



1957 & Co. (Hospitality) Limited

(Incorporated in the Cayman Islands with limited liability)

Stock Code: 8495

Environmental, Social and Governance 2018



Contents

Page	
2	1. Introduction
2	2. About this report
3	3. Sustainability management
3	A. Stakeholder engagement
4	B. ESG issues materiality matrix
5	4. Our commitment to the environment
5	A. Introduction
5	B. Measures for energy and resources conservation
6	C. Exploration on recycling and effective use of cooking oil
6	D. Production of waste and their disposals
6	E. Our care to the environment
7	F. Energy consumption and emission data
8	5. Our commitment to quality
8	A. Procurement policy
9	B. Requirement on our staff on food quality
9	C. Protecting intellectual property rights
9	D. Our care to our customers
10	E. Data protection and privacy policies
10	6. Policy and measures on anti-corruption
11	7. Our commitment to our people
11	A. Introduction
11	B. Labour standard and equal opportunity
12	C. Occupational health and safety
13	D. Employee development and training
14	E. Hours of training received by our staff
16	F. Number of employees
17	G. Employee turnover rate
18	8. Our participation and collaboration with community
18	A. Encouraging equal opportunities
19	B. Our contribution to education
19	C. Our cares for food wastage problem
20	9. Awards and recognition
21	10. Report disclosure index



Environmental, Social and Governance Report

1. INTRODUCTION

We are pleased to present the Environmental, Social and Governance (“ESG”) report (the “Report”) for the year ended 31 December 2018. The disclosure in this Report sets out our vision, policies and measures on ESG matters. As a responsible Hong Kong-based restaurant operation and management group, we endeavour to strike a balance between economic, environmental and social sustainability from various aspects, including sustainable development to the society and environment, employment practices and community involvement.

During the year ended 31 December 2018, we have twelve restaurants under five self-owned brands and three franchised or sub-licensed brands in Hong Kong and were dedicated to serving quality Japanese, Thai, Vietnamese, Shanghaiese and Italian cuisines to different customers.



2. ABOUT THIS REPORT

This Report demonstrates the sustainability approach and performance of 1957 & Co. (Hospitality) Limited (“1957” or the “Company”) from 1 January 2018 to 31 December 2018. We believe a sustainable business strategy is essential to a company’s long-term success, and therefore we have allocated significant resources and efforts into sustainable practices and community engagement.

This Report is prepared in compliance with the ESG Reporting Guide as set out in Appendix 20 of the Rules Governing the Listing on GEM of The Stock Exchange of Hong Kong Limited, and this Report covers the environmental and social performance of us including all twelve restaurants and our headquarters in Hong Kong. Our restaurant operation and management offer not only good food quality, but also award-winning interior design. The Company aims at providing a “Value for Money” and full dining experience for our guests.

As our second ESG report, we focus on improving the scope of disclosure. For more information on our approach regarding ESG matters, please visit our website at www.1957.com.hk.

Environmental, Social and Governance Report

3. SUSTAINABILITY MANAGEMENT

A. Stakeholder engagement

Stakeholder communication is essential to our business operation and it helps us to understand their needs and motivates us for improvement. The below table identified the key stakeholder groups, their major issues of concern and the relevant communication channels:

Stakeholder group	Issues of concern	Communication channels
Investors	<ul style="list-style-type: none"> • Appreciation of share price • Amount and stability of dividends • Future development plan • Transparency of business 	<ul style="list-style-type: none"> • Annual general meeting and other shareholder meetings • Financial reports • Regular announcements and circulars • Corporate website • Face-to-face meetings
Employees	<ul style="list-style-type: none"> • Compensation • Opportunity • Occupational health and safety • work-life balance 	<ul style="list-style-type: none"> • Trainings and workshops • Performance review • Team-building activities
Guests	<ul style="list-style-type: none"> • Food quality • Service • Dining environment 	<ul style="list-style-type: none"> • In-restaurant survey • Customer service hotline • Corporate website and social media page
Suppliers	<ul style="list-style-type: none"> • Price and quantity of supplies • Contractual arrangement • Supply chain management 	<ul style="list-style-type: none"> • Supplier workshop visits and performance review • Tendering and other regular meetings
Landlords	<ul style="list-style-type: none"> • Lease contract arrangement • Image and marketing 	<ul style="list-style-type: none"> • Regular meetings • Opening ceremonies of new shops
Communities	<ul style="list-style-type: none"> • Contribution • Pollution and other adverse effect 	<ul style="list-style-type: none"> • Press release • Corporate website • Community investment
Government	<ul style="list-style-type: none"> • Regulatory compliance • Taxation compliance 	<ul style="list-style-type: none"> • Attend relevant seminars and trainings • Responses to government policy

Environmental, Social and Governance Report

B. ESG issues materiality matrix

We discussed and identified some major issues regarding environment, social and governance matters, subsequently assessed the importance of these issues to the business and stakeholders, and further came out with a materiality matrix as shown below. Accordingly, we consider the issues located near or in the top right-hand portion of the matrix to be more important and thus we have provided more comprehensive disclosures, while maintaining sufficient disclosure for other issues. We take this opportunity to establish important key performance indicators for external reporting through the matrix and to enhance our internal monitoring purpose.

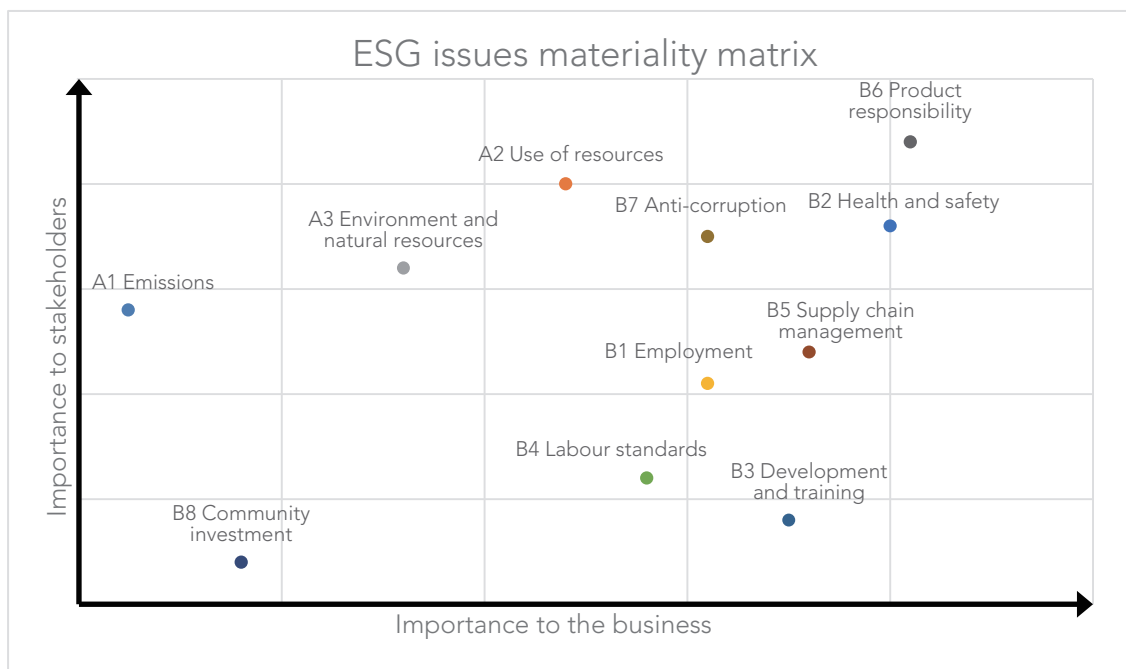


Figure 1 — ESG issues materiality matrix showing the issues that are important to stakeholders and business

Environmental, Social and Governance Report

4. OUR COMMITMENT TO THE ENVIRONMENT

A. Introduction

Hong Kong is well-known as the “World’s Food Fair”. As a metropolis and international finance centre, Hong Kong is embedded with diversified cultures, with people coming from different parts of the world for visiting or working, and cuisine is one of the most popular things to try out. With our vision of providing quality services, we are dedicated to bringing a wide variety of cuisines to our guests. At the same time, we are aware that our operation consumes much energy and may potentially produce certain amount of wastes and pollutants. So we put great emphasis on environmental protection by formulating policies to minimise the harmful effect that we may cause to the environment, in order to ensure our business operation to be energy, water and resources efficiency.

Our Company takes the responsibility to strictly comply with all the relevant requirements of the Laws of Hong Kong and specific guidance in the food industry that are relevant to our operation. Specifically, a general restaurant license is granted to each of our restaurant by the Food and Environmental Hygiene Department (“FEHD”), in accordance to the stipulation by the Public Health and Municipal Services Ordinance (Cap. 132 of the Laws of Hong Kong) and the Food Business Regulation (Cap. 132X of the Laws of Hong Kong). With respect to the above regulation and ordinance, our restaurants attain requirements in areas of health, hygiene, ventilation, gas safety, building structures and means of escape with satisfaction of Fire Services Department, Buildings Department and FEHD, so as to safeguard the well-being of our guests and employees. We also have stringent compliance with the Water Pollution Control Ordinance (Cap. 358 of the Laws of Hong Kong) that license is obtained from the Environmental Protection Department in advance of any trade effluents discharge, ensuring all sewage is treated before discharge.

B. Measures for energy and resources conservation

In order to minimize our restaurants’ energy consumption, we follow the guidance (specifically, the Buildings Energy Efficiency Ordinance, Cap. 610 of the Law of Hong Kong) on energy efficiency. We have implemented various measures to reduce the level of power consumption on lighting and air-conditioning. In particular, we meticulously focus on the interior design of restaurants in order to achieve energy saving. For instance, our award-winning designers integrated the design concepts with environmental considerations, like natural lighting, such that only optimum amount of lighting fixtures were installed while achieving the desired lux level. We also utilise bamboo as the interior construction of the restaurant, having the tranquility while fusing the natural elements into our guests’ dining experience. As well as the air-conditioning systems are installed with a climate control system, so that optimal setting could be attained by obtaining the changing outdoor climate information, and achieve energy saving.



Figure 2 — The dining environment in Ta-ke Japanese Restaurant (“Ta-ke”)

Environmental, Social and Governance Report



Figure 3 — The main material used for interior design Ta-ke is bamboo

C. Exploration on recycling and effective use of cooking oil

One of the major sources of culinary waste is used cooking oil; improper disposal would cause devastating impacts to the environment. In regard to this, we commenced a contractual relationship with a qualified recycling company handling used cooking oil in 2018, as well as providing training to our staff on the effective and efficient techniques of using cooking oil. We have reviewed the entire used cooking oil collection operation, and decided to hire one company for the collection, as this practice provides a higher consistency and is easier for our management. 33,040 litres of used cooking oil were collected from our restaurants this year. We will expand our cooperation continuously with different stakeholders and organisations in order to seek possible benefits and ways to handle with used oil and other wastes that we generated in the course of our operation.

D. Production of waste and their disposals

According to relevant building laws, there are centralised grease traps in each mall with a licenced contractor handling the trapped grease. In some of our restaurants, we even design and install our own grease trap, thus providing additional safeguard against the discharge of grease.

Our dishes are made upon orders. Through this practice, pre-cooked food is maintained at the minimum level which leads to amount of food waste being minimised to the least. Food waste, a kind of non-hazardous waste, is our major source of waste. We do not produce any hazardous waste during our business operation.

For our in-house storage, the amount of food that we purchased is designated for daily serving, yet our contracted suppliers can provide urgent delivery upon request. This implies that we only store a limited amount of food each day, minimising the potential amount of food wastage. We believe by adopting the above practices, we can reduce the level of non-hazardous waste generated.

E. Our care to the environment

Since the beginning of our operation, environmental friendliness has been one of our major focuses. Our strategic decision makings always include the consideration of our environment. As a restaurant operator in Hong Kong, we do not require to source our own water. However, we have been aware of our water usage by implementing various measures to achieve water saving. From the early stages in restaurant design to implementing strict rules for daily operations, we ensure our restaurants would consume energy only when needed and produce minimum level of waste. We also select suppliers which are more environmentally friendly, for instance, the use of more eco-friendly pesticides, transportation with less carbon footprint, and more sustainable fishing techniques. Moreover, our restaurants would not use any endangered or threatened species that adversely affect sustainability of our ecosystem. Our restaurants mainly provide dine-in services. Unlike restaurants focusing on takeaway business, our use of packaging materials is minimal. We endeavour to strive for excellence in pursuing mutual coexistence and symbiosis with our environment.

Environmental, Social and Governance Report

F. Energy consumption and emission data

The below table shows the energy consumption including gas, electricity and charcoal in kilowatt hour ("kWh") for 2018.

Category	Unit	2018
Gas	kWh	5,194,000
Electricity	kWh	2,629,000
Charcoal	kWh	50,000
Total consumption	kWh	7,873,000
Energy intensity	kWh/HK\$ million revenue (HK\$m revenue [#])	22,885

Water consumption statistic for the year 2018:

Category	Unit	2018
Water consumption	cubic meter (m ³)	87,250
Water intensity	m ³ /HK\$m revenue [#]	254

The emissions of exhaust gas through our business operation by using the gas and charcoal are summarised as below:

Category	Unit	2018
SO _x	Tonne	374
NO _x	Tonne	75,164

The total greenhouse gas ("GHG") emissions are as follows:

Scope	Unit	2018
Total Scope 1 emissions	Tonne of carbon dioxide equivalent ("tCO ₂ e")	1,013
Total Scope 2 emissions	tCO ₂ e	2,080
Total Scope 3 emissions	tCO ₂ e	47
Total GHG emissions	tCO ₂ e	3,140
Total GHG emissions intensity	tCO ₂ e/HK\$m revenue [#]	9

Revenue generated from the operation of restaurants of the Group for the year approximately HK\$344 million.

Environmental, Social and Governance Report

5. OUR COMMITMENT TO QUALITY

We strongly believe that a quality dining experience not only includes excellent services, but also the food and dishes that we serve, and this contributes the most to the identity of our restaurants. So we put great emphasis on quality control of our dishes through a well-established system.



Figure 4 — Grilled A5 Japanese Hida Wagyu Steak



Figure 5 — Sushi from Ta-ke

A. Procurement policy

The selection of food suppliers is of paramount importance to the quality of our dishes. We are dedicated to selecting our suppliers based on the stability of food quality and reputation. We also undertake to reduce the environmental and social risks of our supply chain, by adopting a policy of choosing suppliers that are in nearby geographical location and using environmentally friendly transport modes, therefore minimising greenhouse gases emission. Apart from considering the environmental aspect, we also pay much attention to the ethics of suppliers. Our approved list of suppliers must not be associated with any of the following offence, including animal cruelty, local pollution, child labour and forced labour. A cost control manager is appointed to inspect the cost and quality of the delivered supplies from current and prospective suppliers. We adopt a rigorous procurement process for assessing our prospective suppliers. Through regular visit to factories and workshops, we can assess the level of condition such as the standard of hygiene, hence, we may also provide comments on the area capable for improvement in order to ensure the high quality of food supplies.

Environmental, Social and Governance Report

B. Requirement on our staff on food quality

Food quality is one of our biggest concerns. We pay a lot of effort to maintain a workplace that conforms to local laws, regulations governing occupational hygiene, safety and health. Every employee strives to achieve the best food quality and dining experience for our guests. We assign one Hygiene Manager and one Hygiene Supervisor to each restaurant. They are responsible to promote and support the hygiene and health regulations. They have to attend hygiene and safety course to enhance their knowledge of preventing any food poisoning and foodborne illnesses. All employees must follow the instructions regarding cleaning, receiving, storing and handling food at all times. This measure is to prevent any bacteria and illness in the working environment. Therefore, we are confident in our dishes.



Figure 6 — Wok-fried Mudcrab with Glutinous Rice



Figure 7 — Smoked Soft-boiled Eggs with Black truffle Pearls

C. Protecting intellectual property rights

Each of our restaurant has its own dining concept, and we provide a great dining environment by integrating both the interior design and restaurant view together. During the design stage, our designers use their inspired ideas to create award-winning interior design to suit our requests and style. Our Company respects the effort of every creator, therefore we take actions to protect intellectual property rights by ensuring our ideas do not infringe with other products and patents. We also register patents with our Company logo at our best efforts.

We are currently operating restaurants under five self-owned brands and three franchises or sub-licensed brands. We took measures to protect all trademarks and other intellectual property rights by making the necessary filling(s) and registration(s). Apart from that, recipes are a significant asset of our Company. There are strict regulations in the kitchen and effective management to prevent disclosure of the recipes.

D. Our care to our customers

We listen to our guests' opinions to better understand their needs and seek for improvements. Customers can express their opinions to us verbally or in written form. We value our guests' compliments, complaints and suggestions especially on our service and food quality. When we receive opinions from customers, the restaurant manager will first investigate the subject matters, then address the problem immediately or give suggestions for improvement. By collecting more opinions, we hope to tailor the service to suit our guests in all areas, from reservation, food quality, dishes variety, waiters' attitude, dining environment to payment method.

Environmental, Social and Governance Report

E. Data protection and privacy policies

Our Company has a “1957 & Co. Loyalty Program” (the “Program”) for our frequent guests to earn and redeem points across our restaurants, and enjoy many exclusive privileges, such as cash rebate. As we collect personal information from our members, we ensure our personal data collection complies strictly to the Personal Data (Privacy) Ordinance (Cap. 486 of the Laws of Hong Kong) and our staff are required to have adequate knowledge on processing personal data through training workshops. We value the privacy of our guests, and therefore we process the personal data lawfully, relevantly and not excessively for the purposes of the collection. Besides, we provide adequate measures to safeguard the personal data against unlawful alteration or unauthorised disclosure. Only designated staff in customer service department have the access permission to ensure the data security.

6. POLICY AND MEASURES ON ANTI-CORRUPTION

We advocate anti-corruption and anti-fraud in our working environment. We have implemented a strict internal control policy and regulation towards bribery or dishonesty. There are well-structured processes on purchases, sales, operation and finance for employees to follow. Our Company’s whistleblowing policy is available on our website. We encourage our employees who have concerns about any suspected misconduct or malpractice within the workplace to voice out verbally or in written form with a standard whistleblowing report template provided, and then Company will acknowledge receipt of the report within five working days. A designated senior officer — Company Secretary or Compliance Officer, will be appointed to follow up on the report. An investigation will be conducted in accordance to the investigation procedures set out in the policy. We have no tolerance towards any corruption. There is no concluded legal cases regarding corrupt practices during the reporting period.

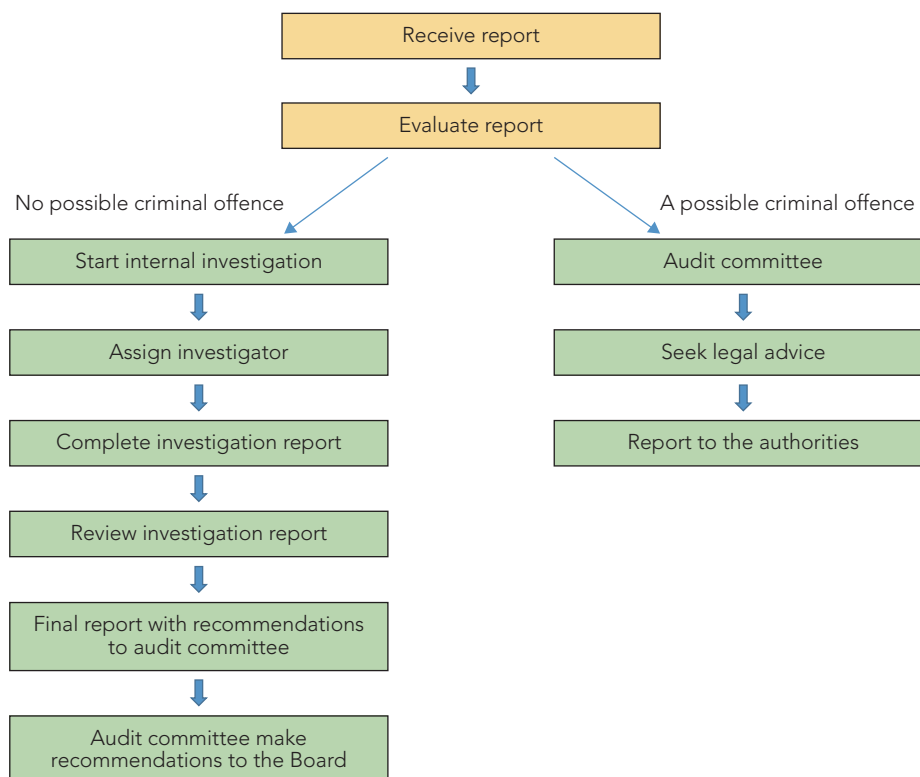


Figure 8 — The anti-corruption policy of our Company

Environmental, Social and Governance Report

7. OUR COMMITMENT TO OUR PEOPLE

A. Introduction

Our Company values staff as our precious asset. We strictly comply with all relevant laws, including but not limited to Employment Ordinance (Cap. 57 of the Laws of Hong Kong), Occupational Safety and Health Ordinance (Cap. 509 of the Laws of Hong Kong), Sex Discrimination Ordinance (Cap. 480 of the Laws of Hong Kong), Minimum Wage Ordinance (Cap. 608 of the Laws of Hong Kong) and Disability Discrimination Ordinance (Cap. 487 of the Laws of Hong Kong).

We have a standard employment policy covering from recruitment to termination. Also, we have various policies in place for handling different situations, such as employee's safety, prevention on food poisoning, food contamination handling and staff or guest injury treatment. These policies are formulated based on general industry practice and are comprehensively described in the dedicated staff handbook. Each employee would receive a copy of staff handbook during new employee orientation for their study and review, so that our staff can deal with unusual situations promptly.

B. Labour standard and equal opportunity

As an equal opportunity employer, we strive for a welcoming and joyful working environment for our staff with equal opportunity. Starting from the recruitment stage, we select talents and enthusiastic candidates based on their capability and attitude regardless of their backgrounds, ages, genders and nationalities. During the year, the Company participated in a large-scale job fair "Middle-aged and Elderly Employment" held by the Labour Department. Through the job fair, we hired two candidates aged around fifty-five.



Figure 9 — "Middle-aged and Elderly Employment" Job Fair

To protect juveniles and avoid assigning unendurable workloads, we prohibit the use of child labour and forced labour. If any child or forced labour is discovered, employees can report to the management by face-to-face meeting, phone, mail or email. The reported case will be followed up with an investigation. Apart from that, we strictly comply with the statutory requirement of the Employee's Compensation Ordinance (Cap. 282 of the Laws of Hong Kong). All related job duties, including the number of working hours, over-time working arrangement and staff welfare and allowance are clearly stated in the employment contract.

Environmental, Social and Governance Report

We strictly comply with the government's relevant laws and regulations. The staff handbook clearly states the general rules on annual leave, the calculation of annual leave, employment certificates, etc. in the employment policy. The below is the summary of laws and regulations related to labour that are applicable to us.

- Employment Ordinance (Cap. 57 of the Laws of Hong Kong)
- Occupational Safety and Health Ordinance (Cap. 509 of the Laws of Hong Kong)
- Regulation on Work-Related Injury Insurance
- Disability Discrimination Ordinance (Cap. 487 of the Laws of Hon Kong)
- Sex Discrimination Ordinance (Cap. 480 of the Laws of Hong Kong)
- Employees' Compensation Ordinance (Cap.282 of the Laws of Hong Kong)

C. Occupational health and safety

We care about the health and safety of our employees. Our Company makes every effort to provide a healthy, efficient and safe working environment. When we work on the kitchen design, staff circulation and latitude are our major consideration in order to facilitate their work. Proper kitchen tools and utensils are also provided to reduce work-related injuries and ensure their safety. Every employee receives a staff handbook which states clearly the suggested accident prevention measures. Furthermore, a first aid box is placed at every restaurant; whenever any work injury happened on the premises, first aid should be given to the injured person by a certified first aider and should be escorted to the nearest hospital or clinic for immediate medical treatment. The department head should submit a comprehensive "Workplace Incident & Accident Report" form to the Human Resources Department within twenty-four hours of the incident. A follow-up investigation will be conducted and corresponding suggestions will be given to prevent similar accident occurring in the future. For the year 2018, the number and rate of work-related fatalities are zero, and lost days due to work injury are 171 days. Injured staff receive their claim under insurance coverage and sick leave with pay.

Apart from that, we understand that team building and relationship among workmates are essential to our employees, and we believe a good working environment depends much on team spirit. Therefore, we put a lot of resources on team building activities. One of the major activities is our annual dinner held in April, where all full-time staff are invited to enjoy the evening with games, lucky draws and performance. We strive our best to provide enjoyable and safe working atmosphere for every staff.



Environmental, Social and Governance Report



Figure 10 — Annual dinner 2018 of our Company

D. Employee development and training

We care about employees' career and personal development. Continuing study and trainings assist employees in acquiring new knowledge and skills. We organise trainings every year on a timely basis and encourage our staff to participate in. These trainings can equip our employees with better skills in providing services and may reduce complaints received by the restaurants. Various forms of trainings were held in 2018 to ensure our employees acquiring sufficient knowledge and skills for their roles and duties. Please refer to the below table for further details:

Date	Training title	Target employee	Training content
22 & 25 October 2018	1957's Unique Consumer Experience	All frontline employees	<ul style="list-style-type: none"> The winning ways of handling complaints Ways to improve services through empathy theory
22 November 2018	Insurance Claims Workshop	Manager level restaurant employees	<ul style="list-style-type: none"> Introduction of general procedures in handling property loss and liability incident Introduction of "Apology Ordinance"
6 December 2018	Protect personal data & privacy seminar	Office employees	<ul style="list-style-type: none"> Guest speakers from Privacy Commissioner for Personal Data, Hong Kong Laws and liability about personal data and privacy
Twice a month	Mystery shopper	All restaurant employees	<ul style="list-style-type: none"> A scheme as a regular evaluation on services, including dining environment, serving dishes etc.

Environmental, Social and Governance Report



Figure 11 — 1957's Unique Consumer Experience Training



Figure 12 — Protect personal data & privacy seminar

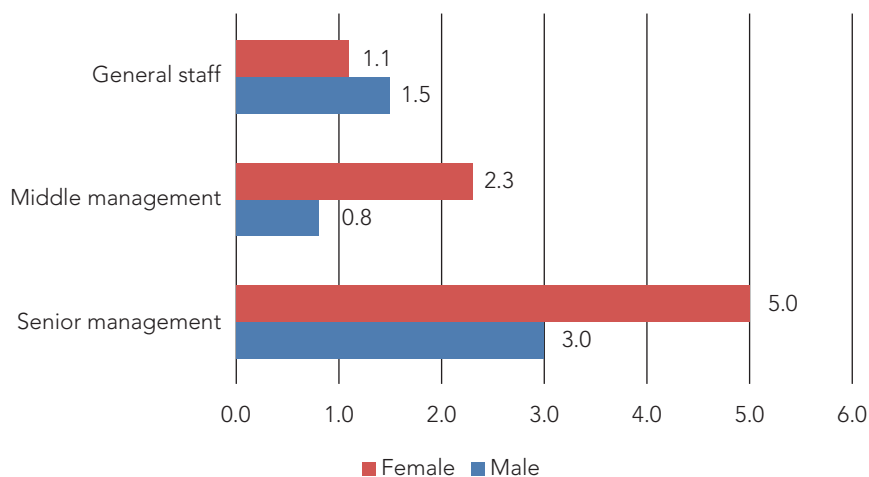


Figure 13 — Insurance claims workshop

E. Hours of training received by our staff

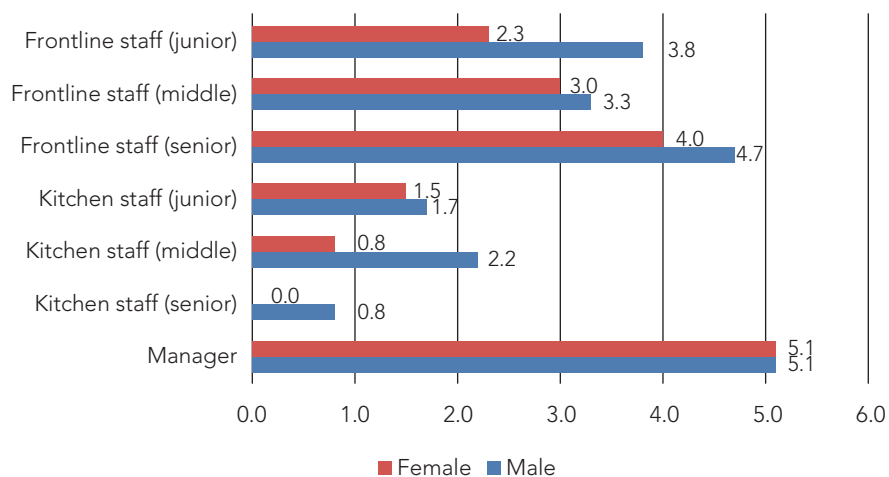
Our Company understands that staff trainings can lead to better services, hence we strive to provide trainings to all staff, especially restaurant staff. Approximately 86% of restaurant staff are trained. To ensure the quality and knowledge enhancement for our staff, all staff are encouraged to participate in trainings that suit their needs. Below are graphs detailing the training status of our staff.

Average training hours completed per office staff

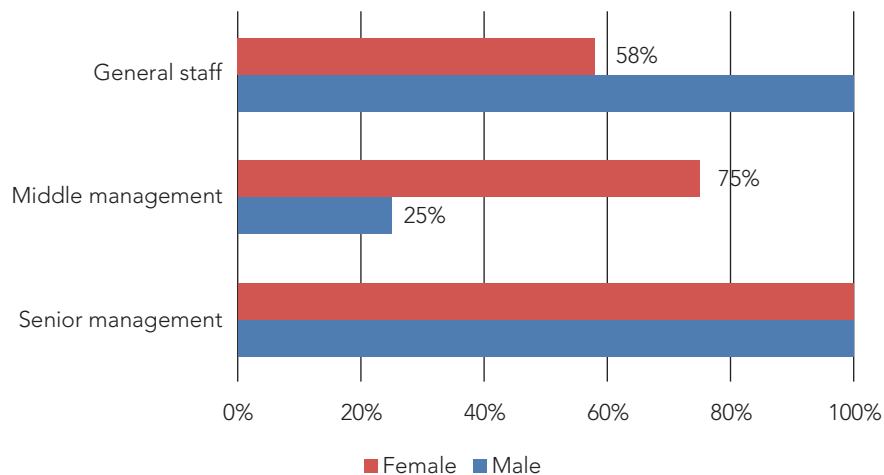


Environmental, Social and Governance Report

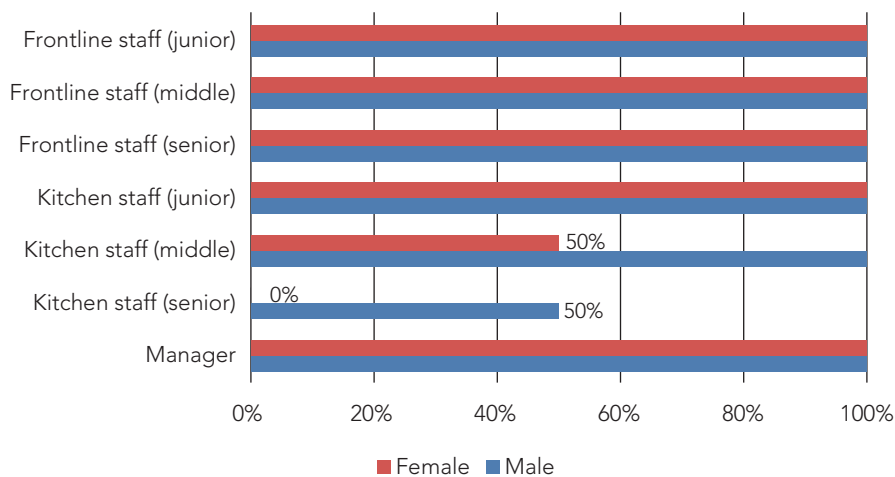
Average training hours completed per restaurant staff



Percentage of office staff trained



Percentage of restaurant staff trained

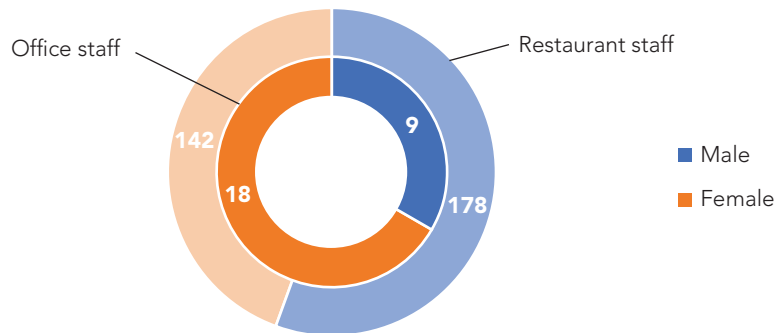


Environmental, Social and Governance Report

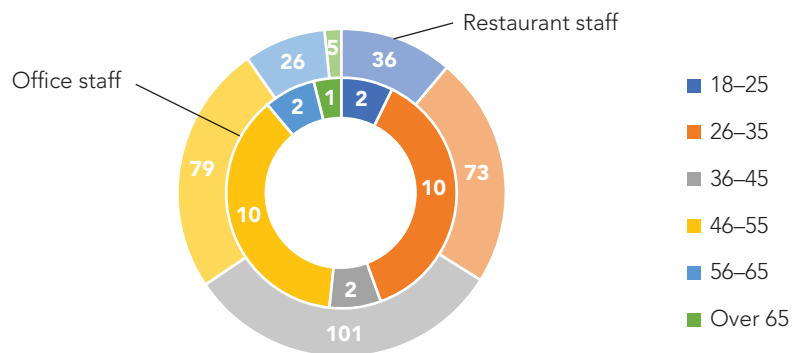
F. Number of employees

During 2018, the number of full time staff increased from 294 to 347. The details related to our number of employees are illustrated in below charts.

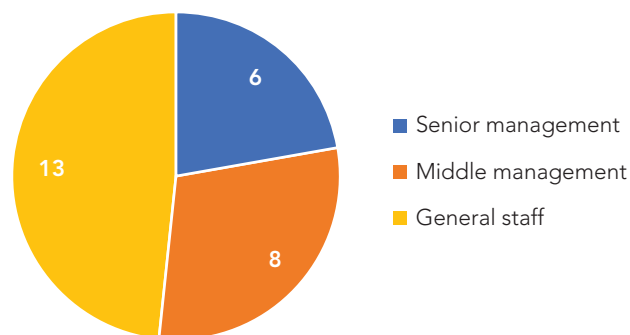
Number of employees by gender



Number of employees by age group

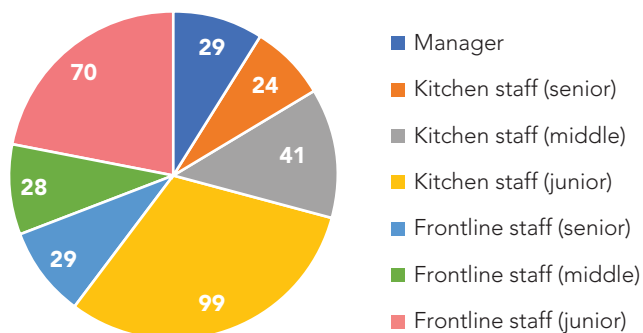


Number of office staff by employment level



Environmental, Social and Governance Report

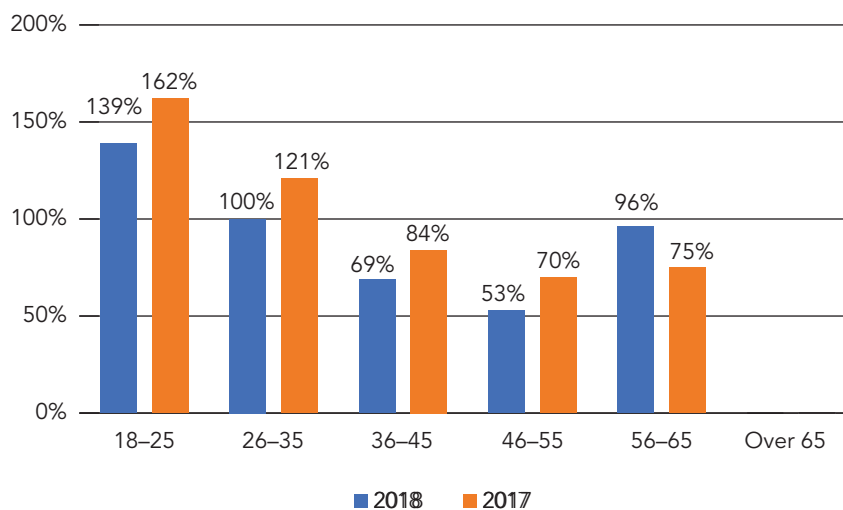
Number of restaurant staff by employment level



G. Employee turnover rate

During 2018, permanent staff turnover rate for male and female is 85% and 76% respectively. Compared with the employment turnover rate of 2017, all age groups show a decreasing trend except for the age group of 56–65. The level of declining varies from 14% to 29%. The details of turnover rate for permanent staff by age group for 2018 and 2017 are shown as below.

Employee turnover rate by age group



Environmental, Social and Governance Report

8. OUR PARTICIPATION AND COLLABORATION WITH COMMUNITY

We understand the importance of maintaining a healthy relationship with the community and therefore, we devote ourselves to community investment and take the social responsibility. Our contribution in 2018 focused on equal opportunities in society on all aspects, such as work, learning and living. Apart from monetary contribution to different charities, we also participate in charity projects and campaigns. The below shown the three major projects and campaigns we participated during 2018.

A. Encouraging equal opportunities

Our representatives visited Thailand in late November 2018 for a CSR program “Cooking Adventure at Coca Organic Farm” jointly organized by Mango Tree Worldwide, COCA Holdings and Zy Movement Foundation. Differently-abled children and teenagers and representatives from Thailand, India, Vietnam and Hong Kong were invited to take part in a unique farm-to-table cooking experience to gain real-life culinary skills from professional chefs. The organizer COCA Holdings would create a long-term CSR program which offers actual work experience for children with different abilities. The program also included an education section about establishing the right perception towards disabled people. Meanwhile, we also donated USD2,000 to Zy Movement Foundation to show our support.



Figure 14 — Donation to Zy Movement Foundation



Figure 15 — Farm-to-table cooking adventure with differently-abled children

Environmental, Social and Governance Report

B. Our contribution to education

Our Company understands the importance of education and always encourages students to pursue studies in their interested areas. We invited students from design faculty of Caritas Bianchi College to our award-winning Japanese restaurant, Ta-ke in early October 2018. Our operation manager and director of marketing and communications guided them around the restaurant and introduced to them the idea of our interior design, kitchen setup and showed them the procedures of daily operation. Through these activities, students could acquire hands-on design experiences of their speciality and gain better understanding of food and beverage industry through interactions.



Figure 16 — Students from Caritas Bianchi College visited our restaurant Ta-ke

C. Our cares for food wastage problem

One of our restaurants Paper Moon participated in World Pasta Day Campaign 2018 along with 21 Italian restaurants. Participating restaurants committed to donating 10% to 20% of the proceeds from one off-menu dish from 25 to 31 October 2018. Paper Moon offered Homemade Tagliatelle tossed in Creamy Duck Egg Sauce with Crispy Roman Pork Jowl and Fresh Green Peppercorn during the campaign. Our donation of HK\$9,500 eventually went to the Foodlink Foundation, which is a non-profit organization dedicated to reducing food wastage in hotels and food and beverage outlets, and also fights against hunger in Hong Kong helping needy people to access to fresh and healthy meals every day.



Figure 17 — Paper Moon offered Homemade Tagliatelle tossed in Creamy Duck Egg Sauce with Crispy Roman Pork Jowl and Fresh Green Peppercorn for World Pasta Day Campaign 2018

Environmental, Social and Governance Report

9. AWARDS AND RECOGNITION

We are pleased to share the most honourable awards that we received in 2018 regarding to the below scope:

Recognition on staff development

Through adopting employee-oriented good human resource management practices to cultivate a good human resource culture in the workplace, we are rewarded by the Labour Department of HKSAR government on “Good Employer Charter 2018”.

Recognition on customer services

Mango Tree, one of our Thai restaurants, was rewarded by the MTR Malls under “Western and International Cuisine” category of “Quality Customer Service Scheme”, with the rule of election emphasis on providing excellent services and enhancing the leisure shopping experiences to customers. We were finally honored with the Top Award for 2017.



Figure 18 — Good Employer Charter 2018



Figure 19 — “Quality Service Scheme” Top Award 2017

Environmental, Social and Governance Report

10. REPORT DISCLOSURE INDEX

ESG KPIs	Description	Page
A: Environmental		
A1: Emissions		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste	5-6
KPI A1.1	The types of emissions and respective emission data	7
KPI A1.2	Greenhouse gas emissions in total (tonne) and intensity (GHG emission (tonne)/HK\$'m)	7
KPI A1.3	Total hazardous waste produced (tonne) and intensity (tonne/HK\$'m)	7
KPI A1.5	Description of measures to mitigate emissions and results achieved	5-6
KPI A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved	6
A2: Use of Resources		
General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials	5-6
KPI A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total ('000 kWh) and intensity (kWh/HK\$'m)	7
KPI A2.2	Water consumption in total (m ³) and intensity (m ³ /HK\$'m)	7
KPI A2.3	Description of energy use efficiency initiatives and results achieved	5-6
KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved	6
KPI A2.5	Total packaging material used for finished products (tonne) and, if applicable, with reference to per unit produced	6
A3: The Environment and Natural Resources		
General Disclosure	Policies on minimising the issuer's significant impact on the environment and natural resources	5-6
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them	5-6

Environmental, Social and Governance Report

ESG KPIs	Description	Page
B: Social		
Employment and Labour Practices		
<i>B1: Employment</i>		
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	11-12
KPI B1.1	Total workforce by gender, employment level, age group and geographical region	16-17
KPI B1.2	Employee turnover rate by gender, age group and geographical region	17
<i>B2: Health and Safety</i>		
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	12
KPI B2.1	Number and rate of work-related fatalities	12
KPI B2.2	Lost days due to work injury	12
KPI B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored	12
<i>B3: Development and Training</i>		
General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities	13
KPI B3.1	The percentage of employees trained by gender and employee level	15
KPI B3.2	The average training hours completed per employee by gender and employee level	14-15
<i>B4: Labour Standards</i>		
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	11-12
KPI B4.1	Description of measures to review employment practices to avoid child and forced labour	11
KPI B4.2	Description of steps taken to eliminate such practices when discovered	11

Environmental, Social and Governance Report

ESG KPIs	Description	Page
Operating Practices		
<i>B5: Supply Chain Management</i>		
General Disclosure	Policies on managing environmental and social risks of the supply chain	8-9
KPI B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored	8
<i>B6: Product Responsibility</i>		
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	8-10
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights	9
KPI B6.4	Description of quality assurance process and recall procedures	9
KPI B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored	10
<i>B7: Anti-corruption</i>		
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	10
KPI B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases	10
KPI B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored	10
Community		
<i>B8: Community Investment</i>		
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	18-19
KPI B8.1	Focus areas of contribution	18-19
KPI B8.2	Resources contributed to the focus area	18-19