



**翠華集團**<sup>®</sup>  
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

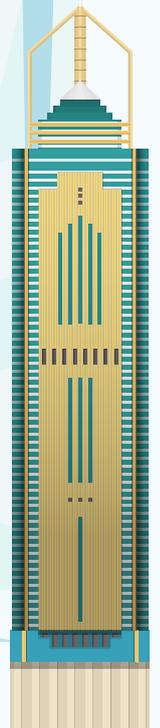
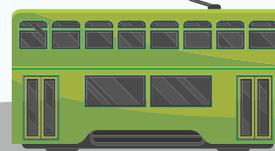
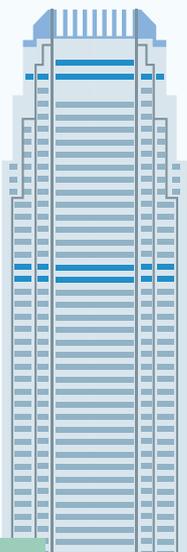
**2022**

**Environmental, Social and  
Governance Report**



# Contents

ABOUT THE REPORT	2
A LETTER TO STAKEHOLDERS	7
ABOUT TSUI WAH	12
SUSTAINABILITY MANAGEMENT	20
RESPONSE TO THE PANDEMIC	34
 CARE FOR EMPLOYEES	38
 CARE FOR CUSTOMERS	52
 CARE FOR COMMUNITIES	63
 CARE FOR SUPPLIERS	66
 CARE FOR ENVIRONMENT	71
LAWS AND POLICIES	86
APPENDIX — PERFORMANCE TABLE	87
REPORT DISCLOSURE INDEX	92



# 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 (collectively, the “Group”) are pleased to present its Environmental, Social and Governance (“ESG”) Report for the year ended 31 March 2022 (“FY2022”), which demonstrates the Group’s approach and performance in terms of ESG management and corporate sustainable development for FY2022.

## 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 meaningful 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 FY2022.



## ABOUT THE REPORT

### Materiality:

Making use of this strategic business tool, Tsui Wah identified its reporting boundary by applying the principle of Materiality, and pinpointing the significant ESG issues that may have impact on the Group's operations through materiality assessment. More information regarding the reporting boundary, stakeholder engagement and materiality assessment can be found in their corresponding sections.

### Quantitative:

The principle of Quantitative is demonstrated by the complete data package with descriptive information and statistics regarding the Group's ESG key performance indicators ("KPIs") during the year under review. Information on the methodologies, assumptions and conversion factors used are clearly stated under the corresponding performance tables.

Due to the inherent limitations of collecting accurate and representative environmental quantitative data in view of the Group's extensive restaurant network, the Group has adopted a method of estimation of solid waste discharge, packaging materials, consumption of paper and discharge of sewage based on the data from sample restaurants of Tsui Wah. 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.

### Balance:

This ESG Report carefully portrays an unbiased picture of Tsui Wah's ESG performance during FY2022. To facilitate informed decisions of stakeholders, the Group avoids selections or omissions of any positive or potentially negative data, so as to address both positive and negative sides that may influence the decision or judgement of the report reader.



## ABOUT THE REPORT

### Consistency:

To allow for meaningful comparison of ESG data over time, the Group uses consistent methodologies for data collection, organisation and calculation during the preparation of this ESG Report, as well as sticking to the high-level consistency of its reporting approach and framework that has been set since 2018. Any significant changes are clearly stated and explained to the report readers in the corresponding sections. For instance, the variation between the number of employees disclosed in this ESG Report and the Annual Report is due to the difference in reporting boundary. The number of employees in this ESG Report includes full-time and part-time employees of the Group, whereas the number of employees in the Annual Report only includes full-time employees of the Group.

### Boundary Setting

Following the updated reporting requirements of the HKEx, the Group has carefully evaluated its business entities and operations based on the principle of Materiality and prepared the ESG Report that covers the relevant environmental and social performance within the main operations of the Group. Adopting the operational control approach, the Group selects its major operations that are under its direct control, including the 85 restaurants, central kitchens and administrative offices in Hong Kong, Mainland China, Macau and Singapore.

The reporting year of this ESG Report is for FY2022 (from 1 April 2021 to 31 March 2022) unless specifically stated otherwise.

# ABOUT THE REPORT

## Conformity to International Frameworks in the ESG Report

**Boundary** setting and identification and prioritisation of topic and

**Data** management platform used to collect and document information



**Fair** evaluation and comprehensive analysis on the performance

**Uniform** science-based methodology for calculations and reporting styles



## ABOUT THE REPORT

To support integrated thinking, decision-making and actions that focus on the creation of value over the short, medium and long term, the Group keeps optimising its ESG governance model, development strategy, risk management system and targets in respect to corporate sustainable development with reference to market trends, industry standards and global frameworks. For instance, to evaluate the impacts that climate change may have on the Group's business, the Group references to the Recommendations of Task Force on Climate-related Financial Disclosures ("TCFD") in analysing and disclosing its climate-related issues. In addition, to deliver an internationally standard ESG Report that appeals to its global readership, the Group has learnt and adopted Global Reporting Initiative ("GRI") Sustainability Reporting Standards to enhance the integrity, international compatibility and industry comparability of the report. The topic-specific management approach and standards that have been adopted by the Group are mapped out in the GRI linkage table at the end of this ESG Report, where a complete content index is available for readers' reference. Meanwhile, the Group has also made use of the Sustainable Development Goals ("SDGs") as a guidance towards sustainability and aligned itself with these globally-agreed sustainability initiatives, and regarded 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).

### Stakeholders Feedback

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](mailto:info@tsuiwah.com). For more information on the Group's sustainability approach, please visit the official website at <http://www.tsuiwah.com>.

# A LETTER TO STAKEHOLDERS

Dear valued stakeholders,

On behalf of the board of directors (the “Directors” and the “Board”, respectively) of the Company, I hereby present the fifth standalone ESG Report to demonstrate the Group’s approach and performance in terms of sustainable development for the year ended 31 March 2022.

## Review

During the year under review, despite the global novel coronavirus disease 2019 pandemic (the “Pandemic”) seemed to be subsided, the operations of the catering industry in Hong Kong, Macau, Mainland China and Singapore was still threatened by various uncertainties arising from the Pandemic prevention and control measures changing from time to time. As one of the most prominent brands in the Cha Chaan Teng (茶餐廳) sector in Hong Kong, Tsui Wah has been rooted in Hong Kong for more than 50 years. With our experiences of overcoming various challenges for over half a century, we are confident that we will not only survive the difficult times, but also make the culinary culture of Cha Chaan Teng thrive. As our Chinese name “Tsui Wah” states, we have been dedicated to preserving and spreading the everlasting spirit of the Chinese people since our listing on the Hong Kong Stock Exchange (Stock Code: 1314) in 2012.

## Our Priorities — Safeguarding for All

Health and safety for all is always of paramount importance to us. Facing the sudden outbreak of the global health emergency in early 2020, the Board established the Crisis Management Committee (the “Committee”) as an immediate response and has been closely monitoring and cautiously responding to the ongoing situation of the Pandemic. The Committee was responsible for assessing the impact of the Pandemic on the continuity and stability of the Group’s operations and financial performance, and proposed necessary preventive measures. The Committee provided strategic directions and formulated strict internal policies as a guidance for workers to minimise the operational and safety risks, as well as to lower the adverse impacts on the health and safety of the Group’s valued customers and community members. The Committee also coordinated the senior management and various departments of the Group to discuss the implementation of epidemic prevention measures on a weekly basis.

## A LETTER TO STAKEHOLDERS

Under the robust emergency response mechanism, a series of effective precautionary measures have been enacted to safeguard our staff and our customers since the onset of the Pandemic, from supplying personal protective equipment and laying over strict guidelines for frontline staff, to purchasing the “Thermal Disinfection Machine” to disinfect all facilities, setting transparent partitions between dining tables for separation, and installing “Smart Thermal Detectors” at the entrances of all restaurants to measure the body temperatures of customers. With the implementation of the Vaccine Pass measures, we further required our staff members to get fully vaccinated (2-shots) as well as to install QR Code Verification Scanner to check customers’ vaccination status following the government’s requirements.

### Our Priorities — Maintaining Business Resilience

During the Pandemic, we have witnessed how the role of food industry has drastically changed, from empty stores, cancellation of catering services, to the rising importance of delivery services that increasingly dominated the catering industry. Keeping our people, customers and partners in our hearts, Tsui Wah has been flexibly modifying its business strategy over these years to bring safety, well-nourished food products and innovative service experiences to meet the changing market demand, while actively seeking new business opportunities under this new environment.

#### Hong Kong

As the fourth wave of the Pandemic in Hong Kong subsided, our business conditions gradually improved in the first quarter of FY2022 from the predicament in the fourth quarter of last year, but our revenue was still far below the pre-Pandemic level. Yet favourable times did not last long, due to the severe fifth wave of the Pandemic in Hong Kong at the beginning of the fourth quarter of FY2022, the Hong Kong government further tightened social distancing measures, including the limit of two people per table, shortened dine-in service hours and the implementation of the Vaccine Pass. In addition, the unstable business environment and weak consumer confidence caused by the Pandemic have also negatively affected our business in Hong Kong.

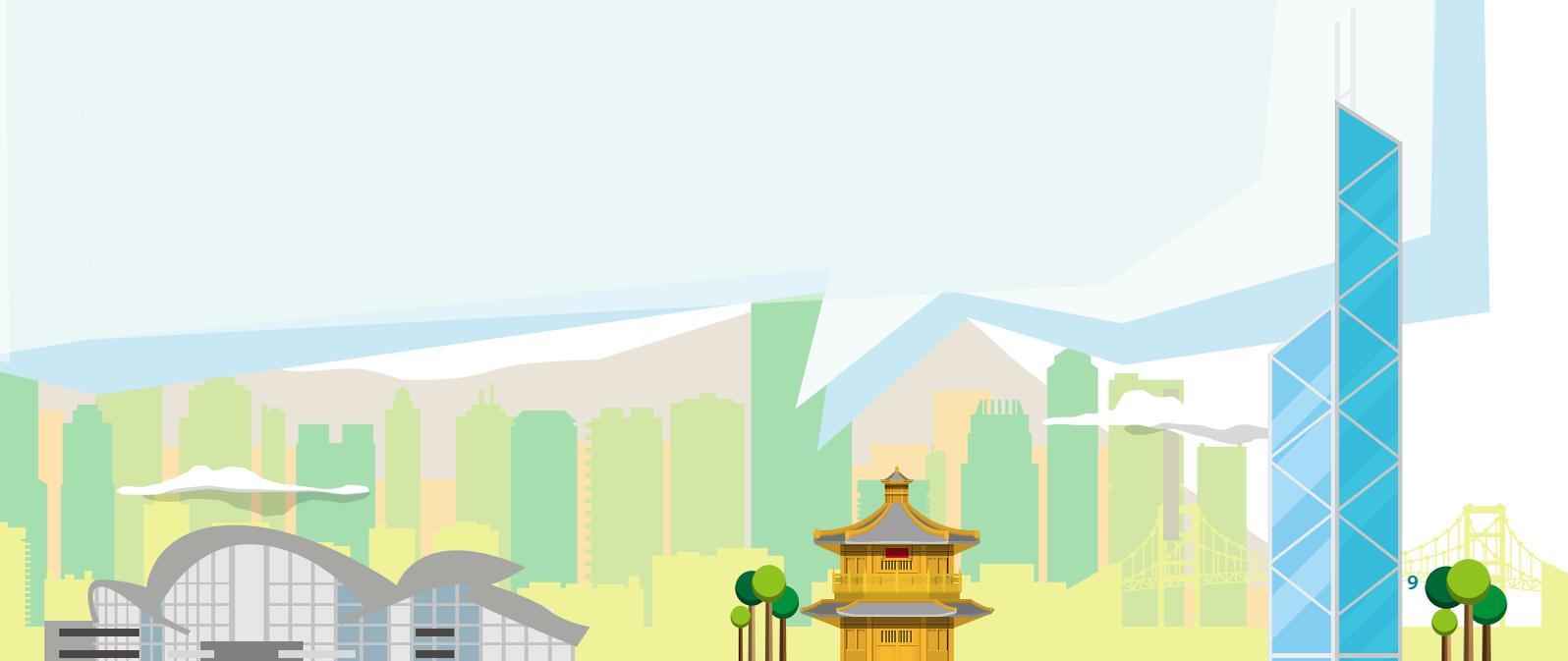
## A LETTER TO STAKEHOLDERS

To this end, in addition to strengthening our “Tsui Wah Delivery (快翠送)” services by launching the “Tsui Wah Delivery” website in early 2022 thereby attracting more customers of different age groups, we have also partnered with other online takeaway and delivery platforms such as Deliveroo and Foodpanda, allowing customers to order meals online in a more convenient manner, thus increasing our coverage in delivery services.

### Mainland China

During FY2022, since the Pandemic prevention and control measures including lockdowns of the government of the People’s Republic of China (the “Chinese Government”) gradually took effect, the Pandemic began to ease in most regions of Mainland China, allowing most of our restaurants to resume normal business.

In the meantime, we actively deployed systematic work in accordance with the current conditions. We have been optimising the connection of the mobile application platforms. Following the self-service ordering system, in-app programs (小程序) and corporate official accounts (公眾號) have been put into service. Recently, we sought a closer cooperation relationship with Meituan (美團), Ele.me (餓了麼) and other delivery platforms, such that even though dine-in business was affected during the Pandemic, we were still able to maintain services for our customers in Mainland China.



# A LETTER TO STAKEHOLDERS

## Our Priorities — Embracing Technological Development

Keeping abreast of the worldwide innovative trend, Tsui Wah endeavours to embrace technological advancement through continuous investment and adoption of new technologies. For instance, to improve customers' ordering and checkout experiences, digital payment has widely been adopted by our restaurants. Different mobile digital payment platforms including AliPay (支付寶), WeChat Pay (微信支付), Apple Pay, Android Pay, BoC Pay and UnionPay (雲閃付) are available in all restaurants to create more user-friendly services to our customers. Meanwhile, we have also extensively included information technologies ("IT") applications in our restaurant operations. In addition to the use of digital menu and posters to reduce our resource consumption during operations, we have installed self-service ordering machines, which allow customers to order and pay on one terminal platform, a brilliant innovation that saves customers' time, increases efficiency and minimises human errors. We also, for the first time, introduced mobile ordering which makes use of QR code and mobile application for customers to order food at our restaurants, such that customers can pay digitally through their mobile applications, as well as reducing the queueing time and infection risks of unnecessary contacts with the waiting crowd. To ensure our service quality will not be compromised amid the rollout of innovative solutions, the Group has assigned dedicated staff to personally assist customers to familiarise with our food ordering machines and mobile application.

In the meantime, to enhance our operation efficiency, we have developed and adopted smart systems such as the IoT Print Server and Smart Kitchen KDS to reduce the operating costs and further enhance our quality services. Using the cloud technology to remotely operate printers, the IoT Print Server system allows us to monitor, spot and resolve store issues quickly without the need to send technicians to the stores physically. Meanwhile, the Smart Kitchen KDS makes use of the smart tablets to help each production department intelligently arrange orders, divide labour and simplify work procedures so as to improve the efficiency of production departments and reduce human errors.

# A LETTER TO STAKEHOLDERS

## Setting Out Forward-looking Sustainability Strategies

Given the world's accelerating transition to a more sustainable future, we are well aware of our role and responsibilities as one of the most prominent brands in the food and beverage ("F&B") industry with extensive restaurant network beyond geographical boundaries to support environmental improvements, action to climate change and efficiency improvements.

As the transition towards a low-carbon economy gains momentum, especially for the "3060 dual-carbon targets" of the Chinese Government and the "Hong Kong's Climate Action Plan 2050", we are conscious about our environmental impacts during operations. As an F&B industry player, we are well aware of our potential environmental impacts during our operations and throughout our value chain. To this end, in addition to adhering to our green procurement principles, we have taken a step further in FY2022 to formulate specific green development goals and targets that are related to our business nature for mid- and long-term. The progress of such goals will be recorded annually, reviewed by the Board and disclosed in the annual ESG Report. Meanwhile, as a supporter of the TCFD, we have further enhanced our analysis of climate-related risks and corresponding management measures in FY2022. More details can be found in the chapter **CARE FOR ENVIRONMENT**.

## Looking Ahead

Although we have been navigating through the uncertainties under the shadow of the Pandemic, we are delighted that we have made good progress in the past years. Moving forward, we will continue making efforts in promoting a broader set of ESG values into our long-term strategy, as well as exploring the capability to innovate and adapt, such as sustainable waste and packaging management, efficient resource consumption, carbon footprint control, promotion of occupational health and safety, customer wellbeing and social welfare.

As we realise that we cannot achieve our goals alone, we are dedicated to working together with our different stakeholders to accelerate the just transition to a more sustainable future, while at the same time protecting and conserving the planet for the generations to come. On behalf of my fellow Directors and management of Tsui Wah, I would like to extend my sincere gratitude to all the shareholders and investors, customers, suppliers and business partners of Tsui Wah for their unwavering support. I would also like to give my heartfelt thanks to our management team and fellow colleagues for their continuous effort in helping Tsui Wah constantly make positive changes in its sustainable development.

**Lee Yuen Hong**  
*Chairman and Executive Director*  
Hong Kong, 13 July 2022





# 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, Nanjing in Mainland China, as well as Singapore.

As of 31 March 2022, the Group had a total of

# 85 Restaurants

with 6 restaurants newly opened during FY2022.

Tsui Wah started its catering service business in the year of 1967. Since 2009, Tsui Wah has embarked 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, more than half of our restaurants are situated in regions outside Hong Kong, including Macau, Mainland China and Singapore, which 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 a series of new brands, including Ging Sun Ho King of Bun (堅信號上海生煎皇) offering Shanghai buns and various noodle cuisines, Nijuuichi Don (廿一堂) featuring Japanese fast-food, Homurice (揚食屋) promoting Japanese style western cuisine especially egg omelet rice, Ceylon (錫蘭) offering Hong Kong-style food, btw equipping with artificial intelligence robots, Chilli Chilly (川辣堂) providing Sichuan spicy cuisine and western café "From Seed to Wish".

In FY2022, the knock-on effects of the Pandemic has continuously been affecting many businesses, especially for people-oriented industries such as the catering sector. To survive this crisis, Tsui Wah immediately responded to the loss in demand for its services through broadening its platforms, developing its new brands and exploring other new business models in view of the change in consumption manner. In FY2022, Tsui Wah had vigorously promoted its takeaway services and worked closely with popular food delivery service providers so as to maintain business continuity. The Group also offered discounts to self-pickup takeaway customers to attract them.

Meanwhile, seeing the great potential and consumption power of the Guangdong-Hong Kong-Macao Greater Bay Area ("Greater Bay Area") in Mainland China, which consists of more than 72 million residents, Tsui Wah has been accelerating its development in Greater Bay Area. At the end of FY2022, the Group had more than 20 restaurants operating in the Greater Bay Area.

During the past 50 years, Tsui Wah has grown together with Hong Kong and the indigenous people, and experienced a number of ups and downs of the local economy and changes of the food market. The last half-century not only witnessed 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 allowed it to adapt to various risks and survive the competitive market, but also forged Tsui Wah to be one of the leading Cha Chaan Teng chain restaurants that has concentrated itself more on the protection of the 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



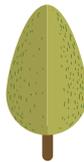
#### Consolidation stage in Hong Kong:

- Establishing a chain network, enhancing quality, building brand name and management team
- Opening of the Wellington Street Tsui Wah restaurant in Central
- Retaining personnel consultants 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



# 2019

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



# 2018

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



# 2020

- Central kitchen obtaining ISO22000 recertification from the SGS Hong Kong Limited
- Launching a new membership system through Storellet application



# 2022

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



# 2021

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

## 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 devices 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



### 2017

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



### 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 the SGS Hong Kong Limited



### 2015

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



# 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 Employee

### Award/Recognition

Smiling Supervisor Award

### Issuing organisation

Mystery Shopper Service Association



# 20



## Care for Employee

### Award/Recognition

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

### Issuing organisation

Mystery Shopper Service Association



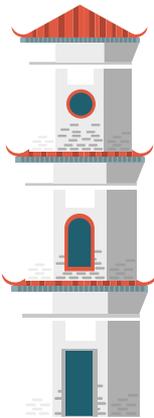
## Care for Environment

### Award/Recognition

Hong Kong Green Organisation — Tsui Wah Restaurant

### Issuing organisation

Environmental Campaign Committee



## 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 Certification — B. Station

### Issuing organisation

Environmental Campaign Committee

## Care for Customer

### Award/Recognition

Madman Monologue Advertising Award (TVC)

### Issuing organisation

Madman Monologue

## Care for Environment

### Award/Recognition

BOCHK Corporate Environmental Leadership Award

### Issuing organisation

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

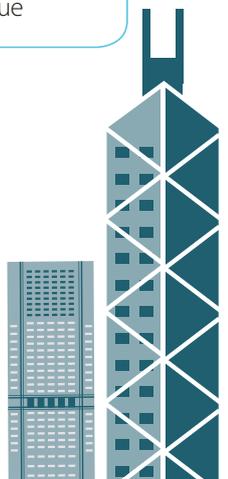
## Care for Environment

### Award/Recognition

Hong Kong Green Organisation Certification — Sheung Tak Branch

### Issuing organisation

Environmental Campaign Committee



# ABOUT TSUI WAH



## Care for Employee

### Award/Recognition

Smiling Outstanding Supervisor Award

### Issuing organisation

Mystery Shopper Service Association

## Care for Employee

### Award/Recognition

Smiling Staff Award

### Issuing organisation

Mystery Shopper Service Association



## Care for Employee

### Award/Recognition

Best ERB Manpower Developer Award — ERB Best Employer

### Issuing organisation

Employees Retraining Board (ERB)

## Care for Employee

### Award/Recognition

5 Years+ Caring Company

### Issuing organisation

The Hong Kong Council of Social Service

## Care for Employee

### Award/Recognition

10 Years+ Caring Company

### Issuing organisation

The Hong Kong Council of Social Service

## Care for Environment

### Award/Recognition

Green Office and Eco-Healthy Workplace Awards Labelling Scheme

### Issuing organisation

World Green Organisation

## Care for Environment

### Award/Recognition

Best in Reporting Awards (Small Market Capitalisation) 2019

### Issuing organisation

BDO ESG Awards (Environment, Social and Governance)



## Care for Employee

### Award/Recognition

Outstanding Employer

### Issuing organisation

Employees Retraining Board (ERB)

## 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

Certificate of Appreciation — Salt & Sugar Reduction

### Issuing organisation

Food and Health Bureau

## 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

2019–2020 EatSmart Restaurant Star+

### Issuing organisation

Department of Health

# ABOUT TSUI WAH



### Care for Customer

#### Award/Recognition

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

#### Issuing organisation

U Magazine

### Care for Customer

#### Award/Recognition

Consumer's Most Favourable 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

Outstanding QTS Merchant Service Staff Award 2019 (Front-line staff) — Bronze Award

#### Issuing organisation

The Hong Kong Tourism Board

### Care for Customer

#### Award/Recognition

Hong Kong Top Brand Mark (Top Mark)

#### Issuing organisation

Hong Kong Brand Development Council

### Care for Customer

#### Award/Recognition

Best Late Night Dining

#### Issuing organisation

HKClubbing.com



### Care for Customer

#### Award/Recognition

Best Brand of Diversified Casual Dinner

#### Issuing organisation

Business Innovator



### Care for Customer

#### Award/Recognition

Quality Tourism Services Scheme — Restaurant Category

#### Issuing organisation

Hong Kong Tourism Board



### Care for Customer

#### Award/Recognition

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

#### Issuing organisation

China Media Network



### Care for Customer

#### Award/Recognition

Relay Hong Kong Award 2021

#### Issuing organisation

Legacy Academy



### Care for Customer

#### Award/Recognition

Strong Collaboration Brand Award 2021

#### Issuing organisation

Meituan Delivery



### Care for Customer

#### Award/Recognition

Top 10 Famous Restaurant of Guangdong-HongKong-Macau

#### Issuing organisation

G.H.M. Hotel & Catering New Force



### Care for Customer

#### Award/Recognition

3.15 Star Unit of Integrity System

#### Issuing organisation

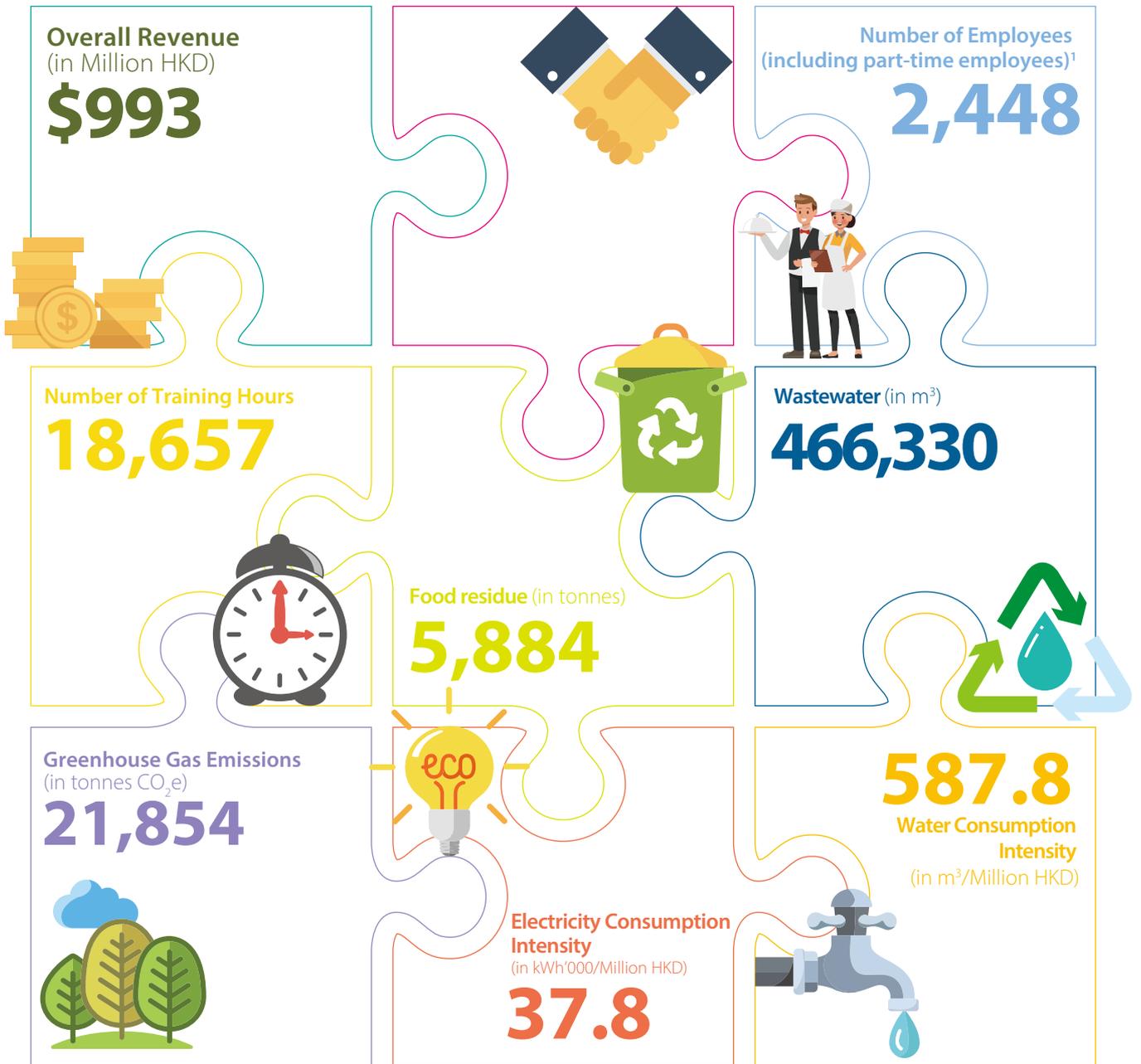
China Foundation of Consumer Protection





# ABOUT TSUI WAH

## CORE ESG PERFORMANCE DEMONSTRATION



<sup>1</sup> The number of employees in this ESG Report includes full-time and part-time employees of the Group, whereas the number of employees in the Annual Report only includes full-time employees of the Group.

# SUSTAINABILITY MANAGEMENT



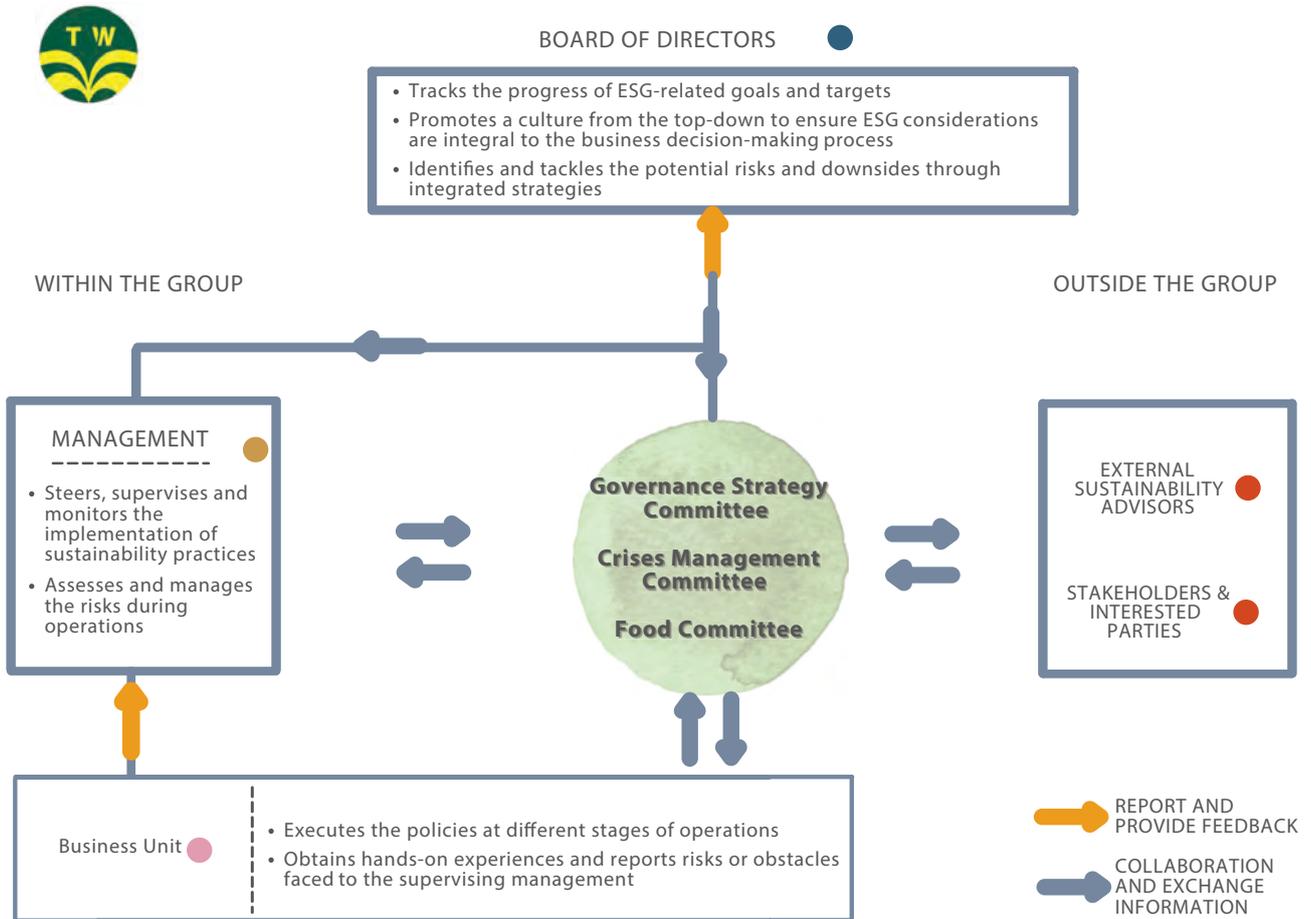
Good governance is at the heart of Tsui Wah. It is the way it operates, builds long-term value for the society and shareholders, as well as utilises the power of food to enhance the quality of life for people, at this moment and for generations to come. The Group believes that with a robust sustainability management platform, its business can be operated with integrity, employees' and customers' needs can be met, and the culture of accountability and ethical conduct can be promoted across the organisation.

# SUSTAINABILITY MANAGEMENT



## APPROACH TO ARTICULATING SUSTAINABILITY

### Governance Structure



At Tsui Wah, the Board directly oversees the Group’s corporate sustainable development and ESG issues. The Board’s responsibilities include reviewing the Group’s material ESG issues and enacting related strategies, targets, actions and policies. Meanwhile, the Board is supported in its duties by three committees that steer and advise on the Group’s approach in ESG matters. For instance, the Governance Strategy Committee, Crises Management 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 evaluation, prioritisation and management of material ESG-related issues including ESG risk as well as regularly reviewing the information regarding the most significant strategic, operational, financial and compliance risks under various ESG topics.

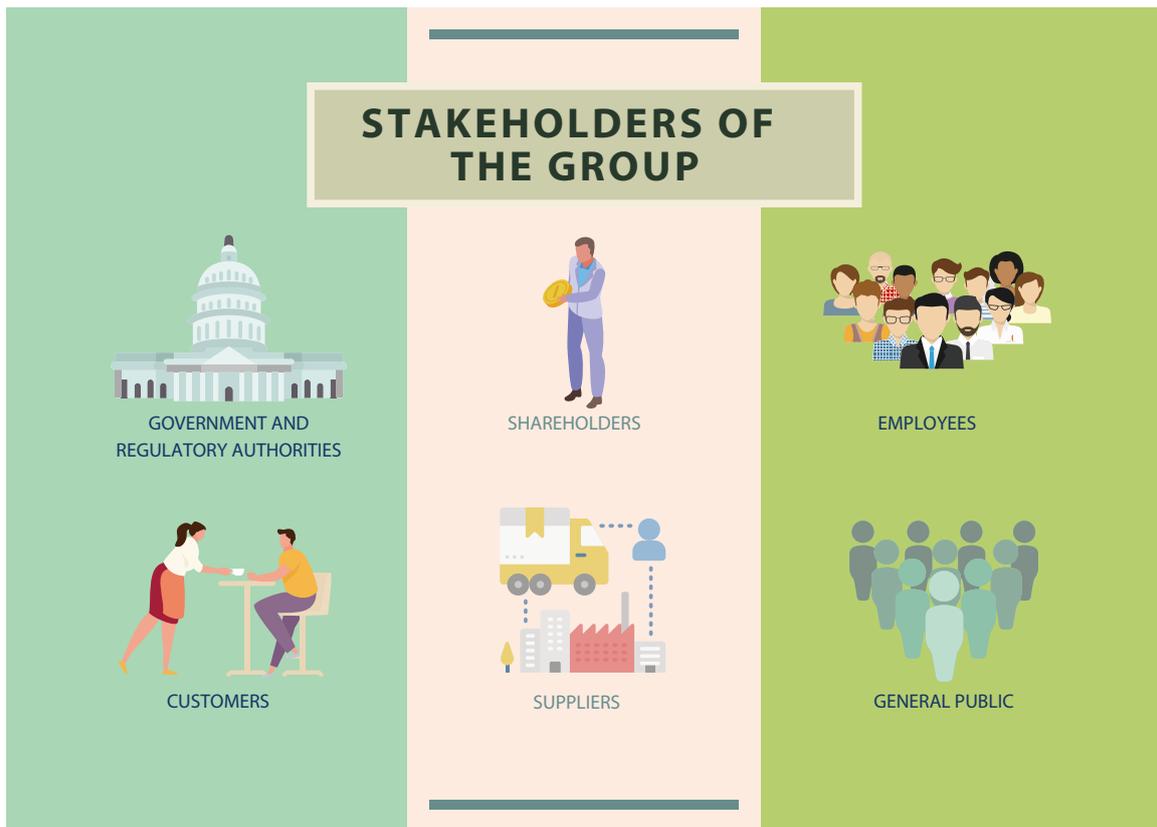


# SUSTAINABILITY MANAGEMENT



Believing that internal ESG control should not be the task of the Board only, the Group maintains a smooth and barrier-free communication between the Board, the management, general employees of the Group and other stakeholders are of paramount importance. The Board generally acquires relevant ESG information through attending oral presentations by the management personnel on corporate risk management and sustainable development at general meetings. Valuing the input of its stakeholders, the Board is also responsible for reviewing and endorsing the result of the materiality assessment so as to better grasp and integrate the concerns of the key stakeholders of the Group when making business decisions.

## STAKEHOLDER ENGAGEMENT



Stakeholder engagement and partnerships have long been an important part of Tsui Wah’s strategy. It is believed that stakeholder engagement is not only important at the corporate level but can also help guide sustainability initiatives at brand level. The Group’s key stakeholders include governments, shareholders, employees, customers, suppliers and the general public. Reckoning that stakeholders’ feedback also informs the Group in reporting disclosure and underpins the materiality process, the Group maintains regular dialogues with these stakeholders through various channels and strives for transparent interaction that fosters open discussion and deep dialogue.

# 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;  
Routine reports and taxes paid;  
On-site inspection.



## SHAREHOLDERS

### Expectations and concerns

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

### Communication Channels

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



## EMPLOYEES

### Expectations and concerns

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

### 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.

### Communication Channels

Customer satisfaction survey;  
Customer service hotline and email.



## SUPPLIERS

### Expectations and concerns

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

### Communication Channels

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



## GENERAL PUBLIC

### Expectations and concerns

Involvement in communities;  
Employment opportunities.

### Communication Channels

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



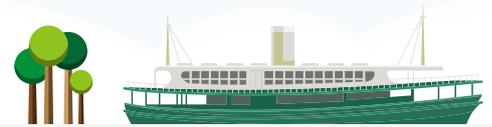
# SUSTAINABILITY MANAGEMENT

## Working Towards the SDGs

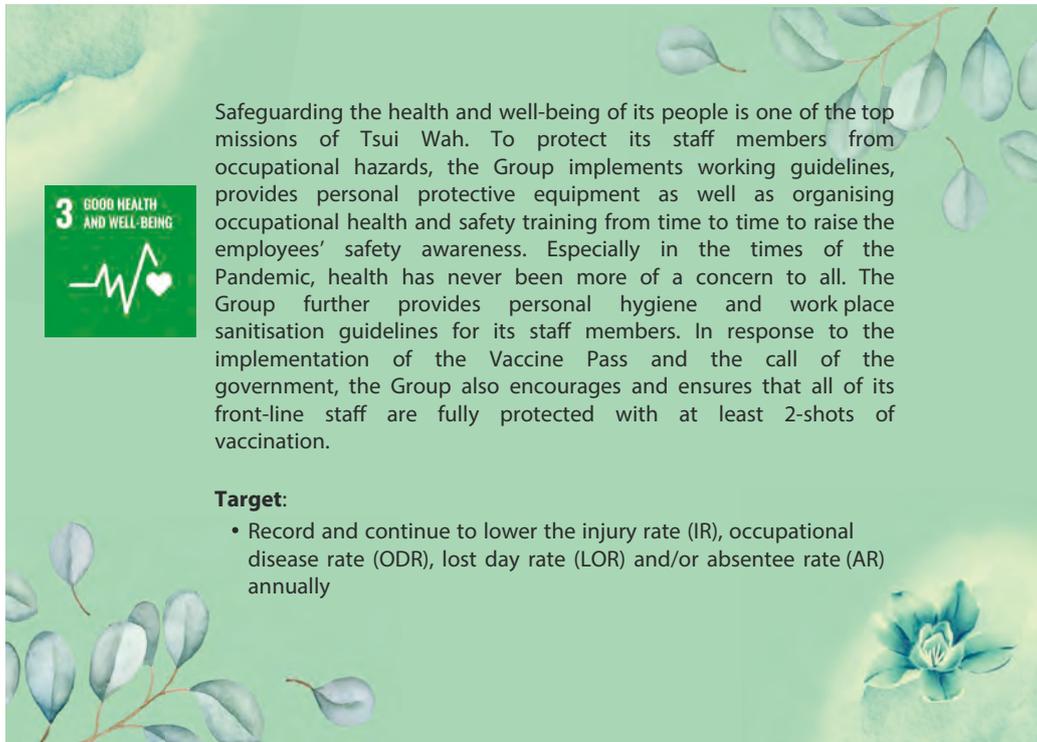


Reaffirming its support for the United Nations Global Compact and its ongoing determination to help achieve the United Nations Sustainable Development Goals (“SDGs”), Tsui Wah continued to align itself with these global sustainability initiatives in FY2022. Aiming to charter a comprehensive and objective picture demonstrating stakeholders’ major concerns over Tsui Wah’s sustainable development process and to raise stakeholders’ awareness of global sustainability issues as well as to solidify a common language to report the Group’s and its stakeholders’ contribution to the SDGs, the Group further pinpointed three goals on the basis of its original prioritised six goals that were believed to be more related to the Group’s business characteristics. In response to the call and concerns from stakeholders, the Group has been committed to paying particular attention to the sub-targets under these goals.

# SUSTAINABILITY MANAGEMENT



## Prioritised goals:



Safeguarding the health and well-being of its people is one of the top missions of Tsui Wah. To protect its staff members from occupational hazards, the Group implements working guidelines, provides personal protective equipment as well as organising occupational health and safety training from time to time to raise the employees' safety awareness. Especially in the times of the Pandemic, health has never been more of a concern to all. The Group further provides personal hygiene and work place sanitisation guidelines for its staff members. In response to the implementation of the Vaccine Pass and the call of the government, the Group also encourages and ensures that all of its front-line staff are fully protected with at least 2-shots of vaccination.

**Target:**

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



As a food and beverage industry player, Tsui Wah fully realises the importance of clean fresh water to the survival of business as well as all lives on planet. Understanding that catering business is one of the businesses that consume and discharge a significant amount of water, the Group requires all its restaurants and central kitchens to prohibit the use of chemicals and materials that may contaminate water quality if improperly disposed of during daily operations. To implement the policy of "Saving Water", Tsui Wah also establishes wastewater management systems in its own operations and builds a systematic platform where the amount and performance of discharged water can be assessed, monitored and reported. To prevent the water contamination caused by discharged waste oil, the Group is committed to participating in waste cooking oil recycling scheme and endeavours to ensure that all waste oil is treated in a proper and environmentally friendly manner.

**Target:**

- Reduce annual water consumption and set sub-targets to enhance water efficiency for all restaurants within five years
- Reduce the amount of waste oil generated from operations, ratchet up the regulation on waste oil and keep increasing the recycling rate of waste oil



# SUSTAINABILITY MANAGEMENT





As a responsible corporation, Tsui Wah deeply understands that its operations and value chain may impose different levels of impacts to the natural environment. Thus, the Group has been incorporating sustainable development into its business visions and developing sustainability targets across its operations. Meanwhile, to achieve sustainable management and efficient use of natural resources, the Group not only establishes sustainable production programmes, but also invests in technological innovations that can optimise its production process and enhance efficiency. In addition, aiming to raise consumer awareness and promote consumer education to improve their willingness to engage in sustainable consumption, Tsui Wah not only initiates the trial use of paper straws, decomposable paper bags for takeaways, but also actively optimises its supply chain while exploring more green, local or vegan food alternatives, so as to keep abreast of the increasing popularity of “green food” and “vegan”.

**Target:**

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

## Secondary goals:



To end poverty, Tsui Wah is dedicated to supporting and participating in public welfare activities to help the underprivileged people in various ways. Also, to ensure that human rights are respected and protected throughout the supply chain, the Group pays attention to its suppliers’ efforts in eliminating modern slavery, forced labour or any exploitation of labours in operations.

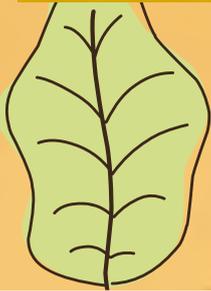
**Targets:**

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

# SUSTAINABILITY MANAGEMENT



## 2 ZERO HUNGER

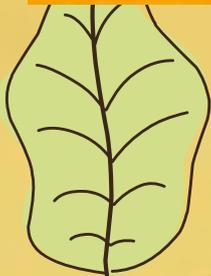


As a famous brand of chain restaurant in Hong Kong, Tsui Wah commits to providing affordable and palatable cuisine to its diners. In the meantime, the Group keeps strengthening its communications with external parties on the potentially negative social and environmental impacts on agricultural production within its supply chain, aiming to conserve and protect the environment and ecosystem.

**Targets:**

- Improve the procurement policy and both quality and environmental management system

## 11 SUSTAINABLE CITIES AND COMMUNITIES



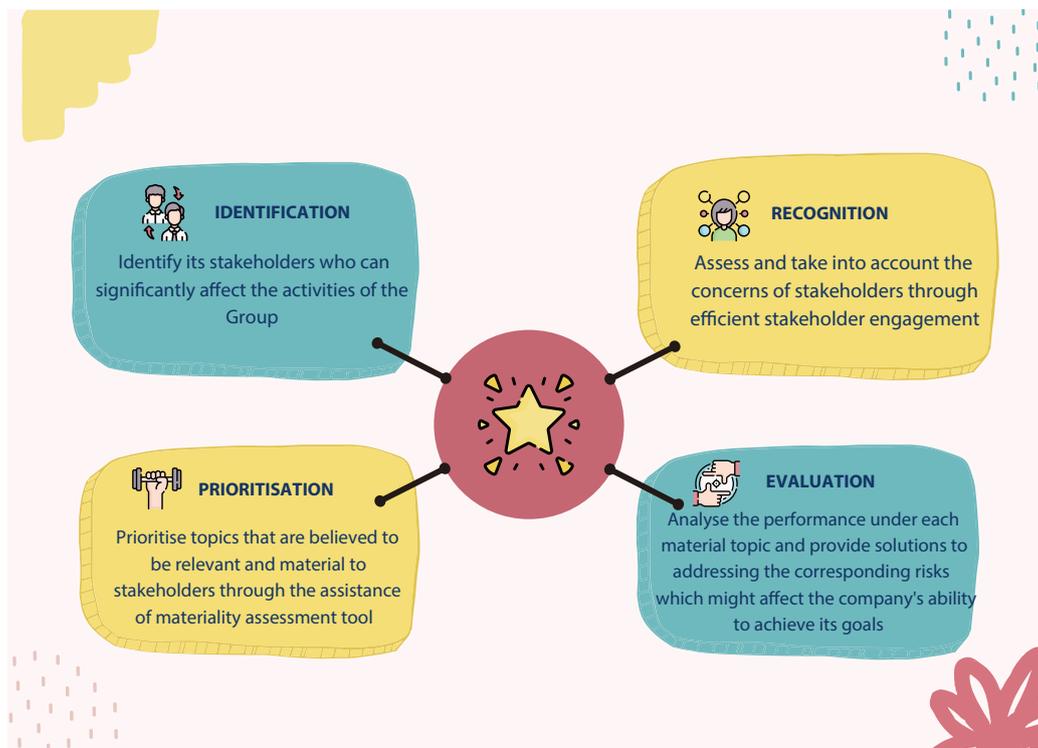
Tsui Wah has long regarded itself as a member of the sustainable development of cities and communities where the restaurant branches operate. Despite not being a significant contributor supporting the development of local infrastructure systems or providing solutions to long-term urban development planning, Tsui Wah respects the local culture, values and languages in its services delivered to the customers. Tsui Wah keeps learning the cultural uniqueness in the regions 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 with innovation 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



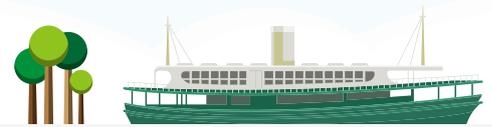
As ESG risks and opportunities for companies vary across industries depending on the corporate business models, the Group conducts formal materiality assessment to ensure it prioritises the issues that have the biggest impact on its business, the communities and matter most to the stakeholders.

Since stakeholder priorities are constantly changing, especially during the Pandemic times with drastic changes and uncertainties, the Group believes it must continually evolve to meet expectations. In FY2022, the Group engaged a third-party consulting firm in conducting a structured materiality assessment by surveying targeted key stakeholders to ensure impartiality through a step-wise approach.

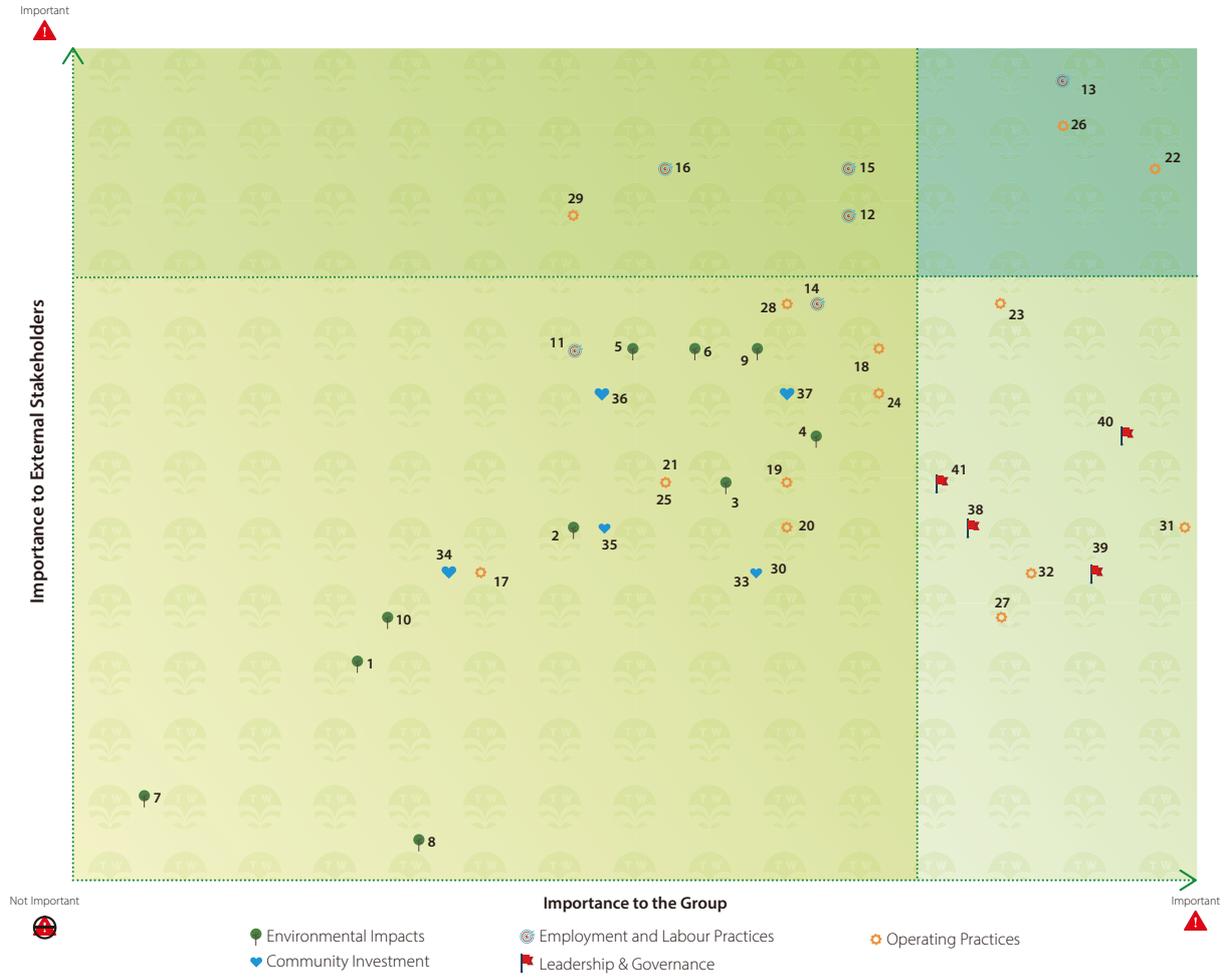
In FY2022, key stakeholder groups including general staff, managerial staff, directors, independent non-executive directors, shareholders, suppliers, media and professional organisations were selected based on their influence and dependence on the Group. The stakeholders who stood out in the first round of evaluation were then invited to participate in an online survey to express their views on a list of ESG issues. The questionnaire was comprised of 41 topics in the fields of “Environmental Impacts”, “Employment and Labour Practices”, “Operating Practices”, “Community Investment” and “Leadership and Governance”, with reference to Sustainability Accounting Standards Board (“SASB”) materiality map. In the survey, all participants were asked to rank the relevance of the respective topic on a scale from “Not relevant” to “Crucial”. In addition, the opportunity to offer additional suggestions in free text fields was given to all participants as well, where the stakeholders can freely express any thoughts and ideas related to each topic under sustainability.

The result of the assessment, which was presented in the matrix below, was handed to the Board for review and endorsement. Incorporating the stakeholders’ views into the senior management’s internal impact assessment, the results of this materiality assessment served as a powerful decision-making tool which assisted the Group to develop its action plans for more targeted ESG management.

# SUSTAINABILITY MANAGEMENT



## STAKEHOLDER ENGAGEMENT MATERIALITY MATRIX



# SUSTAINABILITY MANAGEMENT

## STAKEHOLDER ENGAGEMENT MATERIALITY MATRIX *(Continued)*

### Reference index

#### ENVIRONMENTAL IMPACTS

- 1. Greenhouse gas ("GHG") Emissions
- 2. Air Pollution
- 3. Energy Management
- 4. Water and Wastewater Management
- 5. Solid Waste Stewardship
- 6. Materials Management
- 7. Land Use, Ecosystem and Biodiversity
- 8. Climate Change Mitigation and Adaptation
- 9. Packaging Material Management
- 10. Renewable and Clean Energy



#### EMPLOYMENT AND LABOUR PRACTICES

- 11. Diversity and Equal Opportunity
- 12. Employee Remuneration and Benefits
- 13. Occupational Health and Safety
- 14. Employee Development and Training
- 15. Preventing Child and Forced Labour
- 16. Labour Practices



#### OPERATING PRACTICES

- 17. Green Procurement
- 18. Communication and Engagement with Suppliers
- 19. Environmental Risk (e.g. pollution) Management of Supply Chain
- 20. Social Risk (e.g. human rights or corruption) Management of Supply Chain
- 21. Supply Chain Materials Sourcing & Efficiency
- 22. Health and Safety Relating to Products/Services
- 23. Customers Welfare
- 24. Marketing and Promotion
- 25. Intellectual Property Rights
- 26. Product/Service Quality
- 27. Customer Privacy and Data Security
- 28. Labelling Relating to Products/Services
- 29. Product Design & Lifecycle Management
- 30. Access & Affordability
- 31. Business Ethics & Anti-corruption
- 32. Internal Communication & Grievance Mechanism

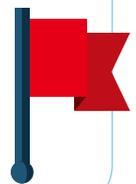


#### COMMUNITY INVESTMENT

- 33. Community Engagement
- 34. Participation in Philanthropy
- 35. Cultivation of Local Employment
- 36. Local Environmental Protection
- 37. Support of Local Economic Development

#### LEADERSHIP AND GOVERNANCE

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



## SUSTAINABILITY MANAGEMENT



Through the materiality matrix analysis, the Group identified “Occupational Health and Safety”, “Health and Safety Relating to Products/Services” and “Product/Service Quality” as issues of high importance to the Group’s sustainable development. Given the high degree of concerns over the aforementioned material issues, the Group has evaluated and addressed the risks and leveraged the opportunities behind those matters, which are elaborated under different sections of this report.

Issue of high importance	Boundary	Potential risks and opportunities
<p><b>Health and Safety Relating to Products/Services</b></p> <p><b>Product/Service Quality</b></p> <p><b>Occupational Health and Safety</b></p>	<p>Mainly focus on the food and cuisine produced and delivered in central kitchens and restaurants.</p> <p>Operations in all restaurants and central kitchens of the Group.</p>	<p><b>Legal and reputation risk:</b> Opportunity to strengthen internal monitoring system and improve its market competitiveness through the provision of high-quality and reliable food.</p> <p><b>Legal risks:</b> Opportunity to create a secure and healthy working environment, thereby ensuring the well-being of all employees who are more passionate about the work.</p>



## SUSTAINABILITY MANAGEMENT

### SUSTAINABILITY PERFORMANCE HIGHLIGHT

As a chain restaurant brand that strives for sustainable development, it is Tsui Wah's unremitting pursuit and original aspiration to become a genuinely sustainable restaurant which always prioritises quality raw materials, monitors the way they are produced, transported, processed and stored, 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 groups in need.

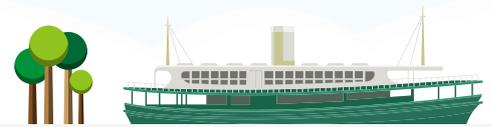
In FY2022, Tsui Wah endeavoured to show an outstanding performance in employment management, customer satisfaction, supply chain risk control, environmental protection and community investment. Reducing unemployment and developing useful skillsets for employees, especially for fresh graduates, are essential components of the 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 the food that we produce and serve. Tsui Wah has developed an efficient approach to managing its suppliers that are responsible for producing, transporting and storing myriads of ingredients for Tsui Wah. Maintaining a sound partnership with its business partners by strengthening its risk control in the supply chain management has always been a top priority of 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 has been an imminent threat to all human kind and "decarbonisation" has now become a mainstream focus of many sectors and businesses to avert global warming. Aiming to move towards a low-carbon economy, Tsui Wah has never slowed down its footstep in exploring the feasibility of utilising clean energy in its business operations, and assigning specific employees and allocating resources to the waste management including food residue and packaging waste from restaurants. Energy efficiency is important to Tsui Wah as well. During FY2022, Tsui Wah developed a set of environmental targets in respect of GHG emissions, energy consumption and water consumption, which are the most significant environmental issues that the Group relates to during its operations.

The community development scheme of Tsui Wah never rests on satisfying the present needs of community groups. Rather, Tsui Wah aims to make its neighbourhood 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 drive meaningful changes to tackle the risks ahead of Tsui Wah in its path to sustainable development.

# SUSTAINABILITY MANAGEMENT



## EMPLOYEE

- 513.5 hours, 18,107.5 hours and 36 hours of internal and external training programmes were organised for employees in Hong Kong, Mainland China and Macau
- Comprehensive occupational health and safety policies with effective implementation
- Various tailor-made training programmes

## SUPPLIER

- Tsui Wah had 621, 121 and 58 suppliers in Hong Kong, Mainland China and Macau respectively
- "Green Procurement" practice

## CUSTOMER

- Cuisine innovation in its diversified business branches
- QR Code Customer Plan — 100% customers' comments were followed up in "Customer's Suggestions and Follow-up Report"
- E-payment and robotic-service technology
- Strict implementation of food safety management system

## ENVIRONMENT

- Compliance with relevant environmental laws and regulations
- Total natural gas consumption intensity declined by 15%
- "Prevention, Recovery, and Recycling" management approach to food waste
- Effective reduction of total non-hazardous solid waste intensity by 10%

## COMMUNITY

- "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
- Community support through donation of materials amid the pandemic

## RESPONSE TO THE PANDEMIC

### General Impact

The Pandemic presented many unprecedented challenges for businesses all over the world especially for the labour-dependent catering business. While many organisations are adapting to a new reality, the ripple effects of the Pandemic are still being felt. Even though Tsui Wah is present in different business channels, the widespread of the Pandemic has caused regions in which Tsui Wah operates to impose lockdowns, isolation periods, closure of non-essential business, and restrictions on dining-in, leading to most of our business activities coming to a standstill during the outbreak. Nonetheless, Tsui Wah's primary response has never been shifted from one of its priorities — safeguarding the health and safety of its people, while managing business continuity and supporting local communities.

### Equipping the Business

Right from the beginning of the Pandemic, Tsui Wah was aware of the importance of timely response to this crisis and thus set up the crisis management committee, of which the responsibilities were to formulate series of internal prevention and control policies to safeguard the health of its employees and customers, adaptive measures of its products and services, as well as to introduce responsible reopening strategies with strict health and hygiene protocols for its employees, restaurants and customers. Looking for positivity, Tsui Wah has taken the Pandemic as a learning opportunity which has strengthened the Group's resilience and solidarity in the long run. Rethinking its processes and its competitive advantage, Tsui Wah has developed new working mode that allows for more flexibility and resilience given the new market conditions.

To cater to the new dining mode of customers, Tsui Wah not only actively cooperated with other takeaway and delivery service providers to extend its coverage and meet customers' takeout demand, but also enhanced its Tsui Wah Delivery (快翠送) platform and launched the Tsui Wah Delivery website to quickly adapt to the trend of online ordering and transactions so as to bring extra revenue to support the Group's operations.

### Protecting its People

Over the past years, Tsui Wah has worked tirelessly to ensure the safety and well-being of its employees while supporting its businesses through tremendous changes. Since Tsui Wah is a people-facing service provider, the constantly changing restrictions and quarantine measures have placed additional pressure to its employees, yet the Group has already remained steadfast by introducing a range of initiatives to heighten the health and safety measures so as to protect the health and wellbeing of its employees.



Taking Tsui Wah's operations in Mainland China as an example, according to the pandemic prevention manual issued, front-line staff working at the restaurants are protected via the following measures.

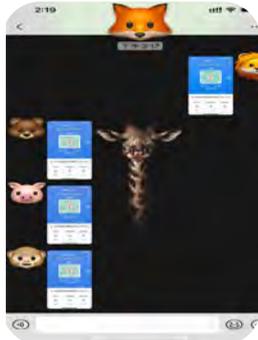
# RESPONSE TO THE PANDEMIC



Personal protective equipment (PPE) such as surgical masks, disposable gloves and sets of protective gears are provided



Body temperature and Health Code (防疫健康碼) declaration are checked every day



Anyone with suspected Health Code should not go to work and should notify the Group's administrative department and human resources department as soon as possible

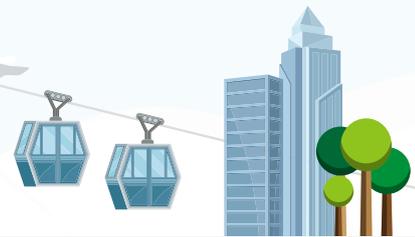


Cleaning and disinfection of workplaces and common areas are enhanced with alcohol-based hand sanitisers provided at prominent areas, and disinfectant sprayed regularly





# RESPONSE TO THE PANDEMIC



## Safeguarding customers

Caring for customers' well-being is one of Tsui Wah's commitments. Wanting its customers to have secure and satisfactory dining experience, the clear communication and reliable supply of safe food were the core focus of the Group in FY2022. From entering into the restaurants to dining at the table or receiving takeaway delivery, the considerate and attentive service of Tsui Wah has been applied throughout.

### 1. Entering with safety

- Body temperature screening and health declaration upon entering
- Disinfection stations equipped with sanitisers, bins for mask, thermometers, tissues, guest registration forms



### 2. Waiting with confidence

- Maintain more than 1 metre of distance between tables, or clearly label the alternative fixed tables as "not for use" to ensure distancing between tables
- Disposable utensils with closed packaging are provided to promote hygiene level
- Dining durations are recommended to be less than 2 hours
- Frequent and thorough sanitisation of all surfaces
- Enhanced ventilation of restaurants



### 3. Enjoying with assurance

- Masks and gloves are mandatory for all staff
- Tidying of tables is assigned to designated staff as instructed by government guidelines
- All staff especially those handling with the frozen food supply chain undertake "nucleic acid test" regularly in compliance with the government orders



# RESPONSE TO THE PANDEMIC



## 4. Expecting with satisfaction

- All takeaway food and utensils are well-packaged and placed at designated spaces to wait for delivery
- Order number and receipt, as well as a "Safety Card" should be pasted on the exterior of the packaging, which specifically indicate the responsible chef, dealer, delivery personnel and their respective body temperature
- Delivery personnel are required to measure body temperature and sanitise their hands when entering the restaurants
- Delivery personnel are required to verify the order numbers and sign to confirm before getting the food to prevent any mistakes

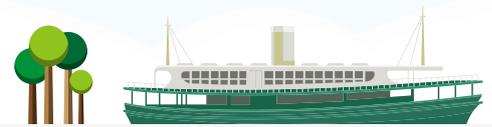


# CARE FOR EMPLOYEES



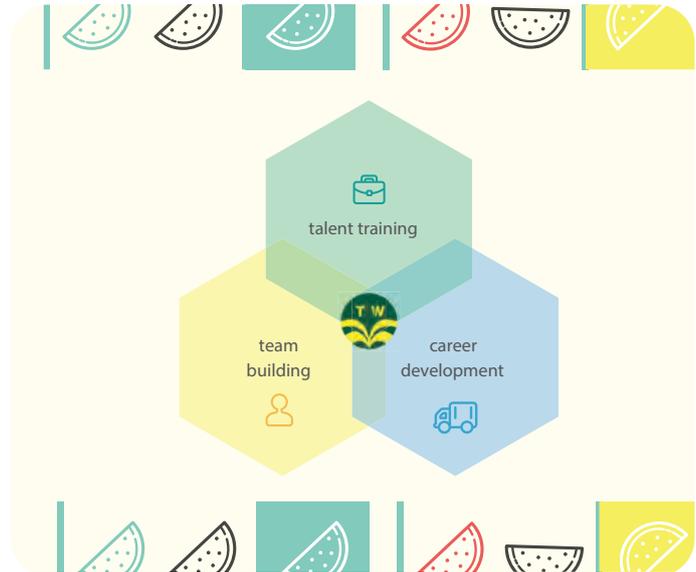
Employees are one of the most valuable assets of Tsui Wah. Striving to create a great place to work where employees can feel respected, Tsui Wah invests heavily in offering exciting opportunities and varied careers for its diverse and inclusive workforce.

## CARE FOR EMPLOYEES



### EMPLOYMENT

As a well-known chain catering brand in Hong Kong, Tsui Wah believes that restaurant operations require the support of a diverse and skilful workforce. Considering its staff as valuable human capital asset, Tsui Wah strives to provide a safe and healthy working environment for its employees. Adhering to its “people-centric” approach, Tsui Wah prioritises the health and wellbeing of 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 recognise talent as one of the pillars upholding the success of companies in the catering industry.



To support its employees in advancing their skills and careers, while making sure that all employees of the Group are competent and equipped with the skill to accomplish the job tasks, Tsui Wah provides various training programmes in relation to the important professional skills in the catering industry to its employees. Meanwhile, the Group has built a clear promotion ladder 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 modern employment management around the world over the past few decades. Tsui Wah has invested massively in the application of digital devices 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 the recruitment process.



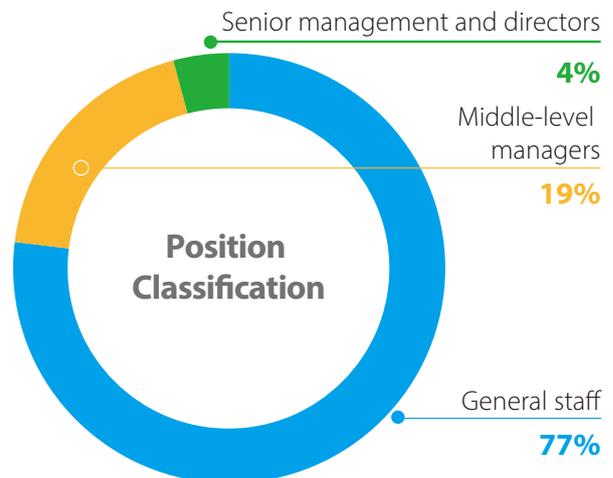
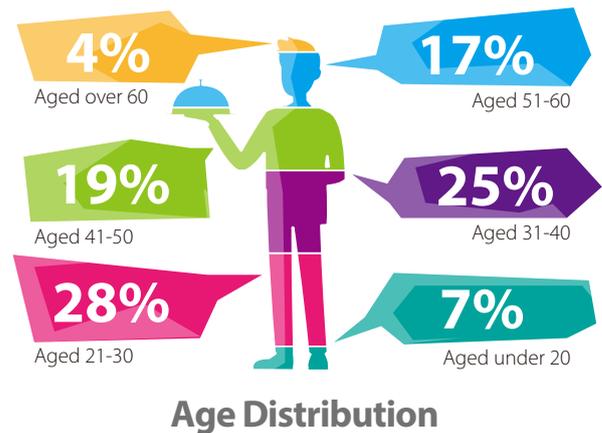
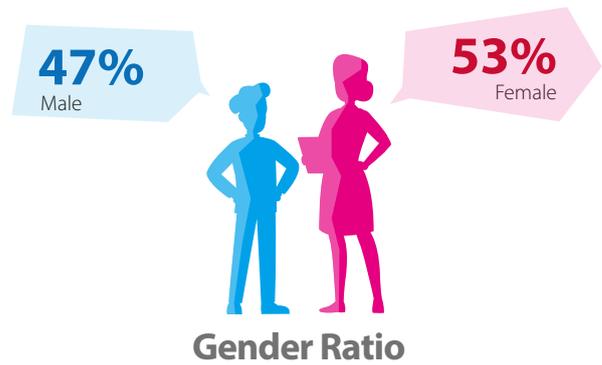
# CARE FOR EMPLOYEES



## Employee Structure

The Group strives to create a decent working environment with equal opportunities. Tsui Wah is proud of its longstanding commitment to its people and it aspires to prosper with its people through an inclusive culture. To this end, Tsui Wah has been committed to balancing the male-to-female employees' ratio in the Group. In FY2022, the male-to-female employees' ratio of Tsui Wah was 47:53.

As of 31 March 2022, Tsui Wah had a total of 858 employees in Hong Kong, 1,256 in Mainland China, 275 in Macau and 59 in Singapore. Meanwhile, there were 2,020 full-time employees and 428 part-time employees working for the Group. More information regarding the different categories of Tsui Wah's employee structure can be found at Table 1 in the **APPENDIX — PERFORMANCE TABLE**.



# CARE FOR EMPLOYEES



## Promotion Ladder

In order to attract and retain the right candidates while empowering employees to navigate their own inspiring careers, Tsui Wah rewards its employees with competitive remuneration packages, along with promotion opportunities. Tsui Wah believes that setting up a fair and effective promotion ladder not only contributes to staff retention and incentivises employees to pursue good performance, but can benefit the Company itself by allocating the assignments to the right person who is most competent for the work as well.

To this end, Tsui Wah has a well-defined organisational structure with a clear 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 with 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.



## Recruitment Channels

Tsui Wah recognises that people generally want to work for a company that has values that align with their own. Thus, the Group aligns its talent acquisition with its business strategy, purpose and values so that the Company and its people are sharing the same goals and can grow mutually.

Apart from a complete talent training package for all new hires, Tsui Wah adopts a set of transparent and clear procedures to attract high-calibre candidates as set out in its annual recruitment plan through numerous channels. To stay competitive as a major catering service provider, Tsui Wah has been recruiting by:

- Diversifying recruitment methods such as hiring via online platforms
- Utilising various social media channels to promote Tsui Wah to its targeted audience
- Hosting on-campus interviews across educational institutions for the convenience of candidates
- Working with the Labour Department and external human resources agencies to promote recruitment of ethnic minority members
- Arranging career events by existing employees

The flexible working place and schedule for graduates are the strengths of Tsui Wah for sound talent acquisition, as it allows more autonomy and initiatives for young people with full passion and potential to realise their dreams. To attract high-calibre candidates, the Group offers fair and competitive remunerations 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 providing 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 a smart approach for customers to rate the quality of food and services, and even vote for the best employee in the restaurant. The result is reported directly to the human resources department of the Group via the internet, who will perform the assessment and make corresponding adjustments to the benefits offered to employees accordingly.

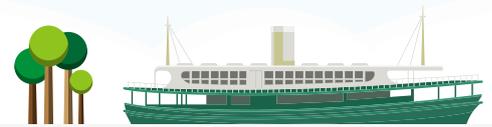
Meanwhile, any appointment, promotion or termination of recruitment contract are based on reasonable, lawful grounds and internal policies as listed in the staff handbooks. Tsui Wah strictly prohibits any kind of unfair or illegitimate dismissal. For those who show unsatisfactory working performance or repetitively make the same mistakes, the Group would warn verbally before issuing a warning letter. For those who remain untamed and constantly violate the Group’s rules, the Group would dismiss the person according to relevant laws in its operating regions (as the case may be). In FY2022, the Group’s turnover rate was 117%. More information about the Group’s employee turnover under different categories can be found at Table 2 in the **APPENDIX — PERFORMANCE TABLE**.



### Working Hours and Rest Periods

To ensure the provision of proper compensation and appropriate working hours for employees, Tsui Wah 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, as well as setting up an attendance management system that could keep monitoring its employees’ working hours. Although the Group does not encourage any overtime working, any employees who work overtime with approved application will be compensated with extra pay or additional days off. In addition to basic paid annual leave and statutory holidays, employees are also entitled to leave benefits such as marriage leave, maternity leave, birthday leave and compassionate leave.

## CARE FOR EMPLOYEES



### Benefits and Welfare

Tsui Wah places great focus on the well-being of its people and highly values their contributions. In addition to the Mandatory Provident Fund, employee compensation insurance and statutory holidays pursuant to the requirements of the laws of local governments, the Group provides a comprehensive and flexible package of benefits to its staff:

- Free restaurant meals for staff during their shift
- Flexible group medical insurance
- Birthday parties, birthday cakes and snacks
- Dormitories are provided for foreign workers, in which all water, electricity, gas and internet fee can be claimed
- Staff at management level are eligible to enjoy the Group's "Food Debit Card"
- Provide free online Chinese doctor consultation and delivery of medicine upon any staff got infected by the Pandemic
- Tipping from customers will be given to qualified staff
- Housing subsidies will be provided to foreign workers, if they do not live in the dormitories provided by the Group



Meanwhile, to ensure that the voices from all employees of Tsui Wah can be heard, the Group has built an "Employees Relationship Team", which acts as a medium making for a 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, practitioners and trailblazers who will help realise the corporate values of the Group. As such, the managers often throw dinner parties in the restaurants with frontline employees and pay the visit to different restaurants, in order to have a better understanding of employee's needs and give them a sense of belonging.

### TSUI WAH ACTIVITIES FOR EMPLOYEES

Usually, the Group arranges a series of meaningful and entertaining activities for its employees. Yet, due to the social distancing restrictions amid the Pandemic prevention and control during most of time in FY2022, the Group only arranged a limited number of activities for its employees. For instance, birthday parties and festival dinner gatherings were held for staff at restaurants, while team building seminars were organised for management staff.





# CARE FOR EMPLOYEES



## EQUAL OPPORTUNITY AND ANTI-DISCRIMINATION

As an equal opportunity employer, Tsui Wah focuses its efforts on promoting diversity and eliminating workplace discrimination regarding issues such as gender balance, people with disabilities, race and ethnicity, etc. As an essential element of its approach working towards equity and belonging, the Group does not tolerate any form of harassment or discrimination and is dedicated to creating a fair, respectful and diverse working environment by upholding its anti-discrimination culture in all its human resources and employment decisions.

Tsui Wah has implemented strict policies to regulate its daily corporate practices and prevent 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 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 FY2022, 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, antidiscrimination, welfare and other benefits that have a significant impact on the Group. More can be found in the chapter **LAWS AND REGULATIONS**.

## HEALTH AND SAFETY

Occupational health and safety is emphasised by the Group internally. Tsui Wah strives to maintain high standards in fostering a secure and cosy working environment for all employees through the strict implementation of internal guidelines and policies, while abiding by the relevant laws and regulations in its operating regions, which more can be found in the chapter **LAWS AND REGULATIONS**.

### Employee Health Strategy



## CARE FOR EMPLOYEES



### HEALTH AND SAFETY (Continued)

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 restaurants, such as cleaning area, cutting and preparation work zone, baking room, cooking kitchen and serving place. Such separation and organised working area and the process could to a large extent ensure safety in the workplace, thereby further eliminating the risk of collision, tension and chaos in the restaurants.

Tsui Wah has established its internal “Health and Safety Policy” and “Occupational Safety and Health Rules and Guide” to regulate the working procedures, improve the working environment and standardise employees’ practice in the workplace, such that occupational hazards can be eliminated. Monitored by the human resources department, the relevant policies introduce in detail 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, scald and cut prevention, electrical security, office safety, emergency preparedness and responsiveness.

To ensure that the principles and regulations set out in the internal policies can be communicated internally and all staff has a good understanding of the requirements related to health and safety, thereby gradually developing a corporate culture that stresses safety in the workplace, the Group has designed and provided professional induction training covering relevant topics and distributing all relevant materials and operation manuals to its employees. Meanwhile, the internal policies also specify the strict requirements for the inspection of potential safety risks, which is required to be performed from time to time. The operation department of the Group is responsible for safety risk inspection, recording, analysis and rectification so as to strive for a safe production with zero accident rate.



## CARE FOR EMPLOYEES



### General restaurant safety policies

1. "5S — sort, stabilise, shine, standardise and sustain" management system should be established to standardise operational practices to ensure restaurants and kitchens are safe and pose no threat to health.
2. The surface of all floors of restaurants and kitchens shall be maintained even and non-slippery. Effective drainage and timely cleaning should be maintained to prevent accumulation of water. Staff are required to wear non-slippery shoes to prevent accidents.
3. Knives and other sharp apparatus should be kept safely with blades protected and only used for intended purposes.
4. Containers for hot water or oil should not be overfilled and should be properly placed with clear labels.
5. Employees handling ovens or steamers should wear proper work clothes, protective gloves and aprons.
6. Materials and equipment including doors of cupboards should be organised in such a manner that no danger would be caused to anyone.
7. First-aid boxes should be available to employees in all workplaces with convenient access.
8. Good ventilation and sufficient lighting should be maintained in all workplaces.

In FY2022, the Group was in compliance with the relevant laws and regulations relating to providing a safe working environment and protecting employees from occupational hazards that have a significant impact.

## CARE FOR EMPLOYEES



### Emergency Handling

In case of any emergency, the Group regulates that all accidents be immediately reported to the shop manager and the responsible personnel from the operational department and human resources department of the Group. Injured staff need to be accompanied by other employees and escorted for medical treatment. An emergency report, which includes the details of the accident, follow-up arrangements and suggestions, should be handed to the administrative and human resources department within 24 hours, while all other relevant evidence and documents such as doctor's prescriptions, medical reports and photos should be handed in within 48 hours. All records are required to be kept by the administrative and human resources department and reviewed if necessary, which to a large extent eliminates the causes of the accident and prevents similar cases from recurring again or occurring elsewhere.

### Performance

In FY2022, 43 cases of work-related injuries were reported to the Group with a total lost days of work due to injuries being approximately 369 days. Aiming to consistently lower the lost days due to work-related injuries, the Group will further expand the scope and improve the quality of its health and safety-related training programmes in Hong Kong, Mainland China, Macau and Singapore, and continuously maintain a sound working environment and reinforce the regulations of the safe use of appliance during operations. In the past three years including FY2022, the Group found zero work-related fatality.

During FY2022, the Group was not aware of any material non-compliance with relevant standards, rules and regulations, and had no major accident encountered. For the protection of health and safety of staff amid the Pandemic, please refer to the chapter **RESPONSE TO THE PANDEMIC**.

## DEVELOPMENT AND TRAINING

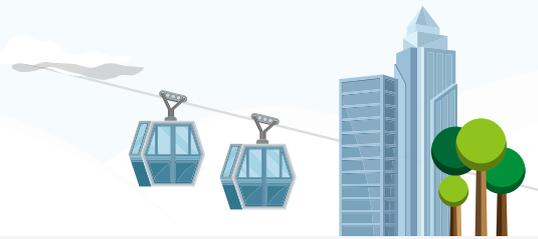
Having a strong record of training access, Tsui Wah has been providing lifelong learning opportunities for all employees regardless of their roles. Combining training with talent cultivation and employee career design, Tsui Wah continuously improves employees' knowledge level, work ability and initiative, and promotes the mutual development of both the Group and the individuals.

### Internal Training

Tsui Wah keeps updating its on-the-job training manuals for its employees and allows its employees to choose internal training programmes in various channels. The programmes cover training for both frontline table services and value-added courses for the production department. In addition, a complete induction training package is normally provided to all new hires, which includes the history of the 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 nutrition courses, fire safety courses and first aid classes. The Group is committed to developing a skilful and efficient team that is conversant with different techniques in the catering field through well-designed training programmes.



# CARE FOR EMPLOYEES



## DEVELOPMENT AND TRAINING (Continued)

### External Training

To further enhance the professional skills of its employees and meet the Group’s development goals, the employees of Tsui Wah are strongly encouraged to attend external training courses and professional qualification examinations. External training includes short-term trainings conducted by professional institutions, overseas inspections of senior management personnel and other academic trainings, which are subject to the approval of the Group’s management and the arrangements of human resources department of the Group. Employees who have passed professional qualification examinations and successfully obtained vocational qualification certificates can receive reimbursements from the Group. Meanwhile, the Group often invites external organisations and experts to provide relevant training to its employees.

## 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 spotted and addressed



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

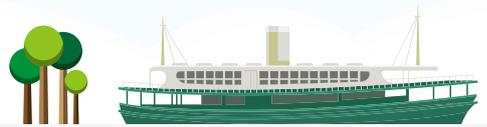
Higher productivity and revenue can be achieved rapidly once individual goals are integrated and aligned with the organisational targets through communications and training

Attract and retain the best talent in the market by offering a range of programmes to build employee competencies and careers

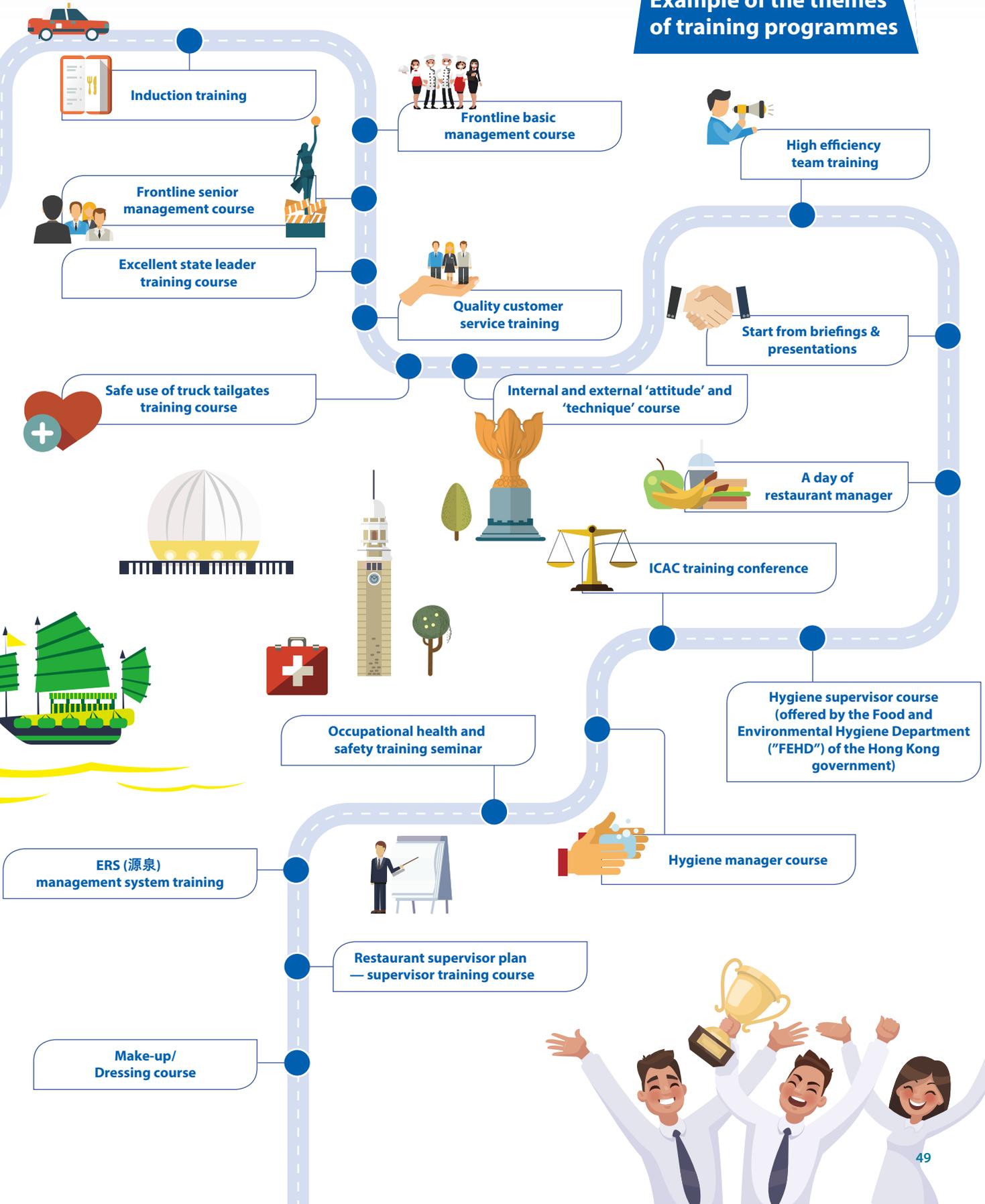
Well-designed training programs provide employees with standard specifications of the responsibilities they are required to assume and promote a harmonious relationship between employees and management, during which the team spirit can be gradually bred



# CARE FOR EMPLOYEES



## Example of the themes of training programmes





## CARE FOR EMPLOYEES



The Group has enforced a training management system and assigned a taskforce exclusively responsible for the arrangement and monitoring of training courses for its employees. Tsui Wah has kept detailed training and attendance records, including the training category, course name, responsible organisation, date, attendance, training hours etc. Any special incidents or absence of employees would be also recorded for future inspection.

### Performance

In FY2022, 63% of Tsui Wah's employees received around 18,657 hours of training. In particular, the Group's employees in Hong Kong, Mainland China and Macau received 513.5 hours, 18,107.5 hours and 36 hours of training respectively. In view of the special context in the past years under the Pandemic, additional training programmes regarding hygiene awareness were arranged across the organisation for all employees. More detailed information about the distribution of employees trained and training hours received can be found in Table 3 and 4 in the chapter **APPENDIX — PERFORMANCE TABLE**.

### LABOUR STANDARDS

Being cautious and highly respecting human rights for all in its operations, Tsui Wah 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) and other relevant labour laws and regulations in regions it operated in FY2022. To combat 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 the responsibility of the Group's human resource department to monitor and ensure 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 conform to the relevant labour laws, regulations or standards, the relevant employment contract will be immediately terminated and the staff responsible for the recruitment will be disciplined according to Tsui Wah's internal regulations.

In FY2022, the Group was in compliance with the relevant laws and regulations, in relation to the prevention of child and forced labour that has a significant impact on the Group.

### ANTI-CORRUPTION

Tsui Wah believes that fair and honest reputation is an important asset of an enterprise and is crucial for its long-term development and achievements. As such, Tsui Wah strictly requires its employees to comply with local and other applicable regulations such as the Anti-Corruption Law of the People's Republic of China (中華人民共和國反腐敗法) and the Prevention of Bribery Ordinance (Cap. 201 of the Laws of Hong Kong), as well as maintaining ethical business and professional conduct in accordance with the code of conduct as clearly stated in the staff handbook.

Tsui Wah upholds a zero-tolerance approach to bribery and corruption and is committed to acting professionally, fairly and with integrity in its businesses. The Group values its employees' business conducts and integrity, and expects them to fulfil their duties with ethics and discipline. The Group has formulated and strictly enforced a series of anti-corruption policies as stated in its staff handbook to restrict its staff from offering or accepting improper benefits to/from customers or suppliers. For instance, the Group enacted "Handling red envelope guide" (處理「利是」指引) to manage any improper practices.

## CARE FOR EMPLOYEES



### ANTI-CORRUPTION *(Continued)*

Employees are required to try one's best to avoid conflicts between their personal interests and the interests of the Group. If conflict of interest cannot be avoided, employees must declare to the Group. The Group is dedicated to eliminating corruption, extortion and money-laundering within the Group including the misappropriation of company property and confidential data, falsification of accounts and documents, etc.

All staff are encouraged to raise concerns about possible improprieties in any misconduct or malpractice that may infringe upon to the Group's interest. 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 suspected 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 and consolidated by the Group, the convicted staff will be dismissed and a report will be made promptly to the relevant regulators or law enforcement authorities when the management considers it necessary.

As part of Tsui Wah's commitments to instilling the principles and rules of anti-corruption to its employees who are expected to develop the awareness of rooting out any unethical business behaviour in the organisation, the Group regularly shares the knowledge with its employees through case studies and organises anti-corruption-related training, so as to increase their compliance awareness. All new-joiners of Tsui Wah receive anti-bribery training in the orientation. In FY2022, due to social distancing measures amid the Pandemic, the Group did not organise any anti-corruption training in FY2022 for its staff or directors.

The Group's human resources department is responsible for the implementation of the aforementioned policies and the regional Chief Executive Officer is responsible for monitoring the effectiveness of such policies. As a result of the effective implementation of the Group's anti-corruption policies, in FY2022, there were no concluded legal cases regarding corrupt practices brought against the Group or any of its directors and employees.

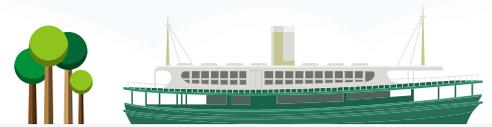
During FY2022, the Group was in compliance with the relevant laws and regulations in relation to bribery, extortion, fraud and money laundering that have a significant impact on the Group.

# CARE FOR CUSTOMERS



Serving its customers with safe and high-quality food produced with conscientious and continuously optimising its service quality are the motto of Tsui Wah. As an F&B company with extensive presence, Tsui Wah aims to leverage its decades of experiences to offer safe, affordable and high-quality products for people across all age groups. Tsui Wah pays particular attention to its customers' feedback, believing the barrier-free dialogue is beneficial to the long-term improvement of its restaurants and business, 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 creating more styles of cooking that are geared towards diners with distinct preferences in food. As such, Tsui Wah has launched a series of new brands including Ging Sun Ho King of Bun (堅信號上海生煎皇), Nijuuichi Don (廿一堂), Ceylon (錫蘭) and Homurice (揚食屋). 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.

#### Ging Sun Ho King of Bun (堅信號上海生煎皇)

Joining the Group near the beginning of 2019, Ging Sun Ho King of Bun has been mainly focusing on providing Shanghai buns and various kinds of noodles for its customers. To better understand and meet its customers' needs, Tsui Wah has been making good use of the social network platform such as Facebook, to interact with customers. In response to the increasing demand for vegetarian choice, Tsui Wah has introduced new dishes made with plant-based meat "Omnipork" to satisfy the requirements of its vegetarian customers, as well as providing alternative choices for other customers.



#### Nijuuichi Don (廿一堂)

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

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



## CARE FOR CUSTOMERS

### Ceylon (錫蘭)

Starting from 2021, Ceylon is a new brand of the Group in providing local Cha Chaan Teng food to customers including Hong Kong-style afternoon tea sets and sizzling pan-fried dinner. With an in-house bakery, the Hong Kong style pineapple bun with butter is also one of the famous dishes of Ceylon.



### Homurice (揚食屋)

As a specialised restaurant featuring Japanese-style Omelet Rice, Homurice prioritises the strict selection of Japanese eggs and rice as raw materials to let its customers to feel the original taste of this simple and delicious cuisine. Meanwhile, another main series "Yang Sik"-fried food, also reveals the authentic flavour of Western and Japanese cuisine with the characteristic of crispy on the outside, soft on the inside.



## SERVICE DIVERSITY THROUGH INNOVATION

### Membership System

In early 2020, Tsui Wah launched a new membership system in collaboration with Storellet application. The membership system allows the Group to better engage with customers in a flexible way while promoting its restaurants and offering its latest news including the discount for its members.

With the successful application of this innovative membership scheme, Tsui Wah is committed to building a more solid and long-term relationship with its loyal customers, ramping up the communication with its stakeholders, improving its competitive edge in the market and enhancing its service quality by providing its customers the brand-new and enjoyable consumption experience with redeemable points for gifts and cash coupons.

### Enhanced Ordering and Billing Experience

Nowadays, e-payment has become one of the popular mainstream payment methods. Tsui Wah, therefore, has introduced various e-payment platforms, including Alipay, WeChat pay, Apple pay and Android pay in its restaurant operations. The Group believes that keeping pace with the e-payment trend will undoubtedly give a fillip to its business and attract more diners who prefer the convenience, efficiency and fun of e-payment in the near future. At the same time, mobile ordering using QR code has also been introduced to allow electronic payment through mobile application for ordering at dining locations.

Meanwhile, aiming to save customers' time and reduce human error during ordering, self-service ordering system which allows customers to order and pay at the same terminal platform are set up and piloting in the btw restaurants. If the trial runs smoothly, the Group also plans to roll out this system to all restaurants in the long run.

## CARE FOR CUSTOMERS

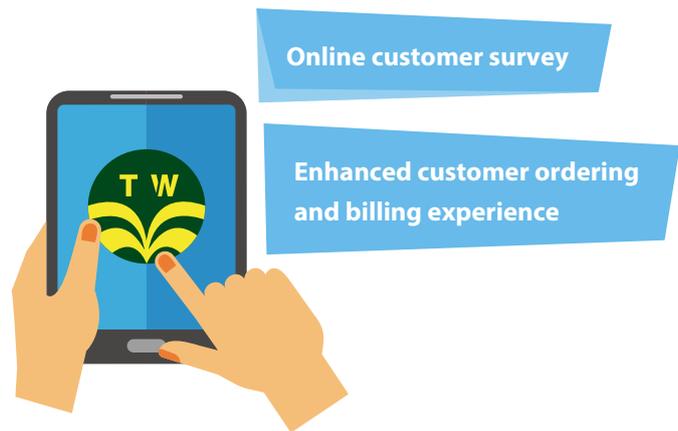


### Expanded Delivery Coverage

To bring its customers a more flexible and convenient service experience and to expand its businesses to new areas where diners may not have easy access to Tsui Wah, Tsui Wah has partnered with various delivery platforms in providing delicious and authentic dishes through the fast and reliable food delivery service, which the customer can order and track on their phones. Meanwhile, keeping abreast of the online ordering trend developed under the restrictions of the Pandemic, the Group also developed and launched its “Tsui Wah Delivery” website to cope with increasing online ordering demands.

### LISTENING TO CUSTOMERS

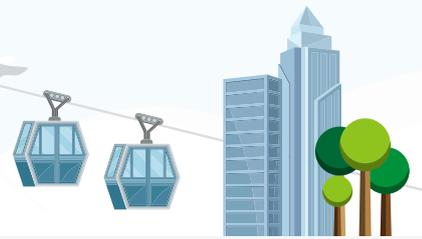
Tsui Wah’s “QR Code Customer Plan” provides an easy pathway to timely collect customer’s feedback and helps Tsui Wah better address the concerns of its customers. Through an easy scanning step, customers can make compliments, complaints and suggestions for future improvement on a variety of aspects, including food quality, waiters’ service 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. With the increasing trend of leaving comments on social media pages and food review websites, Tsui Wah has also paid attention to the opinions of its customers through these channels. Tsui Wah values all customers’ feedback and analyses the comments from all branches on a monthly basis.



In FY2022, majority of comments from our customers were positive appraisals. To follow up on comments raised by its customers, especially the feedback that is conducive to refining its operations and keeping improving its 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, the report needs to detail the context of relevant incidents, including proposed plans for improvement, record the evidence of the follow-up measures/training, take notes of the response of customers who have received the feedback from Tsui Wah, and need a report from the executive of operations on the management progress of relevant incidents.



## CARE FOR CUSTOMERS



### Comments From Our Customers

I visited the restaurant in the morning for breakfast, and I was fascinated by the professional services provided by the restaurant manager and cleaning staff. Within my 30-min visit, I have witnessed them taking care of every single customer warmly. I would like to thank them and praise them for their heart-warming services.

**Customer A**



I went to the restaurant on a Sunday morning and ordered two breakfast sets. The portion were in good size with the scrambled eggs being tender and the bread being crispy. The hot milk tea was fragrant and smooth. It was well-deserved being the signature drink guaranteed quality of Tsui Wah!

**Customer B**

I have ordered a vast amount of chicken pie for event use from one of the Tsui Wah restaurant. The restaurant manager was very organised and patient when helping me confirm the orders. I would like to praise the manager for her detail-minded and excellent service quality. I will order from Tsui Wah again next time!

**Customer C**



The environment and seats of the restaurant were tidy and clean. The service attitude was passionate and as good as always. The egg tart and the pineapple bun were so crispy that I love them very much!

**Customer D**

**Customer E**

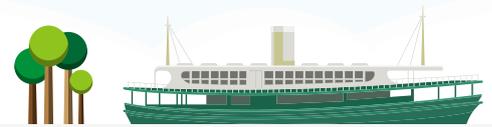
I love Hong Kong-style food. I hope there can be more branches in Suzhou Mainland China so as to spread the local Hong Kong taste.



The quantity of each dish is as sufficient as usual. The baked pineapple bun with frozen butter was the best dish I had ever had! I also recommend people trying the pork cartilage fired rice!

**Customer F**

## CARE FOR CUSTOMERS



### Complaints Handling

Although Tsui Wah strives to provide excellent food and services to its customers, there will also be times where there are room for improvements being spotted by its customers. Following the Group's internal policies, in case any complaints are received, a record should be made clearly with the corresponding restaurants and involved personnel recorded. The restaurant manager should submit the complaint report to the Group's operation department and marketing department for replying to the customers within 5 days of the incident recorded. Specific improvement plans will be developed by the restaurant manager and follow-up actions will be taken by the operation manager when necessary.

In FY2022, the Group received 18 complaints from its restaurant operations, mainly related to the takeaway food or packaging quality, with 100% response rate and resolve rate handling based on the aforementioned measures. The complaints received during FY2022 did not have any material impact on the Group's brands, business and operations.

## VALUE FOOD SAFETY

In FY2022, the Group strictly abided by the applicable laws and regulations, such as the Food Safety Ordinance (Cap. 612 of the Laws of Hong Kong), and implemented comprehensive safety policies for the management of central kitchens and all restaurants of Tsui Wah. With an objective to continuously ensure the Group's food quality and enhance hygiene standards, which are considered the fundamentals to guarantee the safety of food products and health of diners, Tsui Wah has established a food safety management system, which strictly controls the working procedures so as to provide customers with quality-guaranteed delicious cuisine. Tsui Wah has applied and obtained a number of licenses in relation to being a hygienic, safe and legal restaurant, including but not limited to the "General Restaurant License" and "Food Factory License" from the FEHD.

### Food Safety Management Principles





## CARE FOR CUSTOMERS



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 improvements of the corporate quality management system, Tsui Wah is committed to standardising its management approach in all restaurants and central kitchens, while bringing more innovative elements to its business development.

According to the framework of corporate food safety management principles, the following four aspects have been given particular attention to by Tsui Wah. In FY2022, food safety targets are set accordingly, with internal reviews arranged on a regular basis.

FOUR KEY ASPECTS	FOUR KEY TARGETS
1 Microbiological test pass rate for finished products, production environment and packaging materials	1 Pass rate achieve higher than or equal to 95% every half year
2 Number of severe food safety incident	2 Less than or equal to 1 incident per year
3 Number of products received complaints and being recalled	3 Less than 0.2% of the monthly production
4 Amount of food discarded due to production error or ingredient issue	4 Less than 0.5% of the monthly production

## CARE FOR CUSTOMERS



### Quality Management Approach

In accordance with the requirements of the ISO 22000: 2018, Tsui Wah establishes, implements, maintains and continuously improves its food safety management system. Applicable to the processes from raw materials procurement, storage to production and delivery, the Group's quality control department, factory affairs department and production department are required to follow and familiarise themselves with this system, including a good understanding of Tsui Wah's products, production process, equipment and relevant food safety standards.

Meanwhile, a sound communication with external parties of Tsui Wah's value chain regarding the food safety management system is also believed to be key to ensuring effective and sustainable implementation of relevant food safety policies within the organisation. The food safety team is in charge of communicating with external stakeholders, including suppliers, customers, relevant governmental departments and other organisation. The topics that need to be discussed with these stakeholders should at least cover:

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

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 that Tsui Wah often chooses for its internal communications.



# CARE FOR CUSTOMERS



## Restaurants:

All restaurants under the brand of Tsui Wah strictly adhered to the basic food safety management principles of the Group in FY2022 and implemented the following procedures to ensure the high-quality and safety of cuisines served to customers.

### Standard formulation

- Formulating the food safety standard guideline that follows the food safety manual published by the Centre for Food Safety of the Hong Kong government
- Restaurant hygiene standard
- Operation management manual developed by the production department of the Group

### Employee hygiene training

- Internal and external training offered to employees through courses, seminars and knowledge sharing activities

### Internal audit on practices

- Self-audit by the restaurant managers within the restaurants every day before shops opening
- Reciprocal audit by other restaurant managers within the Tsui Wah Group
- External inspection performed by the FEHD

### Record and retrospective review

- Recording and reporting any incidents that have happened and preventing the same incident from occurring again with the implementation of effective measures



## Central kitchen:

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

To be timely updated of product quality and service level of suppliers, the suppliers who are subject to the 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 ISO 22000:2018 Food Safety Management System and the procurement department of the Group. All incoming raw materials will be inspected thoroughly according to the national, industrial, local and the Group's standards. All materials that are not up to standard will not be accepted and must be returned to the suppliers.



### EQUIPMENT INNOVATION

Tsui Wah focuses on the upgrading and innovation of cooking equipment. Specifically, by purchasing and installing state-of-the-art equipment in central kitchens, the Group is committed to minimising the food safety risks during 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 the external environment at normal temperature. Meanwhile, Tsui Wah ensures that its equipment and food processing environment comply with the Food Safety Local Standard-Central Kitchen Hygiene Standard (DB 31/2008-2012).

### SOURCING MANAGEMENT

## CARE FOR CUSTOMERS



### Control of Unqualified Products and Recall Procedures

Central kitchens of the Group make sure that all products meet the expectations of restaurants through the implementation of PRP (prerequisite program), OPRP (operational prerequisite program) and HACCP (Hazard Analysis and Critical Control Point) system. In case of any unqualified products identified, actions will be taken in accordance with the internal policies including “Corrective and Preventative Actions Management Program”, “Disqualified Product Management Program” and “Tracing and Recall of Products Program”.

When any of the Group products are found to have food safety hazards and may cause health or safety threat to consumers, the relevant information will be notified to the relevant parties in a timely manner to avoid or reduce the impact of hazards. When the central kitchen received the product recall notification from restaurants, the Group’s transport department should arrange the recall of products within the same day and seal all recalled products for the further handling of the quality control department. The storage department will be responsible for checking the destination of the same batch of products and organise same arrangements for other impacted restaurants. The quality control department should consolidate the recall amount, stored the recalled products at designated places with “Pending for Inspection” seal. The quality control department should also investigate the reason for such incident in a timely manner and complete the investigation report with all paper documents regarding the recall reason, scope and handling outcomes being submitted to the top management.

In FY2022, the Group did not recall any products for safety and health reasons.

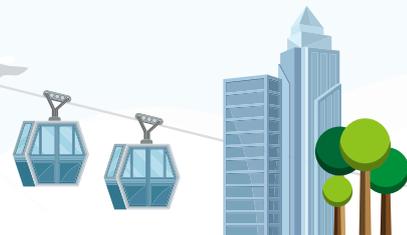
## ADVERTISING & LABELLING

Within the public health community, there is a 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 to promote healthy food choices and eating style. Thus, Tsui Wah ensures that its advertising and labelling practices abide by applicable laws and regulations, including the Trade Descriptions Ordinance (Cap. 362 of the Laws of Hong Kong) and the Advertising Law of the People’s Republic of China (中華人民共和國廣告法), which prohibit unfair trade practices such as false descriptions, misleading omissions, bait advertising and wrongful acceptance of payment. The sales and marketing departments of the Group provide accurate 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.

Meanwhile, Tsui Wah also emphasises the informed eating choices through responsible labelling and marketing practices. In FY2022, the Group was in compliance with the Food and Drugs (Composition and Labelling) Regulations (Cap. 132W of the Laws of Hong Kong) for all its pre-packing food products. A full list of useful information about the product, including its nutritional information and allergen substances is clearly visible and displayed.



## CARE FOR CUSTOMERS



### CUSTOMER PRIVACY

Tsui Wah is dedicated to protecting the information privacy and confidentiality. As the Group receives a substantial volume of confidential and private information from its operations, 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 online questionnaires and surveys in the restaurants are taken as confidential information by Tsui Wah and will only be used for internal food and service improvements. The Group prohibits the provision of customers' information to a third party without the authorisation from the customers. All collected personal data is treated confidentially, kept securely and accessible by designated personnel only. The Group's IT department is responsible for setting 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). With the continuous implementation and monitoring of the human resources department, the Group stays alert to the relevant legal issues and update its internal policies when necessary to avoid any breach of the regulatory requirements in regard to data security. During FY2022, the Group did not receive any substantial complaints regarding breaches of customer privacy.

### INTELLECTUAL PROPERTY RIGHTS

The Group has been dedicated to protecting and enforcing its intellectual property rights (IPR), which are crucial to the sustainable business growth of Tsui Wah. The Group currently operates its restaurants under its core brand "Tsui Wah" and other brands, namely Ging Sun Ho King of Bun (堅信號上海生煎皇), Nijuuichi Don (廿一堂), Homurice (揚食屋), Supreme Catering (至尊到會), Ceylon (錫蘭), btw, Chilli Chilly (川辣堂), "From Seed to Wish" 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, trademarks, proprietary know-how and secret recipes. To enhance the awareness of the importance to protect the 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 assets 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 and staff handbook clearly regulates the correct procedures of handling confidential information and provides detailed guidance to the employees to better verify any possible actions that may violate the Group's intellectual property rights and to take immediate steps to safeguard the Company's legitimate rights and interests.

During FY2022, the Group was not aware of any third-party infringement on its trademarks and has fully comply with relevant laws and regulations, including the Trade Marks Ordinance (Cap. 559 of the Laws of Hong Kong) and the Copyright Ordinance (Cap. 528 of the Laws of Hong Kong).

In FY2022, 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

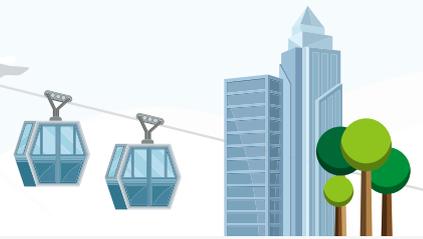


Helping to boost the well-being of communities and support a just transition to sustainable future are at the core of Tsui Wah's activities to help boost livelihoods and strengthen communities. Tsui Wah seeks to play its part in engaging the underprivileged, supporting in times of need and promoting environmental awareness.

During FY2022, due to the social distancing restrictions and other Pandemic prevention and control measures launched by the local governments, the Group only organised and engaged in limited amount of philanthropy activities. Nevertheless, Tsui Wah's engagement in community activities and contributions to global sustainable development has long been recognised by the public and received a high appraisal by local governments, media and a great many peers. When the world starts to resume its operations in the new normal, the Group will continue its efforts in supporting the communities and identifying suitable opportunities for contribution.



## CARE FOR COMMUNITIES



### ENGAGING THE UNDERPRIVILEGED

As a responsible corporation, the Group encourages its employees to contribute to the society and participate in community welfare activities through community services. Tsui Wah recommends all its staff to get involved in “Prosperity of both the physically handicapped and disable-bodied” activities and is committed to enhancing an inclusive society, so that all individuals can enjoy equality and respects in different areas of life. Meanwhile, Tsui Wah has also 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.

During Mid-Autumn Festival in 2021, the volunteers of Tsui Wah paid home visits to the elderlies living alone and donated mooncakes to the Parklane Rehabilitation Home so as to share the love and care with the minorities of the society during the times of celebration.



### PROMOTING ENVIRONMENTAL AWARENESS

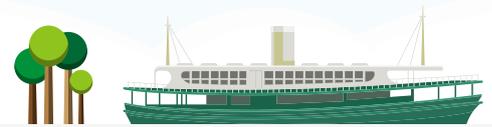
As a catering service provider, the Group encourages its employees to spread the concept of an environmentally friendly lifestyle that can make our world a better place to customers. For instance, every customer is offered one piece of tissue only and will get more only if they ask for it. Waiters/Waitresses may suggest their customers ordering less and saving 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. Tsui Wah has also 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.

### SUPPORTING IN TIMES OF NEED

Over the 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. In June 2021, in view of the reoccurrence of the Pandemic in Mainland China, the Mainland branches of Tsui Wah took action immediately and donated more than 1,000 free meals and drinks to support the frontline medical staff who worked tirelessly safeguarding the public health of the city.



# CARE FOR COMMUNITIES



## THEORY OF CHANGE

Practicing its mission of boosting livelihoods and strengthening communities into every moment of its daily operation among employees.



**Engaging the Underprivileged**

Distributed mooncakes to charitable organisations and elderly centres, such as Pentecostal Church of Hong Kong-Tsz Fung Neighbourhood Elderly Centre (竹園區神召會慈鳳長者鄰舍中心), Oi Man Neighbourhood Elderly Centre of Yang Memorial Methodist Social Service (循道衛理楊震社會服務處愛民長者鄰舍中心), Salvation Army — Yaumatei Multi-service Centre for Senior Citizens (救世軍油麻地長者地區中心), Baptist Oi Kwan Social Service-Chan Tak Sang Memorial Neighbourhood Elderly Centre (浸信會愛羣社會服務陳德生紀念長者鄰舍中心), Parklane Rehabilitation Home (柏齡護理院) during Mid-Autumn Festival.

Supported the "Unleashing Rehabilitated Offenders' Potential" program jointly organised by the Correctional Services Department (CSD) of the Hong Kong government and the Centre for Criminology of the University of Hong Kong (HKU).

Pay home visits to the elderlies living alone during Mid-Autumn Festival to share with them love and care during times of celebration.

**Supporting in Times of Need**

Donated and delivered free meals and drinks to support the frontline medical staff amid the difficult times of the Pandemic

Participated in Hong Kong and Kowloon Walk for Millions and raised funds for the "Family and Child Welfare Services" supported by the Community Chest.

Organised voluntary teams to help citizens in Macau face Typhoon Hato in August 2017 and subscribed a large amount of money and materials.

**Promoting Environmental Awareness**

Drink without plastic straw and plant-based pork Omnipork to raise eco-friendly awareness through small actions and daily operations of the restaurants.

Supported and sponsored Green WALK Hong Kong held by World Green Organisation, which aims to advocate walking more and taking less public transportation for the short journey, in order to practise low carbon living as well as releasing stress from work, lessen carbon emission and slowing down the effects of global warming.

Self-help water service and one tissue per customer approach to spread the concept of eco-friendly behaviour and practices to save natural resources

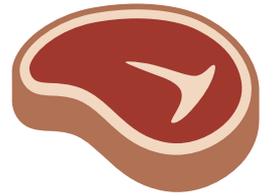
**Expected Impact**



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

\*More corporate and social activities in which Tsui Wah participated in the past can be found in [http://www.tsuiwah.com/about-tsui-wah/responsibility/public\\_charities/](http://www.tsuiwah.com/about-tsui-wah/responsibility/public_charities/)

# CARE FOR SUPPLIERS



As a catering company with extensive restaurant network, Tsui Wah relies on secure supplies of high-quality ingredients. With customers increasingly expecting responsible sourcing from service providers, the Group is committed to ensuring that its supply chain complies with the standard of ethical and responsible conduct while striving to eliminate environmental and social challenges in its supply chain through transparent procurement procedures, continuous information exchanges and supplier evaluations.

## CARE FOR SUPPLIERS



### ENGAGEMENT AND MANAGEMENT APPROACH

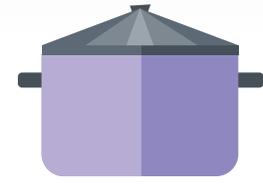
In FY2022, the Group was in stable collaboration with 621 suppliers located in Hong Kong, 121 suppliers located in Mainland China and 58 suppliers located in Macau. To uphold the safety and the quality of its products, the Group's procurement department strictly implements its supplier engagement and management approach on all of its key suppliers.

Setting strict criteria when selecting suppliers, suppliers of the Group are required to hold licenses approved by the local governments 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 performed 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 assessments on the existing suppliers are 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

## Evaluation and procurement

In accordance with its supplier management process, the procurement department of the Group conducts due diligence and thorough investigations on its suppliers (including quality of goods, compliance violation records, production technology and service quality) before formal cooperation. In case of environmental or social risks identified for specific candidates, the Group will not work with them and will put them into the blacklist. Warning notices will be given to the suppliers who are not up to par in terms of food quality during collaboration, while follow-up actions on their corrective measures will be inspected. If suppliers have been found with serious problems concerning food quality and safety, fraudulent acts or deceptive reporting of weight and packaging, the Group will make records and put them into the blacklist.



**CENTRAL KITCHEN**

## Monitoring and feedback

Through efficient communications such as teleconference, emails and phone calls with suppliers, the Group can be timely updated on the latest performance and business change of its suppliers. By building firm and stable relationships with its suppliers, the Group strives to mitigate both associated environmental and social risks throughout the entire supply chain, and is committed to bringing a more positive impact to the sustainable development of the food industry.



**SUPPLIERS**

## Sourcing procurement strategy

The qualified suppliers after comprehensive evaluations by Tsui Wah are registered in the "Approved List of Suppliers" of the Group. As of 31 March 2022, there were around 800 suppliers in the "Approved List of Suppliers", who supplied different types of products and services to the restaurant of the Group in Hong Kong, Mainland China and Macau. With all of its suppliers staying in stable communication and collaboration with the Group, Tsui Wah did not experience any significant delay in raw materials sourcing during the year under review. Central kitchens of the Group are mainly responsible for further monitoring and evaluating the product quality and service level of suppliers against the requirements under the Food Safety Management System ISO 22000:2018. In view of the recent unstable supply chain across the globe, the Group's procurement department decided to increase back-up suppliers from 3 to 5 so as to secure a stable supply of goods.



**RESTAURANT**

Proactive customer engagement

Provision of tasty delicacy



**CUSTOMERS**

Reliable and eco-friendly logistics

## CARE FOR SUPPLIERS



### GREEN PROCUREMENT

Tsui Wah has been dedicated to “Green Procurement” for a couple of years and gradually adjusted its procurement standards by incorporating the environmental responsibility into its entire supply chain management. Especially, 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 gives priority to the products that have a lesser environmental impact by using less packaging materials, consuming fewer energy resources and water, generating fewer emissions to the environment and possessing less embodied carbon.

Strictly implementing its internal policy of “Green Procurement”, the procurement department of the Group is responsible for taking into consideration a series of questions during the purchasing decision-making process:

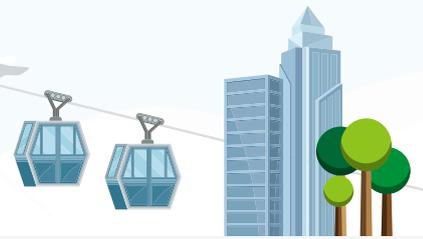
- a. What is the necessity of purchasing this product?
- b. What are the components of this product?
- c. How is this product made?
- d. How far has this product travelled?
- e. What is the mode of transportation during product delivery?
- f. What is the packaging material and how heavy is it?
- g. How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

Where possible, the Group prioritises collaboration with local suppliers all over its restaurant network in order to source raw materials it needs. Following a “Farm-to-fork” approach, which fosters fresh food sourced from local suppliers, the Group is dedicated to reducing the food mileage and thus minimising the correlated GHG emissions.

Meanwhile, the Group procures eco-friendly materials as a means to support green practices. In FY2022, the Group’s Mainland China restaurants purchased more than 1 million degradable kraft paper straws and 67 thousand degradable takeaway paper bags, which helped the Group to avoid approximately 15.2 tonnes of plastic waste during the year under review.



## CARE FOR SUPPLIERS



### ENHANCED SUPPLY CHAIN MANAGEMENT AMID THE PANDEMIC

Amid the public health concern of the Pandemic, Tsui Wah has paid special attention to the inspection of incoming materials to ensure their quality and safety. To better monitor its supply chain and secure effective tracking, on top of requiring product health certificate and third-party inspection report for all incoming materials, the certificates are also required to bare suppliers' business registration (BR) and Certificate of Incorporation (CI), to guarantee effective tracing in case of any unexpected incident. To prevent the spread of the Pandemic through the cold-chain, the staff of the Group's procurement department is also required to be fully vaccinated and perform nucleic acid test regularly. Incoming goods are also required to be disinfected thoroughly before unpacking.

Meanwhile, the temporary interruption of supply chain caused by the alternative working mode and special arrangements has urged the Group to enhance its supply chain management and resilience building. To prevent any risk of breakdown of the supply chain or avoid any situation of being out of stock, the Group has signed quantitative contracts with the suppliers, as well as working on searching for alternative materials as replacement, so as to ensure the stable supply of raw materials thereby allowing consistently high-quality services/products for its customers.

#### Case Study

In view of the Pandemic prevention and control measures including restriction of mobility and lock-down of cities in East and South China during early 2022, the procurement department of the Group made early preparation by setting up contingency plans which clearly mapped the options, action plans and times to prevent the breakdown of the supply chain and to maintain business continuity amid sudden changes.

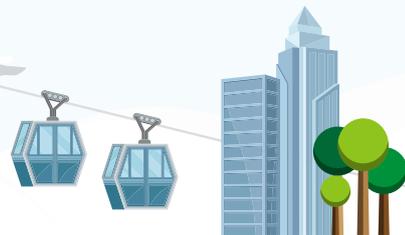
# CARE FOR ENVIRONMENT



Tsui Wah recognises how deeply connected food systems are to the planet's resources. To this end, Tsui Wah is dedicated to take the lead and inspire others to help protect and restore the resources the humankind depends on. Tsui Wah's approach on environmental sustainability is evolving through time which is visible through its work on climate, nature and packaging.



# CARE FOR ENVIRONMENT



## EMISSIONS

### Compliance

In FY2022, the Group was in compliance with related environmental laws and regulations that have a significant impact on the Group regarding air and GHG emissions, discharges in water and land, and generation of hazardous and non-hazardous waste no matter where it operates. More information can be found in the chapter **LAWS AND POLICIES**.

Given the nature of the Group's business, the Group's emissions mainly came from the food processing and transportation process. In FY2022, apart from air pollutants such as sulphur oxides ("SO<sub>x</sub>"), nitrogen oxides ("NO<sub>x</sub>") and particulate matter ("PM") and GHG emissions, the Group generated food residue, commercial solid wastes and sewage from its administration offices, restaurants and central kitchens. Tsui Wah did not generate nor discharge any hazardous wastes (solid waste or sewage) to the environment during its operations in FY2022. More information about the Group's different types of emissions during the year under review can be found in Table 5 in the **APPENDIX — PERFORMANCE TABLE**.

### Air Emission

The Group has performed thorough evaluation of its environmental impacts across its operations, and identified that its main sources of emissions originate from the cooking process, as well as the logistic vehicles of Tsui Wah. To ensure that the quality of the exhaust gas released to the atmosphere meets the standards, efficient hoods and filtration systems have been installed in various of the Group's operation locations.

#### Cooking Process:

*In addition to ventilation system and air purifying devices, electrostatic precipitators ("EP") are also installed in restaurants to filter exhaust gas. To reduce the combustion of fuels thus the air pollutants emitted, the Group is also electrifying food processing operations in its restaurants and central kitchens.*

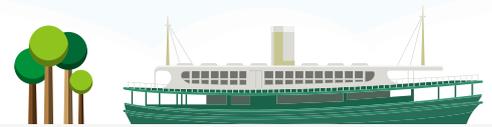
#### Ging Sun Ho King of Bun in Hong Kong

All hoods in the restaurants are connected to the ventilation system with EP additionally installed, which can more effectively reduce air pollution with the removal rate of air pollutants reaching as high as 90%. Meanwhile, professional cleaners and maintenance workers are engaged regularly for inspections and cleanings to ensure that all related equipment operates smoothly and effectively.

#### Tsui Wah in Mainland China

Two-stage electrostatic adsorption fume purifiers (二級式靜電吸附型油煙淨化器) are installed in the restaurants to ensure exhaust gas meets the national and local emission standards (GB 18483-2001 and DB 31844-2014). Emission monitoring and detection system is in placed with real-time monitoring and electronic map display, which enables real-time over-limit warning and subsequent data analysis.

# CARE FOR ENVIRONMENT



## EMISSIONS *(Continued)*

### Logistics:

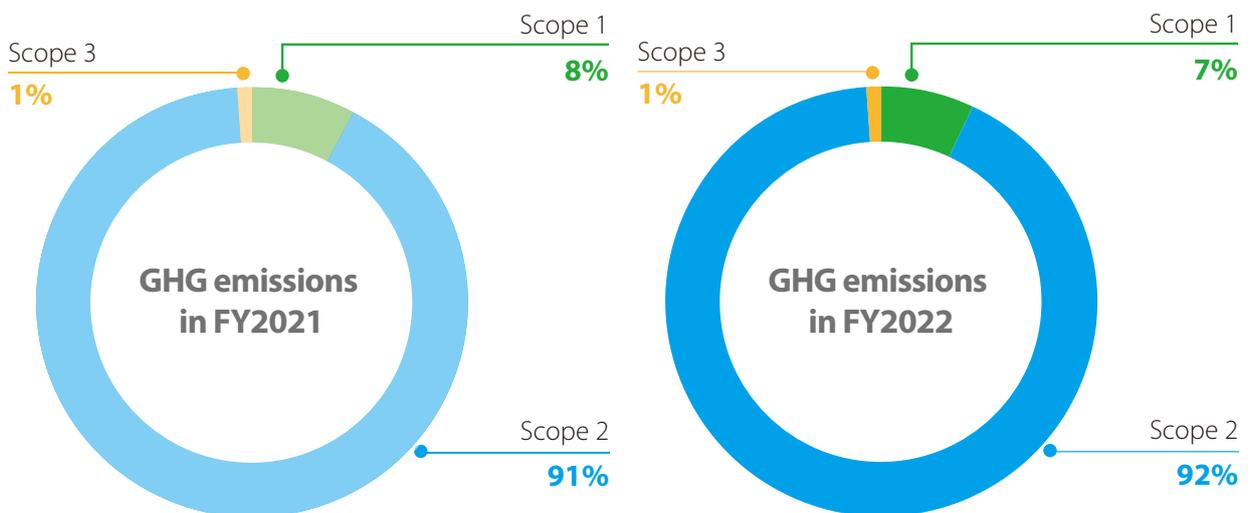
To efficiently control the air pollutants from the transportation process, Tsui Wah has established strict policies regulating the appropriate use of vehicles for business, while reinforcing its monitoring on the consumption of fossil fuels in all regions through the implementation of various policies, including the regulation of vehicle used for business and the substitution of eco-friendly energy resources for diesel in its selection of vehicle fuels.

### Central Kitchen in Hong Kong

Environmental-friendly vans have been prioritised and used as the transport fleet. Not only do the engines of these vans meet the exhaust emission and noise standards, but the diesel particulate filters (DPF) have also been installed to further lower the PM emissions so as to lower its impacts on the environment.

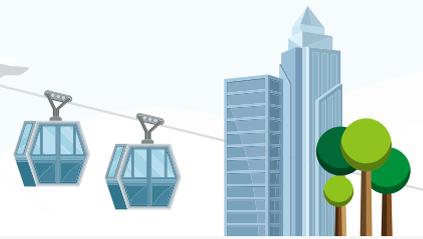
### GHG Emission

In response to the 2050 carbon neutrality goal of Hong Kong, the Group is committed to decoupling GHG emissions with its business growth through being resource intelligent. In FY2022, the total GHG emission of the Group was 21,854 tonnes CO<sub>2</sub>e, with an intensity of 22.0 tonnes CO<sub>2</sub>e/HK\$ million. Holding a similar pattern of GHG emission profile as compared to the previous years, the Scope 2 emissions (Indirect Energy Emissions) dominated the Group's GHG emissions for 92% during the year under review. The central kitchens, offices and restaurants of Tsui Wah all took effective actions and explored practical ways to enhance energy efficiency during operations in FY2022.



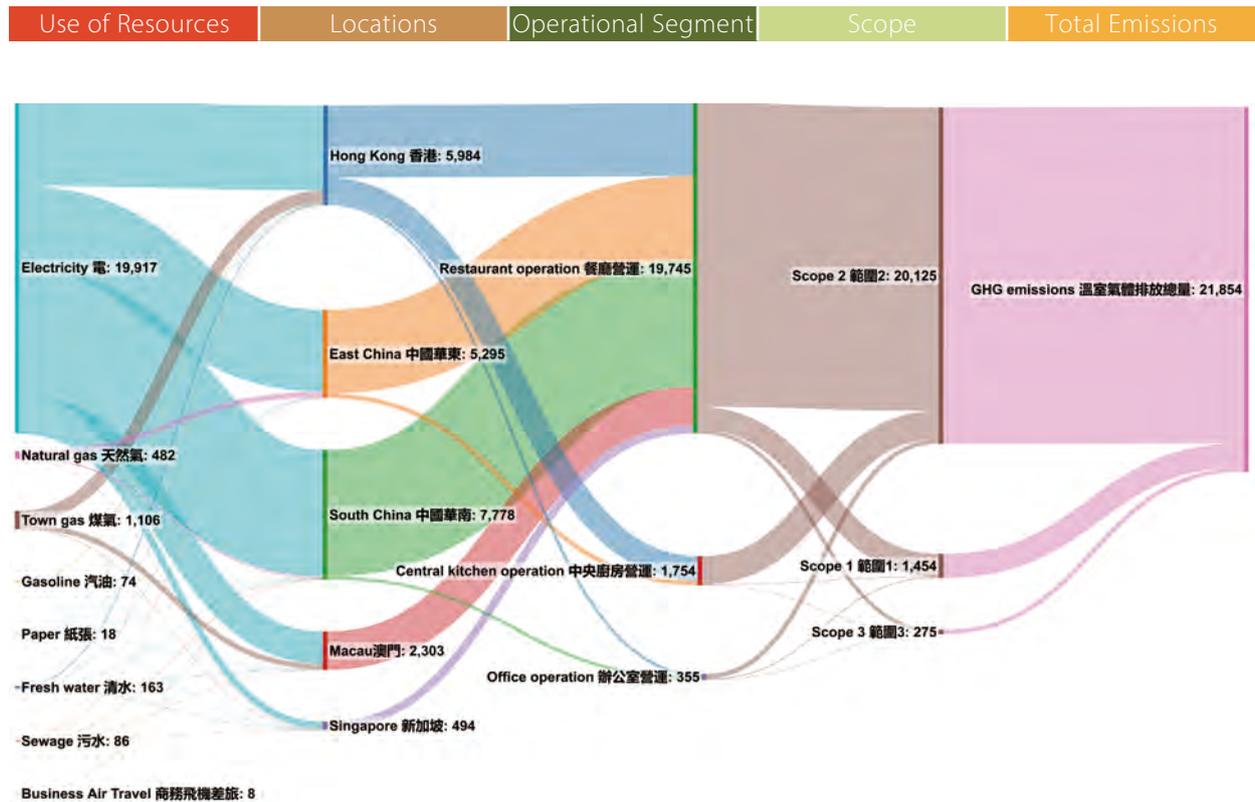


# CARE FOR ENVIRONMENT



## EMISSIONS *(Continued)*

To better illustrate the GHG emissions of the Group in detail, especially from the perspective of the use of resources, geographical locations, business segments and emission scopes, a GHG emissions Sankey diagram is presented below, which 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)*

Meanwhile, the Group has also been taking actions in minimising its carbon footprint through various measures below:



Purchase energy-efficient appliances, especially utilising LED lights instead of traditional equipment that consumes large amounts of energy during operations in the offices, restaurants and central kitchens of Tsui Wah.



Install lighting control systems in restaurants and central kitchens for regional power supply. According to actual demands, the lighting system can be adjusted, which can vastly help the Group move toward more sustainable usage of electricity.



Install appliances with inverter and automatic pressure adjustment system so as to enhance energy consumption efficiency through maintaining equipment at its optimal condition.



Replace the trucks and vans in the vehicle fleet that do not comply with Euro IV emission standards.

Tsui Wah will continue to step up its efforts to develop a long-term goal and action plan to achieve an impactful positive contribution to the planet. More control and management measures can be found in the following sections.

## WASTE MANAGEMENT

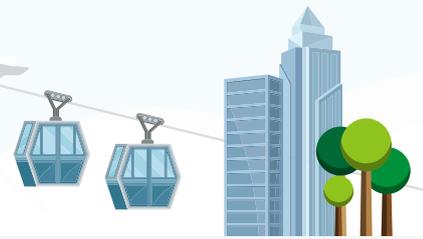
In FY2022, Tsui Wah did not generate any hazardous waste, while the non-hazardous wastes generated by the Group mainly consisted of food residue, waste oil, domestic waste and wastewater during its restaurants and central kitchen's operations. In Tsui Wah, the food wastes are mainly generated from cooking and unconsumed food by customers, while the wastewater is generated as a result of restaurants' daily operations.

### Food Waste Management





# CARE FOR ENVIRONMENT



## Food Waste Management

Reckoning that food waste constituting the largest municipal solid waste category disposed of at landfills in Hong Kong, food residue management has become one of the most critical issues to Tsui Wah. In FY2022, the food residue of Tsui Wah accounted for around 54% of the Group’s total solid waste. Meanwhile, the intensity of food residue discharged decreased during FY2022, potentially caused by the suspension of dine-in service amid the Pandemic.

Nevertheless, Tsui Wah, as a prominent brand in the catering industry of Hong Kong, is fully aware of the importance of sustainable waste management to both its business development and urban ecological civilisation. As such, the Group sticks to the plan and the multi-pronged approach of the Environmental Protection Department (“EPD”) to tackle food waste problems, and implements good management practices according to the Food Waste Management Hierarchy, in which the prevention of food waste generation and reduction at source always comes first.

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

### 1. Education



Tsui Wah has joined the campaign “Food Wise Hong Kong” held by the EPD, 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. Meanwhile, Tsui Wah has long been a practitioner supporting “No Leftover” campaign organised by the EPD and Greeners Action, and places posters in outlets to promote the reduction of food waste.

### 2. Food Waste Separation



Tsui Wah’s restaurants give full support to the Food Waste Recycling Partnership Scheme of the EPD to carry out food waste separation and collection. Besides, in compliance with the increasingly stricter solid waste classification regulations in Mainland China, all waste from restaurants should be carefully classified with food wastes being separated and handled by qualified recyclers.

### 3. Central Kitchen Management

Central kitchens of the Group have adopted the centralised food processing model, which enhances the utilisation efficiency of raw materials and to large extent minimises unnecessary food waste. Meanwhile, the Group regulates all employees to fill in food-loss tables every day and report on any abnormal food-loss situation during food preparation.



### 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 cooking oil (“WCO”) produced by the Group during cooking process is collected and converted into industrial products such as biodiesel, soap etc. In response to the administrative measures announced by the Hong Kong government in the 2016 Policy Agenda with regard to the proper disposal of waste cooking oil produced by local licensed food premises, the Group has partnered with local eligible waste cooking oil collectors, processors and exporters who are registered in the EPD’s WCO Recycling Administrative Registration Scheme.

During the year under review, the Central kitchen in Hong Kong successfully recycled a total of 3,540 litres of waste oil, which was approximately 22% less than the previous year due to the decline in food demand during the Pandemic. Meanwhile, the restaurants in Hong Kong, Mainland China, Macau and Singapore recycled a total of 204,183 litres of waste oil in FY2022. The Group also participated in the Hong Kong Cooking Oil Registration Scheme launched by the Hong Kong Quality Assurance Agency.

In collaboration with certified third parties, the waste oil from the operations in Mainland China are collected regularly for further treatment. Followed by filtering, the waste oil normally undergoes high temperature treatment, before going through a preliminary purification and refining process in which the waste oil will be transformed into biodiesel.



## CARE FOR ENVIRONMENT



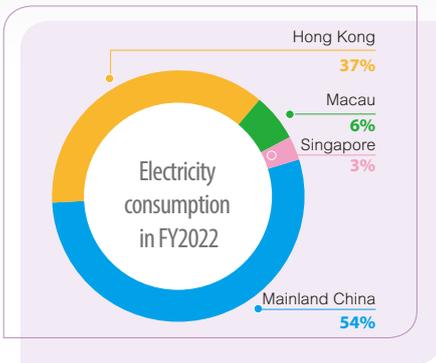
### WASTEWATER MANAGEMENT

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. In FY2022, municipal wastewater was directly discharged into the property's wastewater system. Central kitchens and restaurants of the Group used grease traps to separate grease in the wastewater and qualified collectors were responsible for collecting the grease, which could to a large extent prevent pipe clogging. In FY2022, the amount of wastewater discharged by Tsui Wah's Hong Kong branches dropped by around 26%, which was mainly due to the reduce in water consumption with less restaurants operations amid the Pandemic.

### USE OF RESOURCES

In FY2022, 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 6 in the **APPENDIX — PERFORMANCE TABLE** illustrates the amount of different resources used by the Group.

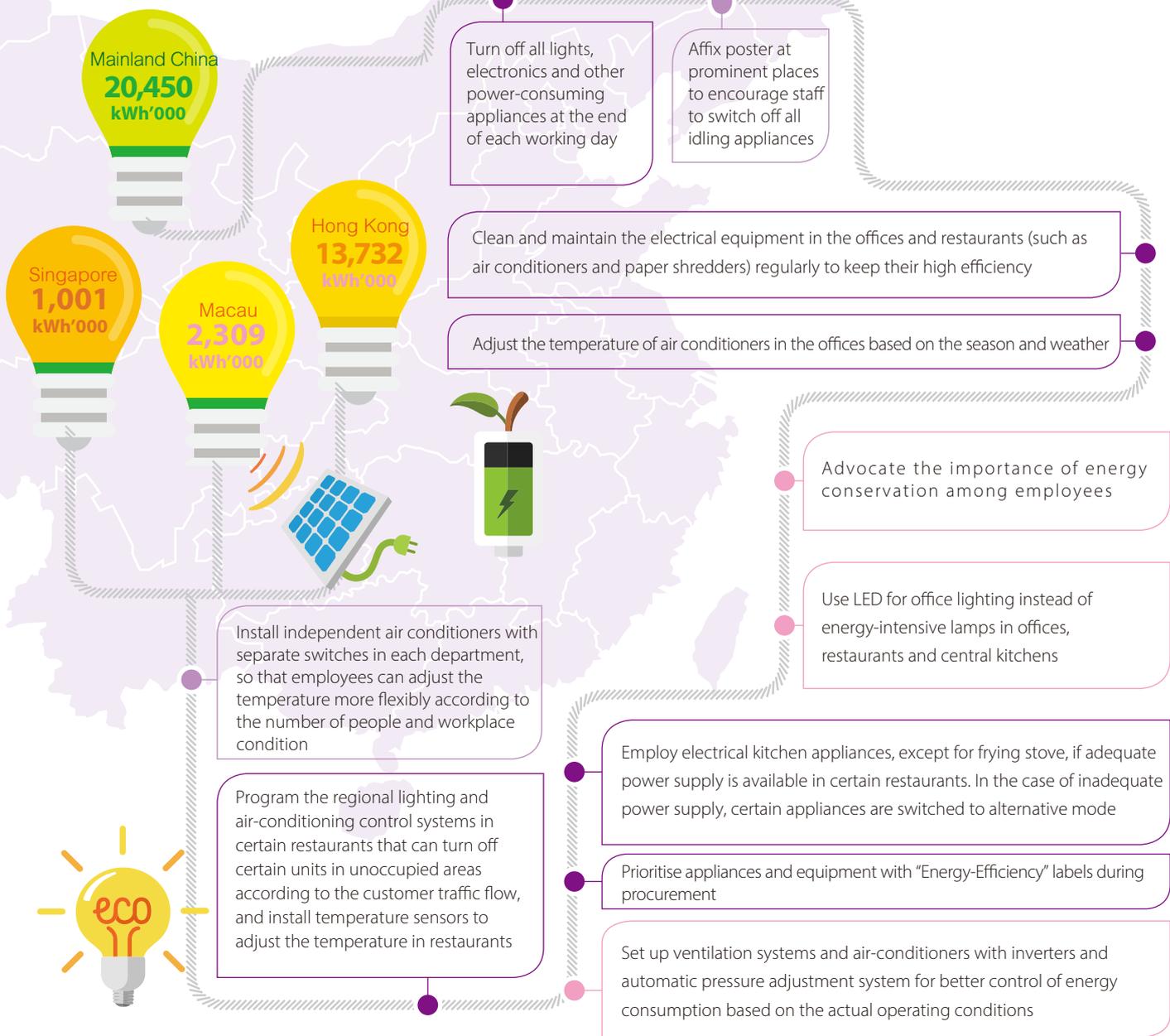
# CARE FOR ENVIRONMENT



## Electricity

The electricity consumed by the Group mainly came from the operation of electrical devices and equipment 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 FY2022 was 37,492 thousands kilowatt-hour ("kWh'000"), with an intensity drop of around 4% as compared to that of last year, potentially due to the suspension of dine-in services amid the Pandemic and the unremitting efforts of all staff in conserving electricity.

To lower 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



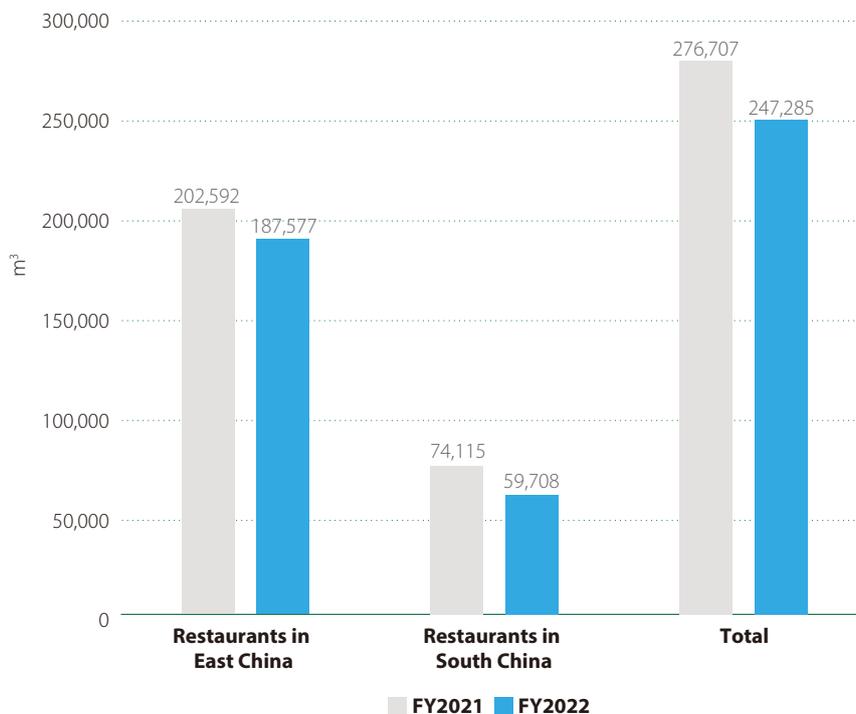
### Other Energy Resources

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 to becoming an eco-friendly enterprise. In FY2022, the central kitchen of the Group in Hong Kong eliminated that use of diesel, which was a significant environmental commitment of the Group in minimising its environmental impact.

To further lower the consumption of fossil fuels, the Group's transportation fleet in Hong Kong has adopted environmentally friendly trucks, which meet the emission and noise control standards issued by the Hong Kong Government. Meanwhile, in contrast with the outmoded supply chain management model in which suppliers normally transport raw materials directly to restaurants, the central kitchens adopt a brand-new approach called "centralised logistics" for food delivery, which has successfully reduced the frequency of vehicle usage, thereby leading to a substantial decline of the carbon footprint of its products from a lifecycle perspective.

The cooking process and food processing operations of the Group rely on the use of town gas in Hong Kong and Macau, whilst natural gas is the dominant energy resource that Tsui Wah restaurants count on for daily operations in Mainland China and Singapore. In FY2022, Tsui Wah was committed to lowering the consumption of natural gas and town gas during operations, and endeavouring to seek renewable and clean energy 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 higher operating efficiency. Meanwhile, the adoption of the electric model renders the combustion air fans useless at central kitchens anymore, thereby significantly reducing the noise pollution generated by the fans and avoiding unnecessary electricity consumption. During FY2022, a reduction of around 11% was recorded in the natural gas consumption in the Group's operations in Mainland China, with restaurants in East China achieving a 7% decline and restaurants in South China achieving a 19% drop.

**Natural Gas consumption in Mainland China in FY2022 and FY2021**



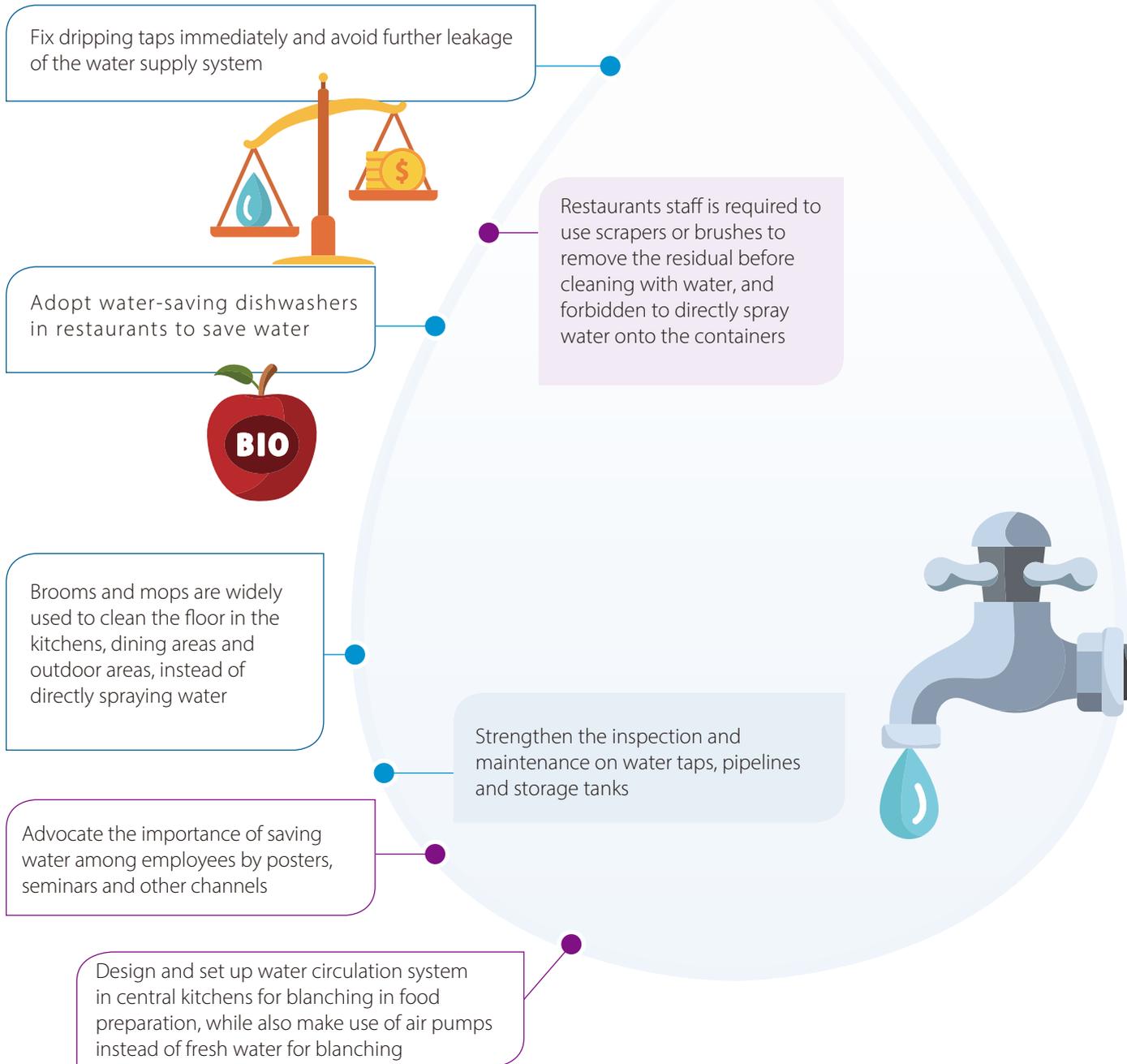


# CARE FOR ENVIRONMENT



## 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 fit for its purpose in FY2022. 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 FY2022, the water consumption intensity of the Group drop by around 6% attributed to the concerted efforts of its staff in water conservation. To further improve the utilisation efficiency of water resources, the Group has adopted the following practices:



## CARE FOR ENVIRONMENT



### Paper

Aiming to contribute to the creation and maintenance of healthy and green workplaces, Tsui Wah has participated in the Green Office and Eco-Healthy Workplace Awards Labelling Scheme held by World Green Organisation (WGO) in previous years. In FY2022, the Group re-stressed the importance of resource conservation in the office by releasing announcements and providing relevant guidance on the approach to protecting our environment around us. 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 during procurement
- Promote the concept of paperless office and office automation, and disseminate information by electronic means 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” in the offices to remind staff to avoid unnecessary printings
- Use the back of old single-sided documents for printing or as draft paper

### Plastic

With increasing concerns of the environmental impacts caused by plastic waste, the Hong Kong government has kept stressing the importance of reducing, reusing and recycling the plastic waste in the Policy Address since 2018. In response to the government’s call, as one of the outstanding leaders in the catering industry, Tsui Wah has been determined in taking actions to implement the policy of banning plastic straws and polyfoam food containers in its restaurants, following the “plastic free” campaign of the EPD. Plastic straws, tableware and packaging bags are not provided to the customers unless they request. Tsui Wah believes that its endeavours in disseminating and embracing the plastic-free concept not only can contribute to the sustainable development of our planet, but will raise the awareness of the public in opting for a more eco-friendly lifestyle.

### Packaging Materials

Adopting standardised packaging materials for takeaways across all restaurants, the packaging materials of the Group can be mainly divided into plastic- and paper-made products. Acknowledging that one-off plastic is creating huge environmental concerns due to excessive takeaway wastes especially during the times of the Pandemic, the Group is dedicated to better control its consumption of packaging materials.

Restaurants of the Group have come up with innovative and cost-effective packaging solutions whereby the amount of packaging materials can be strictly monitored and controlled. For instance, restaurants have specific guidelines for the use of corresponding packaging materials for different takeaway food items according to the nature of the product to avoid excess packaging waste. The restaurants also prioritise takeaway boxes made by paper or biodegradable materials in procurement. Furthermore, some restaurants regulate that the procurement of certain packaging items would be suspended for one day if the latest order exceeds the threshold. Meanwhile, the central kitchens of the Group also adopt packaging in larger size to reduce the weight and quantity of packaging materials used.

In view of the surge in demand for takeaway services during FY2022 caused by the Pandemic, the Group has still been putting remarkable efforts in seeking a decline in consumption of packaging materials. The Group will continue to pay more effort in analysing the feasibility of the full application of biodegradable and eco-friendly packaging materials in the future, and insist on reducing, monitoring and managing the sustainable use of packaging materials.



## CARE FOR ENVIRONMENT

### ENVIRONMENT AND NATURAL RESOURCES

Protecting the quality of the natural environment and stewarding natural resources is deeply connected to Tsui Wah's belief in business for purpose. Realising that the finite natural resources is vital for the survival of business and mankind, the Group strives to play its part in helping to protect the environment. In FY2022, the Group's major environmental impacts were discharge of waste and the GHG emissions mainly attributed to the consumption of electricity and fossil fuels during its operations of restaurants and central kitchens.

#### Wastewater

To ensure the quality of wastewater discharged meets the local and national standards and regulations, as well as to minimise its impact on the natural water body, the operating units of the Group use grease trap to separate grease from food residue and entrust qualified companies to collect the grease and wash the facilities regularly. In FY2022, the Tsui Wah restaurants in Zhongshan and Shenzhen entrusted professional third-party laboratory to inspect the quality of wastewater discharged. Aspects including pH values, Chemical Oxygen Demand (COD), 5-day Biochemical Oxygen Demand (BOD) and grease content were inspected and found to be qualified with respect to the Discharge Limits of Water Pollutants of Guangdong Province (DB44/26-2001).

#### Food Waste

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. 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 along the entire supply chain.

##### 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. Tsui Wah has also partnered with other organisations in the promotion of preventing food waste. For instance, the Group participated in "Save Food Day" organised by Greeners Action in the past, advocating the environmental benefits of "smaller portions".

##### Recovery



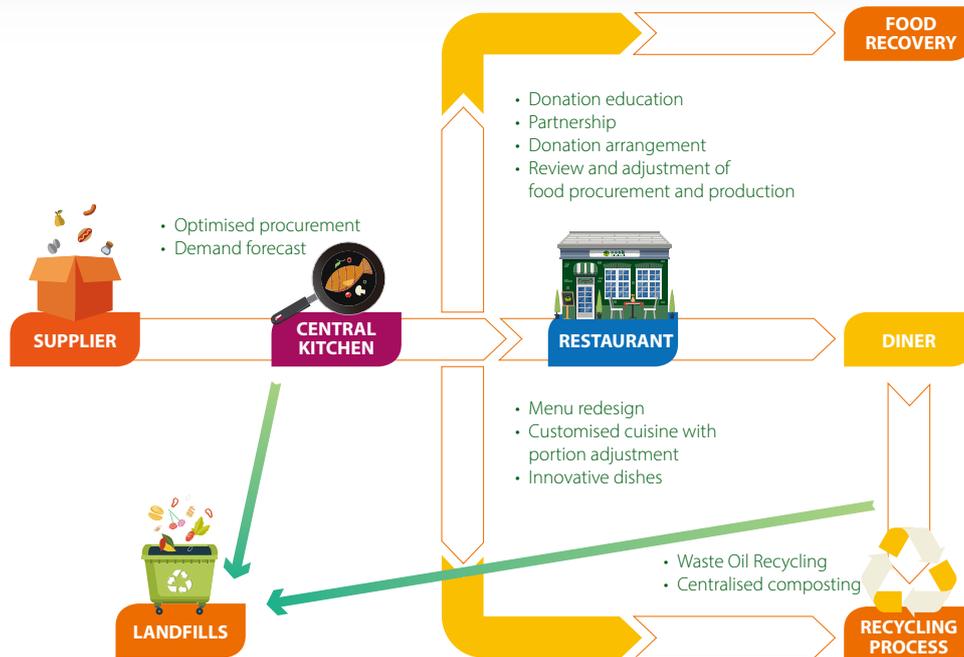
Tsui Wah has long been considering the partnership with relevant food donation organisations which enables the Group to identify appropriate ways that the edible leftover and food can be delivered to those in need. Meanwhile, the food donation also provides a great opportunity facilitating Tsui Wah to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

##### Recycling



The central kitchens and restaurants 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 alternative energy source such as biodiesel which facilitates the sustainable development of new energy.

# CARE FOR ENVIRONMENT



## GHG Emissions

Realising that its GHG emissions is clearly linked to the climate change issues which are gaining increasing global concerns, the Group is committed to lowering its environmental impacts by putting more efforts in reducing its GHG emissions.

### Innovation

To further minimise its possible repercussions on the environment, the Group lays more emphasis on the exploration of advanced technologies and business models with operations under higher energy efficiency. Following the requirements of ISO 50001 Energy Management System, Tsui Wah has been committed to establishing, implementing, maintaining and continually improving its energy management system by setting up appropriate strategies and policies in controlling its energy consumption, which enables the Group to keep optimising its operational process and seeking any opportunity for advancement. For example, the central kitchen of the Group has adopted a centralised logistics approach, which allows all food to be distributed to each restaurant more efficiently, a result that lowers the carbon emissions during the transportation process. Also, the promotion of electric models in central kitchens and restaurants could massively lessen the Group's dependence on fuels for cooking operations.

### Education

Tsui Wah values the education and advocacy of low-carbon operations and lifestyle. Employees are highly 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.

## CARE FOR ENVIRONMENT

### Targets and Actions

In addition to remaining steadfast in the research and application of more environmentally sound solutions to its waste management and GHG emissions control, the Group took a step further during the year under review in setting up mid- and long-term environmental targets, which are believed to be essential for the Group to work against and keep track on its environmental performance.

In response to the Hong Kong's Climate Action Plan 2050 issued by the Hong Kong government, the Group has established the following targets regarding its performance in energy saving and emissions reduction. Due to the unstable business conditions caused by the Pandemic, the Group remains cautious about setting specific targets and thus decide to choose a baseline year which data collection scope and method has been enhanced while business performance was not seriously affected by the Pandemic or at least was relatively more stable. To achieve its targets, the Group implements series of actions which are discussed in the above sections.

### Water consumption

	Intensity performance in baseline year	Water consumption intensity targets (m <sup>3</sup> /HK\$ million)		Example of actions
<b>Financial Year</b>	2022	2025 <sup>2</sup>	2030 <sup>3</sup>	<ul style="list-style-type: none"> <li>— Educate the importance of water conservation among employees</li> <li>— Optimise the food preparation process by installing water circulation system to promote reuse of water</li> </ul>
<b>Hong Kong</b>	376.2	-15%	-20%	
<b>China</b>	587.1	-5%	-10%	

### Energy consumption

	Intensity performance in baseline year	Energy consumption intensity targets (kWh'000/HK\$ million)		Example of actions
<b>Financial Year</b>	2022	2025	2030	<ul style="list-style-type: none"> <li>— Strictly regulate that all electrical appliances must be switched off at the end of each working day</li> <li>— Employ electrical appliances with inverter or automatic adjustment system to promote energy efficiency</li> </ul>
<b>Hong Kong</b>	34.5	-15%	-20%	
<b>China</b>	47.3	-8%	-10%	

### GHG emissions

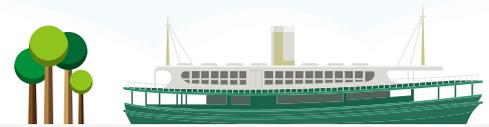
	Intensity performance in baseline year	GHG emissions intensity targets <sup>4</sup> (tonnes CO <sub>2</sub> e/HK\$ million)		Example of actions
<b>Financial Year</b>	2022	2025	2030	<ul style="list-style-type: none"> <li>— Electrifying the cooking process in restaurants and central kitchens to reduce the consumption of fossil fuels</li> <li>— Replace trucks and vans in the vehicle fleet with better performance</li> </ul>
<b>Hong Kong</b>	11.9	-15%	-20%	
<b>China</b>	26.4	-8%	-10%	

<sup>2</sup> FY2025 refers to the financial year ending 31 March 2025

<sup>3</sup> FY2030 refers to the financial year ending 31 March 2030

<sup>4</sup> The GHG emissions intensity targets only include Scope 1 and Scope 2 emissions.

## CARE FOR ENVIRONMENT



Looking ahead, the Group will continue to further look into its business and environmental performances, and will explore the feasibility of developing specific environmental targets for other emissions as well as covering other operation scope in the future.

### CLIMATE CHANGE

As a catering business operator, the Group fully realise that food systems are highly dependent to the climate. With climate change getting more severe year by year, the food security is gradually getting threatened. To this end, the Group has to act now to help avoid the worst potential scenarios and get prepared for the risks and changes it knows are coming.

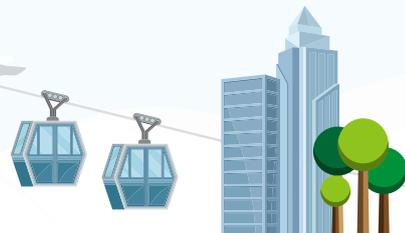
Benchmarking the disclosure recommendations of the TCFD framework, the Group strives to make continuous efforts to assess the financial implications of climate impacts and to address the potential risks while capture gold opportunities for transitioning towards a low-carbon economy.

Risk & Opportunity	Impact
<b>Physical Risks</b>	
Extreme weather events such as drought, flood, storm, heat waves may cause the increase of frequency of natural disasters including landslide, subsidence, etc.	Air, land and sea travel may all be affected due to the increased occurrence of extreme weather events, which may affect the stability of Tsui Wah's supply chain and thus its daily food supplies.
Changes in precipitation patterns and extreme variability in weather patterns	Altered weather patterns may affect the growing seasons and making crop yield less predictable, which may significantly affect the quantity and quality of raw food materials. This may be largely reflected in the price of materials. The volatility and uncertainty of supplies may potentially increase Tsui Wah's operating costs.
<b>Transition Risks</b>	
Enhancement in carbon pricing mechanisms	In view of the gradual implementation of carbon pricing mechanisms at an international, national and sub-national level, the Group's suppliers or its operations of central kitchens may be subjected to the emerging climate-related regulations resulting in increased operating costs.
<b>Opportunities</b>	
Rising climate awareness	Higher awareness of climate change may alter customers' expectations and demands of businesses for "greener" options. Tsui Wah's early actions in adopting environmentally friendly business practices and alternative menu choices including plant-based meat can enable the Group to efficiently adapt to the new market of customers whose mind sets are shifted. For instance, some branches of the Group have designed vegetarian menus and encourage customers to eat "greener" thus lowering carbon emissions related to meat production in cooperation with Green Monday.
Resource efficiency	Under the increasing market trends for energy efficient products such as LED, the early uptake of energy efficient facilities allows Tsui Wah to lower its operating cost while improving its reputation on contribution to global climate efforts.

Overseen by the Board, the climate-related risks of the Group are identified, assessed and managed by the management who reports directly to the Board. The Group is currently in the process of analysing the implications of different climate-related risks for both its restaurants and its supply chain, and developing potential countermeasures to ensure these risks and related opportunities are appropriately managed.



## LAWS AND POLICIES



The Group's business operations have been in compliance with relevant environmental and social laws, regulations and policies set out in the location where it operates. The table below summarises laws and regulations which have a significant impact on Tsui Wah and with which the Group has complied during the year under review.

### CARE FOR EMPLOYEES

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



### CARE FOR CUSTOMERS



Food Safety Ordinance (Cap. 612 of the Laws of Hong Kong)  
 Food and Drugs (Composition and Labelling) Regulation (Cap. 132W of the Laws of Hong Kong)  
 Public Health and Municipal Service Ordinance (Cap. 132 of the Laws of Hong Kong)  
 Trade Descriptions Ordinance (Cap. 362 of the Laws of Hong Kong)  
 Personal Data (Privacy) Ordinance (Cap. 486 of the Laws of Hong Kong)  
 Trade Marks Ordinance (Cap. 559 of the Laws of Hong Kong)  
 Copyright Ordinance (Cap. 528 of the Laws of Hong Kong)  
 Advertising Law of the People's Republic of China  
 GB 31654-2021 National food safety standard — Common Hygiene Regulations of Catering Services (食品安全國家標準餐飲服務通用衛生規範)  
 Anti-food Waste Law of the People's Republic of China  
 Food Safety and Hygiene Advisory for Food Premises on the Prevention of COVID-19  
 Food Safety Advice on Prevention of COVID-19  
 Precautions for Food Delivery Agents on the Prevention of COVID-19

### 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 Prevention and Control of Environmental Pollution by Solid Waste  
 Law of the People's Republic of China on Conserving Energy  
 Regulations of the Management of 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)  
 Law No. 2/91/M Environmental Law (Macau)  
 Environmental Protection and Management Act (Chapter 94A) (Singapore)



## APPENDIX — PERFORMANCE TABLE



**Table 1. Number of Employees by Age Group, Gender, Employment Type, Position Type, Geographical Locations of the Group in FY2022<sup>1</sup>**

Unit: Number of employees	Age group						Total
	Aged 20 or below	Aged between 21 and 30	Aged between 31 and 40	Aged between 41 and 50	Aged between 51 and 60	Aged 61 or above	
Gender							
Male	110	413	313	148	126	39	1,149
Female	63	279	303	314	283	57	1,299
<b>Total</b>	<b>173</b>	<b>692</b>	<b>616</b>	<b>462</b>	<b>409</b>	<b>96</b>	<b>2,448</b>

Unit: Number of employees	Position Type			Total
	General staff	Middle-level managers	Senior management and directors	
Gender				
Male	820	263	66	1,149
Female	1,074	188	37	1,299
<b>Total</b>	<b>1,894</b>	<b>451</b>	<b>103</b>	<b>2,448</b>

Employment type		
Full time	Part time	Total
2,020	428	2,448

Geographical location	
Locations	Number of employees
Hong Kong	858
Mainland China	1,256
Macau	275
Singapore	59
Total:	2,448

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

## APPENDIX — PERFORMANCE TABLE

**Table 2. Employee Turnover Rate by Age Group, Gender and Geographical Locations in FY2022<sup>1</sup>**

Unit: Number of employees	Age group						
	Aged 20 or below	Aged between 21 and 30	Aged between 31 and 40	Aged between 41 and 50	Aged between 51 and 60	Aged 61 or above	Total
Gender							
Male	287	478	219	138	104	41	1,267
Employee turnover rate	261%	116%	70%	93%	83%	105%	110%
Female	189	354	289	357	361	58	1,608
Employee turnover rate	300%	127%	95%	114%	128%	102%	124%
Total	476	832	508	495	465	99	2,875
Total employee turnover rate	275%	120%	82%	107%	114%	103%	117%

Geographical locations		
Locations	Employee turnover	Employee turnover rate
Hong Kong	1,469	171%
Mainland China	1,347	107%
Macau	59	21%
Singapore	0	0%

1. The turnover data in headcount was obtained from the Group's human resources department based on the employment contracts entered into between the Group and its employees. Turnover rate was calculated by dividing the number of employees who resigned and leave the Group in FY2022 by the number of employees in FY2022. The above data only includes the operations of the Group within the reporting scope. The methodology adopted for reporting on turnover data set out above was based on "How to Prepare an ESC Report — Appendix 3: Reporting Guidance on Social KPIs" issued by the HKEx.

## APPENDIX — PERFORMANCE TABLE



**Table 3. Number and Percentage of Employees Trained in the Group by Gender and Position Type in FY2022<sup>1</sup>**

Total number of employees trained	1,530
Total number of employees in FY2022	2,448
% of employees trained	63%

Unit: Number of employees	Position Type			
	General staff	Middle-level managers	Senior management and directors	Total
Gender				
Male	574	120	130	824
% of employees trained	38%	8%	8%	54%
Female	535	80	91	706
% of employees trained	35%	5%	6%	46%
Total	1,109	200	221	
% of employees trained	72%	13%	14%	

1. The training information was obtained from the Group's human resources department. Training refers to the vocational training that the Group's employees attended in FY2022. The above data includes both full-time and part-time employees and only includes the operations of the Group within the reporting scope. The methodology adopted for reporting on the number and percentage of total employees trained set out above was based on "How to Prepare an ESG Report — Appendix 3: Reporting Guidance on Social KPIs" issued by the HKEx.

**Table 4. Training Hours Received by the Employees of the Group by Gender and Position Type in FY2022<sup>1</sup>**

Unit: Training Hours	Employee Category			
	General staff	Middle-level managers	Senior management and directors	Total
Gender				
Male	6,046	2,337	316	8,699
Average training hours	7.4	8.9	4.8	7.6
Female	6,817	2,913	228	9,958
Average training hours	6.3	15.5	6.2	7.7
Total	12,863	5,250	544	18,657
Average training hours	6.8	11.6	5.3	7.6

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

## APPENDIX — PERFORMANCE TABLE

**Table 5. The Group's Total Emissions by Category in FY2022 and FY2021<sup>10,11</sup>**

Emission Category	Key Performance Indicator (KPI)	Unit	FY2022		FY2021	Change in Intensity
			Amount	Intensity <sup>1</sup> (Unit/HK\$ million)	Intensity <sup>2</sup> (Unit/HK\$ million)	
Air Emissions <sup>3</sup>	SO <sub>x</sub>	Kg	3	3.2 X 10 <sup>-3</sup>	4.2 X 10 <sup>-3</sup>	↓
	NO <sub>x</sub>	Kg	225	0.2	0.5	↓
	PM	Kg	33	3.3 X 10 <sup>-2</sup>	6.4 X 10 <sup>-2</sup>	↓
GHG Emissions	Scope 1 (Direct Emissions) <sup>4</sup>	Tonnes of CO <sub>2</sub> e	1,454	1.5	1.7	↓
	Scope 2 (Energy Indirect Emissions) <sup>5</sup>	Tonnes of CO <sub>2</sub> e	20,125	20.3	20.8	↓
	Scope 3 (Other Indirect Emissions) <sup>6</sup>	Tonnes of CO <sub>2</sub> e	275	0.3	0.3	↓
	Total (Scope 1, 2 & 3)	Tonnes of CO <sub>2</sub> e	21,854	22.0	22.8	↓
Non-hazardous Waste	Food Residue <sup>7</sup>	Tonnes	5,884	5.9	6.2	↓
	Solid Wastes <sup>8</sup>	Tonnes	5,063	5.1	6.1	↓
	Wastewater <sup>9</sup>	m <sup>3</sup>	466,330	469.6	503.9	↓

- Intensity for FY2022 was calculated by dividing the amount of air, GHG and other emissions respectively by the Group's revenue which was approximately HK\$993 million in FY2022;
- The intensity in FY2021 was extracted from the data in the ESG Report FY2021 of the Group;
- The Group's air emissions only included the air pollutants from fuel consumption of motor vehicles, town gas and natural gas consumption in the food processing process;
- The Group's Scope 1 (Direct Emissions) included only emissions from the consumption of liquid and gaseous fuels in motor vehicles, restaurants and central kitchens' operations;
- The Group's Scope 2 (Energy Indirect Emissions) included only emissions from electricity and town gas consumption;
- The Group's Scope 3 (Other Indirect Emissions) included emissions from paper waste disposed of at landfills, electricity used for processing fresh water and sewage by government departments, and business air travel;
- The amount of food residue for FY2022 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, Macau and Singapore, except btw and other new brands;
- The solid wastes included the commercial waste from all restaurants and central kitchens, except the waste from btw, other new brands and offices, which Tsui Wah believed was not as material as the former function units in terms of solid waste measurement;
- The total amount of wastewater generated by the Group was primarily based on the direct measurement together with appropriate estimations assuming 70–90% of the fresh water consumed by the Group will enter the sewage system in areas where an accurate recording of the amount of wastewater was hard to obtain. Meanwhile, since the wastewater from offices of Tsui Wah was mainly handled by the management of property buildings, the amount of sewage of Tsui Wah in FY2022 did not cover all offices;
- 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 HKEx, The GHG Protocol Corporate Accounting and Reporting Standard and the 2006 IPCC (Intergovernmental Panel on Climate Change) Guidelines for National Greenhouse Gas Inventories; and
- The environmental data disclosed included the operations of offices, restaurants and central kitchens in Hong Kong, Mainland China, Macau and Singapore except btw and other new brands.

## APPENDIX — PERFORMANCE TABLE

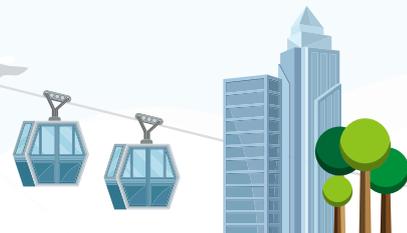
Table 6. Total Resource Consumption in FY2022 and FY2021 <sup>3</sup>

Use of Resources	Key Performance Indicator (KPI)	Unit	FY2022		FY2021	Change in Intensity
			Amount	Intensity <sup>1</sup> (Unit/HK\$ million)	Intensity <sup>2</sup> (Unit/HK\$ million)	
Energy	Electricity	kWh'000	37,492	37.8	39.5	↓
	Natural gas	m <sup>3</sup>	255,896	257.7	302.3	↓
	Town gas	Unit	351,399	353.9	393.8	↓
	Gasoline	L	29,252	29.5	24.9	↑
	Diesel	L	0	0.0	33.4	↓
	<b>TOTAL<sup>4</sup></b>	<b>kWh'000</b>	<b>45,233</b>	<b>45.6</b>	<b>48.6</b>	<b>↓</b>
	Water	m <sup>3</sup>	583,675	587.8	625.4	↓
	Paper	Kg	3,627	3.7	7.7	↓
Packaging materials	Plastic	Tonnes	322	0.3	0.5	↓
	Paper	Tonnes	143	0.1	0.2	↓

1. Intensity for FY2022 was calculated by dividing the amount of resources that the Group consumed in FY2022 by the Group's revenue which was approximately HK\$993 million in FY2022;
2. The intensity in FY2021 was extracted from the data in the ESG Report FY2021 of the Group;
3. The environmental data disclosed included the operations of offices, restaurants and central kitchens in Hong Kong, Mainland China, Macau and Singapore, except btw and other new brands; and
4. The total energy was calculated based on the conversion factors as stated in the "How to Prepare an ESG Report — Appendix 2: Reporting Guidance on Environmental KPIs" issued by the HKEx and the Energy Statics Manual issued by the International Energy Agency.



# REPORT DISCLOSURE INDEX



Aspects	ESG Indicators	Description	GRI Standards and Disclosures*	Section	Page
<b>A. Environmental</b>					
Aspect 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. Note: Air emissions include NO <sub>x</sub> , SO <sub>x</sub> , and other pollutants regulated under national laws and regulations. Greenhouse gases include carbon dioxide, methane, nitrous oxide, hydrofluorocarbons, perfluorocarbons and sulphur hexafluoride. Hazardous wastes are those defined by national regulations.	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, Laws and Policies	72-77, 86
	KPI A1.1	The types of emissions and respective emissions data.	GRI 305: Emissions: Disclosures 305-1, 305-2, 305-3, 305-6, and 305-7	Appendix	90
	KPI A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	GRI 305: Emissions: Disclosures 305-1, 305-2, 305-4	Appendix	90
	KPI A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	GRI 306: Waste: Disclosure 306-3 (a)	Care for Environment	75
	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: Waste: Disclosure 306-3 (a)	Appendix	90
	KPI A1.5	Description of emissions target(s) set and steps taken to achieve them.	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	84
	KPI A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	GRI 103: Management Approach: Disclosure 103-2 (used together with GRI 306: Waste) GRI 306: Waste: Disclosures 306-4 and 306-5	Care for Environment	75-77, 85
Aspect A2: Use of Resources	General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials. Note: Resources may be used in production, in storage, transportation, in buildings, electronic equipment, etc.	GRI 103: Management Approach: Disclosure 103-2 (c-i) (used together with GRI 301: Materials, GRI 302: Energy, and GRI 303: Water and Effluents)	Care for Environment	77-81
	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	Appendix	91
	KPI A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	GRI 303: Water and Effluents: Disclosure 303-5	Appendix	91
	KPI A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	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	84
	KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	GRI 103: Management Approach: Disclosure 103-2 (used together with GRI 303: Water and Effluents) GRI 303: Water and Effluents: Disclosure 303-1	Care for Environment	80, 84
	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	Appendix	91

# REPORT DISCLOSURE INDEX



Aspects	ESG Indicators	Description	GRI Standards and Disclosures*	Section	Page
Aspect A3: The Environment and Natural Resources	General Disclosure	Policies on minimising the issuer's significant impacts 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 and Effluents, GRI 304: Biodiversity, GRI 305: Emissions, and GRI 306: Waste)	Care for Environment	82-83
	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 and Effluents, GRI 304: Biodiversity, GRI 305: Emissions, and GRI 306: Waste) GRI 303: Water and Effluents: Disclosure 303-1 GRI 304: Biodiversity: Disclosure 304-2 GRI 306: Waste: Disclosures 306-1 and 306-2	Care for Environment	82-83
Aspect A4: Climate Change	General Disclosure	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	GRI 103: management approach: Disclosure 103-2 (c-i) (used together with GRI 201: Economic Performance) GRI 102: General Disclosures: Disclosure 102-29	Care for Environment	85
	KPI A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	GRI 201: Economic Performance: Disclosure 201-2	Care for Environment	85
<b>B. Social</b>					
<b>Employment and Labour Practices</b>					
Aspect 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, Laws and Policies	39-44, 86
	KPI B1.1	Total workforce by gender, employment type (for example, full-or part-time), 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)	Appendix	87
	KPI B1.2	Employee turnover rate by gender, age group and geographical region.	GRI 401: Employment: Disclosure 401-1 (b)	Appendix	88
Aspect 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 403: Occupational Health and Safety: Disclosure 403-1 GRI 419: Socioeconomic Compliance: Disclosure 419-1	Care for Employees, Laws and Policies	44-47, 86
	KPI B2.1	Number and rate of work-related fatalities occurred in each of the past three years including FY2022	GRI 403: Occupational Health and Safety: Disclosure 403-9, 403-10	Care for Employees	47
	KPI B2.2	Lost days due to work injury.	N/A	Care for Employees	47
	KPI B2.3	Description of occupational health and safety measures adopted, and 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) GRI 403: Occupational Health and Safety: Disclosures 403-1, 403-3, 403-5, 403-7	Care for Employees	45-47
Aspect B3: Development and Training	General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. Note: Training refers to vocational training. It may include internal and external courses paid by the employer.	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	47-50



## REPORT DISCLOSURE INDEX

Aspects	ESG Indicators	Description	GRI Standards and Disclosures*	Section	Page
	KPI B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	N/A	Appendix	89
	KPI B3.2	The average training hours completed per employee by gender and employee category.	GRI 404: Training and Education: Disclosure 404-1	Appendix	89
Aspect 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 Labour and GRI 409: Forced or Compulsory Labour) GRI 419: Socioeconomic Compliance: Disclosure 419-1	Care for Employees, Laws and Policies	50, 86
	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 Labour and GRI 409: Forced or Compulsory Labour) GRI 408: Child Labour: Disclosure 408-1 (c) GRI 409: Forced or Compulsory Labour: Disclosure 409-1 (b)	Care for Employees	50
	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 Labour and GRI 409: Forced or Compulsory Labour) GRI 408: Child Labour: Disclosure 408-1 (c) GRI 409: Forced or Compulsory Labour: Disclosure 409-1 (b)	Care for Employees	50
Operating Practices					
Aspect 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	67-70
	KPI B5.1	Number of suppliers by geographical region.	GRI 102: General Disclosures: Disclosure 102-9	Care for suppliers	67
	KPI B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	GRI 102: General Disclosures: Disclosure 102-9 GRI 103: Management Approach: Disclosure 103-2 (used together with GRI 303: Water and Effluents, GRI 308: Supplier Environmental Assessment and GRI 414: Supplier Social Assessment) GRI 303: Water and Effluents: Disclosure 303-1 (c) 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	67
	KPI B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	GRI 102: General Disclosures: Disclosure 102-9 GRI 103: Management Approach: Disclosure 103-2 (used together with GRI 303: Water and Effluents, GRI 308: Supplier Environmental Assessment and GRI 414: Supplier Social Assessment) GRI 303: Water and Effluents: Disclosure 303-1 (c) 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	68-69

# REPORT DISCLOSURE INDEX



Aspects	ESG Indicators	Description	GRI Standards and Disclosures*	Section	Page
	KPI B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	GRI 103: Management Approach: Disclosure 103-2 (used together with GRI 306: Waste and GRI 308: Supplier Environmental Assessment)	Care for suppliers	69
Aspect 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 Labelling, and GRI 418: Customer Privacy) GRI 416: Customer Health and Safety: Disclosure 416-2 GRI 417: Marketing and Labelling: Disclosures 417-2 and 417-3 GRI 418: Customer Privacy: Disclosure 418-1 GRI 419: Socioeconomic Compliance: Disclosure 419-1	Care for customers, Laws and Policies	53-62, 86
	KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	N/A	Care for customers	61
	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	57
	KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	N/A	Care for customers	62
	KPI B6.4	Description of quality assurance process and recall procedures.	N/A	Care for customers	57-61
	KPI B6.5	Description of consumer data protection and privacy policies, and 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	62
Aspect 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, Laws and Policies	50-51, 86
	KPI B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during FY2022 and the outcomes of the cases.	GRI 205: Anti-corruption: Disclosure 205-3	Care for Employees	51
	KPI B7.2	Description of preventive measures and whistle-blowing procedures, and 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	50-51
	KPI B7.3	Description of anti-corruption training provided to directors and staff.	GRI 205: Anti-corruption: Disclosure: 205-2: Communication and training about anti-corruption policies and procedures	Care for Employees	51
<b>Community</b>					
Aspect 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	64-65
	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	64
	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	65

\* 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" (updated July 2020).



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