



Tao Heung Holdings Limited

稻香控股有限公司*

(Incorporated in the Cayman Islands with limited liability)

Website: <http://www.taoheung.com.hk>

(Stock Code: 573)

Environmental, Social and Governance Report

The board of directors (the “Board”) of Tao Heung Holdings Limited (the “Company”) together with its subsidiaries, (collectively “Tao Heung” or the “Group”) hereby presents the Environmental, Social and Governance Report (“ESG”) for the year ended 31 December 2021 for the Company. It provides an overview how the Group, as a responsible corporate citizen, strikes the balance between economic, environmental and social sustainability from different aspects, including environmental protection, employment and labour practices, operating practices and community involvement.

INTRODUCTION

The Company is a leading Chinese restaurant group in Hong Kong. With a mission to become one of the most esteemed and premier Chinese restaurant group in Hong Kong and Mainland China, the Group currently operates a network of Chinese restaurants and bakery shops in Hong Kong and Mainland China under different brands and two centralized food processing and logistics centres, one in Tai Po and another one in Dongguan.

This report is prepared in accordance with the Environmental, Social and Governance Reporting Guide as set out in Appendix 27 of the Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong Limited. This report covers the Group’s restaurant operations, bakery operations as well as manufacturing of food products. The environmental data presented covers its restaurants, bakery shops and logistics centre for the period from 1 January 2021 to 31 December 2021 (the “Reporting Period”).

In preparation of the report, the Group adheres to the reporting principles under the ESG Reporting Guide:

Materiality	The materiality of ESG issues were identified based on the Group’s business operations and was determined by the Board.
Quantitative	The data of the Key Performance Indicators are sourced from the statistics of relevant departments. The methodologies, assumptions and/or calculation tools used for the reporting have been disclosed.
Balance	The Group adheres to the principles of accuracy, objectivity and fairness. We provide an unbiased information of the environmental, social and governance performance in the report.
Consistency	Methodologies adopted for preparation of this report are consistent with last year.

** For identification purpose only*

A. ENVIRONMENTAL

As an environmental caring company with corporate social responsibilities, we are committed to devoting efforts to the compliance on the relevant laws and regulations and towards the reduction of air emissions, gas emissions and wastages as well as the conservation of energy and natural resources.

A1. Emissions

A1.1 Air Emissions

The Group's air emissions mainly arise from the combustion of gaseous fuel. We will continue to implement various measures and strive to reduce air pollutant.

A1.2 Gas Emissions

Gas emissions are mainly oil fumes and cooking odour emissions from the cooking process at the restaurants and logistics centre. The Group has taken a series of measures to minimize the cooking oil fume and odour such as installation of an efficient ventilation system with filters. It not only ensures good ventilation of the food processing area but also provides a better working environment to the kitchen employees and better living environment to the neighboring residents.

A1.3 Waste Management

Restaurants and logistics centre of the Group would produce various kinds of non-hazardous waste, including waste oil, food waste, packaging materials and sewage water, etc. during their operation. The Group has taken a series of measures so as to minimize the extent of wastage, such as arranging the professional waste oil companies to collect the waste oil on site, the local recyclers to collect the waste packaging materials in various forms and professional companies to conduct grease trap cleaning regularly. In 2021 we collected and recycled 58,952 liter cooking oil (2020: 53,428).

The Group did not generate significant hazardous waste during the reporting period, therefore no relevant data is disclosed.

In the future, the Group will continue to strengthen the understanding of our energy consumption, regularly review and improve operational practices and equipment performance to reduce water consumption, continue to review recycling procedures at our restaurant and logistics centres to enhance waste management effectiveness.

A2. Use of Resources

The Group mainly consumes electricity and water during the operation. In order to minimize the usage on the power consumption, the Group has implemented the following measures to reduce the level of power consumption including using LED lighting facilities and electric cooker and equipments, shortening the running hours of the air-conditioners; using the dish-washing machine to clean the kitchen utensils and serving tools to save the power and water consumption. In addition, the Group started to use the mobile App ordering system since 2020 to reduce paper consumption.

In order to further improve Tao Heung's environmental impact, we aim to optimise our use of resources and our production patterns. Specifically, we optimise our water and energy efficiency by closely monitoring consumption, installing more efficient equipment, and improving processes at our restaurants and logistics centres.

A3. The Environment and Natural Resources

Not only with the introduction of environmental protection measures, the Group also promote the employees' consciousness on environmental protection by making videos which introduce how an individual can contribute in environmental protection aspects. On the other hand, green procurement is encouraged such as purchasing sustainable seafood. Besides, we provide alternate different food ingredients such as stewed soup to replace shark fins in various kind of banquets menu for customer selection.

The plant-based meat can positively affect the planet, the environment and the climate. Environmental benefits of plant-based meat products:

1. Plant-based meat uses 47 percent–99 percent less land than conventional meat (m²-yr-land/kg-meat).
2. Plant-based meat emits 30%–90% less greenhouse gas than conventional meat (kg-CO₂-eq/kg-meat).
3. Plant-based meat uses 72%–99% less water than conventional meat (l-water/kg-meat).

The above represented the results of all English-language comparative life cycle assessments of plant-based meat conducted as of May 1, 2019. Impact reductions are calculated as follows: (impact of conventional meat – impact of plant-based meat) ÷ (impact of conventional meat).

Our logistics centre developed certain plant-based meat products for our OEM customer this year. In order to promote environmentally friendly food, we plan to form a strategic alliance with a food technology institution to produce plant-based meat products in our restaurant's menus.

A4. Climate Change

Global warming and climate change increase the frequency of natural disaster events, such as super typhoon, heat waves, rising sea levels, drought and flooding. Climate change poses a fundamental threat to the place, economy, and human. It could severely disrupt the Group's business operations in the long run. The Group will implement appropriate measures to combat climate-related risks, such as identify and manage the impact of climate change on our business, take a collaborative and proactive approach to mitigating the disruption of supplies, take into account climate-related risks when planning the location and design of new projects and facilities, disclose environmental performance in a timely manner to all stakeholders as well as strive to reduce carbon emissions.

This year, climate change related issues have been considered in the source of food and supply chain assessment process and no major climate-related issues had a significant impact on our operations. The Group continues to maintain awareness on climate-related issues.

Overview of energy consumption and environmental footprint:

	2021	2020	Variance (%)
Energy consumption			
Electricity ('000 kWh)	63,783	58,416	9.2
Towngas ('000 kWh)	9,147	8,726	4.8
Total energy consumption ('000 kWh)	72,930	67,142	8.6
Intensity ('000 kWh/HK\$m revenue) ¹	48.9	53.1	(8.0)
Generation of Greenhouse Gas (GHG)			
Direct GHG emissions (tCO ₂ e) ²	2,140	2,042	4.8
Indirect GHG emissions (tCO ₂ e) ³	25,616	30,742	(16.7)
Total emission	27,756	32,784	(15.3)
Intensity (tCO ₂ e /HK\$m revenue) ⁴	18.6	25.9	(28.3)
Air Emissions			
Nitrogen oxides emissions (kg NOx) ⁵	132	126	4.8
Sulphur oxides emissions (kg SOx) ⁶	0.7	0.6	4.8

Overview of water consumption

Water consumption	2021	2020	Variance (%)
Restaurants (m ³)	619,069	803,390	(22.9)
Logistic Centre (m ³)	64,886	70,497	(8.0)
Total water consumption (m ³)	683,955	873,887	(21.7)
Intensity (m ³ /HK\$m revenue) ⁷	458	691	(33.7)

Overview of waste production

Waste production	2021	2020	Variance (%)
Total hazardous waste produced (tonne)	0	0	0.0
Intensity (tonne /HK\$m revenue) ⁸	0	0	0.0
Total non-hazardous waste produced-Food waste (tonne)	701	691	1.4
Intensity (tonne /HK\$m revenue) ⁹	0.47	0.55	(14.1)

Overview of Packaging Material consumption

Packaging Material consumption

	2021	2020	Variance (%)
Total packaging material used (tonne)	268	234	14.6
Intensity (tonne /HK\$m revenue) ¹⁰	0.185	0.179	(2.9)

Notes:

1. Intensity is calculated by the total energy consumption ('000 kWh) divided by the revenue from operations for the financial year ended 31 December 2021, approximately HK\$1,493 million (2020: HK\$1,265 million).
2. Direct GHG emissions from the combustion of fuels in stationary sources, i.e. Towngas.
3. Indirect GHG emissions from the consumption of purchased electricity and towngas from The Hong Kong Electric Company Limited, the CLP Holdings Limited and The Hong Kong and China Gas Company Limited.
4. Intensity is calculated by the total emission of GHG (in tonnes) divided by the revenue from operations for the financial year ended 31 December 2021, approximately HK\$1,493 million (2020: HK\$1,265 million).
5. Nitrogen oxides emissions from the combustion of fuels in stationary sources, i.e. Towngas.
6. Sulphur oxides emissions from the combustion of fuels in stationary sources, i.e. Towngas.
7. Intensity is calculated by the total water consumption (m3) divided by the revenue from operations for the financial year ended 31 December 2021, approximately HK\$1,493 million (2020: HK\$1,265 million).
8. Intensity is calculated by the total hazardous waste produced (tonne) divided by the revenue from operations for the financial year ended 31 December 2021, approximately HK\$1,493 million (2020: HK\$1,265 million).
9. Intensity is calculated by the total non-hazardous waste produced (tonne) divided by the revenue from operations for the financial year ended 31 December 2021, approximately HK\$1,493 million (2020: HK\$1,265 million).
10. Intensity is calculated by the packaging material used (tonne) divided by the revenue from operations for the financial year ended 31 December 2021, approximately HK\$1,493 million (2020: HK\$1,265 million).

B. SOCIAL

B1. Employment

The Group firmly believes that employees are valuable assets and every employee should be respected. The Group hires the best available candidates in the market by offering competitive wages and benefits with rewards for performance, growth opportunities, ongoing training and internal promotion opportunities. We actively facilitate the recruitment of our restaurant staff by adopting a variety of initiatives, such as participating in job fairs, organizing on-campus career talks and encouraging current employees to refer suitable candidates to us. The Group has established policies on employment, promotion, dismissal and anti-discrimination to ensure that employees of different ages, positions, genders and nationalities can enjoy a fair and healthy working environment where they feel valued and encouraged. As at 31 December 2021, the Group employed a total of 5,513 employees (2020: 5,799).

The table below shows the distribution of workforce by gender and age group as at 31 December 2021 and 2020, respectively:

2021	Male			Female			Total			
Age	Office	Logistics	Restaurants	Office	Logistics	Restaurants	Office	Logistics	Restaurants	Total
Below 30	27	65	607	95	40	269	122	105	876	1,103
30 - 59	85	218	1,149	112	225	2,256	197	443	3,405	4,045
60 or above	9	13	103	1	32	207	10	45	310	365
	121	296	1,859	208	297	2,732	329	593	4,591	5,513

2020	Male			Female			Total			
Age	Office	Logistics	Restaurants	Office	Logistics	Restaurants	Office	Logistics	Restaurants	Total
Below 30	34	84	666	78	59	313	112	143	979	1,234
30 - 59	73	225	1,188	96	237	2,431	169	462	3,619	4,250
60 or above	2	10	81	1	26	195	3	36	276	315
	109	319	1,935	175	322	2,939	284	641	4,874	5,799

The table below shows the staff turnover ratio by functional units as at 31 December 2021 and 2020, respectively:

Average monthly turnover rate	Office	Logistics	Restaurants	Total
For the year ended 31 December 2021	3.25%	3.77%	4.99%	4.75%
For the year ended 31 December 2020	3.01%	3.19%	4.69%	4.59%

B2. Health and Safety

The Group values our employees as our most precious assets. Occupational safety and health are our priority in our commitment to our staff. To provide a safe working environment and protect employees from occupational hazards, with reference to “5-S” (五常法) management system, we have developed into our own management system. Also, our operation manual and videos provide clear guidance on various occupational safety matters which our staff are required to follow. We believe that these measures can help to reduce the number and seriousness of work-related injuries of our employees and are adequate and effective to prevent serious work injuries.

During the year ended 31 December 2021, there was no case (2020: nil 2019: nil) regarding the work-related fatalities while 3,623 days (2020: 2,703 days) were lost due to work injury in 2021.

2021 marked the second full year of the COVID-19 pandemic. The Group actively fitted in with the government’s anti-epidemic measures and strategies to prevent and control the spreading of the disease and took every step for protecting our staff and the customers. We adopted a series of preventive measures, such as providing adequate personal protection equipment, introducing work from home plan, performing workplace sanitization, providing guidelines on hygiene and pandemic prevention measures, minimizing regular employee interactions, providing a safe dining environment - such as Type D mode of operation and all our restaurant staff members completed the COVID-19 vaccination course.

B3. Development and Training

The Group develops and provides comprehensive in-house training programmes for all our employees, including our headquarters office personnel, restaurant management personnel and restaurant staff. Staffs at different levels are required to attend the training courses. This arrangement is intended to ensure that all employees not only understand the Group’s corporate culture and core values but also equip themselves with appropriate skills when carrying out their duties. To encourage a life-long learning, the employees are also encouraged to attend training and development courses so as to keep abreast of their skills and knowledge. A fund is set up to finance the employees’ tuition fee upon approval of the management committee. We believe that all these would enable us to have a stable and competent team of staff for our business development purpose.

	Percentage of Employees Trained		Average Training Hours Completed	
	2021	2020	2021	2020
<u>Gender</u>				
Male	28.3%	33.3%	7.0	4.2
Female	50.2%	13.7%	2.1	3.8
Total	42.0%	20.1%	3.3	4.0
<u>Employee Category</u>				
Senior Management	93.2%	36.4%	13.7	4.8
Middle Management	81.2%	78.5%	1.1	5.3
Total	85.6%	76.2%	6.1	5.3

The above table summarized the percentage of employees trained by gender and employee category (e.g. senior management, middle management) and the average training hours completed per employee by gender and employee category in 2021 and 2020, respectively.

B4. Labour Standards

As a caring company, we are in the belief that recruiting, retention and development of employees irrespective of their gender, physical condition, family position and race. All our policies are in compliance with relevant standards, rules and regulations and we are not aware of any material non-compliance on these. Also, we emphasize that no child and forced labour are allowed to hire.

B5. Supply Chain Management

The Group uses strict review criterion for selecting the appropriate suppliers. In order to ensure stable and timely supply of the required ingredients, our central procurement department and quality assurance department maintains control on selection and evaluation of suppliers. For new suppliers, our central procurement department evaluates the relevant information including, where applicable, hygiene certification, certificate of origin and internationally recognised certification on food hygiene and management system. Our central procurement department may also perform site visits with our quality assurance department to assess the food hygiene, working environment as well as production and quality control process of the potential major suppliers. For existing suppliers, our central procurement department together with our quality assurance department would perform regular visits and hold meetings with suppliers as and when required. We only make purchases from authorised suppliers. Also ratings would be given to the suppliers based on their performances. More purchases are made from the suppliers with good ratings. In 2021, geographical distribution of the active suppliers was below:

Region	Hong Kong	Mainland China	Taiwan	Total
No of active suppliers (%)	722(96.3%)	27(3.6%)	1(0.1%)	750

B6. Product Responsibility

B6.1 Quality control on our food

We place great emphasis on food quality and the hygiene of our food products, those being the key factors to ensure our success in the restaurant industry. The Group would strictly adhere to the applicable laws and regulations and implemented food safety management systems. The logistics centre in Hong Kong has been accredited the international certifications of ISO22000 food safety management system and “HACCP” (Hazard Analysis Critical Control Point) management system since 2015. Also, one of our restaurant has been accredited the international certifications of ISO14001 environmental management system and ISO22000 food safety management system since 2013. In order to maintain the food quality standard, the quality assurance team of the Group would regularly conduct operational audit on the quality of food and the environment of restaurants and the logistics centre. The Group also provide training to employees regularly so as to ensure the quality of our food and the compliance with our established quality control guidelines by our staff which include food ingredients receiving, storing and issuing practices; food preparation and production; waste management; food and personal hygiene, etc.. The Group is not aware of any material non-compliance with relevant laws and regulations on health and safety, advertising, labeling and privacy matters related to products and services provided during the reporting period. In 2021, 1,310 products and service related complaints (2020 : 635) were received .

B6.2 Quality control on our services

We have provided comprehensive internal and external training to our staff in respect of customer service. We also launched a program called “We Care, We Hear”. It involves customer satisfaction surveys and focus groups. The purpose of the program is to assess the level of satisfaction and expectation of our customers regarding to our services, the dining environment and the quality of our food. The results of the satisfaction survey help us assess the level of compliance with our established quality control guidelines by our staff and identify room for improvement in respect of our food, service and environment, where appropriate. The results of the focus groups tell us customer expectations and help us identify any gaps between our established quality standard and customer expectations. Moreover, the Group has a comprehensive feedback system. Customers are able to communicate with the Group in different ways, via the customer service hotline, e-mail, social media or feedback form. The customer feedbacks would be treated as part of key performance indicators when assessing the overall performance of each restaurant. A team of qualified staff is also assigned to handle and follow-up the cases.

B6.3 Protection of Personal Data

With a comprehensive feedback system and the development of membership system, the data collected from its customers from time to time may consist of personal information. The Group strictly complies with the provisions of the Personal Data (Privacy) Ordinance to ensure the personal data collected are to be treated confidentially and for specific purposes only.

B6.4 Intellectual Property Rights

The Group respects and protects intellectual property rights. The Group currently runs its restaurants under various brands with necessary filing or registration of trademarks. The Group would take appropriate actions to ensure that the intellectual property rights are observed and protected.

B7. Anti-Corruption

The Group strictly adheres to the laws and regulations against corruption such as the Prevention of Bribery Ordinance. We believe that integrity is a valuable asset to our business and society. We have implemented the code of conduct and guidelines for our staff and suppliers to prevent any fraudulent and corrupt acts. The Group has a system to allow employee to disclose information in relation to any unlawful conduct, any incident of corruption, avoidance of internal controls, incorrect or improper financial or other reporting to the management. To raise our awareness of the corruption prevention, we invited the Hong Kong Independent Commission Against Corruption (the “ICAC”) to arrange talks for different levels of our staff. The ICAC officers outlined the prevention of bribery ordinances, reminded our staff, particularly colleagues in the risk exposed areas, of the potential traps into which they may fall. During the year under review, the Group was not aware of any significant non-compliance cases in relation to applicable laws and regulations on corruption, fraud and money laundering.

B8. Community Investment

Apart from running a sustainable Chinese cuisine business, giving back to society has been an integral part of Tao Heung’s makeup. This is reflected by our commitment to both training the next generation for entering the F&B industry, and ensuring that the door is always open to those curious about pursuing a career in catering and associated sectors. Hence, besides the joint establishment of VTC Tao Miao Institute (“稻苗學院”) with the Vocational Training Council (“VTC”) in Hong Kong since years ago, Tao Heung patronised the operation of Dongguan Tao Heung Chinese Cuisine Culinary Vocational Training Institute (“Training Institute”) in Mainland China in 2021. Both efforts enable the Group to promote Chinese culinary traditions among new entrants to the industry, through training, accreditation and working experience. The Training Institute has a

GFA of 3,800 sq. m. and is situated within our headquarter in Dongguan, Guangdong Province. Courses include the preparation of Chinese dishes, dim sums and pastries, Western dishes and pastries, confections, coffees, wines, etc. Certain courses are dedicated to Tao Heung's own restaurant network, while others are for the industry in general. Commencing operation in late 2021, the Training Institute has trained over 700 students to date. The Training Institute also co-operates with local education institutes, offering training sessions to students of relevant tertiary courses.

Tao Heung devotes to the society through charitable means. During the reporting period, Tao Heung donated totaling HK\$1,150,000 to support a variety of charity campaigns in the society. In addition, we donated a total of 7,200 pieces of festive food items, including Dragon Festival dumplings and moon cakes to Food Angel, Food Grace and other organisations. We also encourage our staff to participate in contributing to the society such as joining the Standard Chartered Hong Kong Marathon. Besides, we encourage our employees to be a responsible and caring citizen by joining the "Organ Donation Promotion Charter" launched by the Department of Health for assistance in promoting organ donation and encouraging registration of wish to donate organ.

Tao Heung devotes to culture conservation. Tao Heung has operated "Tao Heung Museum of Food Culture" in Hong Kong since 2005. From 2013 onward, Tao Heung has provided a venue in Fotan to a charitable fund founded by the founders of Tao Heung to run "Tao Heung Museum of Food Culture". Admission and guided tours are free. The museum gives the public an opportunity to deepen their understanding of the world food culture especially for Chinese and Hong Kong. Tao Heung also provided a venue to Institution of Dinning Art to run courses for the industry practitioners.

HKEX ESG Reporting Guide Index

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