



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

2020

*Environmental, Social and
Governance Report*

環境、社會及管治報告

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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Chairman's Statement

主席報告

Natural Beauty was established in 1972. For 49 years, 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. 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.

At the beginning of 2020, the COVID-19 epidemic affected the hearts of countless people. Natural Beauty paid continuous attention and contributed its own strength. Taking advantage of its expertise and appeal accumulated for over 40 years, Natural Beauty promptly offered its help, carried out various donations and care for medical staff activities, and went all out to join the fight against the epidemic. In this extraordinary year, our ceaseless layout has created bright spots in the epidemic, and also made new opportunities for the year of 2021.

We are committed to implementing green and environmental friendly practices throughout each aspect of our production. By controlling the process, we strive to reduce waste emissions and strictly manage waste discharge in order to reduce damages 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 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 this time when world economy and traditional industries are facing arduous challenges, Natural Beauty will work with our people to be innovative and become the role model of green and harmonious development.

Dr. Lei Chien
Chairperson

Natural Beauty Bio-Technology Limited

自然美成立於一九七二年。四十九載以來，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。二零一八年自然美喜迎東森國際集團入股，開啓了「東森自然美」美麗聯盟的新征程。

二零二零年初，「新冠肺炎」疫情牽動著無數人的心。疫病無情，大愛無疆。東森自然美持續關注並獻出自己的力量。發揮40多年的專業優勢和號召力火速馳援，開展各種捐款捐贈和關愛醫護的活動，全力以赴加入這場抗擊疫情的戰鬥中。在這不平凡的一年中，我們不停歇的佈局，在疫情中創造亮點，同時也為新的一年佈置了許多新的契機。

我們致力在生產層面實踐綠化及環保。透過製程管控，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。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 5th ESG Report issued by Natural Beauty Bio-Technology Limited (“Natural Beauty”, the “Company”, or “We”), in responding to the requirements from the Hong Kong Exchanges and Clearing 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 disclosed 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 identified and valued important ESG-related factors, and disclosed 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 HK Stock Exchange. At the same time, it discloses the calculation methods and assumptions of the data in the report.
- (3) Balance – In the report, the Company presented the Company’s work in environmental, social and governance aspects objectively.
- (4) Consistency – The Company adopted 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」)為自然美生物科技股份有限公司(自然美、公司或我們)所發佈的第五份環境、社會及管治報告，以符合香港交易及結算有限公司就環境、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)的現有政策及程序加以補充。

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》的要求披露量化數據，同時對報告中數據的計算方法、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 – 公司採用了一致的數據披露方法，並在報告中進行了數據的比對，並對統計方法、關鍵績效指標的變更進行了標註。

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匯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 2020, we employed around 546 employees. In 2020, Natural Beauty has achieved an income of HKD410,700,000, decreasing by 6.3% compared to HKD438,400,000 of 2019.

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 were listed on The Stock Exchange of Hong Kong since 28 March 2002. With over several decades of development, Natural Beauty has the following unique advantages:

- Brand advantage: The Natural Beauty brand was founded in 1972 by Dr. Yanping Cai. It has established a deep foundation in Taiwan with natural cosmetology and the business philosophy of "Nature is Beauty"; it is a biotechnology natural skin care and beauty brand created by the Chinese and marketed internationally.

Its products include salon-level and counter beauty care products, health supplement, and essential oils. Natural Beauty SPA living halls are mainly located in Taiwan, Mainland China, Hong Kong, Macau, Southeast Asia and other places, and Natural Beauty is currently a leading multinational beauty business company.

- 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.

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2020年12月31日，已聘僱約546名員工。2020年自然美實現了410,700,000港元收入，較2019年438,400,000港元減少6.3%。

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：自然美品牌由蔡燕萍博士創辦於1972年，以自然美容術，以及秉持「自然就是美」的經營理念在台灣紮下深厚根基；是國人自行創立、並營銷國際的生物科技天然護膚美容品牌。

旗下產品包括沙龍級和專櫃美容保養品、健康食品以及精油等。自然美SPA生活館據點主要分佈於台灣、中國大陸、港澳以及東南亞等地，亦是目前領先的跨國性美容事業公司。

- 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。

- Production advantage: Natural Beauty now has two production bases 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 conformance 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.
- R&D advantages: Since the establishment of the brand, Natural Beauty has developed products suitable for oriental female skin through technical cooperation with many international leading biomedical R&D teams in the United States and Europe, using natural plant extracts and modern advanced biotechnology technology. Among them, the NB-1 series of products obtained a US patent in 2008--Harvard NB Biotechnology SCT technology has brought the secret of eternal youth to women.
- 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質量認證，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《藥品優良製操作業規範》(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。
- 研發優勢：品牌成立至今，自然美通過與美國及歐洲等多個國際領先生物醫學研發團隊進行技術合作、研發產品，採用天然植物精萃，配合當代先進的生物科技技術，研發出適合東方女性膚質的專業美容產品，其中NB-1系列產品在2008年更獲得美國專利 -- 哈佛NB生技SCT技術為女性帶來永葆青春的秘訣。

COMMUNICATE WITH STAKEHOLDERS

Natural Beauty regards the expectations and requirements of stakeholders as an important factor in the company's sustainable development strategy, and uses multiple methods to identify specific areas of action related to stakeholders. The company's main stakeholders include investors, government/regulatory agencies, employees, customers, suppliers, non-governmental organizations, and communities. During the reporting period, we conducted multi-frequency communication with various stakeholders, actively listened to their opinions and suggestions, understood their concerns and demands, as well as formulated and adjusted relevant measures.

與利益相關方的溝通

自然美將利益相關方的期望和要求作為公司制定可持續發展戰略的重要因素，並通過多種方法來識別出與利益相關方有關的具體行動領域。公司的主要利益相關方包括投資者、政府／監管機構、員工、客戶、供貨商、非政府組織、小區。我們在報告期間與各利益相關方進行了多頻次的定期溝通，積極聆聽其意見和建議，了解利益相關方的關注與訴求，並對此制定及調整相關舉措。

Stakeholders 利益相關方	Expectations and Aspiration 期望與要求	Means of Communication/Response 溝通／響應方式
Investors 投資者	<ul style="list-style-type: none"> Guaranteeing shareholder rights and interests 保障股東權利及權益 Timely disclosure of relevant information 及時準確披露相關信息 Corporate governance improvements 完善公司治理 	<ul style="list-style-type: none"> General meeting of shareholders 股東大會 Press releases and announcements 新聞稿及公告 Disclosure reports 對外報告
Governments/Regulatory institutions 政府／監管機構	<ul style="list-style-type: none"> Law and regulation compliance 合法合規 Workplace health & safety 工作場合的安全健康 Save the Energy Resources 節約能源使用 	<ul style="list-style-type: none"> Compliance reporting 合規報告 Supervision & inspection 制度完善與監督檢查 Clean energy 使用更清潔的能源
Employees 員工	<ul style="list-style-type: none"> Competitive remuneration & welfare 有競爭力的薪酬和福利 Workplace health & safety 工作場合的安全健康 Training & ability development 培訓和能力建設 	<ul style="list-style-type: none"> Labor union/staff assembly 工會／職工代表大會 Safety training activities 員工安全培訓 Training & career development 培訓和職業發展
Customers 客戶	<ul style="list-style-type: none"> Customer services 客戶服務 Quality assurance 質量保障 	<ul style="list-style-type: none"> After-sale service 售後服務 Product quality testing 全程質量測試

Management Approach 管理方法

Stakeholders 利益相關方	Expectations and Aspiration 期望與要求	Means of Communication/Response 溝通／響應方式
Suppliers 供貨商	<ul style="list-style-type: none"> • Supplier admittance management • 供貨商準入管理 • Supplier evaluation • 供貨商評估 • Supplier cooperation • 供貨商合作 	<ul style="list-style-type: none"> • Invitation for bids & seminar • 招標、研討會 • Supplier admittance & evaluation • 供貨商評估小組 • Executive meetings • 高層會晤
NGOs 非政府組織	<ul style="list-style-type: none"> • Involvement in local community programs • 參與當地小區項目 • Fulfilling environmental responsibility • 承擔環境責任 • Respecting Human rights • 尊重人權 	<ul style="list-style-type: none"> • Direct communication • 直接溝通 • Strict emissions management • 嚴格管理排放物 • Child labor avoidance • 拒絕使用童工
Communities 小區	<ul style="list-style-type: none"> • Local development • 當地發展 • Fulfilling environmental responsibility • 承擔環境責任 	<ul style="list-style-type: none"> • Free trainings for communities • 小區免費培訓 • Strict emission management • 嚴格管理排放物

GOVERNANCE MECHANISM

Natural Beauty complies with the requirements of the Hong Kong Stock Exchange's "Listing Rules" and the "Company Ordinance" and other laws, regulations and regulatory documents. The company has established a scientific and effective governance structure based on the Corporate Governance Practices Code Appendix 14 of the Rules Governing the Listing of Securities. 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. The company's board of directors participates in work related to sustainable development (environment, social and governance) and is responsible for its strategy, and regularly supervises and reviews the implementation of the sustainable development strategy.

The company always believes that it can create longer-term value by establishing a sustainable business. Therefore, we always complies with the latest requirements and principles of the Hong Kong Stock Exchange's "Environmental, Social and Governance Reporting Guidelines", and regard them as the guidelines of sustainable development, which are applied to environmental protection, employees, safety production, etc. The company complies with local policies, laws and regulations, formulates system documents within the company, and obtains relevant international standards certification, regularly reviews sustainable development policies and strategies, to ensure that the content is consistent and applicable to the corresponding business.

治理機制

自然美遵守香港聯交所《上市規則》以及《公司條例》等法律法規和規範性文件的要求，以《上市規則》附錄十四所載《企業管治常規守則》為基準，建立了科學有效的治理架構。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，竭力維持高水平的企業管治、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。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。

公司始終認為通過建立可持續發展的業務，能夠創造更長遠的價值，因此我們一直遵循香港交易所《環境、社會及管治報告指引》中的最新要求及原則，並且將其作為履行可持續發展工作的指引，應用在環保、員工、安全生產等方面。公司遵守各地的政策及法律法規，在公司內部制定體系文件，並獲取相關的國際標準認證，定期檢討可持續發展的政策及策略，確保其中的內容切合及適用於對應的業務。

COMPLIANCE MANAGEMENT

Natural Beauty has always adhered to the principle of compliance management and regarded it as the cornerstone of sustainable development. When carrying out various businesses, the company strictly abides by the relevant laws and regulations on compliance operations, environmental protection, occupational health, safety production and other relevant laws and regulations in the region where it is located, complies with the business ethics, upholds the principles of honesty and dedication, laws and regulations, fair competition, and integrity management. In 2020, the company carried out a number of audit projects, such as “procurement audit” to confirm the compliance of supplier management, raw material procurement, purchase contract and order signing and performance, financial payment and the effectiveness of the implementation of internal control system; “internal control rectification audit” to audit and rectify the weak links of internal control; “operation audit of Shanghai Living Halls” to confirm the operation compliance of sales and collection, inventory management, customer service, daily management and the effectiveness of its internal control implementation.

- Anti-fraud

In 2020, the company will continue to improve the “Anti-fraud Management System”, clarifying the division of responsibilities for anti-fraud, the handling process of fraud cases, and the prevention and control of fraud. Every employee needs to participate in the new employee training before the employment, which covers the anti-corruption and anti-fraud related content. The company encourages employees, customers, suppliers, etc., to actively report in their daily work. To this end, we set up various reporting channels and protect reporters. Relevant personnel can report the actual or suspected fraud of the company and its personnel through emails, reporting telephones, letters, etc. For each case, the company has an audit report. If the investigation is not conducted, it must be explained to the whistleblower, and the final resolution of the relevant case must be reported to the CEO and the board of directors. In 2020, there was no corruption or fraud case occurred in Natural Beauty.

- Anti-commercial bribery

The company requires the purchasing department to sign the “Supplier’s Commitment of Integrity and Confidentiality” with the suppliers, so as to ensure that they abide by the principles of openness, credibility and confidentiality when contacting the relevant staff and information during the business activities (including business negotiation, material supply, service, contract, payment, etc.). This is to ensure the fairness and impartiality of the overall procurement process and to avoid fraud, forgery and bribery.

合規經營

自然美始終秉承合規經營的原則，並將其視為可持續發展的基石。公司在開展各類業務時，恪守所在地區有關合規經營、環境保護、職業健康、安全生產等相關法律法規的規定，嚴格遵從商業道德規範，秉承誠實敬業、遵紀守法、公平競爭、誠信經營的原則。2020年，公司開展了多個稽核項目，例如開展「採購審計」，確認採購作業所涉及的供貨商管理、原物料採購、採購合同及訂單簽訂與履約、財務付款等作業的合規性及內控制度執行的有效性；開展「內控整改審計」，審核發現的內控薄弱環節，並進行整改；開展「生活館作業審計」，確認上海生活館銷售與收款、庫存管理、顧客服務、日常管理等工作合規性及內部控制執行的有效性。

- 反舞弊

2020年，公司繼續完善《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、供貨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匯報。2020年，自然美沒有貪污舞弊案件的發生。

- 反商業賄賂

公司規定採購部門須與供貨商簽署《供貨商誠信與保密承擔》，以確保供貨商於有關業務活動(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。

PRODUCT QUALITY MANAGEMENT

Natural Beauty complies 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”. Based on the Quality management systems – Requirements (by complying with GB/T19001–2000 idt ISO9001:2008), the company has established the quality management system, formulated the “Management Rules and Regulations of Quality Management System”, “Standard Operating Procedures for Finished Product (Final) Inspection”, “Quality Manual” and other system documents, to form a complete quality management standard system. We always follow the internal system documents, scientifically plan the progress of all projects, steadily promote the project progress on the premise of ensuring safety and quality, abiding by laws and regulations, and create more healthy and safe products for customers.

Case: Natural Beauty won the “China’s Independent Innovation Brand” award of China Quality and Technology Management Committee

China Quality and Technology Management Committee is a professional and non-profit national social organization, which carries out brand certification, rating and brand value evaluation in accordance with the principles of openness, fairness and impartiality. In September 2020, in the national high-quality brand research and supervision activities, according to the third-party user satisfaction evaluation results and credit rating management methods, Natural Beauty won the “China’s Independent Innovation Brand” award of China Quality and Technology Management Commission.

產品質量管理

自然美遵守《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《質量管理體系 – 要求》(GB/T19001等同於ISO9001:2008)建立公司的質量管理體系，制定《質量管理體系管理規定》、《成品(最終)檢驗標準操作規程》以及《質量手冊》等制度文件，形成了一套完整的質量管理標準體系。我們始終遵循內部制度文件，科學謀劃所有項目進度，在保證安全質量、守法守規的前提下穩步推進項目進展，為客戶打造更加健康、安全的產品。

案例：自然美榮獲中國質量技術管理委員會「中國自主創新品牌」大獎

中國質量技術管理委員會是專業性非營利性的全國性社會組織，遵循公開公平公正的原則進行品牌認證、評級和品牌價值評估。2020年9月，在全國優質品牌調研監督活動中，依據第三方用戶滿意度測評結果和信譽評價等級管理辦法，自然美榮獲中國質量技術管理委員會「中國自主創新品牌」大獎。



The picture shows that Natural Beauty won the title of “China’s Independent Innovation Brand”
圖為：自然美榮獲「中國自主創新品牌」

Natural Beauty has a production base which is established based on GMP standards, and is a GMP certified production enterprise. The company has obtained the certification of international cosmetic standard system (ISO22716), quality management system (ISO9000) and international quality system (GB/T19002) quality assurance mode authentication.

In 2020, under the leadership of a new international and professional management team, the company continued to develop and introduce health care products, nutrition products and other health management undertakings, and strictly control the production process to provide the best quality products.

Case: Natural Beauty won AAA enterprise certification of quality, service and reputation

In the market research activities, Natural Beauty is honored as the AAA enterprise of quality, service and reputation based on the third-party customer satisfaction evaluation results and reputation evaluation management method. This honor was awarded by China Quality Certification and Supervision Commission and National Brand Certification Alliance. It is worth mentioned that China Quality Certification and Supervision Commission (CQCP) is a national and professional brand comprehensive management organization in the field of China's famous brand development.

In the future, we will continue to standardize our brand quality, actively promote brand strategy, earnestly safeguard the interests of consumers, and become an excellent national brand with conscience, love and confidence.

自然美擁有根據GMP標準建立的生產基地，是獲得GMP認證的生產企業，公司已取得化妝品國際標準體系(ISO22716)、質量管理體系(ISO9000)的認證，以及國際質量體系(GB/T19002)質量保證模式認證。

2020年，公司繼續在全新國際化專業經營團隊的領導下，開發引進保健品、營養品等健康管理事業，嚴格把控產品生產流程，以提供最優質的產品。

案例：自然美榮膺質量·服務·信譽AAA企業認證

自然美在市場調查活動中，依據第三方用戶滿意度測評結果和信譽評價等級管理方法，被榮選為：質量·服務·信譽AAA企業。自然美的此項榮譽由中國質量認證監督委員會和全國品牌認證聯盟頒發。值得一提的是，中國質量認證監督委員會(英文縮寫CQCP)，是中國名牌專業發展領域中全國性、專業性的品牌綜合管理機構。

未來，我們將繼續規範品牌質量、積極推進品牌戰略工作，切實維護消費者的利益，做一個有良心、有愛心、有信心的優秀國民品牌。



The picture shows that Natural Beauty won the “AAA Enterprise Certification”
圖為：自然美榮獲「AAA企業認證」

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 2020, 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.

HEALTHY LIFE

Natural Beauty always takes "Health and Nature" as the guiding principle of the company's development. In 2020, with its reliable quality management system and its contribution to the cause of beauty and health, the company stood out in the "NHEC 2020 3rd Annual Meeting of Chinese Nutrition and Health Industry Entrepreneurs", which is sponsored by the China Health Care Association and undertaken by the Food Nutrition and Safety Professional Committee of China Health Care Association. It was shortlisted by the new-launched product "Natural Beauty Compound Probiotic Powder Solid Beverage" in 2020, and won the award of "2020 Top Ten Pioneer Products of Nutrition and Health Industry" with good reputation.

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、在線平台等進行推廣。2020年，自然美全面推行IP營銷計劃，邀請明星作為品牌代言人，配合戶外廣告、電視劇植入、在線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。

健康生活

自然美始終以「健康與自然」作為公司發展的指導原則，2020年公司憑藉可靠的質量管理體系以及在美麗健康事業中所作的貢獻，在中國保健協會主辦，中國保健協會食物營養與安全專業委員會承辦的「NHEC 2020第三屆中國營養健康產業企業家年會」中從眾多品牌中脫穎而出，以2020年推出的全新產品「自然美複合益生菌粉固體飲料」榮耀入圍，並憑着良好的口碑，榮獲「2020營養健康產業十大先鋒產品」獎項。



The picture shows that Natural Beauty won the award of "Top Ten Pioneer Products in Nutrition and Health Industry"

圖為：自然美榮獲「營養健康產業十大先鋒產品」獎項

In the future, Natural Beauty will also continue to develop and introduce health care products, nutritional products and other health management businesses, and integrate production, sales and media to integrate online and offline resources to construct a new ecosystem of the new generation of “beauty and health businesses”.

SUPPLIER MANAGEMENT

The sustainable development of Natural Beauty is inseparable from the participation of suppliers. We always pay attention to the supply chain management and insist on building a competitive supply chain guarantee system. While improving our own environmental and social governance capabilities, we also promote suppliers' development, cooperation and win-win results between the two parties. The company has formulated management measures such as the “Purchasing Management System” and the “Supplier Management System” to establish a full life cycle management process for all types of suppliers from procurement, payment, and inspection and receipt, and keep inspecting and evaluating the hardware facilities and operational capabilities of the suppliers.

Natural Beauty fully considers the impact of the program selected in the procurement process on the surrounding environment and personnel, such as whether to use resources rationally, whether to save energy, how to handle and recycle waste and hazardous materials, and whether it has an impact on the environment. In addition to our own environmental protection requirements, we also include suppliers' environmental and social responsibility related performance and illegal records into important bid evaluation indicators during the selection of suppliers, and give priority to cooperate with suppliers with advanced performance in environmental protection. In the access stage, the company requires suppliers to provide ISO14001 environmental system certification qualifications. In the assessment stage, suppliers with quality defects, unqualified environmental impact assessments or integrity issues will be eliminated and blacklisted. Through communication and cooperation with suppliers (including contractors), we encourage them to abide by environmental and social responsibility-related laws and regulations, and implement effective management plans to enable them to systematically comply with laws and regulations. We hope to demonstrate supply chain responsibilities, redefine internal management requirements, and adjust purchasing strategies.

未來，自然美也將繼續開發引進保健品、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。

供應商管理

自然美的可持續發展離不開廣大供應商的共同參與，我們始終注重供應鏈管理，並堅持打造具有競爭力的供應鏈保障體系，在提升自身環境、社會管治能力的同時，帶動供應商的良性發展，促進雙方的合作與共贏。公司制定《採購管理制度》、《供應商管理制度》等管理辦法，構建起各類供應商從採購、付款、驗收到退出的全生命週期管理流程，對供應商的硬件設施及運營能力持續考察和評估。

自然美充分考慮在採購過程中所選擇的方案會對周圍環境和人員產生的影響，例如是否合理利用資源、是否節約能源、廢棄物和有害物如何處理與回收、是否對環境產生影響等。除對自身的環保要求外，我們在供應商的選擇上亦將供應商的環境社會責任相關表現、違法記錄等納入重要評標指標，與擁有環保方面先進表現的供應商優先合作。在準入階段，公司要求供貨商提供ISO14001環境體系認證資質，在評估階段對於存在質量缺陷、環境影響評估不合格或有誠信問題的供貨商將淘汰並列入黑名單。我們藉由與供貨商(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，並實施有效管理計劃，使其能有系統地遵守法規。希望能藉此展現供應鏈責任、重新定義內部管理要求並調整採購策略。

Supplier Access Management

Investigate the company's capabilities in terms of products, quality assurance, and equipment by collecting the information listed in the "Supplier Qualification Questionnaire".

供貨商准入管理

通過搜集《供貨商資質調查表》所列信息，調查企業產品、質保以及設備等方面的能力。

01

02

Supplier Evaluation

Evaluate the comprehensive capabilities of the supplier, such as production capacity, quality assurance system, etc., and form the evaluation results and submit them to the procurement leadership team for approval.

供應商評估

對供貨商的綜合能力，如：生產能力、質量保證體系等進行評估，形成評估結果並提報採購領導小組審批。

03

04

Supplier Evaluation Management

Evaluate and score the performance of suppliers in terms of operating conditions, product quality, and delivery status every year.

供貨商評價管理

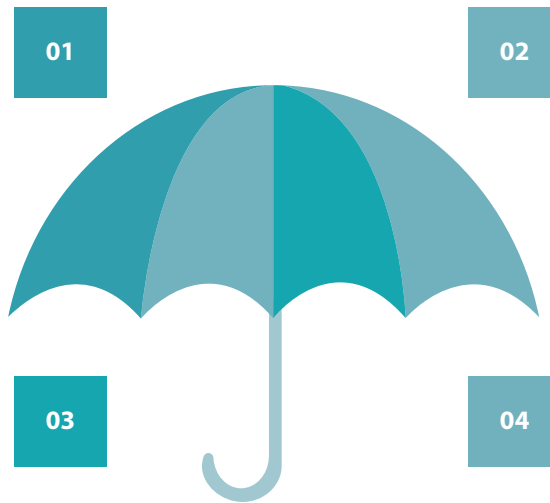
每年就供應商的經營狀況、產品品質、交付情況等方面的表現進行評價和打分。

Supplier Withdraw Management

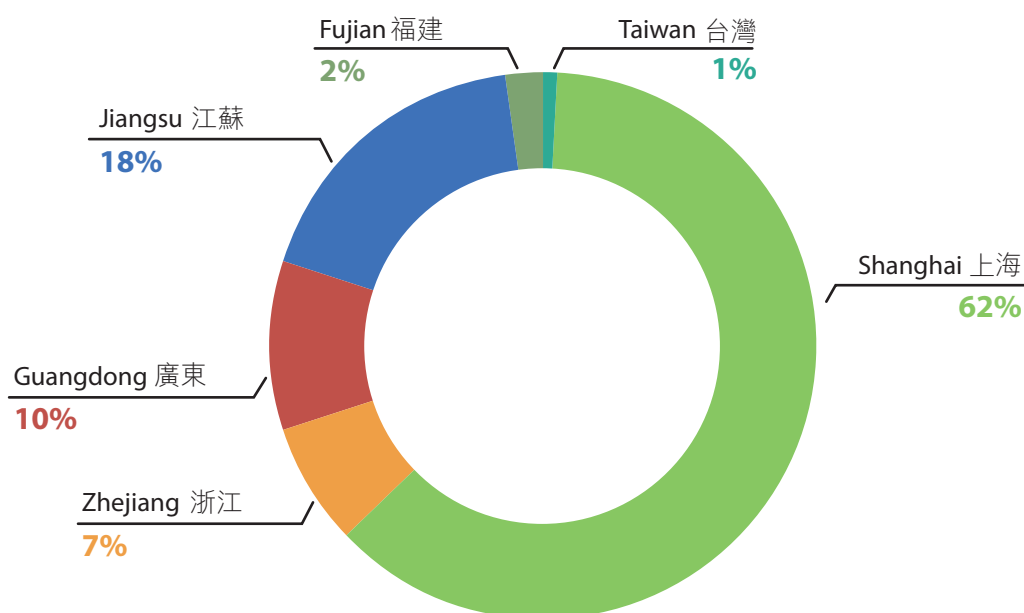
Suppliers with unqualified annual evaluation results, quality problems, or business ethics violations, etc., will be executed the withdraw management. If the situation is serious, they will be blacklisted.

供應商退出管理

對年度評價結果不合格，出現質量問題、或違反商業道德等情況的供貨商進行退出管理，情況嚴重將列入黑名單。



The picture shows the main process of supplier management
圖為：供應商管理主要流程



The picture shows the distribution of suppliers by region
圖為：供應商按地域分佈圖

PROTECTION OF INTELLECTUAL PROPERTY RIGHTS

A complete intellectual property protection system is an important part of Natural Beauty's competitiveness. Therefore, the company is committed to applying industry the best practices to all operations through a comprehensive intellectual property management system. We comply with and refer to external laws and regulations such as the "Trademark Law of the People's Republic of China", "The Patent Law of the People's Republic of China", and "Regulations for Cosmetics Registration and Filing Inspection Work", and we pay attention to the changes in laws and regulations related to intellectual property rights timely. We also formulated the "Legal Affairs Management System", "Anti-Counterfeiting and Rights Protection Management System" and other management measures to clarify the application and maintenance procedures for intellectual property, trademarks and patents, and orderly maintain and ensure the effectiveness of the company's product intellectual property rights.

Natural Beauty actively cracks down on counterfeit companies or brands, and maintains the commercial reputation and legitimate rights and interests of the brand by increasing the rectification of Internet infringements and various online platform infringements. The company's main intellectual property rights are trademark exclusive rights and patent rights. As of December 31, 2020, Natural Beauty has 4 patent rights and 749 trademark exclusive rights, including 66 new trademark exclusive rights in 2020.

知識產權保護

完善的知識產權保護體系是自然美保持競爭力的重要組成部分，因此公司通過全面的知識產權管理系統，致力於將行業最佳實踐應用於所有運營地。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，實時關注與知識產權有關法律條文的變動，在公司內部制定了《法律事務管理制度》、《打假維權管理制度》等管理辦法，明確了知識產權、商標及專利的申請以及維護流程，有序維護及確保公司產品知識產權的有效性。

自然美積極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在線平台侵權的整治力度，維護公司品牌的商業信譽度及合法權益。公司主要知識產權為商標專用權與專利權，截止到2020年12月31日，自然美擁有專利權4個，商標專用權749個，其中2020年新增商標專用權66個。



Patent: Four

專利權：4個



**Exclusive trademark rights: 749
New in 2020: 66**

**商標專用權：749個
2020年新增：66個**

CUSTOMER SERVICE

- Quality service

Natural Beauty adheres to the customer-centric tenet, comprehensively improves service quality and awareness, and handles customer requirements in a timely and effective manner. To improve the company's customer service management level, enhance customer brand loyalty and market development sustainability, and ensure the overall quality of the company's sales management, we have formulated the "Customer Service Management System", "Return and Exchange Management System", and "Product Recall Management Regulation" within the company in accordance with relevant laws, regulations and external regulatory requirements, as well as providing customers with a better service experience.

We treat each customer complaint in a professional and rigorous manner. The marketing department, factory and customer service department jointly handle quality-related customer complaints, and initiate recall procedures when necessary. Natural Beauty organizes a simulation recall exercise once a year and reviews its effectiveness. In 2020, Natural Beauty did not return products due to quality problems.

客戶服務

- 優質服務

自然美秉持以客戶為中心的宗旨，全面提升服務質量與意識，及時有效地處理客戶要求。為了提高公司客戶服務管理水平，提升客戶品牌忠誠度和市場發展可持續性，確保公司銷售管理的整體質量，我們根據相關法律法規和外部監管要求，在公司內部制定了《客戶服務管理制度》、《退換貨管理制度》、《產品召回管理規定》，以期為客戶提供更優質的服務體驗。

我們以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質量相關的客訴，必要時啟動召回程序。自然美每年組織1次仿真召回演練，並評審其有效性。2020年，自然美未發生因質量問題而產生的退回情況。



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

Case: Natural Beauty obtained the certification of “China 3.15 Honesty Brand”

In December 2020, Natural Beauty was selected as the “China 3.15 Integrity Brand” by the China Quality Certification Supervision and Administration Center and the China Enterprise Credit Evaluation Center in the annual national integrity brand certification selection activity based on satisfaction evaluation results of the third-party customer.

In the future, Natural Beauty will not forget its original intention, inherit craftsmanship with ingenuity, and continue to rely on a strong market position, media resources and communication advantages, as well as insist on putting consumers first, being responsible to consumers and the society.

案例：自然美獲得「中國3.15誠信品牌」認證

2020年12月，自然美在年度全國誠信品牌認證推選活動中，依據第三方客戶滿意度測評結果，被中國質量認證監督管理中心和中國企業信用評估中心評選為「中國3.15誠信品牌」。

未來，自然美將不忘初心，以匠心傳承匠藝，繼續依托強大的市場地位、媒體資源及傳播優勢，堅持將消費者放在首位，對消費者負責，對社會負責。



The picture shows that Natural Beauty was awarded the “China 3.15 Honesty Brand”
圖為：自然美榮獲「中國3.15誠信品牌」

— Customer complaint handling

The company's customer service department is responsible for handling customer complaints caused by non-quality problems. Through the clear after-sales service, it follows up all complaints in a daily report mode and conduct return visits to customers to efficiently solve the problems faced by customers. In addition, the company provides a smooth customer service complaint hotline to listen carefully to customers' opinions and suggestions, so as to ensure that customer needs are met, customer feelings are valued, and product and service quality are guaranteed.

In 2020, Natural Beauty received a total of 3,697 complaints, which has an increase in the total number compared with that of 2019. This is related to the existence of suspended matter in the product “Shuiguang Beauty Lotion”, the separation of oil and water in “Goddess Cream”, and the abnormal smell of “Amino Acid Essence”. The customer service department actively carried out investigations with the R&D department and the production department, adjusted the product formula, and exchanged the products of the franchisees in a timely manner, which obtained the understanding of customers and reached 100% of the timely handling rate. Since then, Natural Beauty will pay closer attention to the stability of product ingredients in order to prevent the recurrence of such incidents.

— 客訴處理

公司的客服部負責處理非質量問題引起的客訴，通過配套清晰的售後服務，以日報表模式跟進所有投訴處理情況並對客戶進行回訪，高效解決客戶所面臨的難題。此外，公司提供暢通的客戶服務投訴熱線，認真地傾聽客戶的意見和建議，確保客戶需求得到滿足，客戶感受得到重視，保證產品和服務質量。

2020年，自然美共收到3,697件投訴，總數較2019年有所增加，與產品「水光麗膚水」存在懸浮物、「女神霜」油水分離、「氨基酸精華液」氣味異常相關，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，投訴的及時處理率達到100%。此後自然美將進一步關注產品成分的穩定性，防止此類事件的再發生。



**Timely Feedback of
Customer Complaints**
及時反饋客訴

Record the content of complaints in time and give feedback to relevant departments on the same day for follow-up

及時記錄投訴內容，並於當天反饋給相關部門進行跟進



**Handling Customer
Complaints**
進行客訴處理

Find out the cause of customer complaint, carry out complaint communication and give solutions, and finally deal with it

查明客訴原因，開展投訴溝通並給出解決方案，最終進行處理



**Call Back
Customers**
致電回訪客戶

Call consumers and to understand their satisfaction with the settlement of this complaint

致電消費者，回訪解決情況了解對本次投訴解決滿意度

The picture shows the handling process of customer complaints
圖為：客訴處理流程

– Customer privacy protection

Natural Beauty has established strict regulations on the private data of its customers, such as the “Customer Data Confidentiality Management Measures”, to continuously improve the internal process of viewing and archiving contracts and data. According to the authorization regulations, only authorized personnel have the right to access. In terms of data management, the company designs different approval procedures for the use of regional customer data and internal data, and tracks and records the borrowed contracts and data that need to be archived to strengthen the privacy protection, as well as indicate the determination of Natural Beauty on protecting customers.

– 客戶隱私保護

自然美就已取得的客戶私人數據設立嚴格規範，如《客戶數據保密管理辦法》，持續改善查看歸檔合約及數據的內部流程。根據授權條例，只有得到授權的人員有權查閱。在數據管理方面，公司則對地區性客戶數據及內部數據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數據進行追蹤以及記錄，以加強隱私保護，展現自然美對維護顧客隱私的決心。

OCCUPATIONAL HEALTH AND SAFETY

Natural Beauty always puts the employees' occupational safety in the first place. The company strictly abides by the "Work Injury Insurance Regulations", "Work Injury Identification Measures", "Occupational Disease Diagnosis and Appraisal Management Measures" and the laws and regulations of the places where it operates, and has formulated the "Work Injury and Social Liability Insurance Management System", "Occupational Health Management System", "Hazard Source Identification, Risk Evaluation and Control Management System" and other management measures, to clearly regulate the identification and response of hazardous factors, employee occupational health management, work injury declaration and compensation management, etc., and effectively protect the legitimate rights and interests of employees. At the same time, we provide labor protection products, such as protective masks, protective clothing, etc., for employees of special types of work, such as fork-lift trucks, electric welding equipment, boilers and special lifts, so as to reduce the harm of special positions on employees. We also provide employees with necessary safety training, popularize occupational health and safety-related knowledge, guide employees in correct and standardized operations, and emergency response to accidents, so as to protect their safety to the greatest extent.

In addition, we also conduct regular environmental testing and evaluation to ensure that the working environment of employees meets local safety and health requirements; arrange regular health inspections for employees, and purchase major disease insurance for employees in addition to meeting local labor protection laws and regulations, and provide employees with multiple guarantees and safety support. In 2020, there were no death due to work in Natural Beauty.

SAFETY PRODUCTION MANAGEMENT

We abide by the relevant laws and regulations on safety production in People's Republic of China and all regions where our operation is located. The work policy of safety production is "safe operation, prevention first; comprehensive treatment, hidden danger elimination", On this basis, the management methods such as the management system of safety production objectives, and the management and assessment system of safety production responsibility are formulated, which define the responsibilities of the management organization, relevant departments and personnel of the company, as well as the specific process of safety management and the assessment standard of safety management.

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》及運營所在各地的法律法規，制定了《工傷和社會責任保險管理制度》、《職業健康管理制度》、《危險源識別、風險評價和控制管理制度》等管理辦法，對危險因素的識別及應對、員工的職業健康管理、工傷申報及賠償管理等進行了明確規範，以切實保障員工合法權益。與此同時，我們為特殊工種的員工，如：叉式起重車、電焊設備、鍋爐及特殊升降機等提供勞防保護用品，如防護面具、防護服等，以減少特殊崗位可能對員工健康帶來的危害。我們亦為員工提供必要的安全培訓，普及職業健康與安全相關知識，指導員工進行正確、規範的操作，以及意外事故的緊急應對，以最大程度保護員工安全。

此外，我們還定期進行環境檢測評估，確保員工工作環境符合當地安全與衛生要求；為員工安排定期的健康檢查，並在滿足當地勞動保護相關法律法規之外為員工購買重大疾病險，為員工提供多重的保障以及安全支持。2020年，自然美未發生因工死亡的事件。

安全生產管理

我們遵守《中華人民共和國安全生產法》及運營所在地安全生產相關法律法規，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，明確了公司安全生產的管理機構、相關部門及人員的職責、安全管理工作具體流程、安全管理的考核標準等。

Safe Production 安全生產

The company establishes a safety production management organization, which defines the responsibilities of production safety at all levels, establishes a responsibility system for production safety at all levels, implements the responsibility to all posts in the form of signing the work safety responsibility letter, and requires all employees to master and perform their job safety responsibilities. The company also established a safety production assessment group to carry out the safety responsibility assessment through the combination of daily monitoring and regular assessment, and directly linked the assessment results with the distribution reward.

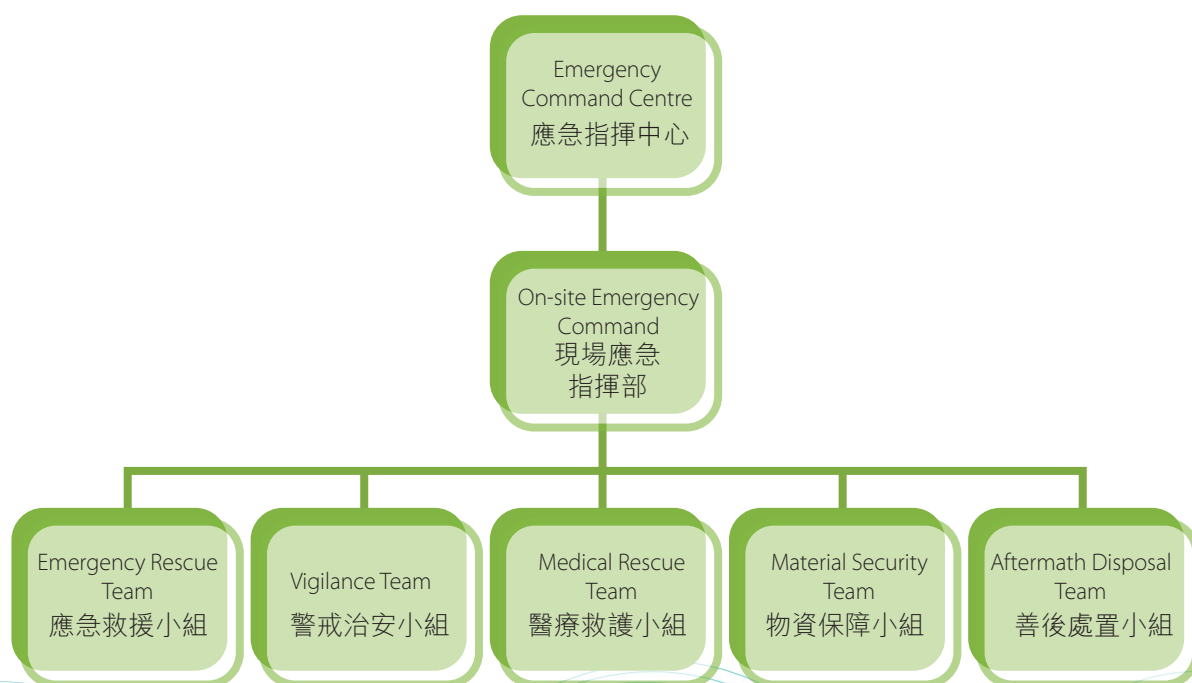
In order to prevent and reduce all kinds of major accidents, the company also improves the emergency management mechanism. With reference to the "National Emergency Plan for Work Safety Accidents", the company has formulated the "Emergency Rescue Plan for Work Safety Accidents" and other management measures, and defined the work flow of emergency rescue. The company's emergency rescue plan includes the comprehensive emergency plan, special emergency plan, on-site disposal plan, etc., covering fire and explosion, mechanical injury, special equipment, disastrous weather, etc., and specifies the company's emergency organization and responsibilities, emergency management procedures, emergency disposal measures, etc.

The company's emergency rescue adheres to the principle of "people-oriented, safety first, prevention first", and implements the principle of unified command and hierarchical response. The emergency organization system of the company is shown as the figure:

公司成立安全生產管理機構，明確各級安全生產職責，建立逐級負責的安全生產責任制，以簽訂安全生產責任書的形式將安全生產責任落實到各個崗位，並要求所有從業人員掌握以及履行自己的崗位安全職責。公司亦成立安全生產考核組，通過日常監控檢查與定期考核相結合的方式實施安全責任考核，並將考核結果與分配獎勵直接掛鉤。

為防止和減少各類重大事故的發生，公司亦完善应急管理機制。公司參照《國家安全生產事故應急預案》，制定了《生產安全事故應急救援預案》等管理辦法，對應急救援的工作流程進行了明確。公司應急救援預案包括綜合應急預案、專項應急預案、現場處置預案等幾方面，覆蓋火災爆炸、機械傷害、特種設備、災害性天氣等事件，並規定了公司的應急組織機構和職責、應急管理程序、應急處置措施等內容。

公司應急救援堅持「以人為本、安全第一、預防為主」的方針，並實施統一指揮、分級響應的原則。公司應急組織體系如圖所示：



The company also conducts regular drills and safety training. In 2020, we have carried out a variety of different types of emergency rescue drills on the basis of complying with local epidemic prevention and control policies, such as the fire drill, warehouse fire emergency drill, and the emergency evacuation drill. The company also provides safety training for employees to enhance their knowledge of safe operation. Through training and drills, the safety awareness, handling ability and self-help ability of employees have been well improved.

公司還進行定期的演練以及安全培訓。2020年，我們在遵守各地疫情防控政策的基礎上，開展了多種不同類型的應急救援演練，如：消防演練，倉庫火災應急演練，以及應急疏散演練等。公司亦為員工提供安全培訓，以提升員工安全運營相關知識。通過培訓及演練，員工的安全意識、應對能力及自救能力得到了提高。



The picture shows the scene of safety training and emergency drill

圖為：安全培訓及應急演練現場

EXTREME WEATHER RESPONSE

The company is concerned about the impact of extreme weather on production and operation. Therefore, the company's emergency rescue plan for production safety accidents covers natural disasters, such as typhoons, floods, meteorological disasters, etc. The company monitors the hazard sources related to natural disasters by means of monitoring alarm and on-site safety inspection, and sets up preventive measures, such as strengthening the duty, conducting patrol inspection, and taking measures to transfer personnel and property when necessary.

The company has also formulated the "typhoon emergency response plan" to carry out risk analysis related to extreme weather, pre estimate the damage to plant and equipment, and formulate relevant risk management measures. At the same time, to ensure the rapid response to extreme weather such as typhoon, the company has also set up a special emergency team, set up a general headquarters, and made clear responsibilities of each team, so as to ensure the sustainable operation of the company.

極端天氣應對

公司關注極端天氣對生產運營帶來的影響。為此，公司於《生產安全事故應急救援預案》覆蓋了自然災害事故，如：颱風、洪澇災害、氣象災害等。公司採用監測報警及現場安全檢查等方式對自然災害相關的危險源進行監控，並設立預防措施，如加強值班、進行巡查、必要時採取轉移人員和財產等措施。

公司亦制定了《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。同時，為了保證颱風等極端天氣發生時，能夠迅速應對，公司還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。

Green Environmental Protection

綠色環保

ENERGY-SAVING AND CONSUMPTION REDUCTION

Natural Beauty is committed to achieving the sustainable development of harmonious coexistence with the environment in exchange for the highest production value with lower energy consumption. In order to strengthen the water use management and make rational use of water resources, Natural Beauty has formulated the "Water-saving Management System" within the company to ensure the normal water use and eliminate the waste. Through the strict control of production and domestic water, regular inspection and maintenance of water facilities and pipelines, the company has strengthened the staff's awareness of saving water in public places, and reduced water consumption to the greatest extent.

In addition, Natural Beauty actively practices the concept of green office, encourages employees to reduce the use of traditional paper and replace it with the ERP system to reduce paper consumption. At the same time, we install large-scale energy-saving lamps in the office area, and assign security personnel to turn off all lights after the employees leave the office, so as to reduce the unnecessary energy consumption; the company will also put up energy-saving slogans to convey the concept of "energy-saving and low carbon" to the employees.

To reduce the resource consumption brought by the business travel, Natural Beauty and its affiliated companies advocate communication through video, conference call, electronic communication, etc., and encourage employees to take public transport or share commute. For example, the company's factory in Fengxian, Shanghai, arranged a shuttle bus to pick up and send employees to and from work to reduce the frequency of taking private cars by employees, which not only to bring convenience to employees, but also to achieve the goal of low-carbon environmental protection. In addition, we also choose the suppliers in the operation location as far as possible to reduce unnecessary long-distance transportation, further reduce energy consumption and carbon emissions, create income for local qualified suppliers, and effectively realize win-win development of ecological, economic and social benefits.

In 2020, the total energy consumption of Natural Beauty has decreased compared to that of the last year, mainly due to the decline of gasoline consumption of official vehicles. Besides, the total electricity consumption and water consumption has largely decreased compared to that of the last year.

節能降耗

自然美致力於以較低的能源消耗換取最高的生產價值，不斷實現與環境和諧共處的可持續發展。為加強用水管理，合理利用水資源，自然美在公司內部制定了《節約用水管理制度》，以保障企業的正常用水和杜絕浪費。公司通過嚴格管控部門生產及生活用水、定期檢查並維護用水設施和管道、加強員工在公共場所節約用水意識等多種措施，最大程度地降低水資源消耗。

此外，自然美積極踐行綠色辦公理念，鼓勵員工減少對傳統紙張的使用，將其替換為企業資源計劃系統，以降低耗紙量。同時，我們在辦公區域內大規模安裝節能燈，並指派安保人員在員工離開辦公室後關閉所有電燈，以杜絕不必要的能源消耗；公司內還會張貼節能標語，致力於將「節能低碳」的理念傳達給員工。

為減少商務旅途帶來的資源消耗，自然美及其附屬物公司提倡通過視頻、電話會議、電子通訊等方式進行溝通，並鼓勵員工搭乘公共交通或共乘通勤。例如，公司位於上海奉賢的工廠安排了接駁車接送員工上下班，以減少員工使用私家車的頻率，不僅為員工帶去便利，同時也達到低碳環保的目的。另外，我們還儘可能地選擇運營所在地的供貨商，以減少不必要的長途運輸，進一步降低能源消耗及碳排放，並為當地的合格供貨商創造了收入，有效實現生態、經濟、社會效益的共贏發展。

2020年，自然美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，總耗電量和消耗的水資源總量也較去年大幅下降。

Green Environmental Protection 綠色環保

In the management of packaging materials, we use environmental protection materials as much as possible to minimize the negative impact on the environment. At present, Natural Beauty mainly uses glass bottles, acrylic bottles, etc. To further improve the utilization of resources, we usually give priority to degradable and recyclable packaging materials when designing the new packaging. In 2020, the consumption of Natural Beauty packaging materials is 213.00 tons, which is significantly decreased compared to that of 2019, mainly due to the adjustment of the company's product structure and the reduction of the whole year's production.

在包裝材料管理方面，我們儘可能地採用環保材料，最大限度地降低對環境造成的負面影響。目前，自然美主要使用的材料為玻璃瓶、亞克力瓶等。為進一步提高資源利用率，我們在設計新包裝時通常會優先考慮可降解及可回收利用的包裝材料。2020年，自然美的包材消耗量為213.00噸，較2019年大幅減少，主要是因為公司產品結構調整，整年生產量減少所致。

Water Consumption

耗水量

		Year 2020 2020年	Year 2019 2019年
Total consumption of water resource (Ton)	耗水總量(噸)	16,459.00	27,853.00
The intensity of the water consumption (Ton/10k HKD)	耗水密度(噸/萬港元營業額)	0.40	0.64

Oil Consumption

耗油量

		Year 2020 2020年	Year 2019 2019年
Total heavy oil consumption (Liter)	消耗重油總量(升)	4,266.00	6,000.00
Total diesel consumption (Liter)	消耗柴油總量(升)	31,188.50	30,531.00
Total gasoline consumption (Liter)	消耗汽油總量(升)	11,711.39	17,458.00
Total liquefied petroleum gas (LPG) Consumption (KG)	消耗液化石油氣(公斤)	4,250.00	1,550.00
Total energy consumption (MWh) ¹	能源消耗總量(兆瓦時) ¹	2,942.30	3,416.09
The intensity of the energy consumption (MWh/10k HKD)	能源消耗密度(兆瓦時/萬港元營業額)	0.07	0.08

Electricity Consumption

耗電量

		Year 2020 2020年	Year 2019 2019年
Total electricity consumption (MWh)	耗電總量(兆瓦時)	2,422.92	2,871.55
The intensity of the electricity consumption (MWh/10k HKD)	耗電密度(兆瓦時/萬港元營業額)	0.06	0.07

¹ The conversion coefficient of energy consumption is shown in the Natural Beauty 2020 Data Performance.

¹ 能源消耗的轉換係數請見自然美2020年數據表現。

EMISSION MANAGEMENT

Natural beauty attaches importance to environmental protection, strictly manages the waste gas, wastewater and waste discharge of its factory, and realizes the purpose of emission reduction from the source. The company has been strictly abiding by the laws and regulations of the place where its factory is located, such as the environmental protection law of the people's Republic of China, the regulations of Shanghai on environmental protection and the basic law of the environment in Taiwan, etc., and processes the emissions according to relevant regulations to achieve the purpose of reducing environmental pollution, realizing the common development of ecology and reality.

Natural Beauty is committed to the protection of water resources, strictly abide by the relevant sewage discharge standards of the plant and the operation site, and continuously supervise and control the wastewater. At present, the wastewater produced by the company mainly comes from production and operation activities. The wastewater is discharged to the municipal sewage pipeline after being treated by three-level physical precipitation and filtration, and then discharged to the municipal sewage pipeline after treatment, and then disposed by the government sewage treatment plant.

As a company in light chemical industry, the waste gas pollutants produced by Natural Beauty mainly come from the production and manufacturing process, including nitrogen oxide, sulfur dioxide and particulate matter, etc. The general treatment method is to neutralize the flue gas produced by boiler through the desalting device and to produce nitrogen and water, so as to reduce the nitrogen oxide emission. In 2020, Natural Beauty's exhaust emission detection has meet the national exhaust emission standards, and its emission has dropped significantly compared to that of 2019.

Waste Gas Generated by Boilers² (KG)

		Year 2020 2020年	Year 2019 2019年
NOx emission	氮氧化物排放	16.89	132.09
Particulate matter emission	顆粒物排放	23.84	53.11
Sulfur dioxide emission	二氧化硫排放	0.00	89.82

² The range of exhaust gas produced by the boiler is two production bases in Shanghai Chongming and Fengxian ; Taipei factory has not counted the exhaust gas generated by boilers in the reporting period and will be refined in the future.

排放物管理

自然美重視環境保護事業，嚴格管理其工廠的廢氣、廢水及廢棄物排放，從源頭實現減排目的。公司一直恪守其工廠所在地的各項法律法規，如《中華人民共和國環境保護法》、《上海市環境保護條例》和台灣地區的《環境基本法》等，按照相關規定處理排放物，以達到降低環境污染、實現與生態共同發展的目的。

自然美致力於對水資源的保護，嚴格遵守工廠及運營所在地的相關污水排放標準，對廢水進行持續的監督和把控。目前，公司產生的廢水主要來源於生產及經營活動，廢水通過三級物理沉澱並過濾，經處理達到相關標準後排放至城市污水管道，再由政府的污水處理廠進行處置。

作為一家輕化工產業的公司，自然美產生的廢氣污染物主要來自生產製造過程，包括氮氧化物、二氧化硫及顆粒物等。一般處理方法為將鍋爐產生的煙氣通過脫銷裝置進行中和處理，產生氮氣和水，以達到降低氮氧化物排放的效果。2020年，自然美的廢氣排放檢測均達到國家廢氣排放標準，廢氣排放濃度及排放量較2019年大幅下降。

鍋爐產生的廢氣²(公斤)

² 鍋爐產生的廢氣範圍為上海崇明和奉賢兩個生產基地，台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。

Vehicle Exhaust (KG)

汽車廢氣(公斤)

		Year 2020 2020年	Year 2019 2019年
NO-x emission	氮氧化物排放	146.46	186.80
Particulate matter emission	顆粒物排放	10.03	12.75
Sulfur dioxide emission	二氧化硫排放	0.32	0.42

As an indispensable part of environmental pollution prevention, Natural Beauty continues to carry out effective management measures to the waste management. The hazardous wastes produced in our production and operation process mainly include filter residue, waste packaging, laboratory waste, etc. Generally, the company will collect, sort, store and seal the hazardous wastes according to the characteristics of the hazardous wastes, report through the environmental protection management system, and entrust the qualified hazardous waste treatment unit for treatment. The harmless wastes produced by the company mainly include waste paper board, paper box, domestic waste, etc. We usually classify and manage them in advance, and the recyclable parts will be recycled and subsequently processed by qualified relevant departments. In 2020, the amount of hazardous waste and harmless waste of Natural Beauty has slightly decreased compared to that of 2019.

廢棄物管理作為防治環境污染不可或缺的部分，自然美持續對其開展有效的管理措施。我們在生產經營過程中產生的有害廢棄物主要包括濾渣、廢包裝、實驗室廢物等。公司一般會依據有害廢棄物的特性集中收集、分揀、存儲和密封，並通過環保管理系統作申報，委託有資質的危險廢棄品處理單位進行處理。公司產生的無害廢棄物則主要包括廢紙板、紙盒、生活垃圾等。我們通常會預先將其進行分類管理，可回收的部分會由有資質的相關部門上門作回收和後續處理。2020年，自然美的有害廢棄物、無害廢棄物排放與2019年相比均有小幅度減少。

Waste Disposal (Tons)

廢棄物排放量(噸)

		Year 2020 2020年	Year 2019 2019年
Hazardous waste	有害廢棄物	0.57	0.65
Non-hazardous waste	無害廢棄物	1,088.40	1,164.56 ³

In addition, Natural Beauty continues to pay attention to major climate events such as climate warming, and actively takes countermeasures to further promote the sustainable development of enterprises. The central air-conditioning refrigeration units used in the company's factory all adopt the closed condenser system, and carry out real-time monitoring through daily high and low pressure difference meter, so as to ensure here is no harmful gas leakage and minimize the carbon emission caused by operation.

此外，自然美亦持續關注氣候變暖等重大氣候事件，並積極採取應對措施，進一步推動企業可持續發展。公司在其工廠內使用的中央空調製冷機組均採用密閉的冷凝器系統，並通過日常高低壓差表進行實時監測，以確保無有害環境的氣體發生泄露，最大程度地降低營運過程中造成的碳排放。

³ The data of 2019 has been restated.

³ 對2019年數據進行了重述。

EQUALITY AND DIVERSITY

Talent is not only the cornerstone of enterprise development, but also one of the main factors to help the company adhere to the sustainable development. Natural Beauty is committed to ensuring and promoting equal and diversified employment, and firmly resists all forced labor, gender discrimination, child labor and other behaviors. We not only strictly abide by the "Labor Law of the People's Republic of China", "Special Provisions on Labor Protection for Female Employees" and other laws and regulations, but also formulate the "Employee Handbook" and other systems within the company to employ workers legally. In the recruitment process, Natural Beauty eliminates any discrimination based on the gender, race, age, religious belief, marital status, degree of disability and other factors to ensure that every employee can receive fair and just treatment.

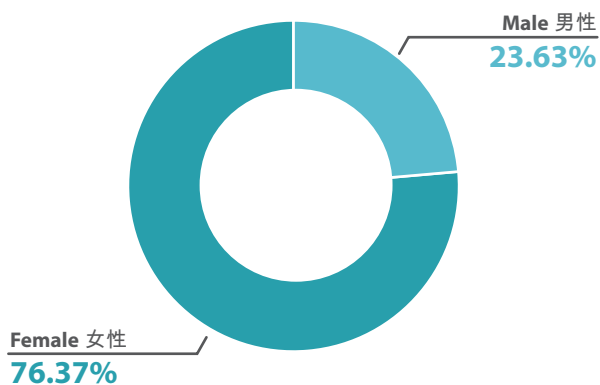
As of December 31, 2020, the company employs 546 employees in total, including 540 full-time employees and 6 part-time employees. The company employs 129 male employees and 417 female employees, including 101 female managers, accounting for 62.35% of the total number of managers.

平等與多元化

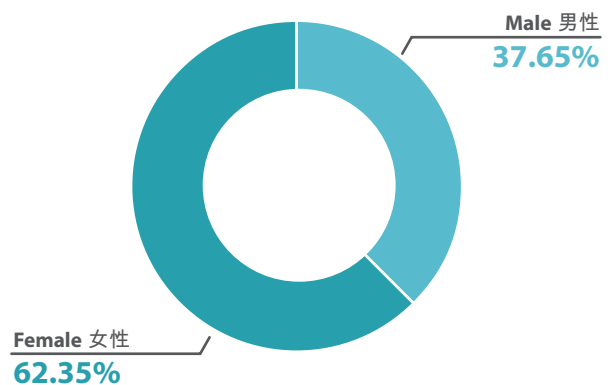
人才是企業發展的基石，也是助力公司堅持可持續發展的主要因素之一。自然美致力於保障和推動平等及多元化僱傭，堅決抵制一切強制勞動、性別歧視、使用童工等行為。我們不僅嚴格遵守《中華人民共和國勞動法》、《女職工勞動保護特別規定》等法律法規，同時在公司內部制定了《員工手冊》等制度，合法合規地僱傭勞工。招聘過程中，自然美杜絕任何針對性別、種族、年齡、宗教信仰、婚姻狀況、殘疾程度等因素而產生的招聘歧視，確保每位員工都能受到公平、公正的待遇。

截止至2020年12月31日，公司一共僱傭546名員工，包括540名全職員工及6名兼職員工。公司僱傭男性員工129名，女性員工417名，其中女性管理人員101名，佔管理人員總人數的62.35%。

Gender Ratio for Total Employees
自然美員工按性別分布



Gender Ratio for the Management Level
自然美管理層按性別分布



While recruiting talents, Natural Beauty has signed the labor contracts with employees in accordance with the law to protect the vital interests and basic rights of employees to the greatest extent. The company has formulated the internal policies such as the "Preparation Process of Annual Human Resource Plan", the "Regulations on the Assessment of Management Positions", the "Internal Recommendation System", and the "Personnel Recruitment Application Process", so as to clarify the management requirements of recruitment, entry, promotion and dismissal, and ensure a fair and transparent environment to meet the needs of its development.

自然美在廣納人才的同時，依法與員工簽訂勞務合同，最大限度地保障員工的切身利益和基本權益。公司制定了《年度人力資源計劃的編製流程》、《管理崗位轉正述職考核規定》、《內部推薦制度》、《人員招聘申請流程》等內部政策，以明確招聘、入職、升職及解僱等管理要求，並保證公平且透明的環境，滿足其發展所需的各種人才。

Employee Oriented 員工為先

Moreover, with reference to the “Labor Law of the People’s Republic of China” and the “Labor Contract Law of the People’s Republic of China”, Natural Beauty has formulated the “Salary and Welfare Management System” to establish a fair, just, reasonable and competitive salary management system. We strictly abide by the minimum wage management regulations of local governments. In addition to providing employees with basic wages and performance pay, we will also provide them with post and position allowance, various bonuses, etc., so as to attract diversified talents with reasonable and competitive salary.

TRAINING AND DEVELOPMENT

Natural Beauty believes that talents are the foundation of long-term competition and development of enterprises. The company is committed to creating a continuous learning environment for employees, providing professional knowledge and skills training to help them better perform their duties. In order to promote the employees’ career development, Natural Beauty has formulated the “Training Management System”, which defines the training management principles, training forms, organizational procedures, post training evaluation, internal lecturer management and other systems. Considering that each position has its unique professional and skill needs, Natural Beauty provides induction training and guidance for all new employees to help them quickly adapt to the new working environment. In addition, the company also provides continuous training for relevant employees in different ways, including professional skills training, special certificate training, government mandatory training, management training, etc. For example, in 2020, the company focused on “Ali Live E-commerce Practice Class” and “Store Management Training Seminar”. The trainees were the company’s core business executives and regional franchisees, who have been taught the professional knowledge of live e-commerce trend and positioning, live flow and data operation, business layout, etc., so as to provide the necessary skills for realizing the business vision and operation of Natural Beauty.

此外，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《薪酬福利管理制度》，以建立公平、公正、合理且具有市場競爭力的薪酬管理體系。我們嚴格遵守各地政府的最低工資管理規定，在為員工提供基礎工資和績效工資之外，還會為其提供崗位及職位津貼、各項獎金等，以合理且具有市場競爭力的薪酬吸引多元人才。

培訓與發展

自然美認為人才是企業能長期競爭與發展之根本。公司致力於為員工創造一個持續學習的環境，提供專業知識與技能培訓，以幫助其更好地履行工作職責。為促進員工的職業發展，自然美制定了《培訓管理制度》，明確了培訓管理原則、培訓形式、組織程序、培訓後評估、內部講師管理等多項制度。考慮到每個職位均有獨特的專業及技能需要，自然美為所有新員工提供入職培訓及指導，以幫助其快速適應新的工作環境。另外，公司還以不同方式為有關僱員提供持續培訓，包括專業技能培訓、專項證書培訓、政府指令性培訓、管理培訓等。比如：2020年，公司重點開展了「阿里直播電商實戰班」及「店務管理培訓研討」等，受訓對象分別為公司核心業務主管及各地區加盟商，以傳授其直播電商趨勢及定位、直播流量與資料化運營、業務佈局等專業知識，為實現自然美之業務願景和運營提供所需技能。



阿里直播电商实战班

The picture shows the Ali live e-commerce practice class

Natural Beauty also cooperates with many colleges and universities, such as Guangdong Zhuhai Health School, Yunnan Economics Trade and Foreign Affairs College, Jiangsu Huidu Beauty School, etc. Among them, Guangdong Zhuhai Health School specially offers the major of body beauty of Natural Beauty, and the graduates of this major will be assigned to Natural Beauty stores for internship. The students of Yunnan Economics Trade and Foreign Affairs College and Jiangsu Huidu Beauty School will be interviewed each year according to the actual needs of the company, and then select the best to be interns and employees.

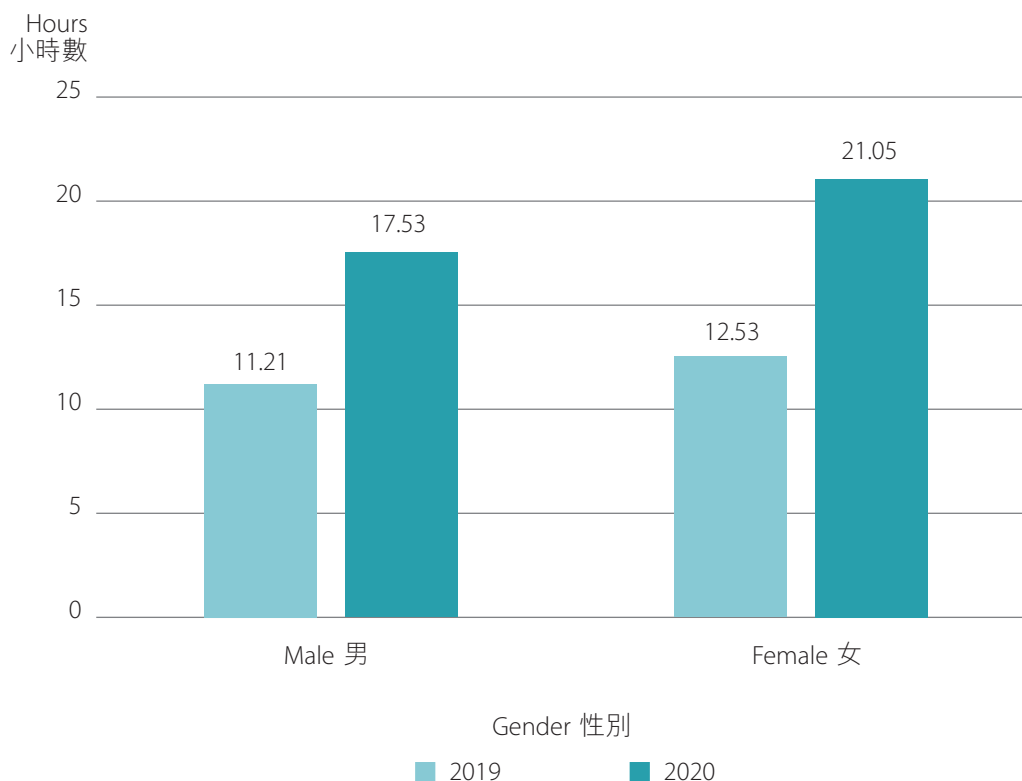
自然美還與多家院校合作，如廣東珠海衛校、雲南經貿外事職業學院、江蘇薈都美容美發學校等。其中，廣東珠海衛校專門開設自然美美容美體專業，此專業畢業學生會定向分配至自然美門店實習。雲南經貿外事職業學院和江蘇薈都美容美發學校的學生則會根據公司實際需要每年進行面試，擇優錄取實習生及正式員工。

In 2020, the total training hours of employees will be 11,040 hours, an increase of 84.37% compared with that in 2019. The average training hours of employees will be 20.22 hours, which increased by 64.79% compared to that in 2019. Among them, the average training hours of women was 21.05 hours; The overall training percentage of employees was 98.72%, of which the female training rate was 99.52%, and the male training rate was 96.12%.

2020年，員工總受訓時數為11,040小時，較2019年上升了84.37%，員工人均受訓時數為20.22小時，較2019年上升了64.79%，其中女性受訓平均時數高達21.05小時；員工整體受訓百分比為98.72%，其中女性受訓比率為99.52%，男性受訓比率為96.12%。

Average training hours by gender

自然美按性別分平均受訓時數



Employee Oriented 員工為先

In order to strengthen the company's management and standardize the performance appraisal process, Natural Beauty has formulated the "Performance Appraisal Management System" and "Promotion and Demotion System" to objectively evaluate the work performance, ability, attitude and other work performance of employees in a certain period, and give corresponding incentives and fair treatment, so as to ensure that employees in different positions can get the same career development opportunities and promotion paths. At present, the company's performance evaluation is mainly divided into management responsibility and non-management responsibility evaluation. The frequency is usually monthly, quarterly, semi-annual and annual, and the evaluation standard is decided by the positions. According to the results of performance evaluation, employees will get the corresponding scores and performance grades. The performance grade and annual performance appraisal determine the payment of performance salary and year-end bonus to motivate employees to make continuous progress.

Natural Beauty attaches importance to each employee's personal ability, professional quality and continuous performance, and provides equal, fair and transparent promotion channels. According to the core positions such as the technical director, beautician and beauty consultant, the company implements the system of one-year promotion and demotion, taking the annual performance, work skills and service level as the evaluation basis, and making promotion or demotion based on the evaluation results. In addition, the company will provide promotion or internal rotation opportunities for employees with excellent work performance, high personal comprehensive quality and strong working ability based on the business operation status, so as to provide them with more platforms to learn new knowledge and technology.

EMPLOYEE CARE

Natural Beauty is committed to creating a good working environment that puts people first, advocates work-life balance, and actively organizes various activities to invigorate employees' spare time and jointly promote the construction of corporate culture. In order to create a good working atmosphere, Natural Beauty organizes various community activities, such as the afternoon tea, birthday parties, annual meetings, various festivals, etc., to promote the formation of a harmonious and positive cooperative relationship between employees.

為強化公司管理，規範績效考核流程，自然美制定了《績效考核管理制度》和《晉降級制度》，客觀評價員工在一定時期內的工作業績、能力、態度等工作表現，並給予相應的激勵和公正待遇，確保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。目前，公司的績效考評主要分為管理職責和非管理職責崗位的考核，週期通常為每月、每季度、半年度及年度，考評標準按崗位類別劃分。根據績效評估結果，員工會獲得相應的分數和績效等級，其中績效等級和年度績效考核決定了員工績效薪資及年終獎金的發放，以激勵員工不斷進步。

自然美重視每位員工的個人能力、職業素質和持續的工作表現，並為其提供平等、公正以及透明化的晉升渠道。針對技導、美容師、美容顧問等核心崗位，公司實行一年晉降級的制度，將年度績效、工作技能、服務水平等作為考核依據，按評估結果作晉級或降級處理。另外，公司會視業務經營狀況對工作業績優秀、個人綜合素質高及工作能力強的員工提供晉升或內部輪崗的機會，為其提供更多學習新知識、新技術的平台。

員工關懷

自然美致力於打造以人為先的優良工作環境，倡導工作與生活平衡，積極組織各類活動，以活躍員工業餘生活，共同推動企業文化建設。為營造良好的工作氛圍，自然美組織各類社群活動，如下午茶、生日會、年會、各類節日活動等，促進員工間形成和諧而積極的合作關係。

To celebrate the 50th anniversary of Natural Beauty, the company has held an online annual meeting and invited all employees in Mainland China to participate. At the annual meeting, the company's CEO delivered a message and presented awards to employees with outstanding performance in 2020. In addition, Natural Beauty has also prepared a lottery event for employees, so that employees and the company can celebrate and spend a good time together.

為慶祝自然美成立50週年，公司舉辦了線上年會，並邀請大陸全體員工參與。年會上，公司執行長發表了寄語，並為2020年度表現優異的員工進行頒獎。另外，自然美還貼心地為員工準備了抽獎活動，使員工和公司一同慶祝並度過美好的時光。



In terms of welfare, Natural Beauty fulfills the relevant responsibilities and obligations in accordance with the law, and pays various social insurance and housing provident funds on time. The company purchases additional commercial insurance for all employees, including the critical illness insurance. For senior managers who meet certain standards, the company also provides the high-end medical insurance for them at a cost of 15,000 yuan per person every year. In addition, all employees are entitled to a free medical examination once a year. The company cares for employees and strictly implements the 8-hour work system to ensure that employees enjoy relatively flexible working hours, as well as rest days, holidays, paid annual vacations and other various vacations stipulated by national laws, regulations and the company system. At the same time, we provide employees with holiday benefits and subsidies, grant consolation money at important moments such as the marriage, childbirth, and surgery, as well as customize birthday gifts and provide movie tickets for employees on their birthdays.

在福利方面，自然美依法履行相關責任和義務，按時繳納各項社會保險及住房公積金。公司為所有員工購買額外的商業保險，其中包括重疾險。對於達到特別標準的高級管理人員，公司還會為其提供高端醫療險，費用達到每年15,000元/人。另外，所有員工均享有一年一次的免費健康體檢。公司關愛員工，嚴格執行8小時工作制，確保員工享有相對彈性的工作時間，及國家法律法規和公司制度規定的休息日、節假日、帶薪年休假和其他各類假期。同時，我們為僱員提供節日福利及補貼、在員工結婚、生育、手術等重要時刻給予慰問金，並在員工生日時為其定制生日禮物和提供電影票等。

Public Responsibility 公益責任

COMMUNITY SERVICE

Natural Beauty always takes the social responsibilities of corporate citizens. In 2020, we continued to actively participate in, organize and carry out various public welfare activities, kept our responsibilities and commitments to the community and society in mind, and spread the concept of public welfare to the society based on the corporate development.

In October 2020, Mr. Wang Guangrui, general manager of the supply chain department of Natural Beauty, accompanied a delegation of party and government representatives from the Bay Tourism District in Fengxian District, Shanghai to Yuqing County, Guizhou Province to carry out poverty alleviation activities for the local poor and sent warmth to the remote mountainous area, bringing light to them.

On the occasion of our country's 7th Poverty Alleviation Day and the 28th International Day for the Elimination of Poverty, Natural Beauty listened carefully to the demands of people in Aoxi Town, Yuqing County, and donated 30,000 yuan in materials and 20,000 yuan in scholarships to the local, which showed their kindness to the poor and poverty-stricken areas.

社會服務

自然美始終承擔企業公民的社會責任，在2020年我們一如既往地積極參與、組織開展各類公益活動，將自身對社區和社會的責任及承諾謹記在心，以企業發展為基礎，向社會傳播公益理念。

2020年10月，自然美供應鏈部總經理王光瑞先生隨上海市奉賢區海灣旅遊區黨政代表考察團一行來到貴州省餘慶縣，為當地貧困群眾開展扶貧活動，為偏遠山區送去溫暖，帶來光明。

在我國第7個扶貧日暨第28個國際消除貧困日來臨之際，自然美認真聽取餘慶縣敖溪鎮百姓訴求，為當地捐獻物資3萬元，捐獻助學金2萬元，向貧困地區、貧困群眾獻出一份愛心。



The picture shows representatives of Natural Beauty visited the Yuqing County, Guizhou Province
圖為：自然美代表人員造訪「貴州省餘慶縣」

Poverty alleviation is a traditional virtue of the Chinese nation. It is not only a good deed to inherit and carry forward this traditional virtue, but also a social responsibility of every enterprise. The dripping water becomes the ocean, and the hearts of love become hope. Dongsen Natural Beauty uses its practical actions to help Zunyi win the final battle of poverty alleviation with greater responsibility, greater intensity, and more practical measures, to help the nation's poverty alleviation work to a new level.

FIGHTING THE EPIDEMIC

In 2020, at the beginning of the spread of the epidemic, Natural Beauty immediately responded. CEO Ms. Lin Yanling has made an online voice of "Unite as one, fight the epidemic". In order to fight against the epidemic, she encouraged the morale and promised that Dongsen Natural Beauty would continue to mobilize enterprise resources to work together with everyone to overcome the difficulties.

On January 28, 2020, Dongsen Natural Beauty donated 500,000 RMB to Wuhan, the hardest-hit area through the Shanghai Taiwan Association, Shanghai Baisi Charity Fund, and the Cross-Strait Foundation, to help Wuhan fight the epidemic. Immediately after that, Natural Beauty has formulated a series of donation activities called "Relay of Love", calling on partners in chain stores across the country and consumers to contribute to the fight against the epidemic, and promised to donate 13% of the total amount of designated order items (estimated donation amount of RMB several million) as a public donation to fight the epidemic.

Meanwhile, after the outbreak of the epidemic, the company followed the prevention policies and regulations of the operating places, and actively carried out epidemic prevention work to minimize the impact on the company's operation. The company formulated the "Emergency Epidemic Precautionary Measures" and established the Emergency Management Team. The team has a team leader, deputy team leader and team member, who are responsible for guiding and promoting epidemic prevention work. The company has also prepared sufficient materials for the work, including electronic thermometers, alcohol, disinfectant, sprayers, etc., so as to provide guarantee for epidemic prevention work.

扶貧濟困是中華民族的傳統美德，不僅是繼承和發揚這一傳統美德的善舉，也是每一家企業應盡的社會責任。涓滴之水成海洋，顆顆愛心成希望。東森自然美用實際行動，以更大擔當、更強力度、更實舉措，助力遵義打贏打好脫貧攻堅收官戰，助力全國脫貧攻堅工作再上新臺階。

抗擊疫情

2020年，在疫情蔓延伊始自然美立即做出應對，CEO林燕玲女士在線發聲「眾志成城，戰疫必勝」，為抗擊疫情應援鼓舞士氣，承諾東森自然美將不斷調動企業資源與大家同心同行，共克時艱。

2020年1月28日，東森自然美通過上海市台協、上海百寺公益基金、海峽兩岸基金會向重災區武漢捐款50萬人民幣，幫助武漢抗擊疫情。緊接着自然美擬定了「愛心接力」系列捐贈活動，號召全國連鎖店的夥伴及廣大消費者一同為抗擊疫情添磚加瓦，並承諾捐贈出指定訂購品項總額的13%（預估捐贈金額達人民幣數百萬）作為抗疫公益捐贈。

同時，在疫情爆發後，自然美遵循其運營所在地的防疫政策及相關要求，積極開展防疫工作，以最大程度的減少疫情對公司運營造成的影響。公司積極制定了《應急疫情預案措施》，成立疫情應急管理小組。應急管理小組設立組長、副組長以及組員，分別負責指導及推動公司防疫工作的開展。公司亦為疫情防控工作準備了充足的物資，包括電子溫度計、酒精、消毒液、噴霧器等，以為防疫工作提供保障。

Public Responsibility 公益責任

In addition, the company actively carried out personnel and plant management and control plan, including setting up temporary observation place, formulating isolation policies, standardizing the use of masks, monitoring the temperature of employees, and regularly disinfecting public facilities. The company also adjusted its office policies, such as canceling large-scale meetings and conducting video communication, so as to reduce unnecessary personnel flow and contact, which are beneficial to the carry out of the prevention work.

At the same time, the company carried out publicity work, including prevention and control precautions, knowledge popularization, etc., to improve the awareness of epidemic prevention of all employees. The picture below shows the company's epidemic prevention materials and promotional materials.

除此之外，公司積極開展人員及廠區管控，包括設立臨時觀測點、制定隔離政策、規範口罩使用、對員工進行體溫監測，並定期對公共設施進行消毒及記錄等。公司還調整了辦公政策，如取消大規模會議、進行視頻溝通等，以減少不必要的人員流動及接觸，促進防疫工作的有效開展。

同時，公司開展疫情防控宣傳，包括防控注意事項、新冠病毒科普及等，以提高全員的防疫意識。如圖示例公司防疫物資、宣傳資料。



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Aspect 層面	Explain 描述	Position 位置
A. Environmental		
A. 環境		
Aspect A1: Emissions		
層面A1：排放物		
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。	Green Environmental Protection 綠色環保
A1.1	The types of emissions and respective emissions data. 排放物種類及相關排放資料。	Green Environmental Protection 綠色環保
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)。	Green Environmental Protection 綠色環保
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)。	Green Environmental Protection 綠色環保
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)。	Green Environmental Protection 綠色環保
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。	Green Environmental Protection 綠色環保
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。	Green Environmental Protection 綠色環保

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Aspect 層面	Explain 描述	Position 位置
Aspect A2 : Use of Resources		
層面A2：資源使用		
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。	Green Environmental Protection 綠色環保
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).	Green Environmental Protection
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)。	綠色環保
A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Green Environmental Protection
A2.2	總耗水量及密度(如以每產量單位、每項設施計算)。	綠色環保
A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	Green Environmental Protection
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。	綠色環保
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.	Green Environmental Protection
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。	綠色環保
A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Green Environmental Protection
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。	綠色環保
Aspect A3: The Environment and Natural Resources		
層面A3：環境及天然資源		
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。	Green Environmental Protection 綠色環保
A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Green Environmental Protection
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。	綠色環保

Aspect 層面	Explain 描述	Position 位置
Aspect A4: Climate Change		
層面A4：氣候變化		
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 安全生產
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
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
B. Social		
B. 社會		
Aspect B1 : Employment		
層面B1：僱傭		
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：	Employee Oriented 員工為先
B1.1	Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.	Employee Oriented
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。	員工為先
B1.2	Employee turnover rate by gender, age group and geographical region.	Employee Oriented
B1.2	按性別、年齡組別及地區劃分的僱員流失比率。	員工為先

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Aspect 層面	Explain 描述	Position 位置
Aspect B2 : Health and Safety		
層面B2 : 健康與安全		
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 安全生產
B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year. 過去三年(包括匯報年度)每年因工亡故的人數及比率。	Safe Production 安全生產
B2.2	Lost days due to work injury. 因工傷損失工作日數。	Safe Production 安全生產
B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored. 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。	Safe Production 安全生產
Aspect B3 : Development and Training		
層面B3 : 發展及培訓		
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。	Employee Oriented 員工為先
B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management). 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。	Employee Oriented 員工為先
B3.2	The average training hours completed per employee by gender and employee category. 按性別及僱員類別劃分，每名僱員完成受訓的平均時數。	Employee Oriented 員工為先

Aspect 層面	Explain 描述	Position 位置
Aspect B4 : Labor Standards		
層面B4：勞工準則		
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。	Employee Oriented 員工為先
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。	Employee Oriented 員工為先
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。	Employee Oriented 員工為先
Aspect B5 : Supply Chain Management		
層面B5：供應鏈管理		
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. 按地區劃分的供貨商數目。	Supplier Management 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. 描述有關聘用供貨商的慣例，向其執行有關慣例的供貨商數目、以及有關慣例的執行及監察方法。	Supplier Management 供應商管理
B5.3	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
B5.4	Description of practices used to promote environmental preferable products and services when selecting suppliers, and how they are implemented and monitored. 描述在揀選供貨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

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Aspect 層面	Explain 描述	Position 位置
Aspect B6 : Product Responsibility		
層面B6：產品責任		
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 Quality Management 產品質量管理
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。	Customer Service 客戶服務
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。	Customer Service 客戶服務
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。	Protection of Intellectual Property Rights 知識產權保護
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 Quality Management 產品質量管理
B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored. 描述消費者數據保障及私隱政策，以及相關執行及監察方法。	Customer Service 客戶服務

Aspect 層面	Explain 描述	Position 位置
Aspect B7 : Anti-corruption		
層面B7 : 反貪污		
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。	Compliance Management 合規經營
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.	Compliance Management
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。	合規經營
B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	Compliance Management
B7.2	描述防範措施及舉報程序，以及相關執行及監察方法。	合規經營
B7.3	Description of anti-corruption training provided to directors and staff.	Compliance Management
B7.3	描述向董事及員工提供的反貪污培訓。	合規經營
Aspect B8 : Community Investment		
層面B8 : 小區投資		
General Disclosure 一般披露	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. 有關以小區參與來了解營運所在小區需要和確保其業務活動會考慮小區利益的政策。	Public Responsibility 公益責任
B8.1	Focus areas of contribution (e.g. education, environment, labour needs, health, culture and sports).	Public Responsibility
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)。	公益責任
B8.2	Resources contributed (e.g. money or time) to the focus area.	Public Responsibility
B8.2	在專注範疇所動用資源(如金錢或時間)。	公益責任

Natural Beauty 2020 Data Performance

數據統計表

ENVIRONMENTAL

環境類

A1.1 Emission types and related emission data⁴	Unit	Year 2020	Year 2019
A1.1 排放物種類及相關排放量⁴	單位	2020年	2019年
NOx 氮氧化物	KG 公斤	163.35⁵	318.89
Particulate matter 顆粒物	KG 公斤	33.87	65.86
SOx 二氧化硫	KG 公斤	0.32	90.24
Total exhaust emission 廢氣排放總量	KG 公斤	197.54	474.99
The intensity of exhaust emission 廢氣排放密度	KG/10K HKD 公斤／萬港元	0.005	0.01
A1.2 Greenhouse gas (GHG) emissions in total⁶	Unit	Year 2020	Year 2019
A1.2 溫室氣體總排放量⁶	單位	2020年	2019年
Direct emissions (Scope 1) 直接溫室氣體排放(範圍1)	Ton 噸	342.57	362.49 ⁷
Indirect emissions (Scope 2) 間接溫室氣體排放(範圍2)	Ton 噸	1,754.54	2,109.49
Total GHG emissions 溫室氣體排放總量	Ton 噸	2,097.11	2,471.98
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	0.05	0.06

⁴ The emission factors of automobile exhaust mainly refer to Appendix II of the ESG Report Guidelines: Reporting Guidance on Environmental KPIs (ESG KPI guideline).

⁵ In October 2019, the boiler passed the denitrification transformation to meet the low national emission standards, so the concentration of nitrogen oxides, particulate matter and sulfur dioxide in the exhaust gas emissions of Natural Beauty has decreased in 2020.

⁶ 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.

⁷ The data of 2019 has been restated.

⁴ 汽車廢氣的排放因子主要參考ESG報告指引附錄二環境關鍵績效指標匯報指引。

⁵ 2019年10月鍋爐經脫硝改造達標國家排放的低標準，故2020年自然美廢氣排放中的氮氧化物、顆粒物及二氧化硫濃度下降。

⁶ 溫室氣體排放因子主要參考ESG報告指引附錄二環境關鍵績效指標匯報指引，2012-2014中國大陸區域電網二氧化碳基線排放因子和台灣地區電力公司二氧化碳排放因子。

⁷ 對2019年數據進行了重述。

A1.3 Total hazardous waste produced A1.3 所產生有害廢棄物的總量	Unit 單位	Year 2020 2020年	Year 2019 2019年
Total hazardous waste emissions 有害廢棄物排放總量	Ton 噸	0.57	0.65
The intensity of hazardous 有害廢棄物排放密度	KG/10K HKD 公斤／萬港元	0.01	0.01
A1.4 Total non-hazardous waste produced A1.4 所產生無害廢棄物的總量	Unit 單位	Year 2020 2020年	Year 2019 2019年
Total non-hazardous waste emissions 無害廢棄物排放總量	Ton 噸	1,088.40⁸	1,164.56
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	26.50	26.56
A2.1 Total energy consumption by type⁹ A2.1 按類型劃分的能源總耗量⁹	Unit 單位	Year 2020 2020年	Year 2019 2019年
Electricity 電力	MWh 兆瓦時	2,422.92	2,871.55
Heavy oil 重油	Liter 升	4,266.00	6,000.00
Gasoline 汽油	Liter 升	11,711.39¹⁰	17,458.00
Diesel 柴油	Liter 升	31,188.50	30,531.00
Liquefied petroleum gas 液化石油氣	KG 公斤	4,250.00¹¹	1,550.00
Total energy consumption 能源消耗總量	MWh 兆瓦時	2,942.30	3,416.09
The intensity of the energy consumption 能源消耗密度	MWh/10K HKD 兆瓦時／萬港元	0.07	0.08

⁸ The company's B1 series of products are repeatedly processed, resulting in an increase in the total amount of non-hazardous waste in 2020.

⁹ 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.

¹⁰ Due to the epidemic in 2020, Natural Beauty's Shanghai office has reduced the use of official vehicles.

¹¹ The boiler of Chongming factory has been using LPG since October 2020.

⁸ 公司B1系列產品反覆加工，導致2020年無害廢棄物總量增長。

⁹ 轉換係數：汽油：1升=0.00073噸；1兆瓦時=1噸x1.4714/0.1229；柴油：1升=0.00084噸；1兆瓦時=1噸x1.4571/0.1229；重油：1升=11.04560千瓦時；液化石油氣：1公斤=13.9524千瓦時。

¹⁰ 2020年由於疫情，自然美上海辦事處減少了公務汽車的使用。

¹¹ 崇明廠區自2019年10月起開始使用液化石油氣。

Natural Beauty 2020 Data Performance 數據統計表

A2.2 Total water consumption A2.2 總耗水量	Unit 單位	Year 2020 2020年	Year 2019 2019年
Total consumption of water resource 水資源消耗總量	Ton 噸	16,459.00¹²	27,853.00
The intensity of water 水資源消耗密度	Ton/10K HKD 噸／萬港元	0.40	0.64
A2.5 Packaging material used A2.5 包裝材料消耗	Unit 單位	Year 2020 2020年	Year 2019 2019年
Total consumption of packaging material 包裝材料消耗總量	Ton 噸	213.00¹³	431.32
The intensity of the consumption of packaging material 包裝材料消耗密度	KG/10K HKD 公斤／萬港元	5.19	9.84

¹² Due to the epidemic, the performance of the living hall has declined. It only returned to normal since May 2020, and then the tenants started to use water.

¹³ Due to the epidemic, the company's product structure has been adjusted, which reduced the production of 2020.

¹² 由於疫情，生活館業績下滑，2020年5月起才恢復正常，租戶陸續開始用水。

¹³ 由於疫情，公司產品結構調整，2020整年生產量減少。

SOCIAL

社會類

B1.1 Total workforce by gender, employment type, age group and geographical region		Year 2020	Year 2019
B1.1 按性別、僱傭類型、年齡組別及地區劃分的僱員總數		2020年	2019年
Total number of employees 僱員總數		546	488
Gender 性別	Male 男	129	96
	Female 女	417	392
Employment Type 僱傭類型	Full time 全職	540	467
	Part-time 兼職	6	21
Age Group 年齡	Age : ≤30 年齡 : ≤30	59	54
	Age : 30~50 年齡 : 30~50	396	361
	Age : ≥50 年齡 : ≥50	91	73
Geographical Region 地區	Mainland China 大陸地區	383	400
	Taiwan 台灣地區	145	85
	Malaysia 馬來西亞	18	3

Natural Beauty 2020 Data Performance 數據統計表

B1.2 Employee turnover rate by gender, age group and geographical region		Year 2020	Year 2019
B1.2 按性別、年齡組別及地區劃分的僱員流失比率		2020年	2019年
Gender 性別	Male 男	7.77%	6.08%
	Female 女	53.53%¹⁴	31.99%
Age Group 年齡	Age : ≤30 年齡 : ≤30	17.67%	10.40%
	Age : 30~50 年齡 : 30~50	37.99%	22.77%
	Age : ≥50 年齡 : ≥50	5.65%	4.91%
B2.1 Number and rate of work-related fatalities¹⁵		Year 2020	Year 2019
B2.1 因工作關係而死亡的人數及比率¹⁵		2020年	2019年
Number of work-related fatalities	因工作關係而死亡的人數	None 無	None 無
Rate of work-related fatalities	因工作關係而死亡的人數的比率	None 無	None 無
B2.2 Lost days due to work injury		Year 2020	Year 2019
B2.2 因工傷損失工作日數		2020年	2019年
Lost days due to work injury	因工傷損失工作日數	None 無	None 無

¹⁴ Due to the company policy requirements, all direct sales outlets in Taiwan have been transferred to Dongsen since December 2020. At present, Taiwan Natural Beauty only retains the factories, product development, marketing and publicity, franchise business department, training department, personnel and finance general affairs and other departments. Among them, the main employees of direct sales outlets are female beauticians. After the transfer, they are regarded as resigned, resulting in the company's turnover rate of female employee, employees aged below 30 and 30-50 years old have increased to a large extent, which is the impact of organizational transfer, not the loss of personnel.

¹⁵ No work-related fatality occurred in each of the past three years (2018-2020) for Natural Beauty.

¹⁴ 因集團政策需要，台灣直營門市自2020年12月起已全數移轉至東森購物，目前台灣自然美僅保留工廠、商品開發、營銷廣宣、加盟事業部、培訓部、人事財務總務等部門。其中，直營門市的主要員工就是女性美容師，移轉後對台灣自然美都視同離職，導致公司2020年的女性員工流失率、年齡≤30歲及年齡在30~50歲間的員工流失率漲幅較大。此為組織移轉造成的影響，並非人員流失。

¹⁵ 自然美連續三年(2018-2020)無因公死亡人數。

B3.1 The percentage of employees trained by gender and employee category		Year 2020	Year 2019
B3.1 按性別及僱員類別劃分的受訓僱員百分比		2020年	2019年
Gender 性別	Male 男	96.12%	100.00%
	Female 女	99.52%	99.23%
Employee Category 僱員類型	Senior Management 高級管理層	88.00%	91.67%
	Middle Management 中級管理層	97.81%	100.00%
	General Staff 普通員工	98.71%	99.48%

B3.2 The average training hours completed per employee by gender and employee category		Year 2020	Year 2019
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		2020年	2019年
Gender 性別	Male 男	17.53¹⁶	11.21
	Female 女	21.05	12.53
Employee Category 僱員類別	Senior Management 高級管理層	24.32	12.00
	Middle Management 中級管理層	19.15	22.58
	General Staff 普通員工	20.12	9.88

¹⁶ In 2020, due to the epidemic, the company has increased employees' daily training programs and time, and developed online training platforms and live training programs, resulting in a large increase in the average training hours of employees.

¹⁶ 2020年由於新冠疫情的原因，公司增加了員工日常培訓項目和時間，開發了線上培訓平台和直播培訓項目，故導致僱員平均受訓時數漲幅較大。

Natural Beauty 2020 Data Performance 數據統計表

B5.1 Number of suppliers by geographical region		Year 2020	Year 2019
B5.1 按地區劃分的供貨商數目		2020年	2019年
Taiwan	台灣	1	3
Shanghai	上海	53	43
Beijing	北京	/	5
Guangdong	廣東	9	5
Jiangsu	江蘇	16	13
Fujian	福建	2	1
Zhejiang	浙江	6	/
B6.2 Number of products and service related complaints received.	B6.2 接獲關於產品及服務的投訴數目	3,697	722
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.	B7.1 提出並已審結的貪污訴訟案件的數目及訴訟結果	None 無	None 無

About the Report

關於該報告

REPORTING PERIOD & CYCLE

The reporting period is from January 1, 2020 to December 31, 2020. 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 headquarter, major sales companies, and all operating production sites (two factories in Shanghai, and one factory in Taiwan), namely:

- Shanghai Natural Beauty Bio-Technology 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2020年1月1日至2020年12月31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
- 上海咏麗化妝品有限公司

報告覆蓋的公司銷售收入佔比為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針數據之界定、性質、標準、公式及規範。



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