

ENVIRONMENTAL,
SOCIAL AND

GOVERNANCE
REPORT 2017/18

環境、社會及管治報告

Bossini International Holdings Limited
堡獅龍國際集團有限公司

Our vision is to be the most preferred **EVERYDAY WEAR BRAND**

我們的願景 — 成為顧客首選的 日常服飾品牌

Bossini International Holdings Limited (the “Company”; stock code on The Stock Exchange of Hong Kong Limited (“stock code”): 592) and its subsidiaries (the “Group” or “Bossini”) is a renowned apparel brand owner, retailer and franchiser in the region.

Headquartered in Hong Kong, Bossini launched its first retail store in 1987. Over the past three decades, it rapidly established an extensive international operating platform and distribution network that extended to a total of 938 stores worldwide. Among these, the Group operated 284 directly managed stores in Hong Kong and Macau, mainland China, Taiwan and Singapore. As for other overseas markets, the Group cooperated with its business partners to establish a total of 654 export franchised stores in 25 countries, spanning from Southeast Asia, the Middle East, Europe to as far as Central America.

Renowned for its comfortable, easy to mix-and-match, colourful and energetic style, Bossini offers good value for money, casual wear apparel products including men’s, ladies’ and kids’ wear, which are designed to fit a wide range of customer needs.

堡獅龍國際集團有限公司（「本公司」；香港聯合交易所有限公司之股份代號（「股份代號」）：592）及其附屬公司（「本集團」或「堡獅龍」）是區內馳名的服裝品牌擁有人、零售商和特許經營商。

堡獅龍總部設於香港，自一九八七年開設首間零售店舖以來，經過三十年的迅速發展，已建立了一個龐大的國際營運平台及分銷網絡。本集團全球共設有938間店舖，其中284間位於香港及澳門、中國大陸、台灣及新加坡的零售店舖由本集團直接管理。海外市場方面，本集團與商業夥伴結盟，設有654間出口特許經營店舖，分佈於東南亞、中東、歐洲及遠至中美洲等25個國家。

堡獅龍供應的休閒服產品包括男士、女士及兒童系列，所有產品皆物有所值，產品設計緊貼不同顧客需要，並因其舒適、易於配襯、色彩豐富又充滿活力而享譽各地市場。

Company Background 公司背景

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In developing an unique corporate culture, the Group launched “the bossini way” in mid 2002 to share with all staff its vision, mission and core values, cultivating proactive and positive working attitudes. Bossini has been providing “Seven Habits for Highly Effective People®” training for employees since May 2004.

We believe a corporate culture embracing “the bossini way” together with “7 Habits®” would align the vision and thus the direction of the Group as a whole.

為建立堡獅龍獨特之企業文化，本集團於二零零二年中推出「堡獅龍之道」，與員工分享公司願景、使命及核心價值，藉以培養員工積極正面的工作態度。自二零零四年五月起，堡獅龍為員工提供「高效能人士的七個習慣®」的培訓。

我們深信以「堡獅龍之道」及「七個習慣®」為主導的企業文化，可配合集團願景，邁向共同目標。

“the bossini way” 「堡獅龍之道」

Vision 願景

To be the most preferred
everyday wear brand
成為顧客首選的日常服飾品牌

Mission 使命

To create appealing,
competitive and quality
everyday wear for happy living
為快樂生活創造具吸引力、
出眾和優質的日常服飾

Core Values 核心價值

- | | |
|--------------------------------|------------------------------|
| 1. Customer Oriented
以客為本 | 4. Work with Passion
熱愛工作 |
| 2. Innovate to Excel
創新求進 | 5. Live the 7 Habits
活出七習 |
| 3. Execute for Success
執行以達 | |

7 Habits® 「七個習慣®」

- 1 Be Proactive®
主動積極®
- 2 Begin with the End in Mind®
以終為始®
- 3 Put First Things First®
要事第一®
- 4 Think Win Win®
雙贏思維®
- 5 Seek First to Understand, then to be Understood®
知彼解己®
- 6 Synergize®
統合綜效®
- 7 Sharpen the Saw®
不斷更新®

Reporting framework and scope

The Group hereby presents this environmental, social and governance (“ESG”) report for the year ended 30 June 2018 in accordance with the requirements set out in Appendix 27 of the Rules Governing the Listing of Securities (the “Listing Rules”) on the Stock Exchange of Hong Kong Limited (the “Stock Exchange”). Since Hong Kong and Macau accounts for the largest portion of the Group’s revenue and the headquarters is located in Hong Kong, this ESG report would primarily focus on the Group’s business and operations in Hong Kong and Macau. Disclosures relating to the identified ESG aspects which are considered as material have been included in this ESG report.

The board of directors of the Company (the “Board”) is responsible for evaluating and determining the ESG risks of the Group, and ensuring that relevant risk management and internal control systems are in place and operate effectively. The Group is committed to making continuous improvements on the aspects of corporate environmental protection and social responsibility and has taken measures to supervise and implement policies to manage ESG issues for the sustainable development of the Group. In particular, the Group aims to reduce greenhouse gas emissions, minimise disposal of waste in its ordinary course of business and provide a safe environment for its employees. Through meetings and discussions with the ESG working group, various policies and guidelines were set to address environmental and social matters. Moreover, key performance indicators will be identified, tracked and closely monitored with an intention to achieve continuous improvement. Work progresses and results of key performance indicators will be regularly reported to the Board.

Stakeholder Engagement

To achieve sustainable business development, it is important to maintain effective communication with stakeholders. Our major stakeholders in our business include customers, staff, investors, government and regulatory authorities, suppliers and community partners. We have established a mechanism for cooperation and communication with stakeholders through various channels and believe that their opinions are beneficial to the Group’s business development.

Materiality Assessment

We have conducted an internal review and identified the main concerns of the internal and external stakeholders in environmental and social aspects, based on the Stock Exchange ESG Reporting Guide, that have material effects on our stakeholders’ and the Group’s sustainable development.

報告框架及範圍

本集團謹此根據香港聯合交易所有限公司（「聯交所」）證券上市規則（「上市規則」）附錄27所載規定，提呈截至二零一八年六月三十日止年度的環境、社會及管治（「環境、社會及管治」）報告。由於香港及澳門佔本集團收益的最大部份，而總部亦位於香港，故本環境、社會及管治報告將主要集中本集團於香港及澳門的業務及營運。已識別為重大環境、社會及管治層面有關的披露已載於本環境、社會及管治報告內。

本公司之董事局（「董事局」）負責評估及釐定本集團在環境、社會及管治方面的風險，確保已設有相關的風險管理及內部監控系統，並有效地運作。本集團致力從公司環境保護及社會責任方面不斷改進，並採取措施監督及實施政策，管理環境、社會及管治的事宜，以促進本集團的可持續發展。尤其本集團致力於減少溫室氣體排放，在其日常的業務過程中儘量減少棄置廢物，並為其員工提供一個安全的環境。通過與環境、社會及管治工作小組的會議及討論，制定了各種政策及指引來處理環境及社會事宜。此外，工作小組將確定、跟進及密切監測關鍵績效指標，以期達致持續改善。工作進展及關鍵績效指標的結果將定期向董事局匯報。

持份者參與

為了達致可持續的業務發展，與持份者維持良好的溝通是其中重要的一環。在我們的業務中，主要的持份者包括顧客、員工、投資者、政府及監管機構、供應商及社區夥伴。我們已透過各種渠道與持份者建立合作及溝通的機制，並深信他們的意見對集團的業務發展有莫大裨益。

重要性評估

我們已根據聯交所環境、社會及管治報告指引，對我們的持份者及本集團的持續發展有重要影響的環境及社會方面，進行內部檢討及識別內部及外部持份者之主要關注事項。

The Group supports environmental protection and is committed to using resources wisely and efficiently and reducing waste generation within our operations. We have been progressively implementing different resource-saving measures to address the saving of energy, water, paper and other office supplies. The Group put enhanced efforts to manage the potential impact of our operations on the environment. Greenhouse gas emissions are the major causes of global warming. The Group principally engages in retail operations in Hong Kong and Macau and its greenhouse gas emissions are mainly constituted by emissions of carbon dioxide (“CO₂”).

During the year under review, the Group was not aware of any case of non-compliance relating to environmental laws and regulations in its Hong Kong and Macau retail operations. In addition, no significant water and hazardous wastes discharges were noted.

Energy Consumption

We are committed to rationalising energy consumption to reduce greenhouse gas emissions. With a diverse retail network in Hong Kong and Macau, savings in electricity consumption will help to reduce CO₂ emission.

Over the past years, we have been replacing light bulbs and fluorescent lamps in both stores and offices with energy-saving LED lighting, which resulted in the reduction of electricity consumption and related CO₂ emissions. During the year under review, 39 out of 40 stores in Hong Kong and Macau are using energy-saving LED lighting. The “en-trak” energy system has been installed in our Hong Kong headquarters to facilitate the control of energy consumption and to enhance energy efficiency and productivity by leveraging real-time data available across the premises. Moreover, employees are encouraged to keep indoor air-conditioned temperature at 25°C and to turn off lighting when leaving a room unoccupied for an extended period of time. Furthermore, all our stores in Hong Kong have participated in the “Earth Hour” event by switching off unnecessary lighting to shine a light on the need for climate action.

本集團支持環境保護，致力於善用及有效地使用資源，在我們的營運中減少產生廢物。我們一直逐步實施不同節約資源措施，以針對節約能源、水、紙張及其他辦公室用品。本集團致力管理營運對環境帶來的潛在影響。溫室氣體排放為全球暖化的主要成因，本集團主要在香港及澳門從事零售業務，而其溫室氣體排放主要來自二氧化碳（「二氧化碳」）排放。

回顧年內，本集團並無獲悉其香港及澳門零售業務違反相關環保條例與附屬規例的案例。此外，亦無發現重大排水及有害廢物排放。

能源使用

我們致力善用能源以減少溫室氣體排放。鑑於本集團在香港及澳門擁有廣闊零售網絡，節約用電將有助減少二氧化碳排放。

於過去數年，我們將店舖及辦公室的電燈泡及光管更換為節能LED燈，從而令電力使用及相關二氧化碳排放量有所減少，回顧年內，香港及澳門地區共40間店舖中39間正使用節能LED燈。我們的香港總部已安裝「en-trak」能源系統，以便控制能源使用，並透過利用工作場所內錄得的實時數據提高能源效益及產能。另外，本集團鼓勵僱員保持房間的空調溫度於攝氏二十五度，當房間閒置一段較長時間時，應關掉照明系統。此外，我們於香港的所有店舖均參與「地球一小時」活動，關掉不必要的照明系統，為氣候變化活動出一分力。



Use of Paper

The Group is proactively reducing its wastage. We have formulated a paper-saving policy with an intention to minimise the use of papers. We encourage the use of recycled papers for printing and duplex printing is set as the default mode of all network printers. Separate recycling bins are set up to collect used papers, cardboard boxes and packing materials for reuse or recycle. Internal memorandum and reports are distributed by digital means.

Packaging

As a retailer, it is inevitable to use plastic bags as shopping bags or wrapping material for consumer products. Since the implementation of Environmental Levy Scheme on plastic shopping bags in Hong Kong, the Group has reduced its procurement of plastic bags.

Waste Management

We pledge to produce as little waste as possible. We have set up administrative measures to govern the use of office and computer supplies with an aim to minimise wastage. Toner cartridges and other wastes are collected separately for recycling in order to reduce environmental impact from disposal.

Business Trips

Business trips to participate in exhibitions and to visit manufacturers and material suppliers at various cities are unavoidable. It is the Group's policy for all staff to take the economy class for business trips.

紙張的使用

本集團正在積極減廢。我們已制定節約用紙政策以期盡量減低紙張使用量。我們鼓勵使用回收紙張列印，而所有網絡打印機均預設為雙面打印，並設置專用回收箱收集已使用的紙張、紙箱、包裝物料以作重複使用或回收。內部備忘錄及報告均以數碼方式發送。

包裝

作為零售商，我們不可避免地使用塑膠袋作為購物袋或商品的包裝材料。自香港推出塑膠購物袋環保徵費計劃後，本集團已減少採購塑膠袋。

廢物管理

我們承諾盡可能減少產生廢物。我們已建立行政措施以監管辦公室及電腦用品之使用，旨在盡量減少浪費。我們分開收集碳粉盒及其他廢物來循環再用，以減低棄置物對環境的影響。

商務公幹

商務公幹往各個城市參與展覽及到訪製造商及材料供應商乃無可避免。本集團政策規定所有員工於商務公幹時乘坐經濟艙。

Paperless Stock Taking System

We introduced a paperless stock taking system to various pilot points last year, the progress of which was smooth and the results were significant. This year we fully implemented the system and substantially reduced paper usage, facilitating energy saving and waste reduction as well as optimising the management process. Our staff are able to perform inventory taking more efficiently, creating more services and added-values to the corporation.

Recycling Red Packets

The Group encourages its staff to reuse lai see packets and enthusiastically participated in the “Lai See Packets Reuse and Recycling Programme”. During Lunar New Year, we placed recycling bins for lai see packets at the reception areas of our offices. The collected packets were delivered to social welfare organisations for sorting before becoming recycled lai see packets. While this was the first year that we launched the programme, it was well-received by our staff, and the result was encouraging.

Environment and Natural Resources

The nature of the Group's business operations does not result in any significant pollution or destruction of the environment and natural resources. The most material environmental impact is from the use of electricity, vehicles and other office supplies. Relevant principles and policies have been disclosed above.

The following table summarises the Group's environmental performance (Note 1):

1. Greenhouse Gas (GHG) Emissions (Note 2) 溫室氣體排放 (附註2)	
Scope 1 – Direct emissions and removals 範圍1 – 直接排放及減除 (tCO ₂ e 噸二氧化碳當量) (Note 3 附註3)	24
Scope 2 – Energy indirect emissions 範圍2 – 能源間接排放 (tCO ₂ e 噸二氧化碳當量) (Note 4 附註4)	4,156
Scope 3 – Other indirect emissions 範圍3 – 其他間接排放 (tCO ₂ e 噸二氧化碳當量) (Note 5 附註5)	102
Total GHG emissions (direct and indirect) 溫室氣體排放 (直接及間接) (tCO₂e 噸二氧化碳當量)	4,282
Total GHG emissions intensity 溫室氣體排放總量強度 (tCO₂e/HK\$ million of revenue 噸二氧化碳當量/港幣百萬元收入) (Note 7 附註7)	3.28

無紙化盤點系統

去年開始我們在各試點引用無紙化盤點系統，過程順利，效果顯著。今年全面推行使用，大大減少紙張的使用率，有利於節能降耗，優化管理流程。員工更有效率地完成盤點工作，為企業創造了更多服務和價值。

回收利是封

本集團鼓勵員工使用新生利是封，並踴躍參與「利是封回收重用大行動」。農曆新年期間於辦公室接待處放置利是封回收箱，把收集所得的利是封交給社福機構篩選處理，變成「新生利是封」。此行動第一年推出，獲得員工大力支持，回收成績令人鼓舞。

環境及天然資源

本集團之業務營運性質，並不會對環境及自然資源造成任何重大污染或破壞。對環境影響較大的主要來自使用電、汽車及其他辦公室用品。相關原則及政策已於上文披露。

下表總結本集團的環境表現 (附註1)：

2. Non-hazardous waste 無害廢棄物	
Total non-hazardous waste produced 所產生無害廢棄物總量 (tonnes 公噸) (Note 6 附註6)	1,711
Total non-hazardous waste produced intensity 所產生無害廢棄物總量強度 (tonnes/HK\$ million of revenue 公噸／港幣百萬元收入) (Note 7 附註7)	1.31
3. Energy consumption 能源耗量	
Direct energy consumption 直接能源耗量	
– Fuel consumption 燃油消耗量 (litres 公升)	8,926
– Fuel consumption intensity 燃油消耗量強度 (litres/HK\$ million of revenue 公升／港幣百萬元收入)	6.85
Indirect energy consumption 間接能源耗量	
– Electricity consumption 電力消耗 (MWh 兆瓦時)	5,260
– Electricity consumption intensity 電力消耗強度 (MWh/HK\$ million of revenue 兆瓦時／港幣百萬元收入) (Note 7 附註7)	4.03
4. Water consumption 耗水量	
Total water consumption 總耗水量 (m ³ 立方米) (Note 8 附註8)	9,341
Total water consumption intensity 總耗水量強度 (m ³ /HK\$ million of revenue 立方米／港幣百萬元收入) (Note 7 附註7)	7.16
5. Packaging materials consumption 包裝物料消耗量	
Price tag 價格標籤 (tonnes 公噸)	15
Plastic packaging bag 塑料包裝袋 (tonnes 公噸)	1,080
Carton box 紙箱 (tonnes 公噸)	461
Copy Paper 拷貝紙 (tonnes 公噸)	109
Total packaging material used 包裝物料總量 (tonnes 公噸)	1,665
Intensity of packaging material used 包裝物料強度 (tonnes/HK\$ million of revenue 公噸／港幣百萬元收入) (Note 7 附註7)	1.28
6. Shopping bag consumption 購物袋消耗量	
Total shopping bag used 購物袋總量 (tonnes 公噸)	40
Intensity of shopping bag used 購物袋強度 (tonnes/HK\$ million of revenue 公噸／港幣百萬元收入) (Note 7 附註7)	0.03
7. Paper Consumption 紙張消耗量	
Total paper 紙張總量 (tonnes 公噸)	6
Intensity of paper used 紙張強度 (tonnes/HK\$ million of revenue 公噸／港幣百萬元收入) (Note 7 附註7)	0.005

Notes:

1. Unless otherwise specified, the environmental data covers our Hong Kong and Macau operations comprising the department stores, retail shops, warehouses and offices.
2. As the upgrade of the KPIs to “comply or explain” under “Subject Area A. Environment” of the ESG Reporting Guide came into effect in financial year beginning on or after 1 January 2017, it is the first financial year of the Company to disclose these KPIs which serve as the basic for future comparison.
3. Scope 1 refers to direct GHG emission such as fuel consumption by a delivery truck (excluding the vehicle fleets of our contractors).
4. Scope 2 refers to indirect GHG emission such as consumption of electricity (excluding electricity consumed in some retail outlets in department stores and/or shopping malls where electricity is not separately charged).
5. Scope 3 refers to indirect GHG emission such as consumption of paper, water usage and business air travel.
6. Non-hazardous waste produced mainly included paper, shopping bags and packaging material.
7. The Group’s revenue from Hong Kong and Macau operations was used as the denominator to calculate intensity for each indicator. The Group’s revenue from Hong Kong operations for the year ended 30 June 2018 was HK\$1,304 million.
8. Sourcing water that is fit for purpose and water efficiency initiatives are not considered to be material issues in the Group’s operations.
9. In view of our business nature, we are not aware of any significant generation of hazardous waste.
10. Some retail stores operate in shopping malls and/or department stores where water supply and discharge are controlled by the building management so the retrieval of the relevant data is not feasible.

附註：

1. 除另有指明外，環境數據涵蓋本集團香港及澳門業務，包括百貨店、零售店鋪、倉庫及辦公室。
2. 將《環境、社會及管治報告指引》中「主要範疇A.環境」的關鍵績效指標提升至「不遵守就解釋」的規定於二零一七年一月一日或之後開始的財政年度生效，此乃本公司首個財政年度披露該等關鍵績效指標，作為日後比較之準則。
3. 範圍1所指之直接溫室氣體排放，如貨車之燃油消耗（不包括我們承包商的車隊）。
4. 範圍2所指之間接溫室氣體排放，如電力消耗（不包括部份在百貨公司和／或商場內的零售點，其電費並非單獨收取）。
5. 範圍3所指之間接溫室氣體排放，如用紙、用水及員工乘搭飛機海外公幹。
6. 所產生無害廢棄物主要包括紙張，購物袋及包裝物料。
7. 本集團於香港業務之收入用作分母計算每一指標之密度。本集團於截至二零一八年六月三十日止年度於香港業務收入為港幣十三億零四百萬元。
8. 求取適用水源及提升用水效益計劃並非本集團運作上之重大問題。
9. 鑑於業務性質，我們沒有察覺產生任何重要的有害廢棄物。
10. 一些零售點在百貨公司和／或商場經營，該處的用水供應及排放由大廈管理處控制，故未能收集有關資料。

Employment and Labour Practices

The Group recognises that human resources are its valuable asset and takes measures to provide a safe and congenial working environment for its staff. The Group also encourages career development and training, and promotes a healthy living style with work-life balance.

Safe Working Environment

Providing a safe working environment for our employees is our priority. Apart from seminars to warehouse staff to raise their awareness of occupational safety, we also provide them with proper tools such as ladders and trolleys for safe operations. Notices are posted at the workplaces to remind both shop and warehouse staff of safety hazards. Retail managers and shop supervisors regularly carried out spot checks to ensure the execution of safety requirements.

Prohibits Child and Forced Labour

In addition, the Group strictly prohibits child and forced labour. We effectively monitor our recruitment process to ensure due compliance. During the year under review, there were no significant non-compliance cases of the Group in Hong Kong and Macau in relation to applicable laws and regulations on employment, health and safety as well as labour standards.

僱傭及勞工常規

本集團確認人力資源為其實貴資產，並採取措施為其員工提供一個安全及愉快友善的工作環境。本集團亦鼓勵職業發展及培訓，並提倡健康的生活方式，促進工作與生活之間的平衡。

安全工作間

為僱員提供安全的工作環境是本集團優先事項。我們除了為貨倉員工安排研討會以提高員工的職業安全意識外，亦有為員工配備梯子及手推車等合適工具以保障操作安全，亦已於工作場所張貼告示以提醒店舖及貨倉員工相關的安全隱患。零售經理及店舖主管亦會定期進行抽查，以確保安全規定得以落實。

禁止童工及強制勞工

此外，本集團嚴格禁止童工及強制勞工。我們有效地監督招聘流程以確保妥善合規。回顧年內，本集團在香港及澳門概無與適用僱傭法律及法規、健康及安全以及勞工標準有關的重大違規案例。



Supply Chain Management and Product Responsibility

As a responsible member of the society and to ensure product safety and service quality, the Group maintains a procurement policy to ensure that all goods and services are procured in an honest, competitive, fair and transparent manner in order to deliver the best value for money. We are committed to providing our customers with products of the best qualities and ensuring that our suppliers' production process meet the local environmental standards. All our apparels are required to meet product safety standards, including but not limited to GB 18401-2010 National General Safety Technical Code For Textile Products, before being sold to customers. We also provide an easily accessible and responsive customer services hotline and email, and clearly state our product exchange policy on the back of each sales receipt.

We expect all our suppliers and contractors to respect our core values and beliefs in business ethics and normal practices. The Group performs regular site visits and annual reviews to ensure that they abide by our requirements, meaning that no toxic material is used to ensure product safety; no child and forced labour is employed; no workplace is unsafe for workers; no toxic waste is inappropriately disposed of; and no toxic gas is illegally emitted. Suppliers and contractors are clearly informed that any violation of these requirements may result in cancellation of orders.

There were no major non-compliance cases of the Group in Hong Kong and Macau in relation to applicable laws and regulations on product responsibility during the year under review.

供應鏈管理及產品責任

作為社會負責任的一份子，及確保產品安全及服務質素，本集團的採購政策乃確保所有商品及服務都以誠實、具競爭力、公平及透明的方式採購，以達到最物有所值。我們承諾向客戶提供最優質的產品及力求確保供應商的生產過程符合當地環保標準。本集團所有服裝須於售予客戶前符合產品安全標準，包括但不限於GB 18401-2010國家紡織產品基本安全技術規範。我們亦提供方便聯繫且適時回應的客戶服務熱線電話及電郵，並於各銷售單據的背面清楚載列產品退換政策。

我們預期所有供應商及承包商尊重我們的核心價值及商業道德常規的理念。本集團定期進行實地視察並每年作出檢討，以確保彼等均已遵守規定，即並無使用有毒物質以確保產品安全；並無僱用童工及強制勞工；並無危及工人安全的工作場所；並無不當處置有毒廢物；及並無非法排放有毒氣體。供應商及承包商獲明確告知，違反任何該等規定可能導致取消訂單。

回顧年內，本集團在香港及澳門概無與適用的產品責任法律及法規有關的重大違規案例。



Anti-corruption

Free and fair competition is not only the basis of all commercial activities but also a core value of Hong Kong. We always stress the importance of integrity and honesty as we conduct our business and adopt a business philosophy of integrity and fairness. We expect our staff to report and decline any monetary offers, gift and favours from suppliers. It is therefore of utmost importance to nurture our employees with a strong sense of integrity and ethics. The Group is strictly in compliance with its policies and practices in relation to connected transactions, conflict of interests and business ethics.

During the year under review, the Group was not aware of any significant non-compliance cases in its Hong Kong and Macau operations in relation to applicable laws and regulations on bribery, extortion, fraud and money laundering.

Channels for Whistleblowing

In addition to upholding the standard of integrity and ethical conduct, a designated email address directed to the Chief Executive Officer is open to all staff in filing reports or complaints when necessary, as a means of strengthening the governance of the Group. This channel is established for the reporting of not only suspected corruptions, but also any non-compliances, abuses or malpractices.

Customer Services

The Group has earned trust from its customers through providing dedicated customer services.

During the year under review, 174 complaints were received in respect of quality of goods or services. The Group made every effort to promptly and fairly investigate and resolve all disputes and complaints lodged by the customers, according to clearly written internal procedures. We strive to minimise the number of customer complaints. We have received suggestions from many customers through the hotline or email. During the year under review, the Group received 333 appreciations regarding our services. We took their sincere advices and improved our training contents accordingly. We treasure every comment from our customers and review our customer service training from time to time with a view to improving our frontline services.

反貪污

自由公平的競爭不僅是所有商業活動的基礎，亦是香港的核心價值。我們一直強調誠信及正直對我們經營業務的重要性，並恪守廉潔公平的營商理念。我們希望員工能告發並拒絕供應商的任何金錢、禮品及恩惠。因此，至為重要的一點是我們培養員工具有強烈的誠信及道德觀念。本集團恪守其有關關連交易、利益衝突以及商業道德常規的政策及常規。

回顧年內，本集團並未發現其香港及澳門業務存在與適用於賄賂、勒索、欺詐及洗錢法律及法規有關的重大違規案例。

舉報渠道

除維持執行誠信及道德行為的標準外，我們特別開設一個讓員工在有需要時直接向行政總裁提出舉報或投訴的專用電郵地址，以作為加強本集團管治的方式。該渠道不僅供員工舉報涉嫌貪污事宜而設，員工亦可藉以告發一切違規事項、濫用職權或舞弊行為的情況。

客戶服務

本集團透過提供其專門的顧客服務，贏得顧客的信任。

回顧年內，本集團接獲174宗有關產品或服務質素的投訴。本集團根據清晰的書面內部程序，力求迅速及公平地調查及解決所有糾紛及顧客所提出的投訴。我們承諾會努力減少顧客投訴次數。許多顧客透過熱線電話或電郵提出建議。回顧年內，本集團就我們的服務接獲333宗嘉許，我們採納彼等誠摯的建議，相應地改進培訓內容。我們珍惜顧客的每一個意見，並不時檢討客戶服務培訓以改進前線服務。

Data Privacy Policy

The Group places utmost importance on protecting the privacy of its customers in the collection, processing and use of their personal data. The Group adheres to the applicable data protection regulations and ensures that appropriate technical measures are in place to protect personal data against unauthorised use or access. The Group also ensures that customers' personal data is securely kept and processed, and is used only for the purposes for which the data is collected.

資料私隱政策

本集團在收集、處理及使用顧客的個人資料時，非常重視保護顧客的私隱。本集團堅守適用的資料保護法規，並確保執行適當的技術措施，以保護個人資料免受未經授權的使用或存取。本集團亦確保安全地保存及處理顧客的個人資料，及僅用於為其收集的目的。



People are Bossini's most important asset and source of competitive advantage. Our success depends on the strength of our talents and teamwork across different functions. Enhancing staff engagement and competencies and building effective teams are our key strategies for continuous business growth. The Group's efforts and commitment in human resources development are well recognised, as exemplified by the award of the "Manpower Developers 1st" (人才企業1st) title for the last eight consecutive years by the Employees Retraining Board.

Enhancing Staff Engagement:

Live the 7 Habits

A strong corporate culture is one of the key success factors of an organisation. We believe employees and the company are bound by a commitment to serve each other's interests in the best way possible. Since 2004, we have adopted the certified program "Seven Habits for Highly Effective People" for employees at all levels to cultivate a proactive and ever-improving culture. Moreover, we organize the "Bossinian Day" for our new join office employees to let them understand and experience how to integrate the 7 habits culture into our work and daily life.

僱員是堡獅龍成功的關鍵及最重要的競爭優勢。本集團的成功取決於我們的人才和團隊的綜合實力。加強員工的歸屬感、提升僱員能力及建立高效的團隊，向來是我們推動業務持續發展的重要策略。本集團在人力資源發展方面的努力和承諾備受認同，並於過往連續八年榮獲僱員再培訓局頒發「人才企業1st」殊榮。

加強員工歸屬感：

活出七習

深厚的企業文化是集團成功的關鍵因素之一。我們相信員工和集團能夠上下一心是因為大家能將彼此的利益放在首位。自二零零四年迄今，我們為各職級的辦公室和店舖員工提供「高效人士的七個習慣」工作坊，以培養主動積極，不斷更新的企業文化。除此以外，我們亦會為新加入的辦公室員工舉行Bossinian Day，讓他們明白及體會到如何將七習文化融入工作與生活當中。



Work with Passion

We organised the "Love our Brand • Love our Products" activity to encourage our employees to wear the bossini products and actively give feedback to the Company, provided them with the opportunity to exert their influence on the Company's product designs.

熱愛工作

我們舉辦「Love our Brand • Love our Product」活動，鼓勵員工穿著公司產品，並積極向公司回饋意見，令員工有參與影響公司產品設計的機會。

We have organised three activities during the year:

- Bossini Try On Event (新體驗 • bossini試穿會): Through this activity, we encouraged the office staff to keep aware of our products and gather their feedback to the Company.
- The Photo Contest (“Love our Brand • Love our Products 穿出新風格 • 拍出我生活”): we invited our frontline staff to participate in this event, aiming to arouse their interests in the company’s products and encourage them to introduce our brand to their peers, thus raising brand awareness.
- “On the Go” Sport Day (On the Go 冰涼夏運會): We organised taekwondo and jogging classes for the office staff. Each participant received a complimentary suit of “On the Go” sportswear from the company, such that they could have personal experience of these products and collect their feedback.

本年度共舉行了三次活動：

- 「新體驗 • bossini試穿會」: 透過活動鼓勵辦公室員工多留意公司產品，並收集他們給公司的意見。
- 「Love our Brand • Love our Products 穿出新風格 • 拍出我生活」攝影比賽：我們鼓勵店舖員工參與，讓他們喜愛公司產品之餘，並介紹予身邊朋友，令更多人認識我們的品牌。
- 「On the Go 冰涼夏運會」：我們為辦公室員工舉辦跆拳道及跑步班，而參加員工亦會得到一套由公司送出的「On the Go」系列的運動服，讓他們親身感受公司的產品，並收集他們的意見。



Enhancing Staff Competencies:

Bossini believes a vibrant and competent workforce is indispensable in driving business growth. We place great effort on our talents' growth and development. We provide a variety of training courses on leadership and professional skills through the "Bossini Academy" (堡獅龍學院), so that our staff can be well-equipped for the challenges ahead.

- Through "Bossini Academy", we provided over 20 different classroom training for our office, warehouse and store employees in Hong Kong, so that they could equip themselves with various skills required at work.
- To fulfil the learning needs of the new generation, we have been actively promoting the E-learning platform since 2016. At the time we designed a series of fundamental e-learning courses for frontline staff, and together with our newly compiled classroom training, we expected them to consolidate their learning through integrating knowledge with work practices.

提升員工能力：

擁有能幹而充滿活力的工作團隊，是業務增長的原動力。我們重視人才的成長與發展，我們透過「堡獅龍學院」提供了不同的領導力課程及專業技能訓練，讓我們的員工好好裝備自己以應付接踵而來的挑戰。

- 我們透過「堡獅龍學院」這個學習平台，為香港辦公室、貨倉及店舖員工提供共二十多個不同的實體課程，以裝備自己各種工作所需的技能。
- 為滿足新一代員工的學習需求，自二零一六年開始，我們積極推動電子學習平台，其間我們設計了一系列為店舖員工而設的基礎網上學習課程，再結合新編訂的實體課程，期望將理論與工作實踐連結，鞏固店舖員工所學。



- During the year, we organised a cross-region e-learning team and extend the online classes from the Hong Kong region to the other three core regions (China, Taiwan and Singapore), therefore our regional frontline staff can enjoy the e-learning platform without time and border restriction.

- 於本年度我們組織了一支跨地區的e-learning團隊，將香港區的網上學習課堂延展到其餘三個核心地區（中國、台灣及新加坡），使各地區的店舖員工同樣地享受到不受時間及地域界限的網上學習渠道。

- Our e-learning courses are constantly being updated. We have designed a simple and easy to learn e-course, named “10-minute academy” tailored to serve the practical needs of the frontline staff by solving different case scenarios to practice different work skills.

Cultivating engaging leadership

Engaging staff is a controversial topic in the workplace nowadays. As a people-oriented corporation, we believe that employees are our most valuable asset and our key to success. We, therefore, have devoted our effort to fostering an encouraging workplace atmosphere and building effective teams.

- Mid-level and Senior Management: We believe mid-level and senior management are key figures in enhancing staff engagement and satisfaction. During the year, we organised the “Management 3.0 – Engaging Leadership” program for all department heads and senior management. The managers learned management principles and coaching skills through case studies. It is expected that an encouraging working atmosphere will be fostered which will help in building effective teams.
- Junior Managers: To groom our future leaders, we launched the “Be a Bossinian Leader Program” for the fourth consecutive year. Through four leadership sessions, we aimed to enhance their communication and influencing skills on supervisors, peers and subordinates.

In addition to training, it is vital for the Group to understand the strengths and development needs of leadership of the junior managers. Therefore, we invited our regional junior managers to complete leadership assessments, which will provide us an important blueprint on developing the future successors of mid-level managers.

- Frontline store managers: In addition to provide regular knowledge sharing session for shop in-charges, we launched a brand new management course for them (同心共贏工作術). Through various case discussions, they learned different management principles and received immediate constructive feedback from each other after the coaching skill practice.

- 我們的網上學習課程，不斷推陳出新。緊貼店舖員工的工作所需設計了一個簡單而易於吸收的「十分學堂」，透過網上學習課程，讓店舖員工透過不同情境練習各種工作技巧。

培養魅力領導

令員工積極參與是現今職場重視的話題。作為一家以人為本的企業，我們相信員工是我們最寶貴的資產，也是我們成功的關鍵。因此，我們一直努力培養正向的工作氛圍及建立有效的團隊。

- 中及高階主管：我們相信中及高階主管是提升員工投入及滿意度的核心人物。於本年度為全體部門主管和高級管理人員舉辦了「管理3.0 – 魅力領導」計劃，讓主管們學習管理的原則及透過案例討論學習教練技能 (Coaching Skill)，期望建立正向的工作氛圍，建立有效的團隊。
- 基層主管：為栽培集團的未來的領袖，我們連續4年推出「Be a Bossinian Leader Program」。此計劃包括一連四課提升領導力課程，增強他們與主管、同事和下屬的溝通力和影響力。

除培訓外，讓公司了解各基層主管的領導強項及發展需求是栽培他們重要的一環，因此我們邀請各地區全體的基層主管完成領導力素質評估，為培養未來中層主管的接班人提供了重要的藍本。

- 前線店舖管理層：除定期為店舖主管提供知識分享的店長會外，本年度還為地區經理及店舖經理開辦了一個全新設計之主管課堂 – 「同心共贏工作術」，透過不同的個案去探討管理原則，同時演練教練技巧，大家可即時交流意見及給予提升建議。

Building Effective Teams

We promote collaboration and breakthrough among teams through innovative team building activities. A variety of tailor-made activities were held for the office and shop employees during the year, to promote effective teamwork and collaboration within and across teams. To ensure the teams can practise what they have learned from the team activities in actual working environment, we will provide a series of follow-up activities and track the progress regularly to ensure transfer of learning in the workplace.

Happy Bossinians:

The Group considers its staff a valuable asset and an important driver in promoting business development. Therefore, except providing training and development opportunities, the Group also look after the staff's well-being. We regularly review our employee benefits system in hope of providing the employees with high quality work lives, and organise various activities such that they can achieve work-life balance.

During the year, some shop employee policies have been reviewed:

Date	Item
August 2017	Focus group on frontline operation and remuneration and benefits
September 2017	Introduction of "Midnight Transport Allowance"
December 2017	Officially implementing "8-day off for every time slot" in Macau stores
January 2018	Introduction of "Working guide for full-time pregnant employees"
March 2018	Introduction of "Part-time Stock-keepers"
April 2018	Introduction of "Flexible Shift Customer Service Associates"

建立高效團隊

透過創新的團隊活動，促進團隊間的協作和突破。本年度為辦公室及店舖員工提供不同活動，各項活動均按需特製，旨在促進團隊內部和團隊之間的有效合作。為了確保他們能將團隊活動日的學習應用於工作環境，我們會提供不限一次的延續活動，並定期追蹤成效，以確保參加員工能學以致用。

快樂員工：

集團視員工為寶貴的資產，是推動業務發展的主要動力，因此除為員工提供培訓及發展的機會外，集團還關注員工的身心健康。我們定期檢視員工的福利制度，祈盼他們能擁有優質的工作及生活質素，並舉辦各類型活動以供員工參與，讓他們可以在工作和生活中取得平衡。

本年度曾增修以下店舖員工的政策：

日期	項目
二零一七年八月	Focus Group檢討前線營運及薪酬福利
二零一七年九月	新增「午夜交通津貼」
二零一七年十二月	在澳門店舖正式推行「每時段8天 休假」之運作模式
二零一八年一月	新增「懷孕全職店舖同事之工作指引」
二零一八年三月	新增「兼職後倉理貨員」
二零一八年四月	新增「彈性更份顧客服務員」



During the year, a variety of diverse activities were held. Employees' family members were also invited in some of these activities:

1. Happy Staff Club

A happy company culture promotes a positive and optimistic attitude. We formed the "Happy Staff Club" which organizes a great variety of social and interaction activities to promote positive and healthy work-life, to strengthen team spirit and enhance cohesion among staff.

2. Festival Celebration

On the eve of festive holidays, activities such as Mid-autumn party, Christmas party, distribution of tangyuan on Lantern Festival and Easter market were held to enhance the festive atmosphere among the employees.

3. Target Celebration

A number of celebrating activities such as Sales Target Celebration, movie screenings and buffet gatherings were organised to share the fruits of company's achievement.

於本年度，舉辦了多項不同類型的活動，部分活動更邀請員工家屬一同參與：

1. Happy Staff Club

一個快樂的公司文化，能讓員工擁有積極樂觀的人生。我們成立「Happy Staff Club」積極為員工籌辦各類型的活動，讓員工過著正面、健康的工作生活，增強團隊合作精神，提升員工凝聚力。

2. 節日慶祝

於節日前夕，讓員工能感受節日快樂的氣氛，曾舉辦了中秋派對、聖誕派對、元宵節派甜蜜湯圓、復活節市集等。

3. 成果共享

讓員工可以分享公司發展成果，舉辦了多次的慶祝活動，例如生意達標派對、電影欣賞會、自助餐聚會。



CARING OUR EMPLOYEES

關愛員工

4. “Work-life Balance Week”

A “work-life balance week” is scheduled every year to promote employees’ work-life balance. Activities included free breakfasts, badminton classes and balloon twisting classes.

5. Interest Classes

Interest classes included coffee workshops and Taichi classes.

4. 「工作與生活平衡周」

積極促進員工保持工作與生活的平衡，每年都會訂立「工作與生活平衡周」，例如提供免費愛心早餐、羽毛球班及扭氣球班。

5. 興趣班

曾舉辦咖啡工作坊及太極班。



6. Fit At Work

Hotel fitness memberships are provided for our staff and Friday is designated as “Healthy Friday”, employees can enjoy gym room facilities during working hours. Employees are also sponsored to participate in the annual Standard Chartered Hong Kong Marathon.

6. Fit At Work

提供酒店健身會籍，並將星期五定為「Healthy Friday」，員工可以於工作時間享用酒店的健身設備。每年亦會贊助員工參與渣打香港馬拉松。

Corporate Social Responsibility

As a caring and responsible corporate citizen, the Group has been playing an active role to requite the society by undertaking a variety of corporate social responsibility programmes over the past few years and has been honoured as a “Caring Company” by Hong Kong Council of Social Service for the last 13 consecutive years.

企業社會責任

本集團作為關懷社會及具責任感的企業公民，於過去數年，積極參與不同的企業社會責任計劃，回饋社會，並於過往連續十三年榮獲香港社會服務聯會頒發「商界展關懷」榮譽。



We were the apparel sponsor of the annual charity golf tournament organised by the Society of Rehabilitation and Crime Prevention for the second consecutive year
連續第二年為香港善導會慈善哥爾夫球賽提供服裝贊助



During the year under review, “Employee Volunteer Week” was held in different core regions of the Group, where a number of voluntary activities including caring for the underprivileged and environmental protection were launched:

- Having understood the serious problem of food wastage, employees participated in the volunteer work organised by Food Angel. On the day of the event, employees prepared rescued edible vegetables in the central kitchen and assisted in preparing meals for the underprivileged who were in need of food aid.
- We sponsored the annual charity golf tournament organised by the Society of Rehabilitation and Crime Prevention for the second consecutive year. The services of the Society of Rehabilitation and Crime Prevention include individual and family counselling, hostels, recreation, court social work, vocational training and employment, mental health service, community education and volunteer programmes, etc.

回顧年內，本集團的不同核心地區舉辦了「員工義工周」，進行多項義工服務，包括關懷弱勢社群以至環保活動：

- 了解到食物浪費問題嚴重，員工踴躍參與惜食堂義工活動。活動當日員工在中央廚房切割回收後仍可安全食用之剩餘蔬菜，協助製作飯餐給社會上需要食物援助的人士。
- 連續第二年贊助香港善導會每年一度的慈善哥爾夫球賽。香港善導會服務種類包括個人和家庭輔導、宿舍、康樂、法院社工、職業培訓、就業安置、精神健康服務、社區教育和義工活動等。



- We organised the “Book Sharing” project and the “Hand in Hand, Big and Small • Relay for Love” (大手拉小手，為愛接力) event in Mainland China. “Book Sharing” encouraged the employees to donate their idle quality reading resources at home to village libraries so as to maximise the value of the reading resources. A total of more than 500 children’s books were collected. In the “Hand in Hand, Big and Small • Relay for Love” event, the employees donated stationery, second-hand toys and children’s clothing to Tiantian Children’s Rehabilitation Centre (天天兒童康復中心) and Keba Performing Art Group (熱夢科巴藝術團) of Hualong Hui Autonomous County, Qinghai Province.

- 於中國大陸舉行「童書樂捐」及「大手拉小手，為愛接力」活動。「童書樂捐」發動員工將家裡閒置的優質閱讀資源通過捐贈給鄉村圖書館，讓閱讀資源價值最大化；總共募集到不少於500本童書。「大手拉小手，為愛接力」活動，員工捐贈文具、二手玩具及童裝衫給天天兒童康復中心及青海省化隆回族自治縣「熱夢科巴藝術團」。

- We organised the “Love the Planet, Care for the Underprivileged” second-hand clothing recycling activity (愛護地球，關懷弱勢二手衣物回收) in Taiwan and donated a total of 11 boxes of recyclable clothing, shoes and bags to Taipei Mental Rehabilitation Association (台北市心理復健家屬聯合協會). The life reconstruction education program launched by the association is a new work station which helps the mentally disabled to return to the society.
- We assisted in handling food and preparing meals in “Willing Hearts - Soup Kitchen” in Singapore since 2016, providing meal services to families in need. After preparing lunchboxes, we also participated in the kitchen’s cleaning work.

In addition to the above initiatives, we have put forth extensive efforts in delivering pre-employment seminars and sharing interviewing skills in secondary schools and university campuses, provided the students with knowledge about the retail industry and fostered positive values among teenagers. We received positive responses from both students and teachers.

We believe that corporate social responsibility is an ongoing commitment. With full support of the management, we will continue to put forth our best effort in helping people and work hand in hand with our staff to contribute to the community we love.

- 於台灣舉行「愛護地球，關懷弱勢二手衣物回收」活動，共捐贈了11箱可循環再用的衣服、鞋子及包包到台北市心理復健家屬聯合協會。協會推行的生活重建教育計劃，是一個協助精神障礙者復歸社會的新工作站。
- 自二零一六年開始，新加坡於「愿之心—心靈湯廚房」協助處理食材及準備熱飯餐，為有需要家庭提供膳食服務。完成後製作飯盒後更參與廚房清潔工作。

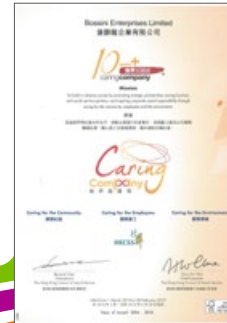
除上述活動外，我們亦致力於中學及大專院校舉辦校園職前講座及分享面試技巧，向學生灌輸有關零售業的知識，及為青少年培養正面的價值觀，深得各院校師生嘉許。

我們相信企業社會責任是一個持續的承諾，在管理層的全力支持下，我們將繼續與全體員工攜手努力，竭盡所能，致力幫助有需要人士，為我們所關愛的社區作出貢獻。



KEY ACHIEVEMENTS

主要獎項



**Best Influencer Strategy (2017)
Gold Award**
(By PR Awards 2017 – Marketing Magazine)

**Hong Kong Licensing Awards (2017)
Best Licensee Award – Merit Award**
(By Asian Licensing Association)
**香港授權業大獎2017
最佳被授權商獎－優異獎**
(由亞洲授權業協會)

Caring Company (since 2004)
(By Hong Kong Council of Social Service)
商界展關懷自2004年開始
(由香港社會服務聯會頒發)

Manpower Developer 1st (since 2010)
(By Employees Retraining Board)
人材企業獎1st自2010年開始
(由僱員再培訓局頒發)



Happy Company (since 2014)
– 5 consecutive years
(By Promoting Happiness
Index Foundation)

**Large E-Commerce Company
of the Year Gold Award (2018)**
(By Marketing Magazine)

**B2C E-Commerce Company
of the Year Silver Award (2018)**
(By Marketing Magazine)

**Best E-Commerce Shipping
and Delivery Gold Award (2018)**
(By Marketing Magazine)

Excellent Service Award (2017)
(By Singapore Retailers Association)



Bossini International Holdings Limited

堡獅龍國際集團有限公司

(Incorporated in Bermuda with limited liability)

(於百慕達註冊成立之有限公司)

(Stock code 股份代號: 592)

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