The Code of Labour Relations Practice
for the Catering Trade
This book was a gift from

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**INTRODUCTION**

Hong Kong is renowned for the fine cuisine it offers. The catering trade has contributed significantly to the economy of Hong Kong by attracting enormous foreign exchange every year and employing about 200,000 workers. For the sustained development of the trade, we need to set up a workforce which is capable of providing good customer services and firmly committed to their jobs, as well as a management team of high calibre, for further improving the quality of food and services.

To achieve the above objective, the Tripartite Committee on Catering Trade (TCCT) has drawn up the present Code to provide practical guidelines on how employers, employees, employers' associations and trade unions may collaborate to promote a harmonious labour-management relations and to excel in all aspects of the operations for the long-term development of the trade. Furthermore, in view of the limited resources of small enterprises, a number of practical samples are attached to the Code for their ready use.

Members of the tripartite committee include the following employers' associations, management associations, trade unions and major catering establishments (in alphabetical order):

**EMPLOYERS' ASSOCIATIONS AND MANAGEMENT ASSOCIATIONS**

- The Association for Hong Kong Catering Services Management Ltd
- Association of Professional Personnel, Hotels, Food & Beverage Ltd
- Association of Restaurant Managers
- Chiu Chow Overseas Food Trade Merchants Association Ltd
- Estate Restaurant Merchant Association Ltd
- Hong Kong Federation of Restaurants & Related Trades
- Hong Kong Hotel and Catering Association Ltd
- Hong Kong Restaurant and Eating House Merchants General Association
- The Kowloon Restaurant and Eating House Merchants General Association

**TRADE UNIONS**

- Catering Trade Chiuchow and Cantonese Workers Union
- Chinese & Western Food Workers Union
- Eating Establishment Employees General Union
- The Food and Beverage Management and Professional Staff Association
- Hong Kong & Kowloon Restaurant & Cafe Workers General Union
Hong Kong & Kowloon Tea House Workers General Union
Hong Kong Union of Chinese Workers in Western Style Employment
Hotels, Food & Beverage Employees Association
Kwan Sang Catering Professional Employees Association

CATERING ESTABLISHMENTS
Banana Leave Holdings Ltd
Cafe de Coral Holdings Limited
California Red Ltd
City Chiu Chow
Don Ho Seafood Restaurant
Fairwood Holdings Limited
Federal Restaurant Group Ltd.
Floata Restaurant Group
Forum Restaurant (1977)
Golden Dragon Restaurant
Golden Elephant Thai Restaurant
Good World Food & Beverage (Holdings) Co Ltd
Hang Fook Lau Seafood Restaurant
Hon Fook Seafood Restaurant
Hong Kong Catering Management Ltd
Hon Po Holdings (Lobster King) Ltd
Hsin Kuang Restaurant (Holdings) Ltd
Kam Hing Noodle Factory
Kin Yat Kitchen
Lucky House Restaurant Group
Lucky Star Seafood Restaurant
Maxim’s Caterers Ltd
Sun Lok Restaurant
Tai Hing Worldwide Development Ltd
Sham Tseng Yue Kee Roast Goose Restaurant Ltd.

Other organizations of the trade, including Hong Kong Catering Industry Association, Hong Kong Hotels Association, Federation of Hong Kong Restaurants Owners Ltd, Catering Trade Administrative Employees Association, Hakka Food Establishment Workers Union, Catering and Hotels Industries Employees General Union, Wai Kwan Catering Trade Employees Association and Wah Heung Chicken and Food Co Ltd, have also contributed valuable input in the preparation of the Code.
ENQUIRIES

The Labour Department is most happy to provide views and assistance on matters relating to labour relations and occupational safety of the trade. Contacts with the related sections through the following means are most welcome:

- 24-hour Telephone Enquiry Service: 2717 1771
- Website: http://www.info.gov.hk/labour
- Safety and Health Advisory Telephone Service: 2559 2297

Workplace Consultation Promotion Unit
Tel No: 2121 8690
Address: 5/F, Mong Kok Government Offices, 30 Luen Wan Street, Mong Kok, Kowloon,

Local offices of the Labour Relations Division
(For addresses, please see the last page)

Employers and employees may also contact the various employers’ associations, management associations and trade unions for enquiries. Please refer to Appendix 4 for their addresses.
OFFER OF EMPLOYMENT

1.1 In employing workers, whether on long-term, casual, temporary or substituting basis, employers should draw up employment contracts in writing so as to:

✓ Safeguard the interests of both parties.
✓ Ensure that the employees understand well the employment terms and conditions,
✓ Remind both parties of their contractual obligations.
✓ Reduce undue labour disputes,

1.2 Employers and employees may enter into contracts in line with the Employment Ordinance based on individual company's salary and benefits system. However, it should be noted that under section 70 of the Employment Ordinance, any term of an employment contract which purports to extinguish or reduce any right, benefit or protection conferred upon the employee by the Ordinance is void. In particular, employers should take note of the arrangements concerning rest days, paid leave, etc. Please refer to Chapter Two - "Arrangements on Work and Rest" for details.

1.3 Employers may enter into fixed term contracts with employees, at the expiry of which the employer-employee relationship will come to an end. It should however be noted that renewing a fixed term contract with a break after expiry in a bid to reduce the benefits and protection enjoyed by the employee under the Ordinance by interrupting the continuity of the employment contract will not necessarily remove the employer's obligation to pay the related compensation. Such an act will bring about adverse effect not only on staff morale but also on productivity and service quality. It will also trigger off labour disputes,

1.4 The Labour Department is now preparing a sample employment contract tailor-made for the catering trade and it will be available for distribution by the end of 2002. Please contact the Workplace Consultation Promotion Unit at phone number 2121 8690 or fax number 2121 8695 for copies.
DUTIES OF AN EMPLOYER

1.5 In entering into written employment contracts, employers should:

✓ Explain clearly the terms of the contract to employees.
✓ Provide employees with a copy of the contract for their retention.
✓ Consult employees on any changes to the terms of employment and effect any such changes only with their consent. Again, employees should be provided with a copy of the amendments to ensure that they know and understand the changes.

WAGE AND EMPLOYMENT RECORDS

1.6 Employers must keep the wage and employment records of each and every employee for the past six months in the office or employee's place of work, which should contain:

• name and identity card number of the employee;
• date of commencement of employment;
• job title;
• date of termination of employment;
• wage period and the wages for each period;
• paid annual leave, sick leave and statutory holidays entitled to and taken and details of the relevant payments;
• amount and period of end-of-year payment (if applicable);
• period of notice required for termination of employment.

1.7 Employers should also note the requirements of handling employees' personal data under the Personal Data (Privacy) Ordinance. For details, please refer to the Ordinance or the Code of Practice on Human Resources Management issued by the Office of the Privacy Commissioner for Personal Data, or call its enquiry hotline at 2827 2827.

DUTIES OF AN EMPLOYEE

1.8 In accepting an offer for employment, employees should:

✓ take the initiative to understand the terms of employment and the benefit package;
✓ keep securely the copy of the employment contract for future reference;
ask the employer sincerely to clarify any doubt or consult the Labour Department or trade union for advice, if necessary.

THE MANDATORY PROVIDENT FUND SCHEME

1.9 Except the exempt persons, all employees, whether employed as regular or casual employees in the catering and construction industry, aged between 18 and 65 must join the Mandatory Provident Fund (MPF) Scheme. Both employers and employees should:

✓ select the appropriate MPF scheme through consultation;
✓ register with the scheme;
✓ make contributions on time.

1.10 In order to accommodate the peculiarity of the catering trade, which employs a large number of temporary workers, the Mandatory Provident Fund Schemes Authority has established Industry Schemes to minimize the administrative procedures required for employers. A brief on the Industry Schemes is at Appendix 1. The hotline of the Authority is 2918 0102.

REFERENCE

Code of Practice on Human Resource Management published by the Office of the Privacy Commissioner for Personal Data
ARRANGEMENTS ON WORK AND REST

REASONABLE HOURS OF WORK

2.1 To meet the needs of customers, catering establishments in Hong Kong generally have longer business hours. Employers may draw up the roster schedule according to actual operational needs but care should be taken to avoid demanding their staff to work excessively long hours so as to:

- Maintain staff efficiency and the quality of services.
- Reduce the risk of injury caused by fatigue.
- Attract more young people to the trade.

2.2 Employees on their part should work and rest according to the schedule fixed by the employer. They should attend to their work with full devotion and take as much rest as possible after work to keep in shape and provide the best services to their customers.

PROVISIONS OF THE EMPLOYMENT ORDINANCE

2.3 The catering trade is normally required to open on Sundays and holidays. In preparing the leave roster, employers must comply with the provisions of the Employment Ordinance. Rest days, statutory holidays, paid annual leave and paid sick leave are different in nature and must not substitute each other.

DUTIES OF AN EMPLOYER

2.4 Rest days

- Each employee employed under a continuous contract is entitled to not less than one rest day in every period of seven days.
- An employee should be notified in advance of the arrangements for his rest days,
- An employer may substitute some other rest day but only with the employee's consent, (The substitute rest day should be within the same month of the original rest day or within 30 days after the original rest day.)
- An employee may, at the request of his employer, work on a rest day. He has however the right to make his own decision.
2.5 Statutory holidays

✓ All employees are entitled to 12 days of statutory holidays, a list of which is at Appendix 2E.

✓ Those who have worked for not less than three months under a continuous contract are entitled to holiday pay (equivalent to one full working day's wages).

✓ If an employer cannot release an employee on a statutory holiday, he may fix with him an alternative holiday in advance. The employee should be notified 48 hours ahead and the alternative holiday must be granted within 60 days before or after the statutory holiday. Under mutual agreement, the employer may grant a substituted holiday within 30 days of the statutory holiday or alternative holiday.

✓ No payment may be made in lieu of the grant of a statutory holiday even with an employee's consent.

2.6 Paid annual leave

✓ All employees are entitled to annual leave with pay after having been employed under a continuous contract for every 12 months.

✓ An employee's entitlement to paid annual leave increases progressively from 7 days to 14 days according to his length of service.

✓ An employer should fix with an employee in advance the dates on which the annual leave is to be taken. He should inform the employee in writing the dates of the annual leave at least 14 days before the leave begins, or within a shorter period with mutual consent.

✓ The catering trade normally has its annual leave shutdown before the period from the Lunar New Year's Day to the 3rd day of the Lunar New Year. Even if an employee is not yet entitled to paid annual leave in respect of any day during the shutdown, he should still be entitled to the paid annual leave and annual leave pay for the entire period of the shutdown.

2.7 Paid sick leave

✓ An employee can accumulate paid sickness days after having been employed for each completed month of service under a continuous contract. Paid sickness days are accumulated at the rate of two paid sickness days for each completed month of the employee's employment during the first 12 months of employment, and four paid sickness days for each completed month of employment thereafter. Paid sickness days can be accumulated up to a maximum of 120 days. (36 days for Category 1 and 84 days for Category 2 of sickness days respectively.)
An employee should be granted paid sick leave in the following circumstances:

- The sick leave taken is not less than four consecutive days (unless for any day off taken by a female employee for her pregnancy check-ups, post confinement medical treatment or miscarriage);
- The employee has accumulated the number of paid sickness days; and
- The sick leave is supported by an appropriate medical certificate.

It is the employer's responsibility to arrange appropriate staff replacement and pay for the wages. No employee should be asked to hire his own substitute while he is taking sick leave under the Employment Ordinance. Neither should he be asked to pay for the wages of his substitute.

2.8 Samples of forms for roster scheduling, attendance, leave application, leave record and wage payment record are attached at Appendix 2 for reference.

DUTIES OF AN EMPLOYEE

2.9 Holidays are the busiest days of the catering trade. An employee should:

- Agree with the employer well in advance the arrangements for rest days, statutory holidays and paid annual leave.
- Seek approval from the supervisor as early as possible for arrangement on shift, leave dates, failing to report duty on time or absence from work because of emergency, with due regard for the practical difficulties in staff deployment faced by the management.

2.10 The catering trade is a service sector. Every step in its business process is closely linked with each other. The absence of an employee because of illness might affect the entire operation and even the quality of services. Under the Employment Ordinance, an employer is not obliged to pay any sickness allowance to an employee if the latter's unfitness for work is due to his own serious and willful misconduct. Furthermore, an employee who wishes to take leave due to sickness or injury at work should:

- Inform his supervisor as soon as possible for staff deployment.
- Consult a registered medical practitioner/hospital doctor or dentist at an early date and produce the appropriate medical certificate to his employer.
✓ Rest at home for early recovery.
✓ Resume duty as soon as he is recovered so as not to overburden his co-workers.
✓ Remember to cancel his sick leave due to work injury at the designated Occupational Medicine Unit of the Labour Department by the assigned deadline after receipt of the Notice of sick leave clearance.
✓ Remember to go to the assigned hospital for medical assessment as instructed after receipt of the Notice of employees' compensation assessment if any medical assessment is required due to work injury.

REFERENCES

A Concise Guide to the Employment Ordinance
Oase Study of the Employment Ordinance (Chinese)
A Concise Guide to the Employees' Compensation Ordinance
How to Claim Employees' Compensation and Related Procedures
LABOUR-MANAGEMENT COOPERATION

3.1 Superb food and excellent services are most essential to the catering trade. Their assurance in terms of quantity and quality relies entirely on the sincere cooperation between employers and employees. In order to secure the concerted efforts of all members of the company, the best way will be to establish effective communication between the management and the workforce.

DUTIES OF AN EMPLOYER

3.2 Consultation at the enterprise level

Specifically, employers may promote internal communication through:

✓ Holding regular departmental meetings and meetings with supervisors of various levels to ensure an efficient exchange of opinions and information among the different strata of the organization.

✓ Deploying designated officer(s) to communicate with the staff on major issues such as the company’s policies; the officer(s) should be considerate and in particular, patient in giving explanations to staff advanced in age or with low education background.

✓ Compiling an employee handbook stating the benefits, rules, formalities for leave application, grievance and disciplinary procedures, etc.

✓ Notifying the staff verbally and in writing of the arrangements on the daily operation, such as roster scheduling and temporary staff deployment, and making sure that they understand these arrangements,

✓ Consulting the employees beforehand on any changes in the work arrangements, procedures and other issues.

3.3 Trade unions as the means of communication

Employers should make good use of trade unions in communicating with their staff in the following ways;

✓ Maintain regular dialogue with staff associations or trade unions. This will facilitate discussion and staff consultation.

✓ Respect members of trade unions and allow them to reflect views, on behalf of employees.
Under the Employment Ordinance, no employer shall prevent his employees from becoming a member or an officer of a trade union or taking part in its activities. Neither shall he dismiss, penalize or discriminate against the employees for exercising the above rights.

3.4 Staff training

Through the provision of appropriate training, employers can enhance staff loyalty, productivity, efficiency and quality of services. Staff training should cover the following aspects:

- Induction training.
- Customer service.
- Occupational safety and health.
- Application of computer and information technology.
- Cooking skills/culinary knowledge.
- Management skills.

DUTIES OF AN EMPLOYEE

3.5 Heads of departments should:

- Take active participation in departmental meetings and management meetings with supervisors of various levels.
- Collect employees’ feedback and reflect their views to the management faithfully; at the same time take the opportunity to explain patiently the company’s arrangements and decisions to the staff if affected.
- Be familiar with the provisions of the Employment Ordinance to ensure that daily operations are law-abiding, fair and reasonable;
- Handle staff grievance and disciplinary cases in accordance with established regulations and procedures.

3.6 The general staff should:

- Put forward constructive views by making use of the company’s established communication mechanism and channels in an active manner.
- Seek advice from their supervisor tactfully on any arrangements in doubt and if necessary, consult the trade union or the Labour Department for advice.
- Be genuinely cooperative in carrying out the company’s reasonable instructions.
✓ Always abide by the company’s rules and regulations and accept disciplinary procedures in case of violation of these rules and regulations;

✓ Adopt a positive learning attitude while attending training courses organized by the company.

GOOD WORKING ATTITUDE

3.7 A pleasant job hinges not only on a safe and comfortable working environment provided by the employer, but also on the full cooperation of staff. In practice, the staff should meet the following requirements:

3.7.1 Appearance and hygiene

✓ Be courteous and keep smiling at all time.

✓ Be tidy in appearance: put on clean uniform and have hair and fingernails well trimmed.

✓ Kitchen staff should attach great importance to personal hygiene and health. An employee who has contracted a contagious disease should inform his supervisor immediately. He should take sick leave and should not resume duty until he is recovered.

✓ Maintain a high standard of hygiene and cleanliness in food processing. In particular, they must wash their hands before starting work and after visiting the toilet.

X Avoid unpleasant habits such as scratching hair, picking nose, picking teeth, etc whilst on duty.

3.7.2 Conduct and discipline

✓ Abide by the department’s working procedures and safety measures.

X Whilst on duty, do not swear and shout, smoke, spit, gamble, chat about hound racing, horse racing and mahjong, play around with customers and children, or take alcoholic drinks.

X Do not argue or quarrel with customers, and in case of disputes, inform the supervisor immediately.

X Do not smear or damage the notices, instructions, regulations, etc. posted on the notice boards.

X Do not gamble within the company compound, steal, drink or brawl, etc.
3.7.3 Devotion to a job

✓ Try to provide excellent cuisine and quality services to customers.

✓ Take the initiative to recommend improvements to procedures and efficiency.

✓ Obey the supervisor's reasonable orders and instructions.

✓ Get along well with other workers and help each other.

✓ Develop a desire to learn and make good use of any chance for knowledge enrichment so as to upgrade the standard of service.

COLLABORATION OF EMPLOYERS' ASSOCIATIONS,
MANAGEMENT ASSOCIATIONS AND TRADE UNIONS

3.8 The concerted efforts of employers' associations, management associations and trade unions are imperative to the maintenance of harmonious labour relations and prosperous development of the catering trade. Hence, every party should work hard to:

✓ Improve the management of the catering trade by introducing modernized measures such as enlightened human resource management practices and the use of information technology.

✓ Encourage members to make use of the company's internal communication channels to promote mutual understanding and labour-management cooperation.

✓ Upgrade the quality of products and workers' skills and service culture in collaboration with the various training organizations, such as the Vocational Training Council and Employees Retraining Board.

✓ Participate actively in the forums of the Tripartite Committee on Catering Trade (TCCT) to solve problems of mutual concern through tripartite collaboration among the workforce, the management and the Government.

✓ Support the various activities organized by the TCCT so that practitioners in the industry can be kept informed of their rights and obligations under various labour legislation.

✓ Formulate codes of practice for the trade when necessary for common compliance.

REFERENCE

Souvenir Publication of the Good People Management Award 1999
Our

Chapter

Disciplinary procedures and arrangements on termination of employment

DUTIES OF AN EMPLOYER

4.1 The relationship between an employer and an employee is interdependent. If an employee's performance is below standard, the employer should first of all find out the reasons and then try to motivate the employee to improve his performance. Where appropriate, he should give him proper guidance and a chance to take remedial actions. If no improvement is made, the employer should consider handling the case according to established disciplinary procedures.

DISCIPLINARY PROCEDURES

4.2 Proper disciplinary procedures should cover:

4.2.1 Verbal warning

✓ Verbal warning should be given by the supervisor to his subordinate if the latter has violated the rules.

✓ The supervisor should at the same time explain to the subordinate the crux of the problem and give him a chance for improvement.

4.2.2 Written warning

✓ If no improvement is made, the supervisor should issue a written warning. It should be recorded in the presence of the employee and the contents of warning should be communicated to him, which should include:

* The misconduct committed or the problem identified.
* The standard expected.
* A reasonable period of time for improvement (if applicable).
* The possibility of disciplinary action or punishment if no improvement is made by the deadline.
* The date of issue of the warning.

✓ During the interview with the employee, the manager of the Personnel Department should be present to ensure fairness and reasonableness.
The employer should keep a record of each and every step and retain the relevant information and documents for future reference.

4.2.3 Dismissal

If the employee refuses to take remedial actions, despite repeated warnings, the employer may, after careful consideration, issue a notice of dismissal. Please refer to "Termination of Employment" in Section 4.3 below for the important points to note in dismissal cases.

4.2.4 Appeal channel

Appeal should be allowed in every stage of the disciplinary procedures to ensure that each step is fair and reasonable.

TERMINATION OF EMPLOYMENT

4.3 In making an unavoidable decision of dismissal or redundancy, employers should note the following:

- The reasons for dismissal or redundancy must be fair and reasonable.
- The reasons must be explained clearly to the employee in a suitable occasion, such as an exit interview.
- The compensation in connection with the termination of employment should be determined in accordance with the Employment Ordinance and settled in full by the deadline. Payments arising from dismissal generally are:
  - outstanding wages;
  - payment in lieu of notice;
  - wages in respect of outstanding statutory holidays;
  - outstanding annual leave pay;
  - pro rata end of year payment;
  - severance pay (if an employee who has been employed for not less than 24 months is dismissed or laid off by reason of redundancy) or long service payment (if an employee who has been employed for five years or above is dismissed not due to serious misconduct or redundancy, or resigns on ground of ill health, or old age after reaching the age of 65 or dies);
  - other sums payable under the employment contract, such as gratuity, provident fund, etc.
Employers should bear in mind that summary dismissal is the most serious disciplinary action and should be resorted to only when an employee has committed a very serious misconduct or fails to improve himself after the employer’s repeated warnings.

No employer shall effect unreasonable dismissal, unreasonable variation of the terms of employment, or unreasonable and unlawful dismissal in order to circumvent his obligations under the Employment Ordinance. The employee affected may ask for reinstatement or re-employment, or claim for terminal payments or compensation.

An employee’s wage and employment records should be kept for another six months after the employee ceases to be employed.

X Employees employed under a continuous contract and have given notice of pregnancy to the employer should not be dismissed up to the date on which she is due to return to work upon the expiry of maternity leave.

X No employees shall be dismissed whilst on paid sick leave or during the period of temporary incapacity as a result of injury at work.

DUTIES OF AN EMPLOYEE

4.4 It is the basic responsibility of an employee of the catering trade to be fully committed to his job and to provide excellent services and food of a high standard. He should work with dedication. If he finds his performance unsatisfactory, he should:

✓ talk to the management with an open mind to find out the causes for the poor performance and make improvement as far as practicable;
✓ conduct a self-review, bearing in mind that the management may issue verbal warning, formal warning or even dismiss him in accordance with established disciplinary procedures.

4.5 Under section 9 of the Employment Ordinance, an employer may summarily dismiss an employee without notice or wages in lieu of notice if he:

- willfully disobeys a lawful and reasonable order;
- misconducts himself;
- is guilty of fraud or dishonesty; or
- is habitually neglectful in his duties.
4.6 If he is dismissed or laid off, an employee should:

- understand his rights and benefits under the Employment Ordinance, including employment protection and the compensation for termination of employment;
- call 2717 1771 for enquiries or approach the branch offices of the Labour Relations Division for assistance if he is in doubt of his rights and benefits.

REFERENCE

Guide to Good People Management Practices
OCCUPATIONAL SAFETY AND HEALTH

5.1 Injury at work is common in the catering trade, resulting not only in financial loss but also in lost working days and physical injury and ill-health. Hence, occupational safety and health should not be overlooked.

DUTIES OF AN EMPLOYER

5.2 In order to prevent injuries at work, employers are responsible for providing a safe working environment. Supervisors and managers likewise should remind and encourage their subordinates frequently to comply with the codes of practice. Specifically, employers should;

5.2.1 Provide safe machines, equipment, appliances, etc and keep them in good condition.

✓ Hazardous components of equipment, such as cutters, grinders, blenders, etc should be effectively guarded.

✓ Licensed electrical workers should be hired to maintain and repair electrical equipment.

X Employees without adequate training or proper guidance should not be asked to operate dough brakes, dough mixers or other dangerous machines.

5.2.2 Ensure that the working systems and workplaces are in compliance with the safety legislation.

✓ The design of the workplace should take into consideration the height and location of the stoves, chopping boards, work tables, storage racks, etc. so as to fit in with the flow of operations and reduce accidents caused by heavy lifting, etc.

✓ Ample space should be allowed to avoid injury caused by collision.

✓ The floor surface should always be kept in an even, non-slippery, clean and dry condition, such as being covered with non-slip tiles and provided with a good drainage system. Workers should be asked to put on non-slip shoes.

5.2.3 Ensure safe use, handling, storage and delivery of objects and materials.
✓ Containers for chemicals such as soap, detergent, bleaching agent should bear clear labels stating their composition, hazards and any necessary precautionary measures.

✓ Control measures including the use of personal protective equipment, should be taken to guard against personal injuries arising from the use or handling of chemicals.

✓ Goods and materials should be well stored and placed to avoid obstruction to accesses.

✓ Risk assessment should be conducted before handling or manual lifting of materials. Effective methods of preventing back injury should be adopted.

5.2.4 Provide employees with adequate information, instructions, training and supervision

✓ Safety training should cover:
  • safe use and maintenance of plant and machines;
  • instructions on safe work methods and procedures, emergency procedures;
  • fire drill;
  • re-training if necessary;
  • adequate training and supervision on the use of alcohol burner, LPG cooker, hot pot, etc. in the serving area.

✓ The employer should ensure that all the operators, supervisors of various levels and managers are well aware of their duties and implement the codes of practice on safety effectively.

5.2.5 Ensure safe accesses in the workplace and a safe working environment

✓ Knives and containers filled with hot water or hot oil should be properly placed.

✓ Machinery should be properly maintained to reduce operating noise.

✓ Good ventilation and adequate lighting should be provided in the workplace.

**DUTIES OF AN EMPLOYEE**

5.3 Employees have the same share of responsibility in reducing work accidents. They should take reasonable care for the safety and health of themselves and of others. For safety reasons, an employee should take heed of the following points:
5.3.1 Use machines, equipment, appliances, etc properly

✓ If in doubt, seek the supervisor's advice on the proper use of a machine before operating it.

✓ As far as practicable put on protective aprons and gloves to avoid cutting and piercing himself.

✗ Do not for the sake of convenience remove the effective guarding of a machine and do not attempt to wash the machine when it is still in operation and connected to the electricity supply.

✗ Do not attempt to open a can or drawer with a knife. Knives should be properly placed.

5.3.2 Work to a safe working system and maintain a safe workplace

✓ Follow the flow of operation and working procedures laid down by the company but report immediately any potential risk found to the supervisor.

✓ Keep the floor surface clean and dry, such as cleaning immediately any spilt food or water. Put on non-slip shoes.

5.3.3 Use, handling, storage and delivery of objects and materials

✓ Use, handle and store chemicals with care. If necessary, put on protective outfit.

✓ Lift heavy objects in the proper way to avoid back injury.

✓ Give warning when delivering hot stuff.

✓ Keep an eye on the fire while cooking. Open an oven or a steamer with care to avoid injury caused by the erupting hot steam.

✗ Do not eat, drink or smoke in places where chemicals are used or stored.

✗ Do not overflow containers with hot water or hot oil to avoid scalding.

5.3.4 Accept instructions, training and supervision

✓ All employees must abide by the codes of practice on safety laid down by the company.

5.3.5 Ensure safety for the workplace, accesses and working environment

✓ Be vigilant of the need for water and salinity replenishment to avoid discomfort caused by high temperature, which is common in kitchen areas.
X Handles of cooking utensils such as frying pans must not protrude into the accesses or be placed over a burning stove.
X Do not obstruct the accesses.

REFERENCE

A Guide to the Factories and Industrial Undertakings Ordinance (Sections 6A and 6B)

Safety and Health Guide for the Catering Trade

Occupational Health in Catering Industry (飲食業的職業衞生) (Chinese version only).

Chemical Safety in the Workplace Guidance Notes on Personal Protective Equipment for use and Handling of Chemicals.
WORK ARRANGEMENTS IN TIMES OF TYPHOONS AND RAINSTORMS

DUTIES OF AN EMPLOYER

6.1 In Hong Kong, typhoons or rainstorms frequently occur during the summer months. To avoid unnecessary disputes, employers are strongly advised to make, in consultation with employees, whenever possible, prior work arrangements and contingency measures during typhoons or rainstorms. The arrangements should be circulated to the staff in the form of a circular or staff handbook to keep all employees clearly informed beforehand.

6.2 The work arrangements should cover:

✓ The time of issuance of the typhoon signals or rainstorm warnings under which employees are required to report for work, and the related work arrangements. Employers should, as far as possible, avoid asking their staff to report for duty while Typhoon Signal No 8 or above or the Black Rainstorm Warning is in force.

✓ Rules regarding release from work if the warning signal is issued during normal working hours.

✓ Rules regarding resumption of work if the warning signal is lowered during normal working hours.

✓ Employers should be sympathetic for staff who could not report for duty or are late for work because of practical difficulties and should treat these cases with flexibility.

6.3 Employers should also lay down rules governing payment of wages and allowances based on the following principles:

✓ Employees who are required to report for work in poor weather conditions should as far as possible be provided with duty allowance.

✓ Employees who are not required to report for work or who are released early in poor weather conditions should be given full pay.

✗ Employers should not deduct employee's wages or attendance bonus because of typhoons or rainstorms, as they are unavoidable natural calamities.
DUTIES OF AN EMPLOYEE

6.4 Employees should take note of the following:

✓ They should familiarize themselves with the work arrangements in times of typhoons or rainstorms beforehand and keep a copy of the related circular or staff handbook at home for ready reference.

✓ They should note the telephone number of the personnel department or the officer-in-charge for necessary contact.

✓ They should listen carefully to the Hong Kong Observatory’s announcements and report for duty as soon as the warning signal is lowered.

✓ They should inform the personnel department or the officer-in-charge immediately if they are unable to report for duty, resume working or turn up on time as required because of any special circumstances.

✓ If they are required to report for work in poor weather under the employment contract but fail to do so or turn up on time without justifications, the employer may, after making enquiries of the case, deduct their wage proportionally.

6.5 A sample on the work arrangements in times of typhoons and rainstorms is attached at Appendix 3.

REFERENCE

Code of Practice in Times of Typhoons and Rainstorms
A BRIEF ON THE MANDATORY PROVIDENT FUND (MPF) INDUSTRY SCHEME

The Industry Scheme is designed for the catering and construction industries with high labour mobility and the daily wages practice. Employers might opt to have their employees joining the Industry Scheme or the Master Trust Schemes but under the latter scheme, members will not have the benefit of remaining in the same scheme when changing job.

A special feature of the Industry Scheme is that a worker changing job within the same trade may remain in the same scheme if his former employer is registered with the same scheme as the new employer is. There are two advantages under this arrangement, namely, the MPF operation will be simpler for both the employer and employee and the administrative cost for the transfer of the accrued benefits from one scheme to another will be saved. Furthermore, an employee may pre-register with the two approved trustees of Industry Scheme.

Scales of Contributions

Regular staff
• A ‘regular employee’ refers to employee who is employed for 60 days or more.
  » A mandatory contribution at 5% of the relevant incomes is required from both the employer and employee.
• The applicable relevant income ceiling is HK$20,000 a month, meaning that the monthly contribution from the employer and employee is each capped at $1,000 each.
  » An employee earning less than $4,000 (to be adjusted to $5,000 on 1 February 2003)* a month does not need to contribute but contribution from the employer is still required.

Casual Employees
Under the MPF legislation, casual employee refers to any person employed in the catering and construction industries by an employer on a day-to-day basis or for a fixed period of less than 60 days.

1. Non daily-paid casual employees
• They are casual employees who are not paid on a daily basis (e.g. on a weekly or bi-weekly basis).
• Both the employee and the employer are required to contribute 5% of the employee’s relevant income subject to the maximum and minimum levels, pro-rated by the contribution period. (Starting 1 February 2003*, the maximum and minimum levels will be calculated by $650/$160 respectively multiplied by the number of the days making up the payroll period.)

2. Daily-paid casual employees
• Mandatory contribution is required for daily-paid casual employees in accordance with the following scale of contributions whereas the contribution is made on the pay day:

<table>
<thead>
<tr>
<th>Daily income (HK$)</th>
<th>Employer's contribution</th>
</tr>
</thead>
<tbody>
<tr>
<td>$1,000 - $2,000</td>
<td>5%</td>
</tr>
<tr>
<td>$2,001 - $3,000</td>
<td>7.5%</td>
</tr>
<tr>
<td>$3,001 - $4,000</td>
<td>10%</td>
</tr>
<tr>
<td>$4,001 - $5,000</td>
<td>12.5%</td>
</tr>
<tr>
<td>$5,001 and above</td>
<td>15%</td>
</tr>
</tbody>
</table>

The above contribution scale does not apply to the Master Trust Schemes.

* The Mandatory Provident Fund Scheme Ordinance was amended in July 2002 and the new adjustments are intended to be in force on 1 February 2003, to be confirmed by gazetting.
### SAMPLE - ROSTER SCHEDULING
(FOR INDIVIDUAL DEPARTMENTS)

<table>
<thead>
<tr>
<th>Staff No.</th>
<th>1st/2nd half of</th>
<th>(month)</th>
<th>(year)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<td></td>
<td></td>
</tr>
</tbody>
</table>

**Rest days**
- An employee employed under a continuous contract is entitled to not less than one rest day for every period of seven days.
- If the statutory holiday falls on a rest day, it should be taken on the day following the rest day.

**Statutory holidays**
- An employee is entitled to statutory holidays, irrespective of his length of service. Those who have been employed under a continuous contract for not less than three months are entitled to the holiday pay.
- If an employee is required to work on a statutory holiday, 48 hours' prior notice must be given. His employer must also arrange an alternative holiday within 60 days before or after the statutory holiday. If the employer and employee agree, any day within 30 days of the statutory or alternative holiday may be taken by the employee as a substituted holiday.

**Paid annual leave**
- The number of days of paid annual leave will increase with the length of service. For the first and second year of service, the entitlement is seven days a year. The entitlement increases with 1 additional day for each subsequent year to a maximum of 14 days.
(Name of Organization)

SAMPLE - RECORD OF DAILY ATTENDANCE
(FOR INDIVIDUAL DEPARTMENTS)

Department: ___________________________ Date ________________

*If a time card system is already in force, this record will not be required.

<table>
<thead>
<tr>
<th>Employee's name</th>
<th>Present ✓</th>
<th>Work begins at</th>
<th>Work ends at</th>
<th>Mealbreak from</th>
<th>Break from</th>
<th>Remarks</th>
<th>Signature</th>
</tr>
</thead>
<tbody>
<tr>
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</tr>
</tbody>
</table>
SAMPLE -- RECORD OF REST DAY TAKEN
(FOR INDIVIDUAL DEPARTMENTS)

Department:  
Date  

* If a time card system is already in force, and the dates for rest days taken are specified on the time card, this record will not be required.

### DATES FOR REST DAYS TAKEN DURING YEAR

<table>
<thead>
<tr>
<th>Staff No</th>
<th>Employee's name</th>
<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
<th>April</th>
<th>May</th>
<th>June</th>
<th>July</th>
<th>Aug</th>
<th>Sept</th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
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<td></td>
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<td></td>
</tr>
</tbody>
</table>

25
DEPARTMENT: __________________________
Employee's name: __________________________ Position: __________________________
Staff No: __________________________ Commencement Date of Employment: __________________________

Type of leave applied for:
☐ paid annual leave
☐ paid sick leave
☐ paid statutory holiday
☐ maternity leave with the expected date of confinement on: __________________________
☐ additional maternity leave
☐ leave due to injury at work
☐ others Please specify: __________________________

Reason: __________________________

Duration:
A total of ________ days from ________ to ________

Applicant's signature: __________________________
Date: __________________________

☐ The application is approved.
☐ The applicant has produced a medical certificate
   (issued by a registered medical practitioner/dentist/hospital doctor).

☐ The applicant is granted leave as follows (if different from the above):
☐ Type of leave: __________________________
☐ Duration of leave: A total of ________ days from ________ to ________ with pay/without pay.

☐ The application is not approved, Reason(s): __________________________

Name of Approving Officer: __________________________ Applicant's signature: __________________________
Signature: __________________________ Date: __________________________

* Delete as appropriate
## 1. Statutory holidays

<table>
<thead>
<tr>
<th>Holiday</th>
<th>Date taken</th>
<th>Holiday</th>
<th>Date taken</th>
<th>Date taken</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 January</td>
<td></td>
<td>Ching Ming Festival</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lunar New Year's Day</td>
<td></td>
<td>Labour Day</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2nd day of the Lunar New Year</td>
<td></td>
<td>Tuen Ng Festival</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3rd day of the Lunar New Year</td>
<td></td>
<td>HK/USAR Establishment Day</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| 2. Paid annual leave (for the year from ____ to ____ )

<table>
<thead>
<tr>
<th>Carried forward from the previous year</th>
<th>Entitlement for the current year</th>
<th>Days taken with dates</th>
<th>Balance</th>
<th>Pay for the annual leave</th>
<th>Date of payment</th>
</tr>
</thead>
</table>

## 3. Paid sick leave

<table>
<thead>
<tr>
<th>Date</th>
<th>Category One (accumulation limit being 36 days)</th>
<th>Category Two (accumulation limit being 84 days)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Accumulated days</td>
<td>Days taken with dates</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## 4. Maternity leave

<table>
<thead>
<tr>
<th>Date</th>
<th>Amount of maternity leave</th>
<th>Date of payment</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
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<tr>
<td></td>
<td></td>
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<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
SAMPLE - WAGE AND LEAVE RECORD
(For Individual Staff)

From __________________ to __________________

Employee's name: ____________________________ Department: ____________________________
Staff No: ____________________________ Position: ____________________________
Commencement Date of Employment: ____________ Pay day: ____________________________
Cessation Date of Employment: ____________ Attendance (no. of days) ____________

<table>
<thead>
<tr>
<th>Type</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basic wages</td>
<td>$ ____________</td>
</tr>
<tr>
<td>Tips</td>
<td>$ ____________</td>
</tr>
<tr>
<td>Allowances</td>
<td>$ ____________</td>
</tr>
<tr>
<td>Others ( )</td>
<td>$ ____________</td>
</tr>
<tr>
<td>Adjustment</td>
<td>$ ____________</td>
</tr>
</tbody>
</table>

| Total | $ ____________ |
|-------|______________|

Employee's signature: __________________
Date: __________________

<table>
<thead>
<tr>
<th>Type</th>
<th>Balance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rest Day</td>
<td></td>
</tr>
<tr>
<td>Annual Leave</td>
<td></td>
</tr>
<tr>
<td>Statutory Holiday</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Type</th>
<th>Adjustment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Entitlement for Current Month</td>
<td></td>
</tr>
<tr>
<td>No. of Days Taken in Current Month</td>
<td></td>
</tr>
<tr>
<td>New Balance</td>
<td></td>
</tr>
</tbody>
</table>

Rest days
- An employee employed under a continuous contract is entitled to not less than one rest day for every period of seven days.
- If the statutory holiday falls on a rest day, it should be taken on the day following the rest day.

Statutory holidays
- An employee is entitled to statutory holidays, irrespective of his length of service. Those who have been employed under a continuous contract for not less than three months are entitled to the holiday pay.
- If an employee is required to work on a statutory holiday, 48 hours prior notice must be given. His employer must also arrange an alternative holiday within 60 days before or after the statutory holiday. If the employer and employee agree, any day within 30 days of the statutory or alternative holiday may be taken by the employee as a substituted holiday.
- Rest days, statutory holidays and annual leave are different types of leave and must not substitute each other.

Paid annual leave
- The number of days of paid annual leave will increase with the length of service. For the first and second year of service, the entitlement is seven days a year. The entitlement increases with 1 additional day for each subsequent year to a maximum of 14 days.
Please complete this form and post it on the notice board after seeking employees' consent on the work arrangements in times of typhoons and rainstorms.

1. General points to note
   • The following essential staff will be required to report for work or remain on duty when Typhoon Signal No 8 or above or the Black Rainstorm Warning is in force:
     Department:_______ Department:_______ Department:_______ Department:_______
     Name:__________ Name:__________ Name:__________ Name:__________
   • Name of the supervisor:________________ Contact Tel No:____________
   • Essential staff should be provided with the supervisor's telephone number for contact in case they could not report for work.

2. Transport arrangements
   • When Typhoon Signal No 8 or the Black Rainstorm Warning is in force, essential staff may take the appropriate means of public transport, or a taxi if public transport is not available.

3. Calculation of wages
   • No wages, allowances and attendance bonus will be deducted if employees are released from the workplace or are not required to report for work under the arrangements stipulated in section (7) below.
   • No wages will be deducted from employees who could not report for work under the arrangements stipulated in section (7) below with justifications.
   • Wages would be deducted from employees who were required to work but, without justification, failed to show up. The wages so deducted would be in proportion to the period of absence.
   • For employees who failed to report for work on time, the period of absence should count from the time they would be reasonably expected to arrive at the workplace to resume work.

4. Typhoon/rainstorm duty allowance
   • Essential staff required to be on duty when Typhoon Signal No 8 or above or the Black Rainstorm Warning is in force will be granted duty allowance.

5. Travelling allowance
   • Staff required to report for work when Typhoon Signal No 8 or above or the Black Rainstorm Warning is in force will be granted travelling allowance or the actual travelling expenses incurred, whichever is higher.
6. Work arrangements when the Amber or Red Rainstorm Warning or Typhoon Signal No 1 or 3 is in force

- All offices and workplaces should remain open as usual and all employees should report for work as scheduled.
- Employees who have difficulties in reporting for work should call their supervisors as soon as possible.

7. Work arrangements when Typhoon Signal No 8 or above or the Black Rainstorm Warning is in force

<table>
<thead>
<tr>
<th>Signal/Warning</th>
<th>Black Rainstorm Warning</th>
<th>Typhoon Signal No 8 or above</th>
</tr>
</thead>
<tbody>
<tr>
<td>(a) Issued before normal working hours</td>
<td>• Apart from essential staff, no employees will be required to report for duty.</td>
<td>• Apart from essential staff, all other employees may be released.</td>
</tr>
<tr>
<td></td>
<td>@ Essential staff will be required to report for duty. If they have difficulties in doing so, they should inform their supervisor as soon as possible.</td>
<td>• Essential staff should remain on duty and must not leave until the supervisor so instructs.</td>
</tr>
<tr>
<td>(b) Issued during working hours</td>
<td>• Employees should remain on duty as usual unless it is dangerous to do so.</td>
<td>• If the weather condition is so adverse that it is unsafe for essential staff to leave at the end of their working hours, the supervisor should allow them to remain in the workplace until the weather condition improves.</td>
</tr>
<tr>
<td></td>
<td>• Supervisor may exercise their discretion in releasing the staff based on personal circumstances.</td>
<td></td>
</tr>
<tr>
<td>(c) Lowered 3 hours or more before the end of working hours</td>
<td>• All employees should resume work within 2 hours after the warning is lowered.</td>
<td>• Essential staff should remain on duty until the end of their working hours.</td>
</tr>
<tr>
<td></td>
<td>• Essential staff should remain on duty until the end of their working hours.</td>
<td></td>
</tr>
<tr>
<td>(d) Lowered less than 3 hours before the end of working hours</td>
<td>• Apart from essential staff, no employee will be required to report for duty.</td>
<td>• Essential staff should remain on duty until the end of their working hours.</td>
</tr>
<tr>
<td></td>
<td>• Essential staff should remain on duty until the end of their working hours.</td>
<td></td>
</tr>
<tr>
<td>(e) Still in force by the end of working hours</td>
<td>• Employees should remain in a safe place until the heavy rain is over.</td>
<td>• Essential staff will be provided with safe shelters in the workplace if it is not safe for them to leave at the end of their working hours.</td>
</tr>
<tr>
<td></td>
<td>• Safe shelters for employees will be provided in the workplace.</td>
<td></td>
</tr>
</tbody>
</table>
ADDRESSES AND TELEPHONE NUMBERS OF EMPLOYERS' ASSOCIATIONS, MANAGEMENT ASSOCIATIONS AND TRADE UNIONS

EMPLOYERS' ASSOCIATIONS AND MANAGEMENT ASSOCIATIONS
(in alphabetical order)

The Association for Hong Kong Catering Services Management Ltd.
Room 13, 2/F, Po Hong Centre, 2 Wang Tung Street, Kowloon
(Tel No: 2753 6703)

Association of Professional Personnel, Hotels, Food & Beverage Ltd.
Flat E, 8/F, Johnston Road, Wanchai
(Tel No: 2527 6734)

Association of Restaurant Managers
2/F, Honytex Building, 22 Ashley Road, Tsimshatsui, Kowloon
(Tel No: 2698 9344)

Chiu Chow Overseas Food Trade Merchants Association Ltd.
6/F, Nathan Apartments, 512 Nathan Road, Kowloon
(Tel No: 2742 6800)

Estate Restaurant Merchant Association Ltd.
Flat 10, G/F, Smiling Plaza, 360A Shau Kei Wan Road, Hong Kong
(Tel No: 2539 7708)

Federation of Hong Kong Restaurants Owners Ltd.
Room 202, Lap Fai Building, 6-8 Pottinger Street, Central, Hong Kong
(Tel No: 2523 2617)
Hong Kong Catering Industry Association
P.O. Box 71033, Kowloon Central Post Office, KowSoon
(Tel No: 2397 2688)

Hong Kong Federation of Restaurants & Related Trades
Room 302, Lap Fai Building, 6-8 Pottinger Street, Central, Hong Kong
(Tel No: 2536 9198)

Hong Kong Hotels Association
Room 508-511, Silvercord Tower II, 30 Canton Road, Tsimshatsui, Kowloon
(Tel No: 2375 3838)

Hong Kong Hotel and Catering Association Ltd.
Room 2424, 24/F, 430 King’s Road, North Point, Hong Kong
(Tel No: 2563 3133)

Hong Kong Restaurant and Eating House Merchants General Association
7/F, Flat E, Tai Kwong Bldg., 482 Hennessy Road, Hong Kong
(Tel No: 2891 2738)

The Kowloon Restaurant and Eating House Merchants General Association
Flat D, 11/F, 739 Nathan Road, Kowloon
(Tel No: 2392 1899)
TRADE UNIONS
(in alphabetical order)

Catering and Hotels Industries Employees General Union
19/F, Wing Wong Building, 557-559 Nathan Road, Kowloon
(Tel No: 2770 8668)

Catering Trade Administrative Employees Association
Flat B, E, F, 1/F, Wah Hung House, 153-159 Tung Choi Street, Kowloon
(Tel No: 2394 8261)

Catering Trade Chiuchow and Cantonese Workers Union
Flat B, E, F, 1/F, Wah Hung Building, 153-159 Tung Choi Street, Kowloon
(Tel No: 2394 8261)

Chinese & Western Food Workers Union
3/F, 58 Fuk Wa Street, Sham Shui Po, Kowloon
(Tel No: 2776 5128)

Eating Establishment Employees General Union
Flat B, E, F, 1/F, Wah Hung Building, 153-159 Tung Choi Street, Kowloon
(Tel No: 2394 8261)

The Food and Beverage Management and Professional Staff Association
49 Tsuen Nam Road, Flat 1, 1/F, Tai On Building, Tai Wai, Shatin, NT.
(Tel No: 2603 0889)
Hakka Food Establishment Workers Union
Flat B, 6/F, Cheong Wah House, 211 Nam Cheong Street, Kowloon
(Tel No: 2778 4519)

Hong Kong & Kowloon Restaurant & Cafe Workers General Union
Room 14-15/F, 385 Nathan Road, Kowloon
(Tel No: 2781 2949)

Hong Kong & Kowloon Tea House Workers General Union
1/F, 99 Temple Street, Yau Ma Tei, Kowloon
(Tel No: 2384 5669)

Hong Kong Union of Chinese Workers in Western Style Employment
205-207 Hennessy Road, 2/F, Hong Kong
(Tel No: 2511 8213)

Hotels, Food & Beverage Employees Association
18 Granville Road, 2/F, Tsimshatsui, Kowloon
(Tel No: 2367 3201)

Kwan Sang Catering Professional Employees Association
Flat C, 1/F, Lee Shing Mansion, 43A-43B, Jordan Road, Kowloon
(Tel No: 2781 0806)

Wai Kwan Catering Trade Employees Association
1/F, 99 Temple Street, Yau Ma Tei, Kowloon
(Tel No: 2384 5669)
OFFICES OF THE LABOUR RELATIONS DIVISION OF THE LABOUR DEPARTMENT

HONG KONG

Hong Kong East
12/F, AXA Centre, 151 Gloucester Road, Hong Kong

Hong Kong West
3/F, Western Magistracy Building, 2A Pokfulam Road, Hong Kong

KOWLOON

Kowloon East
Room G2, G/F, Kai Tak Government Building, 5 Arrivals Road, Kowloon

Kwun Tong
6/F, Kowloon East Government Offices, 12 Lei Yue Mun Road, Kwun Tong, Kowloon

Kowloon West
Room 1009, 10/F, Cheung Sha Wan Government Offices, 303 Cheung Sha Wan Road, Kowloon

Kowloon South
2/F, Mongkok Government Offices, 30 Luen Wan Street, Mongkok, Kowloon

NEW TERRITORIES

Tsuen Wan
5/F, Tsuen Wan Government Offices, 38 Sai Lau Kok Road, Tsuen Wan, New Territories

Kwai Chung
6/F, Kwai Hing Government Offices, 166-174 Hing Fong Road, Kwai Chung, New Territories

Tuen Mun
Room 2720, Tuen Mun Parkland Square, 2 Tuen Hi Road, Tuen Mun, New Territories

Shatin & Tai Po
Rooms 304-313, 3/F, Sha Tin Government Offices, 1 Sheung Wo Che Road, Shatin, New Territories
P 331.7642 C6
The code of labour relations
practice for the catering
trade
[Hong Kong : Labour
Department, 2002]