



**MODERN
HEALTHCARE
TECHNOLOGY
HOLDINGS LIMITED**
現代健康科技控股有限公司

(Incorporated in the Cayman Islands with limited liability)
(於開曼群島註冊成立的有限公司)

Stock Code 股份代號 : 919

Environmental,
Social and Governance Report
環境、社會及管治報告
2019/20





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PREAMBLE

序言

PREAMBLE

In recent years, the escalating awareness of climate change, environmental problems and social unrest have changed the consumption practices of customers. The increasing demand for more eco-friendly and premium products and services has also driven the beauty industry towards sustainability. As a leader of the beauty industry in Hong Kong that offers professional treatments as well as quality services and products with natural ingredients, Modern Healthcare Technology Holdings Limited (formerly known as Modern Beauty Salon Holdings Limited) (the "Company") and its subsidiaries (the "Group" or "Modern Healthcare Technology") carefully assess the constantly-changing expectations of its customers and investors and have already been mindful about pricing the potential Environmental, Social and Governance ("ESG") risks and opportunities during business operations.

The Group has taken into consideration thoroughly the impacts of ESG elements alongside financial factors in its business decision-making and daily operations. The Group has also paid attention to establishing and making good use of its internal ESG management system to identify, assess and manage ESG-related risks and opportunities in an effective and efficient way.

The Group is dedicated to taking targeted steps to monitor and control its emissions, discharges and resource consumption, aiming to further scale up its efforts in implementing the best ESG practices and propelling the advancement under its environmental and social sustainability strategies that are aligned with the United Nations Sustainable Development Goals ("SDGs") and global climate targets. In the meantime, to keep its business diverse, the Group has been investing in "iconX", a digital business card social networking system, as an investor. The membership cards of its existing 600,000 members will be gradually changed to e-cards in the near future. Through the digitalisation of its beauty businesses, the Group endeavours to minimise any unnecessary waste of resources and step up its efforts in moving towards a "green" corporation.

In the future, the Group, as a socially and environmentally responsible corporation, will continue to adhere to its sustainability strategies and embed the concept of ESG management into its short and long-term business targets and corporate governance, thus lowering its potential environmental impacts during operations while enlarging its positive influences on the society at the same time.

序言

近年來，對氣候變化、環境問題及社會動盪不停增加的意識已改變消費者的消費習慣。對更加生態環保及優質的產品及服務日益增加的需求亦已推動美容行業可持續發展。作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，現代健康科技控股有限公司(前稱「現代美容控股有限公司」)(「本公司」)及其附屬公司(「本集團」或「現代健康科技」)審慎評估客戶及投資者不斷變化之期望並已於業務營運中著重評估潛在的環境、社會及管治(「環境、社會及管治」)風險及機遇。

本集團於商業決策及日常營運中已充分考慮環境、社會及管治要素連同財務因素之影響。本集團亦注重設立及善用其內部環境、社會及管治管理系統以有效及高效地識別、評估及管理環境、社會及管治相關風險及機遇。

本集團致力於採取有針對性的措施監控其排放及資源消耗，旨在進一步加大力度實行最佳環境、社會及管治實踐及根據與聯合國可持續發展目標(「可持續發展目標」)及全球氣候目標一致之環境及社會可持續發展策略推動發展。與此同時，為保持業務多樣性，本集團一直作為投資者投資於「iconX」(一個數字名片社交網絡系統)。其現有600,000名會員的會員卡將於近期逐漸更換為電子卡。透過數字化其美容業務，本集團致力於減少任何不必要資源浪費及加緊其邁向「綠色」企業的步伐。

本集團作為一家對社會及環境負責的企業，未來將繼續堅持可持續發展策略並將環境、社會及管治管理理念融入其短期及長期業務目標及企業管治中，從而於其營運過程中降低對潛在環境影響的同時擴大其對社會的積極影響。

ABOUT THIS REPORT

The Company is pleased to present this ESG Report ("ESG Report") as a means to demonstrate the Group's approach and performance in terms of its ESG management and corporate sustainable development for the year ended 31 March 2020 ("FY2019/2020" or "the year under review"). This ESG report was 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.

REPORTING BOUNDARIES

This ESG Report covers the environmental and social performance within the operational boundaries of the Group on stores named "be Beauty Shop" in Hong Kong and service centres providing beauty and wellness services in Hong Kong, the People's Republic of China (the "PRC") and Singapore. There is an expansion in the reporting boundaries in that the Environmental, Social and Governance Report for the year ended 31 March 2019 only covers the environmental and social performance within the operational boundaries of the Group on service centres providing beauty and wellness services in Hong Kong. With an increasingly mature ESG management mechanism and improved data monitoring process and to further align with its business activities covered in the Company's 2019/2020 Annual Report, the Company has expanded its reporting boundaries within which the Group has or could have impacts on the environment and society as a result of its operations, and added the ESG performance and practices of the stores named "be Beauty Shop" in Hong Kong and service centres providing beauty and wellness services in the PRC and Singapore in this ESG Report. For corporate governance section, please refer to pages 18 to 26 of the Company's 2019/2020 Annual Report. The reporting period of this ESG Report is the financial year from 1 April 2019 to 31 March 2020, unless specifically stated otherwise. The ESG Report is issued on an annual basis.

REPORTING PRINCIPLES

The Group has adhered to the following reporting principles, namely materiality, quantitative, balance and consistency, in its preparation of the ESG Report.

關於本報告

本公司欣然呈列本環境、社會及管治報告（「環境、社會及管治報告」），以展示本集團截至二零二零年三月三十一日止年度（「二零一九／二零二零年財政年度」或「回顧年度」）在環境、社會及管治管理及企業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。

報告涵蓋範圍

本環境、社會及管治報告涵蓋本集團在香港名為「be Beauty Shop」的專賣店及在香港、中華人民共和國（「中國」）及新加坡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。由於截至二零一九年三月三十一日止年度之環境、社會及管治報告僅涵蓋本集團在香港提供美容及保健服務之服務中心營運範圍之環境及社會及管治表現，故報告範圍有所擴大。隨著環境、社會及管治管理機制日趨成熟，數據監控過程越發完善，為了與本公司二零一九年／二零二零年年報中所涵蓋之業務活動更加契合，本公司已將其報告範圍擴大至本集團因其營運而對或可能對環境及社會造成的影響，並於本環境、社會及管治報告中加入在香港名為「be Beauty Shop」的專賣店以及在中國及新加坡提供美容及保健服務之服務中心之環境、社會及管治表現及實踐的內容。企業管治章節請參閱本公司二零一九年／二零二零年年報第18至26頁。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二零一九年四月一日至二零二零年三月三十一日之財政年度。本環境、社會及管治報告每年發表。

報告原則

本集團於編製環境、社會及管治報告過程中遵循以下報告原則，即重要性、量化、平衡及一致性。

MATERIALITY 重要性

The Group conducted a materiality assessment of the ESG-related topics via an online survey, in which its well-selected stakeholders voiced their concerns about the Group's sustainable development. The materiality assessment matrix shows that "Health and safety relating to products/services", "Customers satisfaction (Welfare)", "Number of legal cases filed against the company about bribery, extortion, fraud and money laundering", "Anti-corruption policies and whistle-blowing procedure" and "Anti-corruption training provided to directors and staff" are issues of high importance to the Group in its ESG management, to which the Group will continue to pay more attention in its business development.

透過本集團的網上調查，經選定的持份者表達了對本集團可持續發展的意見，本集團從而對環境、社會及管治相關議題進行重要性評估。重要性評估矩陣顯示，「與產品／服務相關的健康與安全」、「顧客滿意度(福利)」、「對公司提出有關賄賂、勒索、欺詐和洗黑錢的案件數目」、「反貪污政策及舉報流程」及「董事及員工的反貪污培訓」為本集團的環境、社會及管治管理中較重要的事項，本集團將繼續於其業務發展過程中對此等方面多加重視。

QUANTITATIVE 量化

The application of the reporting principle of quantitative is reflected in the calculation and numeric presentation of the Group's environmental performance such as annual greenhouse gas ("GHG") emissions and the Group's social performance including the employment structure in terms of gender, age and position types.

量化報告原則的應用反映於本集團的環境表現(如年度溫室氣體排放)及本集團的社會表現(包括性別、年齡及職位類型方面的僱傭結構)的計算及數值呈列。

BALANCE 平衡

To ensure that a complete picture of the Group's sustainable development will be delivered to its stakeholders, the Group has fully conformed to the disclosure requirements under Appendix 27 – Environmental, Social and Governance Reporting Guide to the Listing Rules and revealed both its outstanding achievements and rooms for improvement in comparison with its previous performance.

為確保向持份者傳遞本集團可持續發展的完整藍圖，本集團已全面遵守上市規則附錄二十七所載《環境、社會及管治報告指引》項下的披露規定，並與過往表現作比較，披露其出色成就及改善空間。

CONSISTENCY 一致性

The Group has insisted in the adoption of a consistent reporting framework and a series of reporting technique including the categorisation of business segments for evaluation and the calculation methodology for GHG emissions that is in alignment with its previous ESG Reports, aiming to be coherent to the entire reporting process and build a roadmap visualising its increase in sustainability to all.

本集團堅持採納一致的報告框架及一系列報告技術，包括作評估用的業務分部分類，以及與其過往環境、社會及管治報告相匹配的溫室氣體排放計算方法，旨在使整個報告流程條理清晰，並制定路綫圖展示其可持續性的提升。

INFORMATION DISCLOSURE

資料披露

The information in this ESG Report was gathered from the official documents and statistics of the Group, the integrated information of supervision, management and operations in accordance with the relevant policy, the internal quantitative and qualitative data through questionnaires based on the reporting framework, and sustainability practices of the subsidiaries of the Group. This ESG Report was prepared in both English and Chinese and has been uploaded to the Group's website at www.modernhealthcaretech.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、通過基於報告框架的調查問卷所得的量化和性質上的數據、以及本集團附屬公司的可持續性實踐。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.modernhealthcaretech.com。如有任何衝突或不一致之處，概以英文版本為準。





A LETTER TO STAKEHOLDERS 致持份者的信

DEAR STAKEHOLDERS,

On behalf of the Board of Directors of the Company, I am pleased to introduce this ESC report to our stakeholders, demonstrating in detail the Group's approach and performance in terms of sustainable development for the year ended on 31 March 2020.

Founded in 1991, Modern Healthcare Technology has been providing beauty services to its customers for 29 years. Throughout these years, we have invariably upheld our eternal tenet of "pursuit for beauty" when trying our best in providing comprehensive beauty services with the best value to our customers.

As a leading company in the beauty industry, we always aspire to be the pioneer and role model of sustainable development that is going to exert significant impacts on our peers and the industry in the near future. Through the implementation of various internal policies, we endeavour to reduce our emissions, waste and resource consumption, so as to mitigate out environmental impacts. Meanwhile, as a responsible corporate, we also value the well-being of the community in which we operate. As such, we have never spared any effort to contribute to the charitable activities, improve the community and help the poor.

The employees are our most important assets. To help employees exhibit and enhance their talents and capabilities, we have established training centres with various courses for our employees. The Group has developed job-based training targets and contents, equipping its employees with skills on management, sales, machine application and techniques in professional beauty care. The courses are updated from time to time, giving the latest information about the industry trend and technology innovation to the employees who are expected to keep improving themselves.

During our implementation of sustainable development strategies, we have proactively collaborated with our business partners, in order to facilitate all members in the supply chain to move towards sustainability. When selecting suppliers, in addition to reviewing their track records, we also carry out onsite inspections to constantly improve the quality of products from suppliers. To practise green procurement, we prioritise hypoallergenic, non-toxic, and oil-free chemical products and products containing natural fragrances during procurement.

Looking ahead, Modern Healthcare Technology will keep abiding by its sustainable development strategies, making strides towards the goal that provides high-quality beauty services to its customers, as well as actively exploring innovative ways to promote a "green" and resilient development.

Last but not least, on behalf of my fellow directors and management of Modern Healthcare Technology, I would like to take this opportunity to extend my gratitude to our customers, suppliers, colleagues and all stakeholders who have cared about and made contributions to the sustainable growth of Modern Healthcare Technology.

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二零二零年三月三十一日止年度在可持續發展方面的方針及表現。

現代健康科技創立於一九九一年，29年來一直致力於為其客戶提供美容服務，並始終堅守「追求美麗」的永恆宗旨，竭力為客戶提供最具價值的綜合美容服務。

作為美容行業的領先企業，我們矢志成為可持續發展的先行者及模範，於不久未來將對同業和行業發揮重要影響力。我們努力透過實施各項內部政策，減少我們的排放物、廢棄物及資源消耗，以求盡量減輕我們對環境的影響。同時，作為負責任的企業，我們亦重視經營所在社區的福祉。因此，我們不遺餘力地參與各項慈善活動，改善社區環境及為貧困人士提供協助。

僱員是我們最重要的資產。為幫助僱員展示及提升才能，我們已建立培訓中心，向僱員提供各項課程。本集團已制定工作相關培訓目標及內容，培養僱員的管理、銷售、機器運用技能及專業美容護理技巧。該等課程會不時更新，讓期望不斷進步的僱員能夠獲得有關行業趨勢及技術創新的最新信息。

於實施可持續發展策略的過程中，我們主動與業務夥伴進行合作，以便促進供應鏈各方實現可持續發展。在挑選供應商時，除審閱其往績記錄外，我們亦進行現場視察，以不斷改善供應商的產品質量。為落實綠色採購，我們於採購過程中優先選擇低過敏性、無毒及無油的化學產品以及蘊含自然香味的產品。

展望未來，現代健康科技將堅持其可持續發展策略，努力實現其向客戶提供優質美容服務的目標，積極探索創新的方式推動「綠色」及韌性發展。

最後，本人謹藉此機會代表現代健康科技的董事同仁及管理層，衷心感謝我們的客戶、供應商、同事及所有對現代健康科技的可持續發展作出關心及貢獻的持份者。

曾裕博士
行政總裁

BOARD PARTICIPATION

董事會參與

BOARD PARTICIPATION

With the increasing awareness in climate change and sustainable development globally, the importance of sustainability that encompasses ESG-related concerns is getting higher in the mind of the Board of Directors (the "Board"). To systematically review and manage ESG-related issues, the Group has set up a sustainability governance framework, in which the Board is responsible for overseeing the implementation of sustainable development and ESG-related issues. Regular meetings are held in which the management teams who supervise and take the lead on ESG-related issues can report on the progress of the implementation of ESG policies, which ensures that relevant ESG issues and management measures can be acknowledged timely.

The Group has followed the instructions as set out in the 'Leadership Role and Accountability in ESG' that was published by the Stock Exchange of Hong Kong Limited to identify, assess and manage ESG-related risks and opportunities. The Board is engaged in the identification of ESG-related risks and ESG management in the Group. Internal personnel are assigned to manage and directly report ESG-related issues to the Board through meetings. Relying on the robust risk management structure, the Group identifies and values the risks in a systematic manner and establishes risk-relief strategies.

SUSTAINABILITY ISSUES

During the year under review, the Board mainly focused its efforts on 5 core sustainability issues in operations. The details of the focused issues and corresponding measures are presented below:

董事會參與

隨著全球對氣候變化和可持續發展的關注度不斷提高，董事會（「董事會」）日益意識到涵蓋環境、社會及管治相關問題在內的可持續發展的重要性。為系統地檢討及管理環境、社會及管治相關問題，本集團已設立可持續管治框架，並由董事會負責監督可持續發展的實施以及環境、社會及管治相關問題。本集團定期舉行會議，讓負責監督及領導環境、社會及管治相關問題的管理團隊可就環境、社會及管治政策的實施進度作出匯報，以確保相關環境、社會及管治問題和管理措施得到及時認可。

本集團根據香港聯合交易所有限公司發佈的「在環境、社會及管治方面的領導力和問責性」所載指引，識別、評估及管理環境、社會及管治相關風險及機會。董事會參與識別本集團的環境、社會及管治相關風險及環境、社會及管治管理。本集團指派內部人員管理及透過會議直接向董事會匯報環境、社會及管治相關問題。憑藉健全的風險管理架構，本集團能夠以系統性的方式識別及重視風險及制定風險舒緩策略。

可持續發展議題

於回顧年度內，董事會重點關注運營中的5個核心可持續發展議題。重點議題的詳情及相應的措施如下：

EMISSIONS 排放

The Group puts its efforts in reducing emissions and discharge through the implementation of effective policies and practices in conserving water resources and improving energy efficiency.

本集團致力於透過實施節約用水及提高能源效率的有效政策及措施以減少排放。

USE OF RESOURCES 資源使用

The Group is committed to lowering its environmental impacts through better practices in daily operations and procurement process. The Group has prioritised suppliers in accordance with sound environmental performance and eco-friendly products. Employees are highly encouraged to use recycled materials.

本集團致力於透過改善日常營運及採購流程以降低其對環境的影響。本集團根據良好的環境表現及環保產品優先考慮供應商。本集團強烈鼓勵員工使用回收材料。

OCCUPATIONAL HEALTH AND SAFETY 職業健康與安全

The Group has paid attention to its employees health and safety. Under the COVID-19 pandemic, all working areas of the Group have been sanitised regularly and all workers are required to wear face masks at the workplace. All staff and customers are required to measure body temperature before entering the shop. The Group cares about its customers' and staff's health and has regularly reminded them to stay safe and take preventive measures via phone calls.

本集團重視員工的健康與安全。於COVID-19疫情期間，本集團的所有工作區域均定期消毒，而所有工人均須於工作場所佩戴口罩。所有員工及顧客於進店前均須測量體溫。本集團關心顧客及員工的健康，並定期提醒彼等保持安全並透過電話採取預防措施。

TRAINING AND PROMOTION 培訓及晉升

The Group has established a standard promotion policy that encourages its employees to improve their work performance. As an equal opportunity employer, the Group is committed to anti-discrimination and equal opportunities and aims to create a fair, respectful and diverse working environment. Various training programmes have been designed and provided to employees with different needs at training centres, which the Group believes are foundational to the long-term competitiveness of the company and career development of all employees.

本集團已制定標準的晉升政策，鼓勵員工改善工作表現。作為一名平等機會僱主，本集團致力於反歧視及平等機會，並致力於創造一個公平、尊重及多樣化的工作環境。培訓中心設有各種培訓課程，並向有不同需求的員工提供，本集團認為此為公司長期競爭力及全體員工職業發展的基礎。

PRODUCT RESPONSIBILITY 產品責任

The Group has highly respected the privacy of its customers. To protect customers' data, the Group has enacted policies regarding customer privacy protection. All customers' information is stored in highly encrypted systems to prevent data leakage by internal staff deliberately or under hackers' attack.

本集團高度尊重顧客的私隱。為了保護顧客的數據，本集團已制定有關顧客私隱保護的政策。所有顧客資料均存儲於高度加密的系統中，以防止內部人員有意或於受到黑客攻擊時洩露數據。

Given a frantic adoption rate of advanced technology and innovation in the use of sustainable energy nowadays, the Group is deeply aware that to stay competitive in the market, keeping abreast of and investing more in eco-friendly technologies are of paramount importance. At the same time, with more customers concerned about environmental protection, the demand for eco-friendly services and "green" products such as organic materials also increases inevitably. As such, the Group has developed its sustainability strategies with aims to create long-term benefits to its stakeholders and bring positive impacts to the environment and society. In order to carry out the sustainability strategy from top to bottom, the Board has the ultimate responsibility for ensuring the effectiveness of the Group's 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.

鑒於如今使用可持續能源時普遍採用先進技術及創新，本集團深切意識到，為保持市場競爭力，與時俱進並加大對環保技術的投資至關重要。同時，隨著越來越多的顧客關注環境保護，環保服務及有機材料等「綠色」產品需求亦不可避免地增加。因此，本集團已制定可持續發展戰略，旨在為其持份者創造長期利益，並為環境及社會帶來積極影響。為貫徹執行可持續發展策略，董事會對確保本集團環境、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發展政策，以滿足持份者不斷變化的要求。有關環境及社會方面之管理方式詳情可於本環境、社會及管治報告多個章節中查閱。

STAKEHOLDER ENGAGEMENT

持份者參與



The Group believes that understanding and meeting stakeholders' ever-changing expectations are crucial in making appropriate development strategies. Thus, effective communication with both internal and external stakeholders is regarded as essential to the Group in many areas. Not only can it deliver the Group's commitment to long-term value creation to its stakeholders who care about the progress of sustainable development of the Group, but it also helps the Group gain a better understanding of the topics material and relevant to different groups of stakeholders.

With the goal to strengthen corporate sustainability approach and performance while enhancing stakeholders' awareness of ESG and sustainability issues, the Group has put tremendous efforts into its internal and external stakeholder participation. The Group values the feedback from its stakeholders and takes initiative to foster a sound and supporting relationship with them through various communication channels, which are listed in the table below.

本集團認為，理解並滿足持份者不斷變化的期望對於制定適當的發展策略而言至關重要。因此，與內部及外部持份者的有效溝通在眾多方面對本集團均至關重要。有效溝通不僅可讓關心本集團可持續發展進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瞭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發展方針及表現的目標，同時提高持份者對環境、社會及管治及可持續發展議題的認識，本集團於內部及外部持份者參與上付出了巨大的努力。本集團重視持份者之回饋意見，並透過下表所列的各種溝通渠道與彼等建立良好的支持關係。

Table 1. Communication with Stakeholders

表一. 與持分者溝通

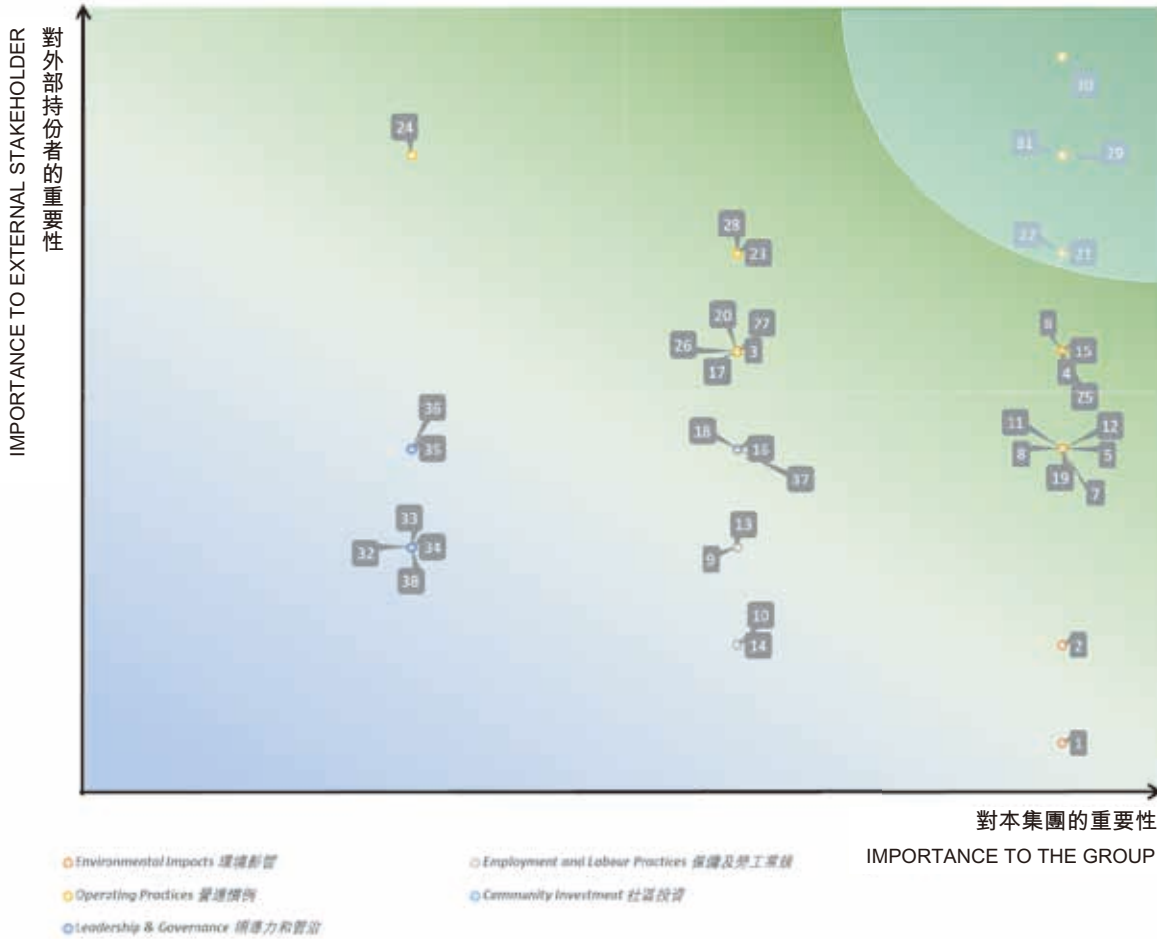
Stakeholders 持份者	Expectations and concerns 期望及關注事項	Communication Channels 溝通渠道
Government and regulatory authorities 政府與監管機構	<ul style="list-style-type: none"> — Compliance with laws and regulations — 遵守法律法規 — Sustainable development — 可持續發展 	<ul style="list-style-type: none"> — Supervision on complying with local laws and regulations — 監察遵守當地法律法規之情況 — Routine reports — 常規報告
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 	<ul style="list-style-type: none"> — Regular reports and announcements — 定期報告和公告 — Regular general meetings — 定期股東大會 — Official website of the Group — 本集團官方網站
Employees 員工	<ul style="list-style-type: none"> — Employees' compensation and benefits — 員工薪酬及福利 — Career development — 職業發展 — Health and safety in the working environment — 工作環境的健康及安全 	<ul style="list-style-type: none"> — Performance reviews — 績效審查 — Regular meetings and training — 定期會議和培訓 — Emails, notice boards, hotline, and employee engagement activities — 電郵、通告板、熱綫及員工參與活動
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 — 保障顧客的權利 	<ul style="list-style-type: none"> — Customer satisfaction survey — 顧客滿意度調查 — Face-to-face meetings and on-site visits — 會面和現場訪問 — Customer service hotline and email — 顧客服務熱綫和電子郵件
Suppliers 供應商	<ul style="list-style-type: none"> — Fair and open procurement — 公平公開採購 — Win-win cooperation — 雙贏合作 	<ul style="list-style-type: none"> — Open tendering — 公開投標 — Suppliers' satisfactory assessment — 供應商的滿意度評估 — Telephone conferences, face-to-face meetings and on-site visits — 電話會議、會面和現場訪問
General public 公眾	<ul style="list-style-type: none"> — Involvement in communities — 參與社區 — Business compliance — 業務合規 — Environmental protection awareness — 環境保護意識 	<ul style="list-style-type: none"> — Media conferences and responses to inquiries — 媒體會議及回應質詢 — Public welfare activities — 公共福利活動



Since ESG risks and opportunities vary across industries and depend on specific business patterns of companies, the Group undertook an annual review in identifying and understanding its stakeholders' main concerns and material interests. In FY2019/2020, the Group engaged its stakeholders to conduct a materiality assessment survey initiated by a third-party agency in order to ensure the accuracy and objectiveness of evaluation results. Specifically, representatives of internal and external stakeholder groups including customers, suppliers, business partners, board members and employees from various business units of the Group were chosen and invited to express their concerns about various sustainability issues via a well-designed online survey to pinpoint the ESG issues that were identified as material to the Group's business development and strategies. Through a science-based materiality assessment, the Group formulated a materiality assessment matrix below, which could genuinely reflect the prioritisation of relevant ESG matters. This objective and transparent assessment acted as a powerful tool in facilitating the Group to develop action plans for effective ESG management.

由於環境、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，本集團進行了年度檢討，以確定及瞭解持份者的主要關注事項和重大權益。於二零一九／二零二零年財政年度，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，以確保評估結果的準確性及客觀性。具體而言，本集團挑選內部及外界持份者類別（包括顧客、供應商、業務夥伴、董事會成員及本集團各業務部門員工）代表，並邀請彼等透過精心設計的網上調查對一系列可持續發展議題表達意見，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、社會及管治議題。透過進行有科學根據的重要性評估，本集團制定以下重要性評估矩陣，該矩陣可真實反映相關環境、社會及管治事宜的優先次序。此項客觀且透明的評估可作為有力工具，以促進本集團制訂有效管理環境、社會及管治的行動計劃。

Stakeholder Engagement Materiality Matrix 持份者的參與重要性分析矩陣



LIST OF MATERIALITY ISSUES

重要性議題列表

ENVIRONMENTAL IMPACTS		環境影響
1.	Air and greenhouse gas emissions	廢氣及溫室氣體排放
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 other raw/packaging materials	其他原材料／包裝材料的使用
8.	Mitigation measures to protect environment	保護環境的應對措施
9.	Climate-related risks	氣候相關風險

EMPLOYMENT AND LABOUR PRACTICES		僱傭及勞工常規
10.	Diversity of employees	員工多元化
11.	Employee remuneration and benefits	員工薪酬及福利
12.	Occupational health and safety	職業健康與安全
13.	Employee development and training	員工發展及培訓
14.	Preventing child and forced labour	防止童工和強制勞工

OPERATING PRACTICES		營運慣例
15.	Selection of local suppliers	選擇當地供應商
16.	Smooth communication and sound relationship with suppliers	與供應商的順暢溝通及良好關係
17.	Environmental risks (eg pollution) of the suppliers	供應商的環境風險(如污染)
18.	Social risks (eg monopoly)	供應商的社會風險(如壟斷)
19.	Procurement practices	採購實務
20.	Environmentally preferable products and services	對環境有利的產品及服務
21.	Health and safety relating to products/services	與產品／服務相關的健康與安全
22.	Customers satisfaction (Welfare)	顧客滿意度(福利)

OPERATING PRACTICES		營運慣例
23.	Marketing and promotion	行銷和推廣
24.	Observing and protecting intellectual property rights	遵守和保護知識產權
25.	Product quality assurance and recall percentage	產品質量保證及召回率
26.	Protection of consumers information and privacy	顧客資訊和私隱保護
27.	Labelling relating to products/services	與產品／服務相關的標籤
28.	Product design & Lifecycle management	產品設計創新及產品生命週期管理
29.	Number of legal cases filed against the company about bribery, extortion, fraud and money laundering	對公司提出有關賄賂、勒索、欺詐和洗黑錢的案件數目
30.	Anti-corruption policies and whistle-blowing procedure	反貪污政策及舉報流程
31.	Anti-corruption training provided to directors and staff	董事及員工的反貪污培訓

COMMUNITY INVESTMENT		社區投資
32.	Community engagement	社區參與
33.	Participation in charitable activities and support public welfare	參與慈善活動及支持公共福利
34.	Cultivation on local employment	促進當地就業

LEADERSHIP & GOVERNANCE		領導力和管治
35.	Business model adaptation and resilience to environmental, social, political and economic risks and opportunities	商業模式對環境、社會、政治和經濟風險和機遇的適應性和恢復力
36.	Management of the legal & regulatory environment (regulation-compliance management)	法律監管環境管理(法律合規管理)
37.	Critical Incident risk responsiveness	重大事件風險應對能力
38.	Systemic risk management	系統性風險管理

The Group built a two-dimensional materiality analysis matrix and prioritised the 38 ESG-related topics accordingly. With respect to this ESG Report, the Group identified "Health and safety relating to products/services", "Customers satisfaction (Welfare)", "Number of legal cases filed against the company about bribery, extortion, fraud and money laundering", "Anti-corruption policies and whistle-blowing procedure" and "Anti-corruption training provided to directors and staff" as issues of high importance to both the Group and its stakeholders. This outcome has helped the Group to rank its sustainability issues and highlight the material and relevant aspects so as to align them with stakeholders' expectations.

本集團建立了二維重要性分析矩陣圖，並相應地對38個環境、社會及管治相關議題作出先後排序。就本環境、社會及管治報告而言，本集團識別「與產品／服務相關的健康與安全」、「顧客滿意度(福利)」、「對公司提出有關賄賂、勒索、欺詐和洗黑錢的案件數目」、「反貪污政策及舉報流程」及「董事及員工的反貪污培訓」為對本集團及持份者均相當重要的議題。是次結果幫助本集團將可持續發展議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。

Sustainable Development Goals

可持續發展目標



The Group believes that keeping its ESG management consistent with a sustainable long-term trajectory for the world's people and the planet is increasingly a global business imperative. As a responsible enterprise, the Group actively responds to the SDGs in 2030 Agenda for Sustainable Development to achieve global sustainability. In FY2019/2020, the Group interviewed its stakeholders through an online survey to gather information about their major concerns of the Group's business in relation to global sustainable development. Among all 17 SDGs, the Group has further identified Goal 1 (No Poverty), Goal 2 (Zero Hunger) and Goal 3 (Good Health and Well-Being) as the topics of which its stakeholders were more concerned and to which the Group will pay more attention in the alignment of its daily operations with the directions that the goals provide.

本集團認為，使環境、社會及管治管理符合全球人民及地球的可持續發展長期軌道，正逐漸成為全球商業活動的當務之急。作為負責任的企業，本集團積極響應二零二零年可持續發展議程中的可持續發展目標，以實現全球可持續發展。於二零一九／二零二零年財政年度，本集團透過網上調查採訪了其持份者，以收集彼等對本集團業務在全球可持續發展方面主要關注的議題。在所有17項可持續發展目標當中，本集團進一步識別目標1(消除貧困)、目標2(消除飢餓)及目標3(良好健康與福祉)為持份者最為關注的議題，本集團將更加留意在日常營運中與該等目標提供的方向保持一致。

1 NO POVERTY 消除貧窮



Goal 1 requires that economic growth be inclusive in order to provide a sustainable employment environment and promote equity. The Group fully takes into account responsible investment, community investment and identification of human rights risks in the value chain during its operations. Meanwhile, the Group respects the rights of its staff in business operations, provides its employees with suitable job opportunities and stable work benefits and meets their reasonable expectations, aiming to forge a sustainable, fair and socially responsible operating model to enhance its capability to innovate and advance in the future.

目標1要求經濟增長具有包容性，以提供可持續的就業環境及促進公平。本集團於其營運過程中充分考慮負責任投資、社區投資及識別價值鏈中的人權風險。同時，本集團尊重員工的權利，提供合適的工作機會及穩定的工作福利，滿足彼等合理的期望，致力於打造可持續、公平、社會負責的經營模式，提升本集團未來創新及前進的能力。

2

ZERO
HUNGER
消除飢餓

In line with the spirit of Goal 2, the Group understands that protecting the environment and ecosystem is conducive to maintaining a stable supply of resources. The Group has been trying its utmost to explore feasible ways for environmental protection and enhance its business resilience to environmental hazards, resource scarcity and other climate-related risks in its supply chain in the business. During the procurement process, the Group ensures that its suppliers operate in an environmentally friendly manner and the products and materials they supply are natural, organic and non-hazardous to the environment.

本著目標2的精神，本集團明白，保護環境及生態系統有助於維持穩定的資源供應。本集團一直在盡力探索環保的可行方法，以提高其業務在其供應鏈中對環境危害、資源稀缺及其他氣候相關風險的應變能力。於採購過程中，本集團確保其供應商以環保方式營運，所供應的產品及材料均為天然、有機且對環境無害。

3

GOOD
HEALTH
AND
WELL-BEING
良好健康與
福祉

The Group values its employee and regards them as the most important assets of its business. To ensure employees' good health and well-being, the Group respects the basic rights of its employees and has set up effective management system to standardise the operational practices in order to promote the health of all staff. With the provision of basic health insurance and medical care benefits to its employees, the Group ensures that the health and well-being of all its employees can be emphasised on the Group's level. Meanwhile, the Group has brought in multiple internal policies and measures in an effort to eliminate occupational health and safety-related risks. The Group also assumes the responsibility for the protection of the end-users from any health-related risks by sourcing eco-friendly beauty products and non-hazardous raw materials, monitoring the correct use of machines in daily operations and improving the management of service quality through training.

本集團重視員工，視其為企業最重要的資產。為確保員工的良好健康與福祉，本集團尊重員工的基本權利，並設立有效的管理制度，規範運作，以促進全體員工的健康。透過向員工提供基本健康保險及醫療福利，本集團確保所有員工的健康與福祉均能在本集團的層面上得到強調。同時，本集團已制定多項內部政策及措施，努力消除與職業健康及安全相關的風險。透過採購環保的美容產品及無害的原材料，監控日常營運中機器的正確使用，並通過培訓提高服務質量管理的方式，本集團亦承擔保護終端用戶免受任何健康相關風險的責任。

Stakeholders Feedback

As the Group always strives for excellence, the Group welcomes its stakeholders' feedback, especially on topics listed as the important ones in the materiality assessment and its ESG approach and performance. The Group's continuous improvement relies on valuable feedback. Readers are welcomed to share their views with the Group at ir@modernhealthcaretech.com.

持份者反饋

由於本集團一直追求卓越，本集團歡迎其持份者的反饋，尤其是在重要性評估以及其環境、社會及管治方法及表現中列為重要話題的反饋。本集團的持續改進依賴於有價值的反饋。歡迎讀者透過 ir@modernhealthcaretech.com 與本集團分享彼等的觀點。



ENVIRONMENTAL SUSTAINABILITY

環境可持續性

ENVIRONMENTAL SUSTAINABILITY

As a responsible corporate, the Group takes very seriously its role in minimising any negative environmental impacts during operations. The Group is committed to controlling its emissions and consumption of resources, and in its daily operations has complied with all relevant environmental laws and regulations in Hong Kong, the PRC and other areas where the Group operates, including but not limited to:

- Water Pollution Control Ordinance [Cap. 358 of the Laws of Hong Kong];
- Waste Disposal Ordinance [Cap. 354 of the Laws of Hong Kong];
- Waste Disposal (Clinical Waste) (General) Regulation [Cap. 3540 of the Laws of Hong Kong];
- Environmental Public Health Act [Cap. 95 of the Laws of Singapore];
- Environmental Protection and Management Act [Cap. 94A of the Laws of Singapore];
- Law of Environmental Protection of the PRC (《中華人民共和國環境保護法》); and
- Water Pollution Prevention and Control Law of the People's Republic of China (《中華人民共和國水污染防治法》).

This section primarily discloses the Group's policies, practices and quantitative data on emissions, use of resources, and environmental and natural resources during FY2019/2020.

環境可持續性

作為一家負責任的公司，本集團非常重視在營運過程中儘量減少任何對環境的負面影響。本集團承諾控制資源的排放及消耗，並在日常運作中遵守香港、中國及本集團經營的其他地區的所有有關環保法例及規例，包括但不限於：

- 《水污染管制條例》(香港法例第358章)；
- 《廢物處置條例》(香港法例第354章)；
- 《廢物處置(醫療廢物)(一般)規例》(香港法例第3540章)；
- 環境公共健康法(新加坡法例第95章)；
- 環境保護及管理法(新加坡法例第94A章)；
- 《中華人民共和國環境保護法》；及
- 《中華人民共和國水污染防治法》。

本節主要披露本集團於二零一九／二零二零年財政年度有關排放、資源使用、以及環境及天然資源的政策、慣例及定量數據。

A.1. Emissions

In FY2019/2020, the Group's emissions included greenhouse gases ("GHGs"), domestic wastewater and solid wastes. During the year under review, the Group complied with all relevant local environmental laws as set out in the regions where the Group operated, and was not in violation of any laws or regulations relevant to air and greenhouse gas ("GHG") emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.

Given the business activities of the Group, the Group used electricity as the major power source in beauty salons and shops. Scope 2 emissions dominated the total GHG emissions, contributing to around 99.2% of the total carbon dioxide equivalent ("CO₂e") emissions in FY2019/2020. Therefore, the Group has paid special attention to the monitoring of its GHG emissions during operations. During the year under review, the major source of GHG emissions from the Group was from the purchase and consumption of electricity. The Group's GHG emissions from Scope 1 (Direct Emissions), Scope 2 (Energy Indirect Emissions) and Scope 3 (Other Indirect Emissions) were 14.2 tonnes CO₂e, 3,022.0 tonnes CO₂e and 11.3 tonnes CO₂e respectively. The Group's total GHG emissions amounted to 3,047.6 tonnes CO₂e and the GHG intensity for the Group was 2.9 tonnes CO₂e/Employee. Apart from GHG emissions, the Group also emitted air pollutants including sulphur oxides ("SOX"), nitrogen oxides (NOX") and particulate matter (PM) which were mainly from the burning of fossil fuels for vehicles. Specifically, the Group's air emissions of SOX, NOX and PM amounted to 0.1 kg, 2.6 kg and 0.2 kg respectively in FY2019/2020. In addition, the Group generated 21,365.0 kg of non-hazardous domestic solid waste and 33,000 m³ of wastewater during its operations in FY2019/2020. Due to the business nature of the Group, no hazardous waste was generated during the year under review. The Group's total emissions are summarised in Table 2 below.

A.1. 排放物

於二零一九／二零二零年財政年度，本集團的排放物包括溫室氣體（「溫室氣體」）、生活廢水及固體廢棄物。於回顧年度內，本集團已遵守本集團經營所在地區制定的所有相關的當地環保法律，且並無違反任何有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的法律及規例。

鑒於本集團的業務活動，本集團使用電力作為美容院及美容店的主要能源。於二零一九／二零二零年財政年度，範圍二排放佔溫室氣體排放總量的主要部分，佔二氧化碳當量（「二氧化碳當量」）排放總量的約99.2%。因此，本集團在經營中特別重視對溫室氣體排放的監控。於回顧年度內，本集團的溫室氣體排放主要源於外購及消耗電力。本集團來自範圍一（直接排放）、範圍二（能源間接排放）及範圍三（其他間接排放）的溫室氣體排放分別為14.2噸二氧化碳當量、3,022.0噸二氧化碳當量及11.3噸二氧化碳當量。本集團的溫室氣體排放總量為3,047.6噸二氧化碳當量，而本集團溫室氣體密度為2.9噸二氧化碳當量／僱員。除溫室氣體排放外，本集團亦排放包括硫氧化物（「SOX」）、氮氧化物（「NOX」）及顆粒物（「PM」）等大氣污染物，主要來源於汽車燃燒化石燃料。具體而言，於二零一九／二零二零年財政年度，本集團的SOX、NOX及PM排放分別為0.1千克、2.6千克及0.2千克。此外，於二零一九／二零二零年財政年度，本集團於經營中產生無害生活固體廢棄物21,365.0千克及廢水33,000立方米。由於本集團的業務性質，於回顧年度內並無產生任何有害廢棄物。本集團的排放總量概述於下表二。

Table 2. The Group's Total Emissions by Category in FY2019/2020***

表二.二零一九/二零二零年財政年度本集團按類別劃分的排放總量***

Emissions Category 排放物類別	Key Performance Indicator (KPI) 關鍵績效指標(KPI)	Unit 單位	FY2019/2020 二零一九/二零二零年財政年度		FY2018/2019 二零一八/二零一九年財政年度		
			Amount 數量	Intensity* (Unit/ Employee) 密度* (單位/僱員)	Amount# 數量#	Intensity* (Unit/ Employee) 密度* (單位/僱員)	
Air Emissions 廢氣排放	SO _x	kg 千克	0.1	9.5 x 10 ⁻⁵	—	—	
	NO _x	kg 千克	2.6	2.5 x 10 ⁻³	—	—	
	PM	kg 千克	0.2	1.9 x 10 ⁻⁴	—	—	
	GHG Emissions 溫室氣體排放	Scope 1 (Direct Emissions) 範圍一(直接排放)	tonnes CO ₂ e 噸二氧化碳當量	14.2	1.3 x 10 ⁻²	44.3	4.5 x 10 ⁻²
	Scope 2 (Energy Indirect Emissions) 範圍二(能源間接排放)	tonnes CO ₂ e	3,022.0	2.9	2584.3	2.7	
	**Scope 3 (Other Indirect Emissions) 範圍三(其他間接排放)	tonnes CO ₂ e	11.3	1.1 x 10 ⁻²	—	—	
Non-hazardous Waste 無害廢棄物	Total (Scope 1 & 2 & 3) 總計(範圍一及二及三)	tonnes CO ₂ e 噸二氧化碳當量	3,047.6	2.9	2628.7	2.7	
	Solid Waste 固體廢棄物	kg 千克	21,365.0	20.2	26,301.8	27.0	
	Wastewater 廢水	m ³ 立方米	33,000	31.3	27,683.3	28.4	

* The intensity in FY2019/2020 was calculated by dividing the amount by the Group's average number of employees in FY2019/2020, which was 1056, while the intensity in FY 2018/2019 was calculated by the Group's average number of employees in FY2018/2019, which was 975 ;

* 二零一九/二零二零年財政年度的密度乃按數量除以本集團於二零一九/二零二零年財政年度的平均僱員人數即1056人計算，而二零一八/二零一九年財政年度的密度乃按本集團於二零一八/二零一九年財政年度的平均僱員人數即975人計算。

The amount in FY2018/2019 was extracted from the data in the ESG Report 2018/2019 of the Group with data modification of solid waste and wastewater for better accuracy;

二零一八/二零一九年財政年度的數量摘錄自本集團二零一八/二零一九年環境、社會及管治報告中的數據，為求更準確，固體廢棄物及廢水的數據已經過訂正；

** The Group's emissions from Scope 3 (Other Indirect Emissions) only included electricity used for processing freshwater and sewage by government departments; and

*** The methodology adopted for reporting on GHG emissions set out above was based on "How to Prepare an ESG Report? – Appendix 2: Reporting Guidance on Environmental KPIs" issued by the Stock Exchange and the 2006 IPCC (Intergovernmental Panel on Climate Change) Guidelines for National Greenhouse Gas Inventories.

Air Emissions and GHGs

As GHG emissions are positively correlated to electricity and energy consumption, the Group is committed to reducing the consumption of energy resources in its daily operations through measures that are further described in section A.2. "Use of Resources" of this ESG Report.

Wastewater

The Wastewater of the Group was mainly generated from the daily operations in beauty salons. The wastewater was normally discharged to the wastewater treatment plant through the sewage pipework. No hazardous wastewater was produced from the Group during daily operations in FY2019/2020. Since the amount of wastewater mainly depends on freshwater consumption, the Group has adopted specific measures to reduce its water consumption, which are further described in section A.2. "Use of Resources" of this ESG Report.

Solid Wastes

The main solid waste generated by the Group was the packaging waste from beauty salons and shops. To reduce the generation of solid waste, the Group has implemented practices with respect to the "3R" principles (reduce, reuse and recycle), including:

- Simplify the packages and use large-volume packaging materials;
- Purchase biodegradable packaging materials;
- Reuse packaging materials such as utilising the large-volume packages for storing documents;
- Classify the solid wastes for recycling; and
- Raise the employees' awareness of the "3R" principles.

In FY2019/2020, the Group did not generate any hazardous solid waste.

** 本集團來自範圍三(其他間接排放)的排放僅包括政府部門處理淡水及污水所用電力;及

*** 上列溫室氣體排放報告採用的方法乃基於由聯交所發佈的「如何準備環境、社會及管治報告? – 附錄二:環境關鍵績效指標匯報指引」及《2006年IPCC國家溫室氣體清單指南》。

廢氣排放及溫室氣體排放

由於溫室氣體的排放量與電力及能源消耗呈正相關,本集團致力減少日常營運中的能源消耗,具體措施於本環境、社會及管治報告中A.2.「資源使用」進一步闡述。

廢水

本集團的廢水主要產生自美容院日常營運用水。廢水通常通過排水管道進入污水處理廠。於二零一九/二零二零年財政年度,本集團在日常營運過程中並無產生有害廢水。由於廢水的產生量與淡水的用量密切相關,本集團採取了多項針對性措施以減少耗水,具體措施於本環境、社會及管治報告中A.2.「資源使用」進一步闡述。

固體廢棄物

本集團產生的主要固體廢棄物為美容院及美容店的包裝廢棄物。為減少固體廢棄物的產生,本集團已實行「3R」(即減少使用、物盡其用、循環再造)原則的做法,包括:

- 簡化包裝及使用大容量包裝物料;
- 採購可生物降解的包裝物料;
- 重用包裝物料,例如使用大容量的包裝物料儲存文件;
- 將固體廢棄物進行分類以供循環再造;及
- 提高僱員對「3R」原則的意識。

於二零一九/二零二零年財政年度,本集團並無產生任何有害固體廢棄物。

Progress

With a goal to move towards an environmentally friendly corporation that fulfils its responsibility in realising environmental sustainability, the Group has put enormous efforts into monitoring and controlling its environmental impacts in FY2019/2020. In comparison with the data in FY2018/2019, the GHG emissions from Scope 1 (Direct Emissions), which were mainly from the combustion of fossil fuels for transportation, dropped by 67.9% during the year under review. The intensity of total GHG emissions rose slightly by 0.2 tonnes CO₂e/Employee, which was mainly due to the increase of GHG emissions from Scope 2 (Energy Indirect Emissions) and the inclusion of Scope 3 (Other Indirect Emissions) into the calculation during the year under review. In FY2019/2020, the Group expanded its reporting scope by incorporating the operations in the PRC and Singapore into data collection and information disclosure, which inevitably resulted in the ascending amount of electricity consumption. The Group will insist on its emission reduction strategies that the Group has implemented in some ways regarding the control of its direct emissions and look into more areas on how to further improve its performance in reducing its indirect GHG emissions, including the efficient management of electricity consumption. In addition, due to the Group's unremitting effort in sustainable waste management, the intensity of non-hazardous solid waste generated by the Group in FY2019/2020 declined by 25.2% when compared to the figure in FY2018/2019. The higher wastewater amount during FY2019/2020 was primarily caused by the broader reporting boundary and the Group will unwaveringly reflect on the current practices and implement more effective measures in water conservation.

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

進展

為創建環境友好型企業，履行對環境可持續發展的責任，本集團於二零一九／二零二零年財政年度大力監控其對環境的影響。與二零一八／二零一九年財政年度的數據相較，於回顧年度內來自範圍一（直接排放）的溫室氣體排放量（主要來自於交通運輸的化石燃料消耗）下降67.9%。於回顧年度內，總溫室氣體排放密度輕微上升0.2噸二氧化碳當量／僱員，主要由於來自範圍二（能源間接排放）的溫室氣體排放增加及計入範圍三（其他間接排放）。於二零一九／二零二零年財政年度，本集團擴大其匯報範圍，將於中國及新加坡的營運納入數據統計及資料披露，不可避免地導致耗電量上升。本集團將堅持其既已實施有關控制直接排放的減排策略，並探索更多進一步提升其減控溫室氣體間接排放表現的渠道，包括有效管理電力消耗。此外，由於本集團在可持續廢棄物管理方面的不懈努力，本集團於二零一九／二零二零年財政年度產生的無害固體廢棄物較二零一八／二零一九年財政年度的數據下降25.2%。二零一九／二零二零年財政年度的廢水量增加乃主要由於匯報範圍擴大，本集團將持續檢討現行措施並推出更有效的節水措施。

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排放的相關法律及規例。

A.2. Use of Resources

The Group complied with the relevant laws and regulations in relation to its use of resources in Hong Kong, the PRC and other areas where the Group operates in its daily operations during the year under review. In FY2019/2020, the major resources that the Group used included electricity, water, diesel, gasoline, town gas and packaging materials. The resources used by the Group in FY2019/2020 are illustrated in Table 3 below.

Table 3. The Group's Total Use of Resources by Category in FY2019/2020

Use of Resources 資源使用	Key Performance Indicator (KPI) 關鍵績效指標	Unit 單位	FY2019/2020 二零一九／二零二零年財政年度		FY2018/2019 二零一八／二零一九年財政年度	
			Amount 用量	Intensity* (Unit/ Employee) 密度* (單位／僱員)	Amount# 用量#	Intensity* (Unit/ Employee) 密度* (單位／僱員)
Energy 能源	Electricity 電力	kWh 千瓦時	4,395,656	4,162.6	4,125,456.3	4,231.2
	Town gas 煤氣	m ³ 立方米	6,555	6.2	17,356.9	17.8
	Diesel 柴油	L 升	2,633	2.5	-	-
	Gasoline 汽油	L 升	442	0.4	-	-
	Water 水	m ³ 立方米	33,000	31.3	27,683.3	28.4
	Packaging materials 包裝物料	kg 公斤	21,365.0	20.2	26,301.8	27.0

* The intensity in FY2019/2020 was calculated by dividing the amount by the Group's average number of employees in FY2019/2020, which was 1056, while the intensity in FY 2018/2019 was calculated by the Group's average number of employees in FY2018/2019, which was 975 ;

The amount in FY2018/2019 was extracted from the data in the ESG Report 2018/2019 of the Group.

A.2. 資源使用

於回顧年度內，本集團遵守有關香港、中國及其日常經營所處其他地區資源使用的相關法律及法規。於二零一九／二零二零年財政年度，本集團所使用的資源主要包括電力、水、柴油、汽油、煤氣及包裝物料。本集團於二零一九／二零二零年財政年度使用的資源載列於下表3。

表三.本集團於二零一九／二零二零年財政年度按類別劃分的資源用量總計

* 二零一九／二零二零年財政年度的密度乃按用量除以本集團於二零一九／二零二零年財政年度的平均僱員人數(即1056名)計算，而二零一八／二零一九年財政年度的密度乃按用量除以本集團於二零一八／二零一九年財政年度的平均僱員人數(即975名)計算；

二零一八／二零一九年財政年度的用量乃摘錄自本集團《二零一八／二零一九年環境、社會及管治報告》中的數據。

Energy*Electricity*

The Group consumed electricity mainly for the daily operations in the beauty salons and shops. In FY2019/2020, the Group purchased and consumed 4,395,656 kWh of electricity (with an intensity of 4,162.6 kWh/Employee). To lower its consumption of electricity that is inherently linked to GHG emissions, the Group has implemented the following practices in particular:

- 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 the department responsible for the repair and maintenance of electronic appliances in every service centre, in order to keep the high efficiency and lengthen the lifespan of equipment;
- Clean and disinfect office equipment such as refrigerators, air-conditioners and shredders 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.

能源*電力*

本集團的電耗主要來源於美容中心及店舖的日常營運。於二零一九／二零二零年財政年度，本集團購買及消耗電力4,395,656千瓦時(密度為4,162.6千瓦時／僱員)。為減少與溫室氣體排放存在內在聯繫的電力消耗，本集團特別採取以下措施：

- 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；
- 建立部門負責各服務中心的電器維修保養工作，以維持設備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。

Fossil Fuels

The Group consumed gasoline and diesel primarily for vehicle transportation and business operations. In FY2019/2020, a total amount of 3,075 L of fossil fuels (with an intensity of 2.9 L/Employee) and 6,555 m³ of town gas (with an intensity of 6.2 m³/Employee) were consumed by the Group. The Group has been aware that the reliance on vehicles powered by fossil fuels leads to poor air quality and accelerates the level of GHG emissions that worsen the environment. As such, to control the usage of energy resources and thus reducing the GHG emissions, the Group has encouraged the implementation of energy-saving practices in the organisation, such as:

- Make use of telephone conferences instead of physical meetings to avoid unnecessary travelling;
- Encourage employees to take public transport instead of driving their private cars; and
- Replace highly polluting vehicles with electric and energy-efficient ones.

Water

Freshwater is an indispensable resource for the daily operations of the Group. During the year under review, the Group used 33,000 m³ of water, with an intensity of 31.3 m³/Employee. The Group understands that water is one of the most precious resources on earth, and to improve the utilisation efficiency of water resources, the Group has formulated relevant internal regulations and policies as shown below:

- Improve the education and advocate the conservation of every drop of water among employees;
- Adopt water-saving equipment with water efficiency labels;
- Strengthen the inspection and maintenance on water taps, water pipelines and water storage systems to reduce the risk of accidental leaks or bursts;
- Fix dripping water tap in time when leakage occurs;

石化燃料

本集團耗用汽油及石化燃料主要作車輛運輸及業務營運用途。於二零一九／二零二零年財政年度，本集團耗用的總石化燃料量為3,075升(密度為2.9升／僱員)及總煤氣量為6,555立方米(密度為6.2立方米／僱員)。本集團瞭解倚賴石化燃料驅動的車輛將導致空氣品質不佳、加速溫室氣體排放水平，使環境惡化。因此，為控制能源資源耗用並減少溫室氣體排放，本集團於組織內鼓勵實施節能措施，如：

- 採用電話會議代替現場會議，以避免不必要的差旅；
- 鼓勵僱員乘坐公共交通代替其私家車；及
- 以電動及節能車輛替代高污染車輛。

水

淡水為本集團日常營運中不可缺少的資源。於回顧年度內，本集團已使用33,000立方米的水(密度為31.3立方米／僱員)。本集團瞭解水是地球上最珍貴的資源之一，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：

- 加強員工教育，倡導節約每一滴水；
- 採用具節水標籤的節水設備；
- 加強水喉、水管及貯水系統的巡查及保養以減少意外洩露或爆裂的風險；
- 水喉漏水時，即時修理滴水水喉；

- Require employees to strictly adhere to internal water-saving policies;
- Put up "Saving Water Resource" posters in prominent places to instil the concept of water conservation into employees' minds; and
- Shut off the water supply at night and on holidays.

In FY2019/2020, the Group did not encounter any problem in sourcing water.

Packaging Materials


Packaging materials, including packages, bottles and paper bags, have long been one of the major types of resources consumed by the Group in its beauty salons and shops. In FY2019/2020, the total amount of packaging materials used by the Group was 21,365.0 kg, with an intensity of 20.2 kg/Employee. To better control its consumption of packaging materials during daily operations, the salon shops and stores of the Group put forward a number of innovative and cost-effective packaging solutions and concentrated their efforts on collecting, sorting out, measuring and recording the packaging materials in terms of size, weight and product type that have been used during the year under review, which was believed to be a fundamental step for the Group to better manage its procurement of packaging materials, thereby making drastic and effective plans to minimise the consumption and unnecessary waste.

- 要求員工嚴格遵守內部節水政策；
- 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
- 於夜晚及假期關閉供水。

於二零一九／二零二零年財政年度，本集團在採水方面並無遭遇困難。

包裝物料

包裝物料(包括包裝盒、瓶子及紙袋)為本集團美容院和店舖消耗的資源的主要類別之一。於二零一九／二零二零年財政年度，本集團使用的包裝物料總量為21,365.0公斤(密度為20.2公斤／僱員)。為於日常營運中更好地控制其包裝物料的消耗，本集團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，努力收集、整理、測量及記錄於回顧年度內使用的包裝物料的大小、重量及產品類型，相信此是一個使本集團更好管理其包裝物料採購的基本舉措，從而制定嚴厲有效的計劃以盡量減少消耗及不必要的浪費。

- 
- **Encourage the practice of minimal packaging**
鼓勵採用極簡包裝
 - **Use large-sized cleanser**
使用大桶裝的清潔劑
 - **Strengthen the recycling of plastic and paper-made materials**
加強塑料及紙製品的回收利用
 - **Promote the reuse of packaging materials in various types to lessen the burdens on landfills**
推廣各種包裝物料的再利用以減少堆填區的壓力
-
- **Seek more environmental-friendly packaging materials**
尋找更環保的包裝物料
 - **Monitor and record the accurate number of different packaging items that have been purchased and consumed for business**
監察及記錄已購買及業務所需不同包裝物料的準確數量
 - **Forecast the order volume and estimate the consumption of packaging materials based on the database to prevent overstock**
根據數據庫預測訂單量及估計包裝物料消耗，避免存貨過多

Progress

In comparison with the data from FY2018/2019, the intensity of electricity usage in FY2019/2020 decreased by 1.6%, while usage of water increased slightly, which was mainly due to the inclusion of data from shops and service centres in PRC and Singapore. The water consumption of beauty salons and service centres in Hong Kong of the Group, however, fell by 6.6% as compared with the performance in FY2018/2019, which was primarily attributed to the effective execution of water conservation policies. Meanwhile, the amount of packaging materials used by the Group plummeted by 18.8%, demonstrating the effectiveness of the Group's policies in packaging materials management. The Group will continue to work on minimising its water footprint, endeavour to delve into the innovative approaches to enhancing energy efficiency during operations and further optimise its resource management system.

A.3. The Environment and Natural Resources

The Group puts great efforts in the fulfilment of its environmental responsibilities and has made significant progress towards the building of a reliable, resilient and sustainable corporation that pioneers in the beauty industry primarily by monitoring and controlling its consumption of natural resources. The Group's routine operations barely cause significant environmental pollution or impose a heavy burden on natural resources. In FY2019/2020, the air emissions, discharge of solid wastes and wastewater and use of resources of the Group were all in conformity with relevant emission laws and standards. In pursuit of good performance in energy efficiency, electric equipment with energy-saving labels was used to replace the energy-intensive one for business operations of the Group.

成效

與二零一八／二零一九年財政年度的數據比較，二零一九／二零二零年財政年度的用電強度減少1.6%，而用水略增，乃主要由於納入中國及新加坡店舖及服務中心的數據。然而，本集團於香港的美容院及服務中心的用水量與二零一八／二零一九年財政年度的表現相比下降6.6%，乃主要由於有效地執行節水政策。同時，本集團使用的包裝材料量驟降18.8%，證明本集團的包裝材料管理政策有效。本集團將繼續致力於盡量減少其用水足跡，努力探索創新方法以提高運營的能源效率，並進一步優化其資源管理系統。

A.3. 環境及自然資源

本集團投入大量努力履行其環境責任，並主要通過監察及控制其自然資源消耗，於建設可靠、強適應力和可持續發展企業方面已取得重大進展，成為美容行業的先行者。本集團的日常營運幾乎不會造成嚴重的環境污染或對自然資源造成沉重負擔。於二零一九／二零二零年財政年度，本集團的大氣排放、固體廢棄物及廢水排放以及資源使用，均符合有關排放的法律及標準。為追求良好的能源效率，採用帶有節能標誌的電氣設備替代本集團業務運營所用的高耗能設備。

To further limit its repercussions on the environment, the Group has laid emphasis on education among employees in 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, sharing stationery, using boxes to recycle paper, setting duplex printing as default mode, reusing old envelopes and promoting electronic information management system are the common practices that the Group has adopted to reduce the resource consumption in the office. In addition, not only has the Group strengthened its internal management for sustainable development, it has also engaged its customers into the environmental campaigns. Specifically, through "iconX", a social networking system invested by the Group, the Group has promoted the use of electronic receipts and business cards instead of printing materials for its customers. Meanwhile, the Group facilitates its employees to embed eco-friendly practices into daily lives. In order to protect the environment where the Group operates, the Group has encouraged its employees to participate in planting activities. In recent years, the Group has received numerous awards and certificates in seeking environmental sustainability and promoting "green" working space, such as the World Green Organisation's "Green Office Label".

The Group is committed to seizing every opportunity to innovate and utilising advanced technologies to improve its beauty products and services in terms of energy efficiency and other environmental performance. The Group also keeps adjusting chemical formulas, thereby minimising 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 have been considered the fundamental asset to keep the enterprise going with the tide of world development by the Group.

The Group will persevere in the concept of safety, harmony and "green" development, and look for innovative ways to create a more resource-saving and environmentally friendly corporation.

為進一步限制其對環境的影響，本集團重視在日常營運中對僱員的培養。具體而言，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，培養僱員勤儉節約使用自然資源的良好習慣。例如，共享文具、使用可循環利用紙盒、將雙面打印設置為默認模式、重用舊信封及推廣電子訊息化管理系統是本集團為減少辦公室資源消耗而已採取的慣例。此外，本集團不僅就可持續發展加強其內部管理，亦要求其客戶參與環保活動。具體而言，通過其投資的社交網絡系統「iconX」，本集團為其客戶推廣使用電子收據和商業名片而非印刷材料。同時，本集團幫助其僱員將環保實踐融入日常生活。為保護本集團運營所在環境，本集團鼓勵其僱員參加植樹活動。近年來，本集團在尋求環境可持續性和促進「綠色」工作場所方面榮獲多項獎項及證書，例如世界綠色組織的「綠色辦公室標誌」。

本集團致力搶抓每一個創新機會，並採用先進的技術，在能源效率及其他環保性能方面改善其美容產品及服務。本集團亦不斷調整化學配方，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貼世界發展潮流的基本資產。

本集團將堅持安全、和諧及「綠色」發展的理念並尋求創新方式，建設更資源節約型及環境友好型企業。

A.4. Climate Change

As a leading enterprise in the beauty industry that provides beauty services and products for its clients, the Group's business highly relies on the stable supply of raw materials for beauty products. Yet under climate change scenarios, extreme weather may affect the cost and reliability of raw materials produced and the timely delivery of goods, which may to some extent affect the Group's normal business operations that are susceptible to the stability of supply chain. Besides, the Group's business covers several regions where different legislations need to be respected and abided by. With the increasing awareness of the severity of climate change, authorities in different regions are continuously enacting or updating new environment-related laws and regulations. This creates a risk for the Group whose products and services may face exposure to litigation should no actions be taken immediately to enhance its climate-resilience.

To identify climate-related risks and integrate short, medium and long-term business considerations according to the Task Force on Climate-related Financial Disclosures ("TCFD") recommendations, the Group has split the potential risks into direct impacts to its operations and indirect impacts associated with its customers and aligned its ESG risk management with Enterprise Risk Management (ERM) framework, which includes:

1. Identification and prioritisation of key climate-related risks and opportunities
2. Analysis of tailor-made climate scenarios
3. Development of actions to mitigate risks
4. Communication and disclosure of climate-related risks and opportunities

The Board is committed to building an effective culture of risk management and a robust internal control framework across the Group. As part of its mandate, the Board oversees and controls the risks related to climate emergency that may influence the Group and its stakeholders. The Board has also integrated the climate-related issues into its major action plans and policies, including the strategy for supporting the transition to a low-carbon economy.

A.4. 氣候變化

作為一家向其客戶提供美容服務及產品的美容行業龍頭企業，本集團的業務極為依賴美容產品原材料的穩定供應。然而在氣候變化的情況下，極端天氣可能會影響所生產的原材料成本及可靠性以及貨品的及時交付，使供應鏈不穩定，從而在一定程度上影響本集團的日常業務營運。此外，本集團的業務橫跨多個地區，需要遵循不同法規。隨著對環境變化嚴峻性的意識提高，不同地區機構正在不斷制定或更新與環境相關的新法律法規。倘不立即採取行動提高其氣候適應性，本集團的產品及服務可能面臨訴訟，從而給本集團帶來風險。

根據氣候相關財務披露工作小組（「氣候相關財務披露工作小組」）的建議，為識別與氣候相關風險並整合短期、中期和長期業務考慮，本集團已將潛在風險分為對其營運的直接影響及與客戶相關的間接影響，並將環境、社會及管治風險管理與企業風險管理框架保持一致，其中包括：

1. 氣候相關主要風險及機遇識別及優先次序
2. 定制氣候情景分析
3. 制定降低風險措施
4. 溝通及披露氣候相關風險及機遇

董事會致力於在本集團內建立有效的風險管理文化及穩健的內部控制框架。作為其職責的一部分，董事會監督及控制與氣候緊急情況相關的風險，該等風險可能會影響本集團及其持份者。董事會亦已將氣候相關議題納入其主要行動計劃及政策，包括向支持向低碳經濟轉型的策略。

SOCIAL SUSTAINABILITY

EMPLOYMENT AND LABOUR PRACTICES

B.1. Employment

The Group believes that employees are the most important asset of the Group and outstanding employees play a key role in retaining old customers and attracting new customers through high-quality services, which can bring the Group more business opportunities. By providing the employees with a safe working environment, high standard benefits, exciting chances for promotion, self-enhancement and career development, the Group ensures that its employment policies can drive its employees to pursue their career goals, which, in turn, can be conducive to the sustainable development of the corporation.

As of the end of FY2019/2020, there were a total of 1,076 employees working for the Group. Table 4 and 5 below show the breakdown of the distribution of the Group's employees by gender, age, position type and geographical location, and the employee turnover rate by gender and age respectively.

Table 4. Total workforce by gender, age group and geographical location in FY2019/2020

Age 年齡	Hong Kong 香港		The PRC 中國		Singapore 新加坡		Total 總計
	Male 男	Female 女	Male 男	Female 女	Male 男	Female 女	
	Geographical location 地理位置						
≤ 30 30歲及以下	4	130	0	11	0	21	166
31-40 31至40歲	23	259	2	13	0	14	311
41-50 41至50歲	22	320	0	12	0	21	375
> 51 51歲及以上	28	183	1	2	0	10	224
Total 總計	77	892	3	38	0	66	1,076

社會可持續性

僱傭及勞工常規

B.1. 僱傭

本集團認為僱員是本集團最寶貴的資產，而優秀僱員在挽留老客戶及透過優質服務吸引新客戶方面發揮關鍵作用，可為本集團帶來更多業務機遇。透過為僱員提供安全的工作環境、高標準福利、振奮人心的擢升、自我提升及職業發展機會，本集團確保其僱傭政策能推動僱員追求其職業目標，從而有利於公司的持續發展。

截至二零一九／二零二零年財政年度結束之日，本集團共有1,076名在職僱員。表四及表五分別顯示按性別、年齡、職位類型及地理位置以及僱員流失比率及年齡劃分的本集團僱員明細。

表四.二零一九／二零二零年財政年度按性別、年齡組別及地理位置劃分的職工總數

	Position type 職位類型		Total 總計
	Full-time 全職	Part-time 兼職	
	964	5	1,076

Table 5. Employee turnover rate by gender and age group in FY2019/2020

表五.於二零一九／二零二零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
	Gender 性別	≤30 30歲及以下	Aged 31-40 31至40歲	Aged 41-50 41至50歲	
Male 男		2	5	3	6
Employee turnover rate* [in %] 僱員流失比率* (%)		0.3	0.5	0.3	0.6
Female 女		45	63	47	34
Employee turnover rate* [in %] 僱員流失比率* (%)		5.4	7.2	5.1	3.7
Total 總計		60	81	57	45
Total employee turnover rate* [in %] 總僱員流失比率* (%)		5.7	7.7	5.4	4.3

* Turnover rate was calculated by dividing the number of employees who resigned with the average number of employees in FY2019/2020, which was 1,056.

* 流失比率乃按二零一九／二零二零年財政年度的離職僱員人數除以平均僱員人數(1,056名)計算得出。

Law compliance

The human resources policies of the Group consistently follow the applicable employment laws and regulations in Hong Kong and other regions where the Group operates to protect its employees' interests. In FY2019/2020, the Group complied with all material relevant laws and regulations including the following:

- *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);*
- *Mandatory Provident Fund Schemes Ordinance (Cap. 485 of the Laws of Hong Kong);*
- *Employment Act (Cap. 91 of the Laws of Singapore); and*
- *Labour Law of the People's Republic of China (《中華人民共和國勞動法》).*

During the year under review, the Group provided employees with mandatory social insurance and medical insurance schemes. The Human Resources Department of the Group and its subsidiaries are responsible for reviewing and updating relevant company policies regularly in accordance with the latest laws and regulations.

遵守法律

本集團的人力資源政策一貫遵守香港及本集團營運所在的其他地區的適用僱傭法律法規，以保障僱員的利益。於二零一九／二零二零年財政年度，本集團已遵守所有重大相關法律法規，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)；
- 《強制性公積金計劃條例》(香港法例第485章)。
- 《僱傭法令》(新加坡法例第91章)；及
- 《中華人民共和國勞動法》。

於回顧年度內，本集團向僱員提供強制性社會保險及醫療保險計劃。本集團及其附屬公司的人力資源部負責根據最新法律法規定期檢討及更新相關公司政策。

Recruitment and promotion

In FY2019/2020, the Human Resources Department of the Group established an annual recruitment plan according to the Group's goal to build a qualified and experienced team. Focusing on the applicants' talents and competency, the Group's recruitment policies and recruitment criteria do not have any restrictions on gender or age. The Internal Audit Department is responsible for the reviewing and reporting of the implementation and performance of the recruitment plans to ensure that the recruitment process adopted by the Group is transparent and fair. To attract a high-calibre workforce, the Group offers competitive and fair remuneration and benefits based on individuals' past performance, personal attributes and job experiences. The Group also makes use of various channels to attract talents including but not limited to participating in recruitment events held by the governments, non-profit organisations and private organisations, Internet posting and headhunting agencies. To allow more flexibility in handling manpower shortages, newly hired employees are in non-continuous employment contracts.

In recognition of the employees' efforts and contribution to the Group's business, the Group has established a series of fair promotion standards to encourage all employees regardless of their gender or age, to improve their performance. All employees have the opportunity to be developed and promoted at the appropriate time.

The promotion system of the Group has been specifically divided into three categories for senior managers, managers and general employees. For senior managers and managers, the supervisors of each level submit promotion recommendations for outstanding managers to the Group. Recommended staff will be promoted after passing through the pre-promotion period. For general employees, after completing the compulsory training programs, exhibiting good performance during the course and finally passing the promotion examination, the promotion will be approved. Based on the employee training record, the Human Resources Department prepares a new contract for eligible staff after receiving the examination report. In addition, the general employees at the highest rank of their class (massage, beauty and slimming) have the opportunity to be promoted to management level.

招聘及晉升

於二零一九／二零二零年財政年度，本集團的人力資源部根據本集團的目標制定年度招聘計劃，並成立合格及經驗豐富的團隊。本集團的招聘政策及招聘標準著重於應聘者的才能及能力，而並無任何性別或年齡限制。內部審計部負責檢討及匯報招聘計劃的執行情況及表現，以確保本集團所採用的招聘流程為透明及公平。為吸引高素質人員，本集團基於個人過往表現、個人品德及工作經驗提供具競爭力及公平的薪酬及福利。本集團亦通過各種渠道吸引人才，包括但不限於參加政府、非盈利組織及私營機構舉辦的招聘活動、互聯網發佈招聘信息及聘用獵頭公司吸納人才。為使處理人手短缺時有更大的彈性，新入職僱員均須簽訂非連續性僱傭合同。

為表彰僱員為本集團業務所作的努力和貢獻，本集團已制定一系列公平的晉升標準，藉此鼓勵所有僱員提高工作績效，而無需考慮性別或年齡差異。所有僱員在適當時候均可獲得發展及晉升機會。

本集團的晉升體系具體分為高級管理層、經理人員和一般僱員三種類別。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。被推薦的僱員成功通過試升階段便可正式晉升。就一般僱員而言，一般僱員完成必修培訓項目，並在培訓過程中表現良好及最終通過晉升考試後均會獲得晉升。根據僱員培訓記錄，人力資源部將在收到考核報告後為合資格員工準備新合同。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。

Compensation and dismissal

The Group is in full compliance with the regulations in relation to minimum wages and working-age in local operating regions. Relevant policies and compensation packages are reviewed by the Human Resources Department with respect to the latest laws and regulations on a regular basis.

The Group offers fair remuneration and benefits based on an individual's past performance, personal attributes, job experiences and career aspiration. The Group also refers to market benchmarks in determining its remuneration and benefits policies. Besides, bonuses are offered to employees with excellent performance based on the Group's financial condition and employee's performance to ensure that all employees are recognised by the Group appropriately with regard to their working efforts and contributions.

Meanwhile, any appointment, promotion or termination of the 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 its employee's rights. As such, stringent policies of the dismissal of employees are in place for internal management. For instance, the staff who has violated the Group's employment policies will be warned verbally before receiving a warning letter. If they keep on making the same mistakes, the Group will terminate their employment contracts in accordance with the relevant laws and regulations.

Working hours and rest period

The Group complies with local laws and regulations relating to working hours and formulates its internal policies to better manage the working time and rest periods for employees. To monitor employees' attendance in more efficient ways, the Group has introduced an "Application" software for the staff to apply for leave, in which all the processing and records can be checked whenever necessary. 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, funeral leave and birthday leave.

報酬及解僱

本集團全面遵守營運地區當地有關最低工資及工作年齡的規定。人力資源部將參考最新法例法規定期檢討相關政策及薪酬結構。

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，向表現出色的僱員授予花紅，以確保所有僱員的努力及貢獻適當地獲得本集團肯定。

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公平或不合理的解僱，以保障僱員權利。因此，已為解僱僱員制定嚴格的內部管理政策。例如，在對違反本集團僱傭政策的員工發出警告信前將發出口頭警告，如有再犯，本集團將根據相關法律法規終止與彼等的僱傭合約。

工作時數及假期

本集團遵守當地有關工作時數的法律及規例，並制定其內部政策，以更好地管理僱員的工作時數及假期。為更有效地監控僱員的出勤情況，本集團引進「申請」軟件供員工申請休假，可隨時按需查閱軟件內所有的處理及記錄。除基本年假及法定假日外，僱員亦可享有額外的休假福利，例如婚假、產假、陪產假、退休假、喪假及生日假期等。

Equal-opportunity and anti-discrimination

As an equal opportunity employer, the Group 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. Employees are encouraged to voice out if they encounter any discrimination and the Human Resources Department of the Group will take the responsibility for assessing, dealing with, recording and taking any necessary disciplinary actions in relation to the case and relevant individuals fairly and transparently in accordance with the local ordinances and regulations.

Other benefits and welfare

The Group highly values its employees' well-being. The Group firmly believes that the sense of belonging is what allows employees to be their authentic selves and to perform better in creating a satisfying career. By fostering a sense of belonging for employees, the Group may gain long-term competitiveness and success. The Group provides its employees with allowance for beauty products and services, overseas accommodation and round-trip tickets, medical benefits and medical subsidies. Accidental insurance cover is also provided to employees by the Group. At traditional festivals, the Group will offer its employees additional bonuses and gifts. Besides, activities such as gala parties are often organised by the Group for employees, which not only can help them relieve stress, but also strengthen a bond between employees and thus smooth out any tensions among them.

平等機會及反歧視

作為平等機會僱主，本集團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。本集團鼓勵僱員在遭遇任何歧視的情況下勇於發聲，本集團人力資源部負責根據當地條例及法例公平、透明地評估、處理、記錄案件及相關個人並就此採取任何必要的紀律處分。

其他待遇及福利

本集團高度重視僱員的福祉。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，並在創造理想的職業生涯中有更好的造詣，培養僱員的歸屬感將為本集團帶來長期競爭力和成功。本集團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。本集團於傳統節日期間向僱員發放額外的獎金及禮品。此外，本集團經常組織聯歡會等僱員活動，緩解僱員壓力，加強僱員間的聯繫，從而緩和僱員間的緊張關係。

The Group carefully listens to the voice of its employees. In terms of internal communication, the effective two-way communication between the general staff and managerial staff is highly encouraged within the Group. Timely and smooth communications are maintained through different means like emails, bulletin posting, company website, training, regular meetings, etc. The Group believes that building a harmonious and barrier-free employer-employee relationship helps create a productive and pleasant working environment.

In FY2019/2020, 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.

B.2. Health and Safety

Incorporating employees' occupational health and safety into the Group's daily operations is 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 relevant laws and regulations in the operating region, including the 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].

Adhering to the service tenet of "Safe Operation, Safe Service", the Group has arranged a series of training on the operational procedures and safety precautions in the utilisation of instruments to lower the risk of accidents due to improper operations. Workers are required to follow the instructions on the manual from the manufacturers and must pass relevant tests before using any instrument. The Group also provides its employees with safety training and handbooks that set out tips and steps about the correct and safe use of relevant machines. To further prevent any operating risks, the Group has assigned qualified professionals to conduct safety inspections regularly, ensuring that the instruments are in normal operational state and all operations fully meet the safety requirements.

本集團認真傾聽僱員的訴求。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。本集團透過電郵、刊發公告、公司網站、培訓及定期會議等各種途徑保持適時及順暢的溝通。本集團相信維繫和諧及毫無隔膜的勞資關係有助營造高效及愉快的工作環境。

於二零一九／二零二零年財政年度，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。

B.2. 健康與安全

將僱員的職業健康與安全納入本集團的日常運營乃本集團長期發展的關鍵所在。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，本集團已制定符合營運區域的有關法律及規例的工作安全與健康政策，包括《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)。

本集團遵循「安全操作，服務安全」的服務宗旨，安排一系列使用儀器的操作程序和安全措施的培訓，以降低因不當操作而導致的事務風險。本集團要求工人按照生產商操作手冊的指示進行操作，並在通過相關測試後方可使用任何儀器。本集團亦向其僱員提供安全培訓及載列正確安全使用有關機器的提示及步驟的手冊。為進一步防範任何操作風險，本集團委派合資格專業人員定期進行安全檢查，以確保儀器運作正常及所有操作完全符合安全要求。

The Group is committed to providing a safe and comfortable working environment for employees. According to relevant laws, personal protective equipment, such as earplugs and masks are provided to its employees. During the outbreak of COVID-19, in particular, the Group cared about its workers' health and stepped up its efforts to ensure that all working areas were sanitised regularly and all workers were required to put on face masks. The Group also adopted a shift working system so as to make sure that its employees could have enough time to rest at such a critical time. To maintain a clean and safe working environment, the Group prohibits smoking and drinking in the operating regions and organises regular air conditioning system cleaning and carpet disinfection. Besides, the Group keeps the operating regions orderly all the time and puts up warning signs to remind employees of avoiding any accident caused by carelessness when necessary.

To prevent any kind of injuries from happening in case of emergency, all the fire equipment is regularly checked and maintained and all the emergency exits are kept clear without any blockage by rubbish or stock. All the first aid boxes in operating areas are also sufficiently stocked and unlocked all the time.

In FY2019/2020, 94 lost days due to work injury were recorded while zero fatalities were recorded by the Group. The Group has carefully reviewed each work-related injury case to understand the causes and make proper improvements timely. The Human Resources Department of the Group will set up more comprehensive procedures for occupational injury review in the future to manage and control work-related injuries in a more systematic way.

本集團致力為僱員提供安全舒適的工作環境。根據相關法律，本集團為其僱員提供個人防護裝備，如耳塞和口罩。尤其是於COVID-19爆發期間，本集團心繫員工健康，採取多項措施確保所有工作區域定期消毒，要求所有員工佩戴口罩。本集團亦採取輪班工作制，確保僱員於此關鍵時期擁有充足的休息時間。為維持清潔安全的工作環境，本集團禁止在營運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，本集團始終保持營運區域秩序井然並於必要時設置警示牌，提醒僱員避免因粗心而發生任何意外。

為了防止在緊急情況下發生任何形式的傷害，所有消防設備均會定期檢查及維護，所有緊急出口保持暢通，並無任何垃圾或存貨阻塞。所有作業區的急救箱亦有充足的儲備，並始終不上鎖。

於二零一九／二零二零年財政年度，本集團錄得94個因工傷損失工作日數及零死亡人數。本集團已仔細檢討每一宗工傷個案，瞭解原因並及時制定適當的改進措施。本集團人力資源部將於未來建立更全面的工傷檢視程序，以更系統的方式地管理及控制工傷的發生。

Table 6. Total workday lost due to occupational injury in FY2019/2020

表六.於二零一九／二零二零年財政年度因工傷損失的工作日總數

No. of the fatal accident in the past 3 years	No. of occupational death in FY2019/2020	Lost days due to injury in FY2019/2020
於過往三年死亡事故數目	於二零一九／二零二零年財政年度 因工死亡人數	於二零一九／二零二零年財政年度 因工傷損失的工作日數
0	0	94

During the year under review, the Group was not in violation of any of the 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

Laying emphasis on employees' professional development, the Group cares about the growth of its employees and offers comprehensive training and development programmes for its employees so as to improve their working capacity and professional skills. The Group believes that by encouraging the self-improvement of its staff through the intranet platform, the overall operational efficiency of its business will be enhanced. Beauty Expert International Academy is the training centre set up by the Group that aims to provide high-quality new forces for the beauty industry and to improve the professional ability of beauty practitioners.

B.3. 發展及培訓

本集團重視僱員的專業發展，關心僱員的成長，並向僱員提供全面的培訓及發展課程，以提高彼等的工作能力及專業技能。本集團認為，透過鼓勵員工通過內聯網平台進行自我提升可提高業務的整體營運效率。美容專家國際學院為本集團設立的培訓中心，旨在為美容行業提供高質素的新生力量及提高美容從業者的專業能力。



The Training Department of the Group is responsible for setting up the Annual Training Programme and developing training schedules for staff at relevant positions. Various training programmes are organised according to the staff's experience and job positions, in which the exact learning hours are set and certificates are provided after assessment. The Group has developed job-based training targets, contents, and established training centres with various beauty courses for the employees, so as to enhance the knowledge and skills of the employees in various aspects at a professional level. Specifically, 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 hired staff to understand the corporate culture, business processes and occupational 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 in relation to local and international professional qualifications and certificates in beauty treatments (such as QF, ITEC, CIBTAC). The training courses are highlighted in Table 7 below.

本集團的培訓部負責為相關職位的員工設立年度培訓課程及制定培訓時間表。本集團根據員工的經驗及職位組織各類培訓課程，當中訂有準確的學習時數，並於評估後頒發證書。本集團為僱員制定崗位培訓目標、內容及設立包含各類美容課程的培訓中心，以將僱員於各方面的知識技能提高至專業水平。具體而言，培訓中心提供1)綜合入門培訓予對美容行業感興趣的人士，並向美容院引薦；2)入職培訓予新入職員工，以令其瞭解企業文化、業務流程及職業健康與安全規定；3)在職培訓，包括崗位知識及個人技能提升各方面的定期培訓；及4)有關當地及國際專業資格及美容護理證書(如QF、ITEC、CIBTAC)。培訓課程概述於下文表七。

Table 7. Training content in FY2019/2020

表七. 於二零一九/二零二零年財政年度的培訓內容

Training Content in FY2019/2020

二零一九 / 二零二零年財政年度的培訓內容

Senior Management 高級管理層

Management skills 管理技能

Introduction of 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 of the latest trend of the beauty service market and how to meet the demands of customers

介紹美容服務市場的最新趨勢及如何滿足客戶的需求

Introduction of the ingredients, operating principles and sales method of the new treatments and machines

介紹新療程及機器的原料、操作原則及銷售方法

General Staff 一般僱員

Product and service knowledge 產品及服務知識

Product manual and price, sales skills sales guideline

產品手冊及價格、銷售技巧及銷售指南

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

Slimming skill course 纖體技能課程

Code of conduct, slimming care skills, product knowledge, instrument operation skills

職業操守、纖體護理技巧、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、深入瞭解水療及其他按摩護理

In FY2019/2020, 81.4% of its employees received training with a total time of 22,287 hours. Details of the attendances and hours of training are presented in Table 8 below.

於二零一九／二零二零年財政年度，本集團81.4%的僱員已接受時數合共22,287小時的培訓。培訓的參與情況及時數詳情呈列於下文表八。

Table 8. Total trained employees and training hours in FY2019/2020

表八.於二零一九／二零二零年財政年度參與培訓的僱員總數及培訓時數

		Executives 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 receiving training 參與培訓的僱員人數	Male 男性	0	0	25	25
	Female 女性	8	133	710	851
	Total: 總計：				876
Training time (hours) 培訓時間(小時)	Male 男性	0	0	31	31
	Female 女性	258	4,311	17,687	22,256
	Total: 總計：				22,287
Average training time (hours) 平均培訓時間(小時)	Male 男性	0	0	1.24	1.24
	Female 女性	32.3	32.4	24.9	26.2
	Total: 總計：				

In addition to the internal training courses, the Group also encourages employees to attend external training, seminars and certification examinations for improving their competitiveness and expanding their capacity through continuous learning. Employees can apply for the reimbursement for the training fee of designated Diploma Course.

除內部培訓課程之外，本集團亦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。僱員可申請報銷指定課程文憑的培訓費。

The Group is committed to cultivating a continuous learning culture that could strengthen its employees' professional knowledge and expand their skillset, so as to benefit the Group as employees are expected to achieve better working performance after receiving appropriate training.

B.4. Labour Standards

In FY2019/2020, the Group strictly abided by the Employment Ordinance (Cap. 57 of the Laws of Hong Kong), the Labour Law of the People's Republic of China (《中華人民共和國勞動法》), Provisions on the Prohibition of Using Child Labour (《禁止使用童工規定》) and International Labour Organisations ("ILO") Conventions to prohibit any child labour or forced labour employment.

The Group has formulated internal policies in line with the requirements of SA8000 Standard. To combat illegal employment on child labour, underage workers and forced labour, prior to the confirmation of employment, the Group's Human Resources Department requires job applicants to provide valid identity documents to ensure that the applicants are lawfully employable. All personal information provided by the applicants during recruitment should be real and valid. 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 the compliance of the Group with the latest relevant laws and regulations. To further prevent the risk of violating the laws in the prevention of hiring child labour, underage workers and forced labour, the Group encourages its staff in the Human Resource Department to keep updated of the latest labour laws and regulations. Once the Group finds any case against the labour standards, the employment contract will be immediately terminated.

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

本集團旨在培養可增加僱員專業知識及擴展彼等技能的持續學習文化，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

於二零一九／二零二零年財政年度，本集團嚴格遵守《僱傭條例》(香港法例第57章)、《中華人民共和國勞動法》、《禁止使用童工規定》及國際勞工組織(「國際勞工組織」)公約，禁止僱傭童工或強制性勞工。

本集團已制定內部政策，以遵守SA8000標準的規定。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，本集團人力資源部會要求應聘者提供有效身份文件以確保申請人可合法受聘。申請人於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。為進一步預防違反防止僱傭童工、未成年工人及強制性勞工法律的風險，本集團鼓勵人力資源部員工時刻瞭解最新的勞動法律及規例。一旦本集團發現任何違反勞工準則的情況，將立刻終止僱傭合約。

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防止童工及強制性勞工的相關法律及規例。

OPERATING PRACTICES

B.5. Supply Chain Management

As a socially responsible enterprise, the Group strives to build a sustainable and reliable supply chain by purchasing natural materials as the raw materials for products that cause minimal negative impacts on the environment and society. The Group believes that effective and sound management of the supply chain is the key to protect the reputation of the Group's brand, ensure the business sustainability and lower the operating costs.

To manage the environmental and social risks along the supply chain, the Group has strictly implemented its internal policies in its supplier selection. Specifically, the Group selects the suppliers prudently by evaluating their product quality, production capability and environment, compliance with relevant laws, technical strength, financial status, reputation and business track records. Potential suppliers are required to provide samples to the Group in advance to ensure their product quality and technical competency. After passing through a series of stringent internal assessments, the supplier will be marked as a qualified supplier. During the year under review, the Group performed onsite investigations to ensure the quality of purchased products. The Group endeavours to build a sound partnership with its suppliers. The Group communicates with suppliers and their factories regularly through the internet, conference calls, advertisements, exhibitions and other media, which are regarded as an important enabler in maintaining a sustainable and stable supply chain. The meeting minutes are usually confirmed through written documents to minimise the risk of misinterpretation of information, which ensures that both parties can cooperate and work smoothly.

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。本集團相信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。

為管理供應鏈中的環境及社會風險，本集團在選擇供應商方面已嚴格執行其內部政策。具體而言，本集團通過評估供應商的產品質量、產能及生產環境、相關法律的遵守、技術實力、財務狀況、聲譽及業務往績記錄，審慎選擇供應商。潛在供應商須提前向本集團提供樣品，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，本集團進行了現場調查，以確保所購買產品的質量。本集團致力於與其供應商建立良好的夥伴關係。本集團通過互聯網、電話會議、廣告、展覽及其他媒介定期與供應商及其工廠溝通，其被認為是維持可持續的及穩定的供應鏈的重要推動力。會議紀要通常通過書面文件確認，以盡可能降低信息誤解的風險，從而確保雙方合作及工作得以順利進行。

To ensure that all risks throughout the supply chain could be minimised, the Group has further taken effective measures in its supply chain management. Specifically, the procurement requirements are set clearly and all the procurement and stock records are required to be archived for review in the future when necessary. When choosing suppliers, at least 3 suppliers should be included and compared in terms of product quality and price. The Group conducts performance reviews on qualified supplier's services at intervals. Suppliers who fail the assessment will be removed from the qualified supplier list. The Group also arranges meetings with its suppliers regularly to prevent any significant delay of delivery. Before cooperation with suppliers, the Group may require suppliers to sign a confidential contract if necessary.

The Group ensures that its selected suppliers are in strict compliance with applicable local environmental laws, ordinances and regulations as well. With a reliable and effective supplier selection mechanism, the Group is committed to partnering with the suppliers that are socially and environmentally responsible and in conformance with business ethics. To ensure that the selected suppliers consistently comply with its internal policies, the Group may require its suppliers to provide relevant environmental certificates, internal strategies and health and safety management plans for review. In pursuit of green procurement, the Group endeavours to forge an environmental-friendly supply chain by giving priority to hypoallergenic, non-toxic, and oil-free chemical products and products containing natural fragrances during procurement.

B.6. Product Responsibility

As a renowned enterprise in the beauty industry, product responsibility and customer satisfaction are two vital elements to the Group's business development. The satisfaction and feedback of its internal employees and customers are the biggest driving force for the Group's continuous improvement. To stay competitive in the market, the Group understands that only the best services can earn the trust and support of customers. Therefore, sticking to its customer-oriented principle, the Group is committed to leading the entire beauty industry in Hong Kong and Asia towards sustainability with premium, safe and satisfactory beauty and healthcare products and services.

為確保盡量減少整個供應鏈中的所有風險，本集團已在其供應鏈管理中進一步採取有效措施。具體而言，訂明明確的採購要求以及所有採購及庫存記錄須存檔以供日後需要時審閱。在選擇供應商時，應至少包括3個供應商，並就產品質量及價格進行比較。本集團定期對合資格供應商的服務進行績效評核。未通過評估的供應商將從合資格供應商名單中移除。本集團亦安排與其供應商進行定期會議，以防止交付出現任何重大延誤。在與供應商合作之前，如需要的話本集團可要求供應商簽署保密合同。

本集團確保其選定的供應商嚴格遵守當地適用的環境法律、條例及法規。憑藉可靠及有效的供應商挑選機制，本集團致力於與對社會及環境負責並遵守商業道德的供應商合作。為確保選定的供應商持續遵守其內部政策，本集團或會要求其供應商提供相關環境資質、內部策略及健康與安全管理計劃以供審閱。為追求綠色採購，本集團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，致力打造環境友好型供應鏈。

B.6. 產品責任

作為美容行業的知名企業，產品責任和客戶滿意度是本集團業務發展的兩項重要因素。其內部僱員和客戶的滿意度和反饋是本集團持續改進的最大驅動力。為保持市場競爭力，本集團明白只有最好的服務才能贏得客戶的信任及支持。因此，本集團堅持其顧客至上的原則，以高端、安全、滿意的美容保健產品及服務，致力於引領香港乃至亞洲整個美容行業走向可持續發展。

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, in FY2019/2020, the Group strictly abided by relevant laws and regulations with regard to the health and safety, advertising, labelling and privacy matters of its products and services.

Quality of products and services

Reliable supply is pivotal in the safety and quality of the products provided by the Group. Thus, 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 the safety and health of its clients while bringing them a constantly pleasant experience. The professional teams that possess proper licences are responsible for providing beauty consultation services to the Group's customers. All employees should follow the internal policies of the Group regarding the disinfection and hygiene practices, so as to ensure that the operating areas are in safe and good quality.

The Group has developed "Guidelines of Sales" and "Product Description Policy" to prevent employees from providing any false guidance to customers. All employees should understand, consent to and fully comply with relevant guidelines and the Trade Descriptions Ordinance (Cap. 362 of the Laws of Hong Kong). The Group provides its employees with professional training on sales to make sure that any unfair sales practices will be eliminated and the sales practices with dignity and integrity will be promoted. In addition, the Group also sets clear terms and conditions for business transactions, which are kept in record with copies given to the customers so as to protect their consumer's rights.

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

遵守法律

為保障終端用戶和消費者的合法權利及權益及加強對產品質量的監督及控制，於二零一九／二零二零年財政年度，本集團嚴格遵守產品與服務的健康與安全、廣告、標籤及隱私事宜相關的法律及規例。

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可靠的供給。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，以確保在帶給客戶持續愉悅的體驗時確保客戶的安全與健康。持有正規許可證的專業團隊負責為本集團的顧客提供美容諮詢服務。全體僱員均應遵守本集團有關消毒與衛生實務的內部政策，從而確保經營區域的安全良好質素。

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、同意並全面遵守有關指引及《商品說明條例》(香港法例第362章)。本集團為其僱員提供專業銷售培訓，以確保消除任何不良銷售慣例，同時令有尊嚴和誠信的銷售慣例得以推行。此外，本集團亦就業務交易制定明確的條款及條件，並備妥副本予顧客以保障其顧客權利。

本集團提供各種預約平台，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。為更好地管理預約系統，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。

To improve the services provided to its clients, the Group has organised different training courses on service techniques for its employees regularly and keep relevant records.

Complaints

The Group believes that quality begins and ends with the satisfaction of customer's needs. The Group is committed to garnering a better understanding of its clients' current needs and expectations in order to keep optimising its business operations continuously. The Group respects each customer's experience and actively collects customers' feedback through surveys on social platforms to facilitate the Group's improvement on the safety and quality of products and services.

In response to the feedback and complaints filed by its clients, the employees of the Group have been trained on how to reply and deal with customers' inquiries appropriately. Customers can express their opinions through service hotline, online feedback collection platform, mail, and fax. Details of the complaints will be kept in record for review. The Group requires that all customers' enquiries, recommendations and complaints be addressed within 7 days, and customers be notified with the latest dealing progress. Complaints that are not resolved within two weeks will be transferred to the manager.

The Group always takes the suggestions from clients seriously and proactively reviews and optimises its business operations in order to meet the ever-changing expectations of its valued clients. For instance, the Group keeps adjusting its schedules so as to satisfy its customers' high demand. Through efficient dialogue and mutual understanding with its clients, the Group is dedicated to improving its business performance and delivering top-notch services and products to its clients.

In FY2019/2020, the Group did not receive any complaints from its customers regarding its products.

為提高向其客戶提供的服務，本集團已就服務技巧定期向其僱員組織不同培訓課程，並保存相關記錄。

投訴

本集團相信，質量始終以滿足顧客需求為宗旨。本集團致力於更好地瞭解顧客的當前需求及期望，從而不斷優化其業務營運。本集團注重每位顧客的體驗，並積極通過社交平台調查收集顧客反饋，以促進本集團對產品及服務的安全與質量改進。

針對顧客的反饋及投訴，本集團已就適當回復及處理顧客詢問對僱員進行培訓。顧客可通過服務熱綫、在綫反饋收集平台、郵件及傳真傳達意見。投訴詳情將進行存檔以供審閱。本集團規定，所有顧客詢問、建議及投訴均須於七日內處理並告知顧客最新處理進展。兩周內未獲解決的投訴將移交經理處理。

本集團一直認真對待顧客建議，積極檢討及優化其業務營運，以滿足其尊貴顧客不斷變化的期望。例如，本集團持續調整其時間表，以滿足顧客的高強度需求。本集團透過與其顧客的高效溝通及相互理解，致力於提高其業務表現，為其顧客提供頂尖的服務及產品。

於二零一九／二零二零年財政年度，本集團並未接獲顧客有關產品的任何投訴。

Advertising

All the advertising materials are designed by the Group's Marketing Department and should be approved by the Group's CEO to ensure that the contents are appropriate and legal before sending it to other departments or for publishing. The Group has formulated internal guidelines to ensure that the marketing and advertising materials comply with local laws and regulations, and any false statements or exaggerations on products and services are strongly prohibited. All promotional and advertising material should be legally, fairly and honestly presented. The Group also engages legal advisors to offer advice on the Group's practice in product advertising.

Labelling

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

Privacy matters

The Group highly values customers' privacy and pays great attention to the protection of customers' personal information. In FY2019/2020, the Group was in compliance with Personal Data (Privacy) Ordinance (Cap. 486 of the Laws of Hong Kong) and how to correctly collect and use its customers' information has clearly been written in the Group's internal policies.

The Group never collects and records any unnecessary personal information such as ID cards from its customers. The Group has installed a facial recognition system, which allows its customers to enjoy the services without presenting ID cards, thereby further lowering the risks of information leakage. When creating profiles for new customers, only the mobile phone number is needed for SMS verification. The Group emphasises the security of the "Point of Sales" system and has set up policies to prevent any unauthorised access to customers' information. The Group's IT Department also sets permit ranges for data enquiry based on position levels. To further safeguard the customers' privacy, all customers' data are stored in highly encrypted systems, so as to prevent any risks of data leakage, damage or unauthorised handling of customers' information.

廣告

所有廣告材料均由本集團市場部設計，於送交其他部門或發佈前應經本集團行政總裁批准，以確保內容適當及合法。本集團制定內部指引，確保營銷及廣告材料符合當地法律法規，嚴禁對產品及服務作出任何虛假陳述或誇大事實。所有宣傳及廣告材料應合法、公正及誠實地呈列。本集團亦聘請法律顧問為本集團的產品廣告實務提供意見。

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瞭解及安全地使用產品。

隱私事宜

本集團高度重視顧客隱私，重視對顧客個人資料的保護。於二零一九／二零二零年財政年度，本集團遵守香港法例第486章《個人資料(私隱)條例》，而本集團的內部政策亦明確書面載有正確收集並使用顧客資料的方法。

本集團從未收集及記錄任何不必要的個人資料，如顧客身份證。本集團已安裝臉部識別系統，使顧客毋須出示身份證即可享受服務，從而進一步降低資料外泄風險。於為新顧客建檔時，僅需使用手機號碼以供短信驗證。本集團重視「銷售終端(Point of Sales)」系統的安全工作，並已制定政策防止在未獲授權下獲取顧客資料的情況。本集團的資訊科技部門亦已根據職位等級設置數據查詢的許可範圍。為進一步保障顧客隱私，所有顧客數據存於高度加密系統，以防止任何數據洩露、毀壞或在未獲授權下處理顧客資料的風險。

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

Intellectual property rights

The Group actively protects its intellectual property by following the intellectual property application procedures in Hong Kong and complies with the Trade Marks Ordinance (Cap. 559 of the Laws of Hong Kong). The Group has legal advisors who are responsible for providing professional advice on the protection of intellectual property rights and has appointed internal employees to monitor and prevent any act that might infringe upon the Group's intellectual property.

B.7. Anti-corruption

As building a trustworthy reputation in the market and earning the confidence from its clients and business partners is material to the Group, to maintain a fair, ethical and efficient business and working environment, the Group strictly complies with the local laws and regulations relating to bribery, extortion, fraud and money laundering irrespective of the area or country where the Group operates. The material and applicable laws and regulations include:

- Prevention of Bribery Ordinance (Cap. 201 of the Laws of Hong Kong);
- Anti-Money Laundering and Counter-Terrorist Financing (Financial Institutions) Ordinance (Cap. 615 of the Laws of Hong Kong);
- Prevention of Corruption Act (Cap. 241 of the Laws of Singapore);
- Anti-Corruption Law of the People's Republic of China (《中華人民共和國反腐敗法》);
- Law of the People's Republic of China on Anti-money Laundering (《中華人民共和國反洗錢法》);

本集團透過內部政策(即《個人資料保護政策及執行》),向全體僱員說明數據收集、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約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。本集團禁止任何僱員在未經顧客同意的情況下向第三方洩露任何顧客數據。

知識產權

本集團遵循香港知識產權申請程序及遵守香港法例第559章《商標條例》,積極保護其知識產權。本集團聘有法律顧問負責就知識產權保護提供專業意見,並已委任內部僱員監察及防止任何可能侵犯本集團知識產權的行為。

B.7. 反貪污

由於建立值得信賴的市場聲譽以及獲得客戶及業務合作夥伴的信心對本集團而言至關重要,故為維持公平、有道德及高效的業務及工作環境,本集團嚴格遵守當地有關賄賂、勒索、欺詐和洗黑錢的法律法規(不論本集團的經營所在地或所在國家)。主要適用的法律法規包括:

- 《防止賄賂條例》(香港法例第201章);
- 《打擊洗錢及恐怖分子資金籌集(金融機構)條例》(香港法例第615章);
- 《防止貪污法》(新加坡法例第241章);
- 《中華人民共和國反腐敗法》;
- 《中華人民共和國反洗錢法》;

- Article 274th of the Criminal Law of the People's Republic of China on extortion and fraud (《中華人民共和國刑法第274條(關於敲詐勒索)》); and
- Interim Provisions on Banning Commercial Bribery (《關於禁止商業賄賂行為的暫行規定》).

The Board and employees are required to make a statement in writing to the internal department about any of its direct or indirect financial interest or competition with the business of the Group. The Group strictly prohibits any employee or manager from gaining personal interest by abusing their power.

The Group highly values the employees' honesty and integrity, thereby strictly enforcing the code of conduct to maintain a high standard of business ethics. For the anti-corruption practice in the supply chain, the Group has established "Rules of Buyers" and made every attempt to interpret the anti-corruption guidelines to employees. Employees who violate the rules will be punished accordingly.

Rules of Buyers:

- Procurement of items or projects should be considered with the quotations from at least three companies;
- All procurement payments 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 by more than one buyer; and
- Employees should counsel and meet with new suppliers from time to time to assess the appropriateness of existing quotations.

- 《中華人民共和國刑法第274條(關於敲詐勒索)》; 及
- 《關於禁止商業賄賂行為的暫行規定》。

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任何直接或間接競爭作出書面聲明。本集團嚴禁任何僱員或管理人員濫用職權以謀取私利。

本集團高度重視僱員誠信，因此嚴格執行行為準則，以保持高標準的商業道德。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，並對違反守則的僱員作出相應懲罰。

採購員守則：

- 採購物品或工程需要提交至少三間公司的報價；
- 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，以評估現時報價的適當性。

The Group has zero tolerance to any corruption and sets an effective grievance mechanism for employees and outsiders to report any suspected operations including any person whose act conflicts with the Group's interests and any company which is involved in the corrupt practice. Whistle-blowers may report verbally or in writing to their departments or the senior management of the Group for any suspected misconduct with full details and supporting evidence. The management will conduct investigations to combat against those illegal behaviours to protect the Group's interests. Where any criminality is substantiated, a report will be made to the relevant regulators or law enforcement authorities when necessary.

To further increase the employees' knowledge of bribery, extortion, fraud and money laundering, anti-corruption-related seminars and training courses will be organised by the Group for its directors, management and employees, aiming to raise their awareness and sensitivity of observing law and discipline. During the year under review, no concluded legal cases regarding corrupt practices were brought against the Group or its employees.

In FY2019/2020, the Group was not in violation of any of the 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 its sustainable development and the welfare of communities 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 and helping the poor as its primary social responsibilities. The Group has provided internship opportunities and placements to local students and fresh graduates, allowing them to cumulate working experience and cultivate positive working attitude, so as to enhance their market competitiveness. In FY2019/2020, the Group focused on community investment and participated in several activities to facilitate the harmony of its operating regions.

本集團絕不姑息任何腐敗行為，並為僱員及外部人員設立有效的申訴機制，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，以及任何涉及貪污的公司。舉報人可口頭或書面向其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。管理層會進行調查，打擊該等非法行為，以保護本集團的利益。倘證實存在任何犯罪行為，必要時將向相關監管部門或執法機關作出報告。

為進一步提升僱員對賄賂、勒索、欺詐及洗黑錢的瞭解，本集團將為其董事、管理層及僱員組織反貪污相關研討會及培訓課程，旨在提升其遵紀守法的意識及敏感度。於回顧年度內，並無針對本集團或其僱員的有關貪污行為的已審結訴訟案件。

於二零一九／二零二零年財政年度，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、欺詐及洗黑錢的相關法律及法規。

社區

B.8. 社區投資

本集團認為，企業的可持續發展與社區的福利是不可分割的。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，將當地就業及扶貧視為本集團主要的社會責任。本集團已為當地學生及應屆畢業生提供實習機會，讓彼等累計工作經驗並培養積極的工作態度，從而提高其市場競爭力。於二零一九／二零二零年財政年度，本集團專注於社區投資，並參加多項活動以促進營運地區的和諧發展。

SOCIAL SUSTAINABILITY

社會可持續性

The Group has a profound understanding of the important role that women play in community development. Insisting on improving women's quality of life, the Group has relentlessly promoted re-education and vocational development of women in communities and committed to empowering women through launching various projects. Besides, the Group also has schemes to hire rehabilitated people, hoping to give them a chance and re-integrate them back into society.

Apart from community services, the Group has participated in a wide range of charitable and fund-raising activities. In FY2019/2020, the Group organised several charitable activities around caring about the elderly, including visiting the old people, bringing happiness to them through activities during festivals and offering them lunchboxes, cutlery and warm clothing during winter, etc.

本集團深刻認識到婦女在社區發展中起到的重要性。本集團堅持提高婦女的生活質量，堅持不懈地提升社區婦女的再教育及職業發展，並致力於透過開展各類項目賦予婦女權能。此外，本集團亦已計劃僱傭康復人員，希望給予彼等機會並重新融入社會。

除社區服務外，本集團亦參與多項慈善及籌款活動。於二零一九／二零二零年財政年度，本集團組織多場關於關愛老人的慈善活動，包括拜訪老人、通過節日活動帶給老人溫暖幸福並在冬天為其送上午餐盒飯、餐具及保暖衣物等。



In addition, the Group arranged home visits to grassroots school children and donated necessities such as schoolbags to them during the year under review. On 15th June 2019, the Group held a Flag Selling Day for Grateful Heart Charitable Foundation and supported the coordination of volunteer recruitment, marketing and promotion and logistics. On that day, over 120 staff of the Group and more than 830 volunteers participated in the meaningful campaign with a total of HKD367,309.70 raised after deducting expenses.

此外，於回顧年度本集團對留守在校兒童安排多次家訪並向其捐贈書包等必需品。於二零一九年六月十五日，本集團為身心美慈善基金舉行賣旗日，幫助協調志願者招聘、推廣、促銷及物流。當日，本集團120多名員工及830多名志願者參與該有意義活動，在扣除開支後合共籌得367,309.70港元。

15 JUNE 2019

FLAG SELLING DAY

\$367,309.70 was raised
after deducting expenses.





SOCIAL SUSTAINABILITY

社會可持續性

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

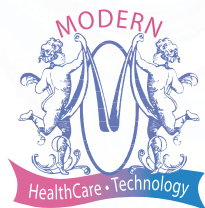
- Partner Employer Award from Hong Kong General Chamber of Small and Medium Business;
- Caring Employers Award from the Correctional Services Department.

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

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，並以實際行動堅定不移地為推動與社區的和諧共榮而努力。



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