



大家樂集團有限公司  
CAFÉ DE CORAL HOLDINGS LIMITED  
(Incorporated in Bermuda with limited liability)  
(於百慕達註冊成立之有限公司)

Stock Code 股份代號: 341

Annual Report 2009 年報



# Corporate Governance and Corporate Social Responsibility Report

## CORPORATE SOCIAL RESPONSIBILITY

The Group is conscious of its role as being a responsible business entity and ensuring to make a positive contribution to the communities where it operates. The Group has performed certain social activities during the year which have gained recognition from the community.

## HEALTH & SAFETY

The Group takes health and safety commitment towards our employees, customers and communities. Our health and safety policy has been reviewed and refined periodically aiming at achieving continual improvement. Periodical and operational safety training has been provided to those employees who are working in different environment. Since 2004, we have also developed a continual annual plan to deal with possible outbreak of Influenza.

### General Health and Safety

Taking full account of our health and safety obligations towards our stakeholders, the Group has set up a Health and Safety Committee and a related policy since the 1990's to monitor all functional departments and shops in their adherence to the Factories and Industrial Undertakings Ordinance [工廠及工業經營條例] and Occupational Health and Safety Ordinance [職業安全及健康條例]. Regular meetings and enforcement of checking procedures, meetings review, inspection of all the safety and health measures being imposed by all Department and shops.

### Café de Coral Centre

In compliance with the Factories and Industrial Undertakings (Safety Management) Regulation [工廠及工業經營(安全管理)規例], the Group has implemented a comprehensive safety management system for our central food manufacturing plant and Group's head office that has been audited by external safety auditor since 2002 to assess, evaluate and improve our health and safety at work continuously. We have also implemented a work-station ergonomic assessment in order to evaluate possible office work-related illnesses.

### Branches

A board range of health and safety promotional program has been implemented at all branches. For example, periodically reviewed Employee Health & Safety Handbook are dispatched to all new join staff. Health and safety poster and labels cited in alerting different types of hazards have been posted at kitchen and staff rest room at branch.

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## Awards

The Group has won different prizes in “Catering Industry Safety Award Scheme (2008/09)” (飲食業安全獎勵計劃) organized by Labour Department of Hong Kong. Furthermore, the Group has won the Silver (銀), Bronze (銅獎) and Meritorious Prizes in three different categories for “Group Safety Performance Awards” (集團安全表現獎) respectively according to their nature of business, namely, Fast Food Shops serving Western food (西式快餐店), Fast Food Shops serving Chinese and general categories of food (中式及一般快餐店) and Restaurants (Non-Chinese) (非中式餐館). The awards go to **Oliver's Super Sandwiches, Café de Coral Fast Food and The Spaghetti House Restaurants**. Moreover, some of our employees have also won in the “Safe Worker Awards” (安全工友組) and “Supervisor Awards” (管理人員組).

## WORK-LIFE BALANCE

The Group's human resources function aims at maintaining high ethical standards, professionalism and best people management practice in the industry.

The recruitment and staffing function has been implemented in accordance with annual manpower planning to ensure that staff and talents are identified from both internal and external sources, aiming at providing suitable career paths and opportunities within the Group. Transparent human resources policies have been set up and reviewed periodically to strike the balance of human relations in hiring, grievance, disciplinary and ethical aspects.

Acting as the communication channel within the Group, regular meetings and briefings are held to exchange views with the management and obtain feedback from staff. The compensation and benefits policies are reviewed annually to meet relevant needs and enhance a sense of belonging.

Part of the Group's underlying principle in setting up human resources and welfare related policies is to balance the demands of employee work and family life. A series of benefit programmes has been developed with an aim to keep on improving the working condition of our employees in every aspect. These programmes include the adoption of alternate Saturday off work week for head office employees, launching of the “Quality Work Life Incentive Programme” (優質工作生活獎勵計劃), offering of Group Life Insurance and subsidized Hospitalization Insurance Plan and the long standing family leave benefits such as Paternity Leave and Compassionate Leave.

Apart from the fundamental employee benefits programmes, a staff wellness club (大家樂融融會) was formed in 2006 to help promote and coordinate all kinds of recreational activities for our employees.

Besides, Employees Assistance Programmes such as stress management classes and mental health seminars are offered from time to time to help our employees cope with the changing circumstances and needs at different stages of their lives. In mid 2008, the “Mental Health Association of Hong Kong” was appointed by our Group to organize “Mental Health First Aid Training” (心理健康急救課程) to our front-line employees. There were altogether 4 classes of training being delivered and around 100 employees had completed the courses successfully.



**Hong Kong Central Food Processing Plant ( Artist Impression )**