



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

千載不變

上市



週年...

大家樂見

Annual Report 2011
年報

Corporate Governance and Corporate Social Responsibility Report

Investors' Road Show and Conference

Other than meetings with fund managers and potential investors, the Company also participated in various road shows and investors' conference. Abstract of events for the current year were as follows:

Date	Event	Organiser	Location
March 2011	Asia Investment Conference	Credit Suisse	Hong Kong
December 2010	Road show	Mitsubishi UFJ	Tokyo
	Road show	Deutsche Bank	Singapore
October 2010	Greater China Investor Conference	Citigroup	Macau
July 2010	Road show	BOCI	Singapore
	Road show	CLSA	Singapore
April 2010	Road show	Mitsubishi UFJ	Tokyo
	Greater China Conference	Nomura	Chongqing
	Hong Kong Conference	Macquarie	Hong Kong

The Company also has conducted regular update with the financial analysts and financial media explaining the Company's business performance and future directions. During the year, there were 14 financial investment companies conducted research coverage for the Company. Details of research contact can be obtained at the Company's website.

New Update

The Company has updated the key calendar dates related to shareholders on page 3 of the Annual Report. In addition, the latest number of operating units of the Group are newly added and available at the Company's website.

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 a series of social activities during the year which have gained recognition from the community.

Corporate Governance and Corporate Social Responsibility Report

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 have 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.

“Health and Safety” Committee

Taking full account of our health and safety obligations, the Group has formulated a “Health and Safety” Committee since 90’s as well as setting up policies related to 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」 for all functional departments and shops to observe and follow. Other than that, the “Health and Safety” Committee also organizes regular meetings and perform checking procedures including the inspection of all the safety and health measures being imposed by all Department and shops. Result of inspection and recommendation were being reported to the Management regularly.

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 Processing Plant and its Headquarter at Café de Coral Centre. The Group has deployed External Safety Auditor to audit, evaluate and improve our health and safety at work continuously since 2002. In addition, a work-station ergonomic assessment was implemented in order to prevent the 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 were dispatched to all new join staff. Health and safety poster and labels alerting different types of hazards have been posted at kitchen and staff rest room at branch.

Corporate Governance and Corporate Social Responsibility Report

Awards

It is honor to report that the Group has won different prizes as follows:

- (1) “Catering Industry Safety Award Scheme (2010/11)” (勞工處飲食業安全獎勵計劃) organized by Labour Department of Hong Kong
 - (a) **Café de Coral Fast Food** chain won the Silver Prize in “Group Safety Performance Award” (集團安全表現獎) under “Fast Food Shops serving Chinese and general categories of food” (中式及一般快餐店) category;
 - (b) **Oliver’s Super Sandwiches** won the Bronze Prize in “Group Safety Performance Award” (集團安全表現獎) under “Fast Food Shops serving Western food” (西式快餐店) category;
 - (c) **The Spaghetti House Restaurants** won the Bronze Prize in “Group Safety Performance Awards” (集團安全表現獎) under “Restaurants (Non-Chinese)” (非中式餐館) category.
 - (d) Staff of various strategic business units also won “Safe Worker Awards” (安全工友組) and “Supervisor Awards” (管理人員組).
- (2) **The Spaghetti House Restaurant** chain awarded as “Caring Company” by The Hong Kong Council of Social Service in 2010.

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.

Corporate Governance and Corporate Social Responsibility Report

As there were increasing work pressure stress in Hong Kong's working environment, the Group raises the awareness of physical and mental health of our staff. Human resources and welfare related activities are implemented to encourage a healthy work-life balance and to improve the working condition of our employees in every aspect. To pursue its belief, the staff are encouraged to participate in regular recreational activities organized by the Company both internally and externally such as organizing variety of social activities, recreational activities and annual gathering during the year for all staff, including Walk for Millions, Fun Day, Annual Dinner and Christmas Party.

ENVIRONMENTAL RELATED ACTIVITIES

During the year, the Group has participated in various environmental related activities. Abstract of various activities were summarized as follows:

- **Oliver's Super Sandwiches** supported the '922 Car Free Day 2010' organized by the *Green Peace Hong Kong* for alerting the public awareness of eco-friendly.
- **Oliver's Super Sandwiches** supported the *Hong Kong Polytechnic University Environmental Friendly Month programme*.
- **MIX** QSR chain participated in the *WWF's Earth Hour Campaign* as well as supporting environmental activities in using the biodegradable plastic cups & packaging and environmental friendly ink on recycled paper.
- **"CDC" Fast Food** chain also promoted the environmental protection message among customers by using traymat *Environmental Protection Message* namely "re-use plastic bag, use recycled cutlery, order the right portion of rice".
- **Luncheon Star** joined the *Corporate Member Programme 2010 of WWF* and became its silver member on 3rd November, 2010 for sharing the social responsibility in the society as well as continuous participation in WWF's Earth Hour during the year.

PARTICIPATION IN EXTERNAL SOCIAL ACTIVITIES

The Group also participated in various social activities as a responsible corporation. Abstract of events were as follows:

- Employed people with intellectual disabilities and provides work opportunities to recovered mental patients via various volunteers and government subsidized association.

Corporate Governance and Corporate Social Responsibility Report

- Participated in the “Self-reliance (SFS) Scheme” organized by the Social Welfare Department by recruiting unemployed juveniles and enable them to secure full-time paid employment and move towards self-reliance.
- Support job training & provide employment opportunities for people with intellectual disabilities.
- Implement video broadcasting at **Café de Coral** branches for promoting different organizations message include “Hong Kong Federation of Youth Groups”, “The Hong Kong Society of the Aged”, “Jockey Club Center for Positive Ageing”, “Hong Kong Dance Company”, “Hong Kong Ballet”, “Hong Kong Tourism Board”, “Leisure and Cultural Services Department” and “HK Police Force”.

SPONSORSHIP & DONATION

The Group has supported charity donation and sponsorship to various organizations and association during the year. Abstract of events were as follows:

- “Respect for life, begins with concern for animals” at Raffle Campaign 2010.
- Supported the Orbis donation programme by placing their donation boxes at all **Oliver’s Super Sandwiches** QSR chain outlets.
- Sponsored the ‘Lottery Ticket 2011’ organized by the International Social Service Hong Kong to those families, children youth and elderly in need.
- Supported the World Cancer Research Fund (Hong Kong) & Child Welfare Schemes
- Sponsored the Charity Walk & Tree-Planting event from Wai Yin Association in order to raise fund for ‘Wai Yin Loving Care Fund’ to support various charitable projects.
- Joined The HK Federation of Youth Groups Raffle activities for charity donation.
- Implemented “Less Rice”(少飯多愛行動) campaign at all **CDC fast food** shops.