



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)

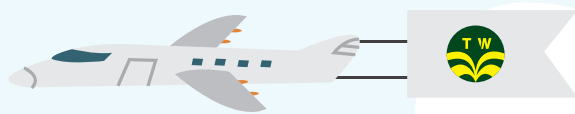
Stock Code : 1314

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2019

Environmental, Social
and Governance Report



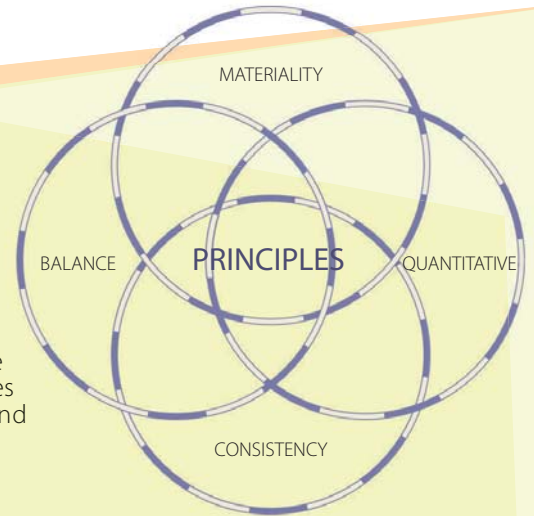
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ABOUT THE REPORT

In strict compliance with the requirement under Appendix 27 — Environmental, Social and Governance Reporting Guide (“ESG Guide”) of Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (“HKEx”), Tsui Wah Holdings Limited (hereinafter referred to as “Tsui Wah”, the “Company”) and its subsidiaries (the “Group”) are pleased to present its Environmental, Social and Governance (“ESG”) Report for the year ended 31 March 2019 (“FY2019”), which demonstrates the Group’s approach and performance in terms of ESG management and corporate sustainable development for FY2019.



REPORTING PRINCIPLES OF THIS ESG REPORT

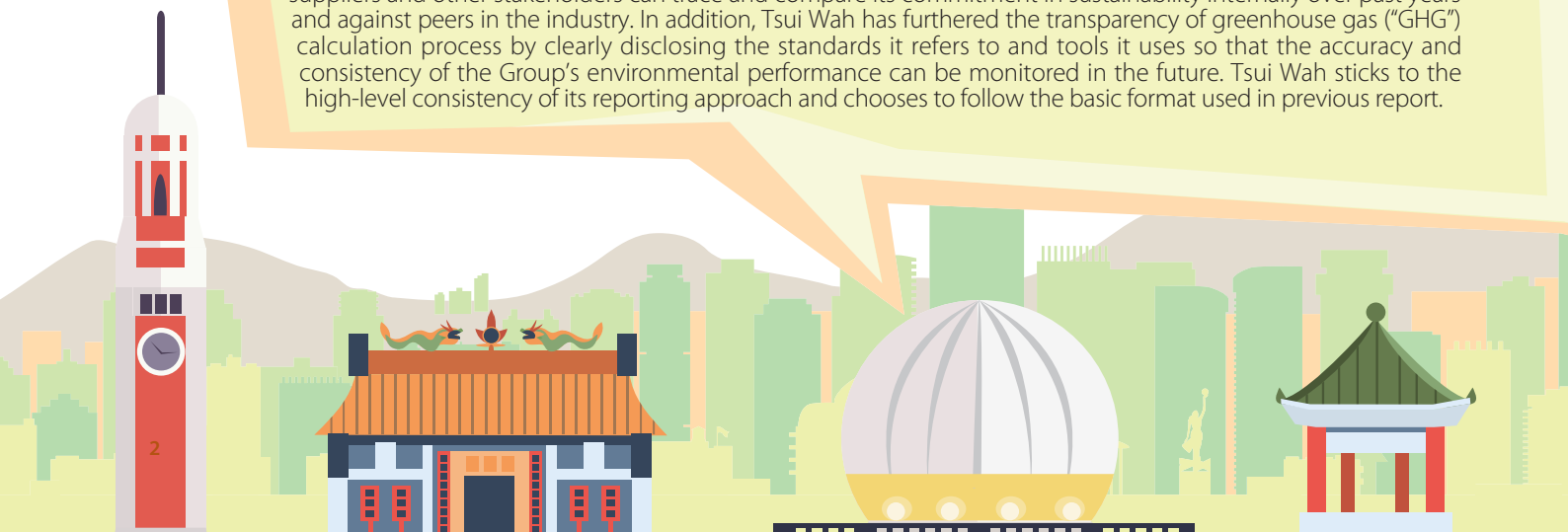
Given the Reporting Principles that underpin the preparation of ESG report as required by HKEx, the content of this ESG report has been determined and summarised by the principles of Materiality, Quantitative, Balance and Consistency. The four principles are intended to underlie all aspects of the disclosed ESG information as required in the ESG Guide, and their faithful application can facilitate the ESG report presented by Tsui Wah to constitute an objective, transparent and accurate embodiment of the Group’s ESG management and sustainable development during FY2019.

Materiality: Materiality is the threshold at which aspects become sufficiently important that the relevant information around them should be disclosed. As a strategic business tool, a broad, inclusive and science-based materiality assessment based on stakeholder engagement can help the Group define specific content of report, thereby more efficiently managing its ESG-related risks. As such, Tsui Wah has implemented its principle of Materiality by carefully setting its report boundary and pinpointing the significant ESG issues that have or will exert great impact on the Group’s business in the long run through materiality assessment.

Quantitative: With a robust performance monitoring system, sustainability management framework and effective analysis techniques, the ESG data collection and reporting process have been one of the many factors contributing to a successful ESG management of Tsui Wah. It is the complete data package with descriptive information and statistics regarding the Group’s ESG performance during the year that allows Tsui Wah to employ its sustainability key performance indicators (“KPIs”) in both quantitative and qualitative analyses, including emissions, exploitation of natural resources and distribution of suppliers, thereby further measuring the degree to which the management is addressing the intangible areas that are regarded most relevant and material.

Balance: An unbiased picture of the Group’s ESG performance with all positive and potentially negative data is essential to ensuring the accuracy of information delivered to audiences and the validity of the report on which all informed decisions by stakeholders are based. Adhering to this principle, the Group not only pursues an appropriate balance between qualitative and quantitative information in the report, but also provides an in-depth analysis on its ESG management during the year from both positive and negative sides. Tsui Wah welcomes the valuable advice of its stakeholders from all walks of life and insists on the disclosure of its real performance against various ESG criteria.

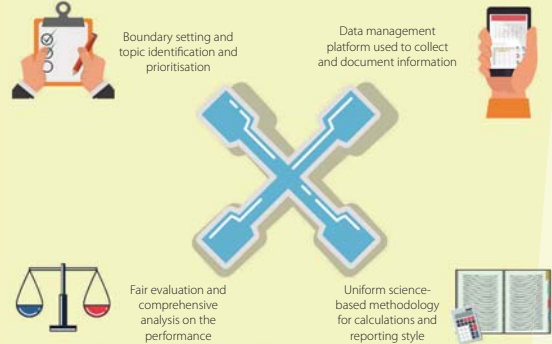
Consistency: With the adoption of a consistent methodology in data collection, organisation, calculation, evaluation and presentation, Tsui Wah commits to depict a roadmap that ensures all readers including investors, customers, suppliers and other stakeholders can trace and compare its commitment in sustainability internally over past years and against peers in the industry. In addition, Tsui Wah has furthered the transparency of greenhouse gas (“GHG”) calculation process by clearly disclosing the standards it refers to and tools it uses so that the accuracy and consistency of the Group’s environmental performance can be monitored in the future. Tsui Wah sticks to the high-level consistency of its reporting approach and chooses to follow the basic format used in previous report.



ABOUT THE REPORT

APPLICATION OF THE PRINCIPLES IN THE ESG REPORT

To adapt to the risks accompanied by climate change and to stem the deleterious consequences of the unpredictably volatile global economy, the Group spares no effort in exploring the financial and operational implications of climate-related risks and potential opportunities, and more importantly, how they will affect the Group's business development over short and long time frames. Therefore, the Group keeps optimising its ESG governance model, development strategy, risk management system and short- and long-term targets in respect to corporate sustainable development under the Recommendations of Task Force on Climate-related Financial Disclosures ("TCFD"), in order to comply with latest regulations, market rules and industry standards. To deliver an internationally standard ESG report that appeals to its global readership, the Group has used Sustainable Development Goals ("SDGs") as a linkage between the Group's ESG practice and global sustainability initiatives, and used SDGs as an overarching framework to shape, steer, communicate and report its strategies, goals and activities based on the procedures under SDG Compass (The guide for business action on the SDGs). In addition, the Group has adopted GRI (Global Reporting Initiative) Sustainability Reporting Standards to enhance the integrity, international compatibility and industry comparability of the report. Specifically, this material references Disclosures 102-8 (a), 102-8 (b), 102-8 (c), 102-9, 102-17, 102-43 and 102-44 from GRI 102: General Disclosures 2016; Disclosures 103-1, 103-2, and 103-3 (a-i) from GRI 103: Management Approach 2016; Disclosure 201-1(a-ii) from GRI 201: Economic Performance 2016; Disclosure 203-1(a) from GRI 203: Indirect Economic Impacts 2016; Disclosure 205-3 from GRI 205: Anti-corruption 2016; Disclosure 301-1 from GRI 301: Materials 2016; Disclosures 302-1, 302-3, 302-4 and 302-5 from GRI 302: Energy 2016; Disclosures 303-2 and 303-3 from GRI 303: Water 2018; Disclosure 304-2 from GRI 304: Biodiversity 2016; Disclosures 305-1, 305-2, 305-3 (c), 305-4, 305-5, 305-6 and 305-7 from GRI 305: Emissions 2016; Disclosures 306-2, 306-3, 306-4 and 306-5 from GRI 306: Effluents and Waste 2016; Disclosure 307-1 from GRI 307: Environmental Compliance 2016; Disclosures 308-1 and 308-2 from GRI 308: Environmental Assessment 2016; Disclosure 403-2 from GRI 403: Occupational Health and Safety 2018; Disclosures 404-1 and 404-2 (a) from GRI 404: Training and Education 2016; Disclosure 405-1(b-ii) from GRI 405: Diversity and Equal Opportunity 2016; Disclosure 408-1(c) from GRI 408: Child Labour 2016; Disclosure 409-1(b) from GRI 409: Forced or Compulsory Labour 2016; Disclosures 414-1 and 414-2 from GRI 414: Supplier Social Assessment 2016; Disclosure 416-2 from GRI 416: Customer Health and Safety 2016; Disclosures 417-2 and 417-3 from GRI 417: Marketing and Labelling 2016; Disclosure 418-1 from GRI 418: Customer Privacy 2016; Disclosure 419-1 from GRI 419: Socioeconomic Compliance 2016. A complete content index and a GRI linkage table are available at the end of this ESG report for readers' reference.



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The Group has laid great emphasis on its stakeholder engagement in the discussion of sustainable development and built effective data management platform where relevant ESG information can be collected, stored and retrieved efficiently. Specifically, the disclosed information in this ESG report was mainly gathered through channels including the official documents and statistics of the Group, the record of daily management and practice in accordance with the relevant policy, and the results of surveys conducted by an independent party requiring internal and external stakeholders to provide relevant ESG information with detailed description and evidence.

Striving for excellence, Tsui Wah invites and welcomes all readers to share their views and provide suggestions on its sustainable development with the Group at info@tsuiwah.com. For more information on our sustainability approach, please visit our official website at <http://www.tsuiwah.com>.

This ESG report covers the relevant environmental and social performance within the main operations of the Group, which includes the Group's 83 restaurants, central kitchens and administrative offices in Hong Kong, mainland China, Macau and Singapore. The standard adopted for the boundary setting of this ESG report for which relevant ESG performance of Tsui Wah and climate-related impacts on our business are being reported is primarily based on the judgement if the entity is under the Group's operational control.

The reporting period of this ESG report is for FY2019, unless specifically stated otherwise.

A LETTER TO STAKEHOLDERS

On behalf of the board of directors (the “Directors” and the “Board”, respectively) of Tsui Wah Holdings Limited, I am pleased to present to our stakeholders our second standalone ESG report to demonstrate the Group’s approach and performance in terms of sustainable development for the year ended on 31 March 2019. The perseverance to pursuing progressive changes toward sustainable development has long been at the heart of our business development and corporate vision. As one of the most prominent brands in the Cha Chaan Teng sector in Hong Kong, with our strategic business expansion in



the geographic coverage, restaurant network and operational innovations, Tsui Wah has been committed to promoting traditional Hong Kong culinary culture by providing high quality cuisines, maintaining high level of hygiene, and endeavouring to enhance its customer service. The pluralistic businesses of Tsui Wah in the catering industry have achieved magnificent success steadily during recent years. Facing the weakening of the purchasing power of customers as a result of global economic fluctuation, it is our top priority to refining our business and strengthening our risk management. As such, we believe that it is important to become a responsible enterprise that takes into account the economic growth, environmental protection and social well-being simultaneously. We are very proud of the commitment and joint efforts of all of our employees in Hong Kong, mainland China, Macau and Singapore so far to hold on to the corporate vision of Tsui Wah by being dedicated to producing quality food and providing top-notch services to our clients. Their relentless efforts contributing to the Tsui Wah’s transformation toward an environmentally conscious and socially responsible enterprise are the foundation and drivers motivating us to be competitive and sustainable in the market.

Insisting on providing the best cuisine to diners, the excellence in the selection of fresh raw materials, food storage condition, hygiene of entire production processes, all the way to service quality of food delivery and food residue management has been embedded in Tsui Wah’s fundamental principle of business operations for more than 50 years. Being a famous Cha Chaan Teng chain restaurant with a business network expanding from Hong Kong to overseas markets, Tsui Wah was successfully listed on the Hong Kong Stock Exchange (Stock Code: 1314) in 2012. With the mission to make the culinary culture of Cha Chaan Teng thrive, Tsui Wah’s philosophy of preserving and spreading the everlasting spirit of the Chinese people has never been changed. Like the Chinese name of Tsui Wah, which symbolises Evergreen and Chinese, the prosperity and sustainable development of Hong Kong in which Tsui Wah has been rooted for around half a century and witnessed the ‘Spirit of Lion Rock’ among Hong Kong citizens is what matters most to us. Tsui Wah is committed to promoting this culture of Cha Chaan Teng and Hong Kong that dates back to decades ago to the whole world, thereby continuing to evaluate the market and price the potential risks and opportunities for its business expansion.



A LETTER TO STAKEHOLDERS

Tsui Wah has put enormous efforts in disseminating its sustainability concept throughout the entire business value chain and established sustainability management system that particularly emphasises Innovation, Life Cycle Analysis and Professional training programmes for its business operations. The world has evolved through cycles of change and waves of innovation. As Tsui Wah is aware that incorporating sustainability into the Group's short-, medium- and long-term goals and operational strategies can generate economic, social and environmental benefits both for the organisation and society as a whole, piggybacking onto the advanced technology of this era is vital. For instance, the Group has introduced digital payment system, such as AliPay (支付寶) and WeChat Pay (微信支付) in all restaurants, in order to align with global e-payment trends as well as to create more user-friendly services to its customers. Second, with the goals for climate change management, performance tracking effectiveness, good supplier and customer stewardship and quality product delivery with safe and reliable sources and production process, Tsui Wah is committed to understanding the impact our operations exert on the environment and society, thereby achieving the competitive advantage. Third, we focus on empowering our talented employees to keep developing themselves, and offering tools, platforms and opportunities for them to make breakthrough when hitting the plateau. A professional young team is believed to be essential to the long-term success of companies. Therefore, we spare no effort in building a dedicated team in constant pursuit of individual and corporate goals.

It is universally accepted that climate change is having a devastating influence on a vast majority of regions on the earth. To halt the climate change and mitigate the potential impact of climate-related risks on our business operations in the long run, it is imperative for us to figure out how to accurately perceive the uniquely challenging climate-related risks and potential opportunities and what effects they would impose on our business in the future should the decision be made today. With the adoption of the 'Recommendations of the Task Force on Climate-related Financial Disclosures' (TCFD), we consider that the 'substitution of existing products and services with lower emissions options' will be the direction towards which all industries and societies develop in the future. Thus, we commit to lower its energy consumption, reduce its daily waste, and maintain the high-level standard of 'Green Office' that runs towards a cleaner and more resilient economy.

I would like to take this opportunity, on behalf of my fellow Directors and management of Tsui Wah, to extend my sincere gratitude to our customers, suppliers, partners, colleagues and all stakeholders who care about and trust us, for their continuous effort in helping Tsui Wah constantly make breakthrough in its sustainable development. With a spirit of tenacity and a systematic framework for development in the next five years, we have faith in our capability to accomplish the ambitious goals. Remaining true to our original aspiration and keeping our mission firmly in mind, Tsui Wah is now working tirelessly and making strides to the brighter future.

Lee Yuen Hong

Chairman and Executive director





ABOUT TSUI WAH



ABOUT TSUI WAH



Tsui Wah Holdings Limited is a restaurant chain based in Hong Kong. Our network covers Hong Kong, Macau, Shenzhen, Guangzhou, Zhongshan, Shanghai, Wuhan, Wuxi, Nanjing in mainland China, as well as Singapore.

As at 31 March 2019, the Group had a total of

83 Restaurants.

Tsui Wah started its catering service business in the year of 1967. Since 2009, Tsui Wah commenced upon a new era in which a number of new restaurants in popular entertainment venues in Macau and various first-tier cities in mainland China were opened and operated. At present, almost half of our restaurants are situated in regions outside Hong Kong, including Macau, mainland China and Singapore, and this demonstrates our determination to carry forward the typical dining culture to the world. We are committed to gradually spreading the culture of Cha Chaan Teng and the traditional culinary experience that has accompanied Hong Kongers for decades to our diners, while in Hong Kong, our business strategy is to capture a larger market share by identifying any opportunities to expand and advance our existing business. During recent years, Tsui Wah has further developed five new brands, including Nijuuichi Don (廿一堂) featuring Japanese fast-food, 'BEAT Bakery' highlighting the use of imported flour from Japan, 'Maomao Eat' (輕·快翠) serving authentic snacks, as well as 'Senbadou' (千羽堂) aiming to make simple dishes of mid-range Japanese cuisine and 'Deli Blossom' (花盛) with a take-away dish flagship called Hainanese chicken served with vegetable rice.



During the past 50 years, Tsui Wah has grown together with Hong Kong and the indigenous people, and experienced numbers of ups and downs of local economy and changes of global food market. The last half century not only recorded how Tsui Wah focused itself on the development of the culture of Cha Chaan Teng in Hong Kong, continuous development and progress in pursuing in cuisine innovation, cultural promotion, business diversification, technological advancement, and resilience building which allows it to adapt to various risks and survive the competitive market, but also forged Tsui Wah to be a leading Cha Chaan Teng restaurant chain that has concentrated itself more on the protection of ecosystem, preservation of cultural values, social welfare, application of renewable energy and stakeholder engagement, in order to develop a sustainable business model that is respectful of customers, environment and economy at the same time.

ABOUT TSUI WAH

THE GROUP'S DEVELOPMENT MILESTONES

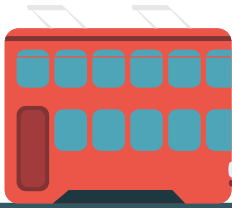
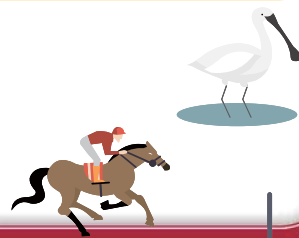
1967-1994

- 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
- Retaining 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



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

2018

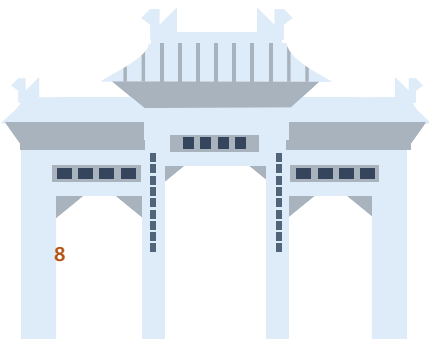
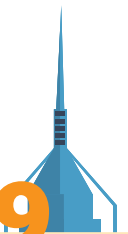
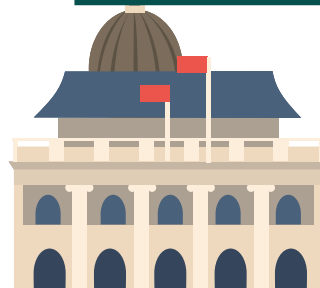
- Setting foot on Singapore
- Launch of sub-brands
- Opening of 8 new restaurants in mainland China and Hong Kong



翠華 50th ANNIVERSARY

2019

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



2015

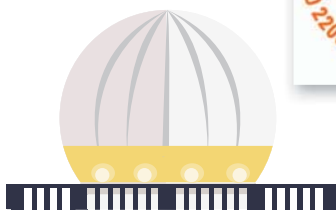
- Opening of 10 new restaurants in mainland China and Hong Kong
- Commencement of operation of new central kitchen in Hong Kong

2012

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

2016

- Setting foot on Nanjing and Wuxi
- Central kitchen obtaining ISO22000 certification from SGS Hong Kong Limited



ABOUT TSUI WAH

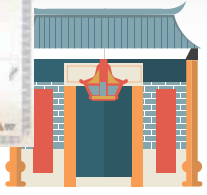
Care for Employee

Award/Recognition

Qualifications Framework Scheme's
"Qualifications Framework (QF) Star Employer"

Issuing organisation

Education Bureau of the Hong Kong Special
Administrative Region



Care for Customer

Award/Recognition

"U Favourite Marketing Campaign
— Tsui Wah 50th Anniversary
Classic Dish Series"

Issuing organisation

U Magazine



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Care for Employee

Award/Recognition

"Smiling Enterprise 5+ Award" and
"Smiling Employer Outstanding Award"

Issuing organisation

Mystery Shopper Service
Association



Care for Environment

Award/Recognition

Hong Kong Green Organisation
Certification — Wastewi\$e
Certificate (Basic Level)

Issuing organisation

Environmental Campaign
Committee

Care for Environment

Award/Recognition

Hong Kong Green
Organisation —
Tsui Wah Restaurant
(Wong Tai Sin Branch)

Issuing organisation

Environmental
Campaign Committee



Care for Employee

Award/Recognition

Hong Kong Green Organisation
— Tsui Wah Restaurant
(Wong Tai Sin Branch)

Issuing organisation

Environmental Campaign
Committee

Care for Environment

Award/Recognition

Green Office and Eco-Healthy
Workplace Awards Labelling
Scheme

Issuing organisation

World Green Organisation





Care for Customer

Award/Recognition

Top Service Awards 2018
— Cha Chaan Teng

Issuing organisation

Next Media



Care for Environment

Award/Recognition

Best in Reporting Awards
(Small Market Capitalisation) 2019

Issuing organisation

BDO ESG Awards (Environment,
Social and Governance)

Care for Customer

Award/Recognition

Madman Monologue
Advertising Award (TVC)

Issuing organisation

Madman Monologue

Care for Environment

Award/Recognition

Best in ESG Awards (Small Market
Capitalisation) 2019

Issuing organisation

BDO ESG Awards (Environment,
Social and Governance)

Care for Customer

Award/Recognition

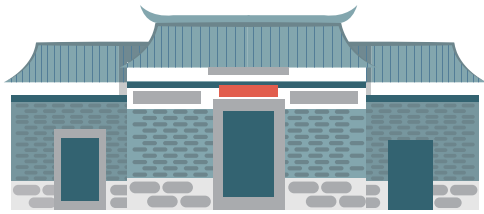
HKIM Market Leadership
Award 2018/2019

Issuing organisation

Hong Kong Institute of
Marketing



19



Care for Customer

Award/Recognition

2019–2020 EatSmart Restaurant Star+

Issuing organisation

Department of Health



Care for Employee

Award/Recognition

Best ERB Manpower Developer Award
— ERB Best Employer

Issuing organisation

Employees Retraining Board (ERB)

Care for Customer

Award/Recognition

2019 Guangfu Temple Fair Food Section
— Most Popular Brand

Issuing organisation

Guangfu Temple Fair Organising
Committee



Care for Customer

Award/Recognition

Certificate of Appreciation
— Salt & Sugar Reduction

Issuing organisation

Food and Health Bureau

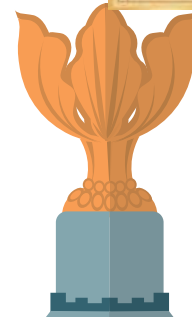
Care for Customer

Award/Recognition

Service No. 1 Award

Issuing organisation

Next Magazine



ABOUT TSUI WAH



Care for Employee

Award/Recognition
Smiling Supervisor Award

Issuing organisation
Mystery Shopper Service Association

Care for Employee

Award/Recognition
Smiling Outstanding Supervisor Award

Issuing organisation
Mystery Shopper Service Association



Care for Environment

Award/Recognition
Hong Kong Green Organisation Certification — B. Station

Issuing organisation
Environmental Campaign Committee

Care for Environment

Award/Recognition
Hong Kong Green Organisation Certification — Sheung Tak Branch

Issuing organisation
Environmental Campaign Committee

Care for Employee

Award/Recognition
Smiling Staff Award

Issuing organisation
Mystery Shopper Service Association

Care for Customer

Award/Recognition
Hong Kong Top Brand Mark (Top Mark)

Issuing organisation
Hong Kong Brand Development Council



Care for Environment

Award/Recognition
BOCHK Corporate Environmental Leadership Award

Issuing organisation
Federation of Hong Kong Industries & Bank of China (Hong Kong)

Care for Customer

Award/Recognition
Consumer's Most Favorable Hong Kong Brands

Issuing organisation
China Enterprise Reputation & Credibility Association (Overseas) CERCAO



Care for Customer

Award/Recognition
10th World's Excellence Brands Award — Gold Restaurant

Issuing organisation
China Media Network

Care for Customer

Award/Recognition
Best Late Night Dining

Issuing organisation
HKClubbing.com

Care for Customer

Award/Recognition
10th World's Excellence Brands Award — HK/Macau

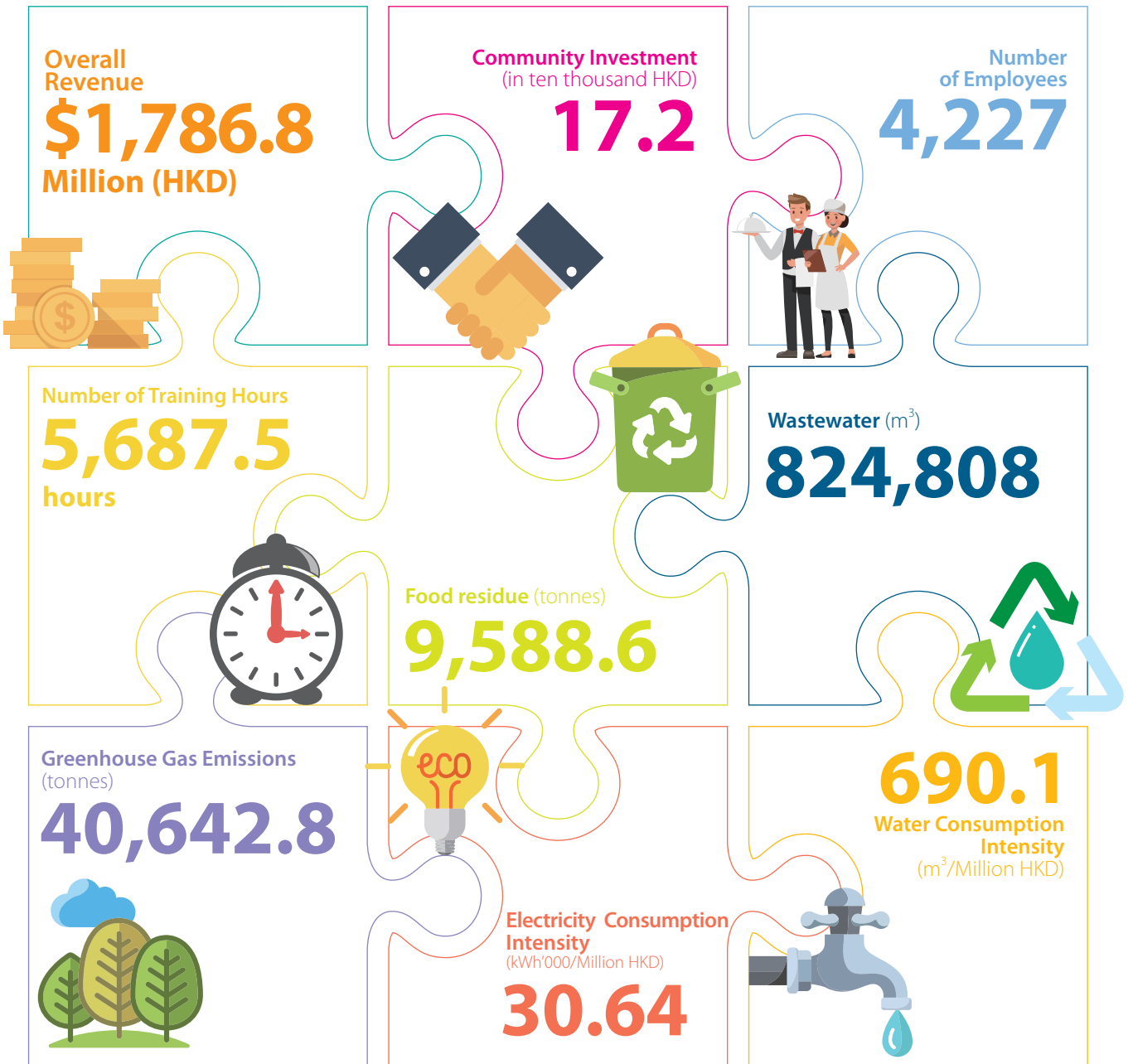
Issuing organisation
China Media Network



ABOUT TSUI WAH



CORE ESG PERFORMANCE DEMONSTRATION



SUSTAINABILITY MANAGEMENT



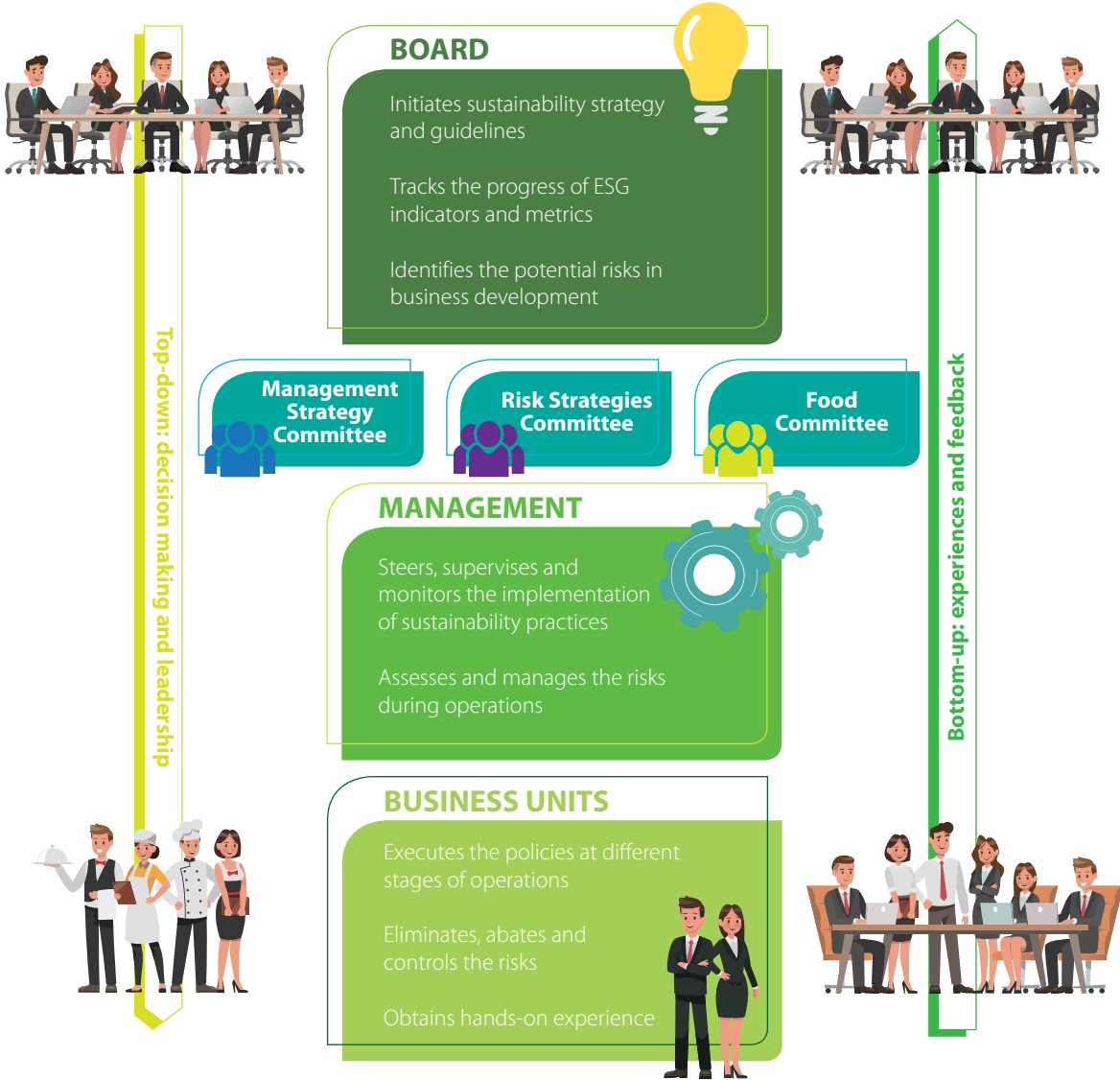
A purpose-driven business strategy and the building of sustainability management system have always been Tsui Wah's core mission in its business growth for decades. We believe that with a robust sustainability management platform where the accountability system can be efficiently implemented, eco-friendly operations can be strictly regulated, multi-stakeholder perspectives can be timely received, and our transformative potential towards sustainable development can be effectively harnessed.



SUSTAINABILITY MANAGEMENT



APPROACH TO ARTICULATING SUSTAINABILITY



SUSTAINABILITY MANAGEMENT



GOVERNANCE STRUCTURE

The Group is fully aware of the pivotal role the Group’s board of directors (the “Board”) plays in the implementation of ESG management policies and supervision of daily practices to ensure that the Group moves towards sustainable development. In order to facilitate the regulatory requirements to be communicated throughout the entire organisation, strength its ESG-related risk management within the Group’s operational boundaries and ensure the hands-on experience to be timely updated to the policymakers and executives of Tsui Wah, a top-down and bottom-up approach has been applied to the Group’s sustainability management. Specifically, the Governance Strategy Committee, Risk Strategy Committee and Food Committee of the Board are held fully accountable for making strategic decisions on the formulation of sustainability-related policies and corporate ESG reporting.

Through boardroom discussions, the Board directly oversees the Group’s ESG risk management process and regularly reviews information regarding the most significant strategic, operational, financial and compliance risks under various ESG topics. However, the Group believes that the internal ESG-related risk control should not be the only task of the Board, but requires a concerted effort from all employees in Tsui Wah, especially the policy executors who are encouraged to focus on potential ESG-related opportunities in relation to business innovation, disruptive technologies in the market and new ways for value creation. Hence, a smooth and barrier-free communication between the Board, the management, employees of the Group and other stakeholders appears to be of paramount importance. The Board normally acquires relevant ESG information through the following channels:

- a. Being updated of material financial and ESG risks from the Group’s annual report and ESG report;
- b. Reviewing and adjusting proposed business plans in accordance with external market changes; and
- c. Attending oral presentations by the management personnel on corporate risk management and sustainable development at general meetings.





SUSTAINABILITY MANAGEMENT



STAKEHOLDER ENGAGEMENT



The Group values the mutual understanding with its stakeholders and believes that fostering a sound relationship with all stakeholders is the premise of value creation for all. Ensuring effective stakeholder engagement which leads to a broad and inclusive materiality process generates valuable benefits including promoting the business strategy to take account of significant social and environmental topics; enabling the business to be prepared for new product/service rollout; allocating company's resources to sustainability that matters most to the long-term business development wisely; and making for the reporting of valuable information that depicts a meaningful picture of progress to stakeholders who need it in a concise way. As such, the Group relies on its good corporate citizenship, reputational influence and strong capability in coordination to communicate and collaborate with its stakeholders effectively, including investors, customers and suppliers. Through a variety of open communication channels in recent years, the Group has garnered a deeper understanding of its stakeholders' concerns and expectations, which facilitated the Group to better position itself in the competitive market and to make rapid and appropriate strategic adjustments.



SUSTAINABILITY MANAGEMENT



GOVERNMENT AND REGULATORY AUTHORITIES

Expectations and concerns

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

Communication Channels

Supervision on the compliance with local laws and regulations;
Workshops;
Routine reports and taxes paid;
Onsite inspection.



SHAREHOLDERS

Expectations and concerns

Return on investments;
Corporate governance;
Law and regulation compliance.

Communication Channels

Regular reports and announcements;
Regular general meetings;
Official website.



EMPLOYEES

Expectations and concerns

Employees' remuneration and benefits;
Career path;
Training opportunities;
Occupational health and safety;
Implementation of circular economy by transforming suitable residue into useful resource.

Communication Channels

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

CUSTOMERS

Expectations and concerns

Product quality assurance;
Protect the rights of customers;
Decelerate the speed in the consumption of natural resources.

Communication Channels

Customer satisfaction survey;
Face-to-face meetings and onsite visits;
Customer service hotline and email.



SUPPLIERS

Expectations and concerns

Fair and open procurement;
Win-win cooperation;
Environmental protection;
Internal control;
Talent management.

Communication Channels

Open tendering;
Suppliers' assessment;
Written comments/responses;
Face-to-face meetings and onsite visits;
Industry seminars.



GENERAL PUBLIC

Expectations and concerns

Involvement in communities;
Business compliance;
Employment opportunities.

Communication Channels

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





SUSTAINABILITY MANAGEMENT



With the goal to strengthen its corporate sustainability management while enhancing its stakeholders' awareness of the progress that Tsui Wah has made in order to support global sustainable development, the Group has put tremendous efforts into its internal and external stakeholders' inclusiveness. In FY2019, the Group carefully evaluated its stakeholders' opinions on corporate sustainable development, especially the material ESG topics and relevant SDGs, and has committed itself to resolving the potential risks in proper ways based on continuous and effective communications. With a survey initiated by an external sustainability consultancy agency, the Group hopes to achieve the following three goals:

- *Charting a comprehensive and objective picture demonstrating stakeholders' major concerns on Tsui Wah's ESG management and sustainable development progress;*
- *Exploring opportunities and gathering ideas on how to refine the Group's business models and platforms (e.g. by taking advantage of artificial intelligence) that make for more effective ESG management, to plug the loophole of company's system of accountability and to support increased availability and reliability of ESG-related data; and*
- *Raising stakeholder's awareness of global sustainability issues and solidifying a common language to report the Group's and its stakeholders' contributions to the SDGs.*



According to the result of such survey, it was found that Goal 3 (Good Health and Well-Being), Goal 2 (Zero Hunger), Goal 1 (No Poverty), Goal 6 (Clean Water and Sanitation) and Goal 11 (Sustainable Cities and Communities) topped the list of all 17 SDGs in terms of the degree of stakeholders' attention and interest. In response to the call and concerns from stakeholders, the Group has been committed to paying particular attention to the specific targets under these three goals. Thus, the Group has meticulously evaluated its interconnections with these five objectives where Tsui Wah believes it can focus the resources to help drive the greatest impact:

Goal 3: Good health and well-being — 'Ensure healthy lives and promote well-being for all at all ages.'

Goal 2: Zero Hunger — 'End hunger, achieve food security and improved nutrition and promote sustainable agriculture.'

Goal 1: No Poverty — 'End poverty in all its forms everywhere.'

Goal 6: Clean Water Sanitation — 'Ensure availability and sustainable management of water and sanitation for all.'

Goal 11: Sustainable Cities and Communities — 'Make cities and human settlements inclusive, safe, resilient and sustainable.'

Source: <https://sdgcompass.org/>



SUSTAINABILITY MANAGEMENT



Tsui Wah is deeply aware that only access to safe and nutritious food will ensure healthy lives and promote well-being for all. As such, Tsui Wah puts great efforts on delivering reliable food of which the sources, procurement, transportation and production can be traced. In addition, the Group is committed to implementing adequate occupational health and safety procedures to ensure that employees and customers are not exposed to hazardous chemicals, waste or risks that lead to serious work-related accidents. Meanwhile, Tsui Wah provides accessible and affordable health-care options, including insurance, to its employees.

Targets: Record and lower the injury rate (IR), occupational disease rate (ODR), lost day rate (LOR) and/or absentee rate (AR) annually



As a famous brand of chain restaurant in Hong Kong, Tsui Wah commits to provide affordable and palatable cuisine to diners. Tsui Wah also pays attention to the globally systematic problems tied with Goal 2, and has been actively assessing the procurement process to identify raw materials and products that comply with internationally recognised and responsible production standards, in order to facilitate sustainable food production systems and raise the awareness of employees on sustainable food consumption.

Targets: Refine the procurement policy and raise the ratio of local entities as suppliers annually



To end poverty, Tsui Wah is dedicated to supporting and participating in the public welfare activities to help the underprivileged people in various ways. What is more, Tsui Wah not only undertakes initiatives to empower vulnerable social groups in order to shake off poverty, but insists on providing the best possible wage (at a minimum wage), benefits and condition of work regarding the needs of its employees and their families (e.g. subsidy for books of employees, sponsorship for employee's continuing education).

Targets: Comprehensively implement the social protection systems and measures for all as required by national laws and regulations



Tsui Wah encourages all its restaurants and central kitchens to prohibit the use of chemicals and materials that are detrimental to water quality if improperly disposed during daily operations. To implement the policy of 'Saving Water', Tsui Wah has established waste water management systems in its own operations and built systematic platform where the amount and performance of discharged water can be assessed, monitored and reported.

Targets: Reduce annual water consumption by 2% per year and set science-based sub-targets to enhance water efficiency for all restaurants within five years



In response to Goal 11, Tsui Wah has long regarded itself as a member of the sustainable development of cities and communities where the restaurant branch operates. Despite not being a significant driver supporting the development of local infrastructure systems or providing solutions to long-term urban development planning, Tsui Wah contributes to this goal by respecting the local culture, values and language in its services delivered to the customers. Tsui Wah keeps learning the cultural uniqueness in the region where it operates and making innovations on its dishes that cater to local taste without compromising the authentic Cha Chaan Teng touch.

Targets: Diversify its menus through the offer of special cuisine in different regions that feature the combination of traditional Tsui Wah taste and local preference



SUSTAINABILITY MANAGEMENT



Materiality Assessment



As ESG risks and opportunities for companies vary across industries depending on the corporate business models, the Group therefore undertook an annual review to identify its stakeholders' main concerns and material interests in relation to ESG issues. In FY2019, the Group engaged its stakeholders to conduct a materiality assessment survey. Specifically, the Group selected certain internal and external stakeholders based on their influence and dependence on the Group. The stakeholders stood out in the first round of evaluation were then invited to participate in an online survey to express their views on a list of ESG issues. The online survey was comprised of around 40 well-designed questions, which were believed to be material and relevant to the Group's business development and strategies. This objective, transparent and decision-useful materiality assessment allowed the Group to give priority to certain topics in a list of ESG issues after mapping the result of the survey to a materiality matrix as shown below. The assessment process revealed the Group's efforts on stakeholders' engagement. The result of the survey served as a powerful tool which assisted the Group to develop its action plans for more targeted ESG management.

STAKEHOLDER ENGAGEMENT MATERIALITY MATRIX



SUSTAINABILITY MANAGEMENT

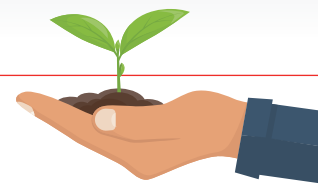


STAKEHOLDER ENGAGEMENT MATERIALITY MATRIX (Continued)

Reference index

ENVIRONMENTAL IMPACTS

- 1. Air and greenhouse gas ('GHG') emissions
- 2. Sewage treatment
- 3. Land use, pollution and restoration
- 4. Solid waste treatment
- 5. Energy use
- 6. Water use
- 7. Use of raw/packaging materials
- 8. Mitigation measures to protect natural resources



EMPLOYMENT AND LABOUR PRACTICES

- 9. Composition of employees
- 10. Employee remuneration and benefits
- 11. Occupational health and safety
- 12. Employee development and training
- 13. Prevention of child and forced labour



OPERATING PRACTICES

- 14. Suppliers' geographical regions in which materials are sourced
- 15. Selection of suppliers and assessment of their products/services
- 16. Environmental protection assessment of the suppliers
- 17. Social risks assessment of the suppliers
- 18. Procurement practices
- 19. Health and safety relating to products/services
- 20. Customer satisfaction
- 21. Marketing and promotion
- 22. Observance and protection of intellectual property rights
- 23. Quality control and management of products
- 24. Protection of consumer information and privacy
- 25. Labelling relating to products/services
- 26. Prevention of bribery, extortion, fraud and money laundering
- 27. Anti-corruption policies and whistle-blowing procedures



COMMUNITY INVESTMENT

- 28. Understanding local communities' needs
- 29. Public welfare and charity



Through the materiality analysis matrix, the Group identified '10. Employee remuneration and benefits', '26. Prevention of bribery, extortion, fraud and money laundering', '19. Health and safety relating to products/services', '27. Anti-corruption policies and whistle-blowing procedures' and '11. Occupational health and safety' as issues of high importance. Give the high degree of concern on the material issues mentioned above, the Group has priced the risks and opportunities hidden behind those matters and elaborated more under different sections of this report.

SUSTAINABILITY PERFORMANCE HIGHLIGHT

Carefully choose the ingredients that go into the dishes based on diners' health properties as well as food's environmental sustainability and restaurant's social commitment: this is the message coming out from Tsui Wah's service principles and operational practices every day. As a chain restaurant brand that strives for sustainable development, it is Tsui Wah's unremitting pursuit to become a genuinely sustainable restaurant which selects quality raw materials, monitors the way in which they are produced and processed, builds a collaborative and firm relationship with suppliers and customers, respects the agricultural production chain, values both positive and negative feedback from business partners and diners, lays emphasis on the appropriate disposal of food residue, opts for producers with both ingredients and production process being certified as of lower environmental impact, and provides support to the community



SUSTAINABILITY MANAGEMENT



| Issue of high importance | Boundary | Potential risks and opportunities |
|---|--|---|
| Employee remuneration and benefits | Operations in all restaurants, central kitchens and administrative offices of the Group. | Reputation Risks: Opportunity to optimise salary and promotion system that retains the talents and attracts high-calibre job applicants. |
| Prevention of bribery, extortion, fraud and money laundering | Operations in administrative offices of the Group. | Legal and reputation risks: Opportunity to refine the management of raw material procurement. |
| Health and safety relating to products/services | Mainly focus on the food and cuisine produced and delivered in central kitchens and restaurants. | Legal and reputation risk: Opportunity to strengthen internal monitoring system and improve its market competitiveness through the provision of high-quality and reliable food. |
| Anti-corruption policies and whistle-blowing procedures | Applicable to all full-time employees of the Group. | Legal risks: Opportunity to respond to the call of government and improve the capability of internal control. |
| Occupational health and safety | Operations in all restaurants and central kitchens of the Group. | Legal risks: Opportunity to create a secure and healthy working environment, thereby ensuring the well-being of all employees who are more passionate about the work. |

groups. In FY2019, Tsui Wah kept its original aspiration in mind, and endeavoured to show an outstanding performance in employment management, customer satisfaction, supply chain risk control, environmental protection and community investment. Reducing unemployment and developing useful skillsets for employees, especially for fresh graduates, are essential components of sustained and inclusive business development of Tsui Wah. Tsui Wah has provided meaningful work and valuable development opportunities for its employees across all its restaurants, central kitchens and offices with unwavering faith during recent years, and retained its employees who have shown potential and excellence in their position with sincere attitude and practical actions. Tsui Wah is committed to serving delicious and healthy food sourced in a transparent and trustful manner. We care about the nutrition of food we produce and serve, especially the health of children as part of our commitment to the society. Tsui Wah has a number of suppliers producing, transporting and storing myriads of ingredients. Maintaining a sound relationship by strengthening its risk control in the supply chain management has always been a top issue to Tsui Wah. As such, Tsui Wah has paid attention to sourcing quality food and ordering safe and environmentally friendly packages during its operations, which is critical to ensure that superb delicacy can be offered at the stage of use in a product life cycle. Climate Change is acknowledged as the greatest environmental issue in this day and age. With an ambition to change toward low-carbon economy, Tsui Wah has been exploring the feasibility of utilising renewable and clean energy in its business operations, and putting its focus on the waste management including food residue and packaging waste from restaurants. Energy efficiency has also become an important aspect on which Tsui Wah laid particular emphasis during FY2019. Hence, Tsui Wah has proposed a number of applicable environmentally sound solutions and put them into practice to avoid any unnecessary waste of energy resources. The community development scheme of Tsui Wah never rests on satisfying the present needs of community groups, rather, it aims to make the community thrive in a robust and sustainable way. Tsui Wah believes that only the joint efforts across all of its initiatives by partnering with employees, suppliers, customers, government, community members and other stakeholders can help drive meaningful change to tackle the risks ahead of Tsui Wah in its path to sustainable development.

SUSTAINABILITY MANAGEMENT



EMPLOYEE

- 3,468.5 hours and 2,219 hours were spent by employees on training in Hong Kong and mainland China, respectively
- Comprehensive OH&S policies and effective implementation
- Various training programmes
- 'People-oriented' approach in employee management
- Follow the requirements of Occupational Health and Safety Management Systems (ISO 45001: 2018)

CUSTOMER

- Cuisine innovation through diversified business branches
- QR Code Customer Plan 100% customers' comments were followed up 'Customer's Suggestions and Follow-up Report'
- E-payment technology
- Strict implementation of Food Safety Management System

ENVIRONMENT

- Compliance with relevant environmental laws and regulations
- Decline of diesel consumption in Hong Kong by 10.5%
- 'Prevention, Recovery, and Recycling' management approach to food waste
- Successful control of GHG emissions

SUPPLIER

- Tsui Wah had 270 and 105 suppliers in Hong Kong and mainland China during FY2019, respectively
- 'Green Procurement' practice

COMMUNITY

- HK\$1 donation to HKCT Institute of Higher Education for any sale of European Pitaya and Cheese Bread
- 'No Straw' commitment in all restaurants of Tsui Wah
- Caring for the elderly through meaningful activities organised by volunteers of Tsui Wah
- Distribution of moon cakes during the Mid-Autumn Festival



CARE FOR EMPLOYEES



The well-being of employees has always been a primary topic to Tsui Wah. We believe that it is the provision of decent working environment, compensation package, attractive training opportunities and meaningful activities for all employees, that makes Tsui Wah one of the most sought-after employers in the catering industry.

CARE FOR EMPLOYEES



EMPLOYMENT

As a well-known chain restaurant brand in Hong Kong, Tsui Wah believes that a sound capital management and the formulation of appropriate employment policies are essential to the long-term stability and competitiveness of the company. As such, the Group treasures employees' talent and strives to provide its employees with a suitable platform and working environment that advances their professional development. Adhering to the 'people-oriented' approach, Tsui Wah Group cares for its employees and treats them like family members. The same principle applies to our talent development philosophy of 'talent training, team building, career development', in which 'talent training' comes first, as we recognize talent as one of the pillars upholding the success of companies in the catering industry after all.

To make sure that all employees of the Group are competent to accomplish the work, Tsui Wah provides various training programmes in relation to the important professional skills in the catering industry to its employees. Meanwhile, the Group has a clear promotion ladder in place in the management of employee's career development and advancement. It goes without saying that technology has made huge strides in changing the face of the modern employment management around the world over the past few decades. Tsui Wah has invested massively in the application of digital device and systems in its employment management, in order to abate the workload of frontline employees, ease the strain of complex scheduling tasks that may cause the management chaos, and improve the efficiency of recruitment process.

Law compliance

The Group's employment policies have been updated and adjusted to cater to social changes since the inception of the Group, and more importantly, to abide by relevant laws and regulations in Hong Kong, mainland China, Macau and Singapore. In FY2019, the Group complied with all the relevant laws and regulations, including the following:

- *Employment Ordinance (Cap. 57 of the Laws of Hong Kong);*
- *Mandatory Provident Fund Schemes Ordinance (Cap. 485 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);*
- *Law no. 21/2009 (Law for the employment of non-resident workers in Macau);*
- *Labour Law of the People's Republic of China (中華人民共和國勞動法);*
- *Insurance Law of the People's Republic of China (中華人民共和國社會保險法); and*
- *Employment Act (Singapore).*



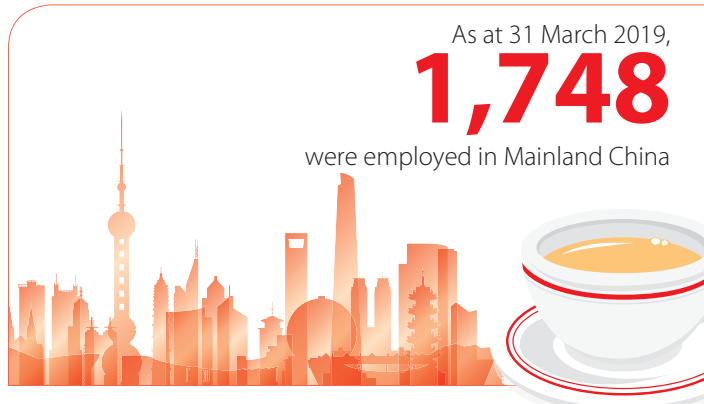


CARE FOR EMPLOYEES



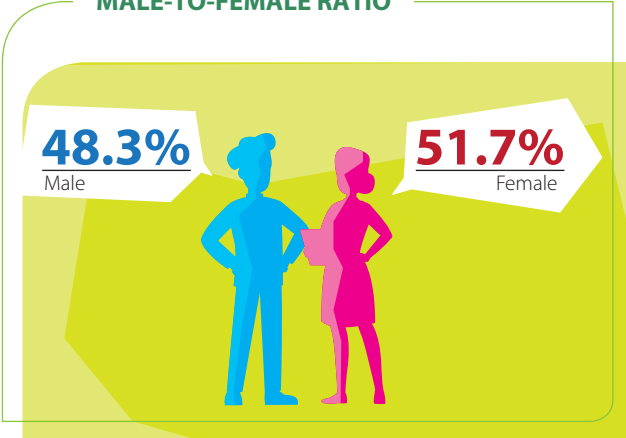
Employee structure

The Group strives to provide a work environment with equal opportunities. As mounting evidence nowadays points to the positive impact that greater gender equality has on talent development, corporate productivity, and access to sustainable markets, Tsui Wah has been committed to the male-to-female employees' ratio in the Group. In FY2019, the male-to-female employees' ratio of Tsui Wah was nearly 48.3%: 51.7% (male: 2,043; female: 2,184).

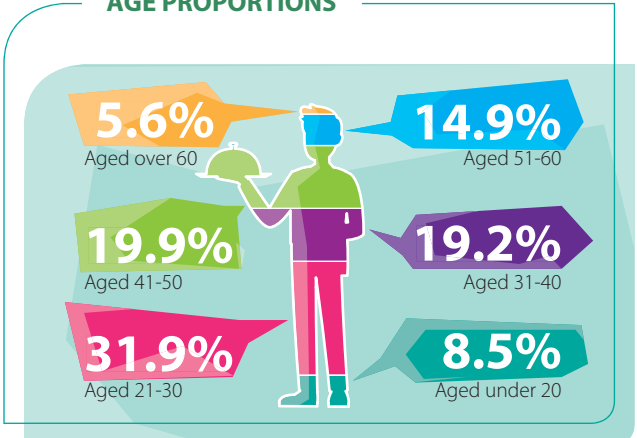


In addition, employees of Tsui Wah aged under 20 years old, 21 to 30 years old, 31 to 40 years old, 41 to 50 years old, 51 to 60 years old, and above 60 years old accounted for 8.5% (361), 31.9% (1,348), 19.2% (811), 19.9% (840), 14.9% (628), and 5.6% (239) of the Group's total workforce, respectively. In FY2019, the number of full-time employees was 3,278, while the number of part-time employees was 949. The number of general employees, employees in senior positions and management-level employees constituted 84%, 15% and 1%, respectively. Notably, the number of females occupied 22% of the management-level employees of Tsui Wah during FY2019.

MALE-TO-FEMALE RATIO



AGE PROPORTIONS



CARE FOR EMPLOYEES



Promotion Ladder

Tsui Wah believes that setting up a fair and effective promotion ladder not only contributes to staff retention and incentivises employees toward good performance, but can benefit the company itself by allocating the assignments to the right person who is competent for the work as well. As such, Tsui Wah has a well-defined promotion ladder that is equally applied to all employees. Employees working in different positions who meet the requirement of the promotion policy and showcase the fitness for a high position and determination for more responsibilities will be offered the opportunity for promotion in line of the promotion ladder by the Group. As talent retention is vital to its business development in the long run, the Group periodically reviews its compensation packages and performs probationary and regular evaluations of the capability and performance of its employees. This ensures that all employees can be recognised by the Group appropriately with respect to their efforts and contributions.



Restaurant Manager

Deputy Manager/Department Head

Supervisor/Deputy Head

Floor Manager

Senior Staff

Entry-Level/Base-Level Staff

Intern/Trainee

Recruitment Channels

The brand and reputation of Tsui Wah are the primary factors driving a growing number of fresh graduates and young talents to join Tsui Wah. Apart from a complete talent training package for all newly hired employees, Tsui Wah adopts a set of transparent and clear procedures to attract high-calibre candidates as its annual recruitment plan through numerous channels. Specifically, Tsui Wah organised several job fairs in universities in mainland China during FY2019, in attempt to recruit local graduates and offer students from Hong Kong the opportunity to do part-time work at restaurants nearby. The flexible working place and schedule for graduates are the strength of Tsui Wah in terms of talent acquisition, which allows more autonomy and initiative for young people with full passion and potential to realise their dreams. To attract high-calibre candidates, the Group offers fair and competitive remuneration and benefits in accordance with the applicants' educational backgrounds, personal attributes, job experiences and career aspirations.





CARE FOR EMPLOYEES



Compensation and dismissal

Tsui Wah is committed to a fair and competitive reward and compensation package for its employees. 'QR code Customer Plan', which has long been adopted by the frontline restaurants, is an approach for customers to rate the quality of food and service, and even the best employee in the restaurant. The result is then reported directly to the human resources department via internet, who will conduct the assessment and make certain adjustment on the benefits offered to employees accordingly. Any appointment, promotion or termination of recruitment contract are based on reasonable, lawful grounds and internal policies (such as staff handbooks). Tsui Wah strictly prohibits any kind of unfair or illegitimate dismissals. For those who have poor working performance or constantly make mistakes, the Group would warn verbally before issuing a warning letter. For those who remain untamed despite making the same mistakes repeatedly, the Group would dismiss the person according to relevant laws in Hong Kong, mainland China, Macau and Singapore (as the case may be).



Working hours and rest periods, benefits and welfare

The Group has formulated its policy based on 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) for determining working hours and rest time for employees. Specifically, the Group has installed the attendance management system that could keep monitoring its employee's working hours and compensate those who work overtime with extra pay or additional days off. In addition to basic paid annual leave and statutory holidays, the employees are also entitled to leave benefits such as marriage leave, maternity leave, birthday leave and compassionate leave. To ensure that the voices from all employees of Tsui Wah can be heard, the Group has built an 'Employees Relationship Team', which acts a medium that is responsible for maintaining the smooth and sound relationship between employees and the management. Besides, the management of Tsui Wah cares about the well-being of all employees and believes that they are the creators and practitioners who will help realise the corporate values of the Group. As such, managers often throw dinner parties in the restaurants with frontline employees and pay the visit to different restaurants, in order to gain a better understanding of employee's needs.

CARE FOR EMPLOYEES



A good package of welfare offered to employees is regarded to be helpful in keeping a high morale and motivation of the employees in the workplace. Tsui Wah keeps improving its welfare system, which could stimulate the employees' interest in their jobs and make them work with a feeling of involvement and participation. Therefore, Tsui Wah has set up the Textbook Assistance (TA) Scheme that subsidises the children of employees in terms of their education and introduced the 'Daydream Scholarship Scheme (白日夢獎學金計劃)', a scholarship programme for students. To benefit employees in traffic, the Group has taken into account the demands of employees who wish to work at the restaurant near their residence or with specific working schedule. During FY2019, the Group arranged a number of meaningful activities for its employees, including Aberdeen Dragon Boat Race, Chinese New Year Greeting, Team Construction trip, Smiling Supervisor event and annual dinner.

TSUI WAH ACTIVITIES FOR EMPLOYEES



EQUAL OPPORTUNITY AND ANTI-DISCRIMINATION

As an equal opportunity employer, creating a fair, respectful and diverse working environment by promoting anti-discrimination and equal opportunity in all its human resources and employment decisions should never be just a slogan to Tsui Wah. Rather, we hope to implement strict policies to regulate its daily corporate practices and avoid any activities that may violate the principles of equal opportunity and anti-discrimination. Specifically, hiring, training, promotion opportunities, dismissal and retirement policies are all based on factors irrespective of the applicants' or the employees' age, sex, marital status, pregnancy, family status, disability, race, colour, descent, national or ethnic origins, nationality, religion or any other non-job related factors. Meanwhile, in accordance with the local laws and regulations, the Group's equal opportunity policy allows zero tolerance to any workplace discrimination, harassment or vilification. Employees are vigorously encouraged to report any incidents involving discrimination to the human resource department of the Group, which takes the responsibility for assessing, dealing with, recording and taking any necessary disciplinary actions in relation to the substantiated cases.

In FY2019, the Group was in compliance with the relevant laws and regulations in relation to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, welfare and other benefits that have a significant impact on the Group.



CARE FOR EMPLOYEES



HEALTH AND SAFETY

The Group believes that health and safety at work involves both the prevention of harm, and the promotion of employees' well-being. To provide and maintain a safe, clean and environmentally friendly working condition for employees, the Group has established strict internal safety and health policies, and abided by the relevant laws and regulations in Hong Kong, mainland China, Macau and Singapore, including but not limited to the:



Occupational Safety and Health Ordinance (Cap. 509 of the Laws of Hong Kong)



Regulation on Work-Related Injury Insurance (工傷保險條例)



Production Safety Law of the People's Republic of China (中華人民共和國安全生產法)



Law of the People's Republic of China on Prevention and Control of Occupational Diseases (中華人民共和國職業病防治法)

To strive for zero accidents for all persons involved in daily operations, Tsui Wah rigorously follows the instructions of Occupational Health and Safety Management Systems (ISO 45001:2018) and implements its internal policies to prevent workplace accidents. For instance, Tsui Wah attaches great importance to the independence of different zones for work in the restaurant, such as cleaning area, cutting and preparation work zone, baking room, cooking kitchen and serving place. Such separation and organised working area and process could to large extent ensure the safety in the workplace, thereby further eliminating the risk of collision, tension and chaos in the restaurant. In terms of the management of detergent commonly used in kitchens and restaurants for cleaning and sanitisation practices, Tsui Wah provides the employees who use these chemicals with dishwashing gloves and splash aprons, and requires them to read labels carefully before use. Meanwhile, Tsui Wah has designed and posted relevant guidance in relation to the correct use of detergents and bleach, such as Powder-Dip Plus, in the prominent areas of the restaurants, in order to ensure that all responsible staff can follow the procedures in the cleaning process that lowers the risks of workers being impacted by hazardous chemicals to the maximum extent possible. Eco-friendly cleaners are always the top choice to Tsui Wah in procurement, which is considered to be the effective measure to protect its employees from being exposed to hazardous chemicals that might exist in some types of cleaners.



CARE FOR EMPLOYEES



The Group's guidelines and policies of occupational safety and health:

1. Establishing clear policies to maintain a clean and hygienic environment in each workplace.
2. Ensuring that all devices and working system are safe and pose no threat to health.
3. Avoiding nuisance caused by sewage flowing out of the drainage system, sanitation facilities or toilets.
4. Maintaining good ventilation in the workplace.
5. Providing sufficient lighting in the workplace with clean glass windows and skylights for light penetration.
6. Offering sufficient drinking water, sanitation facilities and washrooms.
7. Checking all floors, walls, ceilings, windows and skylights to avoid cracking risk.
8. Keeping an even and dry floor.
9. Supplying first-aid kit in place.
10. Making sure that effective transmission, discussion and consultation of health and safety-related matters can be implemented successfully.



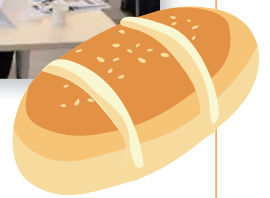


CARE FOR EMPLOYEES



HEALTH AND SAFETY

It is also worth noting that to the Group has established its internal 'Health and Safety Policy' and 'Occupational Safety and Health Rules and Guide' to regulate the working procedures, improve working environment and standardise employees' practice in the workplace so that the occupational hazards can be minimised. The



In FY2019, total lost days of work due to injury of the Group was 4,475 days. Aiming to keep lowering this figure, the Group will strengthen its health and safety related trainings in Hong Kong, the mainland of China and Macau, and continuously improve the working environment and regulation of the use of appliance during operations. During FY2019, the Group found one work-related case of fatality and there was no violation of any of the relevant laws and regulations in relation to providing a safe working environment and protecting the employees from occupational hazards that have a significant impact on the Group.



relevant policies specifically introduce the basic concept of occupational safety, safe physical operations, matters needing attention when working high above the ground, how to prevent falling during work, fire prevention, electrical security, office safety, emergency preparedness and responsiveness and personal protective equipment. Meanwhile, the policies also provide the requirement of first aid kit placed in different places of the Group, in order to make sure that the health and safety of all employees of the Group can be perfectly protected. Employees can ask for more information and guide about how to use the first aid kit from the human resource department.



CARE FOR EMPLOYEES



DEVELOPMENT AND TRAINING

The Group strives to create a promising and satisfactory career path with promotion prospects for all employees by providing suitable training opportunities on various aspects in relation to catering services. Based on a set of internal regulations and policies for strengthening the work-related skills and knowledge of its employees, Tsui Wah has kept updating its training manuals for employees, including Restaurant Manager Manual, Kitchen Manual, Water Bar Manual, Pancake Manual, Noodle Manual, Emergency Response Manual, Food Safety and Hygiene Manual, and Cashier Manual, and offering employees customised internal training programmes in various channels. The programmes cover training for both frontline table services and value-added courses for the production department. On top of that, a complete training package is normally provided to all new hires, which includes the History of Company, Corporate Governance Structure, Corporate Culture, Business Processes, and Management

System. As for experienced employees, profession-oriented courses are provided according to the corporate demands and employees' expectations, such as CEO move — Service Ambassador, Nutrition Course, Fire Safety Course and First Aid Class.

The importance of training to Tsui Wah:



Corporate training makes sure that the entire workforce is a reflection of Tsui Wah's catering culture in a consistent way



Employees' weakness and deficiency of interpersonal skills with people from different backgrounds can be addressed



Employees can bear in mind and follow basic requirement of food safety and avoid any incident that disobeys the hygiene standard in the catering industry



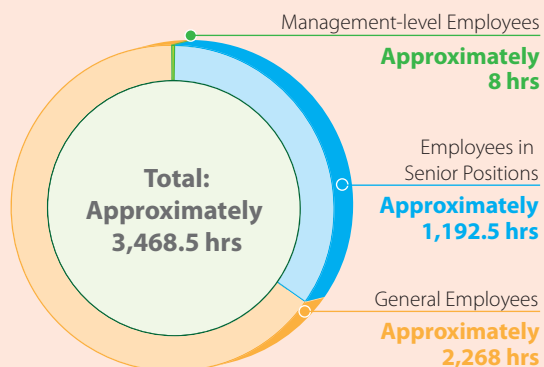
Higher productivity and revenue can be achieved rapidly once individual goals are integrated with the organisational targets through communications and training



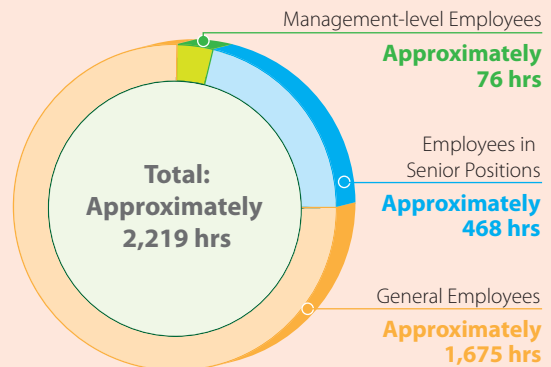
Well-designed training programs provide employees with standard specifications of the responsibilities they are required to assume and promote a harmonious relationship between employees and management, during which the team spirit can be gradually bred

To further enhance the professional skills of its employees and meet the Group's development goal, employees are highly encouraged to attend external trainings and take professional qualification examinations. Employees who have passed professional qualification examinations and obtained vocational qualification certificates will receive reimbursements from the Group. Meanwhile, the Group often invites external organisations and experts to provide relevant trainings to its employees. During FY2019, a total of 5,687.5 hours of training were provided by Tsui Wah internally to its employees, which increased by approximately 63.8% than FY2018. In particular, 3,468.5 hours and 2,219 hours of training were provided to the Group's staff in Hong Kong and mainland China, respectively. In Hong Kong, the general employees, employees in senior positions and management-level employees received 2,268, 1,192.5 and 8 hours of training, whilst 1,675, 468 and 76 hours were spent by general employees, employees in senior positions and management-level employees on training in Mainland China, respectively.

Hong Kong



PRC





CARE FOR EMPLOYEES



Themes of the training programmes.



CARE FOR EMPLOYEES



LABOUR STANDARDS

The Group abided by 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), Law No. 7/2008 Labour Relations Law (Macau), Employment Act (Singapore) and other labour laws and regulations in Hong Kong, mainland China, Macau and Singapore to prohibit any child and forced labour employment in FY2019. To combat against illegal employment in relation to child labour, underage workers and forced labour, the Group's human resource department requires all job applicants to provide valid identity documents to ensure that they are lawfully employable prior to confirmation of any employment according to its internal procedures. It is also the responsibility of the Group's human resource department to monitor and guarantee the compliance of corporate policies and practice with the latest laws and regulations that prohibit child labour and forced labour. Once the Group discovers any case which fails to comply with the relevant labour laws, regulations or standards, the relevant employment contract will be immediately terminated.

In FY2019, the Group was in compliance with all relevant laws and regulations, in relation to the prevention of child and forced labour that have a significant impact on the Group.

To maintain a fair, ethical and efficient working environment, the Group abided by the relevant laws and regulations relating to anti-corruption and bribery, irrespective of the region where the Group operates, including but not limited to the Anti-Corruption Law of the People's Republic of China (中華人民共和國反腐敗法), the Law of the People's Republic of China on Anti-money Laundering (中華人民共和國反洗錢法), the Anti-Money Laundering and Counter-Terrorist Financing Ordinance (Cap. 615 of the Laws of Hong Kong), the Prevention of Bribery Ordinance (Cap. 201 of the Laws of Hong Kong) and the Prevention of Corruption Act (Singapore).

ANTI-CORRUPTION

The Group has formulated and strictly enforced its anti-corruption policies such as 'Handling red envelope guide' (處理「利是」指引) to manage any fraudulent practices including corruption, extortion and money-laundering within the Group, which covers all employees in both office buildings and various restaurants. The Group prohibits all forms of bribery and corruption, and requires all its employees to follow the relevant codes of professional ethics. All employees are expected to discharge their duties with integrity, to act fairly and professionally, and to abstain from engaging in bribery activities or any activities which might exploit their positions against the Group's interests. During FY2019, no concluded legal cases regarding corrupt practices were brought against the Group or any of its directors and employees.

Whistle-blowers can report verbally or in writing to the audit committee of the Group for any suspected misconduct with full details and supporting evidence. The audit committee of the Group will conduct investigations against any suspicious or illegal behaviour to protect the Group's interests. The Group has established an effective grievance mechanism to protect the whistle-blowers from unfair dismissal or victimisation. Where any crime is suspected by the Group, a report will be made promptly to the relevant regulators or law enforcement authorities when the management considers it necessary.

In FY2019, Tsui Wah invited ICAC (Independent Commission Against Corruption) to provide anti-corruption seminars to the management, in order to instill the resolve of rooting out all corruption in the company. During FY2019, the Group was in compliance with any relevant laws and regulations in relation to bribery, extortion, fraud and money laundering that have a significant impact on the Group.

CARE FOR CUSTOMERS



Tsui Wah puts emphasis on various ways to collect its customers' feedback and has dramatically shortened the distance with its customers through innovative online questionnaires and surveys. Tsui Wah believes that gathering the feedback from its customers promptly is advantageous to the long-term improvement of its restaurants, and will play a pivotal role in consolidating the leading position of Tsui Wah in the catering industry.

CARE FOR CUSTOMERS



IN TOUCH WITH CUSTOMER'S TASTE BY INNOVATION

Tsui Wah keeps listening to the voice of its customers, in order to redesign and produce better cuisines that suit their taste. During recent years, Tsui Wah has focused itself on the innovation of cuisines and committed to create more styles of cooking that are geared towards diners with distinct preference in food. As such, Tsui Wah has launched five new brands including Nijuuichi Don (廿一堂), MaoMao Eat (輕·快翠), BEAT Bakery, Senbadou (千羽堂) and Deli Blossom (花盛). These brand-new restaurants that are filled with youthfulness, fashion and innovative elements are the crystal of intelligence, wisdom and efforts made by all members of Tsui Wah.

Nijuuichi Don (廿一堂)



'Nijuuichi Don' is specially designed for the young generations who fancy fast food and Japanese cuisine. Below are some extraordinary features that Nijuuichi Don brings to its customers:

- 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.



MaoMao Eat (輕·快翠)



'MaoMao Eat' mainly provides food products to customers who are fond of local delicacies and Asian light meal in Hong Kong. In addition to Tsui Wah's classic Hong Kong delicacies including Crispy Bun with Sweet Condensed Milk and creamy milk tea, it also provides new all-day meals, such as Hot Spring Egg Rice with Swiss Source and Drumstick, Macaroni with Ham and Scallop and fresh sandwich, etc. 'Green element' is the aspect that makes this restaurant special and uniquely attractive under the brand of Tsui Wah. 'MaoMao Eat' promotes the special vegetarian diet called 'Cheese hamburger with vegetable beef and fried egg' and encourages customers to adopt 'Green' attitude to lives by bringing own eco-friendly cutlery and living in an environmentally sound way, in order to reduce carbon footprint and slow down the speed of global warming.



BEAT Bakery



In 2017, Tsui Wah stepped into the bakery market with 'BEAT', a brand-new business branch that uses bakery ingredients made with 100% Japan flour and natural yeast, and provides locally bakery products every day. As an enterprise that has been rooted in Hong Kong for decades, Tsui Wah cares for the true needs of local citizens who have to adapt to the fast pace of urban life in this international metropolis. Tsui Wah hopes that BEAT Bakery can provide the people commuting between work and home every day and having no time for meals the convenience to access filling and wholesome bakery products.



Senbadou (千羽堂)



'Senbadou' is a brand under Tsui Wah that defines itself as a classy and elegant Japanese fast food restaurant and features the freshly cooked to order Japanese cuisine including sushi, donburi and set meal. All ingredients must be selected carefully and mostly are distributed directly from Japan, which integrates the local Japanese cooking recipes while ensuring the quality and delicacy of food. With the introduction of the concept of "self-service", Senbadou allows customers to choose their favourite dishes simply on the self-service food ordering machine. Self-service meal serving and self-service utensil collection largely reduce the waiting time on the one hand, and on the other hand lower the cost on manpower and promote the restaurant management to be more efficient and precise, thereby enhancing the dining experience of customers. Senbadou features the main tone of comfortable and unpretentious wood style, providing customers a dining environment to escape from the hustle and bustle of the modern life.





CARE FOR CUSTOMERS



Deli Blossom (花盛)

Deli Blossom

Featuring the take-away dish called Hainanese chicken served with vegetable rice, 'Deli Blossom' is another new brand launched by Tsui Wah that targets at the young generation in contemporary society who is inclined to the culture of good health, convenience and efficiency. With a keen observation on the market and preference of local diners, Tsui Wah has successfully grasped the opportunity and committed to bring its customers a fresh and exceptional dining experience in the restaurant under Tsui Wah.

Making innovations that appeal to the diners has been the priority mission to Tsui Wah. The Group will keep making continuous efforts to understand the dining requirements of its customers according to the comprehensive market research and engagement with diners. Through a set of diversified food choices, reliable food quality and affordable prices, Tsui Wah has and will always put its customers in the first place, and try its utmost to satisfy the ever-changing needs of diners.



LISTENING TO CUSTOMERS

Tsui Wah's 'QR Code Customer Plan' provides an easy pathway to timely collect customer's feedbacks, and helps Tsui Wah better understand the concerns of its customers. Through an easy scanning step, customers can make compliment, complaint and suggestion for future improvement on a variety of aspects, including food quality, waiters' attitude and dining environment. Meanwhile, customers can also choose to write down their opinions on the food and service via the survey card. The online questionnaire and survey have been carefully designed to guide customers to complete step by step. Tsui Wah values all customers' feedback and analyses the comments from all branches monthly. In August 2019, a total of 468 comments were received by all restaurants of Tsui Wah in Hong Kong. In FY2019, a vast majority of comments from our customers were positive appraisals. In addition, to follow up on comments raised by customers, especially the feedback that can help us start refining our operations and keep improving our performance in the future, Tsui Wah has formulated the 'Customer's Suggestions and Follow-up Report', in order to monitor and supervise the implementation of corrective actions. Specifically, in terms of the comments from customers, the report requires the detailed description of context of relevant incident, proposed plans for improvement, record of follow-up measures/training, response of customers who have received the feedback from Tsui Wah, and report from the executive of operations on the management progress of relevant incidents.



Online customer survey

Enhanced customer ordering and billing experience



CARE FOR CUSTOMERS



Comments From Our Customers

I am very impressed by the service and performance of the waiter wearing round glasses in the restaurant. He took the initiative to explain everything to every guest, and did the work, including food delivery in an efficient manner that caught many people's eyes. This is the first time I made a comment in a restaurant like this because his attitude to work fascinated me so much.

Customer A



Customer B

I really appreciate the service you offered me in the restaurant, which made me feel at home. In particular, the employees in the restaurant were working very hard. I hope that such spirit of industriousness can be spread across Tsui Wah in the future.

I had my breakfast this morning at a Tsui Wah restaurant. I have to say that the performance of one of your employees in the restaurant was excellent. Honestly, I think her positive working attitude and kindness to everyone, including customers and other colleagues, were very rare in this day and age. With a sincere heart, I really hope Tsui Wah can have more superb employees and I will definitely come back and dine here in the future.

Customer C



I would like to thank Rita in a Tsui Wah restaurant. She was an earnest and kind person who let me see her professional attitude toward work and customers even though it was during the peak hour. I very much admire her enthusiasm and professionalism in the work.

Tsui Wah puts emphasis on various ways to collect its customers' feedback and has dramatically shortened the distance with its customers through innovative online questionnaires and surveys. Tsui Wah believes that gathering the feedback from its customers promptly is advantageous to the long-term improvement of its restaurants, and will play a pivotal role in consolidating the leading position of Tsui Wah in the catering industry.

Customer D



CARE FOR CUSTOMERS



COMMENTS FROM OUR CUSTOMERS

Customer E:

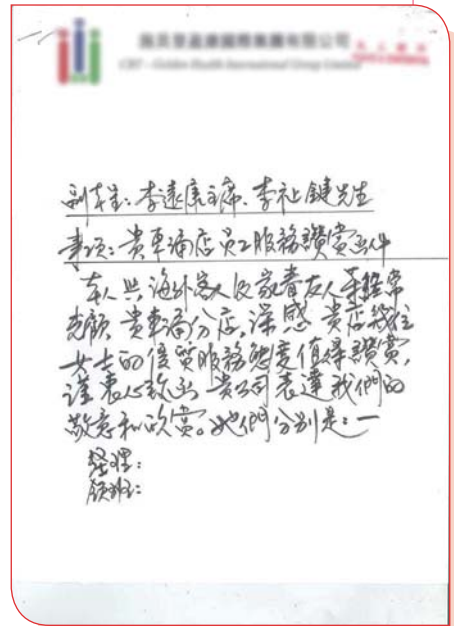
The employees in the restaurant of Causeway Bay were devoted to the work, which was completely beyond my expectations to the Cha Chaan Teng of Hong Kong. Although I only spent HKD100, the employees including the cashier were really nice to me. Please convey my gratitude and respect for their working attitude, thanks!

Customer F:

I am not a regular of this restaurant and I have never known this employee who is named Mr. Tam. However, I think his working attitude deserves my complement.

Customer G:

The employees are very attentive. I left my book at the restaurant before. An employee found the book but could not reach out to me. What she did next was to help me return the book to the library, which was very impressive to me. Really appreciate that!



翠華 多謝惠顧！我們致力提升優質食品及顧客服務。希望閣下繼續予贊賞意見。謝謝！
 TSUI WAH SINCE 1947

4. 整體體驗 Overall Experience
 我會向朋友推介這間翠華餐廳。
 I would recommend the Tsui Wah branch to my friends. Yes No

5. 值得讚賞的員工 Staff to be Recognized

6. 喜愛/推薦菜式 Favorite / Recommended Dishes

7. 其他意見 Other Comments

顧客資料 Customer Information:
 姓名 Name: Mr. Aha Ah.
 電話 E-mail:
 電話 Telephone:
 造訪日期 Date:
 同行人數 No. of Visitors:
 所有個人資料將會絕對保密。
 All personal information collected is for internal use only.

翠華 多謝惠顧！我們致力提升優質食品及顧客服務。希望閣下繼續予贊賞意見。謝謝！
 TSUI WAH SINCE 1947

4. 整體體驗 Overall Experience
 我會向朋友推介這間翠華餐廳。
 I would recommend the Tsui Wah branch to my friends. Yes No

5. 值得讚賞的員工 Staff to be Recognized

6. 喜愛/推薦菜式 Favorite / Recommended Dishes

7. 其他意見 Other Comments
 員工 芙蓉 服務好
 有禮貌、

顧客資料 Customer Information:
 姓名 Name: Mr. Aha Ah.
 電話 E-mail:
 電話 Telephone:
 造訪日期 Date:
 同行人數 No. of Visitors:
 所有個人資料將會絕對保密。
 All personal information collected is for internal use only.

翠華 多謝惠顧！我們致力提升優質食品及顧客服務。希望閣下繼續予贊賞意見。謝謝！
 TSUI WAH SINCE 1947

4. 整體體驗 Overall Experience
 我會向朋友推介這間翠華餐廳。
 I would recommend the Tsui Wah branch to my friends. Yes No

5. 值得讚賞的員工 Staff to be Recognized

6. 喜愛/推薦菜式 Favorite / Recommended Dishes

7. 其他意見 Other Comments
 翠華分店 服務態度很好
 好 很有禮貌

顧客資料 Customer Information:
 姓名 Name: Mr. Aha Ah.
 電話 E-mail:
 電話 Telephone:
 造訪日期 Date:
 同行人數 No. of Visitors:
 所有個人資料將會絕對保密。
 All personal information collected is for internal use only.

翠華 多謝惠顧！我們致力提升優質食品及顧客服務。希望閣下繼續予贊賞意見。謝謝！
 TSUI WAH SINCE 1947

4. 整體體驗 Overall Experience
 我會向朋友推介這間翠華餐廳。
 I would recommend the Tsui Wah branch to my friends. Yes No

5. 值得讚賞的員工 Staff to be Recognized

6. 喜愛/推薦菜式 Favorite / Recommended Dishes
 炒蛋

7. 其他意見 Other Comments
 翠華的下午茶非常的好
 吃的有趣！服務人員
 非常 對外國人非常
 大都有耐心。

顧客資料 Customer Information:
 姓名 Name: Mr. Aha Ah.
 電話 E-mail:
 電話 Telephone:
 造訪日期 Date:
 同行人數 No. of Visitors:
 所有個人資料將會絕對保密。
 All personal information collected is for internal use only.

CARE FOR CUSTOMERS



ENHANCED CUSTOMER ORDERING AND BILLING EXPERIENCE

Nowadays, e-payment has become one of the popular mainstream payment methods in China and even around the world. Tsui Wah, therefore, has introduced various e-payment platforms, including Alipay, Wechat pay, Apple pay and Android pay in its restaurant operations. We believe that keeping pace with the e-payment trend will undoubtedly give a fillip to our business and attract more diners who prefer the convenience and fun of e-payment in the near future.



VALUE FOOD SAFETY

In FY2019, the Group strictly abided by the applicable laws and regulations, including but not limited to Food Safety Ordinance (Cap. 612 of the Laws of Hong Kong), Food and Drugs (Composition and Labelling) Regulation, Public Health and Municipal Service Ordinance (Cap. 132 of the Laws of Hong Kong) and Trade Descriptions Ordinance (Cap. 362 of the Laws of Hong Kong), and implemented a comprehensive safety policy for the management of central kitchen(s) and all restaurants of Tsui Wah. With an objective to continuously ensure the Group's food quality and enhance hygiene standards, which are considered fundamentals to guarantee the safety of food products and health of diners, Tsui Wah has established a food safety management system, in which the implementation of Food Safety Management Principles in both restaurants and central kitchens can be effectively monitored and evaluated. Through a series of transparent, secure and strictly controlled working procedures, the Group is committed to making sure that its customers can trust Tsui Wah and enjoy the delicious cuisine made by Tsui Wah without slightest hesitation. Tsui Wah has applied and obtained a number of licenses in relation to being hygienic, safe and legal restaurant, including but not limited to the 'General Restaurant License' and 'Food Factory License' from the Food and Environmental Hygiene Department (FEHD).

'Safe food, Conscientious manufacture, Sustained improvement, Optimised service'

Taking 'Conscientious manufacture' as its basic principle, all employees of Tsui Wah have engaged themselves to the safety control of food products, thereby fulfilling Tsui Wah's corporate responsibility which is to make customers eat healthily and safely. Through continuous enhancement and scientific melioration of product and service quality, and more importantly the improvement of corporate quality management system, Tsui Wah commits to standardise its management approach in all restaurants and central kitchens, while bringing more innovative elements to its business development.

Principles

According to the framework of corporate Food Safety Management Principles, the following four areas have been given particular attention by Tsui Wah, which normally conducts thorough assessment on the degree of accomplishment in each procedure through internal annual reviews on a regular basis.

FOUR KEY PRINCIPLES

- 1 Perform regular microorganism tests on finished products, working environment and packaging materials;
- 2 Implement monitoring at source by assessing and selecting authorised suppliers;
- 3 Implement strict control on machinery operation and production workflow;
- 4 Prevent food-related recalls and serious accidents from happening.





CARE FOR CUSTOMERS



Commitments

Tsui Wah commits to optimise and implement food safety management system continuously, especially to fulfill its pledges to ensure that:

- 1 Build tangible and measurable targets in food safety management and communicate the principles and targets throughout the entire company via various channels;
- 2 Make sure that all employees in different departments fathom what customers truly want and the importance of regulatory compliance;
- 3 Evaluate the suitability, completeness and effectiveness of food safety management system regularly through assessment meetings; and
- 4 Determine and allocate sufficient resources to the organisation of activities concerning food safety.



Management approach

To establish, execute, maintain and improve its food safety management system, a professional food safety team primarily comprised of employees from different departments has been built. The team members should have knowledge and experience to establish and implement the food safety management system, which include the good understanding of Tsui Wah's product, production process, equipment and relevant food safety standards. A sound communication with external parties and internal groups is an important part of Tsui Wah's food safety management system, and believed to be fundamental to ensuring an effective and sustainable implementation of relevant food safety policies within Tsui Wah. The food safety team is in charge of communicating with external stakeholders, including suppliers, customers and relevant governmental departments. The topics that need to be discussed with these stakeholders should at least cover:

Suppliers: information on the quality and safety of raw materials, packaging materials and materials that may be in contact with food.

Customers: product information (including use introduction, storage requirement and expiry date), enquiry about products and responses from customers (including complaints and comments).

Relevant governmental departments: documents on technological development and amendments of laws and regulations.

In order to promote the effectiveness of the improvement of food safety management, meetings, seminars, written documents, training, records, internal assessments and audits are the common ways Tsui Wah often choose for internal communications.

Handling emergency

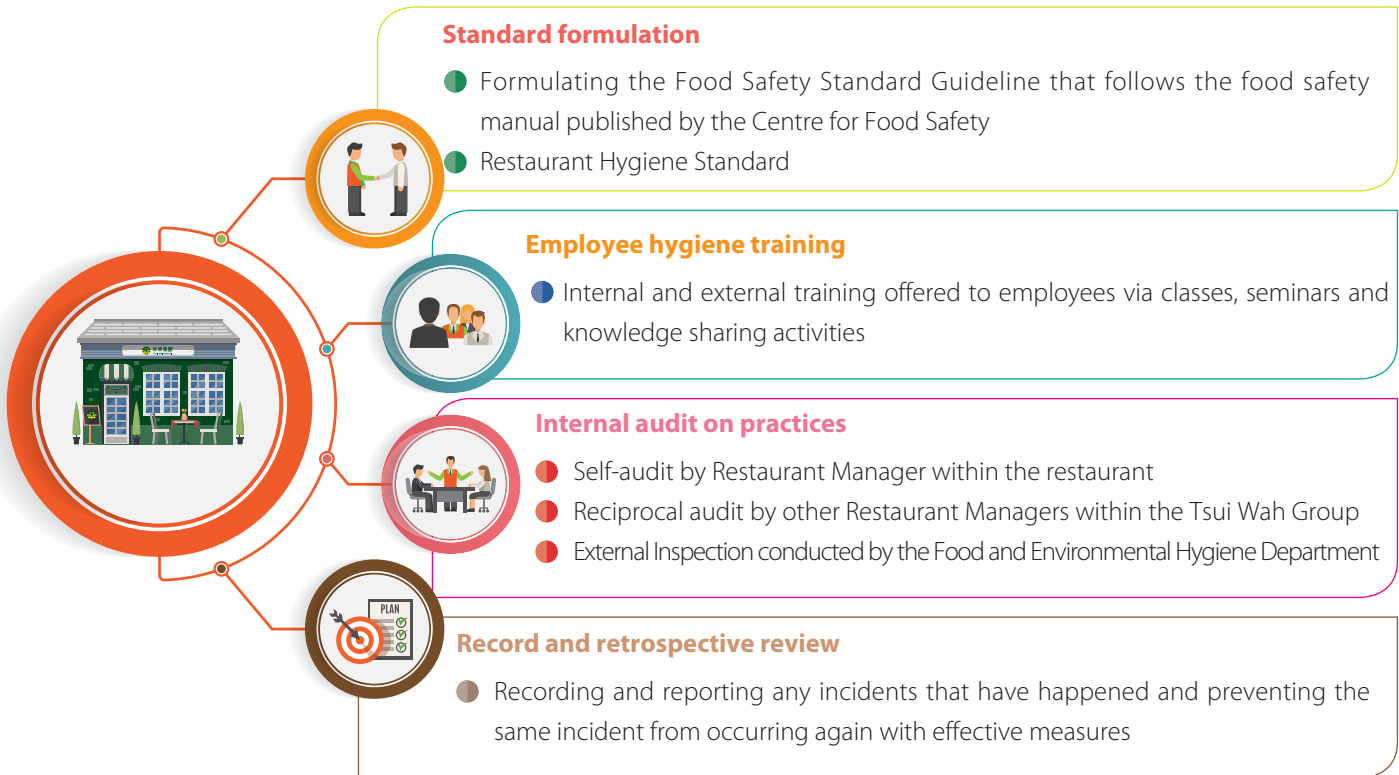
The Group has also formulated the 'OP-QA-012 Emergency Preparedness and Countermeasures Management Procedures' to identify, execute and cope with any emergency that may jeopardise the safety of food. Tsui Wah regulates that assessments and drills on the implementation of emergency countermeasures should be conducted regularly. The relevant records need to be taken as the input for management appraisal of the Group.

CARE FOR CUSTOMERS



Restaurant

All restaurants under the brand of Tsui Wah strictly adhered to the basic Food Safety Management principles of the Group in FY2019 and implemented the following procedures to ensure the high quality and safety of cuisines to customers:



Central kitchen

The Group considers central kitchens the first line of defence against potential food safety risk and therefore puts great emphasis on the management of central kitchens. The central kitchens of Tsui Wah have fully implemented comprehensive food safety management system, aiming to keep enhancing the food quality and hygiene level.

To be timely updated of product quality and service level of suppliers, the suppliers who are subject to evaluation (against those who offered high-usage/high-risk products or received complaints in respect of food safety before) are strictly monitored and controlled under the ISO22000:2005 food safety management system and the procurement department of the Group after the discussion during year end meetings.



SOURCING MANAGEMENT

EQUIPMENT INNOVATION

Tsui Wah focuses on the upgrading and innovation of cooking equipment. Specifically, by purchasing and installing the state-of-the-art equipment in central kitchens, the Group is committed to minimising the food safety risks accompanied by mass production. For instance, air cooling units that are widely adopted in the food industry have been utilised by central kitchens of Tsui Wah to efficiently eliminate any risk of food degradation or contamination due to long-time exposure to external environment at normal temperature.

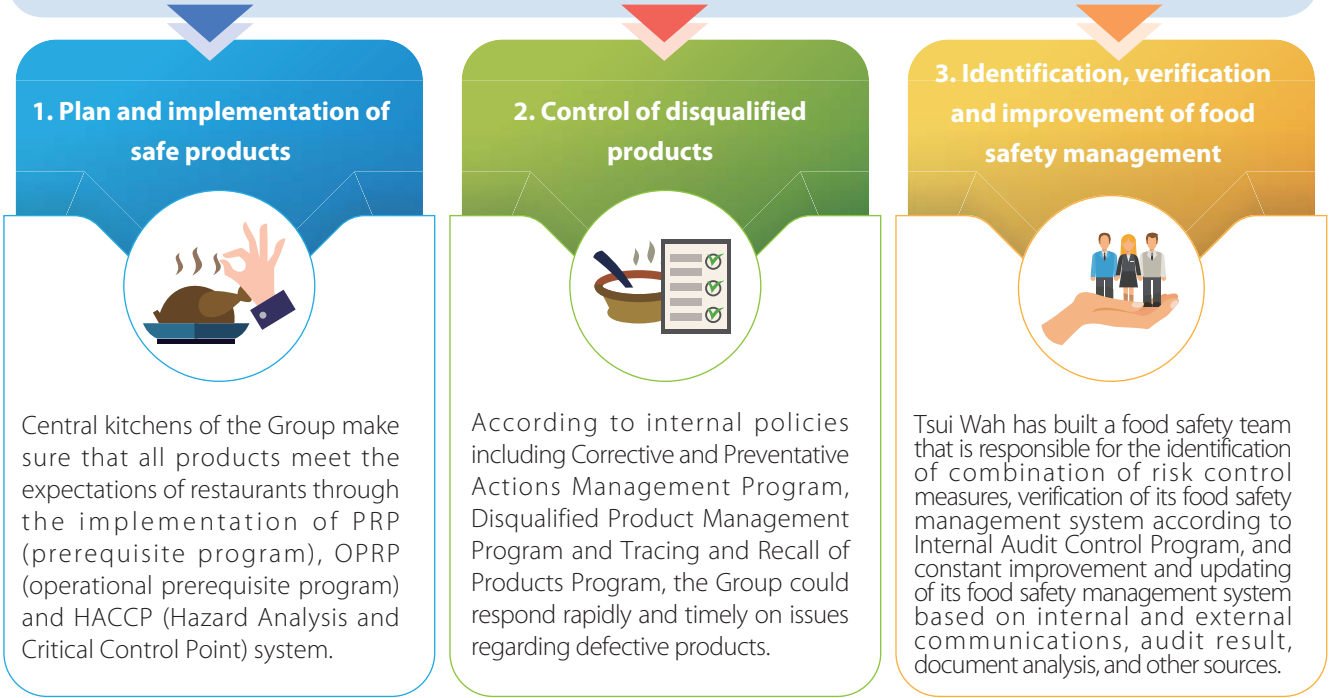


CARE FOR CUSTOMERS



Management system

The effectiveness of food safety management system in central kitchens is also manifest in the formulation of relevant policies and meticulous execution. Precisely, the policies ensuring the high quality of food mainly fall into the following three aspects:



Tsui Wah has been a Signatory of Food Safety Charter since 2009 and always been fulfilling its commitment to:



- a. Support Food Safety Charter;
- b. Keep updated on food safety development, enhance food safety, promote good image of food trade; and
- c. Provide safer and healthier food by referencing the Centre for Food Safety (CFS) guidelines

Meanwhile, it is acknowledged that excessive dietary sodium and sugar intakes are closely related to health problems, including hypertension and dental caries. In response to the call from CFS of the Food and Environmental Hygiene Department, 'Mao Mao Eat' has been striving to safeguard food safety and promoting healthy eating in Hong Kong by supporting the salt & sugar reduction initiatives.

CARE FOR CUSTOMERS



ADVERTISING & LABELLING

Within the public health community, there is growing consensus and public pressure to regulate the marketing and advertising matters in the catering industry. Tsui Wah is aware of its role as a famous restaurant chain in Hong Kong to convey unbiased information about its food and service to the public, especially the vulnerable groups, such as children, to promote healthy food choices and eating style. Thus, the Group abided by relevant laws and regulations in the region where it operates, such as the Trade Description 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), and has been committed to ensuring that the sales and marketing departments of the Group provide precise product descriptions and information that both comply with the relevant local laws and regulations, and conform to the code of ethics to its customers. Any misrepresentation in marketing materials or exaggeration of offerings is strictly prohibited by the Group.

Since labelling is not applicable to the Group given its business nature, the labelling-related regulations and policies are not mentioned in this ESG report.

CUSTOMER PRIVACY

The Group places great emphasis on the protection of its customers' privacy and ensures that the customers' rights can be strictly protected in accordance with the Personal Data (Privacy) Ordinance (Cap. 486 of the Laws of Hong Kong) and other local regulations in terms of consumer data policy. It is included in the Group's policy called 'Principles for Information Protection' (保障資料原則註釋) in the Staff Handbook that all information collected would only be used for the purpose authorised by customers. The customer's name, dining time, contact number and comments obtained from the online questionnaires and surveys in the restaurant are taken as confidential information by Tsui Wah and will only be used for food and service improvement. The Group prohibits the provision of consumer information to a third party without authorisation from the customers. All collected personal data is treated confidentially, kept securely and accessible by designated personnel only. The IT department has set obstruction between office and commercial network to prevent unauthorised data use, exportation and copy based on the 'Electronic message and information system guide' (電子傳訊及資訊系統指引). During FY2019, the Group did not receive any complaints regarding breaches of customer privacy.





CARE FOR CUSTOMERS



INTELLECTUAL PROPERTY RIGHT

The Group has been dedicated to protecting and enforcing its intellectual property rights (IPR), which are crucial to sustainable business growth of Tsui Wah. The Group currently operates its restaurants under its core brand 'Tsui Wah' and its new brands, namely 'Nijuuichi Don (廿一堂)', 'BEAT Bakery', 'Maomao Eat (輕。快翠)', 'Senbadou (千羽堂)', 'Tsui Wah Restaurant (翠華冰廳)', 'Supreme Catering (至尊到會)' and so on. The Group has taken effective measures to protect its trademarks and other intellectual property rights by making the necessary filing(s) or registration(s), and hired a legal advisor to advise on the legal registration of intellectual property rights and renewal matters. The Group has a professional team that implements regular investigations and reviews on Tsui Wah's business practice, in order to make sure that it does not violate any regulations of intellectual property rights in regions where it operates or plans to operate in the future.

The Group's intellectual property rights are mainly comprised of information management systems, proprietary know-how and secret recipes. To enhance the awareness of the importance to protect company's intellectual property rights among employees, the Group has formulated a set of internal management rules in its employees' manual. Since secret recipes are the most significant asset to the companies in the catering industry, a strict and effective management system has been applied in the central kitchens of Tsui Wah, which makes sure that the confidential food information can only be accessed by a minimum number of staff on a 'need-to-know' basis, ensuring that Tsui Wah can stay competitive in the market in a long run. Also, the employment contract clearly regulates the correct procedures of handling confidential information and provides detailed guidance to the employees to better verify any possible act that may violate the Group's intellectual property rights and to take immediate steps to safeguard the company's legitimate rights and interests.

In FY2019, 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



Tsui Wah has long been committed to making the communities where it operates a better place to live and particularly contributing to the development of an inclusive, upwardly mobile and environmentally conscious society. In particular, the Group has put its main focus on 'Engaged with Society, Caring for Community, Donating to The Underprivileged, and Promoting Environmental Awareness' as ever. In FY2019, Tsui Wah has made donations to various charitable organisations and for different charitable purposes, which was equivalent to around HK\$170,000.



CARE FOR COMMUNITIES



ENGAGED WITH SOCIETY

The Group has been caring about the demands of communities for a long time and keeps shouldering its corporate responsibility to hold different fundraising events and sponsor many community activities for the society. Every year, the Group has certain amounts of funds in reserve for social services and encourages its staff with their families to help underprivileged people and advocate the culture of care to the public.



CARING FOR COMMUNITIES

The Group has built a close relationship with a number of charitable organisations and encourages its employees to participate in the community activities and services to help those in need. Tsui Wah recommends all staff to get involved in 'Prosperity of both the physically handicapped and able-bodied' activities and is committed to enhancing an inclusive society, so that all individuals can enjoy equality and respect in different areas of life. Also, Tsui Wah has organised several meaningful activities of elderly care in recent years, during which the participants of Tsui Wah talked with the senior citizens and brought joy to them by preparing exquisite food gifts. In addition, Tsui Wah cares about the healthy and happy growth of children, thereby arranging many educational activities for the kids who can exhibit talent and build confidence.



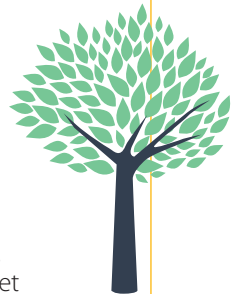
DONATING TO THE UNDERPRIVILEGED

In recent years, the Group paid great attention to the contribution to charities and communities, and actively took part in various charitable programs, including donating food and raising funds at various events. Moreover, BEAT commits to donate HK\$1 to HKCT Institute of Higher Education for any sale of European Pitaya and Cheese Bread. In FY2019, Tsui Wah made donations to various charitable organisations and for different charitable purposes, which was equivalent to around HK\$170,000.



PROMOTING ENVIRONMENTAL AWARENESS

Since the major business of the Group is serving the public, the Group encourages its employees to spread the environmentally friendly ideas that can make our world a better place to customers. For instance, every customer is offered one piece of tissue only and will get more if they ask for it. Also, servants may suggest their customers to order less and treasure the food when necessary. Despite the hindrance at first due to customers being unaccustomed to such service, it is the unremitting perseverance and patient explanation that ultimately helped us earn the



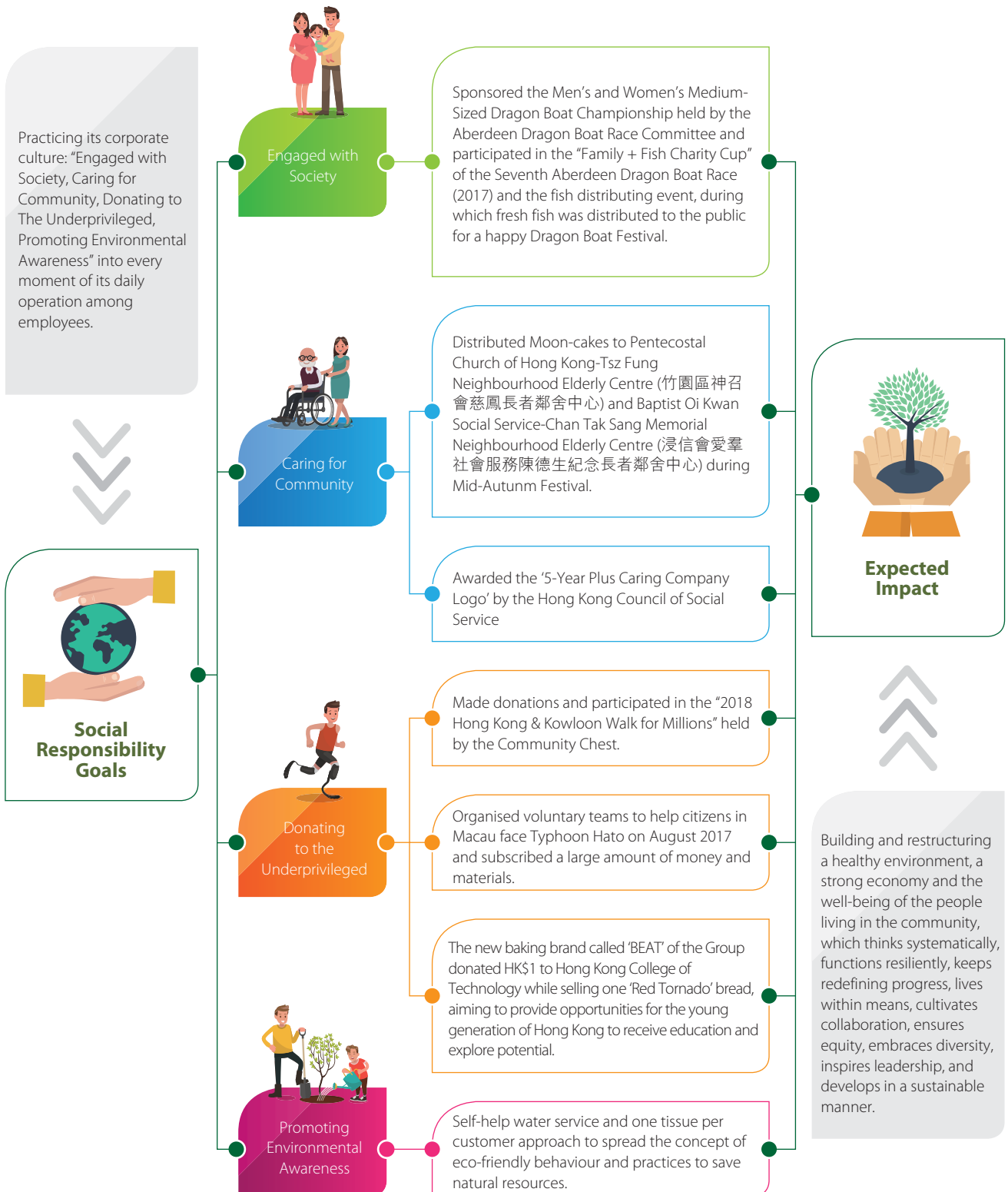
understanding of customers. What is more, Tsui Wah has put enormous efforts in encouraging its customers to eliminate the use of plastics through posters, and is committed to implementing the practice of 'No Straw' in all its restaurants.



CARE FOR COMMUNITIES



During the year, Tsui Wah’s engagement in community activities and contributions to global sustainable development were recognised by the public and given a high appraisal by local governments, media and a great many peers. The following “Theory of Change” diagram can visually illustrate the performance of Tsui Wah during recent years.



CARE FOR SUPPLIERS

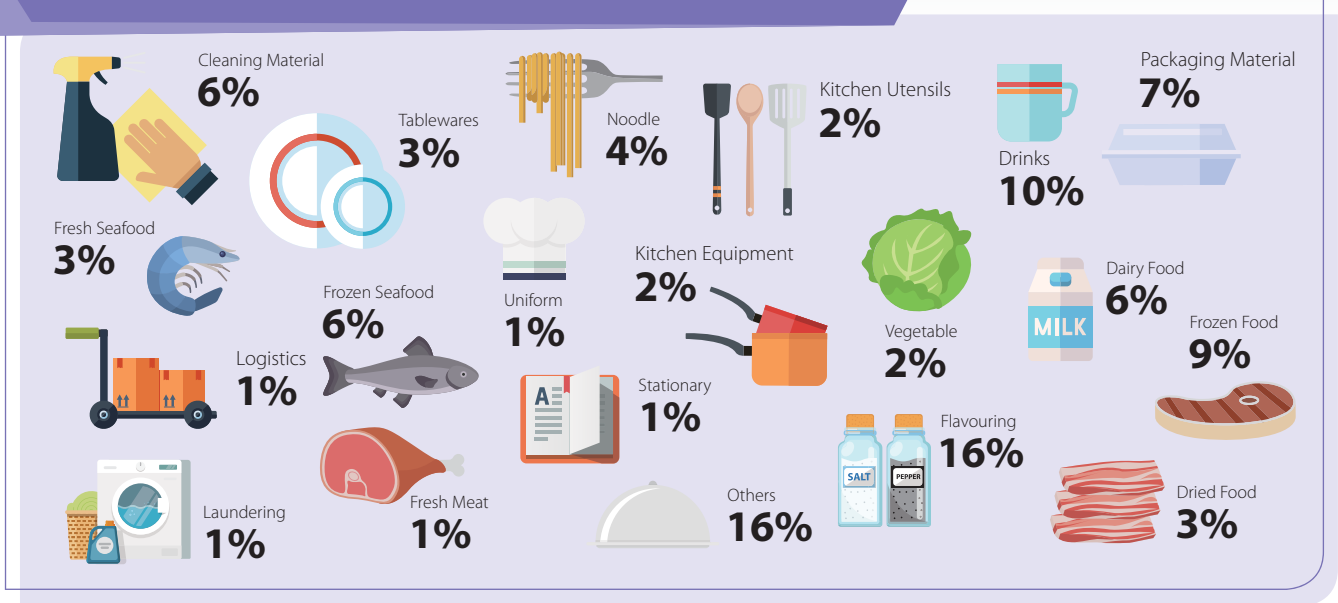


An effective supply chain management is the lifeblood of any company in its business growth, especially significant to the chain restaurant brand like Tsui Wah. As a socially responsible enterprise, the Group is aware of its duty and obligation to strengthen its management and control on its suppliers and requires them to fully comply with the relevant laws and regulations in the regions where Tsui Wah has operations as well as the Group's own standards and specifications.

CARE FOR SUPPLIERS



Number of suppliers in Hong Kong by Category (e.g Meat, seafood, dairy)



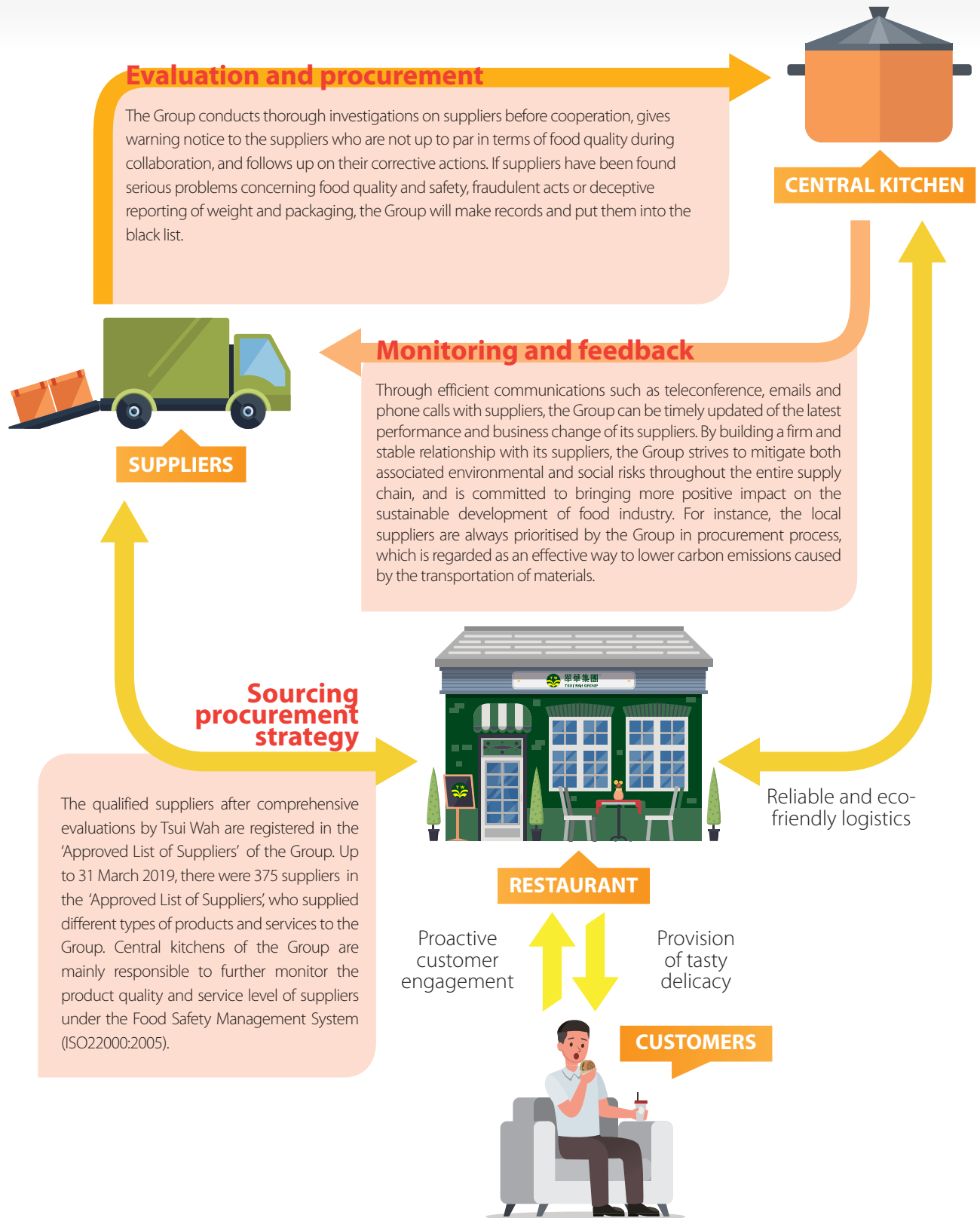
Number of suppliers in Mainland China by Category (e.g Meat, seafood, dairy)



The Group employs a strict set of criteria to select its suppliers. For instance, suppliers of the Group must hold licences approved by the government and all goods to be sold must be imported in an appropriate way. Specifically, the goods/raw materials from suppliers are required to be in full compliance with the latest food labelling, hygiene and sanitary regulations. Suppliers should submit relevant health certificates and the results of laboratory tests of their goods to the Group as and when required. Comprehensive evaluations on suppliers for the initial provision of food merchandise are conducted by the procurement department of Tsui Wah, which should make sure that both suppliers and their materials are in compliance with relevant standards, including but not limited to the relevant food safety regulations, business performance and reputation of suppliers in the past, hygiene requirement, suppliers' sustainability practices and their fulfilment of corporate social responsibility. The assessment on the existing suppliers is implemented by the Group from time to time through various channels, such as paying onsite visits to suppliers' offices and factories with production facilities.



CARE FOR SUPPLIERS



CARE FOR SUPPLIERS



It is worth mentioning that Tsui Wah has been dedicated to ‘Green Procurement’ in its purchasing practice for a couple of years and gradually adjusted its procurement standards by incorporating the environmental responsibility into its entire supply chain management. Specially, suppliers of Tsui Wah are highly encouraged to optimise their ingredients sourcing management and manufacturing processes. Looking beyond the traditional parameters in procurement such as price, quality, functionality and availability, Tsui Wah prefers the products that have a lesser or reduced environmental impact by using less packaging materials, consuming less energy resources and water, generating less emissions to the environment and possessing less embodied carbon (carbon footprint of a material that reflects how many greenhouse gases (GHGs) are released throughout the supply chain). As such, Tsui Wah has strictly implemented its internal policy of ‘Green Procurement’ and taken into consideration a series of questions during purchasing decision-making process:

- a. whether it is necessary to purchase the product;
- b. what are the components of the product;
- c. how is the product made;
- d. how far has the product travelled;
- e. what mode of transportation has been chosen 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, etc.



CARE FOR ENVIRONMENT



Tsui Wah commits to protect environment during its business operations and does its utmost to optimise natural resources that could be consumed everyday. By constant research & development and efficient implementation of relevant policies, Tsui Wah bears in mind the 3R principles — Reduce, Reuse and Recycle, and changes towards a sustainable enterprise.



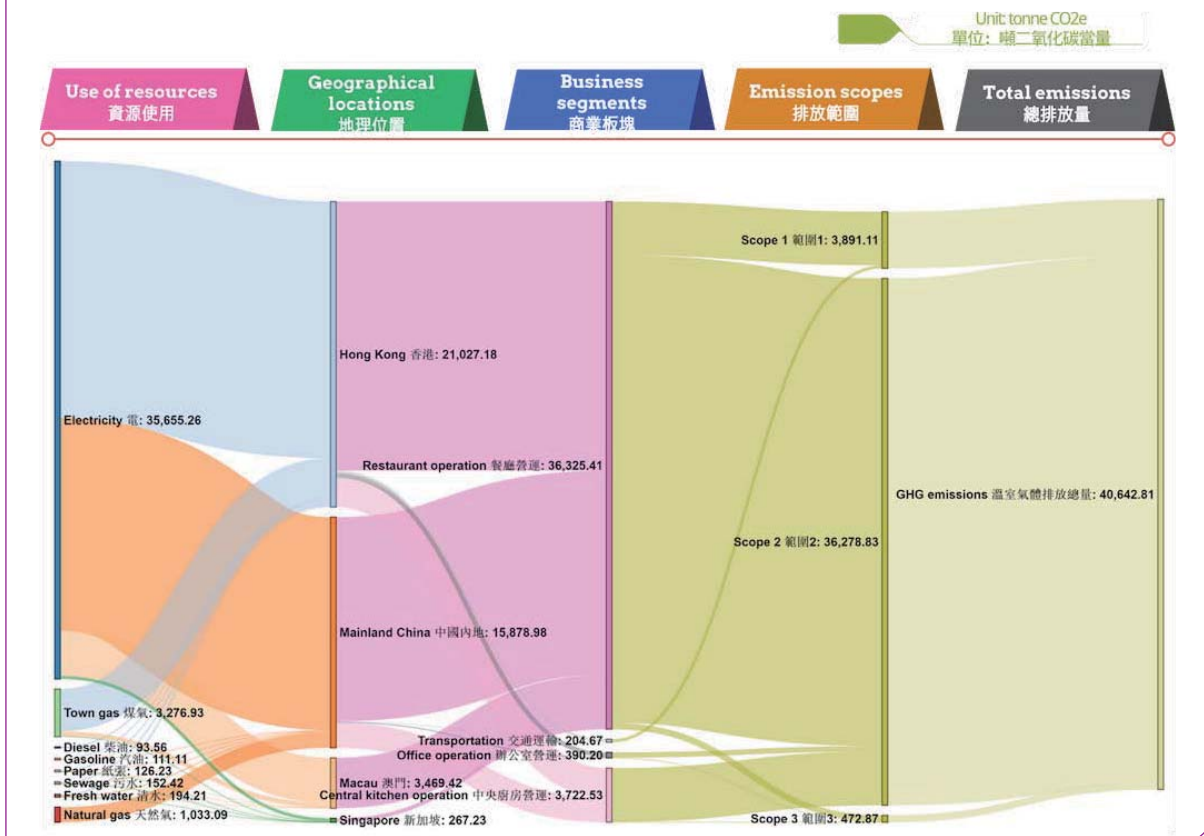
CARE FOR ENVIRONMENT



EMISSIONS

There are inherent limitations to the accuracy and representativeness of the quantitative data under environmental subject of this ESG report. Several sources of uncertainty including the estimation of solid waste emissions, packaging materials, consumption of paper, discharge of sewage and so on based on the data from sample restaurants of Tsui Wah can contribute to the overall uncertainty of a corporate emissions inventory. We recognise that the data provided in the report might be affected by these limitations, but we will keep improving data integrity by strengthening our internal control and data management in the future.

Given the nature of the Group's business, the air emissions mainly came from the fuel combustion for food processing and transportation. In FY2019, the air emissions of sulphur oxides ("SO_x"), nitrogen oxides ("NO_x") and particulate matter ("PM") amounted to 7.46, 258.30 and 3.84 kg, respectively. GHGs are a major contributor to climate change and have been rigorously governed by the United Nations (UN) 'Framework Convention on Climate Change' and 'Kyoto Protocol'. GHG emissions from the Group were primarily due to the churning out of various forms of fossil fuels such as gasoline, diesel, natural gas and town gas, and the consumption of electricity for daily operations. Specifically, the Group's total GHG emissions were 40,642.81 tonnes CO₂e, with an intensity of 22.75 tonnes CO₂e/HKD Million. In addition, the Group generated certain amounts of food residue, commercial solid wastes and sewage from its administration offices, restaurants and central kitchens. Precisely, a total of 9,588.59 tonnes of food residue and 5,840.61 tonnes of other non-hazardous commercial solid wastes were generated by Tsui Wah during FY2019, while 824,807.68 tonnes of non-hazardous wastewater were discharged during the Group's operations. In FY2019, Tsui Wah did not discharge any hazardous wastes (solid waste or sewage) to the environment during its operations. The Group's total emissions in FY2019 are summarised in Table 1 below. To better illustrate the GHG emissions of the Group in detail, especially from the perspective of use of resources, geographical locations, business segments and emission scopes, a GHG emissions Sankey diagram is presented below. It visualises the patterns of corporate GHG emissions with the width of the flow representing the magnitudes of the amount of emissions.





CARE FOR ENVIRONMENT



EMISSIONS (Continued)

Table 1. Group's Total Emissions by Category in FY2019⁽⁹⁾

| Emission category | Key Performance Indicator | Unit | Amount in FY2019 | Intensity ⁽²⁾ (Unit per HKD Million) in FY2019 | Intensity ⁽³⁾ (Unit per HKD Million) in the year ended 31 March 2018 ("FY2018") | Direction of change as compared with before |
|------------------------------|---|--------------------------|------------------|---|--|---|
| Air emissions ⁽¹⁾ | SO _x | Kg | 7.46 | 4.18×10 ⁻³ | 1.09×10 ⁻³ | Increase |
| | NO _x | Kg | 258.30 | 0.14 | 0.24 | Decrease |
| | PM | Kg | 3.84 | 2.00×10 ⁻³ | – | – |
| GHG emissions ⁽⁴⁾ | Scope 1 (Direct Emissions) | tonnes CO ₂ e | 3,891.10 | – | – | – |
| | Scope 2 (Energy Indirect Emissions) | tonnes CO ₂ e | 36,278.84 | – | – | – |
| | Scope 3 (Other Indirect Emissions) ⁽⁵⁾ | tonnes CO ₂ e | 472.87 | – | – | – |
| | Total (Scope 1, 2 & 3) | tonnes CO ₂ e | 40,642.81 | 22.75 | 23.29 | Decrease |
| Non-hazardous waste | Food residue ⁽⁶⁾ | tonnes | 9,588.59 | 5.37 | 2.47 (total solid waste) | – |
| | Other solid wastes ⁽⁷⁾ | tonnes | 5,840.61 | 3.27 | – | – |
| | Wastewater ⁽⁸⁾ | m ³ | 824,807.68 | 461.61 | 492.09 | Decrease |

Notes:

- (1) The calculation of air emissions was based on the consumption of gasoline and diesel for transportation, and the consumption of town gas and natural gas for food processing;
- (2) The intensity for FY2019 was calculated by dividing the amount of air, GHG and other emissions by the Group's revenue of approximately HKD1,786.8 million for FY2019 according to Financial Summary in the Annual Report;
- (3) The intensity for FY2018 was calculated by dividing the amount of air, GHG and other emissions in FY2018 by the Group's revenue for FY2018;
- (4) The methodology adopted for reporting on GHG emissions set out above was based on "How to Prepare an ESG Report? — Appendix 2: Reporting Guidance on Environmental KPIs" issued by the Stock Exchange and 2006 IPCC Guidelines for National Greenhouse Gas Inventories;
- (5) The Group's GHG emissions for Scope 3 (Other Indirect Emissions) only covered that from paper waste disposed of at landfills and electricity used for processing fresh water and sewage by government departments;
- (6) The amount of food residue for FY2019 was recorded, measured and estimated in a more comprehensive way that incorporated all restaurants and central kitchens of Tsui Wah in Hong Kong, mainland China and Macau. Given the newly opened restaurant in Singapore that only has operated for less than a year, the amount of food residue has yet been measured and covered in this year's ESG report. Tsui Wah commits to integrate the restaurant in Singapore next year for the reporting of food residue;
- (7) The other solid wastes for FY2019 included the commercial waste from all restaurants and central kitchens, except the waste from offices, which Tsui Wah believed was not as important as the formal two function units in terms of the solid waste measurement;
- (8) Since the wastewater from offices of Tsui Wah was mainly handled by the management of property buildings, it was hard to retrieve the accurate figure of discharged wastewater from all offices and thus the amount of sewage generated from Tsui Wah in FY2019 did not cover all offices;
- (9) Due to the unremitting efforts of Tsui Wah in expanding its boundary in ESG management, data collection and reporting on emission performance, Tsui Wah's emission landscape in FY2019 was more comprehensive than previous years and has gained ground in covering more active operational entities in its ESG report.

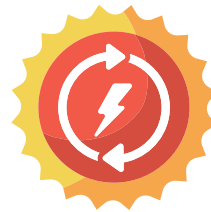
CARE FOR ENVIRONMENT



Air & GHG emission management

To efficiently control the air pollutants from transportation process, Tsui Wah has established strict policies regulating the appropriate use of vehicles for business. In FY2019, not only did Tsui Wah keep strengthening its monitoring on the consumption of fossil fuels for transportation in all regions, the Group dramatically lowered its emission of NO_x by around 42% through the implementation of various measures, such as substituting other energy resources for diesel in its selection of vehicle fuels. The primary source of GHG emissions by the Group was the consumption of purchased electricity. During FY2019, the central kitchens, offices and restaurants of Tsui Wah have all taken effective actions to save electricity and explore practical ways to enhance energy efficiency during operations.

To achieve additional energy savings and reduce GHG emissions within the Group, the offices, restaurants and central kitchens of Tsui Wah have adopted energy-efficient appliances, especially LED lights instead of traditional equipment that consumes large amounts of energy during operations;

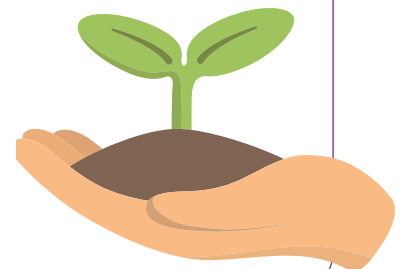


Restaurants and central kitchens have utilised lighting control systems for regional power supply. According to actual demands, the lighting system can be adjusted, which helps the Group move toward more sustainable usage of electricity; and



Environmentally Sound Solutions to Tackling Climate Change

With the aim of reducing GHG emission and other air pollutants, Tsui Wah proactively participated in the Waste Oil Recycling Scheme, whereby the wasted cooking oil could be transported to biodiesel producers for the generation of renewable energy.





CARE FOR ENVIRONMENT



Waste management

Owing to the rising population and the increase of dining-out habits of Hong Kong people, food residue is continuously ascending and has become one of the most critical issues to Tsui Wah. In FY2019, around 9,588.59 tonnes of food waste were generated, accounting for approximately 62% of the total solid waste. Tsui Wah, as a prominent brand in the catering industry of Hong Kong, understands the importance of sustainable waste management to both its business development and urban ecological civilisation. As such, the Group sticks to the plan and multi-pronged approach of the Environmental Protection Department to tackle food waste problems and implements good management practices according to the Food Waste Management Hierarchy, in which the avoidance of food waste generation and reduction at source always comes first.



To seek long-term sustainability of the environment and community where it operates, the Group has made tremendous efforts in controlling its emissions as well as its consumption of resources, and has strictly complied with relevant environmental laws and regulations in Hong Kong, mainland China, Macau and Singapore during its daily operations, including but not limited to the following:

- | | |
|--|--|
| Environmental Protection Law of the People's Republic of China | Air Pollution Control Ordinance (Cap. 311 of the Laws of Hong Kong); |
| Law of the People's Republic of China on the Prevention and Control of Atmospheric Pollution | Water Pollution Control Ordinance (Cap. 358 of the Laws of Hong Kong); |
| Law of the People's Republic of China on Prevention and Control of Water Pollution | Waste Disposal Ordinance (Cap. 354 of the Laws of Hong Kong); |
| Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Wastes | Noise Control Ordinance (Cap. 400 of the Laws of Hong Kong); |
| Law of the People's Republic of China on Conserving Energy | Macau Environmental Law; and |
| Regulations of the Management of Economical Use of Urban Water | Environmental Protection and Management Act (Chapter 94A) (Singapore). |

CARE FOR ENVIRONMENT



FOOD WASTE MANAGEMENT

Tsui Wah has also formulated and strictly implemented internal food waste management policies during its business operations, especially under the following four areas — Education, Food Waste Separation, Central Kitchen Management, and Waste Oil Recycling Scheme.

1. Food Waste Management

Food wastes separation has been implemented in the Group’s restaurants located at the Hong Kong International Airport and Tuen Mun. The Group’s restaurants located at the Hong Kong International Airport worked with AAHK and property management companies to deliver separated food waste to food waste plants, where food waste can be processed into fish feed and soil conditioner so as to relieve the pressure on landfills. Restaurants give full support to the Food Waste Recycling Partnership Scheme of Environmental Protection Department to carry out the practice of food waste separation and collection. Besides, food wastes are normally separated and disposed of through qualified recyclers for certain restaurants of the Group in mainland China.



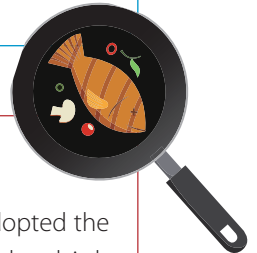
2. Education

The Group joined the campaign ‘Food Wise Hong Kong’ held by the Environmental Protection Department, aiming to encourage customers to reduce food waste and promote the concept ‘Think before you order’, and also to support the meatless menu campaign in which the environmental organisation encourages a meat-free green diet that reduces carbon usage, thereby slowing down the global warming.



3. Central Kitchen Management

All central kitchens of the Group have adopted the centralised food processing model, which enhances utilisation of raw materials and therefore reduces food waste.



4. Waste Oil Recycling Scheme

The central kitchens and restaurants have implemented the waste oil recycling scheme since the year 2014. Under this scheme, the waste oil produced by the Group during cooking process can be converted into renewable energy. During the year ended 31 March 2019, the Central kitchens of Tsui Wah successfully recycled a total of 57 barrels (one barrel equivalent to 190 L approximately) of oil, which were equal to 10,830 L, while the restaurants in Hong Kong recycled 2,454 barrels of waste oil in FY2019, which amounted to around 44,174 L of oil (one barrel equivalent to 18 L). The Group also participated in the Hong Kong Cooking Oil Registration Scheme launched by Hong Kong 2016 Quality Assurance Agency. Some restaurants of the Group in mainland China handled waste cooking oil by collaborating with third-party waste oil collection companies during FY2019.





CARE FOR ENVIRONMENT



WASTEWATER MANAGEMENT

Since the amount of wastewater generated by the Group highly depends on the amount of water used by its employees and customers, the Group has adopted specific measures to mitigate its water consumption in offices, restaurants and central kitchens. Municipal wastewater was directly discharged into the property's wastewater system. In FY2019, central kitchens of the Group used grease traps to separate grease in the wastewater and qualified collectors were responsible to collect the grease, which could to large extent prevent the problem of pipe clogging.

Use of resources

In FY2019, the primary resources consumed by the Group were electricity, town gas, natural gas, gasoline, diesel, water, paper and plastic- and paper-made packaging materials. Table 2 illustrates the amount of different resources used by the Group.

The Group's Total Use of Resources by Category in FY2019

| Use of Resources | Key Performance Indicator (KPI) | Unit | Amount in FY2019 | Intensity ⁽¹⁾ (Unit per HKD Million) in FY2019 | Intensity ⁽²⁾ (Unit per HKD Million) in FY2018 | Direction of change as compared with before |
|------------------------------------|---------------------------------|----------------|------------------|---|---|---|
| Energy ⁽³⁾ | Electricity | kWh'000 | 54,747.45 | 30.64 | 28.22 | Increase |
| | Natural gas | m ³ | 548,018.71 | 306.70 | - | - |
| | Town gas | Unit | 1,039,304.91 | 581.66 | 1,248.66 | Decrease |
| | Gasoline | L | 42,903.26 | 24.01 | 14.73 | Increase |
| | Diesel | L | 35,449.80 | 19.84 | 21.52 | Decrease |
| Water | Water | m ³ | 1,233,089.25 | 690.11 | 702.89 | Decrease |
| Paper | Paper | Kg | 26,297.91 | 14.72 | - | - |
| Packaging materials ⁽⁴⁾ | Plastic | Tonnes | 930.34 | 0.52 | 0.03 | Increase |
| | Paper | Tonnes | 902.68 | 0.51 | 0.01 | Increase |
| | Others | Tonnes | 102.91 | 0.06 | - | - |

Notes:

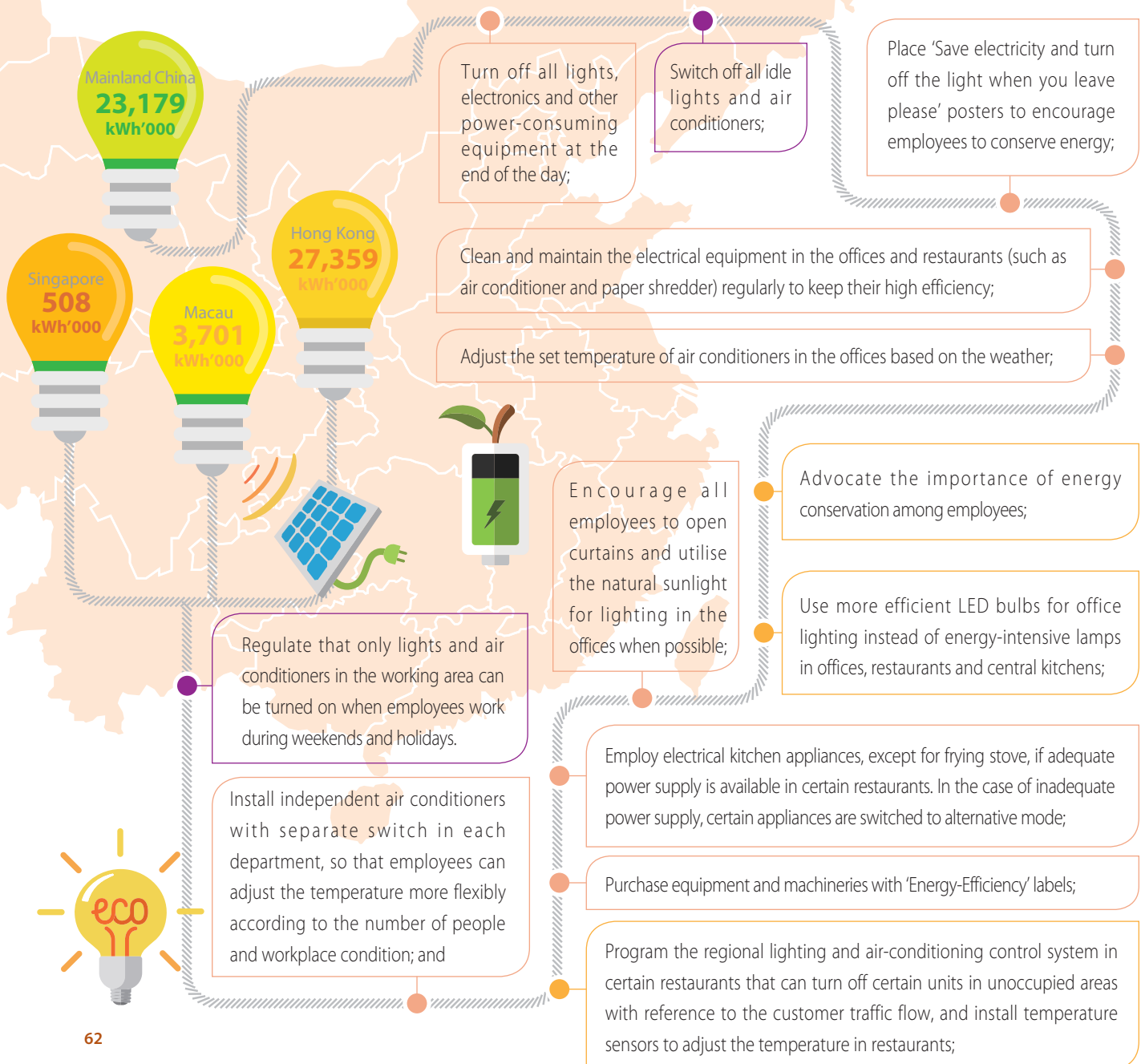
- (1) The intensity for FY2019 was calculated by dividing the amount of resources the Group has consumed in FY2019 by the corporate revenue of approximately HKD1,786.8 million for FY2019 according to Financial Summary in the Annual Report;
- (2) The intensity for FY2018 was calculated by dividing the amount of resources the Group has consumed in FY2018 by the Group's revenue for FY2018;
- (3) Due to the unremitting efforts by Tsui Wah, the amount of gasoline and diesel in FY2019 covered the performance of both Hong Kong and mainland China;
- (4) The amount of packaging materials in the table included the performance of all four regions in FY2019, namely Hong Kong, mainland China, Macau and Singapore.

CARE FOR ENVIRONMENT



ELECTRICITY

The electricity consumed by the Group mainly came from the operation of electrical device in the offices, restaurants and central kitchens for daily operations. All employees and business branches of Tsui Wah have complied with relevant regulations and the Group's policies of saving electricity. Due to the unwavering efforts in electricity conservation of the Group, the total electricity consumption of the Group in FY2019 was 54,747.45 kWh'000, which was slightly higher than that in FY2018 primarily because of the business expansion of Tsui Wah in Hong Kong and Singapore. To greatly mitigate the consumption of electricity so as to diminish its GHG emissions, the Group has embedded the slogan of 'Saving Electricity' into its business strategy and particularly implemented the following practices in its restaurants, offices and central kitchens:





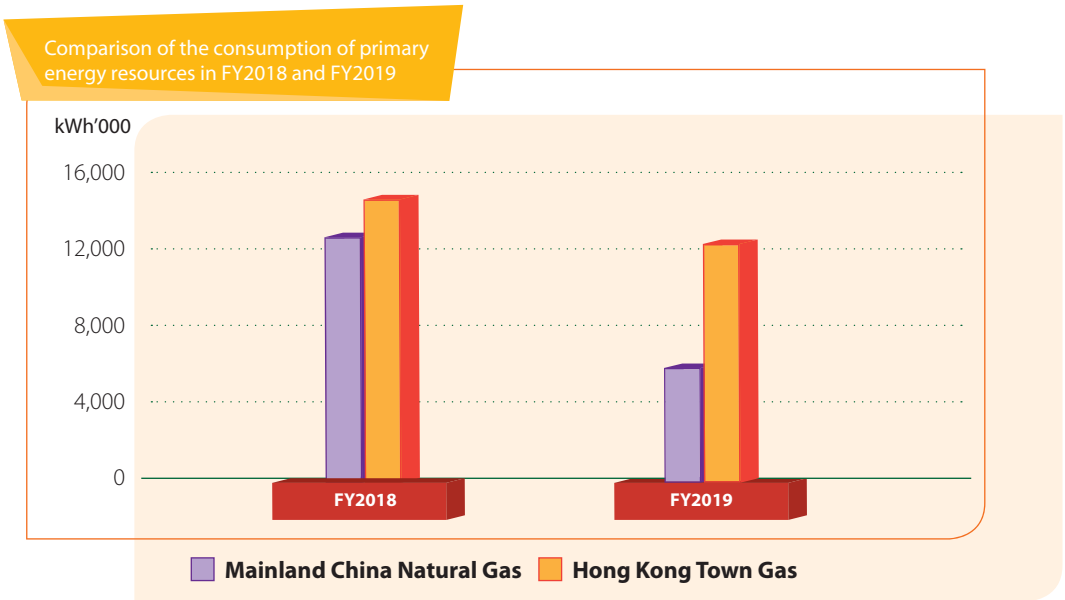
CARE FOR ENVIRONMENT



OTHER ENERGY RESOURCES

The Group consumed gasoline, diesel, natural gas and town gas as its primary energy resources for daily operations and transportation. The Group has been dedicated to reducing the use of fossil fuel, especially diesel, and improving the efficiency of operations, and sees it as the key to its commitment of becoming an eco-friendly enterprise. In FY2019, the amount of gasoline and diesel fuel consumed by the Group were 42,903.26 litres and 35,449.80 litres respectively, among which the consumption of diesel in Hong Kong was reduced by 10.5%. To further lower the consumption of fossil fuels, the Group has adopted a number of effective measures. The Group's transportation fleet in Hong Kong, for example, has adopted environmentally friendly trucks, which must meet the emission and noise control standards issued by the Hong Kong Government. Furthermore, all vehicles of the Group have been installed with diesel particulate filters (DPF), a device designed to remove diesel particulate matter or soot from the exhaust gas of a diesel engine, to further abate the detrimental impact of exhaust fumes from vehicles on the environment. In contrast with the outmoded supply chain management model in which suppliers normally transport raw materials directly to restaurants, central kitchens adopts a brand-new approach called 'centralised logistics' for food delivery, which has successfully reduced the frequency of vehicle usage, thereby leading to a substantial reduction of carbon emissions.

The cooking process and food processing operations of the Group rely on the use of town gas in Hong Kong, Macau and Singapore, whilst natural gas is the dominant energy resource Tsui Wah restaurant counts on for daily operations in mainland China. In FY2019, Tsui Wah was committed to lowering the consumption of natural gas and town gas during restaurant operations, and trying to find renewable and clean energy as alternatives for cooking. Specifically, the Group's central kitchens started to operate under electric model instead of town gas to reduce the emissions of air pollutants and achieve a higher operating efficiency. Meanwhile, the adoption of the electric model renders the combustion air fans useless at central kitchens anymore, thereby dramatically reducing the noise pollution generated by the fans and avoiding unnecessary electricity consumption. During FY2019, a total of 170,000 units (equivalent to 2,295 kWh'000) of town gas were saved in Hong Kong by the concerted efforts of employees in Tsui Wah.

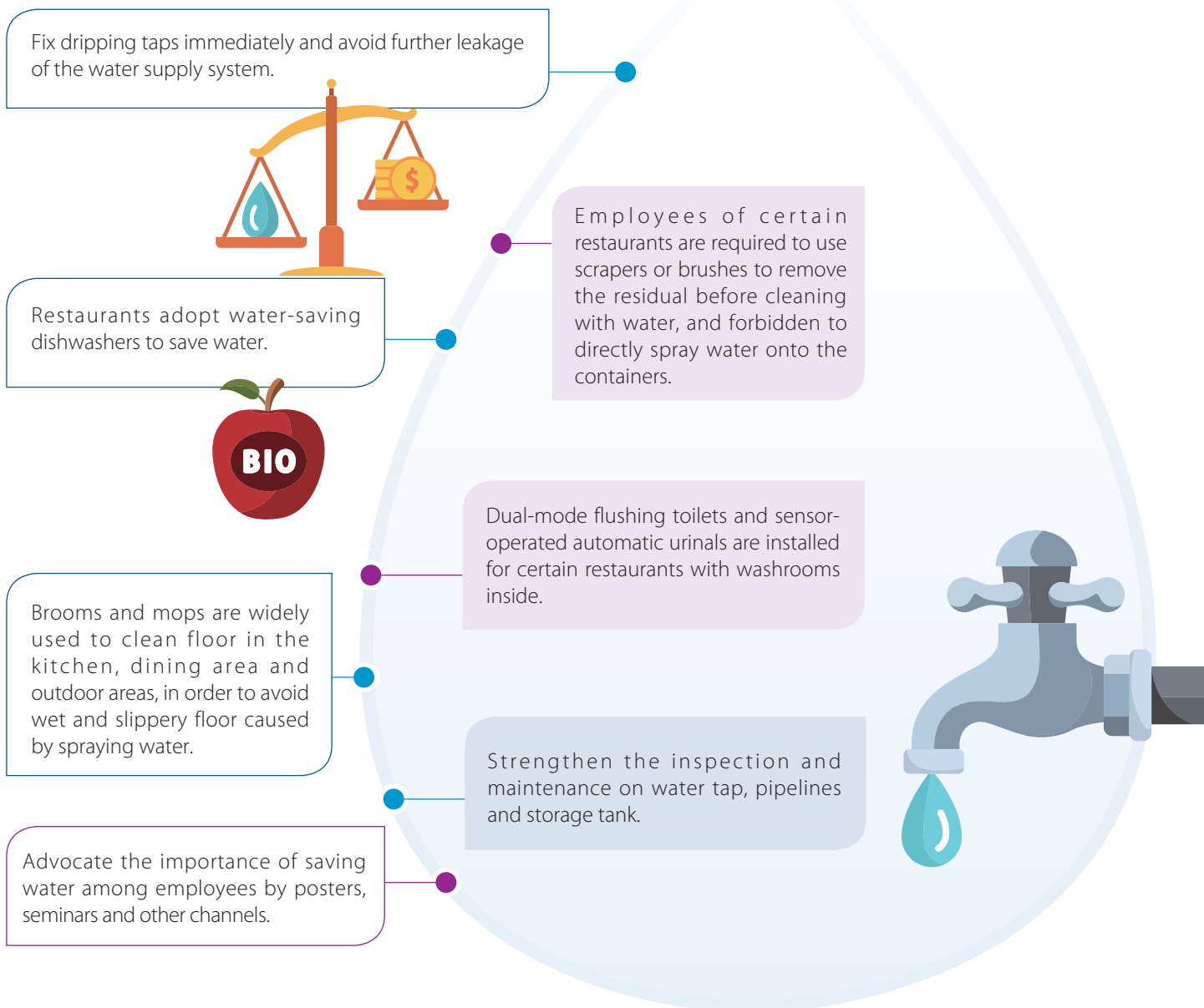


CARE FOR ENVIRONMENT



WATER

Tsui Wah prioritises water conservation among a growing number of environmental issues and follows the 3R rules – Reduce, Reuse and Recycle in its daily operations. By applying the robust water resource protection measures, the Group did not face any problem in sourcing water during FY2019. Furthermore, not only has the management and board put great emphasis on water preservation, all offices, restaurants and central kitchens have implemented uniquely effective water conservation measures very well. The Group strives to gradually instil the principle of ‘Saving Water’ to every employee during their daily lives and work. In FY2019, Tsui Wah’s total water consumption dropped by approximately 5%, despite more restaurants being opened and operated. To further improve the utilisation efficiency of water resources, the Group has adopted the following practices:










CARE FOR ENVIRONMENT



PAPER

In FY2019, Tsui Wah participated in the Green Office and Eco-Healthy Workplace Awards Labelling Scheme held by World Green Organisation (WGO) again, committing to contribute to healthy and green workplaces. During FY2019, the Group re-stressed the importance of saving resources in the office by releasing announcements and providing relevant guidance on the approach to protecting our environment around ourselves. Tsui Wah has been dedicated to saving paper in the offices by promoting the concept of ‘paperless office’, and has already achieved significant progress by taking the following measures:

-  Choose suppliers with more environmentally-friendly paper sources, so as to reduce the amount of indirect tree losses while consuming the same amount of paper;
-  Promote the concept of paperless office and office automation, and disseminate information by electronic means (i.e. emails or e-bulletin boards) as much as possible;
-  Set duplex printing as the default mode for most network printers when printouts are needed;
-  Spread the idea of “think before you print” by using posters and stickers in the offices to remind the staff to avoid unnecessary printings; and
-  Use the back of old single-sided documents for printing or as draft paper.

PLASTIC



CARE FOR ENVIRONMENT



PACKAGING MATERIALS

The Group adopts standardised packaging materials for takeaways across all restaurants, which can be split into plastic and paper products. It is widely acknowledged that the one-off plastics are a real concern for the planet and the damaging and long-lasting environmental effects of excessive takeaway waste have already gained significant attention in recent decades. To better control its consumption of packaging materials during daily operations, Tsui Wah has put more focus on the procurement management of packaging materials and strengthened its measurements of the consumption on a daily basis. As such, the Group strictly measured the reported its amount of different packaging materials purchased and used in all restaurants and central kitchens more comprehensively in FY2019. A great many restaurants of Tsui Wah have come up with a number of innovative and cost-effective packaging solutions whereby the amount of packaging materials can be strictly monitored and controlled. For instance, restaurants have specific records of procurement for packaging materials every day and place an order by estimating the number of different packaging items for the business next day according to statistics. Furthermore, some restaurants regulate that the procurement of certain packaging items would be suspended for one day if the latest order exceeds the threshold. Moreover, the biodegradable plastic bags for take-away food has been widely used in Tsui Wah's restaurants, which as compared with traditional plastic bags, are more eco-friendly. The adoption of this biodegradable plastic packaging materials constitutes around 7% of all packaging materials used in the restaurants of Tsui Wah in terms of weight. Tsui Wah plans to keep exploring the possibility of applying this material to other packaging items in the future.

ENVIRONMENTAL AND NATURAL RESOURCES

Tsui Wah has bent itself for sustainable development and concentrated on the evaluation of the environmental impact of its business development and daily operations. Through a series of measures to save electricity, water, gasoline, diesel, natural gas, town gas and all other raw materials during operations that have been introduced above, the Group has made a significant progress towards the building of a reliable and resilient corporation that pioneers in the catering industry. In FY2019, the Group's major environmental impacts were food waste and GHG emissions which were mainly attributed to the consumption of electricity and fuels.

a. Food waste

Management approach:



Aiming for 'Zero Food Waste' from restaurants and central kitchens, Tsui Wah attaches great importance to the learning of Food Recovery Hierarchy and has carefully evaluated the profit potential, feasibility, industry prevalence, diversion potential, and societal economic value of certain policies and measures in food waste reduction, in order to seek the best approach to avoiding unnecessary food waste from daily operations. Specifically, Tsui Wah follows the order of 'Prevention, Recovery, and Recycling' in its food management, and strives to grasp the opportunity to lower its food waste through the entire supply chain.

Examples of prevention:



Designing menus with 'No Waste' in mind, Tsui Wah endeavours to make innovations on its cuisines by minimising the range of ingredients used across dishes to create opportunities for cross-utilisation and delving into the possibility of using the by-products of one dish to produce another delicious food.

Examples of recovery:



Tsui Wah has long been considering the partnership with relevant food donation organisations which enables the Group to identify appropriate ways the edible leftover and food can be delivered to those in need. Meanwhile, the food donation also provides a great opportunity facilitating Tsui Wah to keep measuring and managing its surplus food, and more importantly, to timely make adjustment of the stored raw materials for cooking and food preparation for sale, which promotes the Group to further prevent the food waste at source.

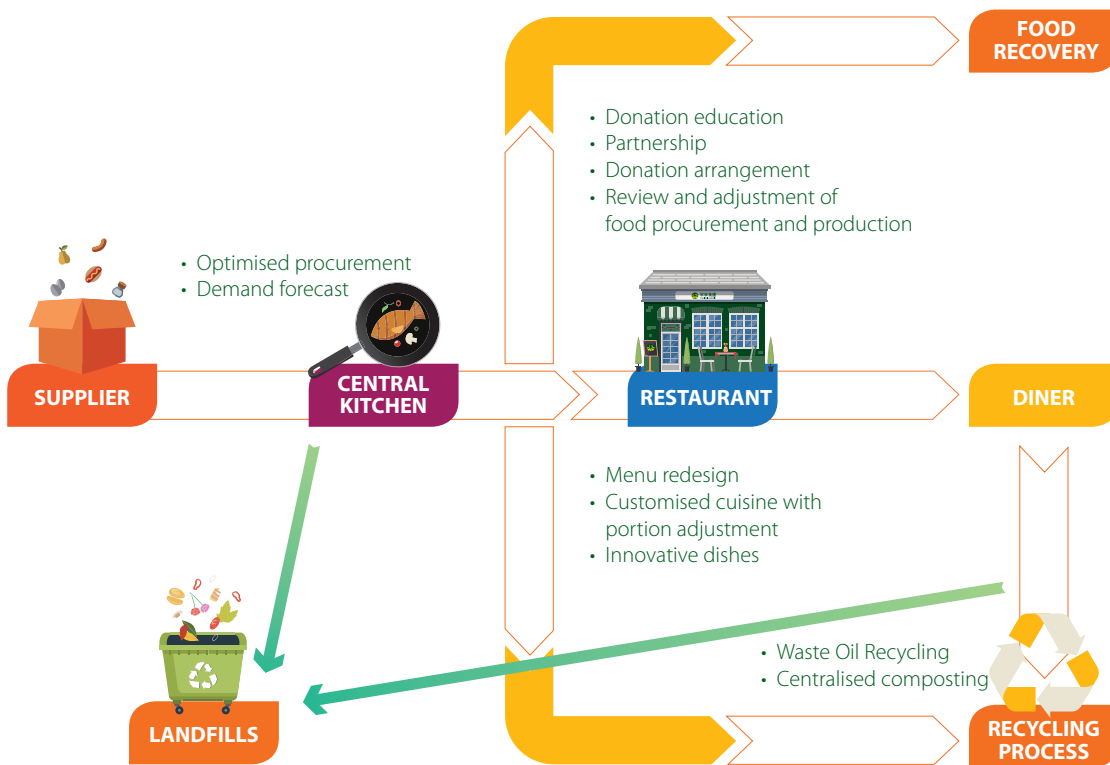


CARE FOR ENVIRONMENT



Examples of recycling:

The central kitchens of Tsui Wah have been engaged in the Waste Oil Recycling scheme for years by collaborating with certified oil recyclers. The waste oil is collected by the oil recycler and processed accordingly before being transformed into renewable energy that supports the global sustainable development.



b. GHG emissions

Despite a magnificent triumph in lowering GHG emissions, the Group is still committed to further minimising its underlying environmental impacts by putting more efforts in the following two areas:

1. Innovation

To further eliminate its possible repercussions on the environment, the Group will put more emphasis on the exploration of advanced technologies and business models with operations under a higher energy efficiency. For example, the central kitchen of the Group has adopted centralised logistics approach, which allows all food to be distributed to each restaurant more efficiently, a result that lowers the carbon emissions during transportation process. Also, the promotion of electric model in central kitchens and restaurants could hugely lessen the dependence on fuels for cooking operations.

2. Education

Tsui Wah values the education and advocacy of low-carbon operation and lifestyle. Employees are tremendously encouraged to take public transport instead of private cars, thereby largely reducing their individual carbon footprint. Besides, the Group endeavours to cultivate the good habits of diligence and frugality in terms of the use of natural resources among its employees through plenty of channels.

Moving forward, Tsui Wah will remain steadfast in the research and application of more environmentally sound solutions to its food waste management and GHG emissions control, which are believed not only to be critical to the long-term success of the Group by decreasing waste hauling bill, raising employee's morale and retaining customers, but to favour the balance of entire ecosystem.

LAWS AND POLICIES



The Group's business operations are in strict compliance with relevant environmental and social laws, regulations and policies set out in Hong Kong, Macau, mainland China and Singapore. In FY2019, the Group was in compliance with laws and regulations relating to air, GHG emissions, discharges into water and land, and generation of hazardous and non-hazardous waste. The table below summarises laws and regulations which have significant impact on Tsui Wah.

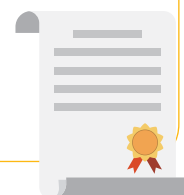
CARE FOR EMPLOYEES

Employment Ordinance
(Cap. 57 of the Laws of Hong Kong)
Law no. 21/2009 (Law for the employment of non-resident workers in Macau)
Labour Law of the People's Republic of China
Disability Discrimination Ordinance
(Cap. 487 of the Laws of Hong Kong)
Sex Discrimination Ordinance
(Cap. 480 of the Laws of Hong Kong)
Employment Act (Singapore)
Provisions of the State Council on Employees' Working Hours
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
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 Scheme 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)



CARE FOR COMMUNITIES

Not applicable



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)



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 the Prevention and Control of Environmental Pollution by Solid Wastes
Law of the People's Republic of China on Conserving Energy
Regulations of the Management of Economical 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)
Macau Environmental Law
Environmental Protection and Management Act
(Chapter 94A) (Singapore)



CARE FOR CUSTOMERS

Food Safety Ordinance
(Cap. 612 of the Laws of Hong Kong)
Food and Drugs (Composition and Labelling) Regulation
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)





REPORT DISCLOSURE INDEX



| Aspects | ESG Indicators | Description | GRI Standards and Disclosures* | Section | Page |
|-------------------------|--------------------|--|---|----------------------|------|
| A. Environmental | | | | | |
| A1: Emissions | General Disclosure | Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer, relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste. | GRI 103: Management Approach: Disclosure 103-2 (c-i) (used together with GRI 305: Emissions, and GRI 306: Effluents and Waste) GRI 305: Emissions: Management approach disclosures guidance GRI 307: Environmental Compliance: Disclosure 307-1 | Care for Environment | 56 |
| | KPI A1.1 | The types of emissions and respective emission data. | GRI 305: Emissions: Disclosures 305-1, 305-2, 305-3, 305-6, and 305-7 | Care for Environment | 57 |
| | KPI A1.2 | Greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). | GRI 305: Emissions: Disclosures 305-1, 305-2, 305-3, 305-4 | Care for Environment | 57 |
| | KPI A1.3 | Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). | GRI 306: Effluents and Waste: Disclosure 306-2 (a) | Care for Environment | 56 |
| | KPI A1.4 | Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). | GRI 306: Effluents and Waste: Disclosure 306-2 (b) | Care for Environment | 57 |
| | KPI A1.5 | Description of measures to mitigate emissions and results achieved. | GRI 103: Management Approach: Disclosure 103-2 (used together with GRI 305: Emissions) GRI 305: Emissions: Clause 1.2 and Disclosure 305-5 | Care for Environment | 58 |
| | KPI A1.6 | Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved. | GRI 103: Management Approach: Disclosure 103-2 (used together with GRI 306: Effluents and Waste) GRI 306: Effluents and Waste: Disclosures 306-2 and 306-4 | Care for Environment | 59 |

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| Aspects | ESG Indicators | Description | GRI Standards and Disclosures* | Section | Page |
|---|--------------------|--|---|----------------------|------|
| A2: Use of Resources | General Disclosure | Policies on the efficient use of resources, including energy, water and other raw materials. | GRI 103: Management Approach: Disclosure 103-2 (c-i) (used together with GRI 301: Materials, GRI 302: Energy, and GRI 303: Water) | Care for Environment | 61 |
| | KPI A2.1 | Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility). | GRI 302: Energy: Disclosures 302-1 and 302-3 | Care for Environment | 61 |
| | KPI A2.2 | Water consumption in total and intensity (e.g. per unit of production volume, per facility). | Not covered by the GRI Standards | Care for Environment | 61 |
| | KPI A2.3 | Description of energy use efficiency initiatives and results achieved. | GRI 103: Management Approach: Disclosure 103-2 (used together with GRI 302: Energy) GRI 302: Energy: Disclosures 302-4 and 302-5 | Care for Environment | 62 |
| | KPI A2.4 | Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved. | GRI 103: Management Approach: Disclosure 103-2 (used together with GRI 303: Water) GRI 303: Water: Disclosure 303-3 | Care for Environment | 64 |
| | KPI A2.5 | Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced. | GRI 301: Materials: Disclosure 301-1 | Care for Environment | 66 |
| A3: The Environment and Natural Resources | General Disclosure | Policies on minimising the issuer's significant impact on the environment and natural resources. | GRI 103: Management Approach: Disclosure 103-2 (c-i) (used together with GRI 301: Materials, GRI 302: Energy, GRI 303: Water, GRI 304: Biodiversity, GRI 305: Emissions, and GRI 306: Effluents and Waste). | Care for Environment | 66 |
| | KPI A3.1 | Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them. | GRI 103: Management Approach: Disclosures 103-1 and 103-2 (used together with GRI 301: Materials, GRI 302: Energy, GRI 303: Water, GRI 304: Biodiversity, GRI 305: Emissions, and GRI 306: Effluents and Waste) GRI 303: Water: Disclosure 303-2 GRI 304: Biodiversity: Disclosure 304-2 GRI 306: Effluents and Waste: Disclosures 306-3 (c) and 306-5 | Care for Environment | 66 |



REPORT DISCLOSURE INDEX



| Aspects | ESG Indicators | Description | GRI Standards and Disclosures* | Section | Page |
|--|--------------------|--|---|--------------------|------|
| B. Social | | | | | |
| Employment and Labour Practices | | | | | |
| B1: Employment | General Disclosure | Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer, relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare. | GRI 103: Management Approach: Disclosure 103-2 (c-i) (used together with GRI 202: Market Presence, GRI 401: Employment, GRI 405: Diversity and Equal Opportunity, GRI 406: Non-discrimination) GRI 419: Socioeconomic Compliance: Disclosure 419-1 | Care for Employees | 25 |
| | KPI B1.1 | Total workforce by gender, employment type, age group and geographical region. | GRI 102: General Disclosures: Disclosures 102-8 (a), 102-8 (b), and 102-8 (c) GRI 405: Diversity and Equal Opportunity: Disclosure 405-1 (b-ii) | Care for Employees | 27 |
| | KPI B1.2 | Employee turnover rate by gender, age group and geographical region. | GRI 401: Employment: Disclosure 401-1 (b) | – | N/A |
| B2: Health and Safety | General Disclosure | Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer, relating to providing a safe working environment and protecting employees from occupational hazards. | GRI 103: Management Approach: Disclosure 103-2 (c-i) (used together with GRI 403: Occupational Health and Safety) GRI 419: Socioeconomic Compliance: Disclosure 419-1 | Care for Employees | 31 |
| | KPI B2.1 | Number and rate of work-related fatalities. | GRI 403: Occupational Health and Safety: Disclosure 403-2 | Care for Employees | 33 |
| | KPI B2.2 | Lost days due to work injury. | GRI 403: Occupational Health and Safety: Disclosure 403-2 | Care for Employees | 33 |
| | KPI B2.3 | Description of occupational health and safety measures adopted, how they are implemented and monitored. | GRI 103: Management Approach: Disclosure 103-2 and 103-3 (a-i) (used together with GRI 403: Occupational Health and Safety) | Care for Employees | 31 |

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| Aspects | ESG Indicators | Description | GRI Standards and Disclosures* | Section | Page |
|------------------------------|--------------------|---|---|--------------------|------|
| B3: Development and Training | General Disclosure | Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. | GRI 103: Management Approach: Disclosure 103-2 (c-i) (used together with GRI 404: Training and Education) GRI 404: Training and Education: Disclosure 404-2 (a) | Care for Employees | 34 |
| | KPI B3.1 | The percentage of employees trained by gender and employee category (e.g. senior management, middle management). | Not covered by the GRI Standards | – | N/A |
| | KPI B3.2 | The average training hours completed per employee by gender and employee category. | GRI 404: Training and Education: Disclosure 404-1 | Care for Employees | 34 |
| B4: Labour Standards | General Disclosure | Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer, relating to preventing child and forced labour. | GRI 103: Management Approach: Disclosure 103-2 (c-i) (used together with GRI 408: Child Labor and GRI 409: Forced or Compulsory Labor) GRI 419: Socioeconomic Compliance: Disclosure 419-1 | Care for Employees | 36 |
| | KPI B4.1 | Description of measures to review employment practices to avoid child and forced labour. | GRI 103: Management Approach: Disclosure 103-2 (used together with GRI 408: Child Labor and GRI 409: Forced or Compulsory Labor) GRI 408: Child Labor: Disclosure 408-1(c) GRI 409: Forced or Compulsory Labor: Disclosure 409-1(b) | Care for Employees | 36 |
| | KPI B4.2 | Description of steps taken to eliminate such practices when discovered. | GRI 103: Management Approach: Disclosure 103-2 (used together with GRI 408: Child Labor and GRI 409: Forced or Compulsory Labor) GRI 408: Child Labor: Disclosure 408-1(c) GRI 409: Forced or Compulsory Labor: Disclosure 409-1(b) | Care for Employees | 36 |



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| Aspects | ESG Indicators | Description | GRI Standards and Disclosures* | Section | Page |
|-----------------------------|--------------------|---|--|--|------|
| Operating Practices | | | | | |
| B5: Supply Chain Management | General Disclosure | Policies on managing environmental and social risks of the supply chain. | GRI 103: Management Approach: Disclosure 103-2 (c-i) (used together with GRI 308: Supplier Environmental Assessment and GRI 414: Supplier Social Assessment) | Care for suppliers | 51 |
| | KPI B5.1 | Number of suppliers by geographical region. | GRI 102: General Disclosures: Disclosure 102-9 | Care for suppliers | 52 |
| | KPI B5.2 | Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored. | GRI 103: Management Approach: Disclosure 103-2 (used together with GRI 308: Supplier Environmental Assessment and GRI 414: Supplier Social Assessment) GRI 308: Supplier Environmental Assessment: Disclosures 308-1 and 308-2 GRI 414: Supplier Social Assessment: Disclosures 414-1 and 414-2 | Care for suppliers | 52 |
| B6: Product Responsibility | General Disclosure | Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress. | GRI 103: Management Approach: Disclosure 103-2 (c-i) (used together with GRI 416: Customer Health and Safety, GRI 417: Marketing and Labeling, and GRI 418: Customer Privacy) GRI 416: Customer Health and Safety: Disclosure 416-2 GRI 417: Marketing and Labeling: Disclosures 417-2 and 417-3 GRI 418: Customer Privacy: Disclosure 418-1 GRI 419: Socioeconomic Compliance: Disclosure 419-1 | Care for customers | 37 |
| | KPI B6.1 | Percentage of total products sold or shipped subject to recalls for safety and health reasons. | Not covered by the GRI Standards | There were no matters of recall for safety and health reasons during the reporting period. | N/A |
| | KPI B6.2 | Number of products and service related complaints received and how they are dealt with. | GRI 102: General Disclosures: Disclosures 102-43 and 102-44 GRI 103: Management Approach: Disclosure 103-2 (c-vi) GRI 418: Customer Privacy: Disclosure 418-1 | Care for customers | 39 |

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| Aspects | ESG Indicators | Description | GRI Standards and Disclosures* | Section | Page |
|---------------------|--------------------|---|---|--------------------|------|
| | KPI B6.3 | Description of practices relating to observing and protecting intellectual property rights. | Not covered by the GRI Standards | Care for customers | 47 |
| | KPI B6.4 | Description of quality assurance process and recall procedures. | Not covered by the GRI Standards | Care for customers | 42 |
| | KPI B6.5 | Description of consumer data protection and privacy policies, how they are implemented and monitored. | GRI 103: Management Approach: Disclosures 103-2 and 103-3 (a-i) (used together with GRI 418: Customer Privacy) | Care for customers | 46 |
| B7: Anti-corruption | General Disclosure | Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer, relating to bribery, extortion, fraud and money laundering. | GRI 103: Management Approach: Disclosure 103-2 (c-i) (used together with GRI 205: Anti-corruption) GRI 205 Anti-corruption: Disclosure 205-3 GRI 419: Socioeconomic Compliance: Disclosure 419-1 | Care for Employees | 36 |
| | KPI B7.1 | Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases. | GRI 205: Anti-corruption: Disclosure 205-3 | Care for Employees | 36 |
| | KPI B7.2 | Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored. | GRI 102: General Disclosures: Disclosure 102-17 GRI 103: Management Approach: Disclosures 103-2 and 103-3 (a-i) (used together with GRI 205: Anti-corruption); GRI 205: Anti-corruption: Clause 1.2 | Care for Employees | 36 |



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| Aspects | ESG Indicators | Description | GRI Standards and Disclosures* | Section | Page |
|--------------------------|--------------------|--|--|----------------------|------|
| Community | | | | | |
| B8: Community Investment | General Disclosure | Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests. | GRI 103: Management Approach: Disclosure 103-2 (c-i) (used together with GRI 413: Local Communities) | Care for communities | 48 |
| | KPI B8.1 | Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport). | GRI 203: Indirect Economic Impacts: Disclosure 203-1(a) | Care for communities | 49 |
| | KPI B8.2 | Resources contributed (e.g. money or time) to the focus area. | GRI 201: Economic Performance: Disclosure 201-1(a-ii) | Care for communities | 49 |

* The linkage between the GRI standards and disclosures that relate to each aspect in HKEX ESG Reporting Guide refers to the summary table from the 'Linking the GRI Standards and HKEX ESG Reporting Guide'.



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