



NB

自然美

NATURAL BEAUTY

Natural Beauty Bio-Technology Limited

自然美生物科技有限公司

(Incorporated in the Cayman Islands with limited liability)

(於開曼群島註冊成立之有限公司)

Stock Code 股份代號 : 00157

ENVIRONMENTAL, SOCIAL AND  
GOVERNANCE REPORT

環境、社會及管治報告 **2019**



# Mission Statement

## 我們的使命

Natural Beauty is dedicated to cultivate our staff, customers, students and franchisees to appreciate our education, products and services, which are the mission and conviction of the brand, who made modern ladies beautiful, confident and wealthy.

我們致力於使員工、顧客、學員及加盟老師們存著一份感恩的心來到自然美，學習自然美容術及使用自然美產品及服務，這都是東森自然美這個品牌一直以來的使命與信念，幫助無數女性建立美麗、自信及財富。



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NATURAL BEAUTY

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# Chairman's Statement

## 主席報告

For decades since Natural Beauty was established, the Company has been developing under the guiding principles of “healthy and natural”, adhering to our belief of “Inspired by True Goodness, Beauty originated from the Nature”, and the principle of “Natural Beauty is made by love and kindness, and ordinary people can be extraordinary”. Natural Beauty itself manifests its care to female and its contribution to the society during daily operation.

We are committed to implementing green and environmental friendly practices throughout each aspect of our production. By controlling the process, we strive to reduce emissions and strictly manage waste discharge in order to reduce damage to the environment. We recognize our social responsibility and value public welfare spirit. We actively cultivate multi-disciplinary talents and pave the way for their development. We make significant impacts on society through the Natural Beauty Training Workshop.

Along with the investment of Eastern Media International Corporation (here in after referred to as “the EMI Group”) in 2018, Natural Beauty started a new journey for the “EMI Natural Beauty” beauty league. With the marketing resources from the EMI Group, Natural Beauty experienced a brand new start in 2019, and has actively developed and introduced new healthcare businesses such as health products and nutrition products, and has integrated online and offline resources in areas of production, sales and media to build a new ecosystem of “Beautiful and Healthy Business” in the new generation. We proactively respond to the change in economic trends and the demand of environmental protection, and adhere to the principle of steady progress in our clean production for energy saving and emission reduction. Throughout the year, there was zero safety incident and 100% settlement of product complaints. We take our social responsibility while creating profits for our shareholders.

As one of the leading cosmetic giants of the industry, Natural Beauty will develop its core value of discovering and achieving the beauty and stick to the sustainable development strategy. At the time when world economy and traditional industries are facing arduous challenges, Natural Beauty will work with our people to be innovative and establish a new model of green and harmonious development.

Dr. Lei Chien

*Chairperson*

**Natural Beauty Bio-Technology Limited**

自然美成立數十餘載以來，自然美以「健康與自然」作為公司發展的指導原則，秉持「心懷真善，美麗自然而生」及「自然美來自愛與善，凡人也能變得不凡」的信念，經由企業運作達成對女性的關懷及對社會的貢獻。

我們致力在生產層面實踐綠化及環保。透過制程管控，我們盡最大努力降低廢氣排放並嚴格管理廢棄物的排放，以減少對環境的傷害。我們確知企業的社會責任，且同樣重視公益精神。我們積極培育跨領域人才，並提供他們發展之路。我們透過自然美培訓工作坊，為當地社區帶來意義深遠的影響。

二零一八年自然美喜迎東森國際股份有限公司（以下簡稱「東森集團」或者「東森」），開啟了「東森自然美」美麗聯盟的新征程。二零一九年，是自然美全新的一年，隨著東森營銷資源的投入，自然美積極開發引進保健品、營養品等健康管理事業，並結合生產、銷售及媒體進行線上線下的資源整合，構造新世代「美麗健康事業」的全新生態系。我們積極回應經濟趨勢的改變以及環境保護的要求，我們堅守清潔生產方面穩健進展的原則，並致力於節能、減排工作。全年下來，自然美無任何安全事故，且產品投訴解決率近100%，在為股東創造利潤的同時，為社會善盡企業責任。

身為美妝產業的化妝品龍頭之一，自然美將繼續發揚其發現與創造美麗的核心價值，堅守可持續發展的營運策略。在世界經濟及傳統產業面臨艱巨挑戰的今日，自然美更將同心協力積極創新，建立綠色和諧發展的新典範。

雷倩博士

*主席*

**自然美生物科技有限公司**

# Basic Principles of Reporting

## 匯報的基本原則

This Environmental, Social, and Governance Report (the “Report” or the “ESG Report”) is the 4th ESG Report issued by Natural Beauty Bio-Technology Limited (“Natural Beauty”, the “Company”, or “We”), in responding to the requirements from the Stock Exchange of Hong Kong Limited (“HKEx”) on the disclosure of environmental, social, and governance current practice and the shareholders’ expectation to Natural Beauty. Hence, the Report is prepared in accordance with the Environmental, Social, and Governance (ESG) Reporting Guide published by the HKEx and enriched with the Company’s current policies and procedures relating to sustainable development (or corporate social responsibility).

The Report is prepared based on the following principles:

- (1) Materiality – The Company believes ESG exerts significant influence on the investors and stakeholders. In the Report, we will disclose the process of identifying important environmental, social and governance factors, including identifying stakeholders and evaluating substantive issues through materiality matrices. Based on the communication mechanism with stakeholders and the principle of materiality, we have identified and valued important ESG-related factors, and will disclose corresponding measures in the Report.
- (2) Quantitative – The Company measures the key performance indicators and discloses quantitative data in accordance with the requirements of the Environmental, Social and Governance Reporting Guide of the HKEx. At the same time, we will disclose the calculation methods and assumptions of the data in the report.
- (3) Balance – In the Report, the Company will present the Company will present the Company’s work in environmental, social and governance aspects objectively.
- (4) Consistency – The Company adopts a consistent method of data disclosure, compared the data in the report, and marked changes in statistical methods and key performance indicators.

**Certain data used in the Chairman’s Statement and Company Profile sections is added up by applicable data from all operating entities of Natural Beauty. Data used in other sections is added up by applicable data from enterprises within the reporting scope, unless otherwise specified.**

環境、社會及管治報告(「該報告」或「環境、社會及管治報告」)為自然美生物科技有限公司(「自然美」、「公司」或「我們」)所發佈的第四份環境、社會及管治報告，以符合香港交易及結算所有有限公司就環境、社會及管治現有常規作出的披露規定，以及股東對自然美的期望。因此，該報告根據香港交易及結算所有有限公司發佈的環境、社會及管治報告指引編製，並以公司有關可持續發展(或企業社會責任)的現有政策及程式加以補充。

該報告根據下列原則編製：

- (1) 重要性 – 公司認為環境、社會及管治報告對投資者及持份者具有重大影響力，我們在報告中披露了識別重要環境、社會及管治因素的過程，具體包括識別利益相關方，及利用重要性矩陣進行實質性議題的評估。我們依據與利益相關方的溝通機制，及重要性原則，識別出了ESG相關的重要因素，對其予以重點關注，並在報告中披露了相應的舉措。
- (2) 量化 – 公司對關鍵績效指標予以計量，並依據聯交所《環境、社會及管治報告指引》的要求披露量化資料，同時對報告中資料的計算方法、假設進行了披露。
- (3) 平衡 – 公司在報告中公正、客觀的呈現了公司在環境、社會以及管治方面的工作。
- (4) 一致性 – 公司採用了一致的資料披露方法，並在報告中進行了資料的比對，並對統計方法、關鍵績效指標的變更進行了標注。

主席報告及公司簡介二節所使用的若干數據以自然美所有營運實體的適用數據合計而成。除另有所指外，其他章節使用的數據由彙報範圍內企業的適用數據合計而成。

# Company Profile

## 公司簡介

Natural Beauty Bio-Technology Limited (Stock code: 00157) is a company based in Shanghai, the PRC. As at 31 December 2019, we employed around 600 employees. Natural Beauty is principally engaged in the production and sale of skin care, beauty, aroma-therapeutic products, health supplement and makeup products. Natural Beauty Holdings Limited was incorporated in the Cayman Islands as an exempted company with limited liability on 29 June 2001. The Company's shares have been listed on The Stock Exchange of Hong Kong since 28 March 2002.

With over decades of development, Natural Beauty has the following unique advantages:

- **Brand advantage:** The brand "Natural Beauty" was founded decades ago and has been taking a strong foothold in the Greater China Region by its natural cosmetology and business philosophy of "beauty is being natural". In 2008, "Natural Beauty" was recognized as the Chinese Well-known Trademark by the State Administration for Industry and Commerce.
- **Technical advantage:** Natural Beauty is always committed to the development of new products. By taking in prominent bio-chemical R&D teams and cooperating with other technology companies, Natural Beauty has successfully developed more than 700 purely natural skin care products free of strong medication and toxic chemicals such as mercury, lead, and zinc.
- **Production advantage:** Natural Beauty now has two production bases, one in Shanghai and one in Taipei. In 1997, Natural Beauty set up its first PRC factory in Shanghai which obtained ISO9000 quality standard certification in the same year. To cope with its vigorous momentum of development, the Company constructed a new factory in Shanghai in 2010. The new production base was built in accordance with the high standards of Good Manufacturing Practice (here in after referred to as "GMP") of Drugs, making Natural Beauty a leading GMP cosmetic production enterprise in the PRC.
- **Scale advantage:** Natural Beauty has over 1,000 chain stores in the PRC, Taiwan and other regions and has opened 143 new stores in 2019.

Adhering to the operation philosophy of "Research, Education, Service and Dissemination", Natural Beauty demonstrates to the world with its outstanding products and services, and that it is an energetic and sustainable enterprise.

自然美生物科技有限公司(股份代號：00157)是一家以中國上海為基地的公司。於二零一九年十二月三十一日，已聘僱約六百名員工。自然美主要從事生產及銷售護膚產品、美容產品、精油產品、健康食品及化妝品。Natural Beauty Holdings Limited於二零零一年六月二十九日在開曼群島註冊成立為獲豁免有限公司。公司股份自二零零二年三月二十八日起在香港聯合交易所有限公司上市。

經過數十年發展，自然美擁有以下獨特優勢：

- **品牌優勢：**「自然美」品牌創立於已有數十年。透過「自然就是美」的美容及業務理念，自然美大中華地區屹立不搖。於二零零八年，「自然美」獲中國國家工商行政管理總局認可為中國馳名商標。
- **技術優勢：**自然美總是致力於發展新產品，透過卓越的生物科技研發團隊以及與其他科技公司合作，自然美已成功發展了超過七百件不含強烈藥物及有毒化學物質如汞、鉛、鋅的純天然護膚產品。
- **生產優勢：**自然美現有兩處生產基地，分別位於上海及台北。自然美於一九九七年在上海設立第一間中國工廠，並於同年取得ISO9000品質認證，隨後自然美的發展如火如荼，因此於二零一零年在上海成立了一間新工廠。新的生產基地遵循《藥品優良製造作業規範》(以下簡稱「GMP」)的高標準建立，使自然美成為中國頂尖的化妝品製造企業。
- **規模優勢：**自然美於中國大陸、台灣及其他地區擁有超過一千家分店。自然美於二零一九年新開了143間店鋪。

秉持著「研究、教育、服務、推廣」的經營理念，自然美向世界展現其優異的產品及服務，為一間有活力且可持續經營的企業。

2019 is a new beginning for the Natural Beauty. With the investment of the EMI Group, Natural Beauty actively develops and introduces new healthcare businesses such as health products and nutrition products, and integrates online and offline resources in areas of production, sales and media to build a new ecosystem of "Beautiful and Healthy Business" in the new generation. In 2019, the revenue of Natural Beauty grew to HKD438,400,000, an increase of 18.6% compared to 2018.

二零一九年，是自然美的全新的一年，隨著東森資源的投入，自然美積極開發引進保健品、營養品等健康管理事業，並結合生產、銷售及媒體進行線上線下的資源整合，構造新世代「美麗健康事業」的全新生態系。2019年自然美實現了438,400,000港元收入，較2018年上升了18.6%。

## INDUSTRY DISTRIBUTION

The picture below shows the geographical distribution of franchise stores of Natural Beauty at the end of 2019:

## 行業分佈

下圖為二零一九年底自然美特許經營店的地理分佈：





# Management Approach 管理方法

## CORPORATE GOVERNANCE

The Company firmly believes that strong corporate governance is the foundation, helping to achieve development goals, delivering the corporate objective of maximizing return to its stakeholders. Natural Beauty complies with laws and regulations and other regulatory requirements in relation to corporate governance such as the *Company Law of the People's Republic of China*, *Securities Law of the People's Republic of China*, *Corporate Governance Practices Code Appendix 14 of the Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong Limited* and the *Articles of Association*. General meeting of shareholders is the Company's highest decision-making body. The Company's Board of Directors (the "Board") is responsible for implementing the decisions of the shareholders' meeting. It is the core of the corporate governance structure. There are four committees under the Board, namely the Executive Committee, Nomination Committee, Remuneration Committee, Audit Committee, which are responsible for regulating its operation, putting forward major decisions of the Company for consideration, evaluation and advise on these decisions, while striving to maintain a high level of corporate governance, sound internal control system and effective risk management. The Board is committed to improving transparency, accountability, integrity and honesty, and strives to earn the confidence from our shareholders and other stakeholders and to safeguard the interests of shareholders.

Natural Beauty takes great importance of its commitment to social responsibility and is committed to working with stakeholders to create sustainable value. The Board participates in sustainable development (environmental, social and governance), responsible for the work related to its strategy, and reviews the implementation of sustainable development strategies on a regular basis. The Company fully considers the risks related to the environment, society and governance in the process of formulating the strategic plan, evaluates the internal and external risks faced by the Company during the business process, and establishes corresponding response to ensure the effectiveness of Company's risk management procedures and the internal control system. In order to better implement the relevant work on sustainable development, we have appointed relevant functional departments to review the Company's operating conditions regularly, hold internal discussions to identify sustainable development responsibilities, and implement related management requirements.

Reporting and disclosure of environmental, social and governance ("ESG") reports is one of the important channels for our communication with stakeholders. We declare that the Company's management group will report to the governance group annually, and we will also disclose the performance of our social responsibilities to the Company's stakeholders by following the *ESG Reporting Guide*.

## 公司治理

健全的企業管治能夠為公司發展奠定良好的基礎，幫助公司實現發展目標，為持份者提供最大的長期回報。自然美遵守《中華人民共和國公司法》、《中華人民共和國證券法》、《香港聯合交易所有限公司證券上市規則》附錄十四《企業管治常規守則》等法律法規和規範性檔及《公司章程》的要求進行公司治理。公司股東大會是最高的決策機構，董事會負責執行股東大會的意志，是公司管治架構的核心，其下設四個委員會，分別為執行委員會、提名委員會、薪酬委員會、審核委員會，負責規範公司運作，對公司的重大決策提出審議、評價和諮詢意見，竭力維持高水準的企業管治、穩健的內部監控系統以及有效的風險管理，致力提高透明度、問責性、公信力及坦誠度，努力贏取股東及其他持份者的信心及保障股東利益。

自然美重視對社會責任的承擔，並致力於與利益相關方共同創造可持續的價值。公司董事會參與可持續發展(環境、社會以及管治)相關工作對其戰略負責，並定期監督審視可持續發展戰略的落實情況。公司在擬定戰略規劃的過程中充分考慮與環境、社會以及管治相關的風險，並在經營過程中評估公司所面臨的內外部風險，制定相應的應對策略，以保證公司風險管理程式以及內部監控系統的有效性。為了更好落實可持續發展的相關工作，我們委任各相關職能部門通過定期檢討公司的營運情況，舉行內部討論識別可持續發展責任事宜，落實與之相關的管理要求。

環境、社會以及管治報告的匯報以及披露是我們與利益相關方溝通的重要管道之一，我們明確每年由公司管理層向治理層進行匯報，並通過遵循《環境、社會及管治報告指引》向公司利益相關方披露我們社會責任的履行情況。



## COMMUNICATE WITH STAKEHOLDERS

Judging from the characteristics of the business and operation, we categorize major stakeholders as investors, governments/regulators, employees, customers, suppliers, Non-Governmental Organizations (“NGOs”), communities. During the daily operation process, we thoroughly consider the concerns of all stakeholders and keep formal and informal communication with them.

## 與利益相關方的溝通

我們根據自身業務和運營的特點，將主要利益相關方確定為投資者、政府／監管機構、員工、客戶、供應商、非政府組織、社區。我們在日常經營過程中關注利益相關方期望和訴求，並通過各種方式與利益相關方保持溝通並積極回應他們的期望和訴求。

Stakeholders 利益相關方	Expectations and Aspiration 期望與訴求	Means of Communication/Response 溝通／回應方式
<b>Investors</b> 投資者	<ul style="list-style-type: none"> <li>Guaranteeing shareholder rights and interests</li> <li>保障股東權利及權益</li> <li>Timely disclosure of relevant information</li> <li>及時準確披露相關資訊</li> <li>Corporate governance improvements</li> <li>完善公司治理</li> </ul>	<ul style="list-style-type: none"> <li>General Meeting of Shareholders</li> <li>股東大會</li> <li>Press releases and announcements</li> <li>新聞稿及公告</li> <li>Disclosure reports</li> <li>對外報告</li> <li>Compliance reporting</li> <li>合規報告</li> <li>Supervision &amp; inspection</li> <li>制度完善與監督檢查</li> <li>Clean energy</li> <li>使用更清潔的能源</li> <li>Labor union/staff assembly</li> <li>工會／職工代表大會</li> <li>Safety training activities</li> <li>員工安全培訓</li> <li>Training &amp; career development</li> <li>培訓和職業發展</li> </ul>
<b>Governments/Regulatory institutions</b> 政府／監管機構	<ul style="list-style-type: none"> <li>Law and regulation compliance</li> <li>合法合規</li> <li>Workplace health &amp; safety</li> <li>工作場合的安全健康</li> <li>Save the Energy Resources</li> <li>節約能源使用</li> </ul>	<ul style="list-style-type: none"> <li>After-sale service</li> <li>售後服務</li> <li>Product quality testing</li> <li>全程品質測試</li> <li>Invitation for bids &amp; seminar</li> <li>招標、研討會</li> <li>Supplier admittance &amp; evaluation</li> <li>供應商評估小組</li> <li>Executive meetings</li> <li>高層會晤</li> <li>Direct communication</li> <li>直接溝通</li> <li>Strict emissions management</li> <li>嚴格管理排放物</li> <li>Child labor avoidance</li> <li>拒絕使用童工</li> <li>Free trainings for communities</li> <li>社區免費培訓</li> <li>Strict emissions management</li> <li>嚴格管理排放物</li> </ul>
<b>Employees</b> 員工	<ul style="list-style-type: none"> <li>Competitive remuneration &amp; welfare</li> <li>有競爭力的薪酬和福利</li> <li>Workplace health &amp; safety</li> <li>工作場合的安全健康</li> <li>Training &amp; ability development</li> <li>培訓和能力建設</li> </ul>	
<b>Customers</b> 客戶	<ul style="list-style-type: none"> <li>Customer services</li> <li>客戶服務</li> <li>Quality assurance</li> <li>品質保障</li> </ul>	
<b>Suppliers</b> 供應商	<ul style="list-style-type: none"> <li>Supplier admittance management</li> <li>供應商准入管理</li> <li>Supplier evaluation</li> <li>供應商評估</li> <li>Supplier cooperation</li> <li>供應商合作</li> </ul>	
<b>NGOs</b> 非政府組織	<ul style="list-style-type: none"> <li>Involvement in local community programs</li> <li>參與當地社區項目</li> <li>Fulfilling environmental responsibility</li> <li>承擔環境責任</li> <li>Respecting Human rights</li> <li>尊重人權</li> </ul>	
<b>Communities</b> 社區	<ul style="list-style-type: none"> <li>Local development</li> <li>當地發展</li> <li>Fulfilling environmental responsibility</li> <li>承擔環境責任</li> </ul>	



# Product and Service 產品與服務

The quality of product and service is vital for the development of enterprises. With increasingly intensive competition in cosmetic industry driven by fast global economic integration, safeguarding intellectual property rights, continuously innovating products, improving product and service quality are the key factors for enterprises to gain competitive advantages and achieve sustainable development.

## INTELLECTUAL PROPERTY RIGHTS

To safeguard the Company's intellectual property rights, we comply with and refer to the *Trademark Law of the People's Republic of China*, *Patent Law of the People's Republic of China*, *Standards of Cosmetics Registration, Record-Filing, Inspection and Test* and other external laws and regulations, to develop *Regulation for the Management of Legal Affairs*, *Regulation for the Management of Anti-Counterfeiting* and other administrative measures. We also understand the application and maintenance procedures for intellectual property rights, trademarks and patents, and ensure the validity of the Company's intellectual property rights. With the legal department of the Company taking the lead, each sales area is responsible for the anti-counterfeiting work in the local jurisdiction. They work together to rectify the expired and unrenewed franchise stores, and fight against counterfeit companies or brands. By strengthening the rectification of Internet infringement and all kinds of online platform infringement, the Company maintains the business reputation and its legal rights and promotes the Company's healthy and sustainable development. The intellectual property rights owned by the Company are trademark exclusive rights and patent rights. As of December 31, 2019, Natural Beauty has 4 patent rights (2 in China and 2 in the United States) and 298 trademark exclusive rights, among which 1 new patent right and 22 trademark exclusive rights were newly owned in 2019.

## PRODUCT QUALITY

We know that product quality is fundamental for sustainable development. We comply with the cosmetics industry laws and regulations such as the *Hygienic Standard for Production Enterprises of Cosmetics and Regulations concerning the Hygiene Supervision over Cosmetics*, and have established the Company's quality management system in accordance with *Quality management systems – Requirements* (by complying with GB/T19001-2000 idt ISO9001:2008). We also set the *Management rules and regulations of quality management system*, *Quality Review Management Method*, *Quality manual* etc., to establish the Company's quality policy, goals, source of quality risks and quality inspection standards. Through assigning quality goals to the heads of various departments, the Company's goal penetrates into the foundation gradually to ensure its implementation. In addition, the Company strictly controls the quality of its products, and through three levels of inspection from raw materials, intermediate products to finished products, to ensure that products continue to be qualified. At the end of each year, quality assessment is conducted with reference to review results as well as the Company's reward and punishment measures.

產品以及服務品質對企業的重要性不言而喻。由於全球經濟的快速整合給化妝品行業帶來了高度競爭，維護現有的智慧財產權，不斷推出新產品、改善產品品質及提高服務意識是企業獲得競爭優勢及實踐可持續發展的關鍵因素。

## 智慧財產權

為維護公司智慧財產權，我們遵守並參照《中華人民共和國商標法》、《中華人民共和國專利法》、《化妝品註冊和備案檢驗工作規範》等外部法律法規，制定了《法律事務管理制度》、《打假維權管理制度》等管理辦法，明確了智慧財產權、商標及專利的申請以及維護流程，有序的維護及確保公司的智慧財產權的有效性。公司通過以法務處牽頭，各銷售區域負責當地轄區打假工作的模式，通力合作對過期未續約的加盟店進行整治，對仿冒的公司或品牌進行打假維權，通過增加對互聯網侵權及各類線上平台侵權的整治力度，維護了公司品牌的商業信譽度及合法權益，促進公司的健康可持續發展。公司主要智慧財產權為商標專用權與專利權，截止到2019年12月31日，自然美擁有專利權4個（中國2個，美國2個），商標專用權298個，其中2019年新增專利權1個，商標專用權22個。

## 產品品質

我們深知產品品質是可持續發展的根本。我們遵守《化妝品生產企業衛生規範》、《化妝品衛生監督條例》等化妝品行業法律法規，依照《品質管制體系 – 要求》(GB/T19001等同於ISO9001:2008)建立公司的品質管制體系，制定《品質管制體系管理規定》、《覆核管理規定》、《品質手冊》等制度文件，明確公司品質方針、目標，品質風險的來源以及品質檢驗標準等。公司將品質目標分配於各部門負責人，並逐漸下沉到各崗位，確保全員貫徹落實品質總目標。此外，公司嚴格把關產品品質，通過原物料、中間產品及成品的三層檢驗，確保產品持續合格。每年年底組織品質貫徹執行情況年度考核，並依據審定結果和公司的獎懲辦法予以獎懲。



Natural Beauty has a production base established in accordance with GMP. It is certified by several systems, such as GMP, Cosmetics International Standard System (ISO22716), Quality Management System (ISO9000), and the Quality Assurance Mode Certification of International Quality System (GB/T19002). After the investment of the EMI Group, Natural Beauty has introduced new business lines in the healthcare industry besides beauty industry and produced health products and nutrition products under the leadership of a new international professional management team. We continue to strictly control the production process to provide the best quality products. In 2019, Natural Beauty opened its R&D Centre for the first time, allowing franchisees to visit and further understand the product's production environment and production process. After the visit, the franchisees felt the rigor and order of the production process, the seriousness and professionalism of the staff, and thus had more expectations and trust in the Natural Beauty products.

自然美擁有根據GMP建立的生產基地，是獲得GMP認證的生產企業，同時也取得化妝品國際標準體系(ISO22716)、品質管制體系(ISO9000)的認證，以及國際品質體系(GB/T19002)品質保證模式認證。自「東森集團」的資源投入後，在全新國際化專業經營團隊領導下，自然美除原有美容美妝外，開發引進保健品、營養品等健康管理事業，我們持續嚴格把控產品生產流程，以提供最優質的產品。2019年，自然美第一次開放自然美深坑研發中心，讓加盟主參訪並進一步瞭解產品的生產環境以及生產過程。參觀之後，加盟主感受到了生產過程的嚴謹和井然有序，工作人員的認真與專業，從而對自然美的產品有了更多的期待與信任。



The picture shows the franchise visits the R&D Center of Natural Beauty  
圖為加盟商參觀自然美深坑研發中心

With the reliable quality management system and the contributions made in the health and beauty industry, Natural Beauty was awarded "2019 Top Ten Influential Brands in Nutrition and Health Industry" by the 2019 (Second) China Nutrition and Health Industry Entrepreneurs Annual Conference and China Nutrition and Health Brand Impact Forum, organized by the China Health Care Association, the Food Nutrition and Safety Professional Committee of the China Health Care Association, and co-sponsored by the Consumption Daily Office of Consumption Daily; awarded "Council member of China Anti-Aging Association", "Expert Guidance Company of Chinese Anti-aging service industry", and the honorary title "Chinese Anti-cancer Project Practice Base for Precise Food-caring Service Industry" during the conference on Chinese Anti-cancer Projects National Health Charitable Activities.

憑藉可靠的品質管制體系以及在美麗健康事業中所作的貢獻，2019年自然美獲得由中國保健協會主辦，中國保健協會食物營養與安全專業委員會承辦，消費日報消費觀察辦公室協辦的2019(第二屆)中國營養健康產業企業家年會暨中國營養健康品牌影響力論壇「2019營養健康行業十大影響力品牌」；中國防癌工程全民健康公益活動會議中授予的「中國抗衰老促進會理事單位」、「中國抗衰老服務專家指導單位」、「中國防癌工程精準食養服務實踐基地」榮譽稱號。

## MARKETING

In order to adapt to the market changes and industry needs, we take product innovation as the driving force for development, re-organize the product lines each year, and take promotion via various channels such as TV shopping, investment/new product release conference, and online platforms at the same time. In 2019, Natural Beauty fully implemented the IP marketing plan by inviting celebrities as brand spokespersons, and along with multi-dimensional communication forms such as outdoor advertising, TV series implantation, and online live broadcast to further expand the influence of IP, to present our products along the concept "Natural is beauty" and to show the care effect of Natural Beauty in an immersive scene, which increase the brand's exposure and the cohesion of loyal customers.

After Natural Beauty joined the EMI Group at the end of 2018, the two parties reached an alliance. With Natural Beauty's popularity in the PRC, the EMI Group opened the PRC market and market share in PRC. Natural Beauty strives for a prominent position in the fierce market with the strong online media trading capabilities of EMI Group. After the alliance, Natural Beauty opened a multi-directional product sales channels. In 2019, Natural Beauty began to deploy e-commerce, settled in platforms such as T-mall, the RED (Xiaohongshu), and Strawberry.com, improved products based on feedbacks from various channels timely, made continuous research and development, and to meet greater market challenges.

## CUSTOMER SERVICE

Following the proposal for "New Generation" as a new beauty and health ecosystem in 2019, we are committed to becoming a brand with humanistic spirit, improving service quality and awareness to respond to customer complaints timely.

## 市場推廣

為適應市場變化及行業需求，我們以產品創新為發展動力，每年對產品線梳理規劃。同時，通過各種管道如電視購物、招商／新品發佈會、線上平台等進行推廣。2019年自然美全面推行IP行銷計劃，邀請明星作為品牌代言人，配合戶外廣告、電視劇植入、線上直播等多維傳播形式，進一步擴大了IP的影響力，以「自然就是美」的品牌理念，向消費者呈現自然美的產品，以身臨其境的場景展示自然美的護理效果，增加了品牌的曝光度及忠實客戶的凝聚力。

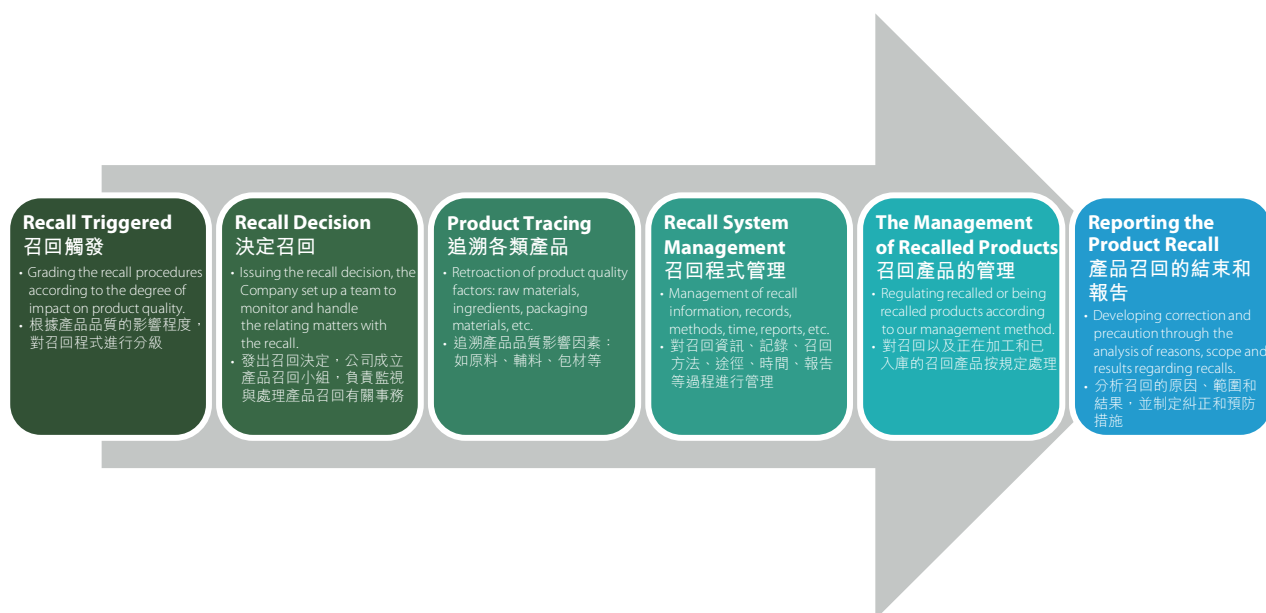
自2018年底自然美加入東森集團後，雙方達成聯盟，東森利用自然美在大陸的知名度以及市場份額打開大陸市場，自然美借助東森雄厚的網媒操盤能力，力爭在激烈的市場中謀得一定的席位，自然美與東森合作後，打開了多方位的產品銷售管道。2019年，自然美開始佈局電商，入駐天貓、小紅書、草莓網等平台，及時根據各管道回饋進行產品更新、持續投入研發，迎接更大的市場挑戰。

## 顧客服務

自然美致力於做有溫度的品牌，2019年提出構造「新世代」美麗健康事業的全新生態系，全面提升服務品質與意識，做到了及時、有效的處理回饋客戶訴求。

We strictly follow the established *The Rules of Customer Service Management*, *The Rules of Return Management*, *Product Recall Management Regulations*, and are committed to providing customers with high-quality service experience. We treat every single customer complaint with the most professional and rigorous attitude. The marketing department, factory and customer service department work jointly together to handle quality related complaints from the customers, and initiate the recall process if necessary. Each year, Natural Beauty organizes a simulated recall exercise and evaluates its effectiveness. In 2019, Natural Beauty has no product recalls related to quality.

我們嚴格遵循已制定的《客戶服務管理制度》、《退換貨管理制度》、《產品召回管理規定》，致力於為客戶提供優質的服務體驗。我們以最專業嚴謹的態度對待每一單客訴，市場部、工廠及客服部聯合處理品質相關的客訴，必要時啟動召回程式。自然美每年組織1次模擬召回演練，並評審其有效性。2019年，自然美未發生因品質問題而產生的退回情況。



The picture shows the recall process of Natural Beauty  
圖為自然美產品召回流程

Customers' complaints with non-quality issues are all handled by a professional customer service department, with a clear set of after-sales service. The department follows up all complaint handling situations through daily report and makes return visits. In case of inextricable legal conflicts, we turn to the legal department for help and ensure the openness and transparency of aftersales services through social media. In 2019, Natural Beauty received a total of 722 complaints, of which, 717 were related to products, 360 more compared to 2018. 310 product complaints among them were due to the flocculation phenomenon of NB-1 products (non-quality issue). Thus, the customer service department, the R&D department, the production department worked together to investigate the cause and then adjusted the product formula. We exchanged the products from the franchisees promptly and obtained the understanding from the customers. Since then, the Natural Beauty puts further concern over the stability of the product ingredients, to prevent recurrence of such incidents.

對於非品質問題的客訴則由專業的客服部處理，配套清晰的售後服務，通過日報表模式跟進所有投訴處理情況並對客戶進行回訪。若遇無法解決的法律糾紛，我們將尋求法務部門的協助，並將借助社交網路之力，確保我們的售後服務公開透明。2019年，自然美共收到722件投訴，其中717件為產品相關，總數較2018年增加了360件，其中310件產品投訴與NB-1產品出現絮狀物現象有關(非品質問題)，為此客服部積極與研發部門以及生產部門展開調查，調整產品配方，並及時對加盟商產品進行調換，得到了客戶的理解。此後自然美將近一步關注產品成分的穩定性，防止此類事件的再發生。



## Complaints Handling

## 客訴處理

Type		Total	No. of well-handled complaints	Percentage of well-handled complaints
類別		總數	處理得當投訴數目	處理得當投訴百分比

Products and Service Complaints	產品及服務投訴	722	721 <sup>1</sup>	99.86%
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<sup>1</sup> At the end of 2019, one of the complaints is still in process, having reached a consensus with customer and the Company is waiting for the customer to confirm the details of the demand.

<sup>1</sup> 截至2019年底，尚有一件投訴案件還在處理過程中，已與消費者達成統一，等待消費者確認需求明細。

## Confidentiality of Information

The Company has set up strict regulations like *Administrative Measures on Customer Data Confidentiality* with regard to obtaining and assessing customer private information. We also insist on continuous improvement for the access of the archived contracts and data. Based on the relevant regulations, only the authorized personnel has the right to get access to the relevant data. As for data management, the Company has designed different approval processes for access to the regional customer data and internal data. We trace records of the borrowed archived contracts and data to enhance privacy protection and to show our commitment to customer privacy.

## 資料保密

公司就已取得的顧客私人資料設立嚴格規範，如《客戶資料保密管理辦法》，持續改善查看歸檔合約及資料的內部流程。根據授權條例，只有得到授權的人員有權查閱。在資料管理方面，公司則對地區性客戶資料及內部資料的使用權設計不同的批准流程，並對被借閱的需歸檔的合約及資料進行追蹤以及記錄，以加強隱私保護，展現自然美對維護顧客隱私的決心。

## ANTI-FRAUD AND ANTI-COMMERCIAL BRIBERY

Natural Beauty maintains a zero-tolerance attitude towards corruption and commercial bribery, encourages the reporting of corruption and fraud cases, and establishes an investigation team to investigate cases to enhance its power as a deterrent. We continue to improve anti-fraud system in 2019, actively conduct internal inspection to constantly deepen anti-corruption and anti-fraud efforts.

## 反舞弊與反商業賄賂

自然美對腐敗及商業賄賂行為保持零容忍的態度，鼓勵檢舉貪污舞弊案件，並成立調查組調查案件，以提高其威懾效果。2019年，我們持續完善反舞弊制度，積極進行內部檢察以深化反舞弊相關工作。

## ANTI-FRAUD

In 2019, the Company set up the *Rules of Anti-fraud Management*, established corresponding responsibilities of different divisions, the dealing process for the fraud cases, and the prevention and control of fraud. All the employee are required to participate in orientation training, which covers anti-corruption and anti-fraud related content. The Company encourages employees, customers, suppliers and other parities to report the case in their daily work. For this purpose, we established different reporting channels as well as whistle-blowers protection regulation, all relevant personnel can report actual or suspected fraud to the Company or our staff by e-mail, telephone, letters, etc. The Company conducts auditing-report for each reported case. If the investigation is not carried out for any reported case, it must be explained to the whistle-blowers. The final handling result of the relevant case must be reported to the CEO and the Board. No corruption fraud case occurred in 2019.

## ANTI-COMMERCIAL BRIBERY

We value the integrity of the procurement process, and require the purchasing department to ask the suppliers to sign the "Supplier Integrity and Confidentiality Undertaking" to ensure that suppliers are committed to honesty, integrity, and confidentiality when they gain access to relevant staff and information during related business activities (including business negotiation, supply of materials, service, contract, payment, and etc.). This is to ensure fairness and justice of the whole purchasing process, and avoid fraud, forgery, and bribery.

## 反舞弊

2019年，公司制定了《反舞弊管理制度》，明確了反舞弊的職責分工、舞弊案件的處理流程、舞弊的預防與控制等。每位職員入職前均需要參加新員工入職培訓，培訓內容涵蓋反貪污反舞弊相關內容。公司鼓勵員工、客戶、供應商等在日常工作中積極檢舉，為此我們開設各類舉報管道並對舉報人進行保護，相關人員可通過電子郵件、舉報電話、信函等方式舉報公司及其人員的實際或者疑似舞弊行為。針對每一一起舉報，公司均有審計報告，若不予開展調查需向舉報人說明，相關案件的最終處理結果需向執行長及董事會彙報。2019年，自然美沒有貪污舞弊案件的發生。

## 反商業賄賂

我們重視採購過程的廉潔，並規定採購部門須與供應商簽署《供應商誠信與保密承擔》，以確保供應商於有關業務活動(包括業務磋商、物料供應、服務、合約、付款等)期間在接觸相關員工及資料時恪守坦承、公信及保密性原則。這是為了確保整體採購流程之公平及公正，以及避免欺詐、偽造及賄賂等行為。

### EMISSION MANAGEMENT

As a company engaged in the light chemical industry, Natural Beauty imposes strict control on the emissions, waste water and waste produced. The Company takes harmonious development, environment-friendly and zero pollution as the business philosophy, strictly adheres to local laws and regulations like *Environmental Protection Law of the People's Republic of China*, *Regulations of Shanghai Municipality on Environmental Protection* and the *Basic Environmental Law* of Taiwan area and deals with emissions, and strive to reduce the negative impact with regard to emissions for the environment.

Emissions produced by our boiler mainly made up of sulphide, nitrogen oxide and particulate matter produced. In order to alleviate the negative impact on the environment, Natural Beauty continues to improve the boilers. In October 2019, we remodelled the boiler pipeline of the Chongming factory, changing the fuel from diesel to cleaner liquefied petroleum gas. Meanwhile, we reconstructed the boiler emission treatment equipment of the Fengxian factory: reducing the emission of nitrogen oxides by adding active carbon suction apparatus and volatile organic compounds (VOC) treatment devices.

### 排放管理

自然美作為一間輕化工產業公司，嚴格管控其工廠的廢氣、廢水及廢物排放。公司將和諧發展、環境保護及零污染視為經營哲學，遵守所有工廠所在地的法律法規，如《中華人民共和國環境保護法》、《上海市環境保護條例》及台灣地區的《環境基本法》，並嚴格處理排放物，致力於降低排放物對環境造成的負面影響。

我們在生產活動中主要的廢氣污染物為鍋爐產生的硫化物、氮氧化物以及顆粒物。為了減少廢氣排放對環境造成的影響，自然美持續對工廠裡的鍋爐進行改造。我們在2019年十月份對崇明工廠的鍋爐管道進行改造，燃料由柴油改為更加清潔的液化石油氣，同年我們對奉賢工廠的鍋爐廢氣處理設備進行改造：增加處理揮發性有機化合物(VOC)的裝置以及活性炭吸附裝置以減少氮氧化物的排放。通過此類行為，在2019年，自然美進一步降低廢氣排放濃度及排放量。

### Emissions for Boilers<sup>2</sup> (KG)

		Year 2018 2018年	Year 2019 <sup>3</sup> 2019年 <sup>3</sup>
NOx emission	氮氧化物排放	404.20	<b>132.09</b>
Particulate matter emission	顆粒物排放	112.57	<b>53.11</b>
Sulfur dioxide emission	二氧化硫排放	499.40	<b>89.82</b>

### 鍋爐產生的廢氣<sup>2</sup>(公斤)

### Emissions from Vehicle (KG)

		Year 2018 2018年	Year 2019 2019年
NOx emission	氮氧化物排放	217.02	<b>186.80</b>
Particulate matter emission	顆粒物排放	12.55	<b>12.75</b>
Sulphur dioxide emission	二氧化硫排放	0.64	<b>0.42</b>

### 汽車廢氣(公斤)

<sup>2</sup> The emissions produced by the boiler are from two production plants in Shanghai Chongming and Fengxian; Taipei factory has not counted the emissions generated by boilers in the reporting period and will be refined in the future.

<sup>3</sup> The reasons for the significant change of emissions from boilers in 2019 from 2018: The 2018 statistical method is calculated based on the total amount of emissions counted by third parties every month. The statistical method for 2019 is calculated based on the product of the average of the third party's emission rate and the operating time.

<sup>2</sup> 鍋爐產生的廢氣範圍為上海崇明和奉賢兩個生產基地，臺北工廠尚未統計報告期內鍋爐產生的廢氣，未來將對其進行細化。

<sup>3</sup> 2019年鍋爐產生的廢氣較2018年有較大變化的原因為：2018年統計方法為依據第三方每月統計的廢氣總量進行估算，2019年統計方法為依據第三方檢測廢氣的排放速率平均值與運營時間的乘積進行計算。



## Environmental Performance 環保績效

Natural Beauty is committed to the conservation of water resources. We comply with the national and the local discharge criteria for sewage strictly, and untreated sewage is strictly prohibited to be discharged into natural waters. Our wastewater mainly comes from production activities. The general treatment approach for them is to use multi-stage precipitation filtration method, after that, the wastewater will be discharged to urban sewage pipelines and then processed by the government's sewage treatment plant. At 2019, in order to make further efforts to reduce the concentration of chemical oxygen demand (COD) in wastewater, we put relevant reagents to lower the degree of pollution of water and reduce the impact on the environment.

The hazardous waste generated in our production is mainly from laboratory waste, waste container packaging, and the non-hazardous waste is mainly domestic garbage, waste paper, paper boxes and etc. We pre-process the waste through the characteristics classification sorting, temporary storage, and sealed package. Besides, in accordance with environmental requirements, we affix labels to clearly distinguish name, and other information on the packaging properties, and hand it over to a third-party processing agency with professional qualifications. In 2019, the disposal of hazardous waste at our three production bases slightly increased with the increase in business volume; non-hazardous waste dropped significantly since last year, mainly because some glass bottles with high unit quality were recycled in 2018, and no such recycling was took place in 2019.

自然美致力於水資源保育。我們嚴格遵守國家及地方的污水排放標準，嚴禁將未經處理的用水排進自然水域。我們的廢水主要來源於生產活動，一般處理方法為多級沉澱過濾，廢水經過處理後會排放至城市污水管道，再經政府的污水處理廠處理。2019年，為進一步降低廢水中化學需氧量(COD)濃度，我們投放了相關試劑，降低了水質的污染程度，減少對環境的負面影響。

我們生產經營過程中產生的有害廢棄物主要為實驗室廢棄物、廢沾染裝物等；無害廢棄物主要為生活垃圾、廢紙及紙盒等。我們根據廢棄物的特性進行分類分揀、臨時存儲、和密封包裝，並按環保要求在外包裝貼上明顯標籤區分名稱、性質等資訊，之後交由具有專業資質的第三方處理機構進行處理。2019年我們三個生產基地的有害廢棄物排放量隨著業務量的上漲較去年略有增長；無害廢棄物較去年大幅下降，主要是2018年回收了一部分玻璃瓶，單位質量較高，2019年沒有進行此類回收。

### Waste Disposal (Tons)

### 廢棄物排放量(噸)

		Year 2018 2018年	Year 2019 2019年
Hazardous waste	有害廢棄物	0.64	<b>0.65</b>
Non-hazardous waste	無害廢棄物	41.18	<b>14.56</b>

## RESOURCE MANAGEMENT

Natural Beauty attaches great importance to the sustainable development, making efforts to process energy conservation and emission reduction during daily operation activities. For the purpose of reducing water consumption, Natural Beauty arranges production plans in advance and take unified water consumption plan, that is, to control production water through “daily water consumption plan” to achieve the goal of saving water resources. Meanwhile, Natural Beauty continuously upgrades its water saving equipment and water recycling equipment, which increases its productivity, reduces water consumption, improves wastewater treatment and achieves water recycling during the production. To enhance resource utilization, the packaging materials we use are mainly glass bottles, acrylic bottles etc. In order to reduce the impact on the environment, we choose degradable and environmental friendly materials during the design of new products, and process the use of recyclable packaging materials. In 2019, the consumption of packaging materials was 431.21 tons, a significant increase from 2018, mainly due to the rise in the business volume, meanwhile we use more recyclable and environmentally friendly material like glass as the packaging material.

Besides, to reduce paper consumption, Natural Beauty applies electronic office by replacing the traditional business procedures based on paper with Enterprise Resource Planning (“ERP”) system. We also install energy-saving lights in office area, post energy saving slogans, and send security guards to ensure lights are off when employees leave the office. In order to reduce energy and resource consumption during travels, Natural Beauty advocates modernized “light office” by making the Company, including the subsidiaries, utilize telecommunication and teleconferences via telephone/video, which not only contributes to low-carbon and environmental protection but also improves efficiency. Natural Beauty advises staff to commute by public or shared transportation. The factory in Fengxian, Shanghai is equipped with shuttle buses which are convenient for staff and reduce the usage of their cars, aiming to achieve a win-win situation between energy conservation and emission reduction and staff care.

We prioritise to work with local suppliers, in order to shorten the unnecessary long distance transportation, lower energy consumption and carbon dioxide emission while generating returns to local qualified suppliers. That also promotes the synergic development of local industrial chains and supports local employment. Besides, we also contribute to optimize the urban environment. Our office area in Shanghai covers about 10,000m<sup>2</sup> of which nearly 350m<sup>2</sup> is covered with vegetation, a greening rate of 8%. These green belts play a role in eliminating visual fatigue, taking in pollutants such as traffic exhaust gas and dust as well as absorbing and isolating noise.

## 資源管理

自然美重視企業可持續發展，致力將節能減排落實到生產經營活動中。為減少水資源消耗，自然美提早安排生產計畫，統一規劃用水量，即通過「日計劃用水」控制生產用水，達成節約水資源的目的。同時，自然美持續升級其節水設備及水資源回收設備，即於生產過程中提升效益、降低用水量、改善廢水處理並實現水資源的回收。為了提高資源利用率，我們主要使用的包裝材料為玻璃瓶、亞克力瓶等。為了減少對環境的負面影響，我們在設計新產品時盡可能選用可降解的環保材料，並規劃使用可回收利用的包裝材料。2019年，包材消耗量為431.21噸，較2018年大幅增加，主要是因為業務量的上漲，同時我們使用了更多的可回收利用以及更加環保玻璃材質包裝物。

同時，自然美實踐了電子辦公室的概念，以企業資源計畫系統取代傳統紙張業務程式，以減少耗紙量；我們在辦公區安裝了節能燈、張貼節能口號、並派保安員確保員工離開辦公室後，所有電燈皆確實關閉。為減少旅途交通的能源及資源消耗，自然美提倡現代的「輕辦公室」，即讓公司(包括其附屬物公司)透過電話／視頻進行溝通，善用電子通訊及電話會議，不僅達成低碳與環保的目標，也提升了效率。自然美鼓勵員工搭乘公共交通或共乘通勤。公司位於上海奉賢的工廠備有接駁車，為員工提供方便，也減少員工使用私家車的頻率，期能藉此達成節能減排與照顧員工的雙贏局面。

我們優先選擇當地供應商，大幅縮短了不必要的長途運輸、降低能源消耗及碳排放，也為當地的合格供應商創造收入。此舉促進了地方產業鏈的協同發展，亦支持當地的就業。此外，我們為優化城市環境貢獻一份力量，我們位於上海的辦公區總面積約10,000平方米，其中將近350平方米為植被覆蓋，綠地率為8%。綠化帶不僅有助於減緩視覺疲勞、吸收交通廢氣、灰塵等污染物，也吸收並隔絕了噪音。

## Environmental Performance 環保績效

In 2019, the water consumption of Natural Beauty slightly reduced compared to that in last year, the total energy consumption has decreased than last year, mainly due to the fall of gasoline usage of officer's car, and the overall power consumption increased slightly over last year, the unit power consumption decreased by 18.38% compared to that of last year.

2019年，自然美消耗水資源總量較去年略有下降，總體能源消耗量較去年有所下降，主要是公務車消耗的汽油量下降，總耗電量較去年略有上升，單位耗電量較去年下降了18.38%。

### Water Consumption

### 耗水量

		Year 2018 2018年	Year 2019 2019年
Total consumption of water resource (Ton)	耗水總量(噸)	28,762.00	<b>27,853.00</b>
The intensity of the water consumption (Ton/10k HKD)	耗水密度(噸/萬港元營業額)	0.78	<b>0.64</b>

### Oil Consumption

### 耗油量

		Year 2018 2018年	Year 2019 2019年
Total heavy oil consumption (Liter)	消耗重油總量(升)	5000.00	<b>6,000.00</b>
Total diesel consumption (Liter)	消耗柴油總量(升)	29,095.00	<b>30,531.00</b>
Total gasoline consumption (Liter)	消耗汽油總量(升)	32,615.76	<b>17,458.00</b>
Total liquefied petroleum gas (LPG) Consumption (KG) <sup>4</sup>	消耗液化石油氣(公斤) <sup>4</sup>	N/A	<b>1,550.00</b>
Total energy consumption (MWh) <sup>5</sup>	能源消耗總量(兆瓦時) <sup>5</sup>	3,259.15	<b>3,416.09</b>
The intensity of the energy consumption (MWh/10k HKD)	能源消耗密度 (兆瓦時/萬港元營業額)	0.09	<b>0.08</b>

### Electricity Consumption

### 耗電量

		Year 2018 2018年	Year 2019 2019年
Total electricity consumption (MWh)	耗電總量(兆瓦時)	2,629.11	<b>2,871.55</b>
The intensity of the electricity consumption (MWh/10k HKD)	耗電密度 (兆瓦時/萬港元營業額)	0.07	<b>0.07</b>

<sup>4</sup> The boiler of Chongming factory has been using LPG since October 2019.

<sup>5</sup> The conversion coefficient of energy consumption is shown in the Natural Beauty 2019 Data Performance.

<sup>4</sup> 崇明工廠的鍋爐自2019年10月開始使用液化石油氣。

<sup>5</sup> 能源消耗的轉換系數請見自然美2019年數據表現。



# Human Rights and Labor 人權與勞工

## EMPLOYMENT

Natural Beauty resolutely resists forced labor and the use of child labour. With reference to laws and regulations such as the *Labour Law of the People's Republic of China and Special Rules on the Labour Protection of Female Employees*, Natural Beauty has formulated the *Rules of Management Roles Probation Assessment* and the *Staff Manual*, to fully fulfil corporate social responsibility, defend and protect the basic rights and interests of employees. Meanwhile, Natural Beauty composes *Preparation Procedure of Annual Human Resources Plan, Recruitment and Application Procedure* and other management policies, which clearly regulate each aspect in the human resources (HR) cycles including the recruitment, on boarding, promotion and dismissal. The policies guarantee a consistent fair and transparent environment while satisfying various talent demands for their development.

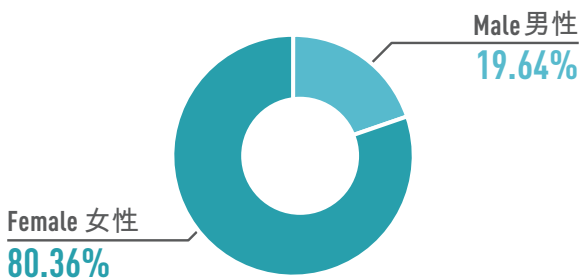
We attach great importance to human rights and prohibit gender discrimination. By the end of December 31, 2019, the Company has 606 staff members in total, including 586 full-time employees and 20 part-time employees. There are 487 female employees, accounting for 80.36% of the total headcount, with 66 female management personnel taking up 64.71% of the total management staff.

## 僱傭

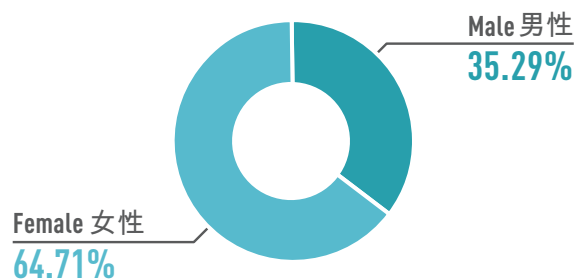
自然美堅決抵制強制勞動、使用童工等行為，參照《中華人民共和國勞動法》、《女職工勞動保護特別規定》等法律法規，制定了《管理崗位轉正述職考核規定》、《員工手冊》等制度，以全面履行企業社會責任，維護和保障員工的基本權益。同時，自然美制定了《年度人力資源計畫的編製流程》、《人員招聘申請流程》等管理辦法，明確人力資源招聘、入職、升職及解僱等流程的管理要求，以保證一致、公平且透明的環境，同時滿足其發展所需的各種人才。

我們非常重視人權並禁止性別歧視。截止至2019年12月31日，公司共僱用606名員工，包括586名全職員工及20名兼職員工。公司僱用487名女員工，佔總人數的80.36%，其中66名女性管理人員佔管理人員總人數的64.71%。

自然美員工按性別劃分  
Gender Ratio for Total Employees



自然美管理層按性別劃分  
Gender Ratio for the Management Level



## REMUNERATION AND PERFORMANCE

In accordance with the *Labour Law of the People's Republic of China*, *Labour Contract Law of the People's Republic of China* and other laws and regulations, Natural Beauty sets the *Regulation of Attendance Management, Compensation and Benefits Management System, Annual Performance Appraisal of 2019* and other management practices, which clarify the payment structure, salary adjustment model, promotion system and assessment criteria, attract diversified talents through fair and reasonable salary, and promote the professional and managerial ability through comprehensive performance appraisal system. The payments made are in compliance with the national and local standards, and the minimum wage provided by Natural Beauty headquarters and all factories meets or exceeds local minimum wage standards.

By the defined assessment frequency, the performance assessment is classified into monthly (quarterly) assessment and half-year (year-end) assessment. The Company attaches great importance to each employee's professionalism, competence and development potential at work, and through appropriate investigation mechanism, different employees in different positions will be eligible for the same opportunities for promotion and internal rotation. Meanwhile, the Company provides the opportunity for promotion or internal rotation in accordance with the assessment and evaluation results, and also provides a learning platform offering new knowledge and new technologies for employees and motivates them to improve constantly. In addition, the Company provides cash reward for outstanding employees at the Annual Selection Awards Conference.

## EMPLOYEE BENEFITS

We care and value our employees. Besides paying five social insurance and one housing fund regularly, we also provide annual medical package, commercial insurance (including critical illness insurance), high-end medical insurance etc. for our employees. Meanwhile, we provide employees with holiday benefits and allowances, and give condolences/gift-money to employees at important moments such as marriage and childbirth. The pregnant employees will be provided with preferential treatment, including reduced working hours and special nutrition subsidies. Moreover, in order to create a warm and harmonious working environment, we organize various community activities, for example afternoon tea, birthday parties, and various festivities. These activities promote interaction among employees at all levels to show the Company's concern, to improve employees' sense of identity and belonging for the Company, and also to enhance the Company's cohesion.

## 薪酬與績效

自然美參照《中華人民共和國勞動法》、《中華人民共和國勞動合同法》等法律法規，制定了《考勤管理辦法》、《薪酬福利管理制度》、《2019年度績效考核實施辦法》等管理辦法，明確了薪酬架構、薪金調整機制、晉升機制、考核標準等，以公平合理的薪酬吸引多元人才，並透過全面績效考核制度促進專業及管理能力的提升。依據國家及地方政府標準，自然美總部及所有工廠所提供的最低工資均符合或超出地方的最低工資標準。

根據所界定的考核頻率，績效考核分類為每月（每季）考核及半年（年終）考核。公司重視每位員工在工作中顯示出的專業素質、能力和發展潛能，通過相應的考察機制，不同崗位的員工均可獲得同等的職業發展機會及晉升途徑。同時，公司將根據考核及評價結果提供晉升或內部輪崗的機會，為員工提供更多學習新知識、新技術的平台並激勵員工不斷進步。此外，公司會在年度評選頒獎會上給予優秀員工以現金獎勵。

## 員工福利

我們關愛並重視員工，除定期支付五險一金外，我們為員工購買年度體檢套餐、商業保險（含重疾險）、高端醫療險等。同時，我們為員工提供節日福利及津貼，並在員工結婚、生育等重要時刻給予慰問金／禮金，並向懷孕員工提供優惠待遇，包括減少他們的工作時間以及提供特別的營養補貼。此外，為了營造溫馨和睦的工作環境，我們組織各類社群活動，如下午茶、生日會、各類節日活動。這些活動促進了各層級員工間的互動，使員工感受到了公司對個體的關懷，提高員工對企業的認同感和歸宿感，提升了公司的凝聚力。

- **Afternoon Teatime on Friday**

The Company provides afternoon tea for employees every Friday, and distributes various snacks to the tea room on each floor. At the same time, special food will be added during holidays. We expect employees enjoy every week.



- **週五下午茶時間**

公司每週五為員工提供下午茶，將各類和點心分配到各辦公樓層茶水間，同時特殊節日還將增加食物品種，期望員工可以每週能放鬆心情。



- **Employee Birthday Party**

At the beginning of each month, the Company invites colleagues to the birthday party, provides flowers, cakes and gifts and prepares various interactive games to increase the interaction among employees, to let them feel worthy and have a great time.



- **員工生日會**

每月月初，公司都會邀請當月生日的同事參加員工生日會，並提供生日鮮花、蛋糕及禮物，同時會準備各類互動遊戲，增加員工間的交流互動，使員工感受公司的重視並度過美好的時光。





- **Festival Events**

During 2019 Christmas, Natural Beauty hosted a Christmas blessing and treasure hunt event. The Company sent exquisite greeting cards and sweets to each employee to show them the Company's care.



- **節日活動**

2019年耶誕節，自然美舉辦了耶誕節傳遞祝福和尋寶活動。公司為每位員工寄送了精美的賀卡和糖果等，耶誕節的活動使員工感受到了公司的用心關懷。



### EMPLOYEE DEVELOPMENT

In order to achieve the aim of reciprocity, mutual benefit and common development, Natural Beauty has formulated the *Rules of Training Management* for the management of daily training, and provides special training fund to organize various employees training courses each year. The trainings are made up of orientation training, product training, and expatriate training etc. All the newly employed are required to join the orientation training; business-related departments are required to join the product and new product training from the Education and Marketing Department from time to time to obtain the qualification certification; external training covers all levels employees, such as the technical qualification training for technical workers in the factory, financial knowledge related sessions for the financial department, the communication and leadership management training for the management level. In 2019, we launched online training course for all employees so that they can learn anytime, anywhere.

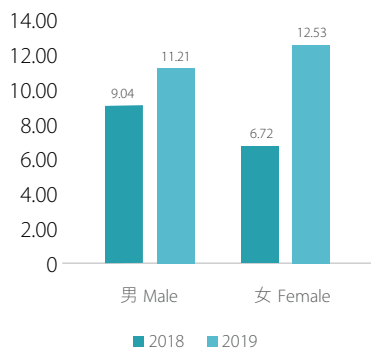
### 員工發展

以達致互惠發展為目標，自然美制定了《培訓管理制度》用於日常培訓的管理，每年設置專項培訓費用於組織開展多種員工培訓課程。培訓分為新員工培訓、產品培訓、外派培訓等。所有入職新員工均需接受新員工培訓；業務相關部門將不定期接受教育行銷部的產品、新品培訓，並需獲得資格認證；外部的培訓覆蓋各個層級的員工，比如：工廠技術類員工的技術資格認證培訓、財務部的財務部知識提升培訓、管理層的溝通、領導力的培訓。2019年我們為員工開通了線上培訓課程，使他們能夠隨時隨地進行學習。

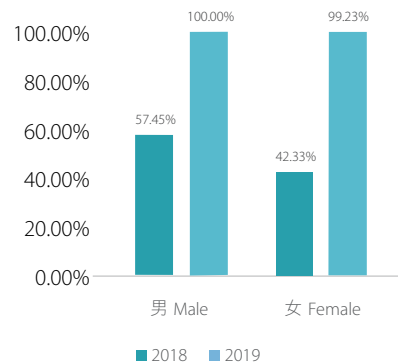
The training centers established in Shanghai and Guangzhou by the Company are to provide trainings for all cosmetologists of the Company regarding the product and service technologies, corporate culture and health concept. These centers help cosmetologists to build broader platforms for career development to gain professional skills and serve customers better, to optimize their career exposure and to improve the quality of their lives. In 2019, we offered 5 weeks training for cosmetologists in Taiwan to reinforce their professional skills. Thanks to the commencement of online training in 2019, the total training hours was 5,988 hours, an increase of 58.16% over 2018, and the average training hours per employee was 12.27 hours, an increase of 72.10% over 2018, among that, the average training hours for female employees was up to 12.53 hours; The overall training rate has increased from 45.01% in 2018 to 99.39%, and training rate for the male is 100%.

公司於上海及廣州設立專門的培訓中心，旨在為公司全體美容師提供有關產品及服務科技、企業文化及健康觀念的培訓。該中心為美容師提供全面的職業生涯發展平台，以取得專業技能並向客戶提供更好的服務，為職業生涯提供最佳發展的同時也提升了他們的生活品質。2019年我們對台灣地區的美容師提供了5周的培訓以提高他們的專業技能。2019年由於為員工開通了線上培訓，員工總受訓時數為5,988小時，較2018年上升了58.16%，員工人均受訓時數為12.27小時，較2018年上升了72.10%，其中女性受訓平均時數高達12.53小時；員工整體受訓百分比由2018年的45.01%上升至99.39%，男性受訓比率為100%。

自然美按性別分平均受訓時數  
Average training hours by gender



自然美按性別分員工受訓比率  
Training rate by gender



# Safe Production to Guarantee Efficiency

## 安全生產與效率保障

### OCCUPATIONAL HEALTH AND SAFETY

Natural Beauty always prioritizes employees' occupational safety. In according to and strictly in compliance with regulations and statutes like *Regulation on Work-Related Injury Insurances, Measures for the Assessment of Work-related Injuries, Administrative Measures for Diagnosis and Identification of Occupational etc.*, the Company formulated *Injury and Social Liability Insurance Management System, Regulations of Occupational Health Management*, to ensure medical care and financial compensation are provided to employees suffering from work-related injuries and occupational diseases, and to protect the interests of employees. Simultaneously, we provide safety training manuals and relevant occupational training, and also take precautionary measures, such as assigning specific personnel with proper training experience to manage the special equipment which might pose threat to workers' safety in workshops, including fork lift trucks, electric welding equipment, boilers and special elevators. Additionally, we assess work-related injuries and the workers' ability to work, pay work-related injury insurance benefits as required, buy critical illness insurance for employees, and organize them to take physical check-up each year to fully protect their occupational safety and health. The security assurance above are included in the provision of labor contracts. No work-related injury or death has occurred in 2019.

### SAFETY PRODUCTION MANAGEMENT

We comply with laws and regulations on production safety such as the *Law of the People's Republic of China on Work safety* and take "Safe operation, precaution crucial; Comprehensive treatment, eliminate potential hazards" as the work safety principle. Based on this, we have formulated management methods such as *Management Regulations for Work Safety Objectives, Management and Assessment Regulations for Work Safety Responsibility*, to elaborate safe production goals, the specific operating procedures of matters involved in production safety, the assessment standards for production safety management etc. The general manager of the Company is the primary responsible person for the implementation of the safety production goals. At the beginning of each year, the general manager of the Company signs the safety responsibility agreement with the person in charge of safety production of each department, decomposing the safety production goals in each department. To ensure the realization of safety production goals, each department formulates relevant work plans and measures, to clarify specific work requirements and put them into practice. The Company assess the safety assessment of production management every half year, and the evaluation results are related the distribution of rewards.

### 職業健康與安全

自然美始終將員工的職業安全放在首要位置。公司嚴格遵守並根據《工傷保險條例》、《工傷認定辦法》、《職業病診斷與鑒定管理辦法》等條例法規，制定了《工傷和社會責任保險管理制度》、《職業健康管理制度》等管理辦法，明確對因工傷及職業病的受傷僱員提供醫療護理及經濟賠償，保障員工權益。與此同時，我們提供安全手冊以及相關的職業訓練，在車間採取工作安全預防措施，例如指派受適當培訓的專門人員管理可能危害車間員人身安全的特殊設備，包括叉式起重車、電焊設備、鍋爐及特殊升降機。此外，我們評估工傷及員工工作能力，按所需支付工傷保險補助，並為員工購買重大疾病險，安排員工每年進行健康檢查等，以全面保障員工的職業安全與健康。上述安全保障將包括於勞動合約條例當中。2019年，自然美未發生工傷以及因公死亡的事件。

### 安全生產管理

我們遵守《中華人民共和國安全生產法》等安全生產法律法規，以「安全運營，預防為主；綜合治理，杜絕隱患」為安全生產工作方針，並在此基礎上制定了《安全生產目標管理制度》、《安全生產責任管理與考核制度》等管理辦法，明確安全生產的目標，安全生產的涉及事項的具體操作流程以及安全生產管理的考核標準等。公司總經理為安全生產目標落實的第一責任人，每年初公司總經理與各部門安全生產責任人簽訂安全生產責任書，將安全生產目標分解到各部門，各部門制定相關的工作計畫和措施，明確具體工作要求，並付諸實施，確保安全生產目標的實現。公司每半年進行一次安全生產管理工作的評估考核，並將考核結果與分配獎勵直接掛鉤。



Meanwhile, to maintain the ability to handle emergencies, we comply with *Emergency Preplan for National Work Safety Accidents and Disasters* to formulated the *Emergency Rescue Management Policy, Emergency Plan for Production Safety Accidents* and other management practices, expounding the procured of emergency rescue. We draw up the *Emergency Preparedness Plan* every year and conduct drills by that. In 2019, we conducted five different types of emergency rescue drills, such as: electric shock emergency drills, warehouse fire emergency drills, boiler explosion emergency drills, and emergency evacuation drills. Through which, the safety awareness, safety evacuation capability and self-help capabilities of employees have been enhanced.

同時為了保障緊急事件的處理能力，我們參照《國家安全生產事故應急預案》，制定了《應急救援管理制度》、《生產安全事故應急預案》等管理辦法，對應急救援的工作流程進行了明確。我們每年制定《應急演練計畫表》，並根據計畫表進行演練。2019年，我們開展了5種不同類型的應急救援演練，如：觸電應急演練，倉庫火災應急演練，鍋爐爆炸應急演練等，以及應急疏散演練。通過演練，員工的安全意識、安全疏散能力以及自救能力得到了提高。



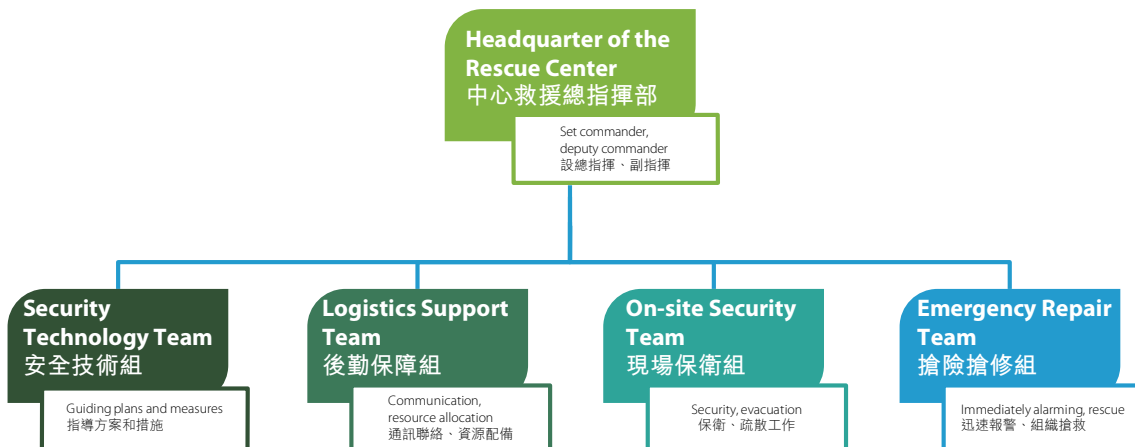
The scene of emergency drill  
圖為應急演練現場

### EXTREME WEATHER RESPONSE

Considering of the losses caused by extreme weather for the Company, we have developed an *Emergency Response Plan for Typhoon*, carried out risk analysis regarding with extreme weather-related, made pre-estimate of damage caused for factories and the equipment, and develop relevant risk management measures to strengthen the detection and surveillance for such hazards during the daily operation. In the meantime, with the aim of ensuring rapid response to typhoons and other extreme weather, the Company established a special emergency team, set up a headquarters, and set out the responsibilities of each team to guarantee the Company's sustainable operations.

### 極端天氣應對

考慮到極端天氣對公司造成的損失，我們制定了《颱風應急處置預案》，有針對性地進行與極端天氣有關的危險性分析，預先估計對廠房以及設備造成的損害，並制定相關的風險管理措施，在日常經營過程對此類危險源加強檢測和監控。同時，為了保證颱風等極端天氣發生時，能夠迅速應對，公司成立了專門的應急小組，設立總指揮部，並明確各個小組的職責，以保證公司的經營可持續性。



Organizational structure of emergency team  
圖為：應急小組組織架構

# Supplier Management 供應商管理

Natural Beauty has formulated management methods such as *Purchasing Management Regulation, Supplier Management Regulation* etc., standardizing procurement, payment, acceptance and other processes, clarifying supplier admission, assessment, evaluation and exit standards, and continuously monitoring procurement and supplier management, thereby ensuring qualified materials and services with constant improvement.

We value the performance of suppliers in terms of environmental and social responsibilities, and establish them as standards in the process of supplier admission and assessment. For example, during the admission phase, suppliers are required to provide ISO 14001 – Environmental Management System (EMS) Certification. In the assessment stage, suppliers with quality defects, unqualified environmental impact assessment (EIA) or integrity issues will be eliminated and blacklisted. By communicating and cooperating with suppliers (including subcontractors), we encourage them to follow regulations and standards regarding environmental and social responsibilities, and to implement effective management plans to ensure compliance in a systematic way. Through these, we hope to demonstrate supply chain responsibility, to redefine the internal management requirements and adjust the procurement strategy.

自然美制定了《採購管理制度》、《供應商管理制度》等管理辦法，規範採購，付款，驗收等流程，明確供應商的准入、評估、評價以及退出標準，持續監督採購以及供應商管理，借此確保供應商提供合格物料及服務，並持續改善品質。

我們重視供應商在環境以及社會責任方面的表現，並將其作為供應商准入以及評估階段的標準，如在准入階段要求供應商提供ISO14001環境體系認證資質，在評估階段對於存在品質缺陷、環境影響評估不合格或有誠信問題的供應商將淘汰並列入黑名單。我們借由與供應商（包括承包商）的溝通與合作，勉勵他們遵守與環境以及社會責任相關法規及準則，並實施有效管理計畫，使其能有系統地遵守法規。希望能借此展現供應鏈責任、重新定義內部管理要求並調整採購策略。



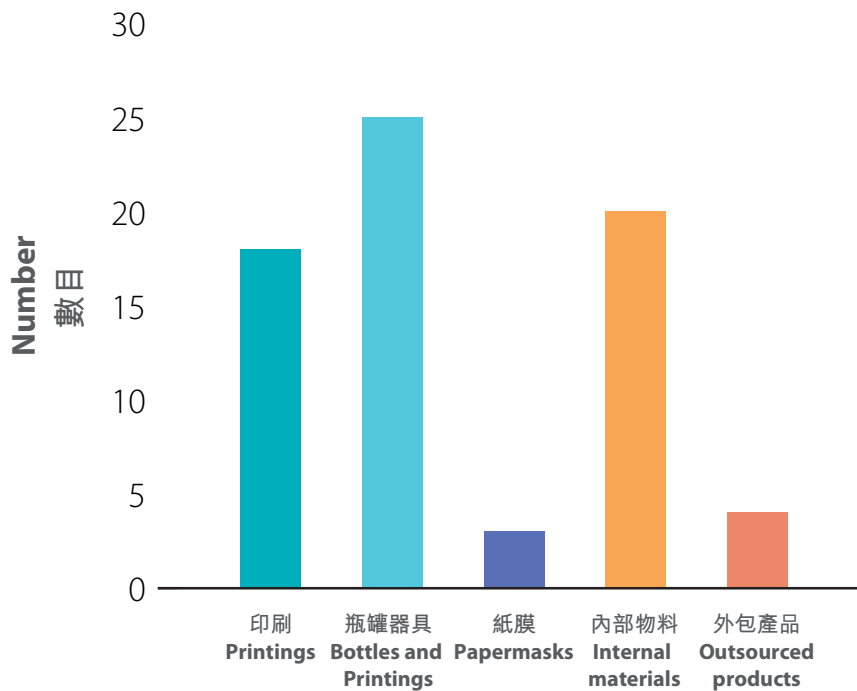
The main process of supplier management  
圖為供應商管理主要流程

We have created a list of qualified suppliers through strict review and screening, which will be updated in real time based on the types and location of upstream suppliers.

我們透過嚴格審閱及篩選列出了一項合格供應商清單，該清單將根據上游供應商之類別及地點即時更新。

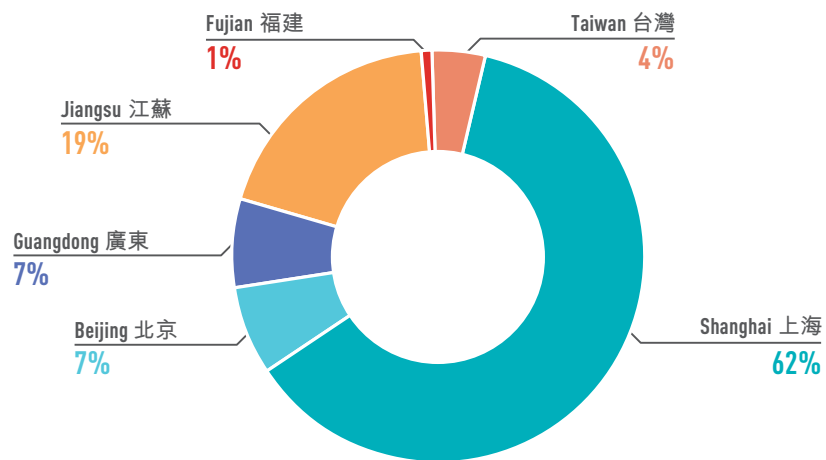
Overview of Qualified Suppliers

圖為合格供應商概覽



Distribution of Suppliers by Region

圖為按地區劃分之供應商分銷占比





# Responsibilities towards Communities

## 社區責任

Deeply rooted in the communities, Natural Beauty has always kept in mind its responsibilities and commitment to the communities by creating economic benefits to the society and enhancing the economic cooperation with communities based on a combination of corporate development.

In 1993, Natural Beauty established the Training Workshop, which has been awarded and titled with the National Occupational Appraisal Station. Natural Beauty adheres to the original purpose of "conveying beauty knowledge to the society at no charge". In addition to providing examination and identification services, it also provides free use of the equipment. In 2019, we offered 54 free courses in Shanghai, Beijing and other 12 cities, which everyone can participate. Each training course lasted for two to five days, including identification of harmful chemicals, skin test, in season tips for skin care, and DIY facial massage, etc., and they attracted a total of 4,585 person-times in 2019.

根基深入社區的自然美，向來將自身對社區的責任及承諾謹記在心，以企業發展為基礎，為社會創造經濟效益及強化與社區間之經濟合作。

自然美1993年成立了技能培訓中心，後經國家認可獲得了國家職業鑒定站的稱號，並一直保持。自然美始終秉持「向社會無償傳達關於美的知識」的初心，除提供考試鑒定服務外，還提供免費的儀器講解服務以及器材使用服務。2019年，我們開設了免費愛心班，在上海、北京及其他12個城市提供54次免費課程，任何人都可以參加。培訓課程每次為期二至五日，培訓內容包括辨識有毒化學物質、皮膚測試、當季肌膚保養訣竅及DIY臉部按摩等，2019年，共吸引4,585人次參加。



The scene of training  
圖為培訓現場

Natural Beauty actively promoted the concept of accurate dietary and anti-aging, and participated in the Chinese Anti-cancer Project National Health Charity with the theme of "Preventing cancer, Food and feeding should go ahead" in 2019. Thanks to its R&D capacity, it responds and actively promote the application of science and technology, actively implementing the anti-aging technology and promoting the academic exchanges and cooperation, to boost Chinese anti-aging industry. In the meanwhile, Natural Beauty encourages women to be brave. In 2019, Natural Beauty sponsored the "Women Make a Difference, Seeking colourful, and more in origin" She Power Talk held by She Power (Ruiwen) in Shanghai. We encourage women to start their own businesses in the beginning, witness groups of women moving from ordinary to extraordinary. We offer continuous help and support to help them building their confidence and strength to go beyond the barriers of life, and to acquire wealth and better life.

自然美積極宣傳普及精準食養、抗衰老理念，2019年參加以「預防癌症，食養先行」為主題的中國防癌工程全民健康公益活動，以自己的產品研發及科學技術做支援，回應並積極推廣應用科學技術，積極進行抗衰老技術和學術交流與合作，助力中國抗衰老事業。同時，自然美鼓勵廣大女性敢於撕掉外界標籤、勇敢追逐本色人生，2019年自然美作為榮譽贊助商參加睿問在上海主辦的「女子大不同·要顏色、更要原色」的她力量宣講活動。自然美至創立以來一直鼓勵女性創業，見證一批又一批的女性從平凡走向不凡，持續幫助並支持女性用自信和實力去突破生活中的阻礙，不斷收穫財富和美好生活。



The scene of the Chinese Anti-cancer Project National Health Charity  
圖為中國防癌工程全民健康公益活動現場

# Natural Beauty 2019 Data Performance

## 自然美2019年資料表現

### ENVIRONMENTAL<sup>6</sup>

### 環境類<sup>6</sup>

<b>A1.1 Emission types and related emission data<sup>7</sup></b> <b>A1.1 排放物種類及相關排放量<sup>7</sup></b>	Unit 單位	Year 2018 2018年	<b>Year 2019 2019年</b>
NOx* 氮氧化物*	KG 公斤	621.22	<b>318.89</b>
Particulate matter* 顆粒物*	KG 公斤	125.12	<b>65.86</b>
SOx 二氧化硫	KG 公斤	500.04	<b>90.24</b>
Total exhaust emission 廢氣排放總量	KG 公斤	1,246.38	<b>474.99</b>
The intensity of exhaust emission 廢氣排放密度	KG/10K HKD 公斤／萬港元	0.03	<b>0.01</b>

<b>A1.2 Greenhouse gas (GHG) emissions in total<sup>8</sup></b> <b>A1.2 溫室氣體總排放量排放<sup>8</sup></b>	Unit 單位	Year 2018 2018年	<b>Year 2019 2019年</b>
Direct emissions (Scope 1) 直接溫室氣體排放(範圍1)	Ton 噸	Undisclosed 未披露	<b>152.04</b>
Indirect emissions (Scope 2) 間接溫室氣體排放(範圍2)	Ton 噸	Undisclosed 未披露	<b>2,109.49</b>
Total GHG emissions* 溫室氣體排放總量*	Ton 噸	2,154.62	<b>2,261.53</b>
The intensity of the GHG emissions (Scope 1 & 2) 溫室氣體排放密度(範圍1&範圍2)	Ton/10K HKD 噸／萬港元	0.06	<b>0.05</b>

<b>A1.3 Total hazardous waste produced</b> <b>A1.3 所產生有害廢棄物的總量</b>	Unit 單位	Year 2018 2018年	<b>Year 2019 2019年</b>
Total hazardous waste emissions 有害廢棄物排放總量	Ton 噸	0.64	<b>0.65</b>
The intensity of hazardous waste emissions 有害廢棄物排放密度	KG/10K HKD 公斤／萬港元	0.02	<b>0.01</b>

<sup>6</sup> The data with \* for 2018 have been restated in accordance with the actual situation

<sup>7</sup> The emission factors of automobile exhaust mainly refer to Appendix II of the ESG Report Guidelines: Reporting Guidance on Environmental KPIs (ESG KPI guideline)

<sup>8</sup> The GHG emissions factor mainly refer to Appendix II ESG KPI guideline of the ESG Report Guidelines, 2012-2014 CO2 baseline emission factor for Chinese area and Taiwan Electric Power Corporation CO2 emission factor.

<sup>6</sup> 帶\*號的部分已根據實際情況對2018年資料進行了重述

<sup>7</sup> 汽車廢氣的排放因數主要參考ESG報告指引附錄二環境關鍵績效指標彙報指引

<sup>8</sup> 溫室氣體排放因數主要參考ESG報告指引附錄二環境關鍵績效指標彙報指引，2012-2014中國大陸區域電網二氧化碳基準線排放因數和台灣地區電力公司二氧化碳排放因數。



<b>A1.4 Total non-hazardous waste produced</b> <b>A1.4 所產生無害廢棄物的總量</b>	Unit 單位	Year 2018 2018年	<b>Year 2019</b> <b>2019年</b>
Total non-hazardous waste emissions 無害廢棄物排放總量	Ton 噸	41.18	<b>14.56</b>
The intensity of the non-hazardous waste emissions 無害廢棄物排放密度	KG/10K HKD 公斤/萬港元	1.11	<b>0.33</b>
<b>A2.1 Total energy consumption by type<sup>9</sup></b> <b>A2.1 按類型劃分的能源總耗量<sup>9</sup></b>	Unit 單位	Year 2018 2018年	<b>Year 2019</b> <b>2019年</b>
Electricity 電力	MWh 兆瓦時	2,629.11	<b>2,871.55</b>
Heavy oil* 重油*	Liter 升	5,000.00	<b>6,000.00</b>
Gasoline 汽油	Liter 升	32,615.76	<b>17,458.00</b>
Diesel* 柴油*	Liter 升	29,095.00	<b>30,531.00</b>
Liquefied petroleum gas 液化石油氣	KG 公斤	NA	<b>1,550.00</b>
Total energy consumption 能源消耗總量	MWh 兆瓦時	3,259.15	<b>3,416.09</b>
The intensity of the energy consumption 能源消耗密度	MWh/10K HKD 兆瓦時/萬港元	0.09	<b>0.08</b>
<b>A2.2 Total water consumption</b> <b>A2.2 總耗水量</b>	Unit 單位	Year 2018 2018年	<b>Year 2019</b> <b>2019年</b>
Total consumption of water resource 水資源消耗總量	Ton 噸	28,762.00	<b>27,853.00</b>
The intensity of water 水資源消耗密度	Ton/10K HKD 噸/萬港元	0.78	<b>0.64</b>

<sup>9</sup> Conversion factor: Gasoline: 1 liter = 0.00073 tons; 1 MWh = 1 ton \* 1.4714 / 0.1229; Diesel: 1 liter = 0.00084 tons; 1 MWh = 1 ton × 1.4571 / 0.1229; Heavy oil: 1 liter = 11.04560 kilowatts Hours; Liquefied petroleum gas: 1 kg = 13.9524 kWh

<sup>9</sup> 轉換係數：汽油：1升=0.00073噸；1兆瓦時=1噸\*1.4714/0.1229；柴油：1升=0.00084噸；1兆瓦時=1噸×1.4571/0.1229；重油：1升=11.04560千瓦時；液化石油氣：1公斤=13.9524千瓦時。

## Natural Beauty 2019 Data Performance 自然美2019年資料表現

<b>A2.5 Packaging material used</b> <b>A2.5 包裝材料消耗</b>	Unit 單位	Year 2018 2018年	<b>Year 2019</b> <b>2019年</b>
Total consumption of packaging material 包裝材料消耗總量	Ton 噸	136.32	<b>431.32</b>
The intensity of the consumption of packaging material 包裝材料消耗密度	KG/10K HKD 公斤/萬港元	3.69	<b>9.84</b>

## SOCIAL

## 社會類

<b>B1.1 Total workforce by gender, employment type, age group and geographical region</b> <b>B1.1 按性別、僱傭類型、年齡組別及地區劃分的僱員總數</b>		Year 2018 2018年	<b>Year 2019</b> <b>2019年</b>
Total number of employees 僱員總數		531	<b>488</b>
Gender 性別	Male 男	437	<b>96</b>
	Female 女	94	<b>392</b>
Employment Type 僱傭類型	Full time 全職	525	<b>467</b>
	Part-time 兼職	6	<b>21</b>
Age Group 年齡	Age : ≤30 年齡 : ≤30	52	<b>54</b>
	Age : 30~50 年齡 : 30~50	401	<b>361</b>
	Age : ≥50 年齡 : ≥50	78	<b>73</b>
Geographical Region 地區	Mainland China 大陸地區	420	<b>400</b>
	Taiwan 台灣地區	109	<b>85</b>
	Malaysia 馬來西亞	2	<b>3</b>

**B1.2 Employee turnover rate by gender, age group and geographical region**

**B1.2 按性別、年齡組別及地區劃分的僱員流失比率**

		Year 2018 2018年	Year 2019 2019年
Gender 性別	Male 男	2.63%	<b>6.08%</b>
	Female 女	21.05%	<b>31.99%</b>
Age Group 年齡	Age : ≤30 年齡 : ≤30	3.00%	<b>10.40%</b>
	Age : 30~50 年齡 : 30~50	16.00%	<b>22.77%</b>
	Age : ≥50 年齡 : ≥50	5.00%	<b>4.91%</b>

**B2.1 Number and rate of work-related fatalities<sup>10</sup>**

**B2.1 因工作關係而死亡的人數及比率<sup>10</sup>**

		Year 2018 2018年	Year 2019 2019年
Number of work-related fatalities 因工作關係而死亡的人數		None 無	<b>None 無</b>
Rate of work-related fatalities 因工作關係而死亡的人數的比率		None 無	<b>None 無</b>

**B2.2 Lost days due to work injury**

**B2.2 因工傷損失工作日數**

		Year 2018 2018年	Year 2019 2019年
Lost days due to work injury 因工傷損失工作日數		None 無	<b>None 無</b>

<sup>10</sup> No work-related fatality occurred in each of the past three years for Natural Beauty.

<sup>10</sup> 自然美連續三年(2017-2019)無因公死亡人數。

<b>B3.1 The percentage of employees trained by gender and employee category</b>		Year 2018	<b>Year 2019</b>
<b>B3.1 按性別及僱員類別劃分的受訓僱員百分比</b>		2018年	<b>2019年</b>
Gender 性別	Male 男	57.45%	<b>100.00%</b>
	Female 女	42.33%	<b>99.23%</b>
Employee Category 僱員類型	Senior Management 高級管理層	92.31%	<b>91.67%</b>
	Middle Management 中級管理層	97.67%	<b>100.00%</b>
	General Staff 普通員工	33.10%	<b>99.48%</b>

<b>B3.2 The average training hours completed per employee by gender and employee category</b>		Year 2018	<b>Year 2019</b>
<b>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</b>		2018年	<b>2019年</b>
Gender 性別	Male 男	9.04	<b>11.21</b>
	Female 女	6.72	<b>12.53</b>
Employee Category 僱員類別	Senior Management 高級管理層	21.23	<b>12.00</b>
	Middle Management 中級管理層	20.60	<b>22.58</b>
	General Staff 普通員工	4.02	<b>9.88</b>



<b>B5.1 Number of suppliers by geographical region</b>		Year 2018	Year 2019
<b>B5.1 按地區劃分的供應商數目</b>		2018年	2019年
Taiwan	台灣	2	3
Shanghai	上海	57	43
Beijing	北京	1	5
Guangdong	廣東	8	5
Jiangsu Province	江蘇	13	13
Fujian	福建	3	1
<b>B6.2 Number of products and service related complaints received<sup>11</sup>.</b>	<b>B6.2 接獲關於產品及服務的投訴數目<sup>11</sup></b>	362	722
<b>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</b>	<b>B7.1 提出並已審結的貪污訴訟案件的數目及訴訟結果</b>	None 無	None 無

<sup>11</sup> Since the statistical caliber of complaint data changed from the number of products in 2018 to the number of complaints, so the 2018 data has been restated to accurately reflect our product performance.

<sup>11</sup> 由於投訴資料的統計口徑由2018年的產品個數改為投訴件數，所以這裡對2018年的資料進行了重述以便更加準確的反映我們的產品表現。

# ESG Guide Content Index

## 《環境、社會及管治報告指引》內容索引

Aspect 層面	Explain 描述	Position 位置
<b>A. Environmental</b>		
<b>A.環境</b>		
<b>Aspect A1: Emissions</b>		
<b>層面A1：排放物</b>		
General Disclosure 一般披露	Information on: (a) the policies; and (b) 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： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Environmental Performance  環保績效
A1.1	The types of emissions and respective emissions data. 排放物種類及相關排放資料。	Environmental Performance 環保績效
A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 直接(範圍1)及能源簡介(範圍2)溫室氣體排放量(以噸計算)及(如適用)密度(如以每產量為單位、每項設施計算)。	Environmental Performance 環保績效
A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 所產生有害廢棄物總量(以噸計算)及(如適用)密度(如以每產量為單位、每項設施計算)。	Environmental Performance 環保績效
A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 所產生無害廢棄物總量(以噸計算)及(如適用)密度(如以每產量為單位、每項設施計算)。	Environmental Performance 環保績效
A1.5	Description of emission target(s) set and steps taken to achieve them. 描述所訂立的排放量目標及為達到這些目標所採取的步驟。	Environmental Performance 環保績效
A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them. 描述處理有害及無害廢棄物的方法及描述所訂立的減廢目標及為達到這些目標所採取的步驟。	Environmental Performance 環保績效

Aspect 層面	Explain 描述	Position 位置
<b>Aspect A2: Use of Resources</b>		
<b>層面A2：資源使用</b>		
General Disclosure 一般披露	Policies on 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。	Environmental Performance 環保績效
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).	Environmental Performance
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)。	環保績效
A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Environmental Performance
A2.2	總耗水量及密度(如以每產量單位、每項設施計算)。	環保績效
A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	Environmental Performance
A2.3	描述所訂立的能源使用效益目標及為達到這些目標所採取的步驟。	環保績效
A2.4	Description of whether there is any issue in sourcing water, that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	Environmental Performance
A2.4	描述求取適用水源上可有任何問題，以及所訂立的用水效益目標及為達到這些目標所採取的步驟。	環保績效
A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Environmental Performance
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。	環保績效
<b>Aspect A3: The Environment and Natural Resources</b>		
<b>層面A3：環境及天然資源</b>		
General Disclosure 一般披露	Policies on minimising the issuer's significant impacts 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。	Environmental Performance 環保績效
A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Environmental Performance
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。	環保績效

Aspect 層面	Explain 描述	Position 位置
<b>Aspect A4: Climate Change</b>		
<b>層面A4：氣候變化</b>		
General Disclosure 一般披露	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer. 識別及應對已經及可能會對發行人產生影響的重大氣候相關事宜的政策。	Safe Production to Guarantee Efficiency 安全生產與效率保障
A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	Safe Production to Guarantee Efficiency
A4.1	描述已經及可能會對發行人產生影響的重大氣候相關事宜，及應對行動。	安全生產與效率保障
<b>B. Social</b>		
<b>B. 社會</b>		
<b>Aspect B1: Employment</b>		
<b>層面B1：僱傭</b>		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant 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. 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： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Human Rights and Labor 人權與勞工
B1.1	Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.	Human Rights and Labor
B1.1	按性別、僱傭類型(如全職或兼職)、年齡組別及地區劃分的僱員總數。	人權與勞工
B1.2	Employee turnover rate by gender, age group and geographical region.	Human Rights and Labor
B1.2	按性別、年齡組別及地區劃分的僱員流失比率。	人權與勞工



Aspect 層面	Explain 描述	Position 位置
<b>Aspect B2: Health and Safety</b>		
<b>層面B2：健康與安全</b>		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards. 有關提供安全工作環境及保障僱員避免職業性危害的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Safe Production to Guarantee Efficiency 安全生產與效率保障
B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	Safe Production to Guarantee Efficiency
B2.1	過去三年(包括匯報年度)每年因工亡故的人數及比率。	安全生產與效率保障
B2.2	Lost days due to work injury.	Safe Production to Guarantee Efficiency
B2.2	因工傷損失工作日數。	安全生產與效率保障
B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	Safe Production to Guarantee Efficiency
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。	安全生產與效率保障
<b>Aspect B3: Development and Training</b>		
<b>層面B3：發展及培訓</b>		
General Disclosure 一般披露	Policies on improving employee's 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。	Human Rights and Labor 人權與勞工
B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Human Rights and Labor
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。	人權與勞工
B3.2	The average training hours completed per employee by gender and employee category.	Human Rights and Labor
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。	人權與勞工

Aspect 層面	Explain 描述	Position 位置
<b>Aspect B4:Labor Standards</b>		
<b>層面B4：勞工準則</b>		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant 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： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Human Rights and Labor 人權與勞工
B4.1	Description of measures to review employment practices to avoid child and forced labour. 描述檢討招聘慣例的措施以避免童工及強制勞工。	Human Rights and Labor 人權與勞工
B4.1	描述檢討招聘慣例的措施以避免童工及強制勞工。	人權與勞工
B4.2	Description of steps taken to eliminate such practices when discovered. 描述在發現違規情況時消除有關情況所採取的步驟。	Human Rights and Labor 人權與勞工
B4.2	描述在發現違規情況時消除有關情況所採取的步驟。	人權與勞工
<b>Aspect B5:Supply Chain Management</b>		
<b>層面B5：供應鏈管理</b>		
General Disclosure 一般披露	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。	Supplier Management 供應商管理
B5.1	Number of suppliers by geographical region. 按地區劃分的供應商數目。	Supplier Management 供應商管理
B5.1	按地區劃分的供應商數目。	供應商管理
B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored. 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。	Supplier Management 供應商管理
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。	供應商管理
B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored. 描述有關識別供應鏈每個環節的環境及社會風險的慣例，以及相關執行及監察方法。	Supplier Management 供應商管理
B5.3	描述有關識別供應鏈每個環節的環境及社會風險的慣例，以及相關執行及監察方法。	供應商管理
B5.4	Description of practices used to promote environmental preferable products and services when selecting suppliers, and how they are implemented and monitored. 描述在揀選供應商時促使多用環保產品及服務的慣例，以及相關執行及監察方法。	Supplier Management 供應商管理
B5.4	描述在揀選供應商時促使多用環保產品及服務的慣例，以及相關執行及監察方法。	供應商管理

Aspect 層面	Explain 描述	Position 位置
<b>Aspect B6:Product Responsibility</b>		
<b>層面B6：產品責任</b>		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant 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 methods of redress. 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： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Product and Service 產品與服務
B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons. 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。	Product and Service 產品與服務
B6.2	Number of products and service related complaints received and how they are dealt with. 接獲關於產品及服務的投訴數目以及應對方法。	Product and Service 產品與服務
B6.3	Description of practices relating to observing and protecting intellectual property rights. 描述與維護及保障知識產權有關的慣例。	Product and Service 產品與服務
B6.4	Description of quality assurance process and recall procedures. 描述質量檢定過程及產品回收程序。	Product and Service 產品與服務
B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored. 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。	Product and Service 產品與服務
<b>Aspect B7:Anti-corruption</b>		
<b>層面B7：反貪污</b>		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering. 有關防止賄賂、勒索、欺詐及洗黑錢的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Anti-fraud and Anti-commercial Bribery 反舞弊與反商業賄賂

## ESG Guide Content Index

### 《環境、社會及管治報告指引》內容索引

Aspect 層面	Explain 描述	Position 位置
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.	Anti-fraud and Anti-commercial Bribery
B7.1	於匯報期內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。	反舞弊與反商業賄賂
B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	Anti-fraud and Anti-commercial Bribery
B7.2	描述防範措施及舉報程序，以及相關執行及監察方法。	反舞弊與反商業賄賂
B7.3	Description of anti-corruption training provided to directors and staff.	Anti-fraud and Anti-commercial Bribery
B7.3	描述向董事及員工提供的反貪污培訓。	反舞弊與反商業賄賂
<b>Aspect B8: Community Investment</b>		
<b>層面B8：社區投資</b>		
General Disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities takes into consideration communities' interests.	Responsibilities towards Communities
一般披露	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。	社區責任
B8.1	Focus areas of contribution (e.g. education, environment, labour needs, health, culture and sports).	Responsibilities towards Communities
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)。	社區責任
B8.2	Resources contributed (e.g. money or time) to the focus area.	Responsibilities towards Communities
B8.2	在專注範疇所動用資源(如金錢或時間)。	社區責任



# About the Report

## 關於該報告

### REPORTING PERIOD & CYCLE

The reporting period is from January 1, 2019 to December 31, 2019. This is an annual report.

### REPORTING SCOPE

Given the scale, staff number and revenue distribution of the Company and its affiliated entities, the report covers the Company's headquarters, major sales companies, and all operating production sites (two factories in Shanghai, and one factory in Taiwan), namely:

- Shanghai Natural Beauty Cosmetics Co., Ltd.
- Natural Beauty Bio-Technology Company Limited
- Shanghai Natural Beauty Fuli Cosmetics Co., Ltd.
- Shanghai Natural Beauty Sanlian Cosmetics Co., Ltd.
- Shanghai Natural Beauty Haili Cosmetics Co., Ltd.
- Shanghai Natural Beauty Yongli Cosmetics Co., Ltd.

The report covered 98.5% of the Company's sales revenue. With the changes in the Company's operational data, dynamic adjustments will be made to the reporting scope in future reports.

### DATA COLLECTION

All data herein are from the Company's statistical reports and official documents. The Company guarantees the objectivity and authenticity of the data herein.

### DATA COLLECTION METHOD

According to ESG Guide and other internationally recognized sustainability reporting guidelines, and based on the Company's best practices in sustainability for many years, the report optimizes the definition, calibre, standard, formula and specification of indicator data in a uniform way.

### 報告期與週期

報告期為二零一九年一月一日至二零一九年十二月三十一日。此為年度報告。

### 報告範圍

鑒於本公司及其聯屬實體之規模、員工人數及收入分配，本報告涵蓋公司總部、主要銷售公司以及所有運營的生產基地(上海之兩處廠房、台灣之一處廠房)即：

- 上海自然美生物科技有限公司
- 自然美生物科技股份有限公司
- 上海自然美富麗化妝品有限公司
- 上海自然美三聯化妝品有限公司
- 上海自然美海麗化妝品有限公司
- 上海詠麗化妝品有限公司

報告覆蓋的公司銷售收入占比為98.5%，由於本公司之營運數據變動，日後的報告中將於報告範圍內作出動態調整。

### 數據收集

本報告中之所有數據均來自本公司之統計報告及官方文件。本集團公司為本報告中之數據之客觀性及真實性作擔保。

### 數據收集方法

根據環境、社會及管治報告指引及其他國際認可的可持續發展報告指引，並以本公司多年來在可持續發展方面的最佳做法為基礎，本報告致力以統一的方式完善指標數據之界定、性質、標準、公式及規範。



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NATURAL BEAUTY

Natural Beauty Bio-Technology Limited

自然美生物科技有限公司

(Incorporated in the Cayman Islands with limited liability)

(於開曼群島註冊成立之有限公司)

Stock Code 股份代號 : 00157