



MODERN
BEAUTY SALON
HOLDINGS LIMITED
現代美容控股有限公司

MODERN BEAUTY

Environmental, Social and Governance Report

環境、社會及管治報告

2018/19



CONTENTS 目錄

2

ABOUT THIS REPORT 關於本報告

3

A LETTER TO STAKEHOLDER 致持份者的信

4

BOARD PARTICIPATION 董事會參與

5

REPORTING PERIOD AND SCOPE OF THE REPORT 報告涵蓋期間及範圍

6

INFORMATION DISCLOSURE 資料披露

7

STAKEHOLDER ENGAGEMENT 持份者參與

11

ENVIRONMENTAL SUSTAINABILITY 環境可持續性

17

SOCIAL SUSTAINABILITY 社會可持續性



ABOUT THIS REPORT 關於本報告



Modern Beauty Salon Holdings Limited

(the "Company") and its subsidiaries (the "Group" or "Modern Beauty") is a leader of the beauty industry in Hong Kong offering professional treatments as well as quality services and products with natural ingredients.

The Group provides various comprehensive high-quality beauty, slimming and facial services including, inter alia, skincare, slimming, hairstyling, cosmetics, manicures, pedicures, electrolysis, and aesthetics services. In an effort to further strengthen its leading market position, the Group introduced a number of innovative beauty, slimming and antiaging treatments and machineries during the year ended 31 March 2019 ("FY2019" or "the year under review"). Besides, the Group also had a total of 12 stores under the names of "p.e.n" and "be Beauty Shop", locating across Hong Kong, Kowloon and New Territories.

Modern Beauty is pleased to present this ESG Report as a means to demonstrate the Group's approach and performance in terms of sustainable development for the year ended on 31 March 2019. This ESG report is prepared in compliance with the ESG Reporting Guide as set out in Appendix 27 of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited.

現代美容控股有限公司（「本公司」）及其附屬公司（「本集團」或「現代美容」）為香港美容行業的龍頭企業，提供專業護理、優質服務及採用天然材料製成的產品。

本集團提供多種全面的優質美容、纖體及面部護理服務，包括護膚、纖體、美髮、化妝、修甲、修腳、電學脫毛、美學塑形服務等。為進一步加強本集團的市場領導地位，本集團於截至二零一九年三月三十一日止年度（「二零一九年財政年度」或「回顧年度」）引進多項創新的美容、纖體及抗衰老療程及儀器。此外，本集團亦擁有合共12間名為「p.e.n」及「be Beauty Shop」的專賣店，位置遍佈港九新界。

現代美容欣然呈列本環境、社會及管治報告，以展示本集團截至二零一九年三月三十一日止年度在可持續發展方面的方針及表現。本環境、社會及管治報告乃按香港聯合交易所有限公司證券上市規則附錄二十七所載之《環境、社會及管治報告指引》而編製。

A LETTER TO STAKEHOLDER 致持份者的信

Dear stakeholders,

On behalf of the Board of Directors of the Company, I am pleased to introduce this ESG report to our stakeholders, demonstrating in details the Group's approach and performance in terms of sustainable development for the year ended on 31 March 2019.

As a service group, we care for the genuine feelings and needs of our clients and are committed to continuously improving our service by introducing innovative beauty, slimming and antiaging treatments and machineries to customers.

We understand that the climate change and environmental problems have changed the consumption practice of our customers, paying more attention on the environmental influence of products and services. Hence the Board has built a management team to monitor ESG performance who reports directly to the Board. Environmental related risks are analysed by the Board and corresponding measures are taken to manage those risks and try to turn the risks into opportunities.

To minimise our impacts on the environment, Modern Beauty has controlled the resource consumption during operation and considered hypoallergenic, non-toxic, and oil-free chemical products and products containing natural fragrances in priority during procurement.

Employees are considered as the most important asset of Modern Beauty and we offered training courses designed for specific employees to assist career path building and professional skill improvement.

Dr. Tsang Yue, Joyce
Chief Executive Officer

尊敬的持份者：

本人謹代表本公司董事會，欣然向我們的持份者提呈本環境、社會及管治報告，詳細展示本集團截至二零一九年三月三十一日止年度在可持續發展方面的方針及表現。

作為一家服務集團，我們關心客戶的真實感受及需求，並致力於通過引進創新的美容、纖體及抗衰老療程及儀器以不斷改進我們對客戶的服務。

我們了解到，氣候變化和環境問題已經改變了客戶的消費慣性，更加關注產品及服務對環境的影響。因此，董事會建立一隻管理團隊來監控環境、社會及管治表現並直接向董事會報告。董事會分析與環境相關的風險，並採取相應措施來管理該等風險，並試圖將風險轉化為機遇。

為盡量減少對環境的影響，現代美容控制運營期間的資源消耗，並於採購過程中優先考慮防過敏、無毒害、不含石油化學產品和含天然芳香劑的產品。

僱員被視為現代美容最重要的資產，我們提供專為特定僱員設計的培訓課程，以協助職業道路建設及專業技能提升。

曾裕博士
行政總裁





BOARD PARTICIPATION 董事會參與

The Board of the Company is engaged in the identification of ESG related risks and management of ESG issues. A specialised staff is assigned to manage ESG related issues and report directly to the Board, from whom the Board acknowledges the specified ESG issues and the present management measures. Through the risk management structure, the Group identifies and values risks in a systematic manner and then establish risk-relief strategy to alleviate the impact of risks on the Group. When risks appear, relevant department will analyse the causes of the risk and establish temporary risk management measures after cross-functional coordination.

During the year under review, the Board focused on 4 main sustainability issues in operation. The details of the focused issue and corresponding measures are presented below:

本公司董事會致力於確定環境、社會及管治相關的風險以及對環境、社會及管治問題的管理。指派專業人員管理環境、社會及管治相關問題並直接向董事會報告，董事會了解具體的環境、社會及管治問題以及當前的管理措施。通過風險管理結構，本集團系統地識別及評估風險，然後制定風險緩解策略，以減輕風險對本集團的影響。當風險出現時，相關部門將分析風險的成因，並在跨職能協調後制定臨時風險管理措施。

於回顧年度內，董事會重點關注運營中的4個主要可持續性問題。重點問題的詳情及相應的措施如下：

Emissions 排放

Reduce the amount of emissions discharged to the air and the consumption of electricity and twongas. The disposed package materials are the main source of solid waste of the Group. Modern Beauty simplified th package of the products and use environmentally friendly materials as package materials.

減少排放到空氣中的排放量以及電力及煤氣的消耗量。經處置包裝材料為本集團固體廢物的主要來源。現代美容簡化產品包裝，並使用環保材料作為包裝材料。

Use of Resources 資源使用

Water useage efficiency, control the packaging material usage and use large volume cleanser.

水的使用效率、控制包裝材料的使用以及使用大容量清潔劑。

Employment 僱傭

Established promotion standard to encourage employees to improve their performance. As a equal oppertunity employer, the Group is committed to anti-discrimination and provide equal opportunity to create a fair, respectful and diverse working environment.

建立晉升標準，鼓勵僱員提高工作績效。作為平等機會僱主，本集團致力於反歧視，並提供平等機會，以營造一個公平競爭、相互尊重及多元化的工作環境。

Health and Safe Working Environment 健康與安全的工作環境

The Group is committed to provide employees with safe and comfortable working environment. The Group has provided employees with personal protection equipment and used shift working schedule to ensure employees' health and safety. Warning signs are placed at dangerous areas to aviod any accident.

本集團致力為僱員提供安全舒適的工作環境。本集團為僱員提供個人防護設備，並使用輪班工作時間表確保僱員的健康和安全。將警告標誌放置在危險區域以避免任何事故。

Besides, the greatly changed climate will increase customers' concern on environmental impact of the Group's products. Organic products will gain more market share compared to other products in the industry. As awareness of environmental protection increases, companies who incorporate green value into operation will gain more market share.

Modern Beauty has developed its sustainability strategy with aims to create sustainable values to its stakeholders and brought positive impact to the environment and society. In order to carry out the sustainability strategy from top to bottom, the Board of the Company has ultimate responsibility for ensuring the effectiveness of the Group's environmental, social and governance ("ESG") policies. The Group is also committed to constantly reviewing and adjusting the Group's sustainability policies to satisfy the ever-changing needs of its stakeholders. Details of its management approach in environmental and social aspects can be found in the different sections of this ESG Report. The Group believes that sustainability is essential to the long-term development of the Group.

此外，顯著的氣候變化將增加客戶對本集團產品對於環境影響的關注。與同行業其他產品相比，有機產品將獲得更多的市場份額，隨著環保意識的提高，將綠色價值投入運營的公司將獲得更多的市場份額。

現代美容訂立可持續性策略，旨在為持份者創造可持續價值，為環境及社會帶來積極的影響。為貫徹執行可持續性策略，本公司董事會對確保本集團環境、社會及管治（「環境、社會及管治」）政策之成效負有最終責任。本集團亦致力於時常審查及調整本集團之可持續性政策，以滿足持份者多變之要求。有關環境及社會方面之管理方式詳情可查閱本環境、社會及管治報告多個章節。本集團相信可持續性對本集團之長遠發展攸關重要。

REPORTING PERIOD AND SCOPE OF THE REPORT 報告涵蓋期間及範圍



This ESG Report covers the environmental and social performance within the operational boundaries of the Group on service centres providing beauty and wellness services in Hong Kong. The reporting period of this ESG Report is the financial year from 1 April 2018 to 31 March 2019, unless specifically stated otherwise. This ESG Report will be issued on an annual basis.

本環境、社會及管治報告涵蓋本集團在香港提供美容及保健服務之服務中心的營運範圍之環境及社會表現。除另有明確說明外，本環境、社會及管治報告的報告期間為自二零一八年四月一日至二零一九年三月三十一日之財政年度。本環境、社會及管治報告將以年度為單位進行發表。



INFORMATION DISCLOSURE 資料披露

The information in this ESG Report was gathered from the official documents, statistics, consolidated information on supervision, information on management and operation conducted in accordance with the relevant policy, internal quantitative and qualitative questionnaires based on the reporting framework, and sustainability practices of the Group. This ESG Report was prepared in both English and Chinese and has been uploaded to the Group's website at www.modernbeautysalon.com. For any conflict or inconsistency, the English version shall prevail.

本環境、社會及管治報告所載資料收集自本集團的官方文件、統計數據、綜合監管信息、根據相關政策進行的管理和運營資料、基於報告框架的內部定量和定性調查問卷、以及可持續性慣例。本環境、社會及管治報告以中文及英文編製，及已上載至本集團網站 www.modernbeautysalon.com。如有任何衝突或不一致之處，概以英文版本為準。



STAKEHOLDER ENGAGEMENT 持份者參與

Effective communication with both internal and external stakeholders is regarded as essential to the Group in many areas. Effective communication not only deliver the Group's commitment to long-term value creation to stakeholders who care about the level of sustainable development of the Group, but also helps the Group better understand those issues considered important and relevant by different groups of stakeholders.

With the goal to strengthen corporate sustainability approach and performance while enhancing stakeholders' awareness of ESG and sustainability issues, Modern Beauty has paid heed to the opinion of its internal and external stakeholders. The Group highly values the feedback from its stakeholders and takes initiative to build a relationship of mutual trust and mutual support with them through their preferred communication channels, which are listed in the table below.

本集團一直認為與內部及外部的持份者進行有效的溝通，在多方面均極其重要。有效溝通不但可讓關心本集團可持續發展的持份者明白本集團矢志為其創造長遠的價值，同時亦有助本集團更清楚了解不同類別的持份者認為重要及相關的議題。

為達成企業提升可持續性方針及表現的目標，同時提高持份者對環境、社會及管治及可持續發展問題的認識，現代美容積極聆聽內部及外界持份者之意見。本集團高度重視持份者之回饋意見，並通過持份者希望的渠道與其建立和保持相互信任和相互支持的關係。本集團主要通過下表所列出的溝通渠道與持份者建立聯繫。

COMMUNICATION WITH STAKEHOLDERS

與持份者溝通

	Expectations and concerns 期望及關注事項	Communication Channels 溝通渠道
1	Government and regulatory authorities 政府與監管機構	<ul style="list-style-type: none"> Supervision on compliance with local laws and regulations; 監察遵守當地法律法規之情況； Routine reports. 常規報告。
2	Shareholders 股東	<ul style="list-style-type: none"> Return on investments; 投資回報； Corporate governance; 企業管治； Business compliance. 業務合規。
3	Employees 員工	<ul style="list-style-type: none"> Employees' compensation and benefits; 員工的補償和福利； Career development; 職業發展； Healthy and safe working environment. 健康和安全的工作環境。
4	Customers 顧客	<ul style="list-style-type: none"> High quality products and services; 高品質的產品和服務； Protection of the rights of customers. 保證客戶的權利。
5	Suppliers 供應商	<ul style="list-style-type: none"> Open tendering; 公開投標； Suppliers' satisfactory assessment; 供應商的滿意度評估； Face-to-face meetings and on-site visits. 會面和現場訪問。
6	General public 公眾	<ul style="list-style-type: none"> Participation in community activities; 參與社區活動； Business compliance; 業務合規； Environmental protection awareness. 環境保護意識。





STAKEHOLDER ENGAGEMENT

持份者參與

MATERIALITY ASSESSMENT

Since ESG risks and opportunities for companies vary across industries and depend on specific business patterns of companies, the Group undertakes an annual review in identifying and understanding its stakeholders' main concerns and material interests for the ESG report. In FY2019, the Group engaged its stakeholders to conduct a materiality assessment survey initiated by a third-party agency in order to guarantee the accuracy and objectivity of evaluation. Specifically, internal and external stakeholders including customers, suppliers, business partners, board members and employees from various business units of the Group were chosen and assessed based on their respective influence and dependence on the Group. Stakeholders were invited to express their concerns on a list of sustainability issues via an online survey to pinpoint the ESG issues that were identified as material to the Group's business development and strategies. After prioritization of all ESG issues by way of scientific materiality assessment, the Group eventually formulated a materiality assessment matrix below, which could genuinely reflect the real concern of its stakeholders on ESG matters and facilitate the Group to develop actions plans for effective ESG management.

重要性評估

由於各公司在環境、社會及管治方面的風險及機遇因應行業不同並視乎公司具體的業務模式而存在差異，本集團進行年度檢討，以確定及了解持份者對環境、社會及管治報告的主要關注事項和重大權益。於二零一九年財政年度，本集團讓其持份者參與進行第三方機構發起的重要性評估調查，以確保評估的準確性及客觀性。具體而言，本集團根據持份者的影響力及對本集團的依賴程度挑選及評估內部及外界持份者，包括客戶、供應商、業務夥伴、董事會成員及各業務部門僱員。持份者獲邀透過網上調查對一系列可持續發展問題表達意見，從而明確被識別為對本集團業務發展及策略至關重要的環境、社會及管治問題。透過科學的重要性評估，將全部環境、社會及管治的議題進行優先排序，本集團最終制定以下重要性評估矩陣，該矩陣可真實反映持份者對環境、社會及管治事宜的真實關注點，促進本集團制定有效管理環境、社會及管治的行動計劃。

Stakeholder Engagement Materiality Matrix 持份者重要性分析矩陣



Environmental Impacts**環境影響**

- | | |
|----------------------------------------------------------------------|--------------------------------------------------------------------|
| 1. Air and greenhouse gas ('GHG') emissions
大氣污染物和溫室氣體(「溫室氣體」)的排放 | 2. Sewage treatment
污水處理 |
| 3. Land use, pollution and restoration
土壤的使用、污染和恢復 | 4. Solid waste treatment
固體廢物處理 |
| 5. Energy use
能源使用 | 6. Water use
水資源使用 |
| 7. Use of raw/packaging materials
原材料/包裝材料的使用 | 8. Mitigation measures to protect natural resources
保護天然資源的緩解措施 |

Employment and Labour Practices**僱傭及勞工常規**

- | | |
|----------------------------------------------------------|-------------------------------------------------------|
| 9. Composition of employees
僱員組成 | 10. Employee remuneration and benefits
僱員薪酬條件和福利政策 |
| 11. Occupational health and safety
職業健康與安全 | 12. Employee development and training
僱員發展及培訓 |
| 13. Prevention of child and forced labour
防止僱傭童工和強制勞工 | |

Operating Practices**營運慣例**

- | | |
|-------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------|
| 14. Suppliers' geographical regions in which materials are sourced
採購原材料的供應商地理區域 | 15. Selection of suppliers and assessment of their products/services
供應商選擇及其產品/服務評估 |
| 16. Environmental protection assessment of the suppliers
供應商的環保評估 | 17. Social risks assessment of the suppliers
供應商的社會風險評估 |
| 18. Procurement practices
採購實務 | 19. Health and safety relating to products/services
與產品/服務相關的健康與安全 |
| 20. Customer satisfaction
顧客滿意度 | 21. Marketing and promotion
行銷和推廣 |
| 22. Observance and protection of intellectual property rights
遵守和保護知識產權 | 23. Quality control and management of products
產品品質控制及管理 |
| 24. Protection of consumer information and privacy
顧客資訊和私隱保護 | 25. Labelling relating to products/services
與產品/服務相關的標籤 |
| 26. Prevention of bribery, extortion, fraud and money laundering
防止賄賂、勒索、欺詐和洗黑錢 | 27. Anti-corruption policies and whistle-blowing procedures
反貪污政策及舉報流程 |

Community Investment**社區投資**

- | | |
|--------------------------------------------------------|-----------------------------------------|
| 28. Understanding local communities' needs
了解當地社區需求 | 29. Public welfare and charity
公益和慈善 |
|--------------------------------------------------------|-----------------------------------------|





STAKEHOLDER ENGAGEMENT

持份者參與

The Group built a two-dimensional materiality analysis matrix and prioritised the 29 issues accordingly. With respect to this ESG Report, the Group identified 'customer's satisfaction', 'protection of customer information and privacy', and 'prevention of bribery, extortion, fraud and money laundering' as issues of the highest importance to its stakeholders and the Group, which are the same as last year. This review has helped the Group to prioritise its corresponding sustainability issues and highlight the material and relevant aspects so as to align them with stakeholders' expectations.

Besides, the Group also actively respond to the Sustainability Development Goals ("SDGs") of the United Nations to achieve global sustainability. The stakeholders of Modern Beauty identify "Target 3: Good Health and Well-Being for People", "Target 4: Quality Education" and "Target 1: No Poverty" as the Group's most important SDGs for FY2019.

本集團建立了二維重要性分析矩陣圖，並相應地對29個問題作出先後排序。就本環境、社會及管治報告而言，與去年相同，本集團識別「顧客滿意度」、「顧客資訊和私隱保護」及「防止賄賂、勒索、欺詐和洗黑錢」為對持份者及本集團而言最為重要的事項。是次檢討幫助本集團將對應的可持續發展問題進行先後排序及將重要及相關的層面著重標示，以與持份者的期望保持一致。

此外，本集團亦積極響應聯合國的「可持續發展目標」（「可持續發展目標」）以實現全球的可持續發展。現代美容持份者識別「目標3：良好健康與福祉」、「目標4：優質教育」及「目標1：無貧窮」為本集團二零一九年財政年度最為重要的可持續發展目標。



Modern Beauty achieved those targets through employing staffs from Employees Retraining Board (ERB) and providing training to people who wants to work in beauty industry.

現代美容透過自僱員再培訓局 (ERB) 聘用員工及向有意在美容業工作的人士提供培訓實現該等目標。

STAKEHOLDERS FEEDBACK

As the Group always strives for excellence, Modern Beauty welcomes stakeholders' feedback, especially on topics listed as the highest importance in the materiality assessment and its ESG approach and performance. Readers are also welcomed to share your views with the Group at ir@modernbeautysalon.com.

持份者反饋

本集團一貫追求卓越，因此現代美容由衷歡迎來自持份者的反饋，尤其是對在重要性評估中明示為最重要的議題以及本身的環境、社會及管治方針及表現的反饋，同時也歡迎閣下透過 ir@modernbeautysalon.com 與本集團分享見解。

As a responsible corporation, Modern Beauty stringently controls its environmental impacts to achieve long-term sustainability. The Group monitors its emissions and resource consumptions to ensure the compliance with all relevant environmental laws and regulations in its daily operation, and implements effective energy conservation measures to reduce emissions and resource consumption.

This section primarily discloses the policies and practices of the Group on emissions, use of resources, the environment and natural resources during FY2019.

A.1. EMISSIONS

The Group's emissions include domestic wastewater, solid wastes, and Greenhouse Gas ("GHG") emissions. No hazardous emissions were found in FY2019. The Group strictly adheres to emission related laws and regulations, including but not limited to the *Water Pollution Control Ordinance [Cap. 358 of the Laws of Hong Kong]* and *Waste Disposal Ordinance [Cap. 354 of the Laws of Hong Kong]*.

The total emission in FY2019 shows an increase comparing to that of the year ended 31 March 2018 ("FY2018"), which is mainly due to the increase in usage of electricity and town gas. The total amount of package material used and water consumption have also increased during the year under review, which contributed to the rise in solid waste emissions and wastewater.

Air Emissions and GHGs

Given the business activities of the Group, Modern Beauty uses town gas and electricity as the power source in beauty salons. Thus, air emissions of the Group only consist of GHG emissions from stationary combustion (Scope 1) and indirect GHG emission from purchased electricity (Scope 2). Scope 2 emissions are dominant ones in the total GHG emissions, contributing to around 98% of the total equivalent carbon dioxide emissions in FY2019.

The amount of each emission scope can be found under Table 1. As GHG emissions are positively correlated to electricity and energy consumption, Modern Beauty tries to reduce the consumption of both aspects in its daily operation through specific measures, which are further explained in the subsection headed "Energy" under section A.2. "Use of Resources" of this ESG Report.

Wastewater

Wastewater produced by the Group is mainly generated from the daily operations in beauty salons, which is further discharged to the wastewater treatment plant through the sewage pipe work. No hazardous wastewater is produced from daily operation. The amount of wastewater amounted to 26301.8m³ in FY2019. Since wastewater generation is positively correlated to the fresh water consumption,

作為一家負責任的公司，現代美容嚴格控制其環境影響，以實現長期可持續發展。本集團監察其排放及資源消耗以確保在日常經營中遵守所有相關環境法律及法規，及落實有效的節能措施，以減少排放及資源消耗。

本節主要披露本集團於二零一九年財政年度有關排放物、資源使用以及環境及天然資源的政策及慣例。

A.1. 排放物

本集團的排放物包括生活廢水、固體廢物和溫室氣體（「溫室氣體」）排放物。於二零一九年財政年度並無發現有害排放物。本集團嚴格遵守與排放相關的法律及法規，包括但不限於《水污染管制條例》（香港法例第358章）和《廢物處置條例》（香港法例第354章）。

二零一九年財政年度的總排放量較截至二零一八年三月三十一日止年度（「二零一八年財政年度」）有所增加，乃主要由於電力及煤氣的使用量有所增加。所用包裝物料及用水總量於回顧年度亦有所增加，乃由於固體廢物排放量及廢水有所增加。

大氣排放和溫室氣體的排放

鑒於本集團的業務活動性質，現代美容使用煤氣及電力作為美容院的能源來源。因此，本集團的大氣排放僅包括由固定燃料源產生的溫室氣體排放（範圍一）和購電產生的間接溫室氣體排放（範圍二）。範圍二排放為總溫室氣體排放中的主要排放物，佔二零一九年財政年度總二氧化碳當量排放量的約98%。

各範圍的排放量請參照表一。由於溫室氣體的排放量與用電力和能源消耗密切相關，現代美容嘗試通過具體措施減少日常運營中這兩方面的消耗，具體措施於本環境、社會及管治報告中A.2.「資源使用」一節中的「能源」分節作出進一步解釋。

廢水

本集團產生的廢水主要產生於美容院在日常營運中的水資源使用，並通過排水管道進入污水處理廠。日常運營過程中並無有害廢水的產生。於二零一九年財政年度，廢水量為26,301.8立方米。由於廢水的產生量與淡水的用量密切相關，本集團採取了具體措施以減少水資源的消耗，具體



the Group has adopted specific measures to reduce the water consumption, which are further explained in the subsection headed "Water" under section A.2. "Use of Resources" of this ESG Report.

Solid Wastes

The main solid waste is the packaging waste from beauty salons and shops and residual materials from renovation. Modern Beauty has been continuously performing packaging-saving policies, such as simplifying the packages, using large volume packaging materials, and purchasing biodegradable packaging materials. The packages that can be recycled for reuse are collected by the Group separately for recycling. The residual materials from renovation are also collected and recycled by professional recycle companies. In FY2019, the Group generated a total of 27,683.3kg packaging wastes and no hazardous solid waste was produced by the Group.

措施於本環境、社會及管治報告中A.2.「資源使用」一節中的「水」分節作出進一步解釋。

固體廢物

主要固體廢物為美容院和店舖的包裝廢料以及裝修餘料。現代美容持續實行節約包裝政策，例如簡化包裝、使用大容量包裝物料及採購生物降解包裝物料。本集團會單獨收集可回收利用的包裝以進行回收。亦有專業回收公司收集並回收裝修餘料。於二零一九年財政年度，本集團產生包裝廢料合共27,683.3千克，且本集團並無產生有害固體廢物。

Table 1 Total emissions of the Group by category in FY2019

表一 於二零一九年財政年度本集團按類別劃分的總排放量

Emission Category 排放物類別	Item 項目	Unit 單位	FY2018 二零一八年財政年度		FY2019 二零一九年財政年度	
			Amount 數量	Intensity (Unit per employee) ⁽¹⁾ 密度 (單位/僱員) ⁽¹⁾	Amount 數量	Intensity (Unit per employee) ⁽²⁾ 密度 (單位/僱員) ⁽²⁾
Air emissions & GHG emissions 大氣排放和溫室氣體的排放	Direct Emission [Scope 1] 直接排放(範圍一)	tonnes CO ₂ e 噸二氧化碳當量	41.2	—	44.3	—
	Indirect Emission [Scope 2] 間接排放(範圍二)	tonnes CO ₂ e 噸二氧化碳當量	2,246.9	2.2	2,584.3	2.7
	Total [Scope 1 & 2] 總計(範圍一和二)	tonnes CO ₂ e 噸二氧化碳當量	2,288.2	2.3	2,628.7	2.7
Non-hazardous waste 無害廢物	Solid Waste 固體廢物	kg 千克	27,006.8	26.7	27,683.3	28.4
	Wastewater 廢水	m ³ 立方米	26,993.3	26.6	26,301.8	27.0

⁽¹⁾ Intensity was calculated by dividing the amount of air, GHG and other emissions by the Group's number of workforce for FY2018 according to the information in the relevant annual report.

⁽¹⁾ 密度乃按大氣污染物排放、溫室氣體排放及其他排放數量除以相關年報所載本集團於二零一八年財政年度的員工人數計算。

⁽²⁾ Intensity was calculated by dividing the amount of air, GHG and other emissions by the Group's number of workforce for FY2019 according to the information in the relevant annual report.

⁽²⁾ 密度乃按大氣污染物排放、溫室氣體排放及其他排放數量除以相關年報所載本集團於二零一九年財政年度的員工人數計算。

During the year under review, Modern Beauty was not in violation of any relevant laws and regulations relating to emissions and which have a significant impact on the Group.

於回顧年度內，現代美容並無違反任何與排放有關且對本集團有重大影響的相關法律及法規。

A.2. USE OF RESOURCES

The Group complied with the relevant laws and regulations in relation to its use of resources in Hong Kong during the year under review. Resources used by the Group mainly include electricity, water and town gas.

Energy

The energy consumption of the Group is mainly electricity and town gas. The town gas consumption was amounted to 17,356.9 m³ in FY2019. All the electricity consumption by the Group comes directly from regular operations of beauty salon and shops. The Group keeps a detailed record of its electricity consumption and the total electricity consumption of the Group was 4,125,256.3 kWh in FY2019.

To further ensure the effective use of electricity, the Group has formulated internal regulation. All subsidiaries of the Group should stringently comply with the Group's policy on the implementation of energy-saving practices. Specific measures to save electricity in the Group are highlighted as below:

- Switch off all idle lights and electronic devices after work;
- Use electric equipment with energy-saving labels and LED lights for lighting;
- Turn off the air-conditioners with the use of timer;
- Establish specific department responsible for the repair and maintenance of electronic appliances in every service centre, in order to keep the high efficiency and ensure the long lifespan of electronic appliances;
- Clean and disinfect office equipment such as refrigerator, air condition and shredder regularly to ensure their high efficiency; and
- Put up "Saving Electricity, Turn off the Light when Leaving" posters in prominent places to encourage internal employees to conserve energy.

A.2. 資源使用

於回顧年度內，本集團遵守有關香港資源使用的相關法律及法規。本集團所使用的資源主要包括電力、水及煤氣。

能源

本集團的能源消耗主要為電力及煤氣。煤氣於二零一九年財政年度的消耗量為17,356.9立方米。本集團的全部電耗直接來源於美容中心及店鋪的日常營運。本集團為其電力消耗保存詳細的記錄，於二零一九年財政年度，本集團的總電耗為4,125,256.3千瓦時。

為進一步確保有效用電，本集團已制定內部規例。本集團的全部附屬公司須嚴格遵守本集團關於實施節能措施的政策。本集團的具體節能措施列載如下：

- 下班後關閉全部閒置燈光及電子設備；
- 使用具有節能標籤的電力設備及使用LED燈進行照明；
- 使用計時器關閉空調；
- 建立具體部門負責各服務中心的電器維修保養工作，以維持電器的有效運轉並延長使用壽命；
- 定期清潔及消毒辦公設備如冰箱、空調及碎紙機等，以確保其有效運轉；及
- 在當眼位置張貼「節省用電，離開時請關燈」的海報，鼓勵內部員工節約能源。





Water

Fresh water by Modern Beauty is an indispensable resource for the daily operation. The total water consumption of the Group amounted to 27,683.3 m³ in FY2019. To improve the utilization efficiency of water resources, the Group has formulated relevant internal regulations and policies as shown below:

- Carry out environmental publicity and education on the conservation of every drop of water;
- Strengthen the inspection and maintenance on water taps, water pipelines and water storage systems;
- Fix dripping water tap in time when leakage occurs;
- Require employees to strictly adhere to the water saving policies
- Put up "Saving Water Resource" posters in prominent places to instill the concept of water conservation in the employees; and
- Make sure that water supply systems are shut off at night and on holidays.

Packaging material

Packaging material, including packages, bottles and paper bags, is one of the major types of resources consumed by the Group in the salon shops and stores. In FY2019, the total amount of packaging materials in the Group was 26,301.8 kg. To better control its consumption of packaging materials during daily operations, the salon shops and stores have come up with a number of innovative and cost-effective packaging solutions whereby the amount of packaging materials can be strictly monitored and controlled. For instance, the Group stringently simplifies the package of products, uses large-sized cleanser, and estimates the accurate number of different packaging items for business according to statistics to prevent overstock.

水

淡水是現代美容日常營運不可或缺的資源。本集團於二零一九年財政年度的總用水量為27,683.3立方米。為提高水資源的利用率，本集團已制定相關內部規例及政策載列如下：

- 開展環保宣傳及教育，保護每一滴水；
- 加強水管、水喉及貯水系統的巡查及保養；
- 水管漏水時，即時修理滴水水管；
- 要求員工嚴格遵守節水政策；
- 於當眼位置張貼「節約用水」的海報，將節約用水的理念灌輸到員工的心中；及
- 確保夜晚及假期關閉供水系統。

包裝物料

包裝物料(包括包裝盒、瓶子及紙袋)為本集團美容中心及專賣店消耗的資源的主要類別之一。於二零一九年財政年度，本集團包裝物料總量為26,301.8公斤。為於日常營運中更好地控制其包裝物料的消耗，美容中心及專賣店已提出若干創新及具成本效益的包裝方案，從而能夠嚴格監察及控制包裝物料的數量。例如，本集團嚴格簡化產品包裝，使用大桶裝的清潔劑，並根據統計數據估計業務所需不同包裝物料的準確數量，避免存貨過多。

Table 2 Detailed resource consumption of the Group by category in FY2019

表二 本集團於二零一九年財政年度按類別劃分的資源消耗詳情

Types of Resources 資源類別		Unit 單位	FY2018 二零一八年財政年度		FY2019 二零一九年財政年度	
			Amount 用量	Intensity (unit per employee) ⁽¹⁾ 密度 (單位/僱員) ⁽¹⁾	Amount 用量	Intensity (unit per employee) ⁽²⁾ 密度 (單位/僱員) ⁽²⁾
Energy consumption 能源消耗	town gas 煤氣	m ³ 立方米	16,134	15.9	17,356.9	17.8
Electricity 電力		kWh 千瓦時	3,372,034	3,318.9	4,125,456.3	4,321.2
Water 水		m ³ 立方米	26,993.3	26.6	27,683.3	28.4
Raw materials 原材料	Packaging material 包裝物料	kg 公斤	27,006.8	26.6	26,301.8	28.0

⁽¹⁾ Intensity was calculated by dividing the amount of consumed resources by the Group's number of workforce for FY2018 according to the information in the relevant annual report.

⁽²⁾ Intensity was calculated by dividing the amount of consumed resources by the Group's number of workforce for FY2019 according to the information in the relevant annual report.

⁽¹⁾ 密度乃按資源消耗量除以本集團相關年報所載二零一八年財政年度的員工人數計算。

⁽²⁾ 密度乃按資源消耗量除以本集團相關年報所載二零一九年財政年度的員工人數計算。

A.3. THE ENVIRONMENT AND NATURAL RESOURCES

Modern Beauty puts great efforts in the fulfilment of its environmental responsibilities and has made a significant progress towards the building of a reliable, resilient and sustainable corporation that pioneers in the beauty industry primarily by controlling its consumption of natural resources. The Group's routine operation barely exerts detrimental influence on its surroundings. According to the inspection results, the air emissions, solid wastes, wastewater and other environmental impacts generated from the Group are all in conformity with relevant emission laws and standards. Electric equipment with energy-saving label was used to replace the energy-consuming old ones.

A.3. 環境及天然資源

現代美容在履行其環境責任方面付出巨大努力，主要通過控制其天然資源的消耗，在建設可靠、強適應力和可持續發展企業方面取得了重大進步，處於美容行業領先地位。本集團的日常營運幾乎不會對周圍環境產生不利影響。根據調查結果，本集團產生的大氣排放、固體廢棄物、廢水及其他環境影響，均符合有關排放的法律及標準。本集團採用節能電力設備，替代耗能的舊設備。



ENVIRONMENTAL SUSTAINABILITY

環境可持續性

To further eliminate its repercussions on the environment, the Group also laid emphasis on employee's education in its daily operations. Precisely, employees of the Group have been tremendously encouraged to take public transport instead of private cars, thereby reducing their individual carbon footprint. Besides, the Group endeavours to cultivate the good habits of diligence and frugality in terms of the use of natural resources among its employees through plenty of channels. For instance, recyclable paper boxes, setting duplex printing as default mode, and promoting electronic information management system are used to reduce the paper consumption in the office.

The Group is also committed to seizing every opportunity to innovate and utilise eco-efficient and safety technologies for its beauty products in terms of the energy consumption, air and GHG emissions, and ameliorative chemical formulas, thereby minimizing any pernicious impact from its business activities and products on the environment. Hence, to align with the international standard in preserving energy resources and protecting the planet, a series of efficacious, adaptable and globally compatible policies are considered the fundamental asset to keep the enterprise go with the tide of world development by the Group.

The Group commits to make unwavering efforts to insist on the concept of safety, harmony and green development, and explore innovative ways to create a more effectively resource-saving and environmentally-friendly corporation.

為消除對環境的影響，本集團亦重視在日常營運中對僱員的培養。確切地說，本集團大力鼓勵僱員乘坐公共交通代替私家車，從而減少僱員的個人碳足跡。此外，本集團致力透過各種渠道，在僱員使用自然資源方面培養其勤儉節約的良好習慣。例如，使用可循環再造的紙箱、將雙面打印設置為默認模式及推廣電子訊息化管理系統，以減少辦公室的紙張消耗。

本集團亦致力於搶抓創新機遇，並採用環保及安全的技術生產其美容產品，以減少能源消耗、大氣及溫室氣體排放及改善化學配方，從而最大限度地減少其業務活動及產品對環境產生的任何有害影響。因此，為符合與節約能源資源及保護地球有關的國際標準，本集團已將一系列有效、適當及全球適用的政策視作讓企業緊隨世界發展潮流的基本資產。

本集團承諾將繼續全力以赴的堅持安全、和諧及綠色發展的理念，並探索創新方式以建設更有效的資源節約型及環境友好型企業。

EMPLOYMENT AND LABOUR PRACTICES

B.1. Employment

Modern Beauty believes that employees are the most important asset of the Group. Outstanding employees plays the key role in providing customers with high quality services to retain old customers, attract new customers, and bring stable performance and new opportunity. The Group treasures employee's talent, seeking to provide a safe and sound working environment for employees. Besides, the Group also strives to provide its employees with a safe and suitable platform for developing their career, professionalism and advancement.

Law compliance

The human resources policies of the Group strictly adhere to the applicable employment laws and regulations in Hong Kong to protect employees' interests, including:

- *Employment Ordinance (Cap. 57 of the Laws of Hong Kong);*
- *Employment Compensation Ordinance (Cap.282 of the Laws of Hong Kong);*
- *Disability Discrimination Ordinance (Cap. 487 of the Laws of Hong Kong);*
- *Sex Discrimination Ordinance (Cap. 480 of the Laws of Hong Kong);*
- *Race Discrimination Ordinance (Cap. 602 of the Laws of Hong Kong);*
- *Minimum Wage Ordinance (Cap. 608 of the Laws of Hong Kong); and*
- *Mandatory Provident Fund Schemes Ordinance (Cap. 485 of the Laws of Hong Kong).*

The Group complied with relevant laws to provide employment with mandatory social insurance and medical insurance schemes. The Human Resources Department of the Group and its subsidiaries are responsible for the reviewing and updating relevant company policies regularly in accordance with the latest laws and regulations.

僱傭及勞工常規

B.1. 僱傭

現代美容認為僱員為本集團最重要的資產。優秀僱員在向客戶提供優質服務方面發揮關鍵作用，以挽留老客戶、吸引新客戶並帶來穩定的業績及新機遇。本集團珍惜人才，致力為僱員提供安全及穩定的工作環境。此外，本集團亦致力為其僱員的職業發展、專業及進步提供安全及合適的平台。

法律合規

為保障僱員權益，本集團的人力資源政策嚴格遵守香港適用之僱傭法律條例，包括：

- 《僱傭條例》(香港法例第57章)；
- 《僱員補償條例》(香港法例第282章)；
- 《殘疾歧視條例》(香港法例第487章)；
- 《性別歧視條例》(香港法例第480章)；
- 《種族歧視條例》(香港法例第602章)；
- 《最低工資條例》(香港法例第608章)；及
- 《強制性公積金計劃條例》(香港法例第485章)。

本集團遵守相關法律，向僱員提供強制性社會保險及醫療保險計劃。本集團的人力資源部及其附屬公司負責根據最新法律條例定期檢討及更新相關公司政策。



Recruitment and promotion

In FY2019, the Human Resources Department of the Group established annual recruitment plan according to the Group's circumstance to build a qualified and experienced employee team. The Group has no preference on gender and age in recruitment, and the employment criteria or policy of the Group is more focused on employee's talent and competency. The recruitment process adopted by the Group is transparent to fairly recruit talented employee. Internal Audit Department is responsible for reporting the implementation and performance of recruitment plans. Modern Beauty is committed to providing pleasant working environment to facilitate the harmony between employees and increase working efficiency. To attract high-calibre candidates, a variety of channels have been adopted by the Group to attract and recruit candidates, including but not limited to posting information on the Internet and hiring headhunting companies.

Modern Beauty establishes a series of fair promotion standards to encourage all employees, regardless of gender difference, to recognize their talents and abilities and to improve their performance. All employees have the opportunity to be developed and promoted at the appropriate time. The remuneration system of the Group has been specifically divided into three categories for senior manager, manager and general employee. For senior managers and managers, the superiors of each level may submit promotion recommendations for outstanding managers to the Group, and recommended staff will be promoted after passing through the pre-promotion period. For general employees, after completing the required training programs, showing good performance during the course and finally passing the promotional examination, a promotion will be assigned. In addition, the general employees at the highest rank of their class (massage, beauty and slimming) will have the opportunity to be promoted to management level.

Compensation and dismissal

The Group offers fair remuneration and benefits based on individual's past performance, personal attributes, job experiences and career aspiration. The Group also references market benchmarks in determining its remuneration and benefit policies. Besides, bonuses are offered to outstanding employees based on the Group's financial condition and employee's performance.

Meanwhile, any appointment, promotion or termination of employment contract would be based on reasonable, lawful grounds and internal policies. The Group strictly prohibits any kinds of unfair or unreasonable dismissals to protect employee's rights.

招聘及晉升

於二零一九年財政年度，本集團的人力資源部根據本集團的情況制定年度招聘計劃，並成立合格及經驗豐富的僱員團隊。本集團在招聘時不限性別和年齡，並以用人唯才為本集團的用人標準或政策。本集團採用透明化的招聘流程，公平招募優秀僱員。內部審計部負責匯報招聘計劃的執行情況及表現。現代美容致力於提供愉悅的工作環境，推動僱員之間的和諧並提高工作效率。為吸引高素質人員，本集團已採用多種渠道吸引及招聘人員，包括但不限於在網絡上張貼信息和僱用獵頭公司。

現代美容制定一系列公平的晉升標準，藉此鼓勵所有僱員發揮所長，提高工作績效而無需考慮性別差異。所有僱員在適當時候均可獲得發展及晉升機會。本集團的薪酬體系具體分為高級管理層、經理人員和一般僱員等三種類別。就高級管理層及經理人員而言，每一層的上級可就表現優秀的僱員向本集團提出晉升申請，該僱員成功通過試升階段便可正式晉升。就一般僱員而言，一般僱員完成指定培訓項目，並在培訓過程中表現良好及最終通過晉升考試均會獲得晉升。此外，一般僱員達到每個類別（按摩、美容和纖體）的最高等級後均有機會晉升管理層。

報酬及解僱

本集團根據個人過往表現、個人素質、工作經驗及職業期望，提供公平的薪酬及福利。本集團亦參考市場基準釐定其薪酬及福利政策。此外，本集團會根據財務狀況及僱員表現，向優秀的僱員授予花紅。

同時，本集團任何聘用、晉升或終止僱傭合同都必須基於合理合法依據且符合內部政策。本集團嚴格禁止任何不正當或不合理的解僱，以保障僱員權利。

Working hours and rest period

Modern Beauty complies with local laws and regulations relating to legal minimum salary and formulates its own internal policies to better determine working hours and rest periods for employees. In addition to basic annual leave and statutory holidays, employees are also entitled to additional leave benefits, such as marriage leave, maternity leave, paternity leave, pension leave and birthday leave.

Equal-opportunity and anti-discrimination

As an equal opportunity employer, Modern Beauty is committed to creating a fair, respectful and diverse working environment by promoting anti-discrimination and equal opportunity in all its human resources and employment decisions. For instance, training and promotion opportunities, dismissals and retirement policies are based on factors irrespective of the employees' age, sex, marital status, pregnancy, family status, disability, race, colour, descent, national or ethnic origins, nationality, religion or any other non-job related factors in all business units of the Group. The equal opportunity policy allows zero tolerance in relation to any workplace discrimination, harassment or vilification in accordance with local ordinances and regulations. Modern Beauty takes responsibility for assessing, dealing with, recording and taking any necessary disciplinary actions in relation to discrimination.

Other benefits and welfare

The Group firmly believes that the sense of belonging is what allows employees to be their authentic selves and fostering the sense of belonging for employees will bring the Group a long-term competitiveness and success. Modern Beauty provides employees with allowance for beauty products and services, overseas accommodation and round-trip tickets, medical benefits, and medical subsidies. Accident insurance is also provided to employees for their protection. At traditional Chinese Festivals, Modern Beauty will give employees with additional bonus and gifts. Besides, employee activities are often organized by the Group, such as gala parties for employees to facilitate the harmony among employees.

In terms of internal communication, effective two-way communication between the general staff and managerial staff is highly encouraged within the Group. The employees maintain timely and smooth communication with each other and with the management through different means, such as internal announcements, trainings, emails, regular meetings and staff handbook. Maintaining a barrier-free employer-employee relationship helps to create a productive and pleasant working environment.

工作時數及假期

現代美容遵守當地有關法定最低工資的法律及規例，制定自己的內部政策，以更好地確定僱員的工作時數及假期。除基本年假及法定假日外，僱員亦可享有額外的休假，例如婚假、產假、陪产假、退休假及生日假期等。

平等機會及反歧視

作為平等機會僱主，現代美容致力於在所有人力資源及就業決策中促進反歧視及創造平等機會，從而營造一個公平競爭、相互尊重及多元化的工作環境。例如，在本集團所有的業務單元中，培訓及晉升機會、解僱及退休政策不以僱員的年齡、性別、婚姻狀況、懷孕狀況、家庭狀況、殘疾、種族、膚色、血統、民族、國籍、宗教信仰或任何其他非工作相關因素為依據。根據當地條例及法例，平等機會政策對任何工作場所的歧視，騷擾或受害行為實施零容忍。現代美容負責對有關歧視進行評估、處理、記錄及採取任何必要的紀律處分。

其他待遇及福利

本集團堅定地認為，歸屬感可使僱員感到彼等能實現真實自我，培養僱員的歸屬感將為本集團帶來長期競爭力和成功。現代美容為僱員提供美容產品及服務、海外住宿及來回機票、醫療福利及醫療津貼。本集團亦為保護僱員而向其提供意外保險。現代美容於傳統節日期間向僱員發放額外的獎金及禮品。此外，本集團經常組織僱員活動，例如為僱員舉辦節日晚會，促進僱員之間的和諧關係。

在內部交流方面，本集團相當鼓勵一般職員與管理人員之間進行有效的雙向溝通。僱員透過內部公告、培訓、電郵、定期會議及僱員手冊等各種途徑，在彼此及與管理層之間保持適時及順暢的溝通。維繫毫無隔膜的勞資關係有助營造高效及愉快的工作環境。





During the year under review, the Group was in compliance with relevant laws and regulations in relation to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, welfare, and other benefits that have a significant impact on the Group.

於回顧年度內，本集團在報酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視、福利以及其他待遇方面，遵守對本集團有重大影響的相關法律及規例。

Table 3 Total workforce by gender and age group in FY2019

表三 於二零一九年財政年度按性別及年齡組別劃分之僱員總數

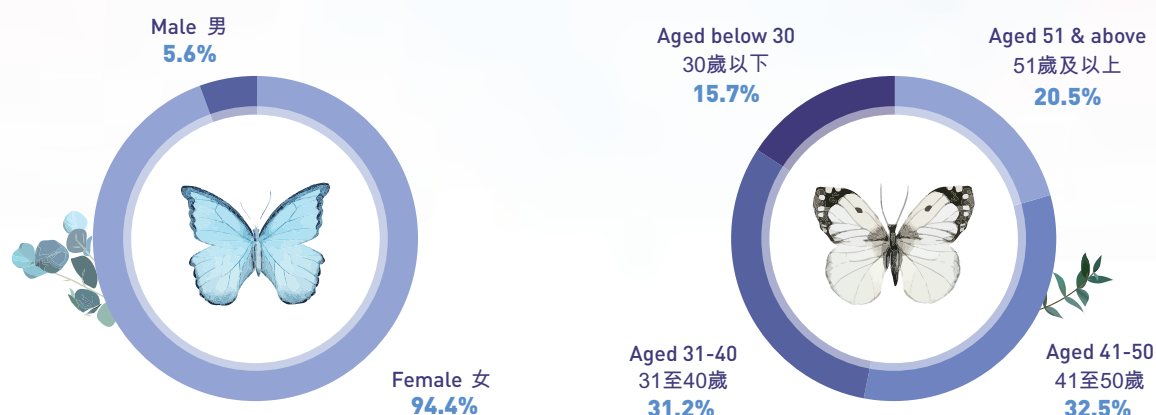


Table 4 Employee turnover rate by gender and age group in FY2019

表四 於二零一九年財政年度按性別及年齡組別劃分之僱員流失比率

Unit: number of employees 單位：僱員人數	By age group 按年齡組別				Total 總計
	Aged below 30 30歲以下	Aged 31-40 31至40歲	Aged 41-50 41至50歲	Aged 50 & above 50歲及以上	
Gender 性別					
Male 男	3	4	8	13	28
Employee turnover rate* (in %) 僱員流失比率(%)	0.3	0.4	0.8	1.3	2.9
Female 女	51	66	59	27	203
Employee turnover rate* (in %) 僱員流失比率(%)	5.2	6.8	6.1	2.8	20.8
Total 總計	54	70	67	40	231
Total employee turnover rate* (in %) 總僱員流失比率(%)	5.5	17.4	6.9	4.1	23.7

B.2. Health and Safety

As employees are the most important asset of Modern Beauty, occupational health and safety, training and employee benefit are the key point for the long-term development of the Group. To provide and maintain good working conditions and a safe and healthy working environment for employees, the Group has established policies related to work safety and health that are in line with various laws and regulations stipulated by the Government of the Hong Kong Special Administrative Region. The specific laws and regulations are Occupational Safety and Health Ordinance (*Cap. 509 of the Laws of Hong Kong*) and Employees' Compensation Ordinance (*Cap. 282 of the Laws of Hong Kong*).

Modern Beauty adheres to the service tenet of "Safe Operation, Safe Service" and arranges a series of trainings on the procedures and safety precautions in utilising instruments. The Group is convinced that only after passing through those trainings based on manufacturing instructions, can employees handle certain instruments in a correct manner and avoid any incident caused by improper operation. To further minimize any operating risks, the Group conducts a safety assessment for machine operators regularly to ensure that all the operations stick to safety regulations completely.

The Group is committed to providing a safe and comfortable environment to employees. According to relevant laws, Modern Beauty provides employees with personal protective equipment, such as ear plugs and masks. The Group also adopts a rotating work system to protect employees' health. To maintain a clean and safe working environment, the Group prohibits smoking and drinking in the operating regions and organizes regular air conditioning system cleaning and carpet disinfection. Besides, the Group keeps the operating regions organised all the time and puts up warning signs for dangerous equipment to remind employees in order to avoid any accident caused by negligence.

Modern Beauty has recorded 5 cases of work-related personal injuries during the year under review. In FY2019, 5 work-related injuries and 519 lost days due to work injury were found in the Group's related activities. All the work-related injuries are due to the use of beauty machines carelessly. Modern Beauty reviews each work-related injury case to find out the causes and make timely appropriate proper improvement. The Group will establish more comprehensive procedures for occupational injury review in the future, in order to manage and control work-related injuries more systematically.

B.2. 健康與安全

由於僱員為現代美容最重要的資產，故職業健康與安全、培訓及僱員福利為本集團長遠發展的關鍵因素。為向僱員提供及維持良好的工作條件及安全健康的工作環境，本集團已制定符合香港特別行政區政府訂立的各項法律及規例的工作安全與健康政策。具體法律及規例為《職業安全及健康條例》(香港法律第509章)及《僱員補償條例》(香港法律第282章)。

現代美容遵循「安全操作，服務安全」的服務宗旨，安排一系列使用儀器的程序和安全措施的培訓。本集團相信，只有在通過有關生產指示的培訓後，僱員才能以正確的方式使用特定儀器，並避免因操作不當而導致的任何事故。為進一步減低任何營運風險，本集團定期對機器操作員進行安全評估，以確保所有操作完全符合安全規定。

本集團致力為僱員提供安全舒適的環境。根據相關法律，現代美容為僱員提供個人防護裝備，如耳塞和口罩。本集團亦採取輪班工作制度，保障僱員健康。為維持清潔安全的工作環境，本集團禁止在經營區域內抽煙喝酒並定期進行空調系統清潔及地毯消毒。此外，本集團始終保持經營區域整潔並放置危險設備的警示標誌，提醒僱員避免因忽視造成任何意外事件。

於回顧年度內，現代美容共有5宗工傷個案。於二零一九年財政年度，本集團相關業務活動中共有5起工傷及519個因工傷損失工作日數。所有工傷均因不小心使用美容器械而造成。現代美容就每一宗工傷個案進行檢討，找出原因並及時制定適當的改進措施。本集團將於未來建立更全面的工傷檢視程序，更有系統地管理及控制工傷的發生。





Table 5 Total work hour lost due to occupational injury in FY2019

表五 於二零一九年財政年度因工傷損失的工作日總數

No. of fatal accident 死亡事故數目	No. of occupational death 因工死亡人數	No. of accidents causing injury 工傷事故數目	No. of injury 工傷人數	Lost days due to injury 因工傷損失的工作日數	
0	0	5	5	Male 男性	31
				Female 女性	488

During the year under review, the Group was not in violation of any relevant laws and regulations in relation to providing a safe working environment and protecting the employees from occupational hazards that have a significant impact on the Group.

於回顧年度內，本集團並無違反任何對本集團有重大影響的有關提供安全工作環境及保護僱員免受職業危害的相關法律及規例。

B.3. Development and Training

Modern Beauty considers employee as the most important assets and cares about the growth of its employees and offers comprehensive training and development programmes to employees in order to strengthen their work-related skills and knowledge. The purpose is to improve the Group's overall operational efficiency by promoting the personal development through the intranet platform.

B.3. 發展及培訓

現代美容視僱員為最重要資產，關注僱員的成長，並向僱員提供全面的培訓及發展計劃，以增強僱員的相關工作技能及知識。此舉旨在通過內部平台推動個人發展，藉此提高本集團的整體運營效率。

The Group has developed job-based training targets, contents, and established training centres with various beauty courses for the employees to enrol, so as to enhance the knowledge and skills of the employees in various aspects up to the professional level. The training centre provides 1) integrated introduction training for interested parties in the beauty industry, and referrals to beauty salons; 2) induction training for newly recruited staff to understand the corporate culture, business processes and work health and safety requirements; 3) on-the-job training that contains regular training of all aspects of job knowledge and personal skills improvement; and 4) courses related with local and international professional qualifications such as QF, ITEC and CIBTAC. The training courses are listed at Table 6.

本集團按職位制定培訓目標和內容，並設立培訓中心，讓僱員報讀多種美容課程，以提升僱員各方面的知識和技能，使其達至專業水平。培訓中心1)為對美容行業感興趣人士提供綜合入職培訓並將其引薦至美容院；2)為新入職員工提供有關理解企業文化、業務流程及工作健康及安全規定的入職培訓；3)提供在職培訓，包括有關工作知識及提高個人技能的全方面定期培訓；及4)提供與本地及國際專業資格(例如資歷架構、ITEC及CIBTAC)相關的課程。培訓課程載於表6。

Table 6 Training contents in FY2019

表六 於二零一九年財政年度的培訓內容

TRAINING CONTENTS IN FY2019 二零一九年財政年度的培訓內容

SENIOR MANAGEMENT 高級管理層

Management skills 管理技能

(Introduction to management skills to foster future managers);
(介紹管理技能，培養未來管理者)；

Technical training 技術培訓

(Introduction on cutting-edge beauty treatment technology and machineries);
(介紹最新美容護理技術和機器)；

GENERAL EMPLOYEES 一般僱員

Product and service knowledge 產品及服務知識

(Product manual and price, sales skills, sales guidelines);
(產品手冊及價格、銷售技巧及銷售指南)；

Slimming skill course 纖體技能課程

(Code of conduct, slimming care skills, product knowledge, instrument skills);
(職業操守、纖體護理技巧、產品知識、儀器技巧)；

Beauty skill course 美容技能課程

(Code of conduct, beauty care skills, product knowledge, instrument operation skills);
(職業操守、美容護理技巧、產品知識、儀器操作技巧)；

Massage skill course 按摩技能課程

(Code of conduct, massage care skills, in-depth understanding of spa, other massage care);
(職業操守、按摩護理技巧、深入了解水療及其他按摩護理)；

**Table 7 Total number of employees trained and training hours in FY2019****表七 於二零一九年財政年度參與培訓的僱員總數及培訓時數**

		Executive 管理層	Senior employees, Managers, and Senior Managers 高級僱員、經理人員 及高級經理人員	General Employees 一般僱員	Total 總計
No. of employees trained 參與培訓的僱員人數	Male 男性	0	0	25	25
	Female 女性	7	126	731	864
Training time (hours) 培訓時間(小時)	Male 男性	0	0	4	4
	Female 女性	242	4,092	17,337	21,671

Modern Beauty encourages employees to attend external trainings, seminars and certification examinations for improving their competitiveness and expanding their capacity through continuous learning. Employees can apply for reimbursement for the training fee of ITEC-Diploma in Laser and Intense Pulse Light Treatment (level 4). At the same time, the courses "Certificate in Beauty Treatment (QF Level 2)" and "Certificate in Beauty Electrical Treatment (QF level 3)", offered by the Group have been approved by the Hong Kong Government's Continuing Education Fund. Eligible employees who complete the course will be assisted by the Group in applying for the Hong Kong Government's Continuing Education Fund.

The Group aims to foster a learning culture that could strengthen its employees' professional knowledge continuously, so as to benefit the Group as employees are expected to achieve better working performance after receiving appropriate training.

B.4. Labour Standards

The Group strictly abides by the Employment Ordinance (Cap. 57 of the Laws of Hong Kong) and International Labour Conventions to prohibit any child labour or forced labour employment.

To combat against illegal employment on child labour, underage workers and forced labour, the Group's human resources staff requires job applicants to provide valid identity documents before confirmation of employment to ensure that the applicants are lawfully employable. All personal information provided during recruitment should be real and effective. If there is any mendacious information, the Group will terminate the employment according to relevant laws. The Human Resources Department of the Group is responsible to monitor and ensure compliance by the Group with the latest relevant laws and regulations.

現代美容鼓勵僱員參加外部培訓、研討會及資格考試，以提升競爭力並透過不斷學習擴闊能力。僱員可申請報銷ITEC—鐳射和強脈衝光治療文憑(第4級)的培訓費。同時，本集團開辦的美容護理證書(資歷架構第2級)課程及美容電學護理證書(資歷架構第3級)課程已獲香港政府持續進修基金認可。本集團會協助完成課程之合資格僱員申請香港政府持續進修基金。

本集團旨在培養可持續增加僱員專業知識的學習型文化，以使本集團因預期僱員在接受適當培訓後工作表現更佳而獲益。

B.4. 勞工準則

本集團嚴格遵守《僱傭條例》(香港法例第57章)及國際勞工公約，禁止僱傭童工或強制性勞工。

為打擊非法僱傭童工、未成年工人及強制性勞工，於確認僱傭關係前，本集團人事員工要求應聘者提供有效身份文件以確保申請人可合法受聘。招聘期間提供的所有個人信息應真實有效。如有任何虛假信息，本集團將根據相關法律終止僱傭關係。本集團人力資源部負責監控及確保本集團遵守最新相關法律及規例。

During the year under review, the Group was not in violation of any relevant laws and regulations, in relation to the prevention of child and forced labour that have a significant impact on the Group.

OPERATING PRACTICES

B.5. Supply Chain Management

As a socially responsible enterprise, the Group strives to building a sustainable and reliable supply chain by purchasing natural material as the raw material for products that makes minimal negative impacts on the environment and society. An effective and sound management of the supply chain is the key to protect the reputation of the Group's brand, ensure business sustainability, and lower operation cost.

The Group has strictly implemented its internal policies in supplier selection. Specifically, the Group selects the suppliers prudently by carefully evaluating their product quality, production capability and environment, local laws, technique strength, financial strength, reputation and the track records of raw materials and finished products. Potential suppliers should provide samples to Modern Beauty to ensure its product quality and technical strength. After passing through a series of stringent internal assessments, the supplier will be marked as qualified supplier. During the year under review, Modern Beauty performed site research to ensure the quality of the purchased products. Close communicates with suppliers and factories directly through the internet, advertisements, exhibitions and other media are also kept for the better management of supply chain.

To make sure that all risks throughout the entire supply chain could be minimised, the Group has further taken measures in supply chain management. When choosing suppliers, at least 3 suppliers should be included and compared referring to their product quality and price. Modern Beauty conducts performance review on qualified supplier's service at irregular intervals. Suppliers who fail the assessment will be removed from the qualified supplier list. The Group also arranges irregular meetings with suppliers to ensure no significant delay in the supply chain. Before the cooperation with suppliers, the Group may require suppliers to sign confidentiality contract if necessary.

Modern Beauty also pursues an environmental-friendly supply chain by prior selection on hypoallergenic, non-toxic, and oil-free chemical products and products containing natural fragrances during procurement.

於回顧年度內，本集團並無違反任何對本集團有重大影響的有關禁止童工及強制性勞工的相關法律及規例。

營運慣例

B.5. 供應鏈管理

作為一家對社會負責的企業，本集團致力於通過採購天然材料作為產品原材料建立可持續及可靠的供應鏈，以盡量減低對環境及社會造成的負面影響。一套有效健全的供應鏈管理乃保護本集團品牌聲譽、確保業務可持續發展及降低運營成本的關鍵。

本集團在選擇供應商方面已嚴格執行內部政策。具體而言，本集團通過仔細評估供應商的產品質量、產能及生產環境、當地法律、技術實力、財務實力、聲譽以及原材料及製成品的往績記錄，審慎選擇供應商。潛在供應商應向現代美容提供樣品，以確保其產品質量及技術實力。通過一系列嚴格的內部評估後，供應商將被確定為合資格供應商。於回顧年度內，現代美容進行了現場調查，以確保所購買產品的質量。為更好地管理供應鏈，本集團亦通過互聯網、廣告、展覽及其他媒介直接與供應商及工廠保持密切溝通。

為確保整個供應鏈中的所有風險最小化，本集團已在供應鏈管理中進一步採取措施。在選擇供應商時，應至少選擇3個供應商，並經參考其產品質量及價格進行比較。現代美容不定期對合資格供應商的服務進行績效評估。未通過評估的供應商將從合資格供應商名單中移除。本集團亦安排與供應商進行定期會議，以確保供應鏈不會出現重大延誤。在與供應商合作之前，本集團可要求供應商簽署保密合同（如必要）。

現代美容亦通過在採購時優先考慮防過敏、無毒害、不含石油化學產品和含天然芳香劑的產品，努力實現環保型供應鏈。





B.6. Product Responsibility

As a service industry, product responsibility and customer satisfaction are absolutely the most important. The satisfaction and opinion of employees and customers are the biggest driving force for the continuous improvement.

Law compliance

In order to protect the legitimate rights and interests of end-users and consumers and to strengthen the supervision and control of the quality of products, Modern Beauty strictly abides by relevant laws and regulations on products' safety and health, advertising and labelling.

Quality of products and services

The safety and quality of products provided by the Group to large extent depend on the supplies. Therefore, the Group keeps a close track and sound management of suppliers. The Group gives priority to allergy-free, non-hazardous, petrochemical-free products with natural fragrance during procurement in order to ensure a secure client experience. The Group also has professional project team with proper licence to provide beauty consultation services to customers for ensuring the service quality.

For the services provided by employees, Modern Beauty has organised frequent training on service techniques and keep relevant record to ensure the service quality.

The Group offers a variety of booking channels, including online booking systems, mobile applications, emails and SMS, allowing customers to make appointments faster and more convenient. For the better management of the booking system, the Group has established clear and standardized processing time and service performance indicators for customers' appointments and inquiries.

The Group has developed "Guidelines of Sales" and "Product Description Policy" to prevent employees providing any false guidance to customers. All employees should understand, consent to and fully comply with relevant guidelines and Trade Descriptions Ordinance (Cap. 362 of the Laws of Hong Kong). The Group provides employees with relevant sales training to make sure that any unfair sales practice can be eliminated, while sales with dignity and integrity can be promoted.

Complaints

The Group values each customer's experience and actively collects customers' feedback through surveys on social platforms to facilitate the Group's continuous improvement on safety and quality of products and services.

B.6. 產品責任

作為服務行業，毋庸置疑，產品責任和客戶滿意度是最重要的。僱員和客戶的滿意度和意見是持續改進的最大驅動力。

遵守法律

為保障終端用戶和消費者的合法權益及加強對產品質量的監督管理，現代美容嚴格遵守產品健康安全、廣告和商標相關的法律及規例。

產品與服務的質素

本集團所提供產品的安全與質素很大程度上取決於供給。因此，本集團保持對供應商的密切跟蹤及妥善管理。本集團在採購時優先考慮防過敏、無毒害、不含石油化學產品和含天然芳香劑的產品，以確保安全的顧客體驗。本集團亦擁有持有正規許可證為顧客提供美容諮詢服務的專業項目團隊，確保服務質素。

就僱員所提供的服務而言，現代美容經常組織服務技能培訓，並做好相關記錄，以確保服務質素。

本集團提供各種預約渠道，包括網上預約系統、移動應用程式、電郵和短訊，讓顧客可以更方便快捷地預約。為更好地管理預訂系統，本集團已針對顧客預約及查詢制定明確標準處理時間及服務表現指標。

本集團已制定《銷售指引》和《產品說明政策》，以防止僱員對顧客進行任何誤導。全體僱員均應明白、同意並嚴格遵守有關指引及《商品說明條例》(香港法例第362章)。本集團為僱員提供相關銷售培訓，以確保消除任何不良銷售手法，同時令有尊嚴和誠信的销售得以推行。

投訴

本集團重視每位顧客的體驗，並積極透過社交平台調查收集顧客反饋，以促進本集團對產品和服務的安全與質素持續改進。

Customers are able to express their opinions through service hotline, online feedback collection, mail, and fax. The Group would response to customers' enquiry, recommendation and complaints within 7 days, and update relevant customers with latest processing progress. Complaints that are not resolved within two weeks will be transferred to the manager.

Advertising

The Group has issued internal guideline to ensure that the publicity and advertising materials comply with local laws and regulations, and any false statements or exaggerations on products are strongly prohibited. All promotional and advertising material content should be legal, fair and honest. The Group also actively engages legal advisors to provide advice and supervision on product advertising.

Labelling

The Group has established strict policies to manage the labelling of product. All the products must clearly indicate the product name, capacity, origin, efficacy, composition, direction of use, product effective date and validity period, so consumers can easily and quickly understand and use products in a safe way.

Privacy matters

Modern Beauty pays great attention to the protection of personal information as the collection and use of customer information are included in the "Company Policies", ensuring that all employees are informed of and should comply with the relevant guidelines.

Modern Beauty has installed facial recognition system to recognise the identity of customers, by which customers have no need to present ID cards for lowering information leakage risks. The Group emphasizes the security of "Point of Sales" system, and will prevent any person from viewing customer information without authorization. IT Department also sets different data enquiry permit range according to the management level.

The Group introduces the purpose and standards of data collection, usage and disclosure of customer information and regulations through internal policy named "Personal Information Protection Policies and Implementation" to all employees. They must strictly follow the requirements of data protection under the employment contract, including non-disclosure of customer information in any situation. The Group prohibits employees to divulge any customer data to a third party without customer's authorization.

Intelligent property

The Group has hired legal advisors to provide professional advice for the protection of intellectual property rights, and appointed internal legal personnel to monitor and prevent any act of intellectual property infringement.

顧客亦可以透過服務熱線、網上意見反映、郵遞及傳真等不同渠道發表意見，本集團會於七天內回覆顧客查詢、建議和投訴，並將最新處理情況告知有關顧客，兩個星期內未能解決的投訴則須轉介業務經理。

廣告

本集團已發佈內部指引，確保宣傳和廣告材料符合當地法律及法規，嚴禁對產品進行虛假陳述或誇大宣傳。所有推廣和廣告內容均應合法、公平及可靠。本集團亦積極聘請法律顧問就產品廣告提供建議及監察。

標識

本集團已制定嚴格政策來管理產品標籤。所有產品須清楚標明產品名稱、容量、產地、功效、成分、使用說明、產品生產日期及有效期，故消費者可方便快捷地了解及安全地使用產品。

隱私事宜

現代美容高度重視個人資料的保護並將有關收集和使用顧客資料的指引納入《公司政策》，確保所有僱員均得悉並遵守相關指引。

現代美容已採用人臉識別系統確認顧客身份，顧客毋須出示身份證件，減低資料外洩的風險。本集團重視「銷售時點」管理系統(Point of Sales)的保安工作，防止任何人在未經授權下查閱顧客的個人資料。資訊科技部門亦根據管理層級別設置不同的數據查詢許可範圍。

本集團透過內部政策(即《個人資料保護政策及執行》)，向全體僱員說明收集、使用及披露顧客資料的用途及規範。全體僱員必須嚴格遵守列於僱傭合同中有關受保護資料的要求，包括在任何情況下不得洩露顧客資料。本集團禁止僱員在未經顧客授權下向第三方洩露任何顧客數據。

知識產權

本集團已聘請法律顧問就保護知識產權提供專業建議，並任命內部法律人員監督及防止任何侵犯知識產權的行為。





B.7. Anti-corruption

The Group upholds the concept that corporate social responsibility is based on integrity operation. To maintain a fair, ethical and efficient business and working environment, the Group strictly adheres to the local laws and regulations relating to anti-corruption and bribery, irrespective of the area or country where the Group conducts its business, such as the Prevention of Bribery Ordinance (*Cap. 201 of the Laws of Hong Kong*).

The Board and employees are required to make a statement in written form to the internal department with any direct or indirect financial interest or competition with the business of the Group. Modern Beauty strictly prohibits any employee or manager to gain personal interest through abusing their power.

For the anti-corruption practice in the supply chain, the Group has established "Rules of Buyers" and made every attempt to specify the anti-corruption guidelines for employees. Employees who break the rules will be punished according to the situation.

Rules of Buyers:

- Procurement of items or projects should be considered with the quotations from at least three companies;
- All procurement payment should be handled by the Accounting Department, while other departments should be held responsible for the inspection and acceptance of procurement. Buyers should only be responsible for price negotiation;
- Buyers are prohibited from conducting non-business transactions or gatherings with suppliers in private without the approval of managers;
- For major projects or procurement, it should be arranged with quotations from more than one buyer; and
- Employees should counsel and meet with new suppliers from time to time to assess the reasonableness of existing quotations.

The Group has no tolerance to any corruption and sets whistle-blowing policy for employees and outsiders to report any suspicious operations including any person whose act conflicts with the Group's interests and any company which is involved in the bribery and corrupt with the Group. Whistle-blowers can report verbally or in writing to their department or the senior management of the Group for any suspected misconduct with full details and supporting evidence. The management will conduct investigations against those suspicious illegal behaviours to protect the Group's interests.

B.7. 反貪污

本集團秉持誠信經營是企業社會責任的基礎這一理念。為維持一個公平、道德及高效的業務和工作環境，本集團於其開展業務的任何地區或國家均嚴格遵守當地有關反貪污賄賂的法律及法規，例如《防止賄賂條例》(香港法例第201章)。

董事會及僱員須向內部部門就於本集團業務的任何直接或間接財務利益或與本集團業務存在競爭的任何直接或間接的財務利益作出書面聲明。現代美容嚴厲禁止任何僱員或管理人員濫用職權以謀取私利。

於供應鏈的反貪污措施方面，本集團已制定《採購員守則》，盡一切努力針對僱員制定反貪污指引，並視情況處罰違反守則的僱員。

採購員守則：

- 採購物品或工程需要提交三間以上不同公司的報價；
- 所有貨款由會計部負責，驗貨事宜由其他部門負責，採購員只負責議價；
- 採購員不得與供應商有私下非業務的交易或聚會，除非得到主管批准；
- 大型工程或採購事項安排多於一名的採購員同時報價；及
- 僱員需要不定期建議和約見新的供應商，以評估現時價格的合理性。

本集團絕不姑息任何腐敗行為，並為僱員及外部人員設立舉報政策，以報告任何可疑行為，包括任何行為與本集團利益有衝突的人士，以及任何參與賄賂及敗壞本集團的公司。舉報人可口頭或書面向自身部門或本集團高級管理層報告任何可疑的不當行為，並提供完整細節及證明材料。管理層會對該等可疑的非法行為進行調查，以保護本集團的利益。

During the year under review, the Group was not in violation of any relevant laws and regulations in relation to bribery, extortion, fraud and money laundering that have a significant impact on the Group.

COMMUNITY

B.8. Community Investment

The Group believes that enterprise and the communities in the operating regions are inseparable. As a corporate citizen, the Group realises the importance of making a positive contribution to the communities where the Group operates, and always prioritises the interests of the communities, especially the local employment, as one of its social responsibilities. In FY2019, Modern Beauty focused on the community investment and participated in several activities to facilitate the harmony of the operating regions.

Modern Beauty is dedicated to cooperating with government authorities and NGOs, providing skill trainings in beauty service area and employment opportunities for the less advantaged. In FY2019, the Group hired 18 Employees Retraining Board students as salon employees, which greatly helped the community to maintain a harmonious and safe environment.

Apart from community services, the Group has participated in charitable and fund-raising activities to the needy, including but not limited to people suffered earthquake and tsunami disasters in South Asia as well as those organized by Orbis, the Children's Cancer Foundation and the Community Chest of Hong Kong.

To commend the marvellous effort that the Group made in supporting the development of community, the Group has received several reward.

- Partner Employer Award from Hong Kong General Chamber of Small and Medium Business;
- Caring Employers Award from the Correctional Services Department.

To better fulfill its social responsibilities, the Group will keep playing a positive role in beauty industry and pushing forward its concrete efforts to pursue the harmonious and symbiotic prosperity with communities.

於回顧年度內，本集團並無違反任何對本集團有重大影響的有關賄賂、勒索、欺詐及洗黑錢的法律及法規。

社區

B.8. 社區投資

本集團認為，企業與營運地區的社區是不可分割的。作為企業公民，本集團認識到對其營運所在社區作出積極貢獻的重要性，並一如既往優先考慮社區的利益。尤其是，將當地就業視為本集團的社會責任之一。於二零一九年財政年度，現代美容專注於社區投資，並參加多項活動以促進營運地區的和諧發展。

現代美容致力於與政府機構和非政府組織合作，為弱勢群體提供美容服務方面的技能培訓和就業機會。於二零一九年財政年度，本集團聘用18名僱員再培訓局學員作為美容院僱員，大大有助於維護社區環境的和諧和安全。

除社區服務外，本集團亦參與慈善及籌款活動幫助有需要的人，包括但不限於南亞遭受地震和海嘯災難的人們，以及由奧比斯、兒童癌症基金會及香港公益金組織的活動。

為表彰本集團在支持社區發展方面所做出的非凡努力，本集團已獲得若干獎項。

- 香港中小型企業總商會頒發的友商有良嘉許獎；
- 懲教署頒發的沃土愛心僱主獎。

為更好地履行社會責任，本集團將繼續在美容界發揮積極作用，並以實際行動為推動與社區的和諧共榮而努力。



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