



Angliss Hong Kong Group
Online sustainability report 2011

Angliss Hong Kong was established in 1946 and since 1980 has been located in Kwai Chung. Our business is the trading and distribution of temperature-controlled food products, including more than 1 000 meat, dairy and dry product items.

We have the experience and capacity to meet the demands of a diverse range of large-scale customers. Our customer-base includes hotels, restaurants, fast food outlets, supermarkets, retailers, bakeries, ships chandlers, caterers and wholesalers.

Angliss Hong Kong aims to meet and exceed customer expectations. Feedback on customer needs and our proven logistical expertise enable us to deliver high quality products into the Hong Kong market.

Angliss Hong Kong has subsidiaries in Beijing, Shanghai, Guangzhou, Shenzhen, Hainan and Macau. Subsidiary brands in Hong Kong include PastryGlobal and Him Kee food distribution.

Labour practices and decent work

Employee engagement and satisfaction

Angliss's low staff turnover rate, below 10% in recent years, suggests a reasonable level of employee satisfaction, as does our low absentee rate. We have not made any retrenchments.

The statutory minimum wage came into force in Hong Kong in May 2011 and was initially set at HKD28 per hour. At Angliss we already pay more.

Health and safety

Our dedicated safety team continues to improve our safety and health performance and our accident rate continues to fall. In addition to employee welfare, other benefits of improved safety include reduced costs associated with industrial accidents, improved efficiency, increased productivity and a positive image across the food industry. Top management commit fully to safety. Great care is exercised on workplace safety and health planning and safety performance is audited annually.

Training

Training and development are integral to our employment strategy and include on-going on-the-job training and formal courses. Suppliers and experienced managers provide product knowledge training. We commission external trainers to teach sales techniques, customer service, logistics, supervisory and managerial skills, leadership, communication and team-building.

The rapidly changing global economy, new technologies and growth opportunities make constant staff development and training a necessity if we are to remain competitive. Moreover, constant training helps boost staff enthusiasm and their work ethic, important factors in our continuing success.

Economic performance

Angliss Hong Kong is one of the region's primary food importers, with extensive distribution channels, a wide customer-base and broad geographic spread.

Our trading profit rose 55% from last year. We paid HKD126 million in salaries and benefits and more than HKD21 million in taxes.

Human rights

Angliss's employment policy is based on equal opportunity. Candidates and employees compete equally according to their abilities, aptitude and knowledge. There is no discrimination on the basis of sex, marital status, pregnancy, disability, age, family status, race, nationality or religion.

Angliss staff are free to join any association or trade union, subject to the Employment Ordinance, and protected against anti-union discrimination.

No Angliss company employs child labour. Although we do not screen our supply chain for human rights abuse, we support well-known, reputable brands. This provides some protection. We recognise supply chain monitoring is an area for future improvement.

Society

Our code of conduct is based on the Prevention of Bribery Ordinance, as recommended by the Independent Commission Against Corruption. All staff joining Angliss must understand and sign the code, which covers:

- offering, solicitation and acceptance of gifts, favours or commissions
- acceptance of entertainment
- declaration of conflicts of interest
- handling of company information and property
- channels for enquiries and complaints

The code helps our company prevent corruption and fraud and contributes to our reputation as a good corporate citizen.

Product responsibility

Customer satisfaction

As one of Hong Kong's largest foodservice companies, Angliss understands the importance of excellent customer service. We believe the prerequisite for on-going customer satisfaction is well-trained staff with the expertise and resources to meet and exceed client expectations. To ensure customer satisfaction, we:

- periodically conduct customer surveys to gauge our delivery and service quality and better understand customer needs. Specialist teams handle complaints and our response rate is 100%
- have a 24-hour goods picking service to facilitate rapid and prompt delivery
- maintain high standards of temperature control to ensure customers receive products in the best state possible
- to help our customers make the best use of our products, we invest in a non-profit culinary centre that is well equipped with kitchen supplies for product demonstrations, cooking classes and training

Responsible management of food resources

Our experienced procurement team sources high quality food from leading suppliers around the globe.

We have state-of-the-art logistics and warehouse equipment, including a 6 000MT cold store and more than 20 vehicles. We stock more than 2 000 individual stock-keeping units. Our temperature-tailored cold store caters for a range of product requirements, including deep frozen, chilled, air-conditioned and dry environments.

We have launched a selection of health foods, including oats and cereal products, to expand the balanced-diet options available to customers.

Impacts of food products on customer health

ISO 9001 certification. In January 2005, we successfully transitioned to the ISO 9000 standard and gained ISO 9001:2008 certification. This standard monitors processes affecting quality, from the initial review of contracts and orders from customers to the packaging and delivery of finished products. Our certification demonstrates our commitment to superior quality management systems for product processing, sales and customer service.

HACCP certification. Angliss Hong Kong also meets the Hazard Analysis and Critical Control Points (HACCP) standard. A management system based on HACCP principles allows us to identify, document, track and review any issues affecting product quality along the food production process. HACCP at Angliss Hong Kong is supported by the development and implementation of good manufacturing practice and integration of the ISO 9001:2008 quality management system. This certification guarantees our supplies are hygienic and safe and assures product integrity.

Fair advertising and labelling of products.

All products sold directly to consumers comply with government labelling ordinances.

Customer privacy

Customers' data is stored securely and access restricted. Data is only used for purposes of internal analysis.

Environmental performance

Angliss Hong Kong is drafting an environmental policy, which will include targets and performance indicators. We plan to review our business activities to identify issues, set goals and continuously monitor, report and improve performance. We aim to develop organisational management systems to implement sustainability strategy. We will also train staff in sustainable development.

Approximately 4,5% of the products we trade are locally sourced.

We recognise that there are significant opportunities for us to improve our carbon footprint. All our truck refrigeration systems now use a more environmentally friendly cooling agent.

Transportation

In calendar 2010, the monthly mileage of our 20-vehicle fleet was approximately 71 500km for 318 500 boxes. Diesel consumption was approximately 17 900 litres per truck (34,5 litres per day per

truck). To reduce black smoke emissions, maintenance work is performed regularly. Older trucks will be phased out and replaced by trucks with Euro IV engines.

Waste

Angliss Hong Kong is mindful of its responsibility to minimise waste. As we only handle products just prior to distribution, we need to engage our suppliers if we are to significantly reduce packaging. In our own operations, we apply the 'four R' strategy – reduce, reuse, recycle and replace. We have been reusing paper since early 2009.

Hazardous waste

Waste engine oil is properly stored, collected and transported by licensed agents.

Electronic and electrical waste

To reduce the quantity of used computers and electronic equipment going to landfills, we collect these items and deliver them to recycling facilities.