

ENVIRONMENTAL SOCIAL &  
GOVERNANCE REPORT  
環境、社會及管治報告

2020

SS  
SS  
修身堂  
SAU SAN TONG  
8200





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## APPROACH 方針

Sau San Tong Holdings Limited (hereafter, called the “**Sau San Tong**”, the “**Company**”, “**we**”, or “**us**”) is committed to promoting transparency of the Company’s operations and the impact of its operations on the environment and society in which it operates, as well as communication with its stakeholders. The results of the Environmental, Social and Governance (“**ESG**”) review shown in this report demonstrate the importance of environmental protection we place on top of our business development target, and explain how we seek to continually improve our ESG strategy in line with the global standards. The report also illustrates the focus of our resources utilized for our core operations in order for the Company to become the leading professional slimming and beauty service provider for creating a highly efficient and balanced business profile.

We look at issues that may have a reputational impact on, or that may pose a risk to, the Company and its subsidiaries (hereafter called the “**Group**”) in short-, medium- or long- term. Issues that are important to our stakeholders, including but not limited to, our customers and employees, as well as non-governmental organizations (“**NGOs**”), are also crucial to us. We are positive in developing opportunities with a focus on work ethics to ensure that the Group’s success in business development is sustainable with the benefits to be passed on to our employees, customers and the environment.



修身堂控股有限公司(以下稱為「**修身堂**」、「**本公司**」或「**我們**」)致力提高本公司營運以及其對業務所在環境及社區影響之透明度，並促進與其持份者之溝通。本報告所呈報之環境、社會及管治(「**環境、社會及管治**」)檢討結果足證我們竭力達成業務發展目標之外，亦重視環境保護，並闡釋我們持續改善環境、社會及管治策略之方法，以符合全球標準。本報告亦說明我們於核心業務使用資源之主要範疇，以令本公司能夠成為領先專業纖體及美容服務供應商，締造高效及全面之業務組合。

我們審閱在中短期或長遠而言對本公司及其附屬公司(以下統稱「**本集團**」)之信譽可能造成影響，或甚至令本集團承擔風險之事宜。我們亦非常重視對我們之持份者(包括但不限於客戶及僱員)以及非政府組織(「**非政府組織**」)而言攸關重要之事宜。我們積極開拓發展機會，同時秉持職業道德，確保本集團成功實現業務可持續發展，亦令我們之僱員、客戶及環境受惠。

## APPROACH 方針

We see the integration of sustainability into our business strategy as well as daily operations as a must to pursue our business model. To deal with the ESG issues effectively, understanding of, and interaction with, our employees, customers and other stakeholders are of the highest priority. We believe that effective management of ESG issues is important to our long-term success in a rapidly changing world. With thorough understanding of the ESG risks and opportunities, the Group will be better positioned in allocating its resources to reduce and recycle different kinds of waste, and responding to the increasing demand for higher standards of waste treatment by regulators. Thus, with all the aforementioned factors, the Group expects itself to face greater challenges. In addition, we believe that our expertise, capabilities, and ownership model can form part of the solutions to some of the challenges that organizations around the world are already facing. We are confident that as part of the business decision-making process, by involving all relevant stakeholders in the ESG management process, we will be able to better monitor the ESG issues, and the long-term success of the Group will be assured.

Finally, our sustainability strategy in the following aspects applies to all the work streams:

1. To promote environmental sustainability;
2. To attract, retain and support employees;
3. To engage with stakeholders;
4. To sustain local communities;
5. To strengthen community relations;
6. To grow suppliers' commitment.



為實現我們之業務模式，我們認為可持續性在我們之業務策略及日常營運中不可缺少，而為了有效處理環境、社會及管治事宜，了解我們之僱員、客戶及其他持份者及與彼等互動是首要任務。我們相信，有效管理環境、社會及管治事宜，對我們在瞬息萬變之世界取得長遠成功而言十分重要。透過全面了解環境、社會及管治風險及機會，本集團將在分配資源方面具備更佳優勢，以減少製造及回收不同類別之廢物，並可配合監管機關就廢物處理推陳出新之更高標準。因此，鑑於上述因素，本集團預期將迎來更大挑戰。此外，我們相信憑藉我們之專才、實力及擁有權模型，可為世界各地之組織現正面臨之若干挑戰提供部分解決方案。我們充滿信心，作為業務決策過程之一部分，透過於環境、社會及管治之管理過程中與所有相關持份者互動，我們將能夠加強監控環境、社會及管治事宜，並確保本集團之長遠成功。

最後，我們於以下各方面之可持續性策略適用於所有業務範疇：

1. 推廣環境可持續性；
2. 吸引、挽留及支持僱員；
3. 與持份者溝通；
4. 維持地方社區；
5. 鞏固社區關係；
6. 培養供應商承擔。

## ABOUT THIS REPORT 有關本報告

### Report Profile

This ESG report (“**Report**”) focuses on the Group’s main operations in Hong Kong and the People’s Republic of China (the “**PRC**”), for the financial year ended 31 March 2020 (“**Reporting Period**”). It describes the Group’s progress on the way towards creating sustainable value for its shareholders and other stakeholders. During the process of preparing this Report, we have conducted thorough review and evaluation of the existing ESG practices of the Group with the aim of achieving better performance results in the future.

### Report Scope and Boundary

This Report contains information that is material for the stakeholders to understand the Group’s ESG practices and performance in its daily operations in Hong Kong and the PRC. Unless otherwise stated, this Report focuses on the Group’s key operating units in Hong Kong and Shanghai.

In addition to the internal factors such as our core values, strategy and competency that contribute to our sustainable development, we have considered the ESG challenges as reported by other market players, and communicated with our stakeholders as for them to decide and prioritize the material topics in this Report.

The material ESG issues are considered as they have or may have a significant impact on:

- the various branches of the Group in Hong Kong and the PRC;
- the current and future environment and/or society;
- our financial and/or operational performance; and
- our stakeholders’ assessments, decisions and actions.

This Report is prepared in accordance with the ESG Reporting Guide of The Stock Exchange of Hong Kong Limited (the “**Stock Exchange**”) as set out in Appendix 20 to the Rules Governing the Listing of Securities on GEM of the Stock Exchange (the “**GEM Listing Rules**”).

### 報告概況

本環境、社會及管治報告(「**報告**」)專注於本集團截至二零二零年三月三十一日止財政年度(「**報告期間**」)於香港及中華人民共和國(「**中國**」)之主要業務。其闡述本集團為股東及其他持份者創造可持續價值之進展。於編製本報告之過程中，我們檢討及評估本集團現時之環境、社會及管治實務，期望日後取得更佳表現。

### 報告範圍及限制

本報告載有對持份者了解本集團於香港及中國日常營運中之環境、社會及管治實務及表現而言屬重要之資料。除另有所述者外，本報告著重於本集團在香港及上海之主要營運單位。

除我們之核心價值、策略及實力等內部因素有助我們實現可持續發展外，我們已考慮其他市場參與者報告之社會、環境及管治挑戰並與我們之持份者溝通，以令彼等決定本報告之重要主題及其優先次序。

倘重要之相關環境、社會及管治事宜對以下各方面造成或可能造成重大影響，則予以考慮：

- 本集團於香港及中國之各辦事處；
- 現時及未來環境及／或社會；
- 我們之財務及／或營運表現；及
- 我們之持份者之評估、決策及行動。

本報告乃根據香港聯合交易所有限公司(「**聯交所**」)GEM證券上市規則(「**GEM上市規則**」)附錄20所載之聯交所環境、社會及管治報告指引編製。

## ABOUT THIS REPORT 有關本報告

In order to comply with the disclosure obligations of the Company by reference to the “comply or explain” principle of the Appendix 15 to the GEM Listing Rules, this Report has outlined the overall Group’s performance in environmental protection, human resources, operating practice and community involvement during the Reporting Period. The relevant sections of the ESG Reporting Guide of the Stock Exchange is provided from pages 32 to 37 of this Report for cross-referencing purpose.

### Information and Feedback

For details in relation to our financial performance and corporate governance practice during the financial year, please visit our website: <http://www.sst-holding.com> and refer to our Annual Report.

Your feedback and comments are our greatest motivation to improve our ESG performance. Please send us an email to [enquiries@sasantong.net](mailto:enquiries@sasantong.net), if you have any queries on this Report or the Group’s sustainability policies.

本公司為符合 GEM 上市規則附錄 15「不遵守就解釋」方針之披露責任，本報告已載列本集團於報告期間在環境保護、人力資源、營運實務及社區參與等方面之整體表現。聯交所環境、社會及管治報告指引之相關章節載於本報告第 32 至 37 頁，以供相互參照之用。

### 資料及反饋

有關我們於財政年度之財務表現及企業管治常規詳情，請瀏覽我們之網站(<http://www.sst-holding.com>)及參閱我們之年報。

您的反饋及意見是我們改進環境、社會及管治表現的最大動力。如您對本報告或本集團之可持續性政策有任何查詢，請電郵至 [enquiries@sasantong.net](mailto:enquiries@sasantong.net)。



## OUR STAKEHOLDERS 我們之持份者

The Group is actively looking for every opportunity to understand and engage our stakeholders to ensure that improvement of our products and services can be implemented. We strongly believe that our stakeholders play a crucial role in sustaining the success of our business.

本集團積極尋求每個機會，以了解及與我們之持份者溝通，確保可改善我們之產品及服務。我們深信持份者在我們之業務持續取得成功而言擔當重要角色。

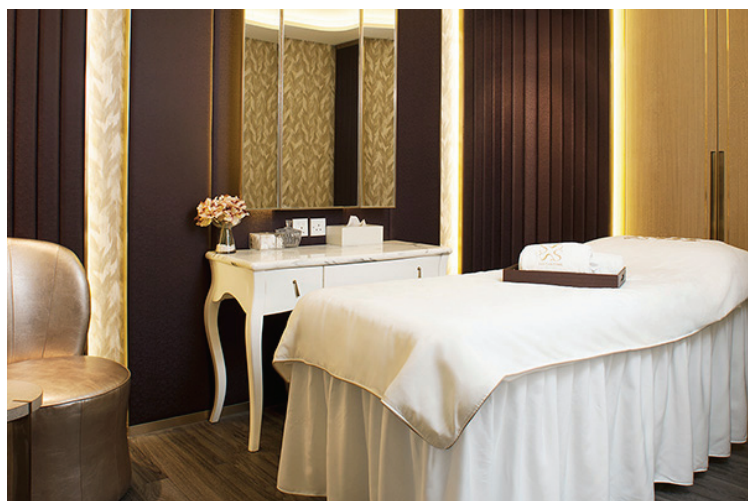
Stakeholders 持份者	Probable points of concern 可能關注事項	Communication and responses 溝通及回應
<b>HKEX</b> 香港聯交所	Compliance with GEM listing rules, timely accurate announcements. 遵守 GEM 上市規則，適時及準確公告。	Meetings, training, workshops, programs, website updates and announcements. 會議、培訓、工作坊、計劃、網站更新及公告。
<b>Government</b> 政府	Compliance with laws and regulations, prevention of tax evasion, and contribution to social welfare. 遵守法律及法規、避免出現逃稅及為社會福利作貢獻。	Interaction and visits, government inspections, tax returns and other information. 互動及探訪、政府審查、稅表及其他資料。
<b>Suppliers</b> 供應商	Payment schedule, stable demand. 付款時間表、穩定需求。	Site visits. 場地參觀。
<b>Investors</b> 投資者	Corporate governance system, business strategies and performance, investment returns. 企業管治制度、業務策略及表現、投資回報。	Seminars, interviews, shareholders' meetings, financial reports or operation reports for investors, media and analysts. 講座、面談、股東大會、向投資者、媒體及分析師提供財務報告或營運報告。
<b>Media &amp; Public</b> 媒體及公眾	Corporate governance, environmental protection, human right. 企業管治、環保、人權。	Newsletters on the Company's website. 本公司網站之新聞通訊。
<b>Customers</b> 客戶	Product quality, service delivery schedule, reasonable prices, service value, personal data protection. 產品質量、提供服務時間表、合理價格、服務價值、個人資料保護。	Site visits, after-sales services. 場地參觀、售後服務。
<b>Employees</b> 僱員	Rights and benefits, employee compensation, training and development, work hours, working environment, labour protection and work safety. 權利及福利、僱員補償、培訓及發展、工時、工作環境、勞工保障及工作安全。	Union activities, training, interviews with employees, internal memos, employees' suggestion boxes. 工會活動、培訓、與僱員面談、內部通知、僱員意見箱
<b>Community</b> 社區	Community environment, employment and community development, social welfare. 社區環境、僱傭及社區發展、社會公益。	Community activities, employee voluntary activities and community welfare subsidies and donations. 社區活動、僱員義工活動以及社區公益資助及捐贈。

### Overview

Our operations in Hong Kong are principally engaged in the provision of beauty and slimming services, whereas our operations in the PRC are mainly engaged in the distribution of skincare and cosmetic products.

We understand that a healthy environment is the foundation for economic progress and well-being of the society. Thus, we prioritize environmental protection as our key target and strive to mitigate any undesirable impact on the environment.

The Group strives to strike a balance between sustainable business development and environmental protection. In order to achieve this, we closely monitor emissions and resources consumption rates to achieve our environmental protection goals.



### Compliance and Grievance

During the Reporting Period, we complied with all relevant environmental laws and regulations that have a significant impact on us, including but not limited to, “Waste Disposal Ordinance” (廢物處置條例) in Hong Kong, “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)” in the PRC.

### 概覽

我們之香港營運主要從事提供美容及纖體服務，而我們之中國營運主要從事分銷護膚及化妝產品。

我們明白健康環境是經濟發展及社會福祉之基礎。因此，我們視環境保護為主要目標，並務求減低對環境造成任何負面影響。

本集團致力達致可持續業務發展及環境保護之間之平衡。為達成此目標，我們密切監察排放及資源消耗率，以實現我們之環保目標。

### 合規及申訴

於報告期間，我們遵守對我們有重大影響之所有相關環保法律及法規，包括但不限於香港之《廢物處置條例》、中國之《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》。



Emissions

We have generated air emissions and greenhouse gases through our business activities, including direct vehicle emissions and indirect emissions from the consumption of electricity.

We own 22 motor vehicles for delivering goods and transporting our management team members, guests and clients. To enhance fuel consumption efficiency, we replace vehicles that are obsolete and optimize route plans for transportation and product delivery.

During the Reporting Period, we produced 1,193.83 kg (2018/19: 327.39 kg) of Nitrogen Oxides with 883.2 kg (2018/19: 0 kg) from gaseous fuel consumption and 310.63 kg (2018/19: 327.39 kg) from vehicles, 5.44 kg (2018/19: 0.85 kg) of Sulphur Dioxides with 4.42 kg (2018/19: 0 kg) from gaseous fuel consumption and 1.02 kg (2018/19: 0.85 kg) from vehicles, 29.73 kg (2018/19: 31.43 kg) of Particulate Matter solely from vehicles, and 325,260.77 kg (2018/19: 226,457.07 kg) of Carbon Dioxide with 146,000.43 kg (2018/19: 58,493.87 kg) from gaseous fuel consumption and 179,260.34 kg (2018/19: 167,963.2 kg) from vehicles. Details of the emissions are shown in the following table (KPI A1.1 and KPI A1.2).

排放物

我們之業務活動產生空氣排放及溫室氣體，包括汽車直接排放及用電產生之間接排放。

我們擁有22架用作付運貨品及供管理團隊成員、訪客及客戶作交通用途之汽車。為提高燃油消耗效率，我們替換陳舊汽車及完善交通及產品付運之路線規劃。

於報告期間，我們經由消耗氣體燃料產生883.2 千克(二零一八/一九年度：0 千克)之氮氧化物及經由汽車排放產生310.63 千克(二零一八/一九年度：327.39 千克)之氮氧化物，合共1,193.83 千克(二零一八/一九年度：327.39 千克)之氮氧化物，經由消耗氣體燃料產生4.42 千克(二零一八/一九年度：0 千克)之硫氧化物及經由汽車排放產生1.02 千克(二零一八/一九年度：0.85 千克)之硫氧化物，合共5.44 千克(二零一八/一九年度：0.85 千克)之硫氧化物，只經由汽車排放產生29.73 千克(二零一八/一九年度：31.43 千克)之顆粒物及經由消耗氣體燃料產生146,000.43 千克(二零一八/一九年度：58,493.87 千克)之二氧化碳及經由汽車排放產生179,260.34 千克(二零一八/一九年度：167,963.2 千克)之二氧化碳，合共325,260.77 千克(二零一八/一九年度：226,457.07 千克)之二氧化碳。該等排放詳情載於下表(KPI A1.1 及 KPIA1.2)。

Emission Indicators 排放指標	Source 來源	For the Year ended 31st Mar, 2020 截至二零二零年 三月三十一日止年度	For the Year ended 31st Mar, 2019 截至二零一九年 三月三十一日止年度
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KPI A1.1

Emission Data from Gaseous Fuel Consumption

消耗氣體燃料的排放數據

Unit 單位	Units of LPG consumed 石油氣消耗量	220,800.00 MJ 220,800.00 兆焦耳	-
Emission type (in kg) 排放類別(以千克計算)	Nitrogen Oxides 氮氧化物	883.20	-
	Sulphur Oxides 硫氧化物	4.42	-

Emission Indicators 排放指標	Source 來源	For the Year ended 31st Mar, 2020 截至二零二零年 三月三十一日止年度	For the Year ended 31st Mar, 2019 截至二零一九年 三月三十一日止年度
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**Emission Data from Vehicles****汽車的排放數據**

<b>Unit</b> 單位	Kilometres travelled 已行駛公里	415,003.00 km 415,003.00 公里	413,362.00 km 413,362.00 公里
<b>Emission type (in kg)</b> 排放類別(以千克計算)	Nitrogen Oxides 氮氧化物	310.63	327.39
	Particulate Matter 顆粒物	29.73	31.43
<b>Units of fuel consumed</b> 已消耗燃料	Diesel 柴油	32,383.89 L 32,383.89 升	32,914.03 L 32,914.03 升
	Petrol 氣油	33,699.39 L 33,699.39 升	29,030.64 L 29,030.64 升
<b>Emission type (in kg)</b> 排放類別(以公斤計算)	Sulphur Oxides 硫氧化物	1.02	0.85

**KPI A1.2****Total Greenhouse Gas (“GHG”) Emissions****溫室氣體總排放量****Scope 1: Direct Emissions or Removals from Sources****範圍 1：直接溫室氣體排放或減除**

Scope 1a — GHG emissions from stationary combustion sources 範圍 1a — 固定源的溫室氣體排放	Units of fuel consumed 已消耗燃料		
	LPG 液化石油氣	4,800 kg 4,800 千克	-
<b>Emission type (in kg)</b> 排放類別(以公斤計算)	Carbon Dioxide 二氧化碳	14,481.80	-
Scope 1b — GHG emissions from mobile combustion sources 範圍 1b — 流動燃燒源的溫室氣體排放	Units of fuel consumed 已消耗燃料		
	Diesel 柴油	32,383.89 L 32,383.89 升	32,914.03 L 32,914.03 升
	Petrol 氣油	33,699.39 L 33,699.39 升	29,030.64 L 29,030.64 升
<b>Emission type (in kg)</b> 排放類別(以千克計算)	Carbon Dioxide 二氧化碳	179,260.34	167,963.20

## ENVIRONMENTAL 環境

Emission Indicators 排放指標	Source 來源	For the Year ended 31st Mar, 2020 截至二零二零年 三月三十一日止年度	For the Year ended 31st Mar, 2019 截至二零一九年 三月三十一日止年度
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### Scope 2 – Energy Indirect Emissions

範圍2：能源間接溫室氣體排放

	Unit of Electricity Consumed 消耗電力	166,294.00 kWh 166,294.00 千瓦時	81,033.00 kWh 81,033.00 千瓦時
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**Emission type (in kg)**  
排放類別(以千克計算)

Carbon Dioxide  
二氧化碳

125,825.83

58,493.87

### Scope 3 – Other Indirect Emissions (Optional)

範圍3：其他間接溫室氣體排放(非必要)

	Paper waste disposed at landfills 棄置到堆填區的廢紙	418 kg 418 千克	N/A <sup>(1)</sup> 不適用
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**Emission type (in kg)**  
排放類別(以千克計算)

Carbon Dioxide  
二氧化碳

2,006.40

N/A<sup>(1)</sup>  
不適用

Business air travel by  
employees  
Total aircraft fuel  
burn/journey  
僱員乘坐飛機出外公幹  
使用燃油

322,551.10 kg  
322,551.10 千克

N/A<sup>(1)</sup>  
不適用

**Emission type (in kg)**  
排放類別(以千克計算)

Carbon Dioxide  
二氧化碳

3,686.40

N/A<sup>(1)</sup>  
不適用

Total Amount of Carbon Dioxide Produced during the Reporting  
Period

325,260.77

226,457.07

(in kg):

於報告期間所產生之二氧化碳總量  
(千克)：

<sup>1</sup> Not disclosed for the Year ended 31st March 2019.

<sup>1</sup> 截至二零一九年三月三十一日止年度未披露。

### Hazardous and Non-hazardous Wastes

Our operations in the PRC do not generate material amount of hazardous and non-hazardous wastes. Hazardous and non-hazardous wastes are mainly generated during the course of our daily operations in Hong Kong. Hazardous wastes are mainly clinical wastes generated from the provision of beauty and slimming treatments, such as syringes, needles and medical dressings. Non-hazardous wastes are mainly office-use paper.



As a clinical waste producer, we comply with all relevant laws and regulations that have a significant impact on us, including but not limited to “Waste Disposal Ordinance” in Hong Kong. In order to comply with the “Waste Disposal Ordinance”, the Group exercises special caution in handling clinical wastes. Clinical wastes are to be segregated from municipal solid wastes and other waste streams. Moreover, qualified third-party waste recycling companies are engaged for clinical waste disposals.

To minimize the adverse environmental impact caused by the disposal of paper, we have adopted the use of environmentally friendly paper and promoted the use of double-sided printing. For any double-sided printing, the relevant paper should be reused under the circumstances that no confidential information was printed on one side of the paper. Moreover, ink cartridges are to be recycled upon full usage to avoid the generation of non-hazardous wastes. We aspire to move towards paperless operations through the implementation of electronic administrative platforms and communication channels.

### 有害及無害廢棄物

我們於中國之營運並無產生大量有害及無害廢棄物。有害及無害廢棄物主要於香港業務之日常營運過程中產生。有害廢棄物主要是提供美容及纖體療程所產生之醫療廢物，例如注射器、針頭及醫療敷料。無害廢棄物主要是辦公室用紙。

我們就產生醫療廢棄物遵守所有對我們有重大影響之相關法律及法規，包括但不限於香港之《廢物處置條例》。為符合《廢物處置條例》，本集團於處理醫療廢物時特別小心謹慎，把醫療廢物與都市固體廢物及其他廢物分隔。此外，我們委聘合資格第三方廢棄物回收公司處置醫療廢棄物。

為將處置紙張產生之不利環境影響減至最低，我們使用環保紙張及推廣雙面印刷。倘任何雙面印刷紙張並無載有機密資料，則應重用有關紙張。此外，已全部用完之墨盒會回收，以避免產生無害廢棄物。我們透過實施電子行政平台及通訊渠道，矢志實現無紙營運。

## ENVIRONMENTAL 環境

The wastes produced during the Reporting Period are detailed in the following table (KPI A1.3 and KPI A1.4).

於報告期間產生之廢棄物於下表詳列(KPI A1.3)及KPI A1.4)。

Waste Indicators 廢棄物指標	Source 來源	For the Year ended 31st Mar, 2020 截至二零二零年 三月三十一日止年度	For the Year ended 31st Mar, 2019 截至二零一九年 三月三十一日止年度
<b>KPI A1.3</b>			
<b>Hazardous wastes produced per treatment provided</b> 每次療程產生之有害廢棄物		(in kg per treatment provided) (以每次療程千克計算)	
	Syringe 注射器	0.0033	0.0045
	Glass Tube 玻璃管	0.0000	0.0021
	Contaminated Cotton 已污染棉花	0.0022	0.0012
	Gloves 手套	0.0040	0.0008
<b>Total hazardous waste produced</b> 所產生有害廢棄物總量		(in kg) (以千克計算)	
	Syringe 注射器	2.9500	13.9000
	Glass Tube 玻璃管	0.0000	6.5500
	Contaminated Cotton 已污染棉花	2.0000	3.6000
	Gloves 手套	3.6000	2.6000
<b>KPI A1.4</b>			
<b>Non-hazardous wastes produced per capita</b> 人均所產生無害廢棄物		(in kg per capita) (以人均千克計算)	
	Paper 紙張	1.3125	8.1641
<b>Total non-hazardous wastes produced</b> 所產生無害廢棄物總量		(in kg) (以千克計算)	
	Paper 紙張	315.00	1,357.97

The Group is not aware of any material cases of non-compliance with laws and regulations relating to generation of hazardous and non-hazardous wastes during the Reporting Period.

本集團並不知悉於報告期間發生任何有關產生有害及無害廢棄物之法律及法規之重大不合規事宜。

## Use of Resources

We believe that environmental sustainability is the key to the long-term development of the Group. Thus, we always aspire to promote sustainability and strive to cease resources wastage.

## Electricity, Water and Raw Materials Consumption

During the Reporting Period, 166,294.00 kWh (2018/19: 81,033.00 kWh) of electricity and 2,567.00 (2018/19: 2,103.00) cubic metres of water were consumed. The electricity and water consumption intensities are detailed in the following table (KPI A2.1 and KPI A2.2).

## 資源使用

我們相信環境可持續性是本集團長期發展之關鍵。因此，我們矢志推動可持續發展，並致力不再浪費資源。

## 電、水及原材料消耗

於報告期間，已消耗166,294.00千瓦時(二零一八／一九年度：81,033.00千瓦時)電力及2,567.00(二零一八／一九年度：2,103.00)立方米水量。耗電量及耗水量密度於下表(KPI A2.1及KPI A2.2)詳列。

Use of Resources Indicators 資源使用指標	Source 來源	For the Year ended 31st Mar, 2020 截至二零二零年 三月三十一日止年度	Unit 單位	For the Year ended 31st Mar, 2019 截至二零一九年 三月三十一日止年度
<b>KPI A2.1&amp;2.2</b>				
<b>Consumption per capita 人均耗量</b>				
	Electricity 電力	692.89 kWh per capita 692.89 人均千瓦時		286.34 kWh per capita 286.34 人均千瓦時
	Water 水	10.70 cubic metres per capita 10.70 人均立方米		8.13 cubic metres per capita 8.13 人均立方米

## ENVIRONMENTAL 環境

Due to the business nature of the Group, the consumption of water, electricity and other natural resources is minimal.

We have implemented the following measures to reduce our usage of electricity and materials, which include the following:



- Keep indoor temperature at 24 degree Celsius or above;
- Switch off electrical appliances when they are not in use;
- Enable energy-saving mode of printers;
- Use energy-efficient light bulbs, such as LED lamps;
- Display eco-friendly reminders to raise employees' awareness of energy saving;
- Reuse materials, such as towels.

Although we do not have any issue in sourcing water, and the existing supply of water meets our daily operational needs, we strive to reduce water usage and increase overall water usage efficiency. Water consumption mainly serves the purpose of cleaning and sanitation. Shower rooms are available at our beauty centres for clients to take showers after body treatments. We offer showers instead of baths, which significantly reduce water consumption. Moreover, water conservation notices are displayed in prominent areas in the head office and the beauty centres.

由於本集團之業務性質使然，水、電及其他自然資源之耗量極少。

我們已實施以下措施減少用電量及物料，當中包括以下各項：

- 室內溫度維持於攝氏24度或以上；
- 關掉不使用之電器；
- 開啟印刷機之省電模式；
- 使用具能源效益之燈泡，例如LED燈；
- 張貼環保提示，以提高僱員省電之意識；
- 重用物料，例如毛巾。

儘管我們之供水並無任何問題及現時供水能夠滿足我們之日常營運需要，我們致力減少用水及增加整體用水效率。耗水主要用於清潔及消毒。我們之美容中心提供浴室，供顧客在進行身體療程後洗浴。我們提供淋浴設施而非浴缸，可大幅減少耗水量。此外，節水通告已於張貼於總部及美容中心之當眼位置。

**Packaging Materials**

Packaging materials consumed by the Group mainly include polystyrene boxes, paper boxes, filler and straps. During the Reporting Period, 18.12 tonnes of (2018/19: 10.58 tonnes) of polystyrene boxes and paper boxes, 1.5 tonnes (2018/19: 2.13 tonnes) of filler, 1.08 tonnes (2018/19: 0.12 tonnes) of straps and 2.69 tonnes (2018/19: nil tonnes) of stretch film were consumed. The intensities of the packaging materials used are as follows.

**包裝材料**

本集團耗用之包裝材料主要包括發泡膠盒、紙盒、填充物、索帶。於報告期間，已耗用18.12噸（二零一八／一九年度：10.58噸）發泡膠盒及紙盒、1.5噸（二零一八／一九年度：2.13噸）填充物、1.08噸（二零一八／一九年度：0.12噸）索帶及2.69噸（二零一八／一九年度：0噸）纏繞膜。已使用包裝材料密度如下。

Packaging Material Indicators 包裝材料指標	Source 來源	For the Year ended 31st Mar, 2020 截至二零二零年 三月三十一日止年度	For the Year ended 31st Mar, 2019 截至二零一九年 三月三十一日止年度
<b>KPI A2.5</b>			

Packaging material per unit produced 每單位產生之包裝材料		(in tonnes/the thousand boxes of goods sold) (以噸／已售萬盒貨品計算)	
Polystyrene Box and Paper Box 發泡膠盒及紙盒	0.100	0.016	
Filler 填充物	0.008	0.003	
Strap 索帶	0.006	0.0002	
Stretch film 纏繞膜	0.015	—	





## Overview

The key to our success depends on our strong team of qualified and experienced talents. We focus on building a pleasant working environment for all employees and providing various training opportunities to our employees so as to attract, motivate and retain talents.

## Compliance and Grievance

As a responsible employer, we comply with all relevant employment laws and regulations that have a significant impact on us, including but not limited to “Employment Ordinance”, “Mandatory Provident Fund Schemes Ordinance”, “Minimum Wage Ordinance”, “Sex Discrimination Ordinance” and “Employees’ Compensation Ordinance” in Hong Kong, and the “Labour Law” (中華人民共和國勞動法) and “Labour Contract Law” (中華人民共和國勞動合同法) and “Law of the PRC on Work Safety” (中華人民共和國安全生產法) in the PRC.

## Employment

We have established our internal policies in accordance with the relevant labour laws and regulations related to compensation and dismissal, recruitment and promotion, working hours, holidays, equal opportunity, diversity, anti-discrimination and other benefits and welfare. Our internal policies are to be reviewed by the Human Resources Department on a regular basis to ensure that they are kept in line with the latest applicable laws and regulations.

To ensure that our key policies are clearly and consistently communicated to our employees, the Group has established an “Employees’ Handbook”, which details the rights of our employees, such as working hours, leave entitlements and other benefits and welfare. Each employee is provided with a copy of the “Employees’ Handbook” when he/she joins the Group.

## 概覽

我們之成功有賴由合資格及經驗豐富之人才組成之強大團隊。我們專注於為全體僱員建立愉快之工作環境，並為僱員提供不同培訓機會，以吸引、激勵及挽留人才。

## 合規及申訴

身為負責任之僱主，我們遵守對我們有重大影響之所有相關僱員法律及法規，包括不限於香港之《僱傭條例》、《強制性公積金計劃條例》、《最低工資條例》、《性別歧視條例》以及中國之《中華人民共和國勞動法》、《中華人民共和國勞動合同法》及《中華人民共和國安全生產法》。

## 僱傭

我們已根據有關補償及解僱、招聘及晉升、工時、假期、平等機會、多元性、反歧視及其他利益及福利之相關勞工法律及法規制定我們之內部政策。人力資源部定期審閱內部政策，以確保有關政策符合最新適用法律及法規。

為確保僱員清晰及貫徹一致地知悉我們之主要政策，本集團已建立「員工手冊」，當中詳列僱員權利，例如工時、可享有之假期及其他利益及福利。每名員工於加入本集團時均獲提供「員工手冊」。

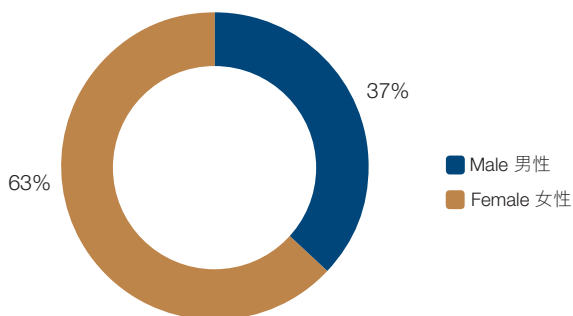
Our Team

We believe that a team with diversified background and equal opportunities is indispensable to the success of our business. We strive to ensure that our recruitment process is fair and without any discrimination. As of 31 March 2020, the Group had a total of 272 (2018/19: 352) employees, 240 (2018/19: 283) of which were based in the key operating units in Hong Kong and Shanghai. The breakdowns of our workforce in the key operating units by gender, age group and region are as follows:

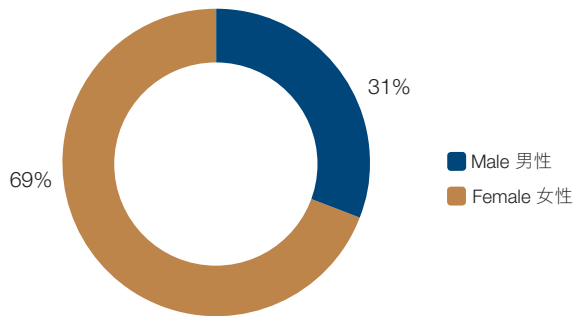
我們之團隊

我們相信，具備多元背景及平等機會之團隊是我們業務成功不可或缺之支柱。我們力求確保招聘過程公平及並無歧視。截至二零二零年三月三十一日，本集團有合共272(二零一八/一九年度：352)名僱員，當中240(二零一八/一九年度：283)名位於香港及上海之主要營運單位。我們於主要營運單位之員工按性別、年齡組別及地區劃分之明細如下：

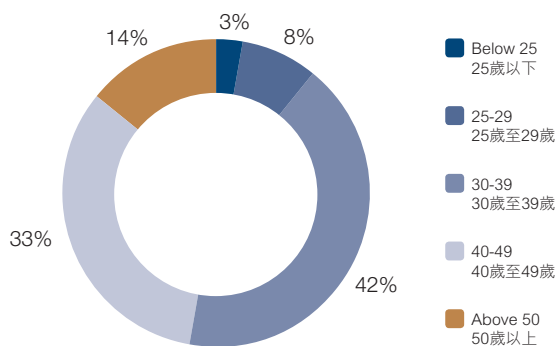
Number of employees by Gender in 2019/20  
於二零一九/二零年度按性別劃分之僱員數目



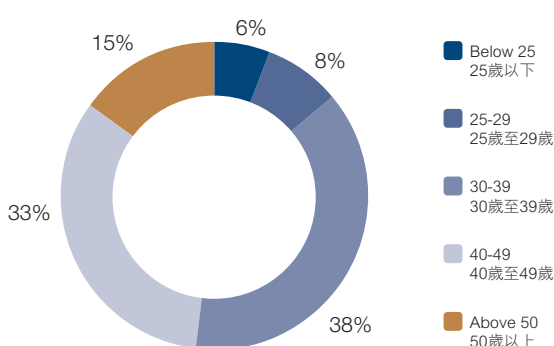
Number of employees by Gender in 2018/19  
於二零一八/一九年度按性別劃分之僱員數目



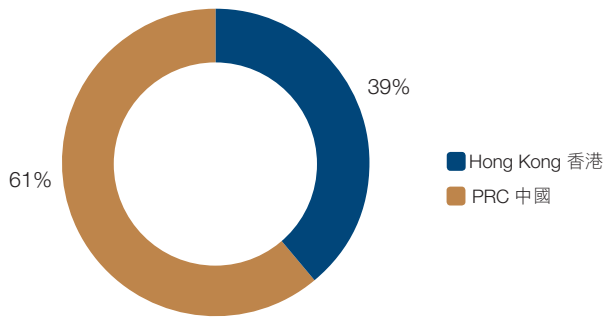
Number of employees by Age Group in 2019/20  
於二零一九/二零年度按年齡組別劃分之僱員數目



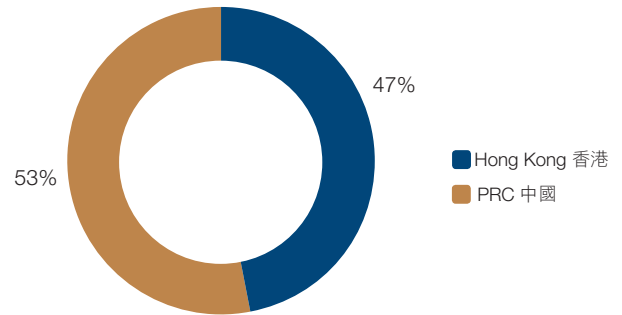
Number of employees by Age Group in 2018/19  
於二零一八/一九年度按年齡組別劃分之僱員數目



Number of employees by Region in 2019/20  
於二零一九／二零年度按地區劃分之僱員數目



Number of employees by Region in 2018/19  
於二零一八／一九年度按地區劃分之僱員數目



During the Reporting Period, 101 employees (2018/19: 121) left the key operating units of the Group in Hong Kong and Shanghai, with the employee turnover rates as follows:

於報告期間，本集團位於香港及上海之主要營運單位有101(二零一八／一九年度：121)名僱員離任，僱員流失率如下：

Employee Turnover Rate 僱員流失率	For the Year ended 31st Mar, 2020 截至二零二零年 三月三十一日止年度	For the Year ended 31st Mar, 2019 截至二零一九年 三月三十一日止年度
<b>By Gender</b> 按性別		
Male 男性	12%	22%
Female 女性	88%	78%
<b>By Age</b> 按年齡		
<25	6%	7%
25-29	18%	21%
30-39	31%	28%
40-49	29%	30%
>50	17%	14%
<b>By Region</b> 按地區		
PRC 中國	35%	37%
HK 香港	65%	63%

### Welfare and Benefits

The Group has established a fair and reasonable remuneration policy with the principles of fairness, incentive and legality. For effective personnel management, we offer rewards (e.g. promotion) and inflict punishments (e.g. warning and dismissal) according to the employees' performance and conduct.

Employees are entitled to all statutory holidays, leave and welfare as stipulated in the national and local laws and regulations, including but not limited to, paid maternity leave, marriage leave, compassionate leave, compensation leave and annual leave. In addition, we offer staff discount and medical insurance to our employees.

### Child Labour and Forced Labour

The Group does not tolerate the recruitment of child labour and the use of forced labour. Our recruitment process is subject to a stringent internal review process that includes verifying personal information of applicants. For instance, the staff member who is responsible for recruitment collects the identity proof from the candidates to ensure that the age of the candidates fulfils the requirements as stipulated by the law.

The employment of forced and child labour is strictly prohibited. During the Reporting Period, all employees were over the age 18, and had been properly employed in accordance with the requirements of all applicable laws and regulations. No confirmed non-compliance incidents or grievances were noted by the Group.

### Equal Opportunity, Diversity and Anti-discrimination

The Group always endeavours to provide a fair and impartial working environment where the employees are treated equally and paid due respect. All employees are assessed and remunerated based on their ability, job performance and contribution irrespective of their nationality, race, religion, disability and family status. Through the enforcement of the policy of prohibiting discrimination and harassment, we strive to create a workplace free of bullying, belittling and sexual harassment.

### 福利及利益

本集團秉誠公平、獎勵及合法之原則，制定公平合理之薪酬政策。為實現有效人事管理，我們根據僱員表現及行為給予回報(例如晉升)或施以處分(例如警告及解僱)。

僱員可享有國家及地區法律及法規規定之所有法定假期、假期及福利，包括但不限於有薪產假、婚姻假、恩恤假、補償假及年假。此外，我們向僱員提供員工折扣及醫療保險。

### 童工及強制勞工

本集團絕不容忍聘用童工及強制勞工。我們的招聘過程須遵守嚴格內部審閱程序，包括核實申請人之個人資料。例如，負責招聘之員工向申請人收集身份證明，確保申請人年齡符合法例訂明之規定。

本集團嚴禁僱用強制勞工及童工。於報告期間，所有僱員均為18歲以上，並根據所有適用法律及法規之規定獲正式受僱。本集團並不知悉任何已確定不合規事宜或申訴。

### 平等機會、多元性及反歧視

本集團一直盡力為僱員提供公平及不偏不倚之工作環境，令彼等受到公平待遇及獲充分尊重。全體僱員之評估及薪酬均按彼等之能力、工作表現及貢獻而定，而不論彼等之國籍、種族、宗教、殘疾及家庭狀況。透過強制執行嚴禁歧視及騷擾之政策，我們竭力創造一個零欺凌、否定及性騷擾之工作環境。

## Health and Safety

We are dedicated to providing a safe working environment for all of our employees. Occupational health and safety of our employees are always our top priority. We make every effort to minimize potential occupational hazards.

During the Reporting Period, the Group complied with the relevant laws and regulations in regard to occupational health and safety, including but not limited to, the “Occupational Safety and Health Ordinance” in Hong Kong, and “Law of the PRC on the Prevention and Treatment of Occupational Diseases” (中華人民共和國職業病防治法).

To protect our workers from all kinds of workplace hazards, a comprehensive set of policies has been established in regard to occupational health and safety management. Stringent control measures are in place to ensure that a high standard of hygiene is maintained throughout the treatment process. For instance, cosmetologists are required to put on personal protective equipment, such as surgical masks, protective goggles and gloves, when performing medical and beauty treatments.

Moreover, the Group has established “Safety Management Guidelines” for the use of special equipment and tools, such as needles, laser machine, slimming machine and forklifts.

We ensure that our employees are certified before assigning them to operate special equipment. The certificates of the employees are properly retained during the service period of the respective employees. The Human Resources Department closely monitors the validity of these certificates.

## 健康與安全

我們致力為全體僱員提供安全之工作環境。僱員之職業健康與安全一直是我們之首要任務。我們不遺餘力，將潛在職業危害減至最低。

於報告期間，本集團遵守有關職業健康與安全之相關法律及法規，包括但不限於香港之《職業安全及健康法》及《中華人民共和國職業病防治法》。

為保護我們之員工免受工作場所存在之所有類別危險，我們已制定一套職業健康與安全管理之完善政策，並已實施嚴格控制措施，確保於整個療程過程維持高衛生環境水平。例如，美容師於進行醫療及美容療程時，須佩戴個人保護設備，例如手術口罩、保護鏡及手套。

此外，本集團已就使用專門設備及工具例如針頭、激光機、纖體機及儀器車等制定「安全管理指引」。

我們於指派僱員操作專門設備前，確保有關僱員已取得有關證書，而僱員之證書於相關僱員任職期間妥為保存。人力資源部密切監察該等證書之有效性。



In order to arise the awareness of health and safety at the workplace, the Group provides regular safety training to employees who are responsible for operating forklifts. In case of an employee who encounters any work-related injuries, the Group will take all necessary measures to make sure that proper medical care is offered to the relevant employee.

During the Reporting Period, we have organized training sessions in respect of forklift operations for all relevant employees, covering safety measures in operations and maintenance of forklifts.

Furthermore, the Group has developed an emergency plan in regard to fire accidents. The emergency plan outlines the steps that the Group should take to minimize the impact caused by a fire accident. When there are fire accidents, actions are taken immediately in accordance with the emergency plan.

During the Reporting Period, there was no work-related injury and lost due to the event.

為提高工作場所之健康與安全意識，本集團向負責操作儀器車之僱員提供定期安全培訓。倘僱員受到任何工傷，本集團將採取所有必要措施，確保向有關僱員提供適當醫療護理。

於報告期間，我們為操作儀器車之所有相關僱員舉辦培訓，當中涵蓋儀器車操作及保養之安全措施。

此外，本集團已就火災制定應急計劃。該應急計劃概述本集團應採取之步驟，以將火災造成之影響減至最低。當發生火災，應根據應急計劃即時採取行動。

於報告期間，本集團沒有發生任何因工受傷並因該事故而導致損失工作日數之事宜。

## Development and Training

We regard employees as our most valuable assets. Thus, we place emphasis on personal development of our employees. A wide range of training programmes are provided to our employees to enhance their knowledge and capabilities.

Orientation training sessions are provided to members of newly recruited staff by their department supervisors. The training covers the introduction of our Group, corporate culture, code of conduct and safety regulations.

Moreover, regular training on technical skills and customer services are provided to our employees to make sure that all staff members have sufficient knowledge and skills to provide quality services to our customers. Upon the completion of the aforementioned training, our staff members are equipped with professional knowledge of performance of treatments and customer handling.



In addition, employees are encouraged to attend external training courses and seminars that help them strengthen their knowledge and expertise in work. Fees incurred for the courses or seminars are sponsored by the Group upon management's approval.

## 發展及培訓

我們視僱員為最珍貴資產。因此，我們著重僱員之個人發展。我們之僱員可參加多種不同類別之培訓計劃，以增加知識及提高能力。

各部門主管亦向新入職員工提供入職培訓，當中涵蓋本集團簡介、企業文化、行為守則及安全規例。

此外，我們之僱員獲定期提供技術及客戶服務之培訓，以確保全體員工具備足夠知識及技術，為客戶提供優質服務。完成上述培訓後，我們之員工具備專業知識，可進行療程及服務客戶。

此外，我們鼓勵僱員參加外部培訓課程及講座，以助彼等提升工作知識及專才。獲管理層批准後，有關課程或講座產生之費用由本集團贊助。

During the Reporting Period, we provided staff training with a total of 3,600.00 hours (2018/19: 4,971.50 hours). Statistics related to development and training is detailed as follows:

於報告期間，我們提供合共3,600.00小時(二零一八／一九年度：4,971.50小時)的員工培訓。有關發展及培訓之統計數據詳列如下：

Average number of training hours that employees participated in 已接受培訓僱員之平均培訓時數	For the Year ended 31st Mar, 2020 截至二零二零年 三月三十一日止年度	For the Year ended 31st Mar, 2019 截至二零一九年 三月三十一日止年度
<b>By gender</b> 按性別		
Male 男性	2.14	6.72
Female 女性	11.94	89.60
<b>By employment category</b> 按僱傭類別		
Entry level 初級	10.28	82.30
Middle level 中級	5.70	82.93
Management level 管理級別	1.33	37.60

Percentage of total employees who took part in training 已接受培訓僱員百分比	For the Year ended 31st Mar, 2020 截至二零二零年 三月三十一日止年度	For the Year ended 31st Mar, 2019 截至二零一九年 三月三十一日止年度
<b>By gender</b> 按性別		
Male 男性	30%	18%
Female 女性	70%	82%
<b>By employment category</b> 按僱傭類別		
Entry level 初級	83%	85%
Middle level 中級	16%	9%
Management level 管理級別	1%	6%



## Supply Chain Management

The Group places emphasis on supply chain management. We support the purchases of environmentally-friendly products to minimize the environmental impact caused by our business operations. We also closely cooperate with our suppliers to maintain the quality of products and services provided to our customers.

To ensure fairness of supplier vetting, we have established a procedure to acquire information of the suppliers (e.g. business activities and segments, company size and registered capital, etc.) for vendor background screening.



Moreover, we closely monitor the performance of our existing suppliers and select new vendors based on our defined criteria, such as their size, quality of products and/or services, delivery time, supply stability, cost effectiveness, etc. Approved suppliers are evaluated regularly by the Chief Executive Officer to uphold the quality of products and services acquired which is up to standard. Suppliers who are not

up to the standard for a prolonged period of time are to be disqualified.

During the Reporting Period, we made our purchases from 12 suppliers located in Hong Kong and China. We work with our suppliers and strive to optimize our supply chain capabilities in order to fulfill our responsibilities in social and environmental protection.

## 供應鏈管理

本集團非常重視供應鏈管理。我們支持購買環保產品，以將業務營運產生之環境影響減至最低。我們亦與供應商緊密合作，保持向客戶提供之產品及服務質量。

為確保供應商審查屬公平，我們已建立一套取得供應商資訊(例如業務活動及分部、公司規模及註冊資本等)之程序，以進行供應商背景篩選。

此外，我們按照我們界定之標準，例如供應商之規模、產品及／或服務之質量、交付時間、供應穩定性、成本效益等嚴密監控現有供應商之表現及挑選新供應商。行政總裁定期評估獲批供應商，以保持所購產品及服務之質量符合標準。我們會剔除長期未能符合標準之供應商。

於報告期間，我們向遍佈香港和中國之12名供應商採購。我們與供應商攜手合作，務求完善我們之供應鏈實力，從而履行我們之社會及環保責任。

## Product Responsibility

The Group strictly complies with the relevant laws and regulations relating to product responsibility that have a significant impact on us, including but not limited to, the “PRC Product Quality Law” (中華人民共和國產品質量法), “Customer Protection Law” (中華人民共和國消費者權益保護法) and “China’s Law of Tort” (中華人民共和國侵權責任法) in the PRC, the “Trade Descriptions Ordinance” and “Sale of Goods Ordinance” in Hong Kong.



During the Reporting Period, the Group was not aware of any non-compliance with the relevant laws and regulations related to health and safety, advertising, labelling and privacy matters relating to the products and services provided by us.

## Quality Assurance

We aspire to continuously improve our brand reputation by ensuring the quality of our products and services.

Sound customer service is essential in maintaining long-term relationship with our customers. Our management closely monitors the quality of our services through feedback of our ‘mystery customers’.

To ensure that our staff members performing treatments possess adequate knowledge and skills, they are required to hold relevant certifications and qualifications. These certifications and qualifications include, but not limited to, CICA diploma in International professional beautician, International Therapy Examination Council (“ITEC”) Level 2 Diploma for Beauty Specialists, ITEC Level 3 Diploma in Facial Electrical Treatments and ITEC Level 4 Diploma in Laser and Intense Pulsed Light Treatments.

## 產品責任

本集團嚴格遵守對我們有重大影響有關產品責任之相關法律及法規，包括不限於中國之《中華人民共和國產品質量法》、《中華人民共和國消費者權益保護法》及《中華人民共和國侵權責任法》，以及香港之《商品說明條例》及《貨品售賣條例》。

於報告期間，本集團並不知悉就我們已提供產品及服務有任何有關健康與安全、廣告、標籤及私隱事宜之相關法律及法規之不合規事宜。

## 質量保證

我們透過確保產品及服務之質量，力求品牌信譽不斷提升。

穩健客戶服務是我們維持長遠客戶關係之必要元素。我們之管理層透過「神秘客戶」之反饋，嚴密監察服務質量。

為確保進行療程工序之員工具備充足知識及技術，彼等須持有相關認證及資格。該等認證及資格包括但不限於CICA國際斯佳美容協會化妝師文憑、國際療法檢查委員會(「ITEC」)2級美容護理文憑、ITEC 3級面部電療護理文憑及ITEC 4一級激光或強烈脈衝光治療師文憑。



Moreover, standard operating procedures manuals are affixed to the machines to ensure work consistency. Regular inspections and maintenance work are performed to ensure that all of our machines are well-functioning. Shop managers are required to immediately report any machinery malfunctions and defects to the head office for repair and maintenance.

We offer high quality products, and we strive to minimize our product liability risk. Before launching any new products,

we request samples from the suppliers or factories and engage a third-party professional to perform quality control inspections on the samples. Products are only launched if they comply with Good Manufacturing Practice (“GMP”) Guidelines.

During the Reporting Period, no products sold or shipped were subject to recalls for safety or health reasons.

### Complaints Handling Procedures

Customers’ opinions and feedback help to drive our continuous improvement and are vital to our pursuit of excellence. Various communication channels (e.g. via website, customer service hotline and Customer Service Department) have been established, aiming to better address customers’ concerns.

The Group makes every effort to promptly investigate and resolve all disputes and complaints lodged by the customers. All complaints received are referred to and handled by the Sales Team. Upon the receipt of a complaint, the responsible personnel will investigate into the matter and take appropriate action accordingly. If a reported complaint on product quality is confirmed and is found to be caused by the supplier/factory, the Group will terminate the agreement with the relevant supplier or factory and may take appropriate legal actions, if necessary.

此外，機器貼有標準操作程序，以確保工作貫徹一致。我們亦會定期檢測及保養，以確保所有機器運作良好。店舖經理須向總部即時匯報任何機器故障及缺陷，以進行維修及保養。

我們提供優質產品，並致力將產品責任風險減至最低。在推出任何新產品前，我們要求供應商或廠商提供樣本，並委聘一名第三方專業人士對有關樣本進行質量控制檢驗。產品僅會在符合優良製造規範(「GMP」)指引之情況下才會推出市場。

於報告期間，並無已售或已付運產品因安全或健康理由遭收回。

### 投訴處理程序

客戶意見及反饋有助推動我們不斷改進，是我們精益求精之重要一環。我們已建立各種通訊渠道(例如透過網站、客戶服務熱線及客戶服務部)，旨在更有效釋除客戶疑慮。

本集團將全力以赴，迅速調查及解決客戶提出之所有爭議及投訴。所有已接獲投訴轉介予銷售團隊處理。接獲投訴後，負責人員將調查有關事項及相應採納適當行動。倘確定有關產品質量之已匯報投訴及發現有關投訴由供應商／廠商造成，則本集團將終止與相關供應商或廠商之協議，並在有需要之情況下採取適當法律行動。



To ensure customers' satisfaction, we proactively seek feedback from our customers. If our customers are not satisfied with a particular package that they have purchased from us, we will reach the relevant customer to offer an exchange of another package. In the last resort, we may offer refund to our customers

upon the approval of Department Head of Sales and Operations.

During the Reporting Period, no written complaints were received by us relating to product and service quality.

#### Personal Data Privacy

In order to build customer trust and loyalty, we have established measures to reduce the risk of employees leaking confidential information. Our customer information is properly stored in our secured system with access restrictions and in a locked cabinet for those in hardcopy.

The Group strictly prohibits the use of customers' private data for any purposes other than what has been stated in the customer contracts. Disciplinary action is to be taken against the employee who has been discovered of misappropriating customers' private data.

為確保客戶稱心滿意，我們積極尋求客戶之意見回饋。倘客戶不滿意向我們購買之某一產品或服務組合，我們將聯繫相關客戶，並容許客戶轉換為另一組合。在迫不得已之情況下，在獲得銷售及營運部總監批准後，我們可能向客戶退款。

於報告期間，我們並無接獲有關產品及服務質量之書面投訴。

#### 個人資料私隱

為建立客戶信任及忠誠，我們已推行措施，減低僱員洩漏機密資料之風險。客戶資料在我們之保安系統妥為儲存，並設有存取權限，而有關資料之印刷文本將存置於上鎖儲物櫃中。

除客戶合約列明之用途外，本集團嚴禁將客戶之個人私隱同作任何用途。倘發現僱員不當使用客戶之個人私隱，我們將對該名僱員作出紀律處分。



In order to arise employees' awareness of Customer Data Protection, we conduct regular training to provide clear guidance on proper handling of customers' personal data.



### Intellectual Property Rights

During the Reporting Period, we complied with laws and regulations regarding intellectual property rights in Hong Kong and the PRC that have a significant impact on us, including, but not limited to, Copyright Ordinance (Chapter 528) in Hong Kong, "Trademark Law of the PRC" (中華人民共和國商標法) and the "Copyright Law of the PRC" (中華人民共和國著作權法) in the PRC.

Currently, the Group has a number of trademarks registered in Hong Kong and the PRC. A Trademark Register is maintained by the Chief Operating Officer to monitor the validity of the Group's Intellectual Property ("IP") concerned. The Trademark Register includes information such as trademark logo, trademark number, registration date, validity period, and registration status, etc.

Moreover, we act proactively to enforce IP rights against third-party infringers. The Chief Operating Officer is responsible for identifying any unauthorized use of the trademarks by third-party. Legal actions are taken in due course upon identification of any trademark infringements.

為提高僱員對客戶資料保障之意識，我們定期進行培訓，為適當處理客戶個人資料提供清晰指引。

### 知識產權

於報告期間，我們遵守對我們有重大影響有關知識產權之香港及中國法律及法規，包括但不限於香港之《版權條例》(第528章)以及中國之《中華人民共和國商標法》及《中華人民共和國著作權法》。

本集團現時擁有多個於香港及中國登記之商標。首席營運執行官保存商標註冊紀錄冊，以監察本集團相關知識產權之有效性。該商標紀錄冊載有如商標標誌、商標號碼、登記日期、有效期及登記狀況等資料。

此外，我們積極對第三方侵權者強制執行知識產權權利。首席營運執行官負責識別任何第三方在未經授權下使用商標。倘識別任何商標侵權，我們於適當時候採取法律行動。

## Anti-Corruption

During the Reporting Period, we complied with all relevant laws and regulations relating to prevention of bribery, extortion, fraud and money laundering, including, but not limited to, the “Prevention of Bribery Ordinance (Cap. 201 of the Laws of Hong Kong)”, “Drug Trafficking (Recovery of Proceeds) Ordinance (Cap. 405)” and “Organised and Serious Crimes Ordinance (Cap. 455)” in Hong Kong, and the “Criminal Law” (中華人民共和國刑法) and “Anti-Money Laundering Law” (中華人民共和國反洗錢法) in the PRC.

The Group prohibits any acts of corruption and bribery committed by our employees. Our “Anti-Bribery and Corruption Policy” clearly sets out guidelines for the acceptance of gifts. Under the policy, all employees are required to exercise caution and judgment when accepting gifts. Gifts should not be accepted if they are in value higher than HK\$200.

Moreover, our whistle-blowing policy clearly sets out the procedures and channels for reporting corruption and fraud cases. As stipulated in the policy, all employees should immediately report any suspected fraud cases to the Company. After a potential fraud case has been reported, investigation is to be conducted with due care. For any proven fraud case, management will take appropriate action immediately.

In the case of conflicts of interest, our employees must declare their personal interests and report the matters to management of the Group. Employees are strictly prohibited to abuse their power and/or take advantage of their position for personal gain.

During the Reporting Period, no corruption and money laundering cases were noted or reported.

## 反貪污

於報告期間，我們遵守有關防止賄賂、勒索、欺詐及洗黑錢之所有相關法律及法規，包括但不限於香港之《防止賄賂條例》(香港法例第201章)、《販毒(追討得益)條例》(香港法例第405章)及《有組織及嚴重罪行條例》(香港法例第455章)以及中國之《中華人民共和國刑法》及《中華人民共和國反洗錢法》。

本集團禁止僱員作出任何貪污及賄賂行為。我們之「反賄賂及貪污政策」明確載列接納饋贈之指引。根據該政策，全體僱員於接納饋贈時必須審慎行事及作出判斷。僱員不應接納價值超過200港元之饋贈。

此外，我們之舉報政策清晰載列舉報貪污及欺詐個案之程序及渠道。誠如該政策所訂明，所有僱員應立即向本公司舉報任何涉嫌欺詐個案。舉報可能欺詐個案後，我們將審慎進行調查。管理層將就任何已證實欺詐個案即時採取適當行動。

倘出現利益衝突，僱員必須申報其個人利益及向本集團管理層匯報有關事宜。我們嚴禁僱員濫用職權及／或利用因其職位獲得個人利益。

於報告期間，並無任何已知悉或匯報任何貪污及洗黑錢事宜。

Community Investment

We understand the importance of giving back to the society and our social responsibilities. We are committed to building a better community and encouraging our employees to take part in community services so as to contribute to a more sustainable and harmonious society.

The Company has established a Volunteer Team since 2005. Voluntary services are organized by the Team on a regular basis, with an aim to show love and care for the community. In 2020, the Group was awarded “Caring Company” for more than 10 consecutive years.

社區投資

我們深明回饋社會及社會責任之重要性。我們努力建立更美好社區，並鼓勵僱員參與社區服務，以實現可持續之和諧社會。

本集團自二零零五年起成立義工團隊。該團隊定期籌辦義工服務，彰顯對社區之愛護關懷。於二零二零年，本集團已超過連續十年獲授「商界展關懷」。



During the Reporting Period, the Group participated in the voluntary service of the community. However, due to the outbreak of coronavirus disease 2019, our participation in voluntary service was lowered significantly.

Moreover, we understand that people being suffered would have financial burdens and need to be helped. During the Reporting Period, the Group made donations to MAKE-A-WISH Foundation of Hong Kong Limited (願望成真基金) and ORBIS (奧比斯) to provide financial aid to students with financial difficulties.

Resources that we have contributed to the community during the Reporting Period are detailed in the following table (KPI B8.2).

於報告期間，本集團曾參與園區義務勞動，為所屬園區服務，回饋社區。然而，受疫情影響，本年度我們參與社區事務的時數因而大幅減少。

除此之外，我們亦明白到，不幸患上惡疾的人需要背負龐大的醫療開支。因此，於報告期間，本集團捐款予願望成真基金和奧比斯，為有財政困難之病患者提供財務資助。

於報告期間，我們向社區貢獻之資源於下表詳列(KPI B8.2)。

Community Indicators 社區指標	For the Year ended 31st Mar, 2020 截至二零二零年 三月三十一日止年度	For the Year ended 31st Mar, 2019 截至二零一九年 三月三十一日止年度
<b>KPI B8.2</b>		
<b>Resources contributed to education, environmental concerns, labour needs, health, culture, sport (Amount in HK\$)</b> 在教育、環境、勞工需求、健康、文化、運動等範疇所動用資源(以港元計算)	104,950.00	419,740.00
<b>Corporate charitable activities</b> 企業慈善活動		
Hours spent on charitable activities 慈善活動所花費時數	2.00	785.00
<b>Employee volunteering</b> 僱員義工活動		
Number of employee volunteer 僱員義工數目	12.00	26.00



## Part A: Environmental

## 甲部：環境

ESG Aspects 環境、社會及管治層面	Related Section 相關章節	Remarks 備註
<b>A1. Emissions A1. 排放物</b>		
Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste. 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政策及遵守對發行人有重大影響的相關法律及規例的資料。	Overview, Compliance and Grievance, Emissions, Hazardous and Non-Hazardous Wastes 概覽、合規及申訴、排放、有害及無害廢棄物	
KPI A1.1 The types of emissions and respective emission data. 關鍵績效指標 A1.1 排放物種類及相關排放數據。	Emissions 排放物	
KPI A1.2 Greenhouse gas emission in total (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 關鍵績效指標 A1.2 溫室氣體總排放量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)。	Emissions 排放物	
KPI A1.3 Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 關鍵績效指標 A1.3 所產生有害廢棄物總量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)。	Hazardous and Non-Hazardous Wastes 有害及無害廢棄物	
KPI A1.4 Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 關鍵績效指標 A1.4 所產生無害廢棄物總量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)。	Hazardous and Non-Hazardous Wastes 有害及無害廢棄物	
KPI A1.5 Description of measures to mitigate emissions and results achieved. 關鍵績效指標 A1.5 描述減低排放量的措施及所得成果。	Emissions 排放物	
KPI A1.6 Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved 關鍵績效指標 A1.6 描述處理有害及無害廢棄物的方法、減低產生量的措施及所得成果。	Hazardous Waste and Non-Hazardous Wastes 有害及無害廢棄物	

ESG Aspects 環境、社會及管治層面	Related Section 相關章節	Remarks 備註
<b>A2. Use of Resources A2. 資源使用</b>		
<p>Policies on the efficient use of resources, including energy, water and other raw materials.                      有效使用資源(包括能源、水及其他原材料)的政策。</p>	<p>Use of Resources – Electricity, Water and Raw Materials Consumption                      資源使用 – 電、水、及原材料消耗</p>	
<p>KPI A2.1 Direct and/or indirect energy consumption by type. (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).                      關鍵績效指標 A2.1 按類型劃分的直接及／或間接能源(如電、氣或油)總耗量(以千個千瓦時計算)及密度(如以每產量單位、每項設施計算)。</p>	<p>Use of Resources – Electricity, Water and Raw Materials Consumption                      資源使用 – 電、水、及原材料消耗</p>	
<p>KPI A2.2 Water consumption in total and intensity (e.g. per unit of production volume, per facility).                      關鍵績效指標 A2.2 總耗水量及密度(如以每產量單位、每項設施計算)。</p>	<p>Use of Resources – Electricity, Water and Raw Materials Consumption                      資源使用 – 電、水、及原材料消耗</p>	
<p>KPI A2.3 Description of energy use efficiency initiatives and results achieved.                      關鍵績效指標 A2.3 描述能源使用效益計劃及所得成果。</p>	<p>Use of Resources – Electricity, Water and Raw Materials Consumption                      資源使用 – 電、水、及原材料消耗</p>	
<p>KPI A2.4 Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.                      關鍵績效指標 A2.4 描述求取適用水源上可有任何問題，以及提升用水效益計劃及所得成果。</p>	<p>Use of Resources – Electricity, Water and Raw Materials Consumption                      資源使用 – 電、水、及原材料消耗</p>	
<p>KPI A2.5 Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.                      關鍵績效指標 A2.5 製成品所用包裝材料的總量(以噸計算)及(如適用)每生產單位佔量。</p>	<p>Use of Resources – Packaging Materials                      資源使用 – 包裝材料</p>	
<b>A3. The Environmental and Natural Resources A3. 環境及天然資源</b>		
<p>Policies on minimizing the issuer’s significant impact on the environment and natural resources.                      減低發行人對環境及天然資源造成重大影響的政策。</p>	<p>Overview, Emissions, Hazardous and Non-Hazardous Wastes, Use of Resources                      概覽、排放物、有害及無害廢棄物、資源使用</p>	
<p>KPI A3.1 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.                      關鍵績效指標 A3.1 描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。</p>	<p>Overview, Emissions, Hazardous and Non-Hazardous Wastes, Use of Resources                      概覽、排放物、有害及無害廢棄物、資源使用</p>	

## Part B: Social

## 乙部：社會

ESG Aspects 環境、社會及管治層面	Related Section 相關章節	Remarks 備註
<b>B1. Employment B1. 僱傭</b>		
<p>Information on the policies and compliance with laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.</p> <p>有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的政策及遵守對發行人有重大影響的法律及規例的資料。</p>	Overview, Compliance and Grievance, Employment 概覽、合規及申訴、僱傭	
<p>KPI B1.1 Total workforce by gender, employment type, age group and geographical region.</p> <p>關鍵績效指標 B1.1 按性別、僱傭類型、年齡組別及地區劃分的僱員總數。</p>	Employment – Our Team 僱傭 – 我們之團隊	
<p>KPI B1.2 Employment turnover rate by gender, age group and geographical region.</p> <p>關鍵績效指標 B1.2 按性別、年齡組別及地區劃分的僱員流失比率。</p>	Employment – Our Team 僱傭 – 我們之團隊	
<b>B2. Health and Safety B2. 健康與安全</b>		
<p>Information on the policies and compliance with laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.</p> <p>有關提供安全工作環境及保障僱員避免職業性危害的政策及遵守對發行人有重大影響的法律及規例的資料。</p>	Health and Safety 健康與安全	
<p>KPI B2.1 Number and rate of work-related fatalities.</p> <p>關鍵績效指標 B2.1 因工作關係而死亡的人數及比率。</p>	Health and Safety 健康與安全	
<p>KPI B2.2 Lost days due to work injury.</p> <p>關鍵績效指標 B2.2 因工傷損失工作日數。</p>	Health and Safety 健康與安全	
<p>KPI B2.3 Description of occupational health and safety measures adopted, how they are implemented and monitored.</p> <p>關鍵績效指標 B2.3 描述所採納的職業健康與安全措施，以及相關執行及監察方法。</p>	Health and Safety 健康與安全	

ESG Aspects 環境、社會及管治層面	Related Section 相關章節	Remarks 備註
<b>B3. Development and training B3. 發展及培訓</b>		
Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. 有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。	Development and Training 發展及培訓	
KPI B3.1 The percentage of employees trained by gender and employee category (e.g. senior management, middle management). 關鍵績效指標 B3.1 按性別及僱員類別(如高級管理層、中級管理層等)劃分的受訓僱員百分比。	Development and Training 發展及培訓	
KPI B3.2 The average training hours completed per employee by gender and employee category. 關鍵績效指標 B3.2 按性別及僱員類別劃分，每名僱員完成受訓的平均時數。	Development and Training 發展及培訓	
<b>B4. Labour standards B4. 勞工準則</b>		
Information on the policies and compliance with laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour. 有關防止童工或強制勞工的政策及遵守對發行人有重大影響的法律及規例的資料。	Employment – Child Labour and Forced Labour 僱傭 – 童工及強制勞工	
KPI B4.1 Description of measures to review employment practices to avoid child and forced labour. 關鍵績效指標 B4.1 描述檢討招聘慣例的措施以避免童工及強制勞工。	Employment – Child Labour and Forced Labour 僱傭 – 童工及強制勞工	
KPI B4.2 Description of steps taken to eliminate such practices when discovered. 關鍵績效指標 B4.2 描述在發現違規情況時消除有關情況所採取的步驟。	N/A 不適用	Not Disclosed 未披露
<b>B5. Supply chain management B5. 供應鏈管理</b>		
Policies on managing environmental and social risks of the supply chain. 管理供應鏈的環境及社會風險政策。	Supply Chain Management 供應鏈管理	
KPI B5.1 Number of suppliers by geographical region. 關鍵績效指標 B5.1 按地區劃分的供應商數目。	Supply Chain Management 供應鏈管理	
KPI B5.2 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored. 關鍵績效指標 B5.2 描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目、以及有關慣例的執行及監察方法。	Supply Chain Management 供應鏈管理	

ESG Aspects 環境、社會及管治層面	Related Section 相關章節	Remarks 備註
<b>B6. Product responsibility B6. 產品責任</b>		
<p>Information on the policies and compliance with laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and method of redress.</p> <p>有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的政策及遵守對發行人有重大影響的相關法律及規例的資料。</p>	Product Responsibility 產品責任	
<p>KPI B6.1 Percentage of total products sold or shipped subject to recalls for safety and health reasons.</p> <p>關鍵績效指標 B6.1 已售或已運送產品總數中因安全與健康理由而須回收的百分比。</p>	Product Responsibility – Quality Assurance 產品責任 – 質量保證	
<p>KPI B6.2 Number of products and service related complaints received and how they are dealt with.</p> <p>關鍵績效指標 B6.2 接獲關於產品及服務的投訴數目以及應對方法。</p>	Product Responsibility – Complaints Handling Procedures 產品責任 – 投訴處理程序	
<p>KPI B6.3 Description of practices relating to observing and protecting intellectual property rights.</p> <p>關鍵績效指標 B6.3 描述與維護及保障知識產權有關的慣例。</p>	Product Responsibility – Intellectual Property Rights 產品責任 – 知識產權	
<p>KPI B6.4 Description of quality assurance process and recall procedures.</p> <p>關鍵績效指標 B6.4 描述質量檢定過程及產品回收程序。</p>	Product Responsibility – Quality Assurance 產品責任 – 質量確保	
<p>KPI B6.5 Description of consumer data protection and privacy policies, how they are implemented and monitored.</p> <p>關鍵績效指標 B6.5 描述消費者資料保障及私隱政策，以及相關執行及監察方法。</p>	Product Responsibility – Personal Data Privacy 產品責任 – 個人資料私隱	
<b>B7. Anti-corruption B7. 反貪污</b>		
<p>Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.</p> <p>有關防止賄賂、勒索、欺詐及洗黑錢的政策及遵守對發行人有重大影響的相關法律及規例的資料。</p>	Anti-Corruption 反貪污	
<p>KPI B7.1 Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.</p> <p>關鍵績效指標 B7.1 於報告期間對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。</p>	Anti-Corruption 反貪污	
<p>KPI B7.2 Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.</p> <p>關鍵績效指標 B7.2 描述防範措施及舉報程序，以及相關執行及監察方法。</p>	Anti-Corruption 反貪污	

ESG Aspects 環境、社會及管治層面	Related Section 相關章節	Remarks 備註
<b>B8. Community investment B8. 社區投資</b>		
<p>Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure that its activities take into consideration the communities' interests. 有關以社區參與來了解營運所在社區需要和確保其業務活動會考慮社區利益的政策。</p>	<p>Community Investment 社區投資</p>	
<p>KPI B8.1 Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport). 關鍵績效指標 B8.1 專注貢獻範疇(如教育、環境事宜、勞工需求、健康、文化、體育)。</p>	<p>Community Investment 社區投資</p>	
<p>KPI B8.2 Resources contributed (e.g. money or time) to the focus area. 關鍵績效指標 B8.1 專注貢獻範疇(如金錢或時間)。</p>	<p>Community Investment 社區投資</p>	



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