

2020 ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT
環境、社會及管治報告



環境、社會及管治報告

Environmental, Social and Governance Report

環境、社會及管治報告編寫指引

以下章節僅為 貴集團的環境、社會及管治報告提供高階的方向性指引供 貴集團管理層參考：

目錄

- 一、關於本報告
- 二、可持續發展理念及管治
- 三、與持份者溝通
- 四、重要性評估
- 五、環境層面
 - A1：排放物
 - A2：資源使用
 - A3：環境及天然資源
- 六、社會層面
 - B1：僱傭
 - B2：健康與安全
 - B3：發展及培訓
 - B4：勞工準則
 - B5：供應鏈管理
 - B6：產品責任
 - B7：反貪污
 - B8：社區投資
- 七、關鍵績效指標概覽
- 八、聯交所環境、社會及管治報告指引對照

Guidelines for Preparing the Environmental, Social and Governance Report

The below sections provide high-level guidelines solely for the Group to prepare its Environmental, Social and Governance (ESG) Report, as reference for the Group's management:

Table of Contents

- I. About this Report
- II. Approach to Sustainability and Governance
- III. Stakeholder Engagement
- IV. Materiality Evaluation
- V. Environmental Aspects
 - A1: Emissions
 - A2: Use of Resources
 - A3: The Environment and Natural Resources
- VI. Social Aspects
 - B1: Employment
 - B2: Health and Safety
 - B3: Development and Training
 - B4: Labour Standards
 - B5: Supply Chain Management
 - B6: Product Responsibility
 - B7: Anti-corruption
 - B8: Community Investment
- VII. Key Performance Indicator (KPI) Overview
- VIII. Index to the Environmental, Social and Governance Reporting Guide of the Stock Exchange

一、關於本報告

報告目的

卓悅控股有限公司連同其附屬公司（「卓悅」、「本集團」或「我們」）發佈的《環境、社會及管治報告》（「本報告」或「ESG報告」）旨在公開透明地披露本集團過去一年於環境、社會及管治方面的表現，以回應各持份者對於本集團可持續發展的關注與期望。本集團將會持續完善有關環境管理、社會責任及管治表現的數據收集及匯報系統，逐步擴大披露範圍，長遠提升報告的素質及全面性。

報告範圍

本集團的董事負責決定本次報告的工作範圍。本報告匯報期間為2020年1月1日至2020年12月31日（「報告期」或「本年度」），與本集團財政年度一致。本報告闡述焦點為本集團在環境、社會及管治方面的管理方針、績效及措施。其中，本報告披露的關鍵績效指標涵蓋本集團位於香港的總部，以及本年度分別在香港、澳門及中國內地經營的33間、2間及2間零售店舖¹，當中主要經營活動包括零售業務和電子商貿。本年度報告範圍新增對電子商貿業務的披露，我們相信這更為全面的反映了本集團過去一年於環境、社會及管治方面的表現。

I. About this Report

Purpose

The Environmental, Social and Governance Report (this “Report” or the “ESG Report”) has been published by Bonjour Holdings Limited and its subsidiaries (“Bonjour”, the “Group” or “we”) to disclose the Group’s ESG performance over the past year in an open and transparent manner, in response to the concerns and expectations of our stakeholders on the Group’s Sustainability. The Group will continue to improve the data collection and reporting system for its ESG performance, gradually expand the scope of disclosure, and improve the quality and comprehensiveness of the Report in the long run.

Scope

The directors of the Group are responsible for determining the scope of this Report, the reporting period of which is from 1 January 2020 to 31 December 2020 (the “Reporting Period” or “Year”), which is consistent with the Group’s financial year. The focus of this report is on the management policies, performance and measures of the Group in ESG aspects. The KPIs disclosed in this report cover the Group’s headquarters in Hong Kong, as well as 33, 2 and 2 retail stores operating in Hong Kong, Macau and Mainland China this Year¹. Our principal activities include retail business and e-commerce. The scope of this annual Report includes new disclosures on e-commerce business. We believe this more comprehensively reflects our ESG performance in the past year.

¹ 本報告披露的關鍵績效指標涵蓋37間零售店舖，當中13間於本報告期間結束營業。

¹ The KPIs disclosed in this Report cover 37 stores, 13 of which closed during the Reporting Period.

一、關於本報告 (續)

I. About this Report (continued)

報告標準

Reporting Standards

本報告乃參考香港聯合交易所有限公司（「香港聯交所」）證券上市規則附錄二十七《環境、社會及管治報告指引》中所列的要求編制。本報告內之披露資料遵守環境、社會及管治報告指引所載「不遵守就解釋」之披露規定。本報告已於2021年6月30日經董事會審閱、確認及批准。於本報告的編制過程中，我們根據「重要性」、「量化」、「平衡」及「一致性」的匯報原則概述了本集團在環境、社會及管治方面的表現。請參閱下表，了解我們對該等匯報原則的理解及回應。

This report has been prepared by reference to the requirements under the “Environmental, Social and Governance Reporting Guide” in Appendix 27 to the Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong Limited (the “Stock Exchange”). Information disclosed in this Report complies with the “Comply or Explain” provision contained in the ESG Reporting Guide. This Report was reviewed, acknowledged and approved by the board of directors on 30 June 2021. In the preparation of this Report, we outline the ESG performance of the Group based on the reporting principles of “Materiality”, “Quantitative”, “Balance” and “Consistency”. Please refer to the table below for our understanding of and response to these reporting principles.

一、關於本報告 (續)

I. About this Report (continued)

報告標準 (續)

Reporting Standards (continued)

匯報原則 Reporting principle	含意 Implications	我們的回應 Our response
重要性 Materiality	<p>當有關環境、社會及管治事宜會對投資者及其他權益人產生重要影響時，發行人就應作出匯報。</p> <p>The issuer should report on ESG matters with a significant impact on investors and other stakeholders.</p>	<p>本報告已呈列卓悅持份者的身份以及他們所關注之事項。我們亦陳述如何厘定重要事宜，並利用重要性矩陣，展示各項事宜的輕重優次。另外，我們已指出對本集團不重要因而不作相關披露的「不遵守就解釋」條文，並解釋本集團如何作出這項決定。</p> <p>This report has presented the identities of Bonjour's stakeholders and their concerns. We also state how to determine material issues and use the materiality matrix to show the priority of each issue. In addition, we have pointed out the "Comply or Explain" provision, under which issues not important to the Group have not been disclosed, and explained how the Group made this decision.</p>
量化 Quantification	<p>關鍵績效指標應以可以計量的方式披露，有關彙報排放量和能源耗用所用的標準、方法、假設或計算工具的資料，以及所使用的轉換因素的來源應予披露。</p> <p>KPIs should be disclosed in a measurable manner. Information on the standards, methodologies, assumptions or calculation tools used, and source of conversion factors used, for the reporting of emissions/energy consumption should be disclosed.</p>	<p>本報告以量化方式披露關鍵績效指標，並已匯報排放量和能源耗用所用的標準、方法、假設或計算工具的數據，以及所使用的轉換因素的來源。</p> <p>This report discloses KPIs in a quantitative manner, and has reported information on the standards, methodologies, assumptions or calculation tools used, and source of conversion factors used, for the reporting of emissions and energy consumption</p>

一、關於本報告 (續)

I. About this Report (continued)

報告標準 (續)

Reporting Standards (continued)

匯報原則 Reporting principle	含意 Implications	我們的回應 Our response
平衡 Balance	<p>環境、社會及管治報告應當不偏不倚地呈報發行人的表現，避免可能會不恰當地影響報告讀者決策或判斷的選擇、遺漏或呈報格式。</p> <p>The ESG report should provide an unbiased picture of the issuer's performance. The report should avoid selections, omissions, or presentation formats that may inappropriately influence a decision or judgment by the report reader.</p>	<p>本報告已就可持續發展各方面所得的成就和所面對的挑戰進行討論。</p> <p>This report has discussed our achievements and challenges in all aspects of sustainable development.</p>
一致性 Consistency	<p>發行人應使用一致的披露統計方法，令環境、社會及管治數據日後可作有意義的比較。發行人應在環境、社會及管治報告中披露統計方法的變更(如有)或任何其他影響有意義比較的相關因素。</p> <p>The issuer should use consistent methodologies to allow for meaningful comparisons of ESG data over time. The issuer should disclose in the ESG report any changes to the methods used, or any other relevant factors affecting a meaningful comparison.</p>	<p>本報告盡量採用一致的方法進行披露，在適用的情況下，就去年所採用的方法若有重大變動而作出解釋。</p> <p>This report tries to use consistent methodologies as much as possible and has explained any changes to the methods used last year where appropriate.</p>

信息來源

Source of Information

本報告披露信息來自本集團正式文件、統計數據或公開數據。董事會對本報告內容的真實性、準確性和完整性負責。

The information disclosed in this report comes from official documents of the Group, statistical data or public data. The board of directors is responsible for the truthfulness, accuracy and completeness of the contents of this report.

我們歡迎持份者提供意見及建議。閣下可致電+852 2872 2872或郵寄到香港荃灣橫窩仔街36-50 號卓悅集團中心十二樓提供對環境、社會及管治報告或我們在可持續發展方面表現之意見。

We welcome comments and suggestions from stakeholders. You can provide feedback on the ESG Report or our sustainability performance by calling +852 2872 2872 or mailing to 12/F, Bonjour Tower, 36-50 Wang Wo Tsai Street, Tsuen Wan, Hong Kong.

二、可持續發展理念及管治

可持續性管治發展目標

在推動業務穩健增長的同時，本集團將社會及環境責任視為業務營運的核心價值之一。我們立志成為環保企業，目標是為社會上各持份者創造長期價值、積極維持我們高質量的服務及營運標準，並對我們經營所在的社區帶來深遠的正面影響，為下一代打造綠色和可持續的未來。

可持續性管治策略

本集團致力於企業社會責任的各個範疇，包括節省能源、減少溫室氣體、提供員工培訓發展機會、環境合規以及為員工提供安全與健康的工作環境。

為貫徹本集團的可持續發展理念，我們建立了由上而下的環境、社會及管治（「ESG」）架構。董事會負責制訂ESG策略，並負責評估及釐訂本集團的ESG風險、確保風險管理及內部監控的有效性。高級管理層負責根據ESG策略安排相關工作，並向董事會匯報ESG工作進展及本集團的年度ESG報告。集團各部門人員負責開展ESG工作，包括收集持份者意見、進行內部及外部重要性評估、編制ESG報告等，並向高級管理層匯報ESG工作和ESG報告編寫的進展。

II. Approach to Sustainability and Governance

Sustainable Governance and Development Goals

While promoting the steady growth of our business, the Group regards social and environmental responsibility as one of the core values in its business operations. We are determined to become an environmentally friendly company. Our goal is to create long-term value for all stakeholders in the society, actively maintain our high-quality service and operating standards, bring a profound and positive impact on the communities in which we operate, and create a green and sustainable future for the next generation.

Sustainable Governance Strategy

The Group is committed to all areas of corporate social responsibility, including saving energy, reducing greenhouse gases, providing employees with training and development opportunities, environmental compliance, and providing employees with a safe and healthy working environment.

In order to implement the Group's sustainable development philosophy, we have established a top-down Environmental, Social and Governance ("ESG") framework. The board of directors is responsible for formulating ESG strategies, and assessing and determining the Group's ESG risks, ensuring the effectiveness of risk management and internal control. The senior management is responsible for arranging related work in accordance with the ESG strategy and reporting the progress of ESG work and the Group's annual ESG Report to the board of directors. The staff of various departments of the Group are responsible for carrying out ESG work, including collecting feedback from stakeholders, conducting internal and external materiality evaluations, preparing ESG report, etc., and reporting the progress of ESG work and ESG Report compilation to the senior management.

二、可持續發展理念及管治 (續)

II. Approach to Sustainability and Governance (continued)

董事會參與

Board Engagement

董事會致力將可持續發展納入本集團業務發展之中，且明白其在監督本集團ESG策略方面的整體責任，包括：

The Board of Directors is committed to incorporating sustainable development into the business development of the Group and understands its overall responsibilities for overseeing the ESG strategy of the Group, including:

- 評估及釐定本集團的ESG相關風險及機遇；
- 確保設有適當和有效的風險管理及內部監控系統；
- 制訂本集團的ESG管理方針、策略、優次及目標；
- 定期檢討本集團的表現；及
- 審批本集團ESG報告內的披露資料。

- assessing and identifying the ESG-related risks and opportunities of the Group;
- ensuring proper and effective risk management and internal control systems are in place;
- formulating the Group's ESG management policies, strategies, priorities and goals;
- regularly reviewing the performance of the Group; and
- approving the disclosures in the Group's ESG Report.

董事會定期評估、識別及管理可持續發展風險，並透過遵守監管機構要求及行業常規發掘潛在機遇，確保向持份者創造長期價值。此外，董事會亦會定期檢討各項ESG目標的執行情況，並於適當及可行的情況下調整目標，確保企業發展對環境及社會的影響降至最低。

The board of directors regularly evaluates, identifies and manages sustainability risks, and seeks out potential opportunities by complying with regulatory requirements and industry practices to ensure the creation of long-term value for stakeholders. In addition, the board of directors also regularly reviews the implementation of various ESG targets and adjusts the targets where appropriate and feasible to ensure that the impact of corporate development on the environment and society is minimised.

三、與持份者溝通

卓悅深明與持份者保持溝通的重要性，我們積極通過不同的溝通管道，如會議、電話討論、線上反饋或其他平台與主要持份者（包括、政府、員工、客戶、社會監察者、供應商及社區）交流，了解他們所關注之事項，以實現共同進步和發展。為確保與持份者溝通的成效，集團致力於開展透明、誠實及準確的溝通並及時提供答覆。未來，我們將加強與持份者的互動，建立互利共贏的關係。

下表總結了集團與持份者的溝通方式、他們的關注事項和我們所制定的行動計劃。

III. Communication with Stakeholders

Bonjour understands the importance of maintaining communication with stakeholders. We actively communicate with key stakeholders (including the government, employees, customers, social monitors, suppliers and communities) through various channels, such as meeting, telephone call, online feedback or other platforms, to understand their concerns in order to achieve common progress and development. To ensure effective stakeholder engagement, the Group is committed to transparent, honest and accurate communication and provides timely responses. In the future, we will strengthen our interaction with stakeholders and establish a mutually beneficial and win-win relationship.

The following table summarises the way the Group communicates with stakeholders, their concerns and the action plan we have formulated.

持份者群體 Stakeholder group	溝通方式／渠道 Communication method/channel	主要要求／關注事項 Main requirements/ concerns	我們的行動計劃 Our action plan
政府 Government	<ul style="list-style-type: none"> 會議 Meetings 	<ul style="list-style-type: none"> 愛護社區，減低光污染 Care for the community and reduce light pollution 淘汰含微膠珠個人護理及化妝產品 Eliminate personal care and cosmetic products containing micro-gel beads 	<ul style="list-style-type: none"> 積極參與環境局推出的計劃，承諾減低光污染 Actively participate in the plan launched by the Environment Bureau by undertaking to reduce light pollution 積極參與環境保護署推出的計劃，承諾停止或減少進口和銷售含微膠珠產品 Actively participate in the plan launched by the Environmental Protection Department by undertaking to cease or reduce the import and sale of products containing micro-gel beads

三、與持份者溝通 (續)

III. Communication with Stakeholders (continued)

持份者群體 Stakeholder group	溝通方式／渠道 Communication method/channel	主要要求／關注事項 Main requirements/concerns	我們的行動計劃 Our action plan
員工 Employees	<ul style="list-style-type: none"> 會議 Meetings 員工活動 Employee activities 部門培訓 Department training 	<ul style="list-style-type: none"> 避免員工接觸致癌化學品，保障健康 Avoid employee exposure to carcinogenic chemicals to protect health 建立員工職安健意識 Raise employees' awareness of occupational safety and health 尊重員工家庭角色 Respect employees' role in their family 	<ul style="list-style-type: none"> 持續使用無害性消耗品，例如零售店使用環保感熱紙 Use non-hazardous consumables, such as environmentally friendly thermal paper used in retail stores 於入職培訓中加入員工防疫疫情培訓，以提高員工防疫意識 Include COVID-19 prevention and control into the induction training to improve employees' awareness of epidemic prevention 疫情期間為員工提供免費防疫用品 Provide employees with free anti-epidemic supplies during the pandemic 擴展職業安全培訓，提高受訓僱員百分比 Expand occupational safety training and increase the percentage of trained employees 優化辦公室育嬰室為哺乳媽媽提供私人空間 Optimise the nursery room in the office to provide private space for breastfeeding mothers
客戶 Customers	<ul style="list-style-type: none"> 會議 Meetings 零售店顧客反饋 In-store feedback 電話和線上反饋 Call and online feedback 	<ul style="list-style-type: none"> 產品合理價格 Reasonable price 應對疫情注意防疫，減低顧客購物時的接觸感染風險 Respond to COVID-19 and minimise customers' exposure to infection when shopping 	<ul style="list-style-type: none"> 承諾不會因公共衛生事件令防疫用品短缺而提高價格 Pledge not to increase prices due to shortages of epidemic prevention supplies resulting from public health incidents 積極研究無接觸購物可行性 Actively research the feasibility of contact-less shopping

三、與持份者溝通 (續)

III. Communication with Stakeholders (continued)

持份者群體 Stakeholder group	溝通方式／渠道 Communication method/channel	主要要求／關注事項 Main requirements/concerns	我們的行動計劃 Our action plan
供應商 Suppliers	<ul style="list-style-type: none"> 電話討論 Telephone calls 會議 Meetings 供應商評估 Supplier assessment 	<ul style="list-style-type: none"> 誠信合作 Cooperate with integrity 經驗分享 Share experience 商業道德與信譽 Business ethics and credibility 	<ul style="list-style-type: none"> 促進日常溝通 Facilitate daily communication 依法履行合同 Perform the contract in accordance with the law 完善供應商甄選機制 Improve the supplier selection mechanism
社會監察者 Social monitors	<ul style="list-style-type: none"> 研討會 Seminars 	<ul style="list-style-type: none"> 減少集團用電，減少用紙和廢棄物 Reduce electricity consumption, paper use and waste across the Group 選擇無動物測試的產品 Choose products without animal testing 	<ul style="list-style-type: none"> 引進使用OA系統，實現審批流程無紙化 Introduce and use OA system to realise paperless approval process 於辦公室範圍設置智能膠樽回收機 Set up smart plastic bottle recycling machines in the office 完善一個擁護可持續發展的供應鏈系統 Improve a supply chain system that supports sustainable development
社區 Communities	<ul style="list-style-type: none"> 慈善捐款 Charitable donations 公司網站 Company website 	<ul style="list-style-type: none"> 關注本地弱勢社群 Focus on disadvantaged local communities 	<ul style="list-style-type: none"> 擴展集團的義工隊伍-卓悅愛心團，增加參與公益活動員工數目和次數 Expand the Group's volunteer team, and increase the number of employees participating in charity activities and frequency 維持每年捐獻 Maintain annual donations

四、重要性評估

為確定本報告的披露重點，我們已與持份者對環境、社會及管治議題進行重要性評估。以下為重要性評估之流程：

第一步：識別潛在的環境、社會及管治議題

本集團根據《環境、社會及管治報告指引》的披露要求、卓悅的業務特點及日常運作識別出以下15個議題。這些議題被認為通過我們的營運對環境和社會產生相關影響。

IV. Materiality Evaluation

In order to determine the focus of this Report, we have conducted a materiality evaluation with stakeholders on ESG issues. The following is the process of materiality evaluation:

Step 1: Identifying Potential ESG Issues

The Group has identified the following 15 issues based on the disclosure requirements of the ESG Reporting Guides, Bonjour's business characteristics and daily operations. These issues are considered to have related impacts on the environment and society through our operations.

環境、社會及管治層面 ESG aspects	編號 No.	環境、社會及管治議題 ESG issues
環境 Environmental	1	廢氣排放 Air emissions
	2	溫室氣體排放 Greenhouse gas emissions
	3	廢棄物排放 Waste discharge
	4	能源消耗 Energy consumption
	5	氣候變化相關事宜 Climate change related issues
社會－僱傭及勞工常規 Social — Employment and Labour Practices	6	僱傭關係 Employment relationship
	7	所採納的職業健康與安全措施，以及相關執行及監察方法 Occupational health and safety measures adopted and relevant implementation and monitoring methods
	8	僱員的培訓及發展 Employee training and development
	9	避免童工及強制勞工 Child and forced labour prevention

四、重要性評估 (續)

IV. Materiality Evaluation (continued)

第一步：識別潛在的環境、社會及管治議題 (續)

Step 1: Identifying Potential ESG Issues (continued)

環境、社會及管治層面 ESG aspects	編號 No.	環境、社會及管治議題 ESG issues
社會－經營常規／慣例 Social – Operating Practices	10	供應商篩選及評估過程 Supplier selection and evaluation process
	11	產品品質及安全 Product quality and safety
	12	投訴處理 Complaint handling
	13	客戶數據私隱及數據安全 Customer data privacy and security
	14	反貪污 Anti-corruption
社會－社區 Social – Community	15	社區投資 Community Investment

第二步：重要性評估

Step 2: Materiality Evaluation

本集團管理層根據與持份者溝通過程中所收集的意見進行內部會議，對每個環境、社會和管治議題的相關程度或重要性按0至10分進行評分(0為不相關；10為極其重要)。

The management of the Group holds internal meetings to score the relevance or importance of each ESG issue from 0 to 10 (0 means irrelevant; 10 means extremely material) based on feedback from the stakeholder Engagement process.

四、重要性評估 (續)

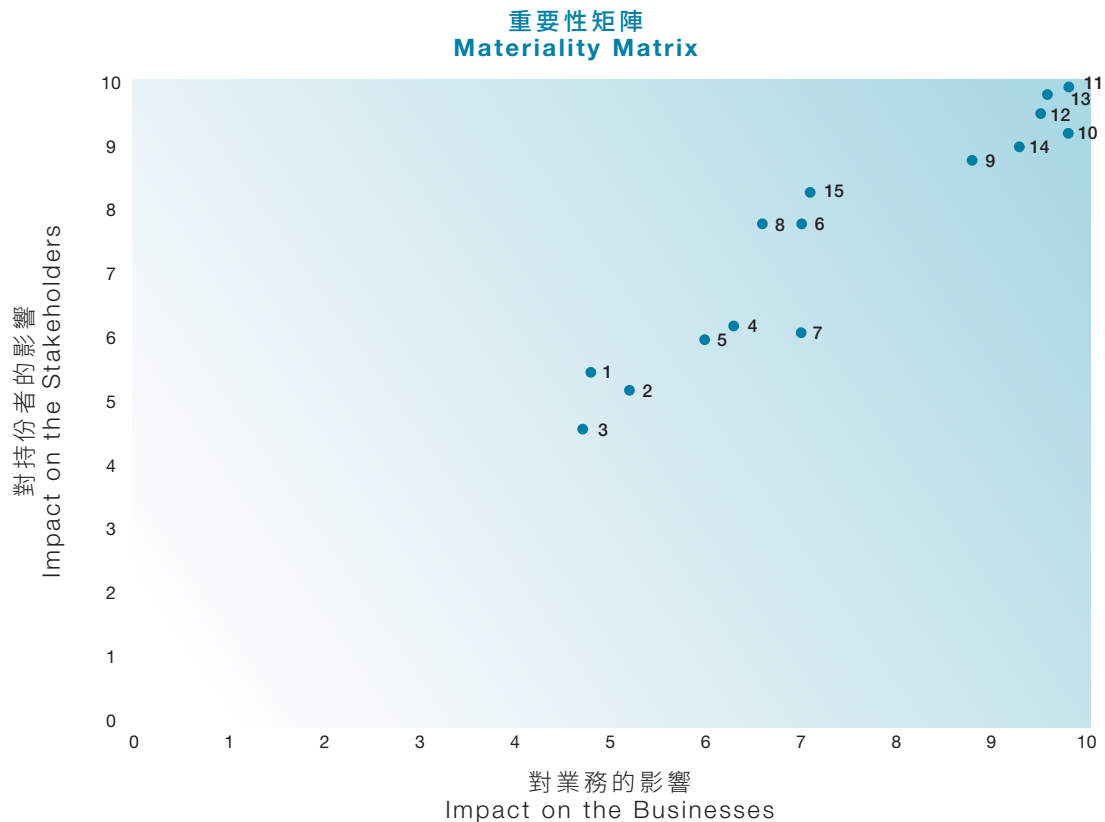
IV. Materiality Evaluation (continued)

第三步：排列優先次序

Step 3: Prioritisation

我們根據評分結果，從「對持份者的重要性」和「對業務的重要性」兩個維度對議題進行排序，以所得的結果編制重要性矩陣：

Based on the scoring results, we prioritise the issues from the two dimensions of “materiality to stakeholders” and “materiality to business”, producing the materiality matrix:



1	廢氣排放 Air emissions	8	僱員的培訓及發展 Employee training and development
2	溫室氣體排放 Greenhouse gas emissions	9	避免童工及強制勞工 Child and forced labour prevention
3	廢棄物排放 Waste discharge	10	供應商篩選及評估過程 Supplier selection and evaluation process
4	能源消耗 Energy consumption	11	產品品質及安全 Product quality and safety
5	氣候變化相關事宜 Climate change related issues	12	投訴處理 Complaint handling
6	僱傭關係 Employment relationship	13	客戶數據私隱及數據安全 Customer data privacy and security
7	所採納的職業健康與安全措施，以及相關執行及監察方法 Occupational health and safety measures adopted and relevant implementation and monitoring methods	14	反貪污 Anti-corruption
		15	社區投資 Community Investment

四、重要性評估 (續)

第三步：排列優先次序 (續)

我們根據評分結果，基於本集團主要業務性質為零售業務和電子商貿，重要議題集中在產品責任和供應鏈管理等領域。本集團在兼顧環境和社會責任的同時，將給予以上領域更多的關注。為有效回應持份者關注的事宜，我們會重點加強重要議題的探討，充分考慮所有持份者的意見，並認真切實地完善我們的長遠發展策略。

五、環境層面

卓悅非常關注在業務營運中可能對自然環境所產生的負面影響，因此綠色環保理念已成為本集團制訂發展策略的一部份。我們透過實施一系列環保措施，積極將環保理念融入核心業務中，以有效地使用天然資源及減少對環境造成污染。

A1：排放物

由於本集團主要從事零售業務和電子商貿，我們的辦公室和零售店舖營運對環境之影響並不重大。儘管如此，卓悅仍奉行綠色環保理念，一直致力改善其營運方式以減低業務對環境造成的直接影響。我們近年拓展的電子商貿業務，亦寄望可藉以減低實體店舖的能源消耗和廢棄物的產生。

IV. Materiality Evaluation (continued)

Step 3: Prioritisation (continued)

As retail business and e-commerce constitute the Group's principal businesses, our material issues are concentrated in areas such as product responsibility and supply chain management. While taking into account environmental and social responsibilities, the Group will pay more attention to the above areas. In order to effectively respond to the concerns of stakeholders, we will focus on strengthening the discussion of material issues, give full consideration to the opinions of all stakeholders, and solidly improve our long-term development strategy.

V. Environmental Aspects

Bonjour paid great attention to the possible negative impacts on the natural environment in its business operations. Therefore, the concept of green and environmental protection has become part of the development strategy of the Group. By implementing a series of environmental protection measures, we actively integrate environmental protection concepts into our core business to effectively utilise natural resources and reduce environmental pollution.

A1: Emissions

Since the Group is mainly engaged in retail business and e-commerce, the environmental impact of our office and retail store operations is insignificant. Yet, Bonjour still pursues the concept of green and environmental protection and has been committed to improving its operations to reduce the direct impact of its business on the environment. The e-commerce business we have expanded in recent years is also expected to reduce energy consumption and waste generation in physical stores.

五、環境層面 (續)

V. Environmental Aspects (continued)

A1：排放物 (續)

A1: Emissions (continued)

排放物和溫室氣體

於本報告期內，本集團沒有產生氮氧化物、硫氧化物、顆粒物等空氣排放物，亦沒有直接產生溫室氣體。主要溫室氣體間接排放來源為外購電力和棄置於堆填區的廢紙，數據如下：

Emissions and Greenhouse Gas

During the Reporting Period, the Group did not produce nitrogen oxides, sulfur oxides, particulate matter and other air emissions, nor did it directly produce greenhouse gases. The main sources of indirect greenhouse gas emissions are purchased electricity and paper waste disposed at landfills. The data are as follows:

溫室氣體排放 Greenhouse gas emissions	單位 Unit	排放量 Volume
範圍2 ² – 間接排放 (能源間接溫室氣體排放) Scope 2 ² – Indirect emissions (energy indirect greenhouse gas emissions)		
二氧化碳排放 CO ₂ emissions	千克 kg	2,974
密度 Intensity	千克／ 每平方呎 kg/sq ft	0.01
範圍3 ³ – 其他間接溫室氣體排放 Scope 3 ³ – Other indirect greenhouse gas emissions		
二氧化碳排放 CO ₂ emissions	千克 kg	51
密度 Intensity	千克／ 每平方呎 kg/sq ft	少於0.01 Less than 0.01

² 間接排放包括由外購能源所產生的排放。

² Indirect emissions include emissions due to purchased energy.

³ 其他間接排放包括由棄置於堆填區的廢紙所產生的排放。

³ Other indirect emissions include emissions due to paper waste disposed at landfills.

五、環境層面 (續)

V. Environmental Aspects (continued)

A1：排放物 (續)

A1: Emissions (continued)

排放物和溫室氣體 (續)

Emissions and Greenhouse Gas (continued)

為減低業務對環境的影響，我們致力將環保文化融入零售店，包括張貼節能通告或提醒標示以鼓勵員工參與環保活動，並推行下列措施：

In order to reduce the impact of our business on the environment, we are committed to integrating environmental protection culture into our retail stores, including posting energy-saving notices or reminders to encourage employees to participate in environmental protection activities, and implementing the following measures:

- 鼓勵員工於下班後關掉不使用的電燈或以定時器控制電源等習慣；
- 建議空調系統設定為攝氏24-26度；及
- 於辦公區域全面使用節能燈，並鼓勵採用自然光、減少使用不必要的照明系統。

- encouraging employees to turn off the lights not in use after work or use timers to control the power supply;
- recommending that the air-conditioning system be set to 24-26 degrees Celsius; and
- using energy-saving lamps across the office area, encouraging the use of natural lighting, and reducing the use of unnecessary lighting.

有害和無害廢棄物

Hazardous and Non-hazardous Waste

我們在銷售美容保健產品的日常營運中並不會產生化學廢物、醫療廢物及有害化學品等重大有害廢棄物。而於本報告期內，我們所產生的無害廢棄物主要為廢紙，包括收銀處使用的熱敏紙卷、辦公室使用的印刷用紙和購物紙袋，總用紙量為約10,656公斤，另使用購物紙袋180,000個。

In our day-to-day operations, i.e. sales of beauty and health-care products, we do not generate hazardous waste such as chemical waste, medical waste and hazardous chemicals. During the Reporting Period, the waste produced by us was mainly waste paper, which included the thermal paper rolls used in the cash register, printing paper used in the office, and paper shopping bags. Our paper usage was approximately 10,656 kg, with 180,000 paper shopping bags used.

廢棄物產生 Waste generation

總量 Total volume

密度 Intensity

有害廢棄物 (噸)	沒有	沒有
Hazardous waste (tons)	None	None
無害廢棄物 (噸)	12	少於0.01
Non-hazardous waste (tons)		Less than 0.01

五、環境層面 (續)

V. Environmental Aspects (continued)

A1：排放物 (續)

A1: Emissions (continued)

有害和無害廢棄物 (續)

Hazardous and Non-hazardous Waste (continued)

為減低紙製品用量，我們：

To reduce the usage of paper products, we:

- 於辦公室鼓勵雙面印刷，並收集單面印刷紙張以供重用；
- 為進一步推動環保，我們委聘外部回收商協助回收廢紙；
- 盡量採用電子系統進行文件歸檔，避免打印電子郵件和其他電子文件檔；
- 善用電子渠道發放訊息，把刊物（包括本報告）上載至網站／網頁、張貼通告和通知於電子報告板，避免大量印製副本；
- 使用暫用信封作部門之間及內部傳遞文件；及
- 在辦公室及零售店範圍內提供廢物分類回收設施，方便員工和顧客參與廢物源頭分類，以提高回收物料的收集數量和減少廢物的棄置量。

- encourage double-sided printing in office and collect single-side-printed paper for reuse;
- engage an external recycler to help recycle waste paper to drive environmental protection;
- use electronic systems for documentation to avoid printing e-mails and other electronic files;
- make good use of digital channels to distribute information, upload publications (including this Report) to our website/webpage, post announcements and notices on the bulletin board, to avoid printing a large number of copies;
- use temporary envelopes for document delivery within and between departments; and
- provide waste sorting and recycling facilities within offices and retail stores for employees and customers to participate in waste sorting at the source, so as to increase the amount of recycled materials and reduce the amount of waste disposal.

於本報告期內，本集團沒有接獲任何有關廢氣及溫室氣體排放、有害及無害廢棄物的違法違規事件。

During the Reporting Period, the Group was not aware of any non-compliance with any law or regulation related to air or greenhouse gas emissions or hazardous or non-hazardous waste.

五、環境層面 (續)

V. Environmental Aspects (continued)

A2：資源使用

A2: Use of Resources

提升資源使用效率同樣是本集團相當重視的環境保護議題。為履行企業的環保責任，我們不時檢討及評估環保計劃的效率及成效，以節省能源消耗，促使我們在環境保護和業務增長之間取得良好平衡。

Improving the efficiency of use of resources is also an environmental protection issue that the Group attaches great importance to. In order to fulfill our environmental responsibility, we review and evaluate the efficiency and effectiveness of our environmental initiatives from time to time to save energy consumption and help us strike a good balance between environmental protection and business growth.

能源使用

Energy Use

集團在本報告期內沒有發生直接能源消耗；間接能源耗量則主要來自外購電力，總耗電量為5,134兆瓦時（2019年：6,607兆瓦時），較上一年度減少22.3%。下跌主要因為新冠疫情期間集團曾關閉部份零售店舖所致。

The Group had no direct energy consumption during the Reporting Period; indirect energy consumption was mainly attributable to purchased electricity, with a total electricity consumption of 5,134 MWh (2019: 6,607 MWh), a decrease of 22.3% from the previous year. The decrease was mainly due to the closure of some retail stores under the Group during the COVID-19 pandemic.

能源 Energy	消耗量 Consumption	密度 Intensity
間接能源消耗 Indirect energy consumption 總耗電量（千瓦時） Total electricity consumption (kWh)	5,133,928	18.17

為節省能源消耗，集團已制定節能常規，例如於更換辦公室電器時選擇能源效益較高的產品，包括LED燈及具有一級能源標籤的電器。我們亦積極參與環境局推出的「戶外燈光約章」計劃，集團旗下零售店舖承諾在預調時間關掉對戶外環境有影響的裝飾、宣傳或廣告燈光裝置，減低光污染。

To save energy, the Group has put energy conservation practices in place. For example, products that are more energy efficient, such as LED lighting and appliances with grade energy label, are preferred when replacing office appliances. We also actively participate in the Charter on External Lighting launched by the Environment Bureau, under which retail stores under the Group pledged to switch off lighting installations with decorative, promotional or advertising purposes which affect the outdoor environment during preset times, with a view to reducing light nuisance.

五、環境層面 (續)

V. Environmental Aspects (continued)

A2：資源使用 (續)

A2: Use of Resources (continued)

耗水量

Water Consumption

在本報告期內，集團的總耗水量約為10,440立方米（2019年：12,351立方米），較上一年度減少15.5%，與耗電量跌幅相約，下跌主因亦跟耗電量相同。

During the Reporting Period, our waste consumption was approximately 10,440 m³ (2019: 12,351 m³), a decrease of 15.5% from the previous year which was comparable with the decline in electricity consumption driven by the same reason.

水資源

Water resource

消耗量 Consumption

密度 Intensity

總耗水量（立方米）
Total water consumption (m³)

10,440

0.04

集團會定期對茶水間的用水設施進行維護及維修，確保滲水或漏水管獲定期更換或修理。其他相關措施包括在辦公範圍張貼海報提醒員工節約用水。

The Group regularly maintains and repairs the water facilities in the pantry to ensure that leaking pipes are regularly replaced or repaired. Other related measures include posting posters in the office to remind employees of saving water.

A3：環境及天然資源

A3: The Environment and Natural Resources

本集團高度關注我們對環境及天然資源的影響。我們將繼續評估業務之環境風險、檢討我們的環保措施、採取更多資源節約及環保慣例，以減少對自然環境之影響，並遵守適用於本集團排放物及資源使用之法例及規例。

The Group pays great attention to our impact on the environment and natural resources. We will continue to assess the environmental risks of our business, review our environmental protection measures, adopt more resource conservation and environmental protection practices to reduce the impact on the natural environment, and comply with the laws and regulations applicable to the Group's emissions and use of resources.

六、社會層面

VI. Social Aspects

B1：僱傭

B1: Employment

我們深信員工是企業可持續發展的重要資產之一。卓悅嚴格遵守各地業務的相關勞工法例及法規，包括香港的《僱傭條例》、《最低工資條例》和《僱員補償條例》、澳門的《勞動關係法》、《僱員的最低工資》、《聘用外地僱員法》以及中國內地《中華人民共和國勞動法》、《中華人民共和國勞動合同法》、《中華人民共和國社會保險法》、《中華人民共和國促進就業法》和《中華人民共和國社會保險法》。該等法例法規在工時制度、休假制度、福利及薪酬管理、僱員辭退、簽訂勞動合同等方面保障員工的合法權益。為達致有效地銜接和監督有關要求，我們制定了內部政策，並定期對制度進行審閱修訂，致力為員工提供合理公平無歧視的工作氣氛，令員工能充滿活力地在企業文化良好的環境下工作，實現員工與集團共同成長發展。

We firmly believe that employees are an valuable asset of the Company in its pursuit of sustainable development. Bonjour strictly abides by the relevant labour laws and regulations applicable to its local businesses, including the Employment Ordinance, Minimum Wage Ordinance and Employees' Compensation Ordinance of Hong Kong, the Labour Law, Employee Minimum Wage, and Foreigner Employment Law of Macau and the Labour Law, Employment Contract Law, Social Insurance Law, and Employment Promotion Law of the People's Republic of China. These laws and regulations protect the legitimate rights and interests of employees in terms of working hours, rest periods, welfare and salary management, dismissal, and signing of labour contracts. To fully comply with relevant requirements and supervise our compliance, we have formulated internal policies and regularly review and revise the system, to provide employees with a reasonable, fair and non-discriminatory working atmosphere, so that employees can work energetically and grow with the Group under a good corporate culture.

六、社會層面 (續)

VI. Social Aspects (continued)

B1：僱傭 (續)

B1: Employment (continued)

招聘及晉升

Recruitment and Promotion

卓悅深信就推動業務發展而言，優秀的人才不可或缺。因此，我們積極管理人才甄選及僱員的職業發展，發掘僱員的潛能並加以培養，以招攬及保留經驗豐富及有潛力的僱員。

Bonjour believes that excellent talents are indispensable in growing our business. Therefore, we actively manage the selection of talents and the career development of employees, explore and cultivate the potential of employees, so as to recruit and retain experienced and potential employees.

為確保整體人力資源水平，在嚴格遵守相關法例及法規的同時，本集團亦制定了招聘甄選人員的內部政策。在招聘過程中，我們注重應聘者是否具有誠實信用、自律合作的精神，同時尊重僱員擁有不同個性，鼓勵人才多元化。我們深信，多元化能夠為我們的營運帶來新的觀點、變化及挑戰。本集團秉持著公開、公平、公正的招聘政策，反對任何形式之性別、年齡、殘疾、種族及宗教等歧視，致力維護友好的工作環境，使員工能與我們一起共同努力發展。

To ensure the overall level of our human resources, while strictly complying with relevant laws and regulations, the Group has also formulated internal recruitment and selection policies. In the recruitment process, we focus on whether the candidates are honest, trustworthy, self-disciplined and cooperative, and respect the different personalities of employees to encourage diversity. We are convinced that diversity can bring new perspectives, changes and challenges to our operations. The Group upholds an open, fair and impartial recruitment policy, opposes any form of discrimination on gender, age, disability, race and religion, and is committed to maintaining a friendly working environment so that employees can work and develop together with us.

我們秉持公開平等的原則為員工提供晉升機會，制定了具競爭力的薪酬待遇、績效獎金及晉升政策以及為員工進行績效考核，透過工作表現反饋以不斷提升員工績效水平，從而推動組織的良性發展，提升經營業績和管理水平，使集團和員工共同受益。

By upholding the principle of openness and equality, we provide employees with promotion opportunities, formulate competitive remuneration packages, performance bonuses and promotion policies, and conduct performance appraisals for employees. Through work performance feedback, we can continuously improve employee performance, promote the healthy development of the organization and improve our operating performance and management, thus benefiting the Group and employees alike.

六、社會層面 (續)

B1：僱傭 (續)

薪酬和福利

在員工薪酬和福利方面，卓悅一直積極檢討及完善員工薪酬和福利體系，我們制定了《薪酬福利管理制度》內部政策，確保本集團員工的標準工資按各員工崗位和職務級別相對的工資標準作分發。此外，透過定期與員工進行績效考核，我們會檢討及調整員工薪金待遇，亦藉此機會聆聽員工意見，致力協助員工融入企業文化。

卓悅除了為僱員提供醫療保險、僱員保險、員工優惠等福利外，我們亦遵照勞工處的規定購買涵蓋所有僱員的保險。同時，我們銳意營造家庭友善的工作環境，歡迎僱員使用產假及侍產假以照顧新生嬰兒，並且於辦公室設置育嬰室為哺乳媽媽提供私人空間。新冠疫情下，我們亦考慮到員工用膳的安排，特設員工食堂讓僱員能在安心和舒適的環境用膳。雖然聖誕派對、周年晚宴等常規活動今年因新冠肺炎疫情未有舉辦，本集團亦於中秋節發放卓悅電子現金券，以表彰員工過去一年的努力。

VI. Social Aspects (continued)

B1: Employment (continued)

Compensation and Benefits

In terms of employee compensation and benefits, Bonjour has been actively reviewing and improving its employee compensation and benefits system. We have formulated an internal policy for our Compensation and Benefit Management System to ensure that standard salaries are paid to all employees of the Group based on their position and job rank. In addition, through regular performance appraisals with employees, we will review and adjust their salaries, and also take this opportunity to listen to their opinions and help them integrate into the corporate culture.

In addition to providing employees with medical insurance, employee insurance, and employee benefits, Bonjour also purchases insurance covering all employees as required by the Labour Department. At the same time, we strive to create a family-friendly working environment by encouraging employees to take maternity and paternity leaves to take care of newborn babies, and set up nursery rooms in the office to provide private space for breastfeeding mothers. Under the COVID-19 pandemic, we have also set up a staff canteen for employees to eat in a safe and comfortable environment. Although regular events such as Christmas parties and annual dinners were not held this year due to COVID-19, the Group issued Bonjour electronic cash coupons during the Mid-Autumn Festival to recompense employees for their efforts in the past year.

六、社會層面 (續)

VI. Social Aspects (continued)

B1：僱傭 (續)

B1: Employment (continued)

工作時數、假期

Working Hours and rest periods

本集團遵守相關勞工法例法規和內部政策規範員工每日或每週的法定工作時數，並按照所認可的加班情形支付加班工資。僱員除了享有基本年假及法定假日外，亦享有婚假、恩恤假和產假等帶薪假期。基於本集團的經營特色及個別員工的崗位職責需要，卓悅實行不定時工作制，即採用輪休調休，彈性工作時間等適當方式。我們制定的《考勤休假制度》確保合理安排工作和輪休，既保證員工的休息權利，又保證產品和服務質素。

The Group complies with relevant labour laws, regulations and internal policies to regulate the daily or weekly statutory working hours of employees, and pays overtime wages for approved overtime works. In addition to basic annual leaves and statutory holidays, employees also enjoy paid leaves such as marriage leave, compassionate leave and maternity leave. Based on the operating characteristics of the Group and the job responsibilities of individual employees, Bonjour adopts a flexible working hour system including shifts and flexible working hours. The Attendance and Leave System we formulated ensures reasonable arrangements for work on shift and day-off, which not only guarantees employees' right to rest, but also guarantees the quality of products and services.

平等機會、多元化與反歧視

Equal Opportunity, Diversity and Anti-discrimination

卓悅致力為僱員打造零歧視的工作環境，令員工能在一個公平競爭、相互尊重及多元化的工作環境下工作。我們在招聘人才時避免將性別、年齡、婚姻狀況、身體素質等個人特徵作為甄選的必要因素，以確保員工在招聘及晉升程序、解僱程序、培訓、工作表現考核、薪酬及福利、工作時數、休假及其他假期等方面享受公平待遇。

Bonjour is committed to creating a zero-discrimination workplace for employees, so that they can work in a working environment with fair competition, mutual respect and diversity. When recruiting talents, we avoid taking gender, age, marital status, physical fitness and other personal characteristics as necessary factors for selection, ensuring that employees are treated fairly in terms of recruitment, promotion, dismissal, training, performance appraisal, compensation and benefits, working hours, holidays and other rest periods.

截至2020年12月31日，本集團共有506名員工，其中男性員工與女性員工比例分別約占21%和79%。於報告期內並沒有錄得僱員受歧視個案。

As of 31 December 2020, the Group had a total of 506 employees, of which male and female employees accounted for approximately 21% and 79%, respectively. During the Reporting Period, there were no cases of discrimination against employees.

六、社會層面 (續)

VI. Social Aspects (continued)

B2：健康與安全

B2: Health and Safety

作為一個負責任的僱主，卓悅在業務過程中以提供健康及安全的工作環境為首要，且必會嚴格遵守香港《職業安全及健康條例》、《消防安全（建築物）條例》和《消防安全（商業處所）條例》、澳門的《工作意外及職業病法律制度》、《防火安全規章》以及中國內地《中華人民共和國職業病防治法》、《中華人民共和國安全生產法》、《中華人民共和國消防法》和《中華人民共和國工傷保險條例》等有關勞動安全衛生的法律法規。我們致力為員工提供舒適安全、有活力的工作環境及保護員工免受潛在的職業性危害，包括但不限於以下舉措：

As a responsible employer, Bonjour regards the provision of a healthy and safe working environment as the top priority in the course of business, and always strictly abides by the Occupational Safety and Health Ordinance, Fire Safety (Buildings) Ordinance and Fire Safety (Commercial Premises) Ordinance of Hong Kong, the Legal System for Work Accidents and Occupational Diseases and Fire Safety Regulations of Macau, and the Occupational Disease Prevention and Control Law, Work Safety Law, Fire Safety Law and the Regulations on Work Injury Insurance of the People's Republic of China and other laws and regulations related to labour safety and health. We are committed to providing employees with a comfortable, safe and dynamic working environment and protecting employees from potential occupational hazards by taking various measures, including but not limited to:

- 張貼詳細逃生路線及辦公室平面圖於顯眼位置，方便員工應對緊急情況；
- 配備足夠的辦公室消防設備，且定期進行消防檢查，避免逃生通道阻塞及確保設備處於完好狀態；
- 茶水間配備急救箱讓員工進行及時應急的醫療救助；
- posting detailed escape routes and office floor plans in prominent locations to help employees respond to emergencies;
- equipping offices with sufficient fire-fighting equipment, and conducting regular fire safety inspections to prevent escape routes from being obstructed and ensure that the equipment is in good condition;
- equipping pantries with first aid kits for employees to provide timely medical assistance in emergency;

六、社會層面 (續)

VI. Social Aspects (continued)

B2：健康與安全 (續)

B2: Health and Safety (continued)

- 於相對擁擠的區域如會議室安裝空氣淨化器；
- 關心員工的身心健康，禁止在工作場所吸煙、濫用酒精及藥物；及
- 進行宣導，為員工提供安全培訓。

對於新聘員工，我們會提供入職培訓及安全培訓，以協助其盡快熟悉本集團的相關政策。同時，我們亦為所有員工提供有關職業健康與安全培訓指引，以助提高員工的安全意識，盡量減少因人為失誤而導致意外發生。

- installing air purifiers in relatively crowded areas such as conference rooms;
- caring about the physical and mental health of employees, and prohibiting smoking, abuse of alcohol and drugs in the workplace; and
- promoting and training employees on safety.

For new hires, we provide induction training and safety training to help them familiarise themselves with the relevant policies of the Group as soon as possible. At the same time, we also provide all employees with relevant occupational health and safety training and guidelines to help improve employees' safety awareness and minimise accidents caused by human error.

六、社會層面 (續)

VI. Social Aspects (continued)

B2：健康與安全 (續)

B2: Health and Safety (continued)

2020年初，市場上正值口罩及防疫用品短缺，卓悅特別安排免費派發該等防疫用品給員工，並且及時制定內部防疫通報及應對指引，以便全體同事清楚各項防疫設施細則。我們關切需要協助的員工，為懷疑受感染同事提供病毒檢測的資助。同時，我們亦已根據香港法例第282章《僱員補償條例》，為我們合資格的僱員提供醫療保險、傷疾保險及其他補償，及根據《住房公積金管理條例》、《中華人民共和國社會保險法》等當地條例，為員工依法參與養老保險、生育保險、工傷保險及醫療保險等福利計劃，確保員工在因工受傷的情況下有所保障。

於本報告期內，本集團並無嚴重違反有關僱員健康及安全的法例及法規，涉及因工死亡事故的員工數目為零；因工傷損失工作日數為13日。

At the beginning of 2020, there was a shortage of masks and anti-epidemic supplies on the market. Bonjour made special arrangements to distribute these anti-epidemic supplies to employees for free, and formulated internal epidemic prevention notifications and response guidelines in a timely manner so that all colleagues could understand the rules of various anti-COVID facilities. We are concerned about employees who need assistance and provide funding for COVID testing to colleagues suspected of infection. At the same time, we have also provided medical insurance, injury and illness insurance and other compensation to our qualified employees in accordance with the Employees' Compensation Ordinance, Chapter 282 of the Laws of Hong Kong, and participated in pension insurance, maternity insurance, work-related injury insurance and medical insurance and other benefit plans for employees in accordance with the Housing Provident Fund Management Regulations and the Social Insurance Law of the People's Republic of China and local regulations, to ensure that employees are protected in the event of work-related injuries.

During the Reporting Period, there was no material breach of the laws and regulations related to employee health and safety. The number of employees involved in work-related fatalities was zero, and the number of lost working days due to work-related injuries was 13 days.

六、社會層面 (續)

VI. Social Aspects (continued)

B3：發展及培訓

B3: Development and Training

我們深明優秀的人才團隊是企業持續發展的關鍵之一，員工培訓的設計不僅為實現集團的業務目標及協助員工提升技能和發展事業，更致力讓社會能夠從此得益。零售行業的客戶尤其依賴美容顧問提供的建議挑選產品，我們為每位新聘員工安排於入職首三日接受在職培訓，培訓涵蓋產品知識、專業護膚及化妝知識、溝通技巧等主題，確保新員工具備其崗位所要求之專業知識及技術，並且能夠盡快適應新工作環境。我們亦會為集團各個職級的員工提供多種培訓課程，確保每位員工都能接受持續培訓，保持員工競爭力，實現員工的職業前景的同時推動集團的業務發展。

We understand that a team of excellent talents is key to the sustainable development of the Company. Our employee training is designed not only to achieve the Group's business goals and assist employees in improving their skills and developing their careers, but also to benefit the society. Especially in the retailing industry, customers rely heavily on the advice given by our beauty advisors to pick the product. We provide new hires with on-job training in the first 3 days of work, covering product knowledge, professional skincare and makeup knowledge, communication skills, etc., ensuring that they are equipped with the expertise and skills required at work and able to adapt to the new working environment as soon as possible. We also offer a range of training programs to employees at all levels across the Group, to ensure that each employee has received consistent training and remains competitive in pursuing career development while driving the Group's business growth.

我們誠摯邀請客戶對我們的客戶服務作出評價。針對收集得來的資料及評價，我們會將有關評價及反饋具體落實到每日簡報會中，以令集團整體能與時並進，與僱員共同成長。

We cordially invite customers to give comment on our customer service. Working on the information and comment gathered, we specifically integrate these comments and elements into the daily briefing session, enabling the Group to grow with our employees abreast with the times.

於本報告期內，本集團受訓的員工佔54%。每名僱員完成受訓的平均時數為1.30小時。

During the Reporting Period, 54% of the Group's employees received training with each employee trained for 1.30 hours at average.

六、社會層面 (續)

VI. Social Aspects (continued)

B4：勞工準則

B4: Labour Standards

本集團嚴格遵守各地業務的相關勞工法例及法規，包括香港的《僱傭條例》、澳門《禁止非法工作規章》、《中華人民共和國勞動法》、《中華人民共和國勞動合同法》、《禁止使用童工規定》及《中華人民共和國未成年人保護法》等關於保障員工合法權益及嚴禁聘用年齡未滿18周歲者規定的法律法規。為此，我們制定的《人力資源管理制度》尊重員工的合法權益。我們重視員工的隱私權，面試時避免提問與工作績效無關的個人隱私問題，而應聘者的認知能力測評資料僅可供與此職位甄選有關的人員查閱。另外，於招聘過程中我們會進行背景調查，審查應聘者年齡等信息，例如學業證明、身份證等，杜絕違法使用童工的情況出現。我們不僅遵循法規，亦監控供應商，確保絕無童工或強迫勞工的情況發生。

The Group strictly abides by the relevant labour laws and regulations applicable to its local businesses, including the Employment Ordinance of Hong Kong, the Regulations on Illegal Employment, and the Labour Law, Labour Contract Law, Prohibition of Child Labour Regulations and the Law on the Protection of Minors of the People's Republic of China, and other laws and regulations concerning the protection of the legitimate rights and interests of employees and the prohibition of hiring persons under the age of 18. To this end, the Human Resource Management System we formulated respects the legitimate rights and interests of employees. We value the privacy of employees and avoid asking about personal issues unrelated to work performance during interviews. The cognitive ability assessment information of candidates is only available to those who are involved in the selection for the position. In addition, during the recruitment process, we will conduct background checks to review the applicant's age and other information, such as academic certificates, ID cards, etc., to prevent illegal use of child labour. Not only we abide with the regulations, we also monitor our suppliers to ensure that no cases of child labour or forced labour occurred.

六、社會層面 (續)

VI. Social Aspects (continued)

B4：勞工準則 (續)

B4: Labour Standards (continued)

為了避免強制勞工的情況，本集團遵循平等自願、協商一致的原則，我們亦高度重視員工意見並且關心員工身心健康。我們深信，和諧合規的企業文化及工作環境有助增進員工的歸屬感，從而促使僱員留任更如發現違反有關勞工準則的法律及法規，我們會視乎情況嚴重程度對事件責任人進行處罰，亦會剖析問題原因，對現有制度或管理辦法存在的問題進行檢視和更新調整。能提高生產效率。

To prevent forced labour, the Group follows the principles of equality, willingness and consensus. We also attach great importance to the opinions of employees and care about their physical and mental health. We are convinced that a harmonious and compliant corporate culture and working environment can help enhance the sense of belonging of employees, thereby motivating employees to stay and improve productivity. In case of any violation of laws and regulations related to labour standards, we will punish the person responsible for the incident according to the severity, analyse the cause of the problem, and review, update and adjust the existing system or management methods.

B5：供應鏈管理

B5: Supply Chain Management

於卓悅，客戶服務及產品質量是我們的第一要務。我們與全球各地優質供應商合作，涵蓋韓國、日本、澳洲、美國及中國等國家。本集團業務的穩定發展有賴供應商和合作夥伴的支持，因此我們重視供應鏈管理，以維持我們的服務質量及營商誠信。

At Bonjour, customer service and product quality are at the heart of our mission. We cooperate with premium suppliers from all over the world, e.g. South Korea, Japan, Australia, United States and China. The stable development of the Group's business depends on the support of suppliers and partners. Therefore, we attach importance to supply chain management to maintain our service quality and business integrity.

六、社會層面 (續)

VI. Social Aspects (continued)

B5：供應鏈管理 (續)

B5: Supply Chain Management (continued)

我們的供應鏈管理團隊實施有規範的採購行為，在考慮經濟及商業利益時，更會維護企業的合法權益。我們的《供貨商質量體系評估及定點供貨管理制度》堅持公開、公平和透明的原則。在考慮與任何供應商或承包商合作前，我們除了會評估供應商或承包商的可靠性、產品安全、產品質量外，還會考慮他們於法律及法規合規方面的往績記錄，包括能否為僱員提供健康及安全的工作環境，以及能否減輕對環境的負面影響。對供應商或承包商進行甄選時，我們會向供應商或承包商索取其商業登記證或營業執照、專業資質證書、安全生產許可證及其他管理體系的認可證書等文件，確保其符合相關社會及環境法律法規。為加強供應商的環保意識和鼓勵他們為可持續發展作出貢獻，我們會優先考慮具可持續發展理念的供應商或承包商。出於人道考慮，本集團所有供應商均不進行動物測試。

卓悅持續關注供應商的表現，我們每年會對供應商及承包商進行評估和定期造訪供應商工廠，確保在供應鏈中的主要持分者均遵守與安全、環境及社會範疇相關之法例及法規，並維持良好的企業管治及監控。

Our supply chain management team acts by discipline in procurement, and protects the legitimate rights and interests of the Company while considering economic and commercial interests. Our “Supplier Quality System Evaluation and Designated Supply Management System” adheres to the principles of openness, fairness and transparency. Before considering cooperation with any supplier or contractor, we will not only evaluate the reliability, product safety, and product quality of the supplier or contractor, but also consider their track record of compliance with laws and regulations, including the ability to provide their employees with a healthy and safe working environment, and to reduce the negative impact on the environment. When selecting suppliers or contractors, we will require them to provide their business registration certificates or business licenses, qualification certificates, production safety permits and other management system certifications to ensure that they comply with relevant social and environmental laws and regulations. In order to strengthen suppliers’ environmental awareness and encourage them to contribute to sustainable development, we will give priority to suppliers or contractors embracing sustainable development. Out of humanitarian considerations, no suppliers to the Group conduct animal testing.

Bonjour continues to monitor the performance of suppliers. We evaluate suppliers and contractors every year and visit supplier factories regularly to ensure that key stakeholders in the supply chain comply with laws and regulations related to safety, environment and society, and maintain good corporate governance and control.

六、社會層面 (續)

VI. Social Aspects (continued)

B6：產品責任

B6: Product Responsibility

質量監控

Quality Control

卓悅所有產品均符合《消費品安全條例》、《食物及藥物（成分組合及標籤）規例》等相關法律訂明的規定。同時，本集團對產品質量管理設有全面的內部指引，包括《質量風險管理制度》、《質量回顧分析管理制度》、《質量事故報告及處理管理制度》、《退貨管理制度》以監控產品質量，所有次品將棄置或退回供應商。推出產品前，我們會進行實驗室測試以檢查產品原料，以保障客戶可安全使用，並且根據《標籤說明書包裝物備案管理制度》於檢測出潛在過敏性反應的產品上貼明警告標籤以警示客戶。於報告期間，本集團未有發現任何有關產品質量的法律及法規之重大不合規事件，也沒有已售或已運送產品因安全與健康理由而需回收。

All products sold by Bonjour comply with the requirements contained in applicable laws, such as the Consumer Goods Safety Ordinance, and the Food and Drugs (Composition and Labelling) Regulations. The Group has comprehensive internal guidelines for product quality management, including the “Quality Risk Management System”, “Quality Review and Analysis Management System”, “Quality Incident Reporting and Handling Management System”, and “Returns Management System” to monitor product quality. All defective products will be discarded or returned to the supplier. Before the launch of product, we conduct lab test to check its ingredients to ensure that it is safe for every customer, and, in accordance with the “Label, Manual and Packaging Recording and Management System”, affix a warning label on the product detected with potential for allergic reaction to warn customers. During the Reporting Period, the Group was unaware of any material non-compliance with laws and regulations related to product quality, and no product sold or shipped was subject to recalls due to safety and health reasons.

投訴渠道

Complaint Channel

本集團高度重視客戶的滿意度和對我們服務的意見回饋。我們的《質量投訴處理管理制度》和《顧客滿意度調查管理制度》能有效地指導面對投訴事件的處理流程，並已經建立多種投訴及反饋頻道，包括網上平台、電話熱線、及電子郵件，以隨時收集客戶意見及建議。於報告期間，我們每月平均接獲39次查詢或投訴。

The Group attaches great importance to customer satisfaction and feedback on our services. Our “Quality Complaint Handling Management System” and “Customer Satisfaction Survey Management System” provide effective guidance for handling complaints. We have established a variety of complaint and feedback channels, including online platform, hotline and email, to collect customer feedback and suggestions at any time. During the Reporting Period, we received an average of 39 enquiries or complaints per month.

六、社會層面 (續)

B6：產品責任 (續)

數據保護

不論於我們零售業務或電子商貿的業務過程中，我們均高度關注客戶數據及私隱保障。為遵守《個人資料(私隱)條例》的所有條文，只有核准人員可取閱客戶數據以用於業務發展用途。倘僱員違反上述操守守則，將受到嚴懲。我們定期更新電腦系統，避免任何潛在駭客活動。我們亦監控資料的存取權限，客戶及供應商之資料僅用於與本集團營運相關之事宜，且相關資料僅供核准人員查閱，確保已收集及保存的資料不會遭未經授權或意外查閱、處理、刪除或作其他用途。

於報告期內，我們並無收到有關違反客戶私隱或客戶資料外泄的任何投訴。

VI. Social Aspects (continued)

B6: Product Responsibility (continued)

Data Protection

In the course of retail business and e-commerce business, we are highly concerned about customer data and privacy protection. To comply with all the provisions of the Personal Data (Privacy) Ordinance, only authorized staff will be able to assess customers' data for business development purpose. Employees will be strictly penalized if they violate the above code of conduct. We regularly update our computer system to avoid any possible hackers' activities. We also monitor the access to data. Customer and supplier data are only used for matters related to the operation of the Group, and such data are only available to authorised persons to ensure that the collected and stored data will not be accessed, processed, deleted or used for other purposes without authorisation or by accident.

During the Reporting Period, we did not receive any complaint about breach of customer privacy or leak of customer data.

六、社會層面 (續)

VI. Social Aspects (continued)

B7：反貪污

B7: Anti-corruption

卓悅嚴格遵守香港《防止賄賂條例》、澳門《預防及遏止私營部門賄賂法律》、和中國內地《中華人民共和國反不正當競爭法》、《關於禁止商業賄賂行為的暫行規定》、《中華人民共和國反壟斷法》及《中華人民共和國懲治貪污條例》等有關商業道德及禁止經營者達成壟斷協議或濫用市場支配地位的法律法規。為了秉持高水準的誠信及商業道德慣例，我們同時制定了《廉潔自律準則》和《廉潔管理準則》等一系列反欺詐及反賄賂的內部政策，為員工提供有關道德規範及指引。

Bonjour strictly abides by the Prevention of Bribery Ordinance of Hong Kong, the Law on Prevention and Deterrence of Bribery in the Private Sector of Macau, and the Anti-Unfair Competition Law, Interim Provisions on the Prohibition of Commercial Bribery, Anti-Monopoly Law and the Regulations on Punishment of Corruption of the People's Republic of China and other laws and regulations concerning business ethics and prohibiting operators from reaching monopoly agreements or abusing their dominant market position. In order to uphold high standards of integrity and business ethics, we have also formulated a series of internal anti-fraud and anti-bribery policies such as the "Integrity and Self-discipline Code" and "Integrity Management Code" to provide employees with relevant code of ethics and guidelines.

此外，我們設有僱員通報政策，以供呈報同事、下屬、高級管理層甚或供應商的涉嫌不當行為。我們歡迎僱員通過面談、電郵或電話方式表達彼等關注的問題。管理層將單獨審閱各情況及採取跟進措施以調查每一項懷疑的不當行為個例。於報告期間，我們未有接獲任何僱員投訴。

Besides, a whistle-blowing policy is in place for employees to report suspected misconduct of their colleagues, subordinates, senior management or even suppliers. Employees are welcome to express their concern through face-to-face, email or telephone. Our management will review case by case and take follow up actions to investigate on every single possible misconduct case. During the Reporting Period, no employee complaint was received.

如發現違反指引或其他違規行為，違規者將會受到紀律處分，甚至被辭退。於報告期內，本集團未有因違反任何與反貪污有關的法律及法規而被定罪，未因貪腐事件解僱或紀律處分員工，亦未因貪腐違規行為與商業夥伴終止合約或未續約。

Anyone in breach of the guidelines or other requirements will be disciplined or even dismissed. During the Reporting Period, the Group was not convicted of violating any anti-corruption laws and regulations, did not dismiss or discipline any employee or terminate or reject to renew any contract with business partners due to corruption.

六、社會層面 (續)

VI. Social Aspects (continued)

B8：社區投資

B8: Community Investment

本集團努力履行社會責任，致力在業務發展的同時可以回饋社會。我們制定了《社區投資政策》，鼓勵員工踴躍參與各項社會公益活動，幫助當地社區及有需要人士，以實際行動表達對社會的關愛及作出貢獻。

The Group strives to fulfill its social responsibilities to give back to the society while developing its business. We have formulated the “Community Investment Policy”, encouraging employees to actively participate in various philanthropic activities and help local communities and those in need, so as to express their care for and contribute to the society with practical actions.

本報告期間正值新冠肺炎疫情於全球爆發，我們的採購部門不遺餘力地於各地搜羅各種防疫產品，並以良心價發售，只為急市民之急，一盡企業社會責任。於2020年初全港缺乏防疫物資之際，卓悅聯同地方區議員向受影響地區居民免費派發口罩及其他防疫物資，協助港人抗疫，發揮香港人守望相助精神。卓悅因此更被選入為Sparkle Hong Kong ESG名單公司。作為社區的一份子，卓悅積極在弱勢群體和公益慈善等方面投放資源。於2020年度，我們共捐獻港幣616,000元。

During the Reporting Period, which coincided with the global outbreak of COVID-19, our procurement department spared no effort to source various anti-epidemic products from around the world. They were sold at a cheap price solely to serve the urgent needs of the public and fulfill our corporate social responsibility. In early 2020 when Hong Kong suffered from a shortage of anti-epidemic supplies, Bonjour teamed up with local district councilors in distributing free masks and other anti-epidemic supplies to residents in the affected areas to help Hong Kong people fight COVID-19, demonstrating Hong Kong people's belief in supporting each other. As a result, Bonjour was included on the Sparkle Hong Kong ESG list. As part of the community, Bonjour actively invests in the disadvantaged and charity. In 2020, we donated a total of HKD616,000.

我們鼓勵及支持員工藉着參與各項社會公益活動，提高公民意識並建立正確的價值觀，願意同心協力回饋社會，為建設更美好的家園作出貢獻。本集團將繼續注重社區投資，並鼓勵我們的員工積極參與集團的「企業義工計劃」和「卓悅愛心團」，宣揚服務、奉獻精神。

We encourage and support employees to participate in various philanthropic activities, raise civic awareness and establish correct values, so that they are willing to work together to give back to the society and contribute to the construction of a better home. The Group will continue to focus on community investment, and encourage our employees to actively participate in the Group's “Corporate Volunteering Program” and “Bonjour Love Group” to promote service and dedication.

七、關鍵績效指標概覽¹

VII. Key Performance Indicator (KPI) Overview¹

環境績效

Environmental Performance

關鍵績效指標序號 No. of KPI	關鍵績效指標 KPI	單位 Unit	2020
A1.1 排放物 Emissions	氮氧化物 (NO _x) Nitrogen oxides (NO _x)	千克 kg	無 Nil
	硫氧化物 (SO _x) Sulphur oxides (SO _x)	千克 kg	無 Nil
	顆粒物 (PM) Particulate matter (PM)	千克 kg	無 Nil
A1.2 溫室氣體 Greenhouse gas (GHG)	範圍1：直接排放的溫室氣體 Scope 1: Direct GHG emissions		
	直接排放的溫室氣體總排放量 Total direct GHG emissions	二氧化碳 當量噸 tons of CO ₂ equivalent	無 Nil
	直接排放的溫室氣體總排放量密度 Intensity of total direct GHG emissions	二氧化碳 當量噸／ 每平方呎 tons of CO ₂ equivalent/ sq ft	無 Nil
	範圍2：能源類間接溫室氣體排放 Scope 2: Energy indirect GHG emissions		
	外購電力 ² Purchased electricity ²	二氧化碳 當量噸 tons of CO ₂ equivalent	2,974
	能源類間接溫室氣體總排放量 Total energy indirect GHG emissions	二氧化碳 當量噸 tons of CO ₂ equivalent	2,974
	能源類間接溫室氣體總排放量密度 ³ Intensity of total energy indirect GHG emissions ³	二氧化碳 當量噸／ 每平方呎 tons of CO ₂ equivalent/ sq ft	0.01

¹ 本報告中計算環境關鍵績效指標的排放系數參照香港聯交所發布的《如何準備環境、社會及管治報告？—附錄二：環境關鍵績效指標匯報指引》，另有說明除外。

² 香港和澳門電網排放因子數據參考香港電燈有限公司碳排放計算機、中華電力有限公司發布的《2020年度可持續發展報告》及澳門電力股份有限公司發布的《2019年度可持續發展報告》。

³ 間接二氧化碳當量排放總排放量密度＝間接二氧化碳當量排放量÷本年度辦公室和零售店總面積282,507呎

¹ Unless otherwise stated, emission factors used to calculate environmental KPIs in this Report are based on How to prepare an ESG Report – Appendix 2: Reporting Guidance on Environmental KPIs issued by the Stock Exchange of Hong Kong.

² Grid-based emissions factors for Hong Kong and Macau are based on the carbon emission calculator developed by The Hongkong Electric Co., Ltd., the 2020 Sustainability Report issued by CLP Power Hong Kong Limited and the 2019 Sustainability Report issued by Companhia de Electricidade de Macau, S.A.

³ Intensity of total indirect CO₂ equivalent emissions = Indirect CO₂ equivalent emissions ÷ Total office and store floor area of 282,507 ft for the year

七、關鍵績效指標概覽¹ (續)

VII. Key Performance Indicator (KPI) Overview¹ (continued)

環境績效 (續)

Environmental Performance (continued)

關鍵績效指標序號 No. of KPI	關鍵績效指標 KPI	單位 Unit	2020
	範圍3：其他間接溫室氣體排放 Scope 3: Other indirect GHG emissions		
	棄置於堆填區的廢紙 Paper waste disposed at landfills	二氧化碳 當量噸 tons of CO ₂ equivalent	51
	其他間接溫室氣體總排放量 Total other indirect GHG emissions	二氧化碳 當量噸 tons of CO ₂ equivalent	51
	其他間接溫室氣體總排放量密度 ⁴ Intensity of total other indirect GHG emissions ⁴	二氧化碳 當量噸／ 每平方呎 tons of CO ₂ equivalent/ sq ft	少於0.01 Less than 0.01
	溫室氣體總排放量 Total GHG emissions		
	溫室氣體總排放量 Total GHG emissions	二氧化碳 當量噸 tons of CO ₂ equivalent	3,025
	溫室氣體總排放量密度 ⁵ Intensity of total GHG emissions ⁵	二氧化碳 當量噸／ 每平方呎 tons of CO ₂ equivalent/ sq ft	0.01
A1.3 有害廢棄物 Hazardous waste	有害廢棄物產生總量 Total hazardous waste produced	噸 tons	無 Nil
	有害廢棄物產生密度 Intensity of hazardous waste produced	噸／ 每平方呎 tons/sq ft	無 Nil

⁴ 其他間接二氧化碳當量排放總排放量密度 = 其他間接二氧化碳當量排放量 ÷ 本年度辦公室和零售店總面積282,507呎

⁴ Intensity of total indirect CO₂ equivalent emissions = Indirect CO₂ equivalent emissions ÷ Total office and store floor area of 282,507 ft for the year

⁵ 溫室氣體總排放量密度 = 溫室氣體總排放量 ÷ 本年度辦公室和零售店總面積282,507呎

⁵ Intensity of total GHG emissions = Total GHG emissions ÷ Total office and store floor area of 282,507 ft for the year

七、關鍵績效指標概覽¹ (續)

VII. Key Performance Indicator (KPI) Overview¹ (continued)

環境績效 (續)

Environmental Performance (continued)

關鍵績效指標序號 No. of KPI	關鍵績效指標 KPI	單位 Unit	2020
A1.4 無害廢棄物 Non-hazardous waste	無害廢棄物產生總量 Total non-hazardous waste produced	噸 tons	12
	無害廢棄物產生密度 Intensity of non-hazardous waste produced	噸／ 每平方呎 tons/sq ft	少於0.01 Less than 0.01
A2.1 能源 Energy	間接能源消耗 Indirect energy consumption		
	外購電力 Purchased electricity	兆瓦時 MWh	5,134
	間接能源耗量 Indirect energy consumption	兆瓦時 MWh	5,134
	間接能源耗量密度 ⁶ Intensity of indirect energy consumption ⁶	千瓦時／ 每平方呎 kWh/sq ft	18.17
	能源總耗量 Total energy consumption		
	能源總耗量 Total energy consumption	兆瓦時 MWh	5,134
	能源總耗量密度 ⁷ Intensity of total energy consumption ⁷	千瓦時／ 每平方呎 kWh/sq ft	18.17
A2.2 總耗水量 Total water consumption	總耗水量 Total water consumption	立方米 m ³	10,440
	總耗水量密度 Intensity of total water consumption	立方米／ 每平方呎 m ³ /sq ft	0.04

⁶ 間接能源耗量密度＝間接能源耗量÷本年度辦公室和零售店總面積282,507呎

⁶ Intensity of indirect energy consumption = Indirect energy consumption ÷ Total office and store floor area of 282,507 ft for the year

⁷ 能源總耗量密度＝能源總耗量÷本年度辦公室和零售店總面積282,507呎

⁷ Intensity of total energy consumption = Total energy consumption ÷ Total office and store floor area of 282,507 ft for the year

七、關鍵績效指標概覽¹ (續)

VII. Key Performance Indicator (KPI) Overview¹ (continued)

社會績效

Social Performance

關鍵績效指標序號	關鍵績效指標	單位	2020
No. of KPI	KPI	Unit	
B1.1 僱員總數 Total workforce	按僱傭類型劃分		
	By employment type		
	全職	人	503
	Full-time	Person	
	兼職	人	1
	Part-time	Person	
	按地區劃分		
	By region		
	香港	人	433
	Hong Kong	Person	
	澳門	人	55
	Macau	Person	
	中國	人	18
	Mainland China	Person	
	按性別劃分		
	By gender		
	男性	人	107
Male	Person		
女性	人	399	
Female	Person		
按年齡劃分			
By age			
30歲或以下	人	84	
30 or below	Person		
31-40歲	人	187	
31-40	Person		
41-50歲	人	137	
41-50	Person		
51歲或以上	人	98	
51 or above	Person		

七、關鍵績效指標概覽¹ (續)

VII. Key Performance Indicator (KPI) Overview¹ (continued)

社會績效 (續)

Social Performance (continued)

關鍵績效指標序號 No. of KPI	關鍵績效指標 KPI	單位 Unit	2020
B1.2 僱員流失比率 Employee turnover rate	按僱傭類型劃分 By employment type		
	全職 Full-time	%	23%
	兼職 Part-time	%	2,200% (附註8) (note 8)
	按地區劃分 By region		
	香港 Hong Kong	%	23%
	澳門 Macau	%	35%
	中國 Mainland China	%	94%
	按性別劃分 By gender		
	男性 Male	%	36%
	女性 Female	%	25%
	按年齡劃分 By age		
	30歲或以下 30 or below	%	65%
	31-40歲 31-40	%	25%
	41-50歲 41-50	%	15%
	51歲或以上 51 or above	%	15%

8 年內，有22名兼職員工僅受僱於一次性項目/活動。

⁸ During the year, 22 part-time staff were employed for one-off project/events purposes only.

七、關鍵績效指標概覽¹ (續)

VII. Key Performance Indicator (KPI) Overview¹ (continued)

社會績效 (續)

Social Performance (continued)

關鍵績效指標序號 No. of KPI	關鍵績效指標 KPI	單位 Unit	2020	2019	2018
B2.1過去三年 (包括匯報年度) 因工亡故的人數 及比率 Number and rate of work- related fatalities occurred in each of the past three years, including the reporting year.	因工亡故的人數 Number of work-related fatalities 因工亡故的人數比率 Rate of work-related fatalities	人 Person %	0 0%	0 0%	0 0%
			0	0	0
關鍵績效指標序號 No. of KPI	關鍵績效指標 KPI	單位 Unit	2020		
B2.2因工傷損失 工作日數 Lost days due to work injury	因工傷損失工作日數 Number of lost-days as a result of work injuries day	日			13
B3.1受訓僱員 百分比 The percentage of employees trained	受訓僱員百分比 The percentage of employees trained 按性別劃分 By gender 男性 Male 女性 Female 按僱傭類型劃分 By employee category 高級管理人員 Senior management 中層管理人員 Middle management 前線員工 Front-line staff	% % % %			54% 54% 53% 100% 38% 48%

七、關鍵績效指標概覽¹ (續)

VII. Key Performance Indicator (KPI) Overview¹ (continued)

社會績效 (續)

Social Performance (continued)

關鍵績效指標序號 No. of KPI	關鍵績效指標 KPI	單位 Unit	2020
B3.2 每名僱員完成 受訓的平均時數 The average training hours completed per employee	每名僱員完成受訓的平均時數 The average training hours completed per employee hours 按性別劃分 By gender 男性 Male 女性 Female 按僱傭類型劃分 By employee category 高級管理人員 Senior management 中層管理人員 Middle management 前線員工 Frontline staff	小時 hours 小時 hours 小時 hours 小時 hours 小時 hours 小時 hours	1.30 1.66 1.20 3.94 0.82 0.80
B5.1 供應商數目 Number of suppliers	供應商數目按地區劃分 Number of suppliers by region 香港 Hong Kong 中國大陸 Mainland China 中國 中國 其他亞洲地區 Rest of Asia 歐美地區 EU & US 其他 Others	間 間 間 間 間 間	1,466 17 23 16 5

七、關鍵績效指標概覽¹ (續)

VII. Key Performance Indicator (KPI) Overview¹ (continued)

社會績效 (續)

Social Performance (continued)

關鍵績效指標序號 No. of KPI	關鍵績效指標 KPI	單位 Unit	2020
B6.1	已售或已運送產品總數中因安全及健康理由而須回收的百分比 Percentage of total products sold or shipped subject to recalls for safety and health reasons	%	0
B6.2	關於產品及服務的投訴數目 Number of products and service related complaints received	宗	463
B7.1	貪污訴訟案件 Legal cases regarding corrupt practices	宗	0
B8	社區投資 Community investment		
	捐獻總數 (按專注貢獻範疇劃分) Total donations (by focus areas of contribution)		
	弱勢群體 The disadvantaged	元港幣 HKD	296,000
	公益慈善 Charity	元港幣 HKD	320,000
	捐獻總數 Total donations	元港幣 HKD	616,000

八、聯交所環境、社會及管治報告指引對照

VIII. Index to the Environmental, Social and Governance Reporting Guide of the Stock Exchange

主要範疇、層面、一般披露及關鍵績效指標 Subject Areas, Aspects, General Disclosures and KPIs		披露情況 Disclosed	章節／解釋 Section/remarks
A. 環境 Environmental			
層面A1：排放物 Aspect A1: Emissions		已披露 Yes	五. 環境層面 V. Environmental Aspects
一般披露 General disclosure			
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： Information on:			
(a) 政策；及 the policies; and			
(b) 遵守對發行人有重大影響的相關法律及規例的資料。 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.			
關鍵績效指標A1.1 KPIA1.1	排放物種類及相關排放數據。 The types of emissions and respective emissions data.	已披露 Yes	五. 環境層面 七. 關鍵績效指標概覽 V. Environmental Aspects VII.KPI Overview
關鍵績效指標A1.2 KPIA1.2	溫室氣體總排放量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。 Total greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	已披露 Yes	五. 環境層面 七. 關鍵績效指標概覽 V. Environmental Aspects VII.KPI Overview
關鍵績效指標A1.3 KPIA1.3	所產生有害廢棄物總量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。 Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	已披露 Yes	五. 環境層面 七. 關鍵績效指標概覽 V. Environmental Aspects VII.KPI Overview

八、聯交所環境、社會及管治報告指引對照 (續)

VIII. Index to the Environmental, Social and Governance Reporting Guide of the Stock Exchange (continued)

主要範疇、層面、一般披露及關鍵績效指標 Subject Areas, Aspects, General Disclosures and KPIs		披露情況 Disclosed	章節／解釋 Section/remarks
A. 環境 (續) Environmental (continued)			
關鍵績效指標A1.4 KPIA1.4	所產生無害廢棄物總量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)。 Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	已披露 Yes	五. 環境層面 七. 關鍵績效指標概覽 V. Environmental Aspects VII.KPI Overview
關鍵績效指標A1.5 KPIA1.5	描述減低排放量的措施及所得成果。 Description of steps taken to reduce emissions and outcome.	已披露 Yes	五. 環境層面 V. Environmental Aspects
關鍵績效指標A1.6 KPIA1.6	描述處理有害及無害廢棄物的方法、減低產生量的措施及所得成果。 Description of how hazardous and non-hazardous wastes are handled, and a description of steps taken to reduce emissions and outcome.	已披露 Yes	五. 環境層面 V. Environmental Aspects
層面A2：資源使用 Aspect A2: Use of Resources		已披露 Yes	五. 環境層面 V. Environmental Aspects
一般披露 General disclosure			
有效使用資源(包括能源、水及其他原材料)的政策。 Policies on the efficient use of resources, including energy, water and other raw materials. 附註：資源可用於生產、儲存、運輸、樓宇、電子設備等。 Note: Resources may be used in production, in storage, transportation, in buildings, electronic equipment, etc.			
關鍵績效指標A2.1 KPIA2.1	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)。 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).	已披露 Yes	五. 環境層面 七. 關鍵績效指標概覽 V. Environmental Aspects VII.KPI Overview

八、聯交所環境、社會及管治報告指引對照 (續)

VIII. Index to the Environmental, Social and Governance Reporting Guide of the Stock Exchange (continued)

主要範疇、層面、一般披露及關鍵績效指標 Subject Areas, Aspects, General Disclosures and KPIs		披露情況 Disclosed	章節／解釋 Section/remarks
A. 環境 (續) Environmental (continued)			
關鍵績效指標A2.2 KPIA2.2	總耗水量及密度 (如以每產量單位、每項設施計算)。 Water consumption in total and intensity (e.g. per unit of production volume, per facility).	已披露 Yes	五. 環境層面 七. 關鍵績效指標概覽 V. Environmental Aspects VII.KPI Overview
關鍵績效指標A2.3 KPIA2.3	描述能源使用效益計劃及所得成果。 Description of energy use efficiency plan and outcome.	已披露 Yes	五. 環境層面 V. Environmental Aspects
關鍵績效指標A2.4 KPIA2.4	描述求取適用水源上可有任何問題，以及提升用水效益計劃及所得成果。 Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency plan and outcome.	已披露 Yes	五. 環境層面 V. Environmental Aspects
關鍵績效指標A2.5 KPIA2.5	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。 Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	不適用 N/A	我們營運中未涉及包裝材料的使用，所以此關鍵績效指標不適用於我們的業務。 This KPI is not applicable to our business as our operations do not involve the use of packaging material.

八、聯交所環境、社會及管治報告指引對照 (續)

VIII. Index to the Environmental, Social and Governance Reporting Guide of the Stock Exchange (continued)

主要範疇、層面、一般披露及關鍵績效指標 Subject Areas, Aspects, General Disclosures and KPIs	披露情況 Disclosed	章節／解釋 Section/remarks
A. 環境 (續) Environmental (continued)		
層面A3：環境及天然資源 Aspect A3: The Environmental and Natural Resources	已披露 Yes	五. 環境層面 V. Environmental Aspects
一般披露 General disclosure		
減低發行人對環境及天然資源造成重大影響的政策。 Policies on minimising the issuer's significant impacts on the environment and natural resources.		
關鍵績效指標A3.1 KPIA3.1	已披露 Yes	五. 環境層面 V. Environmental Aspects
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。 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.		
B. 社會 B. Social		
僱傭及勞工常規 Employment and Labour Practices		
層面B1：僱傭 Aspect B1: Employment	已披露 Yes	六. 社會層面 VI Social Aspects
一般披露 General disclosure		
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： Information on:		
(a) 政策；及 the policies; and		
(b) 遵守對發行人有重大影響的相關法律及規例的資料。 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		

八、聯交所環境、社會及管治報告指引對照 (續)

VIII. Index to the Environmental, Social and Governance Reporting Guide of the Stock Exchange (continued)

主要範疇、層面、一般披露及關鍵績效指標 Subject Areas, Aspects, General Disclosures and KPIs		披露情況 Disclosed	章節／解釋 Section/remarks
B. 社會 (續) Social (continued)			
<i>僱傭及勞工常規 (續)</i> <i>Employment and Labour Practices (continued)</i>			
關鍵績效指標B1.1 KPIB1.1	按性別、僱傭類型、年齡組別及地區劃分的僱員總數。 Total workforce by gender, employment type, age group and geographical region.	已披露 Yes	六. 社會層面 七. 關鍵績效指標概覽 VI. Social Aspects VII.KPI Overview
關鍵績效指標B1.2 KPIB1.2	按性別、年齡組別及地區劃分的僱員流失比率。 Employee turnover rate by gender, age group and geographical region.	已披露 Yes	六. 社會層面 七. 關鍵績效指標概覽 VI. Social Aspects VII.KPI Overview

八、聯交所環境、社會及管治報告指引對照 (續)

VIII. Index to the Environmental, Social and Governance Reporting Guide of the Stock Exchange (continued)

主要範疇、層面、一般披露及關鍵績效指標 Subject Areas, Aspects, General Disclosures and KPIs		披露情況 Disclosed	章節／解釋 Section/remarks
B. 社會 (續) Social (continued)			
僱傭及勞工常規 (續) Employment and Labour Practices (continued)			
層面B2：健康與安全 Aspect B2: Health and Safety		已披露 Yes	六. 社會層面 VI. Social Aspects
一般披露 General disclosure			
有關提供安全工作環境及保障僱員避免職業性危害的： Information on:			
(a) 政策；及 the policies; and			
(b) 遵守對發行人有重大影響的相關法律及規例的資料。 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.			
關鍵績效指標B2.1 KPIB2.1	因工作關係而死亡的人數及比率。 Number and rate of work-related fatalities.	已披露 Yes	六. 社會層面 七. 關鍵績效指標概覽 VI. Social Aspects VII.KPI Overview
關鍵績效指標B2.2 KPIB2.2	因工傷損失工作日數。 Lost days due to work injury.	已披露 Yes	六. 社會層面 七. 關鍵績效指標概覽 VI. Social Aspects VII.KPI Overview
關鍵績效指標B2.3 KPIB2.3	描述所採納的職業健康與安全措施，以及相關執行及監察方法。 Description of occupational health and safety measures adopted, and how they are implemented and monitored.	已披露 Yes	六. 社會層面 VI. Social Aspects

八、聯交所環境、社會及管治報告指引對照 (續)

VIII. Index to the Environmental, Social and Governance Reporting Guide of the Stock Exchange (continued)

主要範疇、層面、一般披露及關鍵績效指標 Subject Areas, Aspects, General Disclosures and KPIs		披露情況 Disclosed	章節／解釋 Section/remarks
B. 社會 (續) Social (continued)			
僱傭及勞工常規 (續) Employment and Labour Practices (continued)			
層面B3：發展及培訓 Aspect B3: Development and Training		已披露 Yes	六. 社會層面 VI. Social Aspects
一般披露 General disclosure			
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。 Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.			
關鍵績效指標B3.1 KPIB3.1	按性別及僱員類別 (如高級管理層、中級管理層等) 劃分的受訓僱員百分比。 The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	已披露 Yes	六. 社會層面、 七. 關鍵績效指標概覽 VI. Social Aspects VII.KPI Overview
關鍵績效指標B3.2 KPIB3.2	按性別及僱員類別劃分，每名僱員完成受訓的平均時數。 The average training hours completed per employee by gender and employee category.	已披露 Yes	六. 社會層面、 七. 關鍵績效指標概覽 VI. Social Aspects VII.KPI Overview

八、聯交所環境、社會及管治報告指引對照 (續)

VIII. Index to the Environmental, Social and Governance Reporting Guide of the Stock Exchange (continued)

主要範疇、層面、一般披露及關鍵績效指標 Subject Areas, Aspects, General Disclosures and KPIs	披露情況 Disclosed	章節／解釋 Section/remarks
---	-------------------	--------------------------

B. 社會 (續)
Social (continued)

僱傭及勞工常規 (續)
Employment and Labour Practices (continued)

層面B4：勞工準則

Aspect B4: Labour Standards

已披露
Yes
六. 社會層面
VI. Social
Aspects

一般披露
General disclosure

有關防止童工或強制勞工的：
Information on:

- (a) 政策；及
the policies; and
- (b) 遵守對發行人有重大影響的相關法律及規例的資料。
compliance with relevant laws and regulations that have a significant impact on the issuer

relating to preventing child and forced labour.

關鍵績效指標B4.1 KPIB4.1	描述檢討招聘慣例的措施以避免童工及強制勞工。 Description of measures to review employment practices to avoid child and forced labour.	已披露 Yes	六. 社會層面 VI. Social Aspects
關鍵績效指標B4.2 KPIB4.2	描述在發現違規情況時消除有關情況所採取的步驟。 Description of steps taken to eliminate such practices when discovered.	已披露 Yes	六. 社會層面 VI. Social Aspects

八、聯交所環境、社會及管治報告指引對照 (續)

VIII. Index to the Environmental, Social and Governance Reporting Guide of the Stock Exchange (continued)

主要範疇、層面、一般披露及關鍵績效指標 Subject Areas, Aspects, General Disclosures and KPIs		披露情況 Disclosed	章節／解釋 Section/remarks
B. 社會 (續) Social (continued)			
營運慣例 Operating Practices			
層面B5：供應鏈管理 Aspect B5: Supply Chain Management		已披露 Yes	六. 社會層面 VI. Social Aspects
一般披露 General disclosure			
管理供應鏈的環境及社會風險政策。 Policies on managing environmental and social risks of the supply chain.			
關鍵績效指標B5.1 KPIB5.1	按地區劃分的供應商數目。 Number of suppliers by geographical region.	已披露 Yes	六. 社會層面、 七. 關鍵績效指標概覽 VI. Social Aspects VII. KPI Overview
關鍵績效指標B5.2 KPIB5.2	描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目、以及有關慣例的執行及監察方法。 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	已披露 Yes	六. 社會層面 VI. Social Aspects

八、聯交所環境、社會及管治報告指引對照 (續)

VIII. Index to the Environmental, Social and Governance Reporting Guide of the Stock Exchange (continued)

主要範疇、層面、一般披露及關鍵績效指標 Subject Areas, Aspects, General Disclosures and KPIs	披露情況 Disclosed	章節／解釋 Section/remarks
---	-------------------	--------------------------

B. 社會 (續)
Social (continued)

營運慣例 (續)
Operating Practices (continued)

層面B6：產品責任
Aspect B6: Product Responsibility

已披露
Yes
六. 社會層面
VI. Social Aspects

一般披露
General disclosure

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：
Information on:

- (a) 政策；及
the policies; and
- (b) 遵守對發行人有重大影響的相關法律及規例的資料。
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.

關鍵績效指標B6.1 KPIB6.1	已售或已運送產品總數中因安全與健康理由而需回收的百分比。 Percentage of total products sold or shipped subject to recalls for safety and health reasons.	已披露 Yes	六. 社會層面、 七. 關鍵績效指標概覽 VI. Social Aspects VII.KPI Overview
關鍵績效指標B6.2 KPIB6.2	接獲關於產品及服務的投訴數目以及應對方法。 Number of products and service related complaints received and how they are dealt with.	已披露 Yes	六. 社會層面、 七. 關鍵績效指標概覽 VI. Social Aspects VII.KPI Overview

八、聯交所環境、社會及管治報告指引對照 (續)

VIII. Index to the Environmental, Social and Governance Reporting Guide of the Stock Exchange (continued)

主要範疇、層面、一般披露及關鍵績效指標 Subject Areas, Aspects, General Disclosures and KPIs		披露情況 Disclosed	章節／解釋 Section/remarks
B. 社會 (續) Social (continued)			
營運慣例 (續) Operating Practices (continued)			
關鍵績效指標B6.3 KPIB6.3	描述與維護及保障知識產權有關的慣例。 Description of practices relating to observing and protecting intellectual property rights.	已披露 Yes	六. 社會層面 VI. Social Aspects
關鍵績效指標B6.4 KPIB6.4	描述質量檢定過程及產品回收程序。 Description of quality assurance process and recall procedures.	已披露 Yes	六. 社會層面 VI. Social Aspects
關鍵績效指標B6.5 KPIB6.5	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。 Description of consumer data protection and privacy policies, and how they are implemented and monitored.	已披露 Yes	六. 社會層面 VI. Social Aspects

八、聯交所環境、社會及管治報告指引對照 (續)

VIII. Index to the Environmental, Social and Governance Reporting Guide of the Stock Exchange (continued)

主要範疇、層面、一般披露及關鍵績效指標 Subject Areas, Aspects, General Disclosures and KPIs		披露情況 Disclosed	章節／解釋 Section/remarks
B. 社會 (續) Social (continued)			
營運慣例 (續) Operating Practices (continued)			
層面B7：反貪污 Aspect B7: Anti-corruption		已披露 Yes	六. 社會層面 VI. Social Aspects
一般披露 General disclosure			
有關防止賄賂、勒索、欺詐及洗黑錢的： Information on:			
(a) 政策；及 the policies; and			
(b) 遵守對發行人有重大影響的相關法律及規例的資料。 compliance with relevant laws and regulations that have a significant impact on the issuer			
relating to bribery, extortion, fraud and money laundering.			
關鍵績效指標B7.1 KPIB7.1	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。 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	已披露 Yes	六. 社會層面、 七. 關鍵績效指標概覽 VI. Social Aspects VII.KPI Overview
關鍵績效指標B7.2 KPIB7.2	描述防範措施及舉報程序，以及相關執行及監察方法。 Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	已披露 Yes	六. 社會層面 VI. Social Aspects

八、聯交所環境、社會及管治報告指引對照 (續)

VIII. Index to the Environmental, Social and Governance Reporting Guide of the Stock Exchange (continued)

主要範疇、層面、一般披露及關鍵績效指標 Subject Areas, Aspects, General Disclosures and KPIs		披露情況 Disclosed	章節／解釋 Section/remarks
B. 社會 (續) Social (continued)			
社區 Community			
層面B8：社區投資 Aspect B8: Community Investment		已披露 Yes	六. 社會層面 VI. Social Aspects
一般披露 General disclosure			
有關以社區參與來了解營運所在社區需要和確保其業務活動會考慮社區利益的政策。 Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.			
關鍵績效指標B8.1 KPIB8.1	專注貢獻範疇 (如教育、環境事宜、勞工需求、健康、文化、體育)。 Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	已披露 Yes	六. 社會層面、 七. 關鍵績效指標概覽 VI. Social Aspects VII.KPI Overview
關鍵績效指標B8.2 KPIB8.2	在專注範疇所動用資源 (如金錢或時間)。 Resources contributed (e.g. money or time) to the focus area.	已披露 Yes	六. 社會層面、 七. 關鍵績效指標概覽 VI. Social Aspects VII.KPI Overview



香港荃灣橫窩仔街36-50號卓悅大廈卓悅集團中心12樓
12/F, Bonjour Tower, 36-50 Wang Wo Tsai Street, Bonjour Building, Tsuen Wan, Hong Kong
Tel: (852) 2872 2872 Fax: (852) 2872 2873