

大快活
Fairwood

一切從顧客角度出發

做多小小 慳返多多 - 零售餐飲環保慳錢篇

HKRMA網上研討會

環保

成本

成效

顧客



2018年一張相震驚了全世界.....



全走雖好，但部份顧客不愛



...走飲筒當然是好，我飲凍奶茶糖水分開上你沒有提供用具可以怎樣攪勻...(顧客馮先生電郵意見)



轉用紙飲筒，顧客受落，但成本卻...

○ 膠筒全走
No Plastic Straws

○ 全線大快活使用紙飲筒
Paper straws are used
in all of our Fairwood stores.

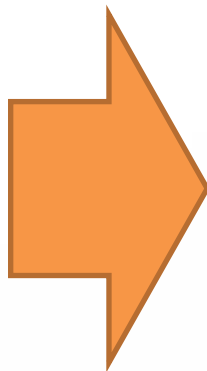
A yellow sign with a tree logo and a paper straw. The text on the sign reads: '膠筒全走 No Plastic Straws' and '全線大快活使用紙飲筒 Paper straws are used in all of our Fairwood stores.'

...一向滿意食物及服務。
尤其最近推出紙飲管、木攪棍，這些環保措施很值得讚賞...(顧客電郵意見)



~4倍成本

持續改善，提供獨立包裝紙飲筒



成本升幅不似預期， 全賴顧客支持改變習慣

← 大快活轉左用紙飲管

☆ 收藏本帖 | 感謝大快活還食客一個尊嚴  [複製鏈接]

發表於 19-1-30 13:30 | 只看該作者 | 倒序瀏覽 | 打印

#3 HKVDC_2017 • 2年前  

真係可分解

唔係用環保名義 CUT COST

下午去大快活食飯，今天幾多人，苗一苗見個個凍飲一支飲管，飲得開心，以為佢取消了限制飲管，再仔看原來佢地用左紙飲管，老實不客氣試飲，效果非常好，我左了30分鐘無走樣。無論大小飲管也用紙做。多謝大快活，真為港人服務。



幼飲管	成本 對比膠飲管	總成本 對比膠飲管	落貨量 對比膠飲管	粗飲管	成本 對比膠飲管	總成本 對比膠飲管	落貨量 對比膠飲管
紙飲管	+390%	+228%	-33%	紙飲管	+111%	+62%	-23%
獨立紙包裝紙飲管	+460%	+255%	-37%	獨立紙包裝紙飲管	+131%	+8%	-53%

每月平均落貨量



一切來自顧客聲音



...分店職員有禮地向客人說煲仔飯不能外賣，其後有一位姓蘇女經理向客人表示，你可以原煲擱走，食完先擱返煲保返黎，此令呂小姐感覺非常好...
(顧客呂小姐讚揚意見)

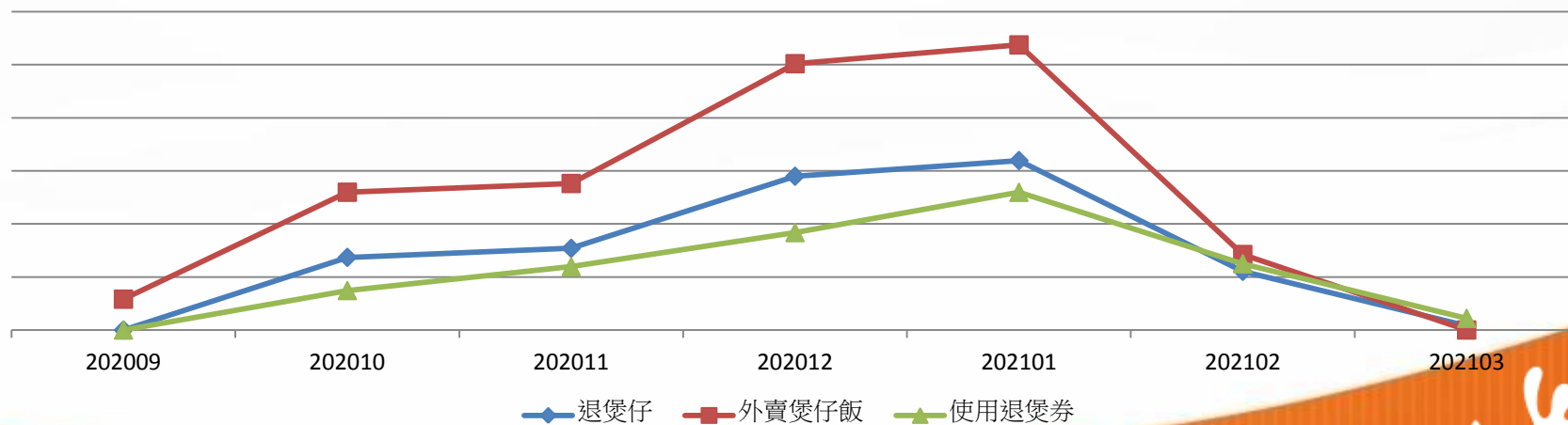


推行外賣按煲券，鼓勵回煲重用



回煲率 57%
按煲券使用率 77%

2020-2021年外賣煲仔飯數量與按煲券數量



品質提升又環保，顧客當然讚好



天氣凍凍定，又係食煲仔飯嘅時候啦！又嚟第四波... 真係出去食飯都有壓力呀！😓 而大快活推出嘅「焦香煲仔飯」就最好不過，除了價錢實惠之外仲可以連煲購買，唔使\$60就有一部熱辣辣嘅煲仔飯帶返屋企，說到底堅係有飯焦，認真抵食又好味😊

#myfoodstepz ♦♦♦♦♦♦♦♦♦♦♦♦♦♦♦♦

♦♦♦♦♦♦♦♦♦♦♦♦♦♦ #foodporn #foodgasm

#foodlover #buzzfeedfood #fooddiary #foodblogger

#instapic #foodie #hkfoodlover #bonappetit

#foodism #instayum #eat #nomnom #foodspotting

#foodpassion #picoftoday #大快活 #fairwood

#takeaway

♥ 117 💬 7

5 months ago

...連埋個煲仔一起帶回家，令到我可以回家後都食到在堂食嘅味道，無論溫度味道都可以保持水準，而且退還煲仔還有現金回券回贈，值得一讚！ (顧客樊小姐讚揚意見)

上年買煲仔飯外賣較為麻煩，今年有成個煲仔拎返屋企，返到去仲係熱辣辣，值得一讚。收銀仲建議我食完拎返個煲返去同佢地換返現金卷。拎煲時，你地同事仲提醒我返到去慢慢拎出黎，小心熱，好貼心！ (顧客孫小姐讚揚意見)

你好好多謝Port 33 分店黃經理介紹煲仔飯，好味道，用煲仔，保温一流！估唔到快餐店都可以食到！加埋佢哋一流服務，值得推薦比朋友們 (顧客Cindy讚揚意見)

重用、重用、重用

聊

大快活煲仔飯外賣

#71 發表於 2020-9-27 09:25 PM



個煲洗乾淨留返自己用



“Eliminating the Idea of
Waste®”

「拋棄應先拋棄」

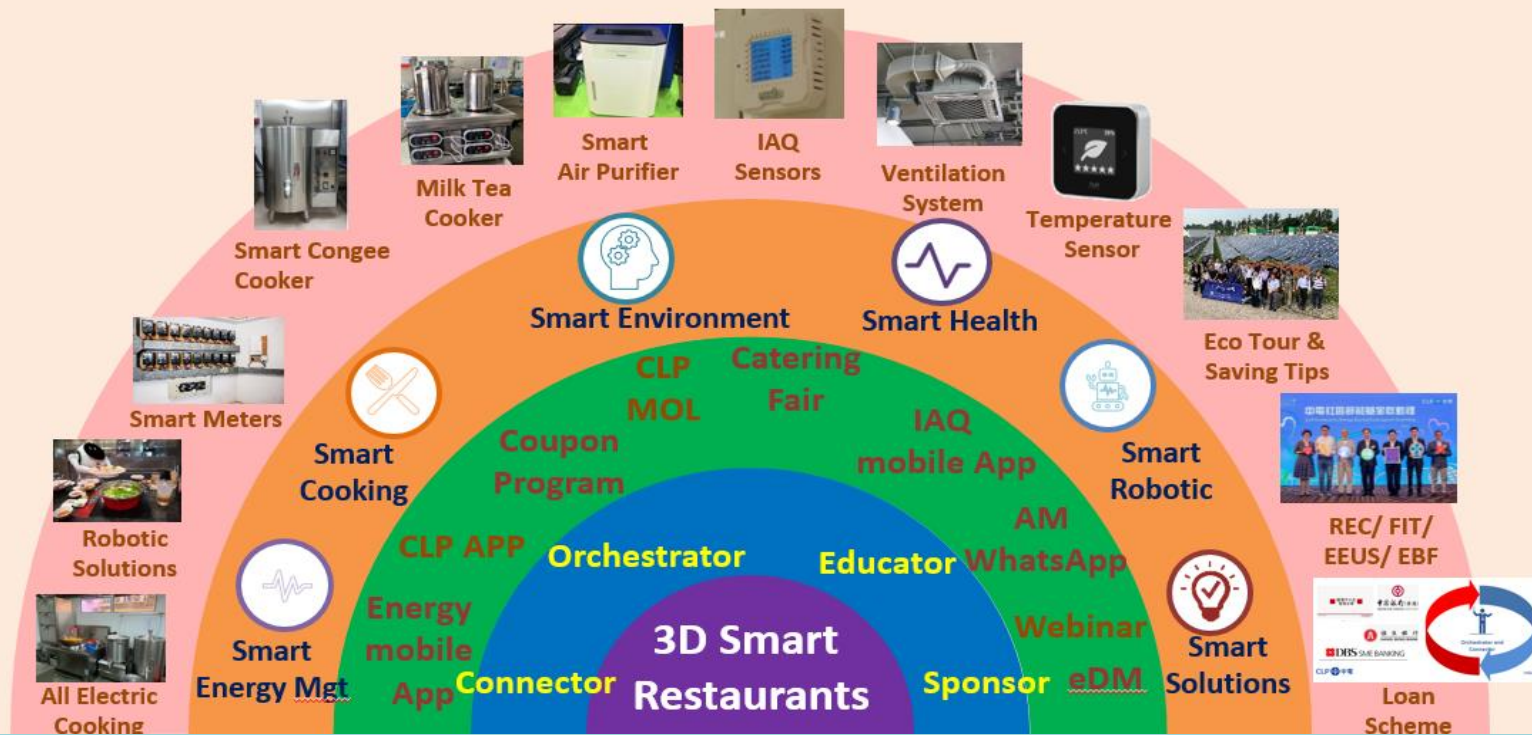
TerraCycle Inc.



Digital Transformation -Sustainability in Smart Catering

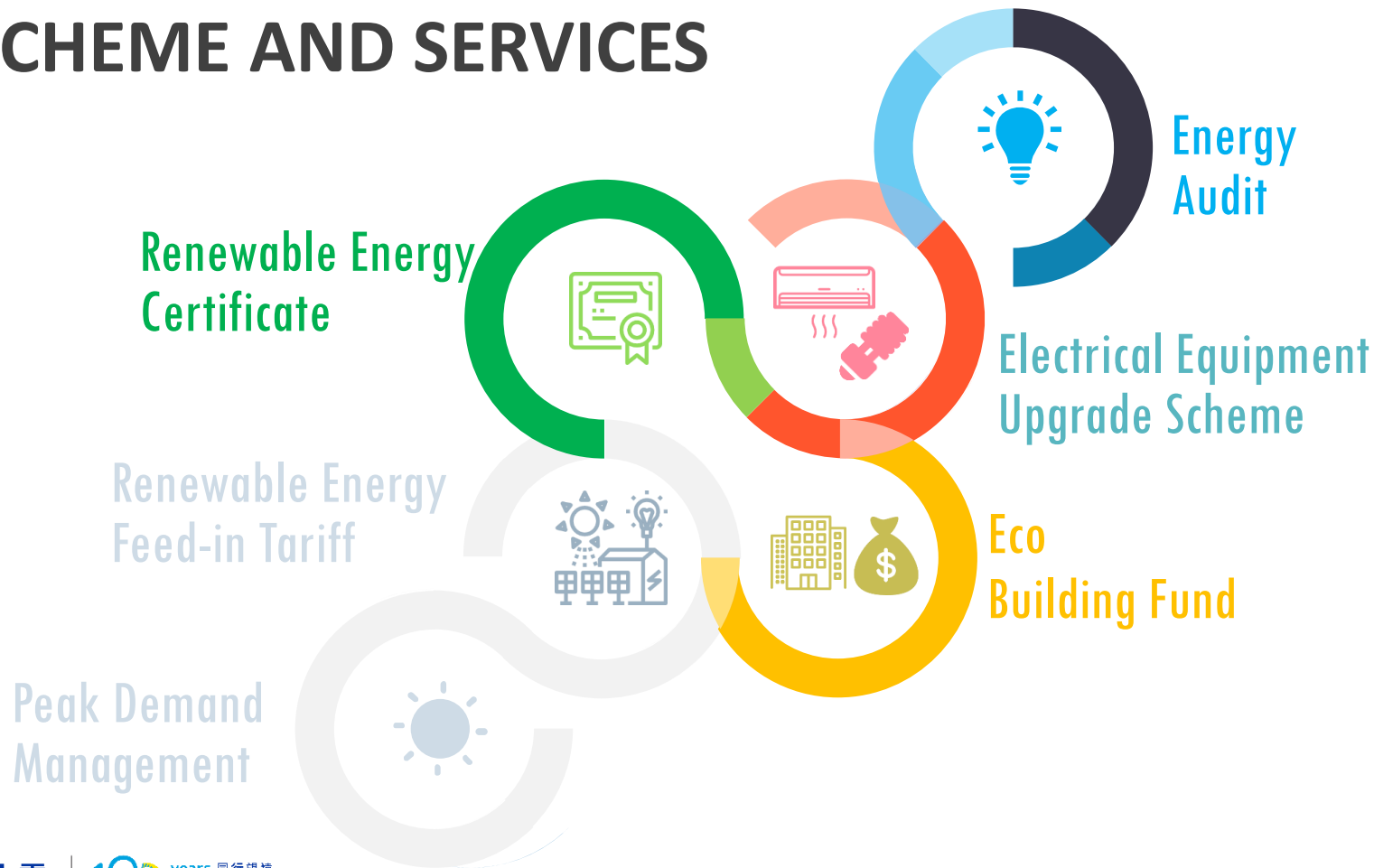
2 June 2021

3D Smart Restaurant Engagement Model 2021



Decarbonization + **D**ecentralization + **D**igitalization

CLP SCHEME AND SERVICES



ENERGY AUDIT

A nighttime panoramic view of a city, likely Hong Kong, featuring a large cable-stayed bridge spanning a wide body of water. The foreground is filled with numerous high-rise apartment buildings, many of which are illuminated with lights. The background shows a dense skyline of skyscrapers, some with distinctive architectural features like the PIF tower. The overall scene is a vibrant display of urban architecture and infrastructure at night.




Past Scope



Site Visit



Indoor Environmental Quality Spot Measurement



Energy System Performance Analysis



Energy Management Opportunities (EMOs) Identification

NEW



Building Energy Consumption Breakdown



High Level Payback Analysis of EMOs



High Level Retro-commissioning Review



Smart / IT Technologies Advice

ELECTRICAL EQUIPMENT UPGRADE SCHEME (EEUS)



What is EEUS?

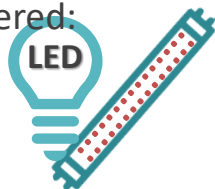


Objective

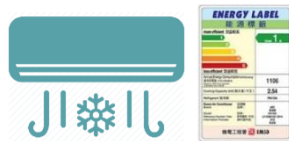
- Encourage customers to select more energy efficient equipment

Details

- Launch date: 1 Jan 2019
- Rebate Ceiling during scheme period (2019-2023):
 - **NRT (\$10,000 per CA)**
 - **BT and LPT customers (\$150,000 per CA)**
- Items covered:



Non-LED lighting →
LED Lighting



Grade 1
Air-conditioners



High Energy Efficiency
Air-conditioning System



\$20/pc

(or 80% of unit price,
whichever is lower)

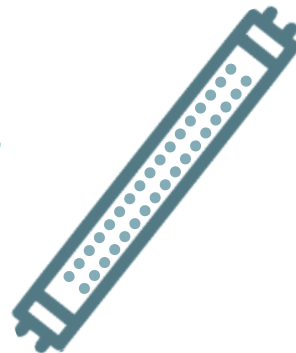


LED Lighting (any wattage)

*For replacing non-LED light bulbs only

\$60/pc

(or 80% of unit price,
whichever is lower)



LED Tube (T5/T8) / LED Panel

*For replacing non-LED light tubes only

Subsidy – Air-conditioning



\$1000/pc

(or **80%** of unit price,
whichever is lower)



**Grade 1
Air-conditioners**

\$0.5/kWh

(energy saved in a year)



**Higher Energy Efficient Air-
conditioning System (non-MEEL)**

- **Grade 1 Air-conditioner:** “[Record of Listed Models](#)” in The Mandatory Energy Efficiency Labelling Scheme (MEELS) by EMSD.
- **Air-conditioning system not under MEELS:** **Must** be performed better than the minimum coefficient of performance stipulated in the latest version of Code of Practice for [Energy Efficiency of Building Services Installation](#) issued by EMSD.

ECO BUILDING FUND (EBF)





Communal Area of
Residential Buildings



Communal Area of
Commercial and
Industrial Buildings



\$100 Million per year

Subsidy Cap

Up to HK\$400,000/ building/ year

Retrofitting Projects



Retro-commissioning



Smart Technology





Retrofitting Projects



Replacement, upgrade or retrofit of building services systems, e.g.:

- Lighting System
- HVAC System
- Lift & Escalator
- Other Electrical Installation (including pumps)

LED Lighting



Water-cooled Chiller



EC Plug Fan



Solar Film



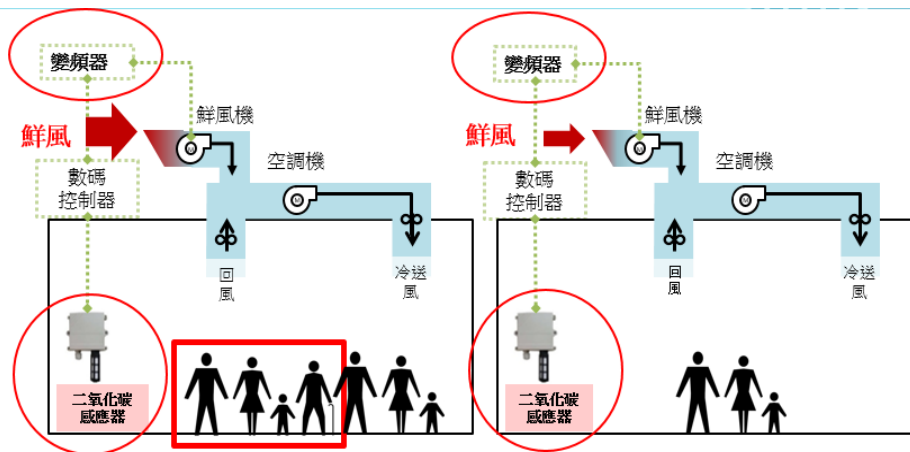


Retro-commissioning



Retro-commissioning to optimise building control and operation, e.g.:

- Demand Control Ventilation
- Water Pump / Air Fan VSD Control





Motion Sensor



Thermal Sensor



Smart control for building management, e.g.:

- Motion Sensors and Wireless Control on Electrical Equipment, Escalator, Lighting and HVAC System etc.
- Building Management System or Smart Building Management System

Example

Vision Based AI Solution & Control

pain point



Hot air infiltration

Est. Energy Saving **~380,000kWh**
(Reduce 40% of energy waste)



RENEWABLE ENERGY CERTIFICATE



Renewable Energy Certificate (REC)



Residential and commercial customers who support clean energy will be able to buy RECs which represent electricity generated by local RE systems, providing a positive platform for RE development in the community.



Each REC represents electricity produced by a **mixture of RE sources in Hong Kong, whether purchased (e.g. through FiT) or generated by CLP Power.**

The price of each REC unit will be **HK\$0.5, a premium on top of the normal price of a unit of electricity.** RECs will be available at a **minimum purchase of 100 units.**

[CLP REC website](#)



Thank You

做多小小 慳返多多 零售餐飲環保慳錢篇 網上研討會

節能分享 - 沙頭角農莊

沙頭角農莊有機種植有限公司 項目經理

何銳祺先生 (Mr. Ken Ho)

Background of Organisation

- located at Tong To Village, connected to Red Flower Ridge
- The Farm benefits from a natural river running from the mountains to the sea
- Overlooks the beautiful scenery of Luk Keng
- Growth of Hong Kong's native species, including salt water and freshwater fish and Mangrove eco-systems.
- 600 acres of land, 4 M ft² → 7 M ft²
- Due to our favorable position and extensive space, coupled with abundant human resources and quality management,
- Idyllic botanical and Zoological farms.
- Organic farming and Aquaculture as well as providing an educational zoological experience.
- Introduces relevant techniques and new fish species to encourage organic farming with the objective of developing the concept of high-caliber farming and healthy eating to society.



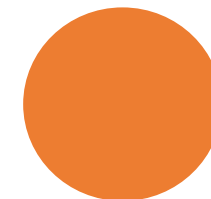
Category Highlight

- Smart energy truck : PV thin film → Power Tail lifts & Air-condition
- Complying the rule of ‘停車熄匙’ , reduce truck idle time, which saves both fuel and reduce emission
- Miasole Thin Film: 12pcs – 1,440W
- 177kW Thin film already on grid as Water-Proofing Material.
- 60kW more Thin film project will be connected on Grid by the end of 2020
- With special coating and adding aluminium plates, the thin film can also use to prevent leakage.



Category Highlight

- Container-revamped hotel. PV panel are installed on top of the roof, with energy storage system attached on the side.
- Mini energy saving competition between tenants, in a winner-takes-all fashion.
- There are guidelines to teach hostel users how to use hot water efficiently
- Now using HIT (Monocrystalline on one side, thin film on the other) PV panel for the hostel roof.
- Solar powered Barbeque stove. Power is collected from PV panel into the storage system, goes through a transformer, then is fed into the barbeque stove.
- Setting PV panel for the solar energy on top of fishponds.
- Setting new website for online booking and online payment
- Setting smart control system for general operation management



Green Leadership & Communication

- Communicating with staffs on energy saving measures and utilize the solar energy in their green farm.
- Setting up Energy Saving Competition among the tenants, videos & suggestions will be provided to the tenants to save energy.
- The winners of the competition will be awarded with free accommodation.

Sustainability of EE&C Performance

- Battery will be used to store the solar energy harvested, to reduce the liability on the electricity generated by fossil fuels.
- The electricity of the BBQ stoves partially supplied by solar energy (Lithium ion battery) & CLP, and more rely on the solar energy when sufficient Solar power.



EE&C Measure & Performance



- Apps control and monitor PV system performance
- Heat Pump is installed for energy saving
- Natural Light is utilized with supplement of LED Lights
- VRV air conditioner is installed in the container hotel



組件總功率:690550W





Technology & Innovation

- Drone is used for the surveying of the PV panel installation.
- Currently the HIT solar panel is used for solar harvest and will be changing to use thin film technology for solar harvest.
- Thin film technology is installed together with the water resistance layer (2 aluminium layer then thin film).
- It is also coated, which required less cleaning & maintenance for the thin film.





Impact to Industry

- Most Smart and Energy saving idyllic botanical and zoological farms.
- Active sharing of their RE technology with others, which the thin film technology is suitable for the building with limited roof load, and high requirement of leakage preventing.
- Open the farm to public, Invite Universities, Research Institute, Secondary and Primary School join our educational tour to promote Smart and energy saving concept and working mode with practical products in life.
- Collaborates with CityU to seek opportunities to harvest renewable energy.



Live more,
Bank less

DBS Support for SMEs

Mr. Vincent C.C. Wong
Executive Director of Digital Business Banking



DBS Support for SMEs

Pre-approved Principal Payment Scheme



Phase 1 (May 20 – Oct 20)
Phase 2 (Nov 20 – Apr 21)
Phase 3 (May 21 – Oct 21)

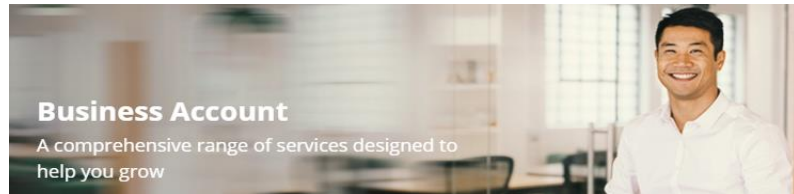
This is DBS digibanking



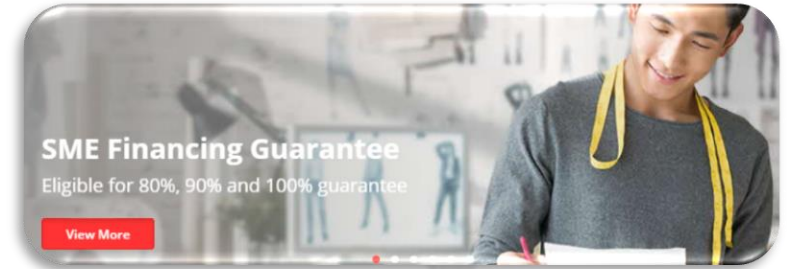
Apply for Unsecured SME Loan Now

Apply Now

Continue / Track Application



Apply Online. Open your business account in as fast as 3 working days* .
*Subject to eligibility



Disrupt Series

Expand your business networks at our Industry events



SME & Startup



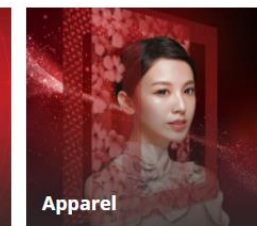
Healthcare



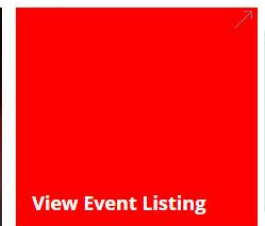
Electronics



Smart Living



Apparel



View Event Listing



DBS SME Relied Measure (Feb 20 – Apr 20)

- ✓ 1,981 approved borrowers
- ✓ HKD10.2bn loans and trade

To borrow or not to borrow? Borrow only if you can repay!

Sharing on DBS x CLP Joint Promotion

CLP x DBS Collaboration



My Home

My Business

Community & Environment

Home > My Business > Smart SMEs > Switch to Green Savings

Switch to Green Savings



The catering industry is accelerating its transformation and becoming more agile to embrace future changes and challenges. CLP continues to innovate and provide timely support and energy-saving services, reducing their financial burden and helping them save costs.



尊享星展中小企貸款特別優惠，優惠截至2021年6月30日：

額外獎賞

首40名成功申請及提取貸款的客戶更可取得額外港幣5,000元現金獎賞，為公司添置環保爐具。

DBS Live more, Bank less

星展與中電
為餐飲中小企帶來
節能. 新轉機

添置環保爐具慳電費，兼享總值逾港幣130,000元中小企貸款優惠

「易商量」中小企融資擔保計劃特選優惠

優惠 1

專享
優惠利率

可享利息補貼* 及
專享優惠利率

優惠 2

擔保費全免

節省高達
港幣36,000元

優惠 3

貸款手續費
全免

節省高達
港幣80,000元

優惠 4

新客戶開戶
手續費全免

節省高達
港幣10,000元

開立企業帳戶

To borrow or not to borrow? Borrow only if you can repay!

Registration Channel

- **Promotion Period** : until 30 Jun 2021
- **Target audience criteria as below**
 - CLP's/selected electric kitchen equipment vendors' customers/ prospects who require new electric kitchen equipment

- PWEB:

您的資料

稱謂*

請選擇

此項必填

名*

名

姓*

姓

電話號碼*

+852

電郵*

電郵

公司名稱*

公司名稱

職銜*

職銜

業務性質*

請選擇

所在註冊地*

請選擇

餐館名稱 / 工場名稱 (如與公司名稱有異)

餐館名稱 / 工場名稱 (如與公司名稱有異)

年度營業額 (港幣)*

請選擇

我/我們同意所提供的公司聯絡資料交予DBS，作以下用途：a) 向客戶提供服務或b) 登記服務。

我/我們已閱讀、了解並同意 [星展銀行資料政策](#)、[服務條款及細則](#) 及 [星展電子銀行服務條款及細則](#)。



Reach out to us!

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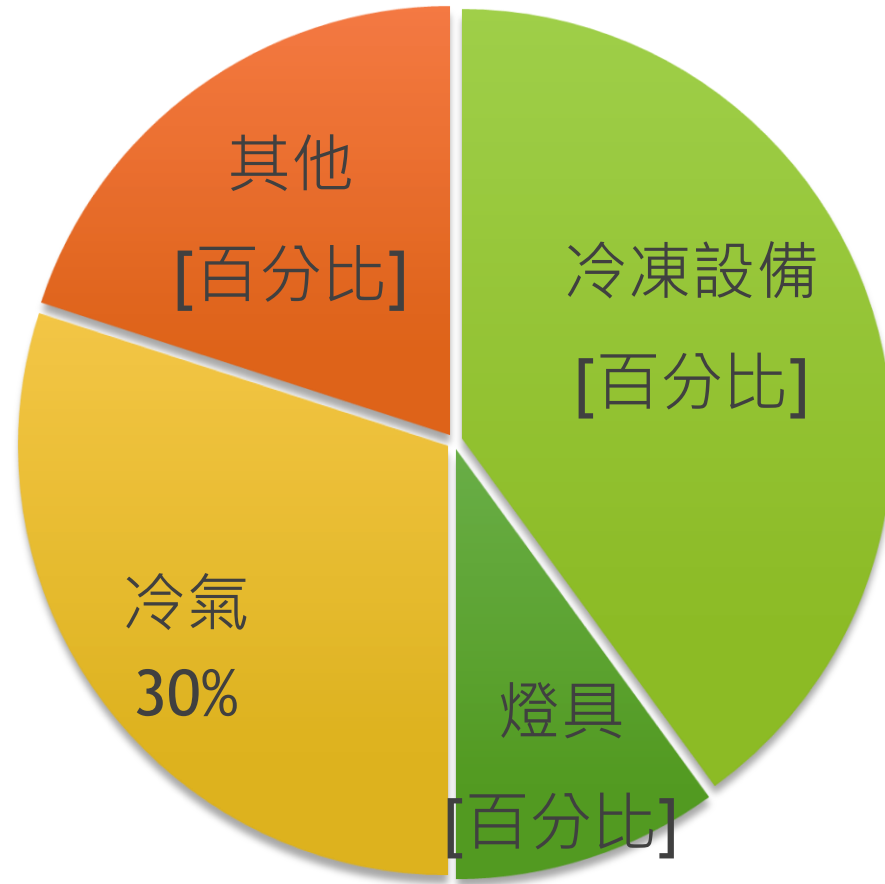
店舖能源使用實務



分享内容:

- 簡介店舖用電量佔比
- 如何選擇適當設備
- 運作及維修重點

店舖用電量佔比



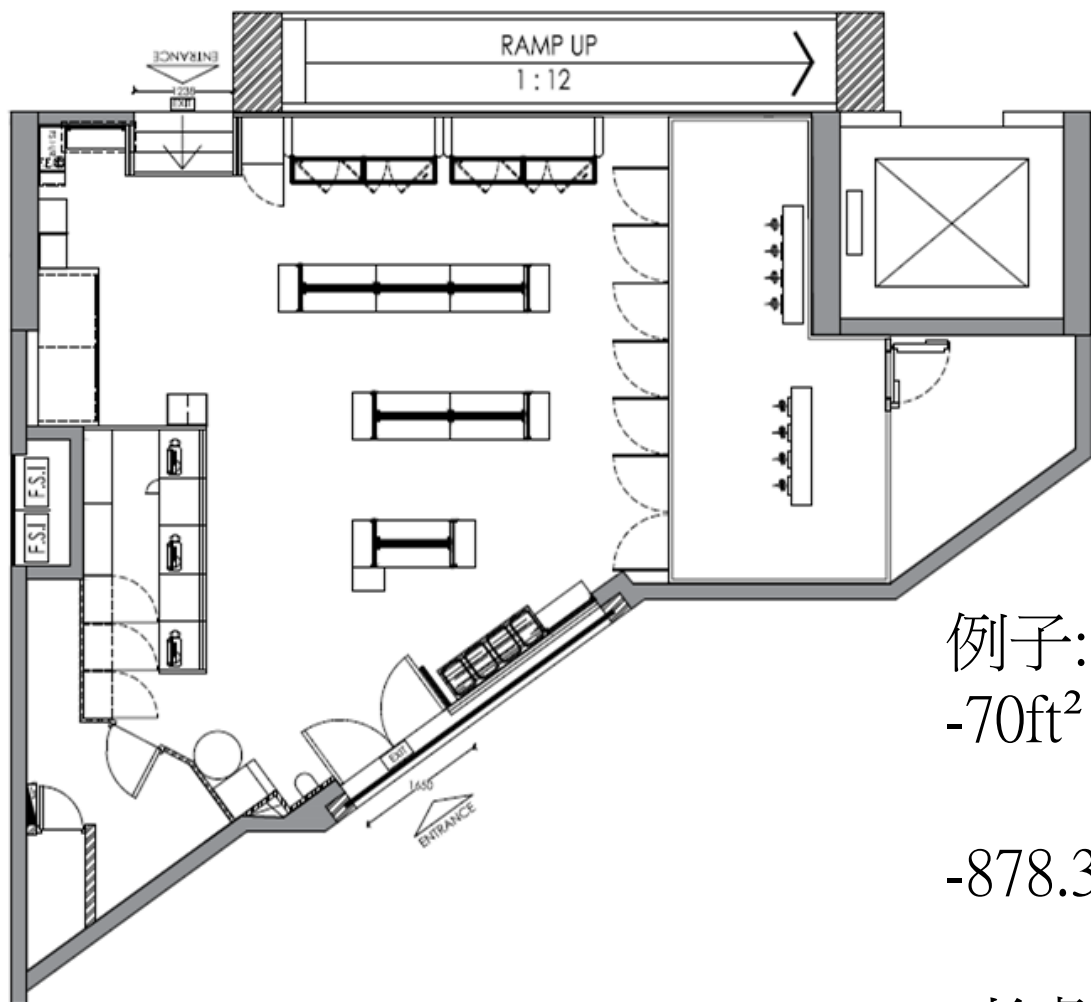
其他:招牌,電腦,小型電器

如何選擇設備---冷氣

空調:	卡式定頻分體機
輸入功率:	4.39 kW
選型:	70-80ft ² / 9000/Btu/hr (1 H. P.)
定期保養:	清潔室內和室外機(每2-3個月一次)，保持最佳換熱效果，節省能源
定頻機:	比較適合用於零售及餐飲行業，由於這些場所是半開放式，人流較多，冷氣容易流失，冷氣需求變化很大，變頻機很困難在短時間作制冷協調，若長時間冷量需求增大，變頻壓縮機便需在長時間高速運行，這樣會減低壓縮機壽命，所以定速機較適合
變頻機:	一般適合辦公樓或酒店等，由於空間相對密閉，可保存冷氣及維持穩定的溫度，變頻機會合適



冷量計算例子



例子:
-70ft² =1匹

-878.3ft² =12.5匹

-考慮店舖環境因素調節冷氣匹數

-3部5匹

如何選擇設備---燈具

LED燈具為近年成熟的節能燈源,範圍包括:招牌 購物區照明 陳列櫃燈及其他設備

LED對店舖好處:

- 燈源溫度低，可減低店舖熱量
- 色溫平均，角度可因應要求改變
- 用電量與傳統光管較低
- 使用壽命比傳統光管長，定期更換令顧客購物體驗更佳及減低維修需要

天花燈



招牌



運作及維修重點

店舖運作方面

- 冷氣溫度自動調節系統
- 節能感光制
- 每週更換冷氣隔塵濾紙, 達致簡易隔塵效果
- 每月常規冷氣清潔, 令機件運行妥善
- 培養員工節能習慣

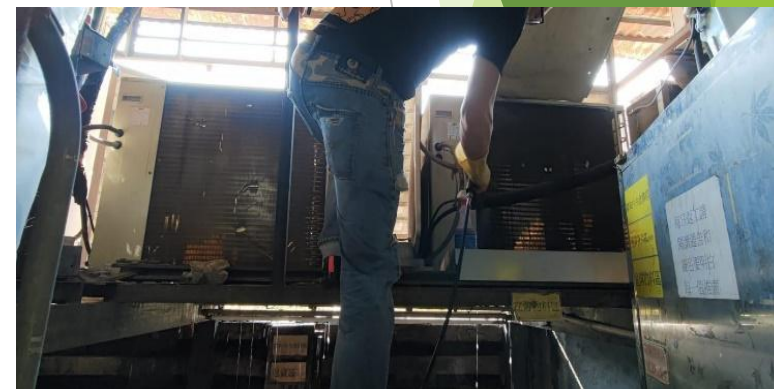
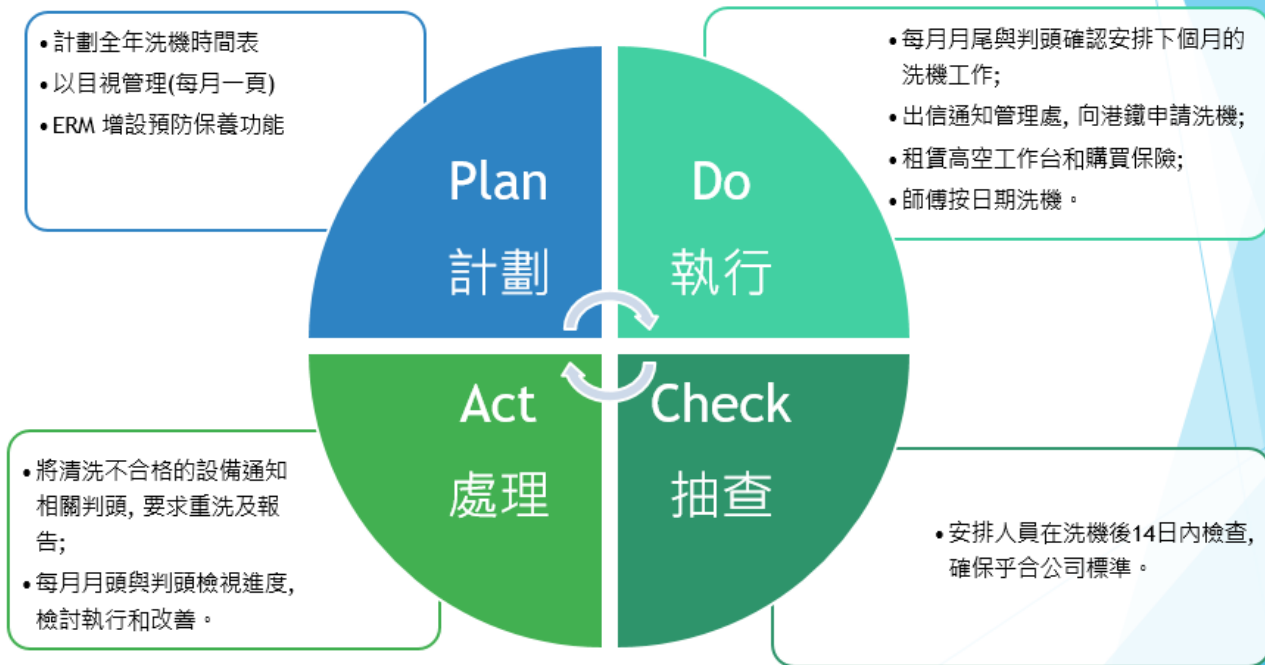


運作及維修重點

維修保養方面

- 年度機器清潔保養計劃 (並按實際環境增加次數)
包括:冷氣,風閘,大型飲品櫃門 雪糕櫃
- 妥善監督承判商的工作表現,以確保機件運作良好

(Plan-Do-Check-Act)





THANKYOU!