic of China on Prevention and Control of Environmental Pollution by Solid Waste
- Law of the People's Republic of China on Conserving Energy
- Regulations of the Management of Economic Use of Urban Water
- Air Pollution Control Ordinance (Cap. 311 of the Laws of Hong Kong)
- Water Pollution Control Ordinance (Cap. 358 of the Laws of Hong Kong)
- Waste Disposal Ordinance (Cap. 354 of the Laws of Hong Kong)
- Noise Control Ordinance (Cap. 400 of the Laws of Hong Kong)
- Law No. 2/91/M Environmental Law (Macau)
- Environmental Protection and Management Act (Chapter 94A) (Singapore)

CARE FOR SUPPLIERS

- The Sale of Goods Ordinance (Cap. 26 of the Laws of Hong Kong)
- The Supply of Services (Implied Terms) Ordinance (Cap. 457 of the Laws of Hong Kong)

SUSTAINABILITY MANAGEMENT

STAKEHOLDER ENGAGEMENT

Since Tsui Wah understands its stakeholders are critical components of its development, we value their opinions and feedback while endeavouring to address their concerns in a timely. To this end, the Group engages with stakeholders through a variety of channels each year to enhance corporate governance and strengthen relationships with stakeholders. In FY2026, after identifying its key stakeholders, the Group gathered their opinions through online surveys and applied them in the materiality assessment process to pinpoint material ESG topics of the Group. Following the principle of materiality, the analytical results of the materiality assessment underpinned the content of the ESG Report.

Aiming to maintain stable and trustworthy relationships with its stakeholders, the Group communicates with them in a constructive manner, to facilitate meaningful interactions that help the Group improve and grow. We establish the following communication channels to ensure regular dialogues are available:



GOVERNMENT AND REGULATORY AUTHORITIES

Communication Channels

- Supervision on the compliance with local laws and regulations
- Routine reports and taxes paid
- On-site inspection

Expectations and Concerns

- Law and regulation compliance
- Anti-corruption policies
- Occupational health and safety
- Food safety and hygiene



SHAREHOLDERS

Communication Channels

- Regular reports and announcements
- Regular general meetings
- Official corporate website

Expectations and Concerns

- Return on investments
- Corporate governance
- Law and regulation compliance



EMPLOYEES

Communication Channels

- Performance reviews
- Regular meetings and trainings
- Round-table discussions
- Emails, notice boards, hotline, caring activities with management

Expectations and Concerns

- Employees' remuneration and benefits
- Talent management
- Career path
- Training opportunities
- Occupational health and safety



CUSTOMERS

Communication Channels

- Customer satisfaction survey
- Customer service hotline and email

Expectations and Concerns

- Product quality assurance
- Protect the rights of customers



SUPPLIERS

Communication Channels

- Open tendering
- Suppliers' assessment
- Face-to-face meetings and onsite visits

Expectations and Concerns

- Fair and open procurement
- Win-win cooperation
- Business Development



GENERAL PUBLIC

Communication Channels

- Response to enquiries through hotline, mails and emails
- Public welfare activities

Expectations and Concerns

- Involvement in communities
- Employment opportunities

SUSTAINABILITY MANAGEMENT



Aligning with the SDGs



As a recognised framework for sustainable development, the United Nations SDGs illustrate targets and measures for how to create a peaceful and sustainable planet for everyone. Since Tsui Wah acknowledges the importance of realising SDGs, it has formulated its ESG approaches and policies with SDGs in mind, striving to support the SDGs while presenting its efforts in an international language.

In FY2026, the Group reaffirmed its commitment to the UN Global Compact and demonstrated determination to make progress in SDGs. To effectively address stakeholders' concerns over the Group's SDG achievements and facilitate our ESG progress, we identified the following 7 goals as highly related to the Group's business operations by analysing the feedback from stakeholders, which are SDG 1: No poverty, SDG 2: Zero hunger, SDG 3: Good health and well-being, SDG 5: Gender equality, SDG 6: Clean water and sanitation, SDG 11: Sustainable cities and communities, and SDG 12: Responsible consumption and production. The Group focused on the sub-targets under these key SDGs and allocated resources to these areas to bring the most positive impacts.

SUSTAINABILITY MANAGEMENT

Prioritised Goals



While poverty is a critical social issue around the world, the Group devotes time and resources to ensuring everyone enjoys basic economic rights. For instance, the Group has formulated stringent internal policies to forbid modern slavery, forced labour, as well as child labour while adhering to the minimum wage requirements to safeguard its employees' quality of life. Meanwhile, the Group provides assistance to the disadvantaged by sponsoring charity events and participating involuntary works.

Target:

- **Comprehensively implement the social protection systems and measures as required by national laws and regulations**



The Group aims to provide everyone with access to great food by offering affordable dishes. Recognising food as a basic necessity, the Group seeks to donate excess food to those in need for adequate nutrition. To combat food insecurity, the Group prioritises sustainable suppliers and avoids products that harm the environment. By supporting eco-friendly practices, the Group promotes sustainable agriculture, enhancing arable land quality and ensuring long-term food production.

Targets:

- **Improve the procurement standards to cover green procurement**
- **Enhance the quality and environmental management system**



Recognising that employee health and well-being contribute to the Group's success, the Group emphasises operational safety by implementing manuals to reduce injury risk. The Group values mental health and fosters a positive work environment through recreational activities like birthday parties and celebrations. Additionally, the Group prioritises hygiene and food quality in restaurants, assigning staff to conduct inspections that identify improvement areas and develop solutions.

Targets:

- **Record and continue to lower the injury rate, occupational disease rate, lost day rate and/or absentee rate annually**



The Group values the unique potential of all genders and includes both men and women in its workforce, assessing candidates solely on their experience and abilities. It actively protects female employees' rights by providing transparent channels for concerns and ensuring equal welfare and benefits, including insurance coverage and holidays.

Targets:

- **Maintain at least 40% of the workforce as females**
- **Provide comprehensive training to female employees to enhance their ability and knowledge**

SUSTAINABILITY MANAGEMENT



Given the fact that the operations of restaurants and central kitchens consume a significant amount of water, the Group unavoidably emits polluted water and causes disturbances to the water bodies. To address this, the Group monitors water usage to implement conservation measures and prioritises water efficiency. Additionally, the Group uses advanced technologies like filtration and sedimentation to treat wastewater and reduce pollution by removing grease.

Targets:

- **Reduce annual water consumption and set sub-targets to enhance water efficiency for all restaurants within five years**
- **Strictly comply with wastewater discharge laws and regulations**

As the global population continues to grow, building safe, sustainable, and livable communities is essential for prosperity. The Group aims to minimise environmental impact through policies that regulate air emissions, waste, and wastewater discharge, with a focus on reducing waste at the source. Additionally, the Group fosters an inclusive workforce by eliminating discrimination and embracing diverse cultures, reflected in a varied menu.

Targets:

- **Develop internal environmental policies with reference to latest local laws and regulations**
- **Design dishes with reference to the characteristics of communities to cater to the needs' of local citizens**

Recognising that natural resources are limited, the Group operates responsibly by assessing suppliers' practices to ensure minimal environmental impact and prioritising green products to reduce carbon footprints. The Group promotes sustainable production by electrifying operations to lower fossil fuel reliance and increase waste oil recycling to produce biodiesel. Additionally, the Group encourages responsible consumption by offering a variety of "green" dishes that emphasise vegetables over meat.

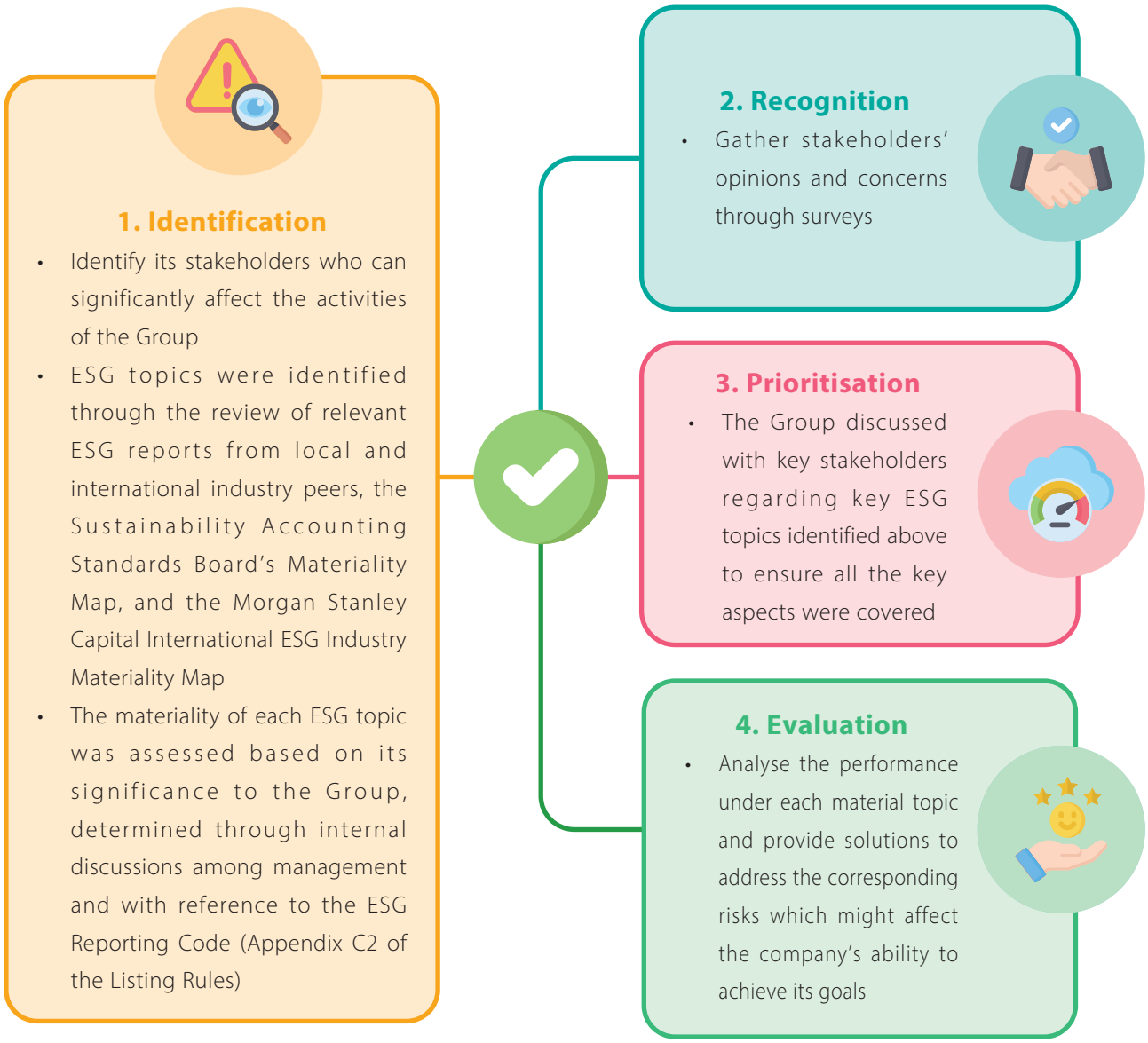
Targets:

- **Track, analyse, and disclose the progress of achieving the environmental targets set annually in the ESG Report**
- **Provide a diverse range of and inclusive menu with more vegetarian/vegan options and intensify the integration of plant-based meat in the design of new food products**

SUSTAINABILITY MANAGEMENT

Materiality Assessment

Tsui Wah understands that different industries face distinct ESG risks and opportunities while people's expectations are changing constantly. Hence, the Group conducts an annual materiality assessment to prioritise the significance of various ESG topics depending on the impacts on its business operations, the well-being of the communities, and the interests of its stakeholders. To ensure the objectiveness of the assessment, the Group engaged an external consulting firm to conduct a formal materiality assessment adopting a step-wise approach in FY2026. The Group has evaluated the materiality and importance in ESG topics of FY2026 through the following steps:



During the Reporting Period, the Group invited representatives of key stakeholder groups to participate in FY2026 online survey covering the 28 ESG topics as listed in the table below to express their opinions and rank the importance of each topic on a scale from "Not relevant" to "Crucial".

SUSTAINABILITY MANAGEMENT



Materiality Assessment Reference Index

Environment

1. GHG Emissions
2. Energy Management
3. Water and Wastewater Management
4. Solid Waste Stewardship
5. Climate Change Mitigation and Adaptation
6. Renewable and Clean Energy



Employment and Labour Practices

7. Labour Practices
8. Employee Remuneration and Benefits
9. Occupational Health and Safety
10. Employee Development and Training



Operating Practices

11. Green Procurement
12. Engagement with Suppliers
13. Environmental and Social Risk Management of Supply Chain
14. Supply Chain Resilience
15. Product/Service Quality and Safety
16. Customer Privacy and Data Security
17. Marketing and Promotion
18. Intellectual Property ("**IP**") Rights
19. Labelling Relating to Products/ Services
20. Business Ethics and Anti-corruption
21. Internal Grievance Mechanism



Community investment

22. Participation in Philanthropy
23. Cultivation of Local Employment
24. Support of Local Economic Development



Leadership and Governance

25. Business Model Adaptation and Resilience to Environmental, Social, Political and Economic Risks and Opportunities
26. Management of the Legal and Regulatory Environment (regulation-compliance management)
27. Critical Incident Risk Responsiveness
28. Systemic Risk Management (e.g. Financial Crisis)



SUSTAINABILITY MANAGEMENT

Next, the Group analysed the survey results by applying weightings to the ratings of the ESG topics based on the ranking of the E, S, and G pillars of the engaged stakeholders. The assessment results were reviewed and endorsed by the Board and presented as the matrix as shown below.



SUSTAINABILITY MANAGEMENT



After a comprehensive analysis, the Group identified "Occupational Health and Safety", "Product/Service Quality and Safety", and "Labour Practices" as material ESG topics. To this end, the Group thoroughly evaluated the potential risks associated with these ESG topics and strived to address the problems timely. The details of the actions are further elaborated under different sections of the ESG Report.

Issue of high importance	Boundary	Potential risks and opportunities
Occupational Health and Safety	The overall operations across different business units of the Group	**Risk:** Working environment with poor health and safety conditions can reduce morale and increase staff turnover or sick leave, affecting service quality, leading to downtime, compensation claims, and reputational damage. **Opportunity:** Implementing safety protocols, such as involves regular training, empowering employees with knowledge and skills that contribute to both personal growth and workplace competence
Product/Service Quality and Safety	The overall operations across different business units of the Group	**Risk:** Poor food quality, contamination, or improper handling can lead to health issues, complaints, or legal liabilities. Addressing quality failures often requires product disposal or compensation, driving up operational costs. **Opportunity:** Consistently delivering high-quality, safe products builds a strong reputation and encourages repeat business across diverse customer segments. Proactively investing in quality and safety systems (e.g. digital tracking, real-time monitoring) can improve efficiency and reduce risks.
Labour Practices	The overall operations across different business units of the Group	**Risk:** Unfair pay or poor working conditions can lead to a high staff turnover rate; frequent staff changes increase our recruitment and training costs. This may even affect the quality of our service. **Opportunity:** Offering attractive employee benefits helps retain experienced staff and reduces the hidden costs associated with staff turnover.

SUSTAINABILITY MANAGEMENT

Sustainability Performance Highlight for FY2026

We are dedicated to contributing positively to all stakeholders and adding value for the company itself. In FY2026, the Group continued its effort to integrate the concept of sustainability into its operations:

EMPLOYEE

- 583 hours, 34,224 hours, 59 and 907 hours of internal and external training programmes were organised for employees in Hong Kong, Mainland China, Macau and Singapore respectively
- Effective implementation of the OH&S policies
- Customised training programmes based on the needs of employees

CUSTOMER

- Cuisine innovation in its diversified business branches
- QR Code Customer Plan – utilise "Customer's Suggestions and Follow-up Report" to follow up all customers' comments
- Application of mobile payments and auto-service technologies
- Stringent implementation of Food Safety Management System

ENVIRONMENT

- Compliance with relevant environmental laws and regulations
- Adoption of advanced technologies to reduce air and water pollution
- Adhere the concept of "Prevention, Recovery, and Recycling" to minimise food waste
- Install solar panels on the roof of the Group's factory at Shanghai to reduce electricity consumption
- Invent proprietary point of sale (POS) system to reduce paper usage
- Engage with third-party companies to collect waste oil

SUSTAINABILITY MANAGEMENT



SUPPLIER

- Tsui Wah had 313, 80, 70, and 111 active suppliers in Hong Kong, Mainland China, Macau, and Singapore respectively
- "Green Procurement" practice

COMMUNITY

- "No Straw" commitment in specific restaurants of Tsui Wah
- Become a supporter of the Bring Your Own Containers Eateries Scheme
- Caring for the elderly through meaningful activities organised by volunteers of Tsui Wah
- Distribution of moon cakes during the Mid-Autumn Festival
- Participation in charitable activities, including flag-selling and charity walks

CARE FOR EMPLOYEES

Relevant Material Topics:

- Labour Practices
- Employee Remuneration and Benefits
- Occupational Health and Safety
- Employee Development and Training
- Business Ethics and Anti-corruption
- Internal Grievance Mechanism



Tsui Wah recognises that employees are fundamental components of its operations, serving as the basis of its long-term development and prosperity. Hence, the Group is dedicated to retaining capable employees by building a workplace where human rights are respected. Meanwhile, the Group takes the view that employees' ability drives its success, thereby actively allocating resources to employee training to strengthen their skills and enhance their professionalism, striving to facilitate collective growth with them.

CARE FOR EMPLOYEES



EMPLOYMENT

Past experiences have proven that restaurant operations heavily rely on the support of a diverse and skilled workforce. Therefore, the Group considers its employees as important assets and is committed to cultivating a positive working culture that retains talents. Adhering to the development approach that emphasises people, the Group prioritises the health and well-being of its employees. The "people-centric" principle also ingrained in its talent development philosophy of "talent training, team building, career development", with "talent training" being the focused aspect. Since the Group reckons its long-term development is dependent on the quality and ability of its employees, it has organised a series of training programmes for its employees based on their job positions and development needs, covering topics on corporate culture, interpersonal relationships, and technical skills. In addition, the Group has established a clear promotion ladder for employee career development and provides ample promotion opportunities for outstanding employees.

People-Centric Approach

TALENT TRAINING	The Group has offered a multitude of training programs, covering topics including corporate culture, interpersonal relationships, and technical skills
CAREER DEVELOPMENT	The Group has established a clear promotion ladder to retain talents
TEAM BUILDING	The Group has organised activities to enhance employee cohesion, including birthday parties, spring dinners, and shop celebrations

In view of technological advancement, the Group strives to integrate suitable digital equipment and systems in its employee management, so as to alleviate the workload of frontline employees, reduce the complexity of scheduling tasks, and improve the efficiency of the recruitment process. The Group believes technological applications not only increase its productivity by reducing workloads, but also keep it up with the technological advancements to gain a positive brand image.

Employee Structure

Tsui Wah has maintained a fair working environment and insisted on the principle of zero discrimination over the years. The Group is proud of its longstanding accomplishments and is dedicated to continuing its efforts, thereby improving and thriving together with its employees. Realising both genders are equipped with potential, the Group has tracked the male-to-female ratio of its workforce to ensure a balanced ratio. In FY2026, there were 991 male employees and 950 female employees, with the male-to-female ratio being 1.04:1.

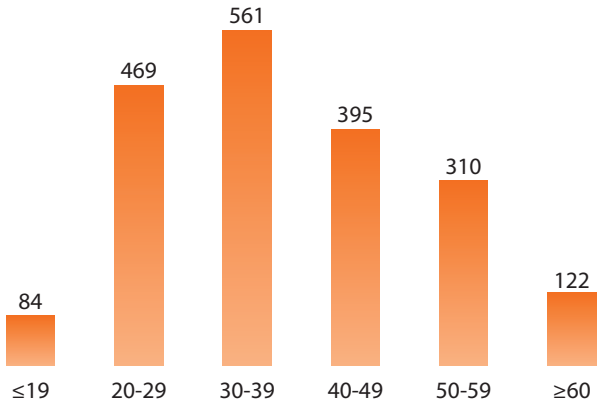
The Group also contributes to society by supporting local employment. Between April 2025 and March 2026, the Group organised three to four local recruitment fairs each month at the Macau Gaming Industry Labourers Association, to continuously recruit local talent. As of the end of the Reporting Period, the Group had a total of 1,941 employees in Hong Kong, Mainland China, Macau, and Singapore, comprising 1,456 full-time employees and 485 part-time employees. More detailed information on the employee structure of the Group can be found in Table 1 of the **APPENDIX – PERFORMANCE TABLE**.

CARE FOR EMPLOYEES

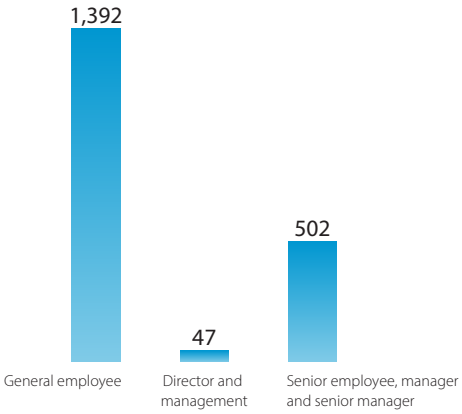
Employee Distribution by Gender



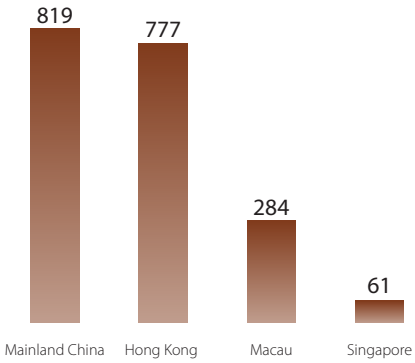
Employee Distribution by Age



Employee Distribution by Position Level



Employee Distribution by Geographical Location



CARE FOR EMPLOYEES



Promotion Ladder

Tsui Wah recognises that a clear promotion ladder drives its employees to improve and unleash their potential, while it also strives to retain talents through providing attractive remunerations based on their contributions. Therefore, the Group has developed a well-defined organisational structure with transparent promotion criteria that is equally applied to all employees. In specific, outstanding employees who meet the promotion requirements and demonstrate the ability to bear more responsibilities in higher positions will be offered opportunities for promotion. Besides, the Group conducts regular evaluations on the contributions and performance of its employees to adjust their compensation packages accordingly. In accordance with the principle of fairness, the Group makes human resources decisions regardless of age, gender, race, and any factors not related to work.



Recruitment Channels

Tsui Wah attaches importance to the value alignment between employees and the Group, aiming to cultivate a shared sense of objectives with its workforce to facilitate collective efforts. Meanwhile, the Group ensures its recruitment principles are consistent with the business needs and ESG strategies to drive the best outcomes. The recruitment criteria and practices are stipulated in the annual recruitment plan and Staff Handbook of the Group, which are stringently applied throughout the recruitment process.

Dedicated to recruiting experienced and skillful employees, the Group has been organising recruitment activities through various channels to attract high-calibre candidates.

- Diversifying recruitment methods such as hiring via online platforms
- Utilising various social media channels to promote Tsui Wah to its targeted audience
- Hosting on-campus interviews across educational institutions for the convenience of candidates
- Working with the Labour Department and external human resources agencies to promote recruitment of ethnic minority members
- Participating in physical recruitment events to have face-to-face interaction with candidates
- Collaborating with labour organisations, including the Macao Federation of Trade Unions (澳門工會聯合總會), Macau Gaming Industry Labourers Association (澳門幸運博彩業職工總會), and Labour Affairs Bureau, to expand the outreach

In the meantime, the Group offers flexible working places and schedules for graduates, aiming to attract young talents with passion and potential by providing them with opportunities and autonomy to achieve their dreams.

CARE FOR EMPLOYEES

Labour Standards

The Group respects human rights while stringently implementing internal policies to safeguard the interests of its employees. As part of the commitment, we complied with the Employment Ordinance (Cap. 57 of the Laws of Hong Kong), the Labour Law of the People's Republic of China(中華人民共和國勞動法), and other relevant labour laws and regulations in regions it operated in FY2026. The Group has formulated clear employment practices to prevent child labour, underage workers, and forced labour. Intending to avoid illegal employment, the Human Resource Department of the Group is responsible for reviewing law and regulation updates while adjusting the internal policies accordingly to ensure compliance. Following the internal guidelines, the Human Resource Department inspects the identity documents of job applicants to ensure that they are qualified for lawful employment before issuing official employment confirmations. Once the Group identifies any cases which violate the relevant labour laws, regulations, or standards, the employment contracts involved will be immediately terminated while the responsible employees for the recruitment processes will be disciplined according to the Group's internal policies. In FY2026, the Group abided by the relevant laws and regulations, in relation to the prevention of child and forced labour that has a significant impact on the Group.

Compensation and Dismissal

To attract and retain talents, Tsui Wah grants its employees fair and competitive remuneration packages, taking into account their educational backgrounds, personal attributes, job experiences, and career aspirations. Through the implementation of the "QR code Customer Plan" at restaurants, customers can comment on the service quality and even nominate outstanding employees in the restaurant based on their dining experiences. The Human Resources Department adjusts employees' remuneration packages with reference to the customer surveys to recognise employees with remarkable performance.



CARE FOR EMPLOYEES



With regard to the appointment, promotion, and termination of employment contracts, the Group adopts a transparent and systematic approach to ensure fairness. The human resources decisions of the Group stringently adhere to reasonable and lawful grounds, as well as the internal policies illustrated in the Staff Handbooks to prohibit any kinds of unfair or illegitimate employment and dismissals. For employees who consistently underperform or make repetitive mistakes, the Group would warn them verbally before issuing official warning letters. In the instance the employees remain untamed and fail to meet the Group's standards, the Group would dismiss the corresponding employees according to relevant laws in Hong Kong and Mainland China (or as the case may be).

In FY2026, the Group's turnover rate was 69.65%. More information about the Group's employee turnover under different categories can be found in Table 2 in the **APPENDIX – PERFORMANCE TABLE**.

Working Hours and Rest Periods

Since reasonable working hours and adequate rest periods are essential to sustain outstanding performance, the Group has formulated internal policies concerning these aspects in accordance with local employment laws including the "Provisions of the State Council on Employees' Working Hours" (《國務院關於職工工作時間的規定》). The Group does not encourage overtime working and offers employees who work overtime with prior approval extra pay or additional days off as compensation. In addition to basic paid annual leave and statutory holidays, the Group provides its employees with benefits such as marriage leave, maternity leave, birthday leave, and compassionate leave.

To standardise the employment management of the Group, it has implemented a Face ID attendance system to record employees' attendance and punctuality. If employees forget to clock in or out, the Group will issue a warning for the first time, followed by a serious warning for the second time. Starting from the third time, relevant employees will be regarded as absent from work and wages will be deducted accordingly. If employees are found to have been absent from work on frequent occasions, the misbehaviour will be dealt with promptly in accordance with the Group's regulations.

Benefits and Welfare

Tsui Wah values the well-being of its employees while endeavouring to uplift our employees through various benefit packages. Recognising that employees are drivers of the Group's prosperity, the Group is dedicated to ensuring their health and welfare through fulfilling obligations as mandated by local government laws, such as offering Mandatory Provident Funds, employee compensation insurance, and statutory holidays. The Group upgraded the medical insurance package for its employees, providing more medical protection and further alleviating employees' medical burdens.

With an aim to maintain a harmonious and robust working relationship with its employees, the Group has built the "Employees Relationship Team" to facilitate communications between the management and employees, handle employment disputes, update internal policies related to labour relationships, as well as formulate employee welfare programmes. Employees are encouraged to raise their concerns and seek assistance pertaining to employee relationships from the "Employees Relationship Team". Besides, the Group believes its employees are the creators, practitioners, and trailblazers who will help realise the Group's corporate values. Hence, the Group actively communicates with its employees, including conducting restaurant visits to better understand the practical needs of employees.

We recognise that our employees are key to the Group's successful operations, and we acknowledge and appreciate the hard work of every member of staff. During FY2026, we presented awards to outstanding employees that with 5, 7, 10 and 15 years of service, and we also recognised stores that achieved exceptional performance, in recognition of their past contributions to Tsui Wah.

CARE FOR EMPLOYEES



Presenting certificates to outstanding employees



Presenting certificates to long-serving employees

The comprehensive welfare package of the Group adheres to the objective of catering to the diverse needs of employees and enhancing their overall satisfaction, which includes:

- Free restaurant meals for employees during their shift
- Flexible and comprehensive group medical insurance
- Birthday parties, birthday cakes, and snacks
- Dormitories for foreign workers, in which all water, electricity, gas and internet fees can be claimed
- Annual leave
- "Food Debit Card" for employees at management level
- Compensation for overtime working and on-duty under extreme weather events
- Tipping from customers will be distributed to qualified employees
- Housing subsidies for foreign workers who do not live in the dormitories provided by the Group
- Performance bonus and attendance bonus

Tsui Wah Activities for Employees

The Group provides recreational activities to raise cohesion and create a joyful working environment. In FY2026, we hosted Spring Dinners for employees in Macau, Hong Kong and South China, arranging dinners, performances, prize draws, awards ceremonies and networking sessions to promote cross-regional integration. Our offices in Mainland China organised events such as birthday parties and anniversary celebrations, as well as festive activities during the Dragon Boat Festival, Mid-Autumn Festival and Christmas, allowing employees to play games, enjoy delicious food and receive surprise gifts. Furthermore, these events served to share the joy with our staff during special occasions.



Hosting Spring Dinners in Macau



Hosting Spring Dinners in Mainland China

CARE FOR EMPLOYEES



Hosting birthday parties for employees



Distributing New Year's red envelopes to employees

In the coming years, the Group will continue to allocate resources to organise various activities that cater to the interests of its employees, thereby providing a working environment that is filled with happiness and caring for its employees.

EQUAL OPPORTUNITY AND ANTI-DISCRIMINATION

Tsui Wah has zero tolerance for workplace discrimination and deeply believes a diversified workforce helps boost the Group's productivity and creativity. The Group has formulated strict internal policies conforming local laws and regulations while stringently implementing the relevant internal policies to prevent any forms of discrimination, harassment or vilification, striving to offer its employees with a working environment that embraces equality and respect.

Besides, the Group only considers factors related to working performance in all of its human resources decisions. Specifically, policies and decisions pertaining to hiring, training, promotion, dismissal, and retirement are all based on factors irrespective of age, sex, marital status, pregnancy, family status, disability, race, colour, descent, national or ethnic origins, nationality, religion or any other non-job-related factors. Intending to eradicate misbehaviours, the Group encourages employees to report any potential discrimination incidents to the Group. The Human Resources Department is responsible for investigating, resolving, recording, and taking necessary disciplinary actions once the case is substantiated.

In FY2026, the Group complied with the relevant laws and regulations in relation to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, antidiscrimination, welfare and other benefits that have a significant impact on the Group. More information can be found in the chapter headed "**COMPLIANCE MANAGEMENT**".

CARE FOR EMPLOYEES

HEALTH AND SAFETY

Reckoning the operations of the Group rely on its employees, the Group pays attention to occupational safety and strives to eliminate workplace hazards, so as to construct a working environment that is safe and comfortable. The Group has formulated internal policies related to occupational health and safety with respect to relevant laws and regulations. More information can be found in the chapter "**COMPLIANCE MANAGEMENT**".

Employee Health and Safety Strategy

OPERATION	WORKPLACE	EMPLOYEE	TRAINING
Ensuring employees use, process, store, and transport materials in secure ways with no threats. Standardising the procedures for handling ingredients, materials, and equipment to avoid accidents such as food poisoning, cuts, sprains, electric shocks, fires, etc.	Designating independent zones within the restaurant for specific tasks. Inspecting the workplace regularly to identify hazard blackspots and fix the risks immediately. Prohibiting flammable and explosive materials from storing in the restaurant, especially in the kitchen areas.	Providing employees with safety equipment and personal protective equipment, including but not limited to face shields and insulation gloves.	Offering employees comprehensive training, guidelines, and instructions on proper operational practices. Educating employees on how to address emergencies to minimise the associated negative impacts. Utilising case sharing to highlight the importance and raise awareness.

With an aim to realise zero work-related accidents, the Group has cohered with the instructions illustrated in the Occupational Health and Safety Management Systems (ISO 45001:2018) to manage occupational health and safety risks. In addition, the Group has established various internal policies to enhance its health and safety performance, including the "Health and Safety Policy" and "Occupational Safety and Health Rules and Guide". These internal policies standardise operating procedures, regulate the safety standards of the working environment, as well as ensuring employees are equipped with appropriate protective equipment. After reviewing the blackspots of the workplace and identifying risky behaviours, the Group has particularly highlighted preventive practices for six types of incidents, which are food poisoning, knife hurting, twist and fall, scalding, electric shock, as well as fire. The Human Resources Department is responsible for monitoring the implementation of health and safety-related internal policies, so as to safeguard its employees and maintain a low incident rate.

CARE FOR EMPLOYEES



HEALTH AND SAFETY

In accordance with the internal policies, the Group designates independent zones within the restaurant for specific tasks such as cleaning, cutting and preparation, baking, cooking, and serving. Since various tasks require different utensils and may incur distinct risks, assigning independent work areas could reduce chaos within restaurants and facilitate better hazard management, thereby contributing to workplace safety.

The Group also arranges regular workplace inspections to identify potential safety blackspots and ensure the adoption of correct operating practices. The Operation Department is responsible for initiating the inspections, documenting the results, analysing the data, and formulating corrective measures. Meanwhile, the shop managers and regional managers are responsible for inspecting the working environments according to the specific checklist. Besides, the Safety Management Unit formulates the annual safe production education plan and implements the training accordingly after the plan is approved by the top management. As the Group is committed to building a working environment without threats, it requires responsible parties to diligently perform their duties to eliminate any potential risks.

In order to establish a working culture that values occupational health and safety, the Group actively dissipates the principles and standards outlined in relevant internal policies to raise awareness. Introductions to operational practices and emergency plans are encompassed in the induction training programmes while health and safety-related reading materials and operation manuals are distributed throughout the Group. New employees and employees who change their positions are required to attend safety training sessions before starting their duty, which covers the safety approaches, policies, and standards of the Group. The Group only allows employees who pass the safety assessments to take up their posts, thereby ensuring everyone bears safety concerns in mind and acknowledges the appropriate operational practices.

CARE FOR EMPLOYEES



General restaurant safety policies

1. Management System adhering to the principle of "5S – sort, stabilise, shine, standardise, and sustain" should be established to regulate operational practices, thereby ensuring restaurants and kitchens are safe.
2. The surface of all floors of restaurants and kitchens should be even and non-slippery. Effective drainage and timely cleaning should be maintained to prevent accumulation of water. Staff are required to wear non-slippery shoes to avoid accidents from happening.
3. Knives and other sharp apparatus should be kept safely with blades protected and only used for intended purposes.
4. Containers for hot water or oil should not be overfilled and should be properly placed with clear labels.
5. Chemicals such as cleaning agents should be separated from food ingredient and properly placed.
6. Employees handling ovens or steamers should wear proper work clothes, protective gloves, and aprons.
7. When taking items from high positions, employees should utilise a step stool instead of standing on the workbenches.
8. Once gas leakage is suspected or occurs, employees should immediately turn off the switch and notify specialists for checking and repair.
9. Materials and equipment including doors of cupboard should be organised in such a manner that no danger would be caused to anyone.
10. First-aid boxes should be available to employees in all workplaces with convenient access.
11. Good ventilation and sufficient lighting should be maintained in all workplaces.

In view of the more frequent typhoon incidents, the Group has reviewed and integrated typhoon-related working policies and practices to formulate a comprehensive typhoon working guideline, which is applicable to both frontline and back-office employees. The updated guideline illustrates the working requirements and organisation when typhoon signals are hosted, striving to maintain the normal operations of restaurants while safeguarding the safety of its employees.

CARE FOR EMPLOYEES



Emergency Handling and Reporting

In order to standardise the emergency handling steps, the Group has formulated an emergency reporting procedure to provide well-defined guidance on accident reporting and mitigation. The Group requires employees to report all kinds of accidents immediately to the shop manager, as well as the responsible personnel from the Operational Department and Human Resources Department. Meanwhile, the injured employees should be escorted for medical treatment by other employees. An Emergency Report that documents the details of the accident, illustrates follow-up arrangements, and provides corrective measures must be submitted to the Administrative and Human Resources Department within 24 hours of the accident, while all other relevant evidence and documents, such as doctor's prescriptions, medical reports, and photos, must be handed in within 48 hours of the accident. The Administrative and Human Resources Department is responsible for keeping the records properly for review when necessary. The Group attaches great importance to the documentation process since it assists the Group in studying the causes of the accident, identifying responsible personnel, and developing preventive measures to avoid similar accidents from happening again.

Performance

In FY2026, the 27 work-related injury cases recorded by the Group resulted in approximate 645 lost working days due to injury. The Group did not record any work-related fatalities in the past three years (including FY2026), given its effective management in health and safety. To reinforce its commitment to occupational health and safety, the Group plans to allocate more resources to these aspects, so as to organise more relevant training and further enhance the working environment. Meanwhile, the Group will reference international standards to optimise its occupational health and safety-related internal policies and approaches.

The Group remains highly committed to maintaining a strong focus on workplace and restaurant hygiene and cleanliness to safeguard the health of its employees and customers. The Group continues to strengthen its public health management practices, ensuring greater resilience and preparedness for any future health-related challenges. In FY2026 and beyond, the Group is dedicated to integrating health and safety considerations into its ongoing business development, minimising potential risks and supporting sustainable growth. During the Reporting Period, the Group was in adherence to the relevant standards, rules, and regulations, and there was no major accident reported.

DEVELOPMENT AND TRAINING

Since Tsui Wah cares about the ability and professionalism of its employees, it has devoted efforts and resources to organising training for employees of all positions. Adhering to the principle of talent cultivation and career progression, the Group arranges diverse programmes for its employees to enhance their expertise and skills, striving to foster mutually beneficial growth with its employees.

CARE FOR EMPLOYEES

DEVELOPMENT AND TRAINING

Internal Training

To maintain the quality of its services and products, we have developed a series of internal training programmes covering corporate culture, occupational safety control, fire management, anti-corruption, and table services. The Group organises both online and face-to-face training depending on the content, so as to enhance training efficiency and save transportation time. The Group also conducts on-site visits to monitor the operational situations and updates its on-the-job training manuals based on practical needs. In addition, the Group provides a comprehensive induction training package for new hires to introduce the Group's history, corporate governance structure, corporate culture, business processes, and management systems. For experienced employees, the Group offers them profession-oriented courses based on the Group's development approach. For instance, the Group holds training courses including but not limited to nutrition, fire safety, and first aid. By formulating well-designed training programmes, the Group is dedicated to cultivating a skilled team that is equipped with diverse expertise to adapt to the dynamic market expectations.

External Training

Reckoning external training can provide employees with additional insights and experiences, the Group encourages its employees to participate in external training to widen their horizons. The Group regularly invites external organisations and experts to provide relevant training to its employees. Subject to the approval of the management and the arrangements of the Human Resources Department, the Group invites professional institutions to provide short-term courses, arranges overseas visits for senior management personnel, and organises various academic training programmes. Meanwhile, the Group supports employees to get professional qualifications by offering incentives. Employees who have passed professional qualification examinations and successfully obtained vocational qualification certificates can receive reimbursements from the Group.

PURPOSE OF TRAINING



- Ensuring all employees understand Tsui Wah's core values and targets to encourage collective actions
- Highlighting the duties of each department to ensure the effective implementation of internal policies
- Reinforcing the knowledge of appropriate operational practices to avoid workplace injuries
- Improving the overall capacity of employees to enhance customers' dining experiences
- Raising the awareness of food safety to facilitate employees handing Ingredients in a proper manner
- Attracting and retaining talents through providing diversified training programmes

CARE FOR EMPLOYEES



Example of the themes of training programmes

- Induction training
- Frontline basic management course
- High efficiency of team training
- Frontline senior management course
- Excellent state leader training course
- Quality customer service training
- Make-up/Dressing course
- Safe use of truck tailgates training course
- Internal and external 'attitude' and 'technique' course
- Start from briefings & presentations
- Hygiene supervisor course by the Food and Environmental Hygiene Department ("FEHD")
- A day of restaurant manager
- Hygiene manager course
- ICAC training conference
- Occupational health and safety training seminar
- ERS (源泉) management system training
- Restaurant supervisor plan — supervisor training course
- Executive star training
- Fire safety training



CARE FOR EMPLOYEES

Since the Group values employee training, we have established a dedicated training management system to document information such as the training category, course name, responsible organisation, date, attendance, training hours. Any special incidents or absences of employees would also be recorded for future inspections. To maximise the benefits of providing training, the Group assigns a specific taskforce for arranging training activities and reviewing the effectiveness of each training course. During FY2026, we collaborated with a number of Polytechnic Schools in mainland China to recruit recent graduates for internships and provide them with pre-employment training.



Providing employees with induction training



Providing employees with food safety training

Performance

In FY2026, the Group successfully organised 35,773 hours of training, covering all employees. In particular, the Group's employees in Hong Kong, Mainland China, Macau and Singapore received 583 hours, 34,224 hours, 59 hours, and 907 hours of training respectively. In recent years, the Group paid additional attention to health and safety-related training topics such as food allergy, food safety, and workplace safety assessment because the Group recognises the enhancement in these areas is of great importance to its operations and reputations. More detailed information about the distribution of employees trained and training hours received can be found in Table 3 and 4 in the chapter **APPENDIX – PERFORMANCE TABLE**.

ANTI-CORRUPTION

We take the view that ethical operations bring a positive brand image and enhance risk management. Hence, the Group adheres to the operational practices that forbid bribery and corruption and rigorously requires its employees to follow local and other applicable regulations such as the "Anti-Corruption Law of the People's Republic of China" (《中華人民共和國反腐敗法》) and the Prevention of Bribery Ordinance (Cap. 201 of the Laws of Hong Kong). Meanwhile, following the top-down approach, the Group implements its anti-corruption policies at all levels from the Board to the management and general employees. The Group closely monitors the business behaviours and integrity of its employees, requiring them to exercise their responsibilities with discipline and ethics. The Group promotes a working culture that embraces professional conduct, fairness, and integrity by formulating and enacting a set of anti-corruption policies such as the Code of Conduct in the Staff Handbook to regulate employees not to offer or accept inappropriate advantages from customers or suppliers. The Group has also implemented the "Handling Red Envelope Guide" (「處理『利是』指引」) to standardise the practices during festival, thereby reducing any grey areas for misbehaviours. The Human Resources Department is responsible for the constructive implementation of the aforementioned policies while the regional Chief Executive Officer is responsible for monitoring, reviewing and enhancing the effectiveness of these policies. Attributed to the Group's endeavours in implementing anti-corruption policies throughout all units, there were no concluded legal cases regarding corrupt practices brought against the Group or any of its directors and employees during the Reporting Period. In FY2026, the Group abided by the relevant laws and regulations in relation to bribery, extortion, fraud, and money laundering that have a significant impact on the Group.

CARE FOR EMPLOYEES



ANTI-CORRUPTION

The Group highlights the importance of reducing the conflicts between employees' personal interests and the interests of the Group. In case of unavoidable conflicts of interest, employees must declare to the Group immediately without concealment. The Group has zero tolerance for internal corruption, extortion, and money-laundering within the Group, including misappropriating company property and confidential data, as well as falsifying accounts and documents. The Group has developed and implemented an effective grievance mechanism, ensuring that whistleblowers are protected from unfair dismissal or harm. Whistleblowers are encouraged to report, either verbally or in writing, any potential dishonest or improper conduct that may infringe upon the interests of the Group to the President Office of the Group along with detailed descriptions and supporting evidence. The President Office will process the reported case within 72 hours and establish a designated investigation team. Assigned personnel will thoroughly review the case details and evidence to substantiate the matter. Members of the investigation team are prohibited from copying or distributing any case-related information.. The investigation team should complete and submit the inspection report and corrective measure proposal within 5 working days. Once the chief executive officer of Mainland China reviews and approves the report and proposal, the Group will then provide a proper reply to the whistleblowers and initiate the corrective measures to protect the Group's interests. In the instance where the Group believes a criminal case is involved, the Group dismisses the convicted employees immediately and informs the relevant regulators or law enforcement authorities when the management considers it necessary.

To raise employee awareness of ethical business conduct, the Group regularly organises anti-corruption-related training to disseminate information regarding the updated regulations and best practices, as well as utilising case studies to demonstrate the repercussions of misbehaviours. Meanwhile, the Group integrates training related to integrity and ethical business practices into the induction package for new joiners, so as to get them aligned with the Group's strong commitment to anti-corruption. Besides, to ensure that employees understand the latest anti-corruption standards and reporting channels, the Group issued a notice related to the protection of basic rights and posted it on the notice board of restaurants in FY2026. We encourage employees to report any breaches of laws or regulations they may discover; we will protect the privacy of whistleblowers and take appropriate measures to safeguard them.

Complaints and Reports Email Address	jb.China@tsuiwah.com; whistleblower@tsuiwah.com
Audit Department email address	ken.lu@tsuiwah.com

CARE FOR CUSTOMERS

Relevant Material Topics:

- Product/Service Quality and Safety
- Customer Privacy and Data Security
- Marketing and Promotion
- IP Rights
- Labelling Relating to Products/ Services







Tsui Wah's mission revolves around delivering safe and great food along with continuously refining quality of its services. Being a prominent F&B company with extensive reach, the Group strives to leverage its expertise and experience to offer secure, reasonably priced, and excellent products that cater to the needs of individuals across all age and culture groups.

The Group reckons customers form the basis of its growth and development, therefore has implemented various measures to gather customer feedback for improvement, so as to ensure customers are satisfied with its performance. With an aim to retain customers and sustain its industry competitiveness, the Group facilitates transparent, open, and two-way communications with its customers while handling complaints sincerely.

CARE FOR CUSTOMERS

IN TOUCH WITH CUSTOMER'S TASTE BY INNOVATION

Tsui Wah is dedicated to designing cuisines fulfiling customers' needs and preferences, so as to retain customers in the long-run. In view of the market trend, the Group has prioritised culinary innovation and diversified its cooking style to appeal to a more comprehensive range of diners. For instance, the Group has launched the "Ging Sun Ho King of Bun" (「堅信號上海生煎皇」), "Nijuuichi Don" (「廿一堂」), "Ceylon" (「錫蘭」), "Homurice" (「揚食屋」) and "Kami Toriyaki" (「神鳥燒」) to expand its market by providing cuisine other than "Cha Chaan Teng" style. These brand-new restaurants are associated with a different vibe, which are designed with a sense of youth, fashion, and innovation, representing the collective intelligence, wisdom, and efforts of the members of the Group.

Ging Sun Ho King of Bun (「堅信號上海生煎皇」)

堅信號
Ging Sun Ho King of Bun
上海生煎皇

Since its joining in early 2019, Ging Sun Ho King of Bun has been offering Shanghai buns and an array of noodle dishes to its customers. Given the Group's endeavours to understand and satisfy customers' needs, it has utilized social networking platforms such as Facebook to keep in touch with its customers. Besides, in view of the growing demand for vegetarian options, the Group has introduced spring rolls made with vegetables which aims to attract vegan dinners, as well as diversifying its choices of food. Maintaining a great variety of menus reinforces the commitment of the Group to respond to the calls of customers and adapt to the changing market preferences. In addition, the Group has pursued cross-industry collaborations, forming a strategic partnership with Hong Kong Express Airways to offer the signature pan-fried pork soup bun of Ging Sun Ho to airline passengers, effectively broadening the brand's reach.

Nijuuichi Don (「廿一堂」)

廿一堂
ニジュウイチ丼

Recognising Japanese food and fancy fast food attract customers, the Group has launched the "Nijuuichi Don" to provide customers with Japanese food and extraordinary experiences.

a. Several self-service kiosks are placed at the entrance and the prevailing yellow tone is designed to create a youthful energetic ambience for customers;
b. Made-to-order Japanese donburi using premium ingredients to guarantee the quality of food while preserving the original taste; and
c. "Self-service ordering, Self-service meal serving and Self-service utensil collection" culture in the store, enabling customers to shorten the waiting time and enjoy high quality Japanese cuisine in a cosy setting.

CARE FOR CUSTOMERS

"Ceylon" (「錫蘭」)

Since its establishment in 2021, Ceylon has been offering local Cha Chaan Teng food to customers, including Hong Kong-style afternoon tea sets and sizzling panfried dinners. The restaurants are characterised by inhouse bakeries, which are dedicated to maintaining the freshness and taste of local bread by reducing transportation distance. Among all, the Hong Kong-style pineapple buns with butter have always been the highlight of Ceylon, catching the attention of local people and travellers.

"Homurice" (「揚食屋」)

Homurice is a restaurant brand that specialises in Japanese style Omelette Rice. To ensure the quality of food, the restaurants select premium Japanese eggs and rice as raw materials, demonstrating the Group's commitment to paying attention to food details. Meanwhile, another main series named "Yang Sik"– fried food promotes the authentic flavour of Western and Japanese cuisine, with the features of crispiness on the outside and softness in the inner part to create a fantastic texture.

"Kami Toriyaki" (「神鳥燒」)

Kami Toriyaki is a Japanese-inspired dining concept under the Group, offering a modern take on traditional yakitori and kushiyaki dishes. The brand serves as a testament to the group's ability to blend traditional Japanese flavors with contemporary dining trends, appealing to a wide range of customers.

CARE FOR CUSTOMERS



SERVICE DIVERSITY THROUGH INNOVATION

Electronic Membership System

Starting from early 2020, Tsui Wah has been collaborating with the "Storellet" application to introduce a new electronic membership system, which facilitates interactive communications with customers and offers the latest news, including discounts for its members. During FY2026, we collaborated with Juicy App to launch a new membership system. The ultimate objective of the membership system is to enhance customer experiences so as to maintain the competitiveness of the Group. For instance, the membership system allows customers to accumulate redeemable points for gifts and cash coupons, thereby attracting new customers while retaining the support of existing customers. Meanwhile, the Group aims to establish stronger and stabler relationships with its loyal customers by providing convenient communication channels through the system. With the implementation of the membership system, the Group successfully creates continuous interactions with its customers and brings freshness to its operational mode.

Advanced Ordering and Billing Methods

As a result of the behavioural changes related to technological advancements, the utilisation of wireless payment has surged significantly. To align with evolving customer preferences and worldwide trends, Tsui Wah has integrated various e-payment platforms in the restaurants, including Alipay, Apple Pay, UnionPay, and WeChat Pay. Meanwhile, the Group is dedicated to enhancing its mobile ordering application, through which customers can order and pay online with a QR Code at dining places. Understanding the fast-living style of modern society, the Group emphasises efficiency and convenience to cater to the expectations of customers.

Expanded Delivery Coverage

To expand the business opportunities beyond physical restaurant locations, Tsui Wah has established partnerships with multiple delivery platforms to offer customers high-quality and convenient delivery service experiences. Through trustworthy delivery services, the Group ensures its food is delivered in an efficient and prompt way, thereby guaranteeing the food quality and customer satisfaction. Besides, customers can easily place orders and track the status of deliveries through the delivery platforms. The Group is dedicated to closely monitoring the market trend and customer demands to optimise its operational model and practices, so as to meet the ever-changing customer expectations.

CARE FOR CUSTOMERS

CUSTOMER FEEDBACK

Tsui Wah has implemented the "QR Code Customer Plan" for customers to submit their compliments and complaints in a convenient manner. Through scanning a code, customers can give advice and comments on aspects covering food quality, waiters' service attitude, and dining environment. The online questionnaires and surveys have been carefully designed to guide customers to provide comprehensive suggestions based on their dining experience. Reckoning the popularity of social media and food review websites, the Group has also paid special attention to comments on these sources.

The Group treats customer feedback seriously while viewing it as an opportunity to identify its deficiencies and room for improvement. To handle the feedback properly and efficiently, the Group analyses the opinions from all branches on a monthly basis, so as to optimise its approaches and develop corrective measures promptly.

In FY2026, the Group continued its efforts to gather opinions from its valuable customers. Given the Group's outstanding performance in the Reporting Period, most of the feedback received was positive. Aiming to integrate useful comments into the developmental strategies and improve the overall performance through the formulation of corrective actions, the Group has established the internal policy of "Customer's Suggestions and Follow-up Report". Specifically, the report is designed to outline the context of relevant incidents, devise improvement approaches, document the evidence of the follow-up measures/training, record customer response to feedback provided by Tsui Wah, and include a report from the executive of operations on the management progress of relevant incidents.

Customers Comments



Customer A

Every time I come here, I always order the Hainanese chicken rice–it's absolutely delicious. The staff are very welcoming, offering water and wiping down the tables without being asked. Overall, it's a lovely experience.

Whenever I pass by Tsui Wah, I always buy a pineapple bun; the fragrance wafts out as I walk by, and the pastry is absolutely delicious–golden, crisp and flaky.



Customer B



Customer C

Tsui Wah's dishes are as consistently good as ever, their Yangzhou fried rice is generously portioned, full of flavour and has a satisfying texture, making it the perfect accompaniment to a drink.

CARE FOR CUSTOMERS



The set menus offer excellent value for money; as well as a main course, they include a drink and soup, so you don't have to choose your own combination, and the serving sizes are generous.



Customer D



Customer E

A truly authentic Cha Chaan Teng with a simple and elegant atmosphere and a place with real character. You can really sense the care that goes into selecting ingredients and preparing the food–it's well worth a recommendation.

Tsui Wah's breakfast set menus are also very good value. The self-service ordering via QR code is very convenient, the food is served quickly, and the food still tastes just as good as it used to.



Customer F



Customer G

Whenever I'm not sure what to eat, I always choose Tsui Wah. There's such a wide variety of dishes on offer that I can try something different every time.

Customer Complaints Handling

Recognising the importance of consistent enhancement, Tsui Wah has formulated a series of internal policies and standards to address complaints effectively. The Group mandates clear documentation of the involved restaurants and personnel upon receiving complaints. Within 5 days following the incident, the restaurant manager is responsible for submitting a detailed complaint report to both the Operation Department and the Marketing Department to formulate replies to customers. Subsequently, the restaurant managers should devise specific improvement plans while the operation manager should initiate follow-up actions when necessary.

In FY2026, the Group received approximately 373 complaints regarding its restaurant operations, which are mainly about the service quality, takeaway food, or packaging. The Group handled all complaints with care, achieving a 65.95% response rate and resolve rate based on the previously outlined measures. Moreover, the complaints received during the Reporting Period did not have any material impacts on the Group's brands, business, and operations.

CARE FOR CUSTOMERS

EMPHASIS ON FOOD SAFETY

Since food forms the basis for Tsui Wah's operations, it has attached utmost attention to food safety issues over the years. In FY2026, the Group strictly complied with the applicable laws and regulations such as the Food Safety Ordinance (Cap. 612 of the Laws of Hong Kong), as well as implementing stringent food safety policies for the management of central kitchens and restaurants. We have drawn up a list of daily inspection items in accordance with the Provisions on the Supervision and Management of Food Safety Principal Responsibilities Implemented by Catering Chain Enterprises to ensure food safety.

Given the fact that food quality and hygiene standards affect the brand image of a catering company, the Group strives to provide customers with high-quality and safe food. For instance, the Group has established a comprehensive food safety management system to standardise the food handling and cooking procedures so as to ensure the provision of quality-guaranteed cuisine. Besides, the Group has applied for and obtained various licenses to recognise its excellent performance in the food safety aspect, including but not limited to the "General Restaurant License" and "Food Factory License" from the FEHD. During the Reporting Period, all Tsui Wah stores in mainland China underwent food safety testing, including total bacterial count tests on the restaurants' water supplies and ice. At the University of Hong Kong-Shenzhen Hospital store, in accordance with the hospital's requirements, bacterial content tests were carried out on tableware, refrigerators, chopping boards for cooked food, knife handles, work surfaces, rice and dishes. According to reports from third-party testing agencies, the levels of coliform bacteria, Salmonella and Staphylococcus aureus detected in the samples provided by the Group were all below the technical limits, meeting food hygiene standards.

Food Safety Management Principles



Adhering to the core principle of "Conscientious Manufacture", Tsui Wah requires all employees to follow the food safety policies of the Group, so as to ensure its products meet the local and national standards, as well as realise its corporate vision of providing customers with healthy and safe dining experiences. Through the effective implementation of various measures, such as the enhancement of the corporate quality management system and the continuous scientific melioration of its product and service quality, the Group has optimised its management approach and has improved its product quality by integrating innovative elements. Specifically, the Group focuses on the following four areas under the framework of corporate Food Safety Management Principles. In FY2026, the Group has established well-defined food safety objectives and conducts regular internal reviews, monitoring aspects such as the sterilisation of tableware and the duration of the sterilisation process, as well as warehouse humidity and temperature and staff personal hygiene and health, in order to guarantee food safety and ensure compliance.

CARE FOR CUSTOMERS



FOUR KEY AREAS	FOUR KEY TARGETS
Microbiological test pass rate for finished products, production environment and packaging materials	Pass rate achieve higher than or equal to 95% every half year
Number of severe food safety incident	Less than or equal to 1 incident per year
Number of products received complaints and being recalled	Less than 0.2% of the monthly production
Amount of food discarded due to production error or ingredient issue	Less than 0.5% of the monthly production

Quality Management Approach

Diligently following the requirements stipulated in the ISO 22000:2018, Tsui Wah has established, implemented, and continuously improved its Food Safety Management System to ensure the quality of its products and services. The Group actively monitors various operational processes ranging from raw material procurement and storage to production and delivery while assigning duties to relevant departments. The Quality Control Department, the Factory Affairs Department, and the Production Department are responsible for implementing the system within the Group. Hence, they are required to have a thorough understanding of the Group's products, production processes, equipment, and relevant food safety standards.

Meanwhile, the Group strives to develop robust relationships with its external parties in the value chain to verify the sources and quality of its ingredients, as well as promote the food safety principle of the Group to its business partners. In specific, the Food Safety Team is responsible for communicating with external stakeholders, including suppliers, customers, relevant governmental departments, and other organisations. The issues discussed should at least cover the following:

Suppliers	Customers	Relevant governmental departments	Other organisations
Information on the quality and safety of raw materials, packaging materials and materials that may be in contact with food	Product information (including use introduction, storage requirement and expiry date), enquiry about products and responses from customers (including complaints and comments)	Documents on technological development and amendments of laws and regulations	Impacts brought by the renewal of the food safety management system that affects or will affect other organisations such as assurance organisation

CARE FOR CUSTOMERS

To bolster effectiveness and continuously enhance its food safety management, the Group employs various internal communication channels and methods to highlight its food safety commitment. For instance, the Group organises regular meetings and seminars to discuss food safety issues while disseminating written documents related to food safety protocols to all units. Besides, the Group arranges comprehensive training to ensure all responsible personnel understand the food safety procedures and standards. The Group also documents its food safety performance to track compliance, as well as conducts internal assessments and audits to identify areas for improvement. The Group is dedicated to developing a comprehensive framework for continuously improving food safety practices across its operations.

Restaurants

All restaurants under the brand of Tsui Wah strictly followed the basic Food Safety Management principles of the Group in FY2026 and implemented the following procedures to ensure customers can enjoy high-quality and safe cuisines.

Standard formulation

- Developing the Food Safety Standard Guideline in accordance with the food safety manual published by the Centre for Food Safety, establishing appropriate procedures for the use and storage of food ingredients, and ensuring these are strictly implemented
- Following the Restaurant Hygiene Standard
- Optimising the Operation Management Manual by the Production Department



Employee hygiene training

- Providing both internal and external training programmes for employees, including courses, seminars, and knowledge-sharing activities





Audit on practices



- Assigning restaurant managers to inspect the restaurants in adherence to a defined checklist every day before shop opening and document the results clearly
- Arranging monthly shop inspections to assess the product quality, customer service, delivery efficiency, dining environment, employee performance, as well as safety equipment of restaurants
- Conducting reciprocal audits by other restaurant managers within the Tsui Wah Group
- Performing external inspections by the FEHD

Record and retrospective review



- Recording and reporting any incidents that have happened
- Investigating the cause of the incident and implementing mitigation actions in a timely manner to prevent similar incidents from occurring again

CARE FOR CUSTOMERS

Central Kitchen

The Group recognised central kitchens as the first line of defence against potential food safety risks. Hence, the Group prioritised the management of central kitchens and allocated resources to improve the monitoring of central kitchens in FY2026. As part of the efforts, the central kitchens have fully implemented a comprehensive food safety management system, which is dedicated to enhancing the food quality and hygiene levels at every stage of production. By focusing on the rigorous management of central kitchens, the Group reaffirmed its commitment to safeguarding food safety.

Sourcing Management

In order to facilitate effective monitoring of suppliers' products and services, the Group closely oversees suppliers who fall under evaluation criteria (against those offering high-usage/high-risk products or having a history of getting complaints regarding food safety). The Procurement Department of the Group regulates those suppliers by the ISO 22000:2018 Food Safety Management System. Upon arrival, all incoming raw materials will undergo thorough inspections following the national, industrial, local, and internal standards. To streamline the process, the Group has formulated goods receiving standards that outline the specifications and quality requirements of each ingredient. The Group stringently rejects and returns raw materials that are below standards to the suppliers, ensuring only quality goods are utilised in later stages of the operations.



Equipment Innovation

The Group prioritises the enhancement and innovation of cooking equipment to mitigate food safety risks associated with the mass production processes. Over the years, the Group has invested in and installed cutting-edge equipment in central kitchens. For example, the Group has implemented air cooling units that are widely adopted in the food industry in the central kitchens, striving to reduce risks of food degradation or contaminations resulting from prolonged exposures to ambient temperatures. Meanwhile, the Group ensures its equipment and food processing environment adhere to the Food Safety Local Standard-Central Kitchen Hygiene Standard (DB 31/2008-2012). By strictly aligning with the standards, the Group demonstrates its commitment to ensuring the safety and quality of its food products throughout the production process.

CARE FOR CUSTOMERS

Control of Unqualified Products and Recall Procedures

With an aim to ensure the high quality of the products, Tsui Wah has thoroughly enacted the PRP (prerequisite programme), the OPRP (operational prerequisite programme), and the HACCP (Hazard Analysis and Critical Control Point) system in all central kitchens. The Group is dedicated to resolving any issues of unqualified products promptly following internal policies including the "Corrective and Preventative Actions Management Programme", the "Disqualified Product Management Programme", as well as the "Tracing and Recall of Products Programme".

Once the Group determines its products are unsafe and risky that may pose threats to the health and safety of users, we notifies the relevant parties in an effective manner while ensuring corrective measures are implemented to prevent and minimise the associated negative impacts. If it is found that the food ingredients do not meet the standards, the central kitchens of the Group will issue product recall notifications to the restaurants. Meanwhile, the Food Safety Team will immediately initiate the recall process of the problematic products and properly seal all recalled products for further handling by the Quality Control Department. At the same time, the Storage Department should identify the distribution of the same batch of products and recall problematic products from other impacted restaurants. The Quality Control Department should consolidate the total recalled amount and place the relevant products at designated locations with labels of "Pending for Inspection". The Quality Control Department is also responsible for inspecting the reasons for such an incident and submitting the Investigation Report documenting the causes, scope, and handling outcomes for the top management's review. Through the implementation of standardised unqualified products and recall procedures, the Group strives to minimise the adverse impacts and prevent similar incidents from happening again.

In FY2026, the Group did not record any product recall because of safety and health reasons.

ADVERTISING & LABELLING

Since there are increasing calls for enhancing the accuracy and comprehensiveness of marketing and advertising materials in the catering industry, Tsui Wah strives to meet the expectations of the public by providing impartial information about its products and services. The Group aspires to truly disclose its product information to facilitate informed decision-making and promote healthy eating habits. In specific, the Group ensures that its advertising and marketing practices comply with applicable laws and regulations, including the Trade Descriptions Ordinance (Cap. 362 of the Laws of Hong Kong) and the Advertising Law of the People's Republic of China (中華人民共和國廣告法) to prohibit unfair trade practices such as false descriptions, misleading omissions, bait advertising and wrongful acceptance of payment. The Sales and Marketing Departments of the Group is responsible for scrutinising the product descriptions and information disclosure, ensuring they are in compliance with relevant local laws and regulations while conforming to the code of ethics to its customers. Striving to showcase unbiased information about its products and services, the Group prohibits misrepresentation in marketing materials or exaggeration of offerings.

CARE FOR CUSTOMERS



To allow customers to understand the product details for decision-making, the Group attaches importance to responsible labelling practices. For instance, the Group provides a full list of useful information about its product, clearly illustrating the nutritional information and allergen substances. Meanwhile, all of its pre-packing food products follow the Food and Drugs (Composition and Labelling Regulations) (Cap. 132W of the Laws of Hong Kong).

CUSTOMER PRIVACY

Since the operations of Tsui Wah involve handling of customer data, the Group attaches great emphasis on data protection and confidentiality. The Group complies with the Personal Data (Privacy) Ordinance (Cap. 486 of the Laws of Hong Kong) and other relevant local regulations pertaining to customer data. By adhering to these standards, the Group ensures that the rights of customers are respected and their personal information remains secure. The Group has formulated the "Principles for Information Protection" (《保障資料原則註釋》) in the Staff Handbook, which stipulates that all collected personal information is restricted to the purposes agreed by customers. All customer information, including names, dining times, contact numbers, and comments obtained from online questionnaires and surveys in restaurants are regarded as confidential information. The information is only utilised internally for food and service improvement while it is not disclosed to any third parties. The Group has strictly adhered to the principle of prohibiting the provision of consumer information to any third parties without authorisations from customers. The Group documents customer data carefully and only allows designated personnel to access relevant information, so as to ensure the confidentiality of the collected personal data.

To address the concern on data privacy and cyber security, the IT Department takes proactive measures to establish barriers between the office and commercial networks to prevent unauthorised data disclosure, exportation, and copying according to the "Electronic Message and Information System Guide" (「電子訊息及資訊系統指引」). Meanwhile, the Human Resources Department closely reviews and tracks relevant regulation updates while enhancing the internal policies when necessary. The Group is dedicated to carefully handling sensitive personal data to avoid breach of legal requirements, thereby protecting its brand image and reputation.

During the Reporting Period, the Group did not receive any substantial complaints regarding breaches of customer privacy.

CARE FOR CUSTOMERS

IP RIGHTS

Tsui Wah recognises the significance of its IP rights in securing its long-term development. Hence, the Group actively monitors the IP rights-related issues in the restaurants operating under its core brand "Tsui Wah" and other subsidiary brands such as the "Ging Sun Ho King of Bun" (「堅信號上海生煎皇」), "Nijuuichi Don" (「廿一堂」), "Ceylon" (「錫蘭」), "Homurice" (「揚食屋」) and "Kami Toriyaki" (「神鳥燒」), striving to safeguard its market edges and competitiveness. To protect the trademarks and IP rights of the Group, it makes necessary filing(s) or registration(s), as well as seeking legal advice from professionals to ensure compliance with legal standards regarding IP registration and renewal. In addition, the Group has established a dedicated team responsible for regularly investigating and reviewing the business practices, thereby ensuring that the Group acts in accordance with regulations pertaining to IP rights in regions where it operates or plans to operate in the future. To raise employee awareness of the importance and benefits of protecting IP rights, the Group has formulated a set of internal management rules in its employees' manual, covering IP rights such as information management systems, trademarks, proprietary know-how, and secret recipes of the Group.

As a company specialising in catering services, our secret recipes are among the Group's most valuable assets. Hence, the Group has implemented a strict and effective management system in the central kitchens, restricting the number of employees allowed to access to confidential food information following a "need-to-know" basis. Besides, there are clear regulations written in employment contracts and the Staff Handbook to define the correct procedures for handling confidential information, which guide employees to adopt the best practices to avoid unnecessary disclosure. For instance, the regulations outline a list of possible behaviours that may infringe on the IP rights of the Group and provide immediate steps to safeguard the company's legitimate rights and interests.

By enforcing these measures, the Group ensures the protection of its secret recipes and other intellectual properties, safeguarding its competitive advantages within the industry while fostering long-term development. During the reporting year, the Group was not aware of any third-party infringement on its trademarks and has abided by relevant laws and regulations, including the Trade Marks Ordinance (Cap. 559 of the Laws of Hong Kong) and the Copyright Ordinance (Cap. 528 of the Laws of Hong Kong).

In FY2026, the Group was in compliance with the relevant laws and regulations regarding health and safety, advertising, labelling and privacy matters of its products and services that have a significant impact on the Group.

CARE FOR COMMUNITIES

Relevant Material Topics:

- Participation in Philanthropy
- Cultivation of Local Employment
- Support of Local Economic Development







In addition to its focus on business development, Tsui Wah is dedicated to fulfilling its corporate social responsibility through community investments. The Group endeavours to empower the communities in which it operates and enhance the living standards of the local citizens. Furthermore, the Group is committed to promoting the long-term sustainability of these communities, ensuring their continued prosperity.

CARE FOR COMMUNITIES

ENGAGING THE UNDERPRIVILEGED

The Group pays attention to community development and provides assistance to people in need generously. Over the years, the Group has actively participated in charity activities and donated to various underprivileged groups. For instance, the Group has organised visits to care homes for the elderly and home visits to elderly people living alone, donated mooncakes to charities during the Mid-Autumn Festival, and participated in public welfare and charitable activities. The fire incident at Wang Fuk Court in Tai Po, Hong Kong, in November 2025 was deeply concerning to us. We immediately prepared the necessary supplies for those in need and launched an internal fundraising campaign within the Group, donating HK$500,000 on behalf of the company, with employees donating approximately HK$110,000 in total. With the aim to strengthen its social contribution, the Group offers various charitable opportunities and encourages its employees to participate.



Visiting a care home for the elderly



Donating mooncakes to charities



The Tsui Wah Volunteer Team assisted charitable organisations at the Tai Po fire incident site



Donation of supplies to residents affected by the Tai Po fire

CARE FOR COMMUNITIES

ENGAGING SOCIAL EVENTS

The harmonious development of society has long been a key focus for Tsui Wah. During the reporting period, the Group continued to expand its social engagement activities, committed to the shared prosperity of both the industry and society. We care deeply for grassroots communities and vulnerable groups. By organising and joining our employees in participating in events such as the Pok Oi Charity Dinner Dance, Pok Oi Cycle for Millions, the Love 'Inclusion' Joy Charity Walk, and the Charity Walk for Millions, we have fostered goodwill and injected positive energy into society.

In addition to our commitment to public welfare, the Group has also actively participated in various industry exchange events and taken part in numerous community food markets and cultural activities. This has not only provided the general public with high-quality and diverse dining experiences but has also further bridged the gap between Tsui Wah and the public, enabling more people to experience the culinary delights of Cha Chaan Teng culture.



Attending the Pok Oi charity dinner dance


Attending the Charity Walk for Millions



Attending the Pok Oi Cycle for Millions



Attending the Love 'Inclusion' Joy Charity Walk



Attending the Guangzhou International Food Festival



Joining the Complex Con food market

CARE FOR COMMUNITIES

ENGAGING SOCIAL EVENTS



Attending the 26th anniversary dinner of Hong Kong Federation of Restaurants & Related Traders Limited



Organising the competition in partnership with Guangxi Eco-engineering Vocational and Technical College

PROMOTING ENVIRONMENTAL AWARENESS

Environmental issues, such as climate change, have posed varying degrees of influence on society. It is therefore of great importance to address environmental sustainability appropriately, so as to ensure the stability and continued prosperity of these communities. As part of its community investment, the Group proactively fosters behavioural changes and raises environmental awareness among community members. In doing so, the Group strives to integrate sustainable practices and principles into the fabric of the communities in which it operates.

In addition to cultivating a working culture that values energy-saving and waste reduction, the Group also spreads the same idea to the members of its operating regions. For instance, restaurants of the Group only provide one piece of tissue per customer and will only distribute more when customers require it. When waiters/waitresses believe customers have ordered more than enough and may cause food wastage, they will remind customers of the size of each dish and suggest customers reconsidering their orders. Meanwhile, the Group has attached posters in restaurants, highlighting the importance and methods of consuming resources smartly. The Group has also become a practitioner of the Bring Your Own Containers Eateries Scheme, seeking to encourage customers to use their own containers, thereby creating a "Plastic and Disposable free" society.

Although customers initially found the environmental measures inconvenient, through the Group's patient explanations and persistence, we eventually gained the support and understanding of the majority of our customers.

CARE FOR COMMUNITIES



THEORY OF CHANGE

Enhancing the living standard of communities and realising its corporate social responsibility



Social Responsibility Goals



Engaging the Underprivileged

- Distributed moon cakes during Mid-Autumn Festival to local charitable organisations and elderly centres.
- Supported the charitable activities such as the walkathon organised by The Community Chest of Hong Kong.



Promoting Environmental Awareness

- Highlighted the importance of food waste reduction by posting posters and provided the small portion option in restaurants to encourage behavioural changes and the adoption of eco-friendly practices.
- Became a supporter of the Bring Your Own Containers Eateries Scheme to encourage customers to bring their own containers, so as to reduce the consumption of packaging materials.
- Launched plant-based dishes such as vegetarian spring rolls to facilitate eco-friendly choice of living.
- Promote self-service drinking water station to not provide every customer with a cup of drinking water actively and distribute only one tissue per customer to encourage resource-saving.



Anticipated Positive Influences

Building a healthy environment, constructing a strong economy and improving the well-being of the people. Develop a community that thinks systematically, functions resiliently, keeps redefining progress, lives within means, cultivates collaboration, ensures equity, embraces diversity, inspires leadership, and develops in a sustainable manner.

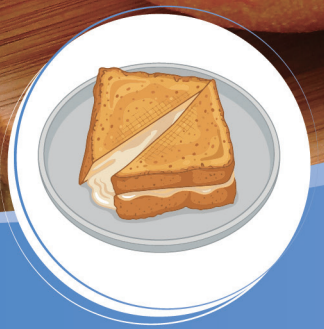
CARE FOR SUPPLIERS

Relevant Material Topics:

- Green Procurement
- Engagement with Suppliers
- Environmental and Social Risk Management of Supply Chain
- Supply Chain Resilience







A stable supply of food ingredients and packaging materials contributes to the smooth operations of extensive restaurants of Tsui Wah. The Group endeavours to maintain stable relationships with suppliers, thereby establishing a robust supply chain network. In alignment with customer expectations, the Group has actively explored responsible sourcing, ensuring that the collaborated suppliers operate their business in ethical and responsible manners that respect human rights and adopt green practices. Reckoning the increasing concerns over ESG risks, the Group also monitors the environmental and social challenges associated with its supply chain through measures including transparent procurement procedures, consistent information exchange, and regular supplier evaluations to identify any potential risk and take mitigation measures promptly, so as to minimise the negative impacts. Meanwhile, fostering changes in the operational practices of suppliers while leading business partners to transition towards sustainability are objectives of the Group.

CARE FOR SUPPLIERS



ENGAGEMENT AND MANAGEMENT APPROACH

In FY2026, Tsui Wah actively collaborated with 574 suppliers, including 313 suppliers in Hong Kong, 80 suppliers in Mainland China, 70 suppliers in Macau, and 111 suppliers in Singapore. The Group has formulated internal policies for supplier engagement and control, with the implementation from the Procurement Department, to ensure the safety and the standard of its procured goods, thereby maintaining the high quality of its products. The policies related to supply chain management are applicable to all suppliers of the Group.

The Group adheres to stringent standards when selecting suppliers for collaboration. For instance, the Group checks whether suppliers have obtained government-approved licenses, have quality assurance programmes in place, and followed proper importation procedures for all goods sold. Besides, the Group inspects supplier performances regularly, requiring them to operate in accordance with the latest regulations on food labelling, hygiene, and sanitation. Upon request, suppliers must provide the Group with relevant health certificates and laboratory test results for their goods.

The Procurement Department of the Group is responsible for conducting comprehensive supplier assessments during the initial stage of procurement, which strives to ensure suppliers, and their products comply with relevant standards, including food safety regulations, suppliers' business performance and reputation, hygiene requirements, sustainability practices, and fulfilment of corporate social responsibility. To monitor suppliers continuously, the Group conducts periodic assessments of its collaborating suppliers through diverse channels, encompassing onsite visits to their offices and production facilities. By implementing these rigorous evaluation processes, Tsui Wah ensures the quality and integrity of its supply chain while upholding its commitment to excellent products.

CARE FOR SUPPLIERS

Supplier Evaluation

As a part of its Supplier Management Process, the Procurement Department of the Group conducts due diligence on potential suppliers before formal collaborations. The evaluation process includes assessing the performance of suppliers under various aspects, such as the quality of goods, compliance history, production technologies, and service quality. Should any environmental or social risks be identified, the Group refrains from partnering with those candidates and adds them to a blacklist.



CENTRAL KITCHEN



SUPPLIERS

Continuous Monitoring

The Group maintains close contact with its supplier through numerous communication channels, including teleconferences, emails, and phone calls. The ongoing interactions allow the Group to stay informed about its suppliers' latest business practices, regulation compliances, and ESG performances, thereby understanding the associated environmental and social risks throughout the entire supply chain. Besides, the Group provides suggestions to suppliers regarding the identified risks, striving to encourage them to take mitigation measures and adopt responsible operational practices, as well as facilitating positive changes in the food industry.

The Group closely monitors the operational practices and the quality of products from cooperating suppliers. If the quality of supplied ingredients is below standards, the Group issues warning notices to corresponding suppliers urging them to take corrective measures promptly. Meanwhile, the Group reviews and assesses the effectiveness of their follow-up actions. In the cases where suppliers have been found with serious problems related to food quality and safety, fraudulent acts or deceptive reporting of weight and packaging, the Group records their misbehaviours and puts them on the blacklist to avoid further engagement.

Procurement Approach

Referencing the performances, past experiences, and compliance history of suppliers, the Group has established an "Approved List of Suppliers" for supplier management. As of 31 March 2026, the list consisted of more than 574 suppliers from regions such as Hong Kong, Mainland China, Macau, and Singapore, who formed the basis of operations by providing different types of products and services to the restaurants of the Group.

Since the Group has built robust and stable relationships with suppliers, it can track the operation conditions and difficulties of suppliers in a timely manner. Consequently, the Group is able to implement mitigation measures promptly once material risks are found. In FY2026, the Group did not encounter any significant delay in raw materials delivery.

Central kitchens of the Group are responsible for assessing and controlling the product quality and service level of suppliers, ensuring they are obeying the requirements under the Food Safety Management System (ISO 22000:2018). To effectively control the quality of incoming goods and implement well-defined delivery guidelines for suppliers, the Purchasing Department has established the receiving goods specifications.



RESTAURANTS

Reliable and ecofriendly logistics

Proactive customer engagement

Provision of taste delicacy

CUSTOMERS



CARE FOR SUPPLIERS



GREEN PROCUREMENT

While sustainable development is catching worldwide attention, Tsui Wah is dedicated to transforming its supply chain and allocating more efforts to the implementation of green procurement practices. Environmental aspects such as environmental nuisances, energy consumption, recycling practices, and product lifecycle are considered beyond financial considerations during supplier selections and evaluations. The Group is committed to utilising products and services that have minimal environmental influences while incorporating environmental considerations into its supplier management. For instance, the Group values suppliers that upgrade their packaging to greener materials, take initiatives to reduce energy and water usage, install equipment to minimise environmental pollutants, as well as implementing environmental management policies. Recognising that the activities in its supply chain contribute to the Group's overall GHG emissions, the Group actively suggests and encourages its collaborated suppliers to enhance the sourcing and production processes, so as to reduce the amount of resources required, contributing to greener operations.

The Group has formulated the "Green Procurement Policy", stipulating that the Procurement Department should follow standardised procedures in procurement. Among all, the Procurement Department should thoroughly investigate and review the following questions during the purchasing decision-making process:

a. What is the necessity of purchasing this product?
b. What are the components of this product?
c. How is this product made?
d. How far has this product travelled?
e. What is the mode of transportation during product delivery?
f. What is the packaging material and how heavy is it?
g. How will the by-products (including packaging materials) be reused and recycled?



Since vehicle movements combust fuels and emit GHG emissions, the Group strives to minimise the travel distances of its purchased products, thereby reducing the environmental nuisances of its suppliers and its overall GHG emissions. Adhering to the "Farm-to-fork" approach, the Group emphasises the use of fresh food sourced from local suppliers across its restaurant network whenever feasible, so as to reduce the distance and time for food delivery (commonly referred to as food mileage).

CARE FOR ENVIRONMENT

Relevant Material Topics:

- GHG Emissions
- Energy Management
- Water and Wastewater Management
- Solid Waste Stewardship
- Climate Change Mitigation and Adaptation
- Renewable and Clean Energy



Tsui Wah recognises the importance of the natural environment while taking the view that environmental issues such as climate change and resource depletion may significantly disrupt its operations, leading to potential financial loss. Acknowledging that solving environmental problems requires collective efforts, the Group not only enhances its operational practices to embrace environmental stewardship, but also inspires peer companies to understand the benefit of green operations. Meanwhile, the Group continuously monitors the global trend, striving to optimise its environmental strategies with reference to national policies such as China's ecological civilisation goals, Hong Kong's Climate Action Plan, and worldwide carbon net-zero targets.

CARE FOR ENVIRONMENT



EMISSIONS

Compliance

In FY2026, the Group emitted air pollutants such as sulphur oxides ("**SO_x**"), nitrogen oxides ("**NO_x**"), particulate matter ("**PM**"), and GHG. Besides, the administration offices, restaurants, and central kitchens generated food waste, commercial solid wastes, and sewage during operations. Since its business activities did not involve toxic substance, the Group did not generate nor discharge any hazardous solid waste or sewage to the environment during the Reporting Period. Detailed information about the Group's different types of emissions can be found in Table 5 in the **APPENDIX – PERFORMANCE TABLE**. In FY2026, the Group abided by relevant environmental laws and regulations in the operating regions that have a significant impact on the Group regarding air and GHG emissions, discharges into water and land, and generation of hazardous and non-hazardous waste. More information can be found in the chapter "**COMPLIANCE MANAGEMENT**".

Air Pollutants Emissions

After a comprehensive analysis of its businesses, Tsui Wah classifies its major air pollutants emission sources as the food processing process and the vehicles used for transportation. To address the air pollution arose from the cooking process, the Group has installed efficient hoods and filtration systems in its kitchens to filter air pollutants, ensuring the emissions meet the requirements as stipulated in local and national standards while enhancing the environmental performance of the Group.

Cooking Process:

In addition to ventilation systems and air purifying devices, Electrostatic Precipitators (EP) are also installed in restaurants to filter air pollutants. Recognising that the combustion of fuels contributes to air pollutants, the Group is also electrifying the food processing operations in its restaurants and central kitchens to reduce reliance on fossil fuels.

Ging Sun Ho King of Bun in Hong Kong

The Group has enhanced its ventilation systems in its restaurants by adopting EP technology, which strives to achieve the removal rate of air pollutants to as high as 90%. Meanwhile, the Group assigns professional cleaners and maintenance workers to conduct regular inspections and cleanings of the equipment, thereby ensuring they operate with optimal efficiency.

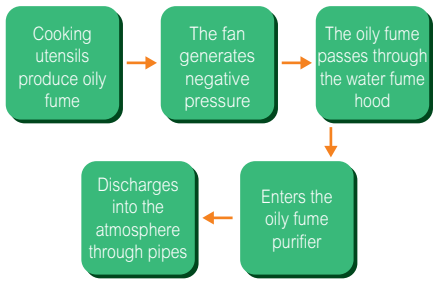
CARE FOR ENVIRONMENT

EMISSIONS *(continued)*

Tsui Wah in Mainland China

The Group has applied two-stage electrostatic adsorption fume purifiers (二級式靜電吸附型油煙淨化器) in restaurants and central kitchens to filter air pollutants according to the national and local emission standards (GB 18483-2001 and DB 31844-2014). For factories located in Shanghai, electrostatic adsorption technology is applied for air purification to ensure minimised air pollution. In addition, the Group has implemented an Emission Monitoring and Detection system with IoT sensing technology and GPRS wireless communication technology incorporated to enhance the control and management of the Group's emission levels. The system illustrates real-time emission data and the efficiency of purifiers, as well as sending over-limit warnings for corrective actions. To ensure the accuracy of the emission data, the Group employs third parties to conduct sampling and testing regularly.

Two-stage Electrostatic Adsorption Fume Purifier



Logistics:

Recognising vehicle operations as one of the major air emission sources, Tsui Wah has attached great importance to mitigating the air pollutants from the transportation process. Through the implementation of stringent internal policies governing the proper use of vehicles for business purposes, the Group has successfully controlled air pollutants associated with transportation and restricted unnecessary vehicle usage. Meanwhile, the Group has prioritised eco-friendly energy resources when selecting vehicle fuels, striving to phase out polluting fuels such as diesel strategically. The ultimate objective of the Group is to reduce air emissions resulting from its logistic fleets without affecting efficiency by facilitating the adoption of sustainable transportation options throughout the company's operations.

Central Kitchen in Hong Kong

To lower the air emissions related to transportation, the Group prioritises vans models that are environmental-friendly for food distribution. These vans are designed with features to ensure the air pollutants and noise levels are up to standards. For example, the vans are equipped with diesel particulate filters (DPF) to further reduce PM emissions, thereby improving air quality.

CARE FOR ENVIRONMENT



WASTE MANAGEMENT

Being a player in the catering industry, the operations of central kitchens and restaurants generate a significant amount of waste, primarily consisting of municipal solid waste and food waste. Realising waste poses various adverse environmental impacts including land pollution and GHG emissions, the Group has emphasised waste reduction and formulated internal policies to minimise waste generated from its daily operations. In FY2026, the operations of the Group generated non-hazardous wastes, which included food waste, waste oil, domestic waste, and wastewater from the central kitchens and restaurants. Specifically, food waste was mainly generated from the cooking process and unconsumed food by customers, while wastewater stemmed from the daily operations of restaurants.

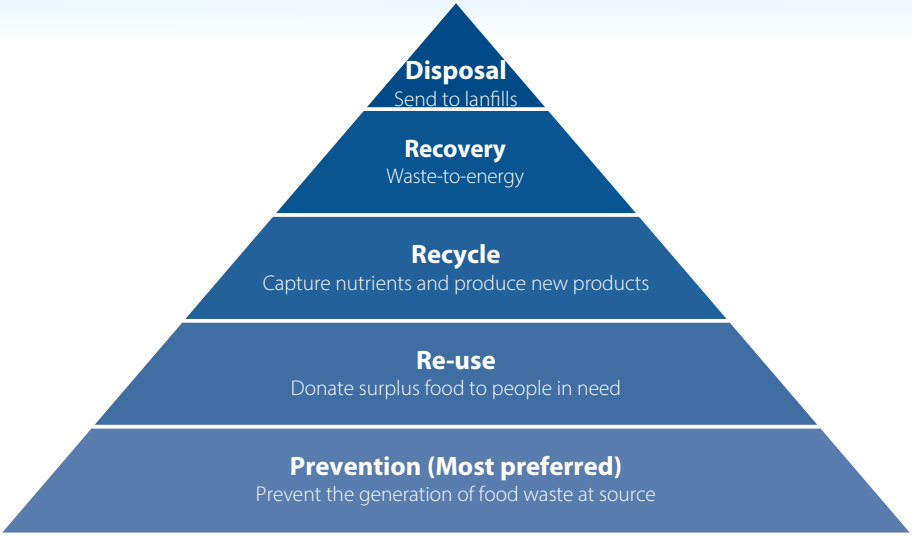
Food Waste Management

The Group has intensified its efforts to minimise food waste generation within its operations, thereby reducing the total amount of waste production. In line with the government's goal of waste reduction and in anticipation of upcoming waste regulations, the Group has proactively enhanced its waste management practices. By implementing measures to reduce food waste at the source while improving waste sorting and disposal procedures, the Group aims to prepare for the upcoming laws and regulations while reducing its environmental footprint. Attributed to the Group's efforts in separating waste for recycling, the Group achieved a notable reduction in solid waste discharged (excluding food waste) in the Reporting Period, with a decrease of approximately 12%.

Food waste brings a significant environmental challenge, particularly in Hong Kong, where it constitutes the majority of municipal waste and emits substantial greenhouse gases during degradation. As a catering company, the Group recognises that food waste, including unused portions during cooking and unconsumed food, is an unavoidable byproduct of its operations. In FY2026, the Group's food waste accounted for around 63% of the total solid waste generated.

Recognising that waste, particularly food waste, constitutes a large part of its emissions, the Group strives to enhance its waste management and develop effective waste reduction strategies that facilitate sustainable development while mitigating transition risks associated with waste generation. In specific, the Group adopts the framework of the Food Waste Management Hierarchy when formulating waste management approaches. Hence, the internal policies regarding waste and food waste of the Group adhere to the principles of waste prevention, waste reduction, and recycling. Besides, the Group closely monitors the regulatory updates and environmental strategies of its operating regions. For instance, the Group references and acts in alignment with the "Waste Blueprint for Hong Kong 2035" to enhance the compliance and effectiveness of its internal policies.

CARE FOR ENVIRONMENT



Food Waste Management Hierarchy

The business operations of the Group have stringently adhered to its internal food waste management policies, so as to effectively minimise waste production. The measures are categorised according to the following four areas – Green Practice, Food Waste Separation, Central Kitchen Management, and Waste Oil Recycling Scheme.

Green Practice

To demonstrate its dedication to adopting measures to reduce food waste generation within the organisation, Tsui Wah has become a signatory of the "Food Wise Charter". The Group is committed to encouraging behavioural changes among its employees and customers while realising the concept of "Think before you order". For instance, the Group attaches posters in outlets to highlight the importance of food waste reduction, thereby raising the awareness of dinners. Besides, 4 of its restaurants in Hong Kong participated in the "Food Wise Eateries Scheme" in FY2026 and achieved gold class recognitions, showcasing the Group's efforts in reducing food waste at sources by means such as offering portion options and size options. Meanwhile, the Group has long been a practitioner supporting the "No Leftover" campaign organised by the Environmental Protection Department ("**EPD**") and Greeners Action. Specific actions include putting up posters at the Group's restaurants to promote the habit of cherishing food.

Food Waste Separation

Reckoning that food waste separation and collection play a critical role in minimising food waste disposal in landfills, the restaurants of Tsui Wah give full support to the Food Waste Recycling Partnership Scheme of the EPD. Besides, governments are enacting stricter and more comprehensive regulations to address waste problems. To comply with the solid waste classification regulations in Mainland China, as well as the upcoming regulations in Hong Kong, the Group requires its restaurants to uphold rigid waste sorting practices, properly collect food waste, and assign qualified recyclers for subsequent treatments.

CARE FOR ENVIRONMENT



Central Kitchen Management

Central kitchens of Tsui Wah operate on a centralised food processing model, which optimises the utilisation of raw materials and ensures that ingredients are utilised to their fullest extent, thus preventing unnecessary food waste. Moreover, the Group has established internal policies, requiring employees to fill in food-loss tables daily and report any abnormal food-loss situations encountered during food preparation. By diligently monitoring and documenting food loss throughout the food preparation process, the Group is able to identify areas that require attention and take corrective measures as needed.

Waste Oil Recycling Scheme

The central kitchens and restaurants of Tsui Wah have joined the waste oil recycling scheme since the year 2014. Under this scheme, the waste cooking oil ("**WCO**") produced by the Group during the cooking process is collected and converted into useful industrial products such as biodiesel, soap etc. In order to follow the administrative measures announced by the Government in the 2016 Policy Agenda with regard to the proper disposal of waste cooking oil produced by local licensed food premises, the Group has collaborated with experienced WCO handlers to ensure proper treatment of waste oil. These collectors, processors, and exporters are approved and registered in the EPD's WCO Recycling Administrative Registration Scheme. Meanwhile, the Group also participated in the Hong Kong Cooking Oil Registration Scheme launched by the Hong Kong Quality Assurance Agency.

Regarding waste oil treatment in Mainland China, the Group engages qualified third parties to collect waste cooling oil regularly for further handling. Through a series of procedures including filtration, high-temperature treatment, preliminary purification, and refinement, the waste oil is transformed into biodiesel to generate energy.

Wastewater Management

Tsui Wah recognises the significant role of water bodies in maintaining biodiversity and strives to reduce its impact on them. Hence, the Group has actively implemented water-saving initiatives in offices, restaurants, and central kitchens to minimise freshwater consumption, thereby reducing the amount of wastewater. In FY2026, the Group's municipal wastewater was directly discharged into the property's wastewater system. In order to maintain the quality of wastewater from central kitchens and restaurants, the Group treated the wastewater by physical processes such as sedimentation and filtering before discharge. The separated grease was then collected by qualified third parties for subsequent treatment. In FY2026, the Group discharged around 308,329,30 m^3 of non-hazardous wastewater, which was around 13% lower than the previous year due to the reduction in the number of restaurants.

USE OF RESOURCES

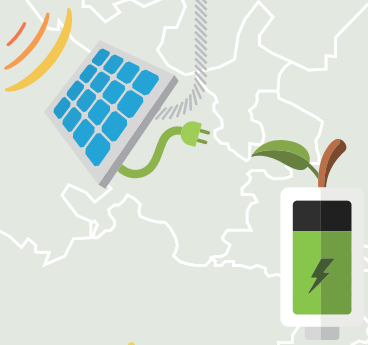
In FY2026, the Group mainly utilised electricity, town gas, natural gas, LPG, gasoline, diesel, water, paper, as well as plastic– and paper-made packaging materials in its operations. For details of the resources consumed by the Group, please refer to Table 6 in the **APPENDIX – PERFORMANCE TABLE**.

CARE FOR ENVIRONMENT

Electricity

Tsui Wah's electricity consumption is mainly used to power electrical devices and equipment in offices, restaurants, and central kitchens. Over the years, the Group has closely monitored its electricity consumption pattern to identify areas for potential consumption reduction and formulate targeted internal guidelines accordingly. The Group's electricity consumption of FY2026 amounted to 28,641.13 MWh, which decreased by approximately 6% compared to that in the financial year ended 31 March 2025 ("**FY2025**").

The Group formulates internal policies based on the concept of "Saving Electricity", aspiring to encourage the reduction of non-renewable resources consumption, so as to decrease GHG emissions and alleviate climate change. The following measures are implemented in the Group's offices, restaurants and central kitchens during the Reporting Period:





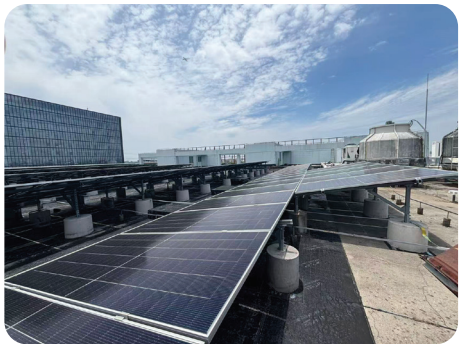
1. Ensure all lights and other power-consuming appliances are switched off at the end of each working day
2. Place reminders and posters at prominent places to encourage employees not to leave idling appliances on
3. Clean and maintain the electrical equipment in the offices and restaurants (such as air conditioner and paper shredder) regularly to keep their high efficiency
4. Adjust the temperature of air conditioners in the offices based on the season and weather
5. Highlight the importance of energy conservation among employees through training
6. Use LED lighting instead of energy-intensive lamps in offices, restaurants, and central kitchens
7. Prioritise appliances and equipment with "Energy-Efficiency" labels during procurement
8. Install ventilation and air-conditioning systems with inverters and automatic pressure adjustment function to refine the energy consumption based on the actual operating conditions
9. Programme the regional lighting and air-conditioning control systems in certain restaurants, so as to turn off unnecessary units based on the customer traffic flow, as well as installing temperature sensors in restaurants to automatically adjust the temperature of conditioners
10. Install independent air conditioners with separate switches in each department, so that employees can adjust the temperature more flexibly according to the number of people and workplace condition

CARE FOR ENVIRONMENT



FY2026 Highlight: Reducing Reliance on Purchased Electricity through the Use of Solar Power

To promote sustainable development, we have focused in recent years on optimising the Group's energy infrastructure. In the 2026 financial year, we fully commissioned a distributed solar power generation system located on our factory premises. Cumulative electricity generation for the financial year reached approximately 520,000 kWh. The use of solar energy has brought dual benefits to the Group: on the one hand, we have reduced our reliance on electricity from the national grid, directly lowering greenhouse gas emissions during production and meeting our core customers' demands for green products; on the other hand, generating and consuming our own green electricity has effectively controlled the Group's energy expenditure, contributing to cost optimisation.





OTHER ENERGY RESOURCES

Other than electricity, Tsui Wah consumed gasoline, diesel, natural gas, LPG and town gas in its daily operations in FY2026. As consumption of fossil fuels emits a high level of air pollutants, the Group reckons the importance of shifting away from consuming them and starts investigating the possibility of applying cleaner energy.

As part of its commitment, the Group has implemented various measures to manage its fossil fuel consumption, striving to enhance energy usage efficiency, thereby decreasing the total amount required. For example, the transportation fleets in Hong Kong have upgraded their vehicles to environmentally friendly types that comply with the emission and noise standards of the local government. Besides, the Group has optimised its logistic arrangement to reduce unnecessary transportation. Under the new logistic approach named "Centralised Logistics", suppliers first deliver the raw material to the central kitchen, which are then distributed to different restaurants. Through avoiding duplicated routes and hence reducing transportation distances, this logistic approach has successfully declined the carbon footprint of the Group's products from a lifecycle perspective.

In Hong Kong and Singapore, the restaurants and central kitchens mainly utilise town gas for cooking and food processing, Macau region utilises LPG as the main cooking energy, while the Mainland China region consumes natural gas, as the dominant energy source for cooking and food processing. Realising the consumption of town gas and natural gas contributes to its GHG emissions, Tsui Wah is committed to lowering the reliance on them during operations while endeavouring to explore renewable and clean energy alternatives for cooking. Specifically, the Group is actively electrifying its restaurants and central kitchens to reduce emissions resulting from fossil fuel combustion. Moreover, an electric operation model with less air emissions reduces the running of combustion air fans, which significantly reduces noise pollution and further lowers energy consumption. Restaurants and a central kitchen in our Mainland China operations have already principally operated by electricity.

CARE FOR ENVIRONMENT

Water

While water scarcity is affecting worldwide countries and its associated effects are accelerating, Tsui Wah places significant importance on water conservation and adheres to the principles of "Reduce, Reuse, and Recycle" (3R) in its everyday operations, striving to save precious water resources and address the water shortage issue.

The Group highlights the value of "Saving Water" to its employees and encourages them to adopt environmentally friendly practices. Specifically, the Group has implemented the following measures to enhance its water resource utilisation efficiency:

- Repair dripping taps immediately and ensure no leakage of the water supply system
- Restaurant staff is required to use scrapers or brushes to remove the residual before cleaning with water, and forbidden to directly spray water onto the containers
- Install water-saving dishwashers in restaurants to reduce water consumption



- Brooms and mops are widely used to clean the floor in the kitchens, dining areas, and outdoor areas while spraying water directly is prohibited
- Conduct regular inspection and maintenance on water taps, pipelines, and storage tanks
- Raise employees' awareness of saving water by placing posters, as well as organising seminars and training
- Design and set up water circulation systems in central kitchens for blanching in food preparation, while also making use of air pumps instead of fresh water for blanching

CARE FOR ENVIRONMENT



In FY2026, the management and Board of Tsui Wah continued to attach emphasis on water preservation and viewed water management as an essential part of the Group's sustainable development. Hence, all offices, restaurants, and central kitchens stringently implemented the above-mentioned measures to conserve water. Through the concerted efforts of all its members, the water consumption intensity of the Group was decreased compared to that in FY2025, which was 498.91 m^3/million HKD. Attributed to its robust water management, the Group did not encounter any issues in sourcing water that was fit for its purpose in the Reporting Period.

Paper

In order to reduce the environmental footprint of our office operations, the Group continues to implement green practices in offices through internal guidelines and announcements. With an aim to reduce paper consumption, the Group has implemented the following measures to facilitate the transition towards a paperless working mode:



- Prioritise environmentally friendly paper sources during procurement
- Promote the concept of paperless office and office automation, and encourage the practice of disseminating information by electronic means
- Set duplex printing as the default mode for most network printers when printouts are needed
- Highlight the idea of "Think Before You Print" in the offices to remind employees to avoid unnecessary printings
- Use the back of old single-sided documents for printing or as draft paper

Plastic

Given that governments are stepping up their efforts to reduce plastic waste, there are more stringent regulations to regulate the usage of disposable plastic material. In response to the tightened regulatory policies by the Hong Kong government on the provision of disposable plastics such as tableware, straws, and stirrers in FY2024, plastic tableware, straws, and stirrers were not provided by the Group's restaurants in Hong Kong after April 2024. The Group has been exploring ways to replace plastic in takeaway food packaging with more environmentally friendly alternatives, such as paper packaging materials and containers. Tsui Wah's restaurants in Hainan region, Guangzhou Airport and Shenzhen Airport have actively responded to local government initiatives promoting the safe disposal and reduction of plastic waste by ceasing the use of plastic cutlery and non-biodegradable plastic bags, and switching to takeaway packaging made from fully biodegradable, plastic-free materials. This measure can reduce plastic disposal by approximately 20.24 tonnes annually. The Group believes that achieving plastic-free operations not only complies with relevant laws and regulations but also helps build a more sustainable future for everyone.

Packaging Materials

Acknowledging the negative environmental impacts associated with the life cycle of plastic, Tsui Wah is dedicated to reducing the consumption of plastic packaging materials. The Group strengthens our packaging material management and refrains from choosing plastic-made packaging materials to reduce the associated pollution. Our restaurants prioritise the procurement of takeaway boxes made from paper or biodegradable materials.

CARE FOR ENVIRONMENT

The restaurants of the Group have implemented innovative and cost-effective solutions to address packaging concerns, allowing for stringent monitoring and control of packaging materials. To enhance the utilisation efficiency of packaging materials, the Group have established internal guidelines to ensure the most suitable packaging materials are used based on the nature of takeaway food items. For instance, the Group has developed a list standardising the appropriate packaging materials of each dish to prevent unnecessary consumption. Certain restaurants have implemented a practice where the procurement of specific packaging items is suspended for a day if the latest order exceeds a certain threshold. Furthermore, the Group's central kitchens adopt larger-sized packaging to reduce both the weight and quantity of packaging materials used.

The Group continued to strictly manage its packaging material consumption in FY2026, striving to reduce the environmental nuisances of its operations. To meet the tightened regulations and further contribute to environmental protection, the Group will actively assess the feasibility of the wide implementation of biodegradable packaging materials. Meanwhile, the Group will persist in reducing, monitoring, and managing the sustainable use of packaging materials.

ENVIRONMENT AND NATURAL RESOURCES

The concept of preserving the natural environment and resources is integrated into Tsui Wah's business development approach. Realising that the long-term prosperity of the Group relies on natural resources, including food ingredients, water, and energy, the Group strives to minimise its operational environmental footprint to protect the environment. In FY2026, the Group identified its major environmental impacts as the discharge of wastewater and solid waste, as well as the GHG emissions related to the consumption of electricity and the combustion of fossil fuels during its operations of restaurants and central kitchens.

Wastewater

Tsui Wah is dedicated to complying with local and national discharge standards, so as to minimise its level of water pollution and protect precious water resources. The operating units of the Group apply wastewater treatment techniques such as sedimentation and filtration to separate waste and grease from the discharged wastewater. The separated waste is disposed along with other solid waste while the grease is collected by qualified companies for subsequent handling. To ensure the efficiency of wastewater treatment, the Group arranges inspections and maintenances of the facilities in a regular manner.

In FY2026, the Group's restaurant in Guangzhou assigned a recognised third-party laboratory to test the quality of the discharged wastewater scientifically. The testing results were satisfactory, indicating that the wastewater adhered to the Discharge Limits of Water Pollutants of Guangdong Province (DB44/26-2001) including but not limited to pH values, suspended solids, Chemical Oxygen Demand (COD), 5-day Biochemical Oxygen Demand (BOD), and grease content.

Food Waste

Being a catering company, the generation of food waste is unavoidable in Tsui Wah's operations. Aiming for food waste reduction from restaurants and central kitchens, the Group has implemented internal policies with reference to the Food Recovery Hierarchy. To identify the most cost-effective and feasible food waste reduction strategies, the Group studies the profit potential, feasibility, industry prevalence, diversion potential, and societal economic value of various food waste management measures. The Group follows the concept of "Prevention, Recovery, and Recycling" in its food waste management and places additional efforts in the prevention of food waste at source. Meanwhile, the Group strives to raise the awareness of its suppliers and encourage its value chain to act collectively to minimise food waste.

CARE FOR ENVIRONMENT



Prevention

Tsui Wah aspires to utilise every part of the food ingredient to reduce food waste. Hence, the Group designs its menus with the concept of "No Waste" in mind. In specific, the Group minimises the range of ingredients used across dishes to facilitate cross-utilisation of the same ingredient and studies the possibility of using the by-products of one dish to produce another delicious food.

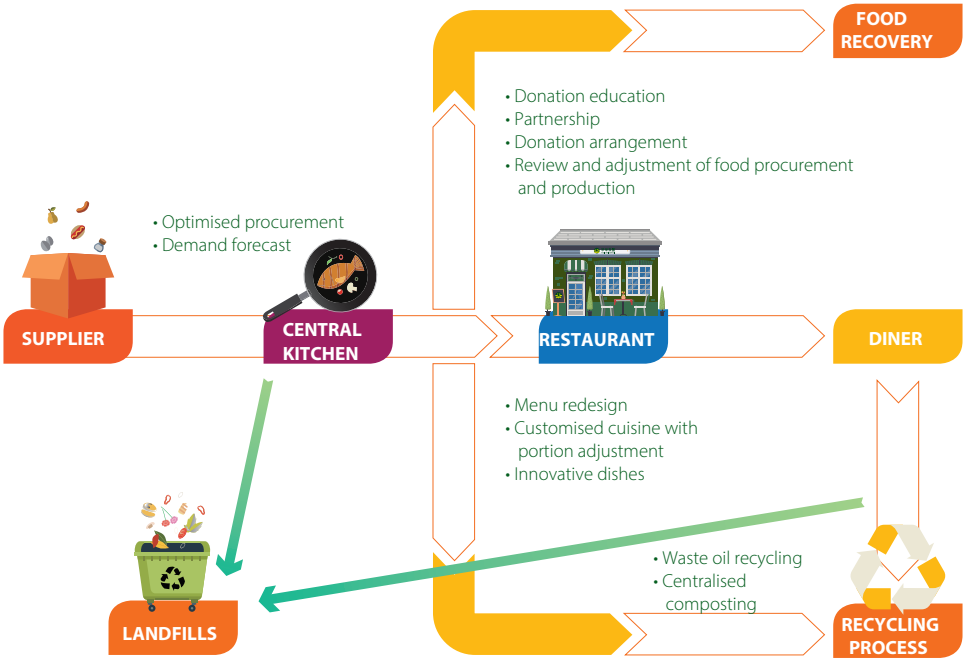
Besides, the Group adjusts the purchase of raw materials, storage methods, and food preparation schedules based on market demands to ensure no excessive stockpile of food and extend the lifetime of food, thereby preventing food wastage because of food damage and rotten.

Recovery

Tsui Wah plans to join hands with charity organisations to donate food to people at a disadvantage, so as to reduce food disposal while contributing to society. The Group treasures all edible food and strives to maximise its value. Hence, the Group endeavours to manage and utilise its surplus food through donation. Meanwhile, the Group takes the view that food donation serves as a great opportunity for it to track and quantify its surplus food.

Recycling

Tsui Wah's restaurants and central kitchens have participated in the "Waste Oil Recycling Scheme" for years to convert waste oil into useful industrial products. The Group engages certified waste oil collectors and processors for waste oil treatment, in which waste oil is transformed into alternative energy sources such as biodiesel after a series of refinement processes. Recycling waste oil not only prevents environmental pollution arising from improper handling, but also facilitates the development of alternative energy sources.



CARE FOR ENVIRONMENT

GHG Emissions

The Group is fully aware that GHG emissions generated during catering operations are one of the primary factors affecting the environment. Given the potentially irreversible threat that climate change poses to the global ecosystem and human society, the Group has been unwaveringly exploring methods to reduce its carbon footprint. The Group pays particular attention to the following areas:

Innovation

To reduce the energy associated GHG emissions from its operations, Tsui Wah has optimised its business model and applied advanced technologies to enhance energy efficiency, thereby reducing energy consumption.

Following the requirements of ISO 50001 Energy Management System, the Group is committed to consistently establishing, implementing, maintaining, and improving its energy management system. The Group implements internal policies to standardise the operational processes, striving to enhance energy utilisation efficiency and better manage its energy consumption. For example, the central kitchens of the Group have adopted a centralised logistics approach to reduce transportation distances and hence lower the associated GHG emissions. Besides, the Group has taken a proactive approach in electrifying its restaurants' kitchens and central kitchens, so as to lessen the Group's dependence on fossil fuels for cooking, which reduces emissions associated with the cooking processes and avoids risks pertaining to fluctuating fuel prices.

Awareness Building

Tsui Wah promotes the mindset of carbon reduction and strives to construct a working culture that emphasises the environment. To this end, the Group actively advocates behavioural changes and low-carbon habits through awareness building. Employees are highly encouraged to commute by public transport instead of private cars to reduce carbon emissions. Besides, the Group aspires to reduce its environmental footprint by minimising resource consumption. Hence, the Group requires its employees to use resources prudently and diligently to realise the concept of frugality.

Targets and Actions

Setting specific environmental targets enables Tsui Wah to monitor its progress and facilitates improvement. In the financial year ended 31 March 2022 ("**FY2022**"), the Group has formulated mid- to long-term environmental targets with reference to its development approach and commitments to sustainability, which form the basis for the Group to establish environmental policies and strategies.

CARE FOR ENVIRONMENT



To support the Hong Kong government's Climate Action Plan 2050, the Group has set targets for water consumption, energy consumption, and GHG emissions. The Group used a year with enhanced data collection methods and expanded scope as the baseline year to ensure that the environmental performance of the baseline year could represent the normal operations of the Group.

The Group endeavours to realise these environmental targets because it believes making positive progress in environmental management benefits long-term growth. Since the establishment of the targets, the Group has been optimising its internal policies to ensure members of the Group act collectively to contribute to the targets.

Water consumption

Intensity performance in baseline year		Water consumption intensity targets (m^3/HK$ million)	Example of actions
FY2022		2030[1]	— Promote water-saving practices and raise awareness among employees — Explore and apply advanced technologies such as water-saving dishwashers to enhance water efficiency
Hong Kong	376.2	-20%	
Mainland China	587.1	-10%	

Energy consumption

Intensity performance in baseline year		Energy consumption intensity targets (kWh/HK$ million)	Example of actions
FY2022		2030[1]	— Mandate responsible personnel to turn off all electrical appliances at the end of each working day — Procure appliances and equipment with "First Class Energy – Efficiency" labels
Hong Kong	34.5	-20%	
Mainland China	47.3	-10%	

CARE FOR ENVIRONMENT

GHG emissions

Intensity performance in baseline year		GHG emissions intensity targets[2] (tCO_2e/HK$ million)	Example of actions
FY2022		2030[1]	— Electrifying the cooking process in restaurants and central kitchens to shift away from fossil fuel combustion — Upgrade trucks and vans in the vehicle fleet to environmentally friendly models
Hong Kong	11.9	-20%	
Mainland China	26.4	-10%	

1. FY2030 refers to the financial year ending 31 March 2030
2. The GHG emissions intensity targets only include Scope 1 and Scope 2 GHG emissions

In FY2026, the Group's water consumption intensity was decreased by 10%, the energy consumption intensity was increased by 0.41% and the GHG emission (Scope 1 and Scope 2) intensity was increased by 2%, compared to the FY2025 baseline. In the future, the Group will continue to review and update its environmental targets according to stakeholders' expectations, the Group's environmental performance, as well as regulatory development. In order to demonstrate its dedication to environmental protection, the Group will gradually expand its scope of targets to cover more environmental aspects, so as to further enhance its environmental performance and lower the environmental footprint of its operations.

CLIMATE CHANGE

While the ramifications of climate change are becoming more apparent, Tsui Wah acknowledges the urgency to identify its specific climate-related risks and the need for establishing countermeasures to build climate resilience and advance a sustainable, low-carbon economy.

CARE FOR ENVIRONMENT



Governance

The Group's approach to climate-related risks and opportunities is integrated across all levels of the operations. As stated in the section **SUSTAINABILITY MANAGEMENT**, the Group adopts a clear governance structure in addressing climate-related issues. The management is responsible for identifying, evaluating, and managing climate-related risks and opportunities of the Group. Meanwhile, the management shall report material climate-related risks and opportunities to the Board. The operating units take the role to practice the measures and policies formulated by the management.

While we provide full transparency on governance and risk management, we have applied specific implementation reliefs for several quantitative metrics to ensure that the information we eventually disclose is accurate and meaningful.

Application of Reliefs

The Group has applied the following reliefs as permitted by the Stock Exchange:

- Financial Effects Relief: We provide qualitative assessments of climate impacts. Quantitative financial data is currently omitted.
- Capabilities Relief: Our climate resilience is assessed through qualitative scenario analysis rather than complex financial modelling, as this is more commensurate with our current resource allocation.
- Reasonable Information Relief: Part of the value-chain data (such as certain categories of Scope 3 GHG emissions) is not disclosed this year, as it cannot currently be obtained without undue cost or effort.

CARE FOR ENVIRONMENT

Strategy

To comprehensively assess climate risks and opportunities across the value chain, the Group has implemented a holistic identification mechanism covering all key stages, from upstream suppliers and midstream central kitchens to downstream retail outlets. At the same time, the Group utilises scenario analysis to estimate the potential impacts of climate change in a more systematic manner. We select the Shared Socioeconomic Pathways (SSP1-1.9, SSP5-8.5) used by the Intergovernmental Panel on Climate Change ("**IPCC**") to analyse the climate-related risks and opportunities that the Group may face under different climate scenarios, and have formulated corresponding mitigation strategies for the identified risks.

The climate-related risks and opportunities during FY2026 are summarised as follows:

Climate Risk Scenario for Physical Risk		
Climate scenario	**Low risk scenario**	**High risk scenario**
	SSP 1-1.9	**SSP 5-8.5**
Scenario description	• Rapid global phase-out of fossil fuels. Net-zero global carbon dioxide emissions by around 2050. Renewable energy becomes dominant, with widespread electrification. • Large-scale afforestation • Rapid development and implementation of low-carbon technologies, including energy storage, hydrogen, and carbon capture and storage. • Extensive global cooperation, stringent and effective climate policies, and consumer behaviour shifting towards low-carbon alternatives.	• Reliance on abundant, globally connected fossil fuel resources. • Active technological innovation, but primarily focused on energy extraction and consumption efficiency rather than low-carbon alternatives. • No effective global carbon pricing or stringent international climate agreements. • Global income disparities narrow and investment in human capital increases.
Expected temperature rise	With a temperature rise of less than 2℃ in 2100.	With a temperature rise of 4.4℃ in 2100.

CARE FOR ENVIRONMENT



		Risk level				
		SSP1-1.9		SSP5-8.5		
Types of climate-related risks	**Risk scenarios**	**2030 (Short-term)[1]**	**2050 (Medium to Long-term)[1]**	**2030 (Short-term)[1]**	**2050 (Medium to Long-term)[1]**	**Corresponding measures**
Physical risks						
Acute risks						
• Extreme heat • Extreme weather events such as heavy rainfall, typhoons, floods and droughts	• Extreme weather can cause road blockages, disrupting the delivery of food supplies and affecting normal store operations. • Store assets may be damaged, resulting in additional repair costs. • Extreme weather reduces customers' willingness to dine out.	Medium	Medium	Medium	High	• Develop operational contingency plans for extreme weather (temporary closure or limited service) to ensure staff safety. • Stock stores with emergency supplies such as flood-prevention sandbags. • Collaborate with multiple logistics providers to ensure delivery resilience. • Diversify food sourcing to reduce reliance on single production regions and establish safety stock for core ingredients. • Optimise kitchen ventilation and insulation design to improve the working environment. • We systematically assess our current energy consumption and implement high-efficiency equipment and technologies. Most of our stores currently utilise electric stoves to minimise energy consumption. • Increase the proportion of clean energy used to reduce the Group's reliance on traditional energy sources and cut GHG emissions.
Chronic risks						
• A continuing trend towards rising temperatures • A continuing trend towards increased humidity	• Crop yields may be affected, leading to an unstable supply of ingredients and price fluctuations. • Rising global average temperatures increase the energy consumption and costs associated with refrigeration in stores.	Medium-low	Medium-low	Medium	Medium-high	

CARE FOR ENVIRONMENT

		Risk level				
		SSP1-1.9		SSP5-8.5		
Types of climate-related risks	**Risk scenarios**	**2030 (Short-term)[1]**	**2050 (Medium to Long-term)[1]**	**2030 (Short-term)[1]**	**2050 (Medium to Long-term)[1]**	**Corresponding measures**
Physical risks						
Transition risks						
Policy and regulatory risks	• Increasingly stringent carbon emission standards and regulations may lead to higher compliance costs. • In response to stricter standards on cooking fume emissions and energy efficiency, existing kitchen equipment may need to be upgraded or retrofitted ahead of schedule	Medium	Medium	Medium-low	Medium-low	• We will systematically assess and actively respond to national laws and regulations, and adjust our operational arrangements as appropriate.
Market risks	• Customers are more likely to choose restaurants that offer green dining options, which affects the Group's market share and competitiveness	Medium-low	Medium	Medium-low	Medium-low	• Driven by market demand, we will make timely adjustments to our products to enhance our market competitiveness.
Technical risks	• Switching to clean energy cooking appliances (such as induction hobs) requires a capital investment.	Medium	Medium	Low	Low	• When replacing equipment, give priority to energy-efficient or low-carbon equipment.

1. *The time horizons are defined according to the periods over which climate-related physical and transition risks may affect the Group's operations: short term is 1 to 3 years, medium term is 3 to 5 years, and long term is 5 to 10 years.*

CARE FOR ENVIRONMENT



In addressing complex climate-related risks, we recognise the potential opportunities presented by these challenges. By adopting a proactive approach, the Group can not only mitigate the impact of climate change on our business, but also capitalise on market demand for sustainable practices and products. The climate-related opportunities we have identified and our corresponding responses are as follows:

Types of climate-related opportunities	Mitigation measures and potential financial impacts
Resources efficiency opportunities	By investing in energy-efficient kitchen equipment, optimising logistics and distribution processes from central kitchens to outlets, and implementing measures to reduce food waste at source, we aim to lower energy consumption, food wastage and waste disposal costs at our outlets, thereby enhancing operational efficiency and financial resilience.
Products/service opportunities	By developing new dishes to cater to consumers' preference for green dining, and by optimising the menu structure to increase the proportion of ingredients that are less sensitive to climate change, we aim to broaden our customer base, stabilise ingredient costs and enhance the brand's competitive edge through differentiation.
Market opportunities	By actively utilising government incentives and subsidy schemes designed to promote green consumption to reduce the capital outlay associated with equipment upgrades, and by adjusting our product portfolio in line with market trends towards low-carbon dining, we aim to consolidate our market share and attract investors who prioritise sustainability.
Resilience opportunities	By implementing a procurement strategy based on sourcing ingredients from diverse origins and developing relationships with local and regional suppliers, we aim to reduce our reliance on ingredients from a single region or on imports. We will also strengthen the operational resilience of our central kitchens and outlets in the face of extreme weather, thereby enhancing the reliability of our supply chain and our business continuity capabilities.

Risk Management

We place significant emphasis on addressing the major environmental, regulatory and market changes brought about by climate change. We assess climate impacts through a four-step process encompassing identification, evaluation, management and disclosure, and have established a corresponding risk management framework with a view to enhancing the Group's ability to respond to complex climate change scenarios.

Risk Identification	Collecting feedback from relevant stakeholders, studying and analysing the trends of climate risks and opportunities and industry development
Risk Assessment	Discussing with the management about the types of climate risks, the potential impact on the Group and opportunities
Risk Management	Formulating specific measures for identified risks and assessment results, continuously monitoring and evaluating their effectiveness, and continuously optimizing the risk management mechanism
Risk Disclosure	Disclosing in the annual ESG report on the Group's response to climate change in accordance with IFRS S2 Climate-related Disclosures

CARE FOR ENVIRONMENT

Metrics and Targets

The Group employs a targeted measurement system to evaluate climate-related risks and opportunities. During FY2026, the Group identified GHG emissions and energy consumption as the key metrics that are materially significant and operationally critical for effective climate risk governance. The Group consistently monitor and disclose these environmental KPIs, providing annual progress reports to ensure transparency and enable comparability. For further details, please refer to the section titled "Emissions" under "**CARE FOR ENVIRONMENT**".

We evaluate the effectiveness of our climate initiatives using scientific data, providing a strong foundation for future strategic adjustments and supporting the Group's sustainable development. Currently, the Group relies on internal data and management processes to set and monitor its climate-related targets and the targets have not been validated by an external third party. During the Reporting Period, there were no revisions made to the established targets, and the latest international climate change agreements, including any resulting jurisdictional commitments, currently have no material impact on the Group's established targets. At this stage, the Group has no plans to use carbon credits for emissions offsetting, but we will monitor carbon credit market and policy developments to leverage such tools as a supplementary support for long-term carbon neutrality goals when appropriate.

The Group recognises that integrating both quantitative and qualitative analysis would deliver a more comprehensive assessment of climate-related risks and opportunities. However, the Group cannot reliably compile various cross-industry metrics for these climate issues in a reasonable and cost-effective manner, as relevant operational data is fragmented across business units and industry-accepted measurement methodologies for such metrics remain highly uncertain. Besides, the Group's climate-related actions (such as maintenance of a robust, resilient business operation and monitoring of emerging climate regulations) are fully embedded within day-to-day business operations, with no separately identifiable funds earmarked specifically for addressing climate-related risks and opportunities. This operational integration further prevents the Group from providing quantitative data on the current and anticipated financial impacts of these climate initiatives.

GHG Emissions

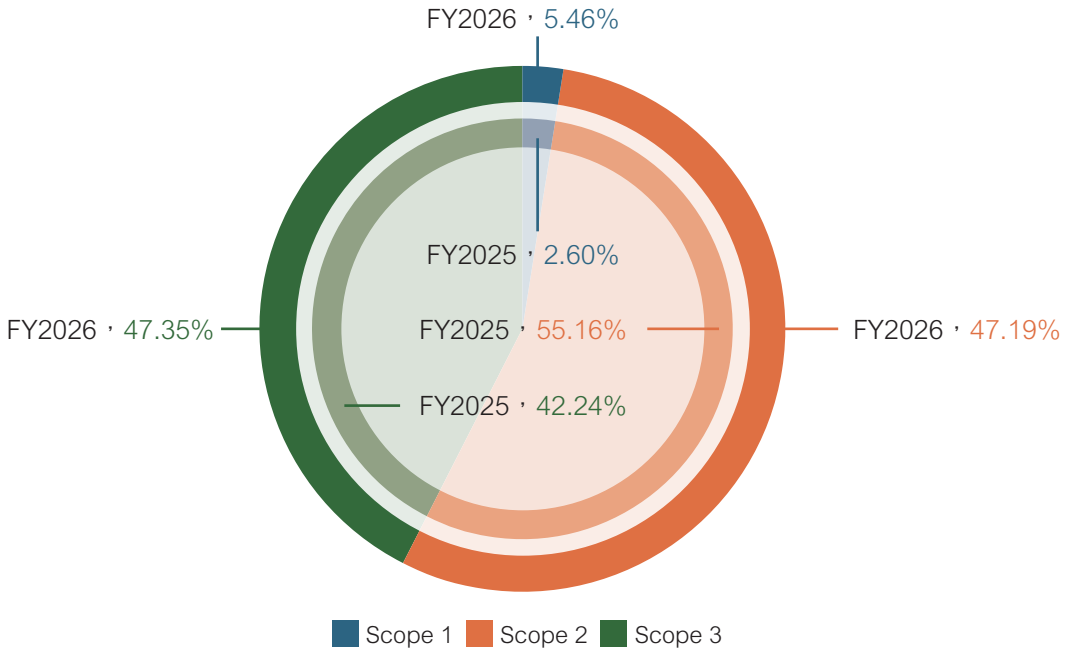
China has publicly announced its commitment to achieve carbon neutrality before 2060 while Hong Kong has pledged to become carbon neutral by 2050. Tsui Wah, being a restaurant operator in both regions, is dedicated to contributing to these meaningful goals, alleviating global warming and creating a better environment for future generations.

CARE FOR ENVIRONMENT

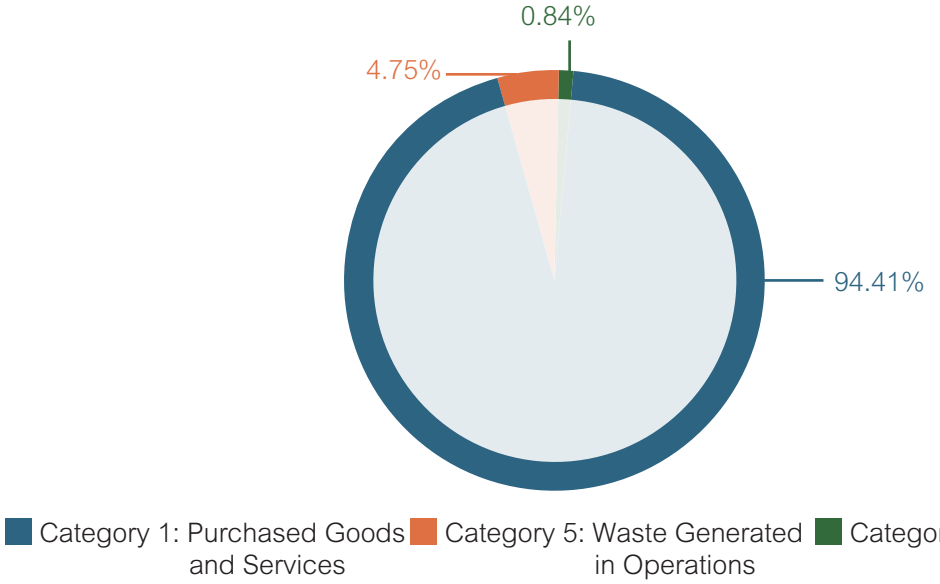


In recent years, the Group has endeavoured to decouple its GHG emissions from its business growth by implementing internal policies to regulate activities with high carbon footprints. In FY2026, the total GHG emissions of the Group was 44,156.71 tCO_2e, with an intensity of 50.02 tCO_2e/HK$ million. The pattern of GHG emissions of FY2026 was similar to that in previous years, with Scope 3 (Other Energy) GHG emissions as the major emission scope for the first time, accounting for around 47.35% of the total GHG emissions. Reckoning the calls and expectations of stakeholders to curb GHG emissions, the central kitchens, offices, and restaurants of the Group all reviewed their emission sources to identify areas for carbon reduction and took corresponding actions in the Reporting Period.

GHG Emission Profile in FY2025 and FY2026



Scope 3 Emission Profile in FY2026



CARE FOR ENVIRONMENT

Acknowledging the importance of minimising its carbon footprints while maintaining the quality of its products and services, the Group has initiated the following actions to reduce its operational GHG emissions:

Prioritise electrical appliances that are energy efficient. For instance, utilising LED lights to replace the traditional kinds that are energy intensive in the central kitchens, offices, and restaurants of Tsui Wah.

Install lighting control systems in central kitchens and restaurants to facilitate regional power supply. The lighting can be adjusted based on demands, which prevents the waste of electricity in unoccupied areas.

Assess the emission performance of trucks and vans in the vehicle fleet and phase out vehicles that fail to comply with Euro IV emission standards.

Install appliances with inverters and automatic pressure adjustment systems to enhance energy efficiency through maintaining equipment at its optimal condition.

As a F&B group encompassing central kitchen production, cold-chain logistics and distribution, and the operation of multi-brand outlets, Tsui Wah's value chain is closely linked to upstream food suppliers, logistics partners, in-store service teams and end consumers. Consequently, Scope 3 emissions are expected to account for the majority of the Group's total greenhouse gas emissions, reflecting our reliance on external goods, services and logistics.

Given the nature of our operations, Scope 3 emissions are primarily generated by upstream and downstream supply chain activities, including but not limited to:

- Purchased goods and services (Category 1)
- Upstream and downstream transport and distribution (Category 4)
- Operational waste (Category 5)
- Business travel (Category 6)
- Downstream transport and distribution (Category 9)

We are actively establishing and refining our data collection mechanisms for Scope 3 emissions, and we will progressively expand the scope of data collection to include relevant categories such as upstream transport and distribution (Category 4) and downstream transport and distribution (Category 9). Emissions results for each category will be disclosed once data is complete and methodologies are finalised, to ensure that future reports comprehensively reflect the climate-related impacts across the value chain.

Capital Deployment

During the Reporting Period, the Group did not identify any capital expenditure, financing or investment deployed towards climate-related risks and opportunities.

Remuneration

We do not factor climate-related considerations into our remuneration policy. Our current compensation structure does not incorporate incentives or adjustments based on environmental performance metrics, such as emissions reduction targets or carbon pricing directly influencing staff pay. Such factors are considered part of the overall operational strategy but not the remuneration policy accordingly.

Internal Carbon Price

The Group does not currently apply an internal carbon price to its operations or investment decisions. Given the nature of our business and the current scale of our emissions profile, the Group has determined that the adoption of an internal carbon price is not considered a material or necessary tool for driving emission reductions at this stage. The Group will continue to evaluate the appropriateness of internal carbon pricing in future periods as regulatory frameworks evolve and our climate strategy develops.

APPENDIX – PERFORMANCE TABLE



Table 1. Number of Employees by Age Group, Gender, Employment Type, Position Level and Geographical Location of The Group in FY2026[1]

By Age Group							
Number of employees	≤19	20-29	30-39	40-49	50-59	≥60	**Total**
	84	469	561	395	310	122	**1,941**

By Gender			
Number of employees	Male	Female	**Total**
	991	950	**1,941**

By Employment Type			
Number of employees	Full time	Part time	**Total**
	1,456	485	**1,941**

By Position Level				
Number of employees	General staff	Senior employee, Manager and Senior Manager	Directors and Management	**Total**
	1,392	47	502	**1,941**

By Geographical Location					
Number of employees	Mainland China	Hong Kong	Macau	Singapore	**Total**
	819	777	284	61	**1,941**

1. *The employment data in headcount was obtained from the Group's Human Resources Department based on the employment contracts entered into between the Group and its employees. The data covered employees engaged in a direct employment relationship with the Group according to relevant local laws and workers whose work and/or workplace was directly controlled by the Group within the reporting scope. The above data includes both full-time and part-time employees. The methodology adopted for reporting on employment data set out above was based on "How to Prepare an ESG Report – Appendix 3: Reporting Guidance on Social KPIs" issued by the Stock Exchange.*

APPENDIX – PERFORMANCE TABLE

Table 2. Employee Turnover Rate by Age Group, Gender and Geographical Locations in FY2026[1]

By Age Group							
	≤19	20-29	30-39	40-49	50-59	≥60	**Total**
Number of employees resigned	118	467	242	192	205	128	**1,352**
Employee turnover rate	140.48%	99.57%	43.14%	48.61%	66.13%	104.92%	**69.65%**

By Gender			
	Male	Female	**Total**
Number of employees resigned	573	779	**1,352**
Employee turnover rate	57.82%	82.00%	**69.65%**

By Geographical Location					
	Mainland China	Hong Kong	Macau	Singapore	**Total**
Number of employees resigned	492	757	80	23	**1,352**
Employee turnover rate	60.07%	97.43%	28.17%	37.70%	**69.65%**

2. *The turnover data in headcount was obtained from the Group's Human Resources Department based on the employment contracts entered into between the Group and its employees. Turnover rate was calculated by dividing the number of employees who resigned and leave the Group in FY2026 by the number of employees as of the end of FY2026. The above data only includes the operations of the Group within the reporting scope. The methodology adopted for reporting on turnover data set out above was based on "How to Prepare an ESG Report – Appendix 3: Reporting Guidance on Social KPIs" issued by the Stock Exchange.*

APPENDIX – PERFORMANCE TABLE



Table 3. Number and Percentage of Employees Trained in the Group by Gender and Position Level in FY2026[1]

Total number of employees trained	1,941
Total number of employees as of the end of FY2026	1,941
% of employees trained	100%

Unit: Number of employees	**Position level**			
Gender	General staff	Senior employee, Manager and Senior Manager	Directors and Management	Total
Male	608	265	37	910
% of male employees trained	67%	29%	4%	100%
Female	784	237	10	1,031
% of female employees trained	76%	23%	1%	100%
Total	**1,392**	**502**	**47**	**1,941**
% of total employees trained	**72%**	**26%**	**2%**	**100%**

1. *The training information was obtained from the Group's Human Resources Department. Training refers to the vocational training that the Group's employees attended in FY2026. The above data includes both full-time and part-time employees and only includes the operations of the Group within the reporting scope. The methodology adopted for reporting on the number and percentage of total employees trained set out above was based on "How to Prepare an ESG Report – Appendix 3: Reporting Guidance on Social KPIs" issued by the Stock Exchange.*

APPENDIX – PERFORMANCE TABLE

Table 4. Training Hours Received by the Employees of the Group by Gender and Position Level in FY2026[1]

Unit: Training hours		Total training hours	Average training hours
Gender	Male	19,321.50	19.50
	Female	16,451.50	17.32
	Total	**35,773.00**	**18.43**
Employee category	General staff	25,887.50	18.60
	Senior employee, Manager and Senior Manager	9,604.50	19.13
	Directors and Management	281.00	5.98
	Total	**35,773.00**	**18.43**

1. *The training information was obtained from the Group's Human Resources Department. The above data includes both full-time and part-time employees and only includes the operations of the Group within the reporting scope. The methodology adopted for reporting training hours set out above was based on "How to Prepare an ESG Report – Appendix 3: Reporting Guidance on Social KPIs" issued by the Stock Exchange.*

APPENDIX – PERFORMANCE TABLE



Table 5. The Group's Total Emissions by Category in FY2026 and FY2025 [1,2]

Emission Category	KPI	Unit	FY2026		FY2025	Change in Intensity
			Amount	Intensity[3] (Unit/ HK$ million)	Intensity[4] (Unit/ HK$ million)	
Air Emissions[5]	SO_x	kg	1.37	1.55×10^{-3}	1.63×10^{-3}	↓
	NO_x	kg	425.41	0.48	0.61	↓
	PM	kg	22.21	0.03	0.04	↓
GHG Emissions	Scope 1 (Direct) GHG Emissions[6]	tCO_2e	2,412.78	2.73	1.17	↑
	Scope 2 (Energy Indirect) GHG Emissions[7]	tCO_2e	20,835.76	23.60	24.74	↓
	Scope 3 (Other Indirect) GHG Emissions[8]	tCO_2e	20,908.17	23.68[9]	18.94	↑
	Total (Scope 1, 2 & 3) GHG Emission	tCO_2e	**44,156.71**	**50.02[9]**	**44.84**	↑
Non-hazardous Waste	Food Waste	Tonnes	1,423.56	1.61	1.77	↓
	Solid Wastes[10]	Tonnes	834.73	0.95	1.05	↓
	Wastewater[11]	m^3	308,329.30	349.25	390.10	↓

1. *The methodology adopted for reporting on GHG emissions set out above was based on the following guidance, includes but not limited to "How to Prepare an ESG Report – Appendix 2: Reporting Guidance on Environmental KPIs" issued by the Stock Exchange, The GHG Protocol Corporate Accounting and Reporting Standard, and the 2006 IPCC (Intergovernmental Panel on Climate Change) Guidelines for National Greenhouse Gas Inventories; and*
2. *The environmental data disclosed included the operations of offices, restaurants, and central kitchens in Hong Kong, Mainland China, Macau, and Singapore;*
3. *Intensity for FY2026 was calculated by dividing the amount of air, GHG and other emissions respectively by the Group's revenue which was approximately HK$882.84 million in FY2026. Any discrepancies between totals and the sum of the figures presented are due to rounding;*
4. *The intensity in FY2025 were extracted from the data in the ESG Report FY2025 of the Group;*
5. *The Group's air emissions included but not limited to the air pollutants from fuel consumption of motor vehicles, town gas, LPG and natural gas consumption in the food processing process;*
6. *The Group's Scope 1 (Direct) GHG Emissions included only emissions from the consumption of liquid and gaseous fuels in motor vehicles, restaurants, and central kitchens' operations;*
7. *The Group's Scope 2 (Energy Indirect) GHG Emissions included only emissions from electricity and town gas consumption;*
8. *The Group's Scope 3 (Other Indirect) GHG Emissions included emissions from paper waste disposed at landfills, electricity used for processing fresh water and sewage by government departments, and business air travel;*
9. *During the FY2026, the Group further enhanced the data collection system and calculation methods for Scope 3 GHG emissions; consequently, the corresponding GHG emissions amount increased, as well as the GHG emission intensity;*
10. *The solid wastes included only the commercial waste from all restaurants and central kitchens. Waste from offices is excluded because Tsui Wah believed offices were not as material as other function units in terms of solid waste measurement;*
11. *The total amount of wastewater generated by the Group was primarily based on the direct measurement, together with appropriate estimations assuming 70-90% of the fresh water consumed by the Group will enter the sewage system in areas where an accurate recording of the amount of wastewater was hard to obtain. Meanwhile, since the wastewater from offices of Tsui Wah was mainly handled by the management of property buildings, the total amount of wastewater of Tsui Wah in FY2026 did not cover all offices.*

APPENDIX – PERFORMANCE TABLE

Table 6. Total Resource Consumption in FY2026 and FY2025[1,2]

Use of Resources	KPI	Unit	FY2026		FY2025	Change in Intensity
			Amount	Intensity[3] (Unit/ HK$ million)	Intensity[4] (Unit/ HK$ million)	
Energy	Electricity	MWh	28,641.13	32.44	33.50	↓
	Natural gas	m^3	16,789.00	19.02[5]	71.43	↓
	Town gas	Unit	763,808.61	865.17[6]	725.96	↑
	LPG	Kg	89,641.00	101.54	93.61	↑
	Gasoline	L	14,864.39	16.84	15.42	↑
	Diesel	L	20,617.79	23.35	30.07	↓
	Total[2]	**MWh**	**40,510.99**	**45.89**	**45.70**	↑
Water	Water Consumption	m^3	440,457.63	498.91	557.29	↓
Paper	Paper Consumption	kg	80,395.01	91.06	124.26	↓
Packaging materials	Plastic	Tonnes	534.00	0.60	0.66	↓
	Paper	Tonnes	80.40	0.09	0.12	↓

1. *The environmental data disclosed included the operations of offices, restaurants, and central kitchens in Hong Kong, Mainland China, Macau, and Singapore;*
2. *The total energy was calculated based on the conversion factors as stated in the "How to Prepare an ESG Report – Appendix 2: Reporting Guidance on Environmental KPIs" issued by the Stock Exchange and the Energy Statics Manual issued by the International Energy Agency;*
3. *Intensity for FY2026 was calculated by dividing the amount of resources that the Group consumed in FY2026 by the Group's revenue which was approximately HK$882.84 million in FY2026;*
4. *The intensity in FY2025 were extracted from the data in the ESG Report FY2025 of the Group;*
5. *During FY2026, four restaurants were closed in Mainland China, and the majority of our restaurants have switched to electric stoves; consequently, the use of natural gas in cooking and food processing has decreased accordingly;*
6. *During FY2026, the Group opened one new restaurant in Singapore; consequently, town gas consumption has increased accordingly.*

REPORT DISCLOSURE INDEX



ESG KPI	GRI Standards and Disclosures*	Section
A. Environmental		
General Disclosure	Care for Environment	GRI 2-27, GRI 3-3 (c), GRI 305, GRI 306
KPI A1.1	Appendix	GRI 305-1, 305-2, 305-3, 305-6, 305-7
KPI A1.3	Care for Environment	GRI 306-3 (a)
KPI A1.4	Appendix	GRI 306-3 (a)
KPI A1.5	Care for Environment	GRI 3-3 (c, d), GRI 305-5
KPI A1.6	Care for Environment	GRI 3-3 (c, d), GRI 306-4, 306-5
General Disclosure	Care for Environment	GRI 3-3 (c)
KPI A2.1	Appendix	GRI 302-1, 302-3
KPI A2.2	Appendix	GRI 303-5
KPI A2.3	Care for Environment	GRI 3-3 (c, d), GRI 302-4, 302-5
KPI A2.4	Care for Environment	GRI 3-3 (c, d), GRI 303-1
KPI A2.5	Appendix	GRI 301-1
General Disclosure	Care for Environment	GRI 3-3 (c)
KPI A3.1	Care for Environment	GRI 3-3 (c, d), GRI 303-1, GRI 304-2, GRI 306-1, 306-2
B. Social		
Employment and Labour Practices		
General Disclosure	Care for Employees	GRI 2-27, GRI 3-3 (c)
KPI B1.1	Appendix	GRI 2-7 (a, c), GRI 405-1 (b)
KPI B1.2	Appendix	GRI 401-1 (b)
General Disclosure	Care for Employees	GRI 2-27, GRI 3-3 (c), GRI 403-1
KPI B2.1	Care for Employees	GRI 403-9, 403-10
KPI B2.2	Care for Employees	N/A
KPI B2.3	Care for Employees	GRI 3-3 (c, d), GRI 403-1, 403-3, 403-5, 403-7
General Disclosure	Care for Employees	GRI 3-3 (c), GRI 404-2 (a)
KPI B3.1	Appendix	N/A
KPI B3.2	Appendix	GRI 404-1
General Disclosure	Care for Employees	GRI 2-27, GRI 3-3 (c)
KPI B4.1	Care for Employees	GRI 3-3 (c), GRI 408-1 (c), GRI 409-1 (b)
KPI B4.2	Care for Employees	GRI 3-3 (c, d), GRI 408-1 (c), GRI 409-1 (b)

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ESG KPI	GRI Standards and Disclosures*	Section
Operating Practices		
General Disclosure	Care for suppliers	GRI 3-3 (c)
KPI B5.1	Care for suppliers	GRI 2-6 (b-ii)
KPI B5.2	Care for suppliers	GRI 2-6 (b-ii), GRI 3-3 (c, d), GRI 303-1 (c), GRI 308-1, 308-2, GRI 414-1, 414-2
KPI B5.3	Care for suppliers	GRI 2-6 (b-ii), GRI 3-3 (c, d), GRI 303-1 (c), GRI 308-1, 308-2, GRI 414-1, 414-2
KPI B5.4	Care for suppliers	GRI 3-3 (c, d)
General Disclosure	Care for customers	GRI 2-27, GRI 3-3 (c), GRI 417-2, 417-3, GRI 418-1
KPI B6.1	Care for customers	N/A
KPI B6.2	Care for customers	GRI 2-29, GRI 3-3 (c, d), GRI 418-1
KPI B6.3	Care for customers	N/A
KPI B6.4	Care for customers	N/A
KPI B6.5	Care for customers	GRI 3-3 (c)
General Disclosure	Care for Employees	GRI 2-27, GRI 3-3 (c), GRI 205-3
KPI B7.1	Care for Employees	GRI 205-3
KPI B7.2	Care for Employees	GRI 2-26, GRI 3-3 (c), GRI 205
KPI B7.3	Care for Employees	GRI 205-2
Community		
General Disclosure	Care for communities	GRI 3-3 (c)
KPI B8.1	Care for communities	GRI 203-1 (a)
KPI B8.2	Care for communities	GRI 201-1(a-ii)

REPORT DISCLOSURE INDEX



ESG KPI	GRI Standards and Disclosures*	Section
Part D: Climate-related disclosure		
19(a)-(b)	Care for Environment: Climate Change – Governance	GRI 201-2 (a-i, ii, iii, iv) GRI 305-1(a), GRI 305-2 (a), GRI 305-3 (a), GRI 305-4 (a, b, c), GRI 305-7 (a-i, ii, vi)
20(a)-(d)	Care for Environment: Climate Change – Strategy	
21(a)-(b)		
22(a)-(b)		
23		
24(a)-(b)		
25(a)-(b)		
26(a)-(b)		
27(a)-(c)	Care for Environment: Climate Change – Risk Management	
28(a)-(c)	Care for Environment: Climate Change – Metrics and Targets	
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38(a)-(d)		
39		
40(a)-(c)		
40(d)		
40(e)		
41		

* *The linkage between the GRI standards and disclosures that relate to each aspect in HKEX ESG Reporting Code refers to the summary table from the "Linking the GRI Standards and HKEX ESG Reporting Guide" (updated July 2020), with amendments from the GRI Universal Standards 2021.*