

MODERN HEALTHCARE TECHNOLOGY HOLDINGS LIMITED

現代健康科技控股有限公司

(Incorporated in the Cayman Islands with limited liability)

(於開曼群島註冊成立的有限公司)

Stock Code 股份代號 : 919



Environmental, Social and Governance Report

環境、社會及管治報告

2020/21

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PREAMBLE

序言

Beauty inspires empowerment and confidence. With escalating awareness about the environmental issues and social unrest that may change customer's expectations and perceptions, Modern Healthcare Technology Holdings Limited (the "Company") and its subsidiaries (collectively, the "Group" or "We") has placed a strong emphasis on improving its environmental and social sustainability in both its services and products, while supporting a wide range of initiatives that allow the Group to better fulfil its sustainability missions. The Group has been committed to creating and bringing its customers an experience of joy through the power of beauty, and strives to better its sustainability profiles by integrating environmentally friendly solutions and socially responsible practices into business development and daily operations.

The year 2020 was fraught with challenges and uncertainties, with the COVID-19 pandemic (the "pandemic") ravaging the world, triggering unforeseeable crisis and costing the loss of many lives. Facing the pandemic, the Group demonstrated its courage, solidarity, resilience and importantly, the determination to tide over the toughest period together with its employees. As the economic recovery has been orderly undergoing, the Group has taken the post-pandemic era as an opportunity to "Build back better", aspiring to evolve into a robust enterprise with higher resilience and future-proof to maintaining good profitability while creating value for all through environmental, social and governance ("ESG") lens.

To this end, the Group is dedicated to taking targeted steps to assess, monitor and control its potential ESG risks and opportunities during business operations by continuously improving internal ESG management system. To further scale up its efforts in implementing the best ESG practices and propelling the advancement under its sustainability principles, the Group has integrated and stayed aligned with the United Nations Sustainable Development Goals ("SDGs") and global climate targets into its business strategies and decision-making process.

Looking forward, the Group will continue to adhere to its sustainability principles that have been engrained in the Group's corporate culture for years, and benchmark globally leading practices in sustainability, in an effort to develop on the route of pursuing beauty innovation for building a better future.

美麗能激發能动性及自信。隨著人們對環境議題及社會動盪的關注日益提高，顧客的期望及觀念可能會改變，現代健康科技控股有限公司（「本公司」）及其附屬公司（統稱「本集團」或「我們」）非常重視改善其服務及產品的環境及社會可持續發展，同時支持使集團能更好地履行其可持續發展使命的廣泛措施。本集團一直致力於通過美麗的力量為顧客創造及帶來愉悅體驗，並通過融入環保解決方案及對社會負責的慣例至業務發展及日常營運，努力改善其可持續發展狀況。

二零二零年充滿挑戰及不確定性，COVID-19疫情（「疫情」）席捲全球，引發不可預計的危機並造成多人喪生。面對疫情，本集團展現其勇氣、團結、韌性，及更重要的是，與員工共渡難關的決心。在經濟有序復甦下，本集團以疫情過後的時期為契機以「更好重建」，矢志發展成為具更大韌性、面向未來的穩健企業，通過環境、社會及管治（「環境、社會及管治」）方面創造價值的同時保持良好的盈利能力。

為此，本集團致力於採取具針對性的步驟，通過不斷完善內部環境、社會及管治管理系統，評估、監測及控制業務營運過程中的潛在環境、社會及管治風險及機遇。為進一步加大實施最佳環境、社會及管治慣例的力度，並推動可持續發展原則，本集團已納入聯合國可持續發展目標（「可持續發展目標」）及全球氣候目標至其業務策略及決策過程。

展望未來，本集團將繼續秉持多年來植根於本集團企業文化的可持續發展原則，並以全球領先的可持續性實踐進行基準化分析，致力在追求美麗創新的道路上發展，共創美好未來。



ABOUT THIS REPORT 關於本報告

In strict compliance with the ESG Reporting Guide as set out in Appendix 27 of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (“Stock Exchange”), the Group is pleased to present its ESG report for the year ended 31 March 2021 (“FY2020/2021”), as a means to demonstrate the Group’s approach and performance in terms of its ESG management and corporate sustainable development.

REPORTING BOUNDARIES

Since a clear reporting boundary allows the audience to grasp a clear picture of the Group’s overall sustainability performance, the Group carefully draws the boundary of this ESG report based on operational control approach. In this ESG Report, the environmental and social performance of the Group’s covered 8 sales point “be Beauty Shop” in Hong Kong and 43 service centres that provided beauty and wellness services in Hong Kong, the People’s Republic of China (the “PRC”) and Singapore. The reporting period of this ESG Report was the financial year from 1 April 2020 to 31 March 2021, unless specifically stated otherwise. For the Corporate Governance Report, please refer to the Group’s 2020/2021 Annual Report pages 18 to 26.

REPORTING PRINCIPLES

Given the reporting principles that underpin the preparation of ESG report as required by the Stock Exchange, the content of this ESG Report was determined and summarised under the overarching reporting principles of Materiality, Quantitative, Balance and Consistency.

本集團嚴格遵守香港聯合交易所有限公司(「聯交所」)證券上市規則附錄二十七所載之《環境、社會及管治報告指引》，欣然呈列其截至二零二一年三月三十一日止年度(「二零二零／二零二一年財政年度」)的環境、社會及管治報告，以展示本集團在環境、社會及管治管理及企業可持續發展方面的方針及表現。

報告涵蓋範圍

由於清晰的報告涵蓋範圍能讓讀者清楚了解本集團整體可持續發展表現，故本集團根據營運控制方式謹慎規劃本環境、社會及管治報告涵蓋範圍。於本環境、社會及管治報告，本集團已涵蓋8個在香港「be Beauty Shop」的銷售點及43個在香港、中華人民共和國(「中國」)及新加坡提供美容及保健服務之服務中心之環境及社會表現。除另有明確說明外，本環境、社會及管治報告的報告期間為自二零二零年四月一日至二零二一年三月三十一日之財政年度。企業管治報告請參閱本集團二零二零年／二零二一年年報第18至26頁。

報告原則

鑒於構成聯交所規定的編製環境、社會及管治報告的報告原則，本環境、社會及管治報告的內容已按重要性、量化、平衡及一致性的的總體報告原則編製及概述。

MATERIALITY 重要性

As a common business strategic tool for prioritising significant elements for decision-making, the Group conducted a materiality assessment in FY2020/2021 to carefully pinpoint the material ESG topics and concerns raised by its internal and external stakeholders. Based on the materiality results, the Group effectively identified its key sustainability risks and opportunities, which were elaborated in detail in the ESG Report.

作為優先考慮重要決策要素的常用業務戰略工具，本集團已於二零二零／二零二一年財政年度進行重要性評估，以明確識別其內部及外部持份者提出的重大環境、社會及管治議題及關注。根據重要性結果，本集團有效識別其主要的可持續發展風險及機遇，並在環境、社會及管治報告中詳細闡述。

QUANTITATIVE 量化

The application of the reporting principle of Quantitative was reflected through the measurement, evaluation and disclosure of the Group's sustainability performance against a list of environmental and social key performance indicators (KPI) in the ESG Report where applicable, including emissions, exploitation of natural resources and employment information.

量化報告原則的應用反映於就適用於環境、社會及管治報告的一系列環境及社會關鍵績效指標(包括排放、開採自然資源及僱傭資料)而言，對本集團的可持續發展表現的計量、計算及披露。

BALANCE 平衡

To ensure that a complete picture of the Group's sustainability performance can be depicted and delivered to the audience, the Group performed a thorough investigation of its environmental and social performances during the year under review, and benchmarked its practices and progress against industry peers as well as its previous performance. The transparency and credibility of the ESG Report were underpinned by the balanced information disclosure including both the wonderful achievements and rooms for future improvement.

為確保向讀者描述並傳遞本集團可持續發展的完整藍圖，本集團於回顧年度內對其環境及社會表現進行徹底調查，並將其實踐及進展與行業同行以及本集團過往表現進行基準化分析。環境、社會及管治報告的透明度及可信度於平衡的資料披露，包括其出色成就及未來改善空間。

CONSISTENCY 一致性

A consistent reporting framework was adopted to make for meaningful comparisons vertically over time and horizontally across the industry. In particular, the ESG Reporting Guide of the Stock Exchange, the GHG Protocol as well as the 2006 IPCC (Intergovernmental Panel on Climate Change) Guidelines for National Greenhouse Gas Inventories were referenced in data organisation and performance analysis to ensure the coherence of reporting information.

本集團已採納一致的報告框架以於隨時間推移及橫跨行業中作有意義的比較。尤其是，聯交所的《環境、社會及管治報告指引》、《溫室氣體議定書》及《2006年IPCC(政府間氣候變化專門委員會)國家溫室氣體清單指南》已於數據組織及表現分析中作為參考，以確保報告資料的一致性。

ABOUT THIS REPORT

關於本報告

INFORMATION DISCLOSURE

The information in this ESG Report was gathered from the official documents and statistics of the Group, the integrated information of supervision, management and operations in accordance with the relevant policy, the internal quantitative and qualitative data through questionnaires based on the reporting framework, and sustainability practices provided by the subsidiaries of the Group. This ESG Report was prepared in both English and Chinese and has been uploaded to the Group's website at www.modernhealthcaretech.com. For any conflict or inconsistency, the English version shall prevail.

資料披露

本環境、社會及管治報告所載資料收集自本集團的官方文件、統計數據、綜合監管信息、根據相關政策進行的管理和運營資料、通過基於報告框架的調查問卷所得的量化和性質上的數據、以及本集團附屬公司的可持續性實踐。本環境、社會及管治報告以中文及英文編製，及已上載至本集團網站 www.modernhealthcaretech.com。如有任何衝突或不一致之處，概以英文版本為準。



SUSTAINABILITY MANAGEMENT

可持續發展管理

Sustainability has been rooted in the Group's core value of "Pursuit for beauty" and centred at the heart of the Group's corporate culture and business operations. In FY2020/2021, the Group continued to show its strong commitment to sustainability through its efforts devoted by its Board of Directors (the "Board"), management teams and employees.

Reckoning that a robust governance structure supports the Group to achieve its sustainability targets more efficiently, in response to the call of the "Leadership Role and Accountability in ESG" published by the Stock Exchange, the Group has actively engaged the Board in identifying, assessing and managing ESG-related risks and opportunities through the implementation of a "Top-down" management mechanism. The Board takes the lead on and assumes the overall responsibility for overseeing the implementation of sustainable development and ESG-related issues within the Group. To put ESG on the business agenda, regular meetings have been held in which the management teams who are responsible for supervising the implementation of the Group's ESG policies report the progress to the Board. Relying on the robust risk management structure, the Group identifies and values the risks in a systematic manner and has established risk-relief strategies.

The Board takes the responsibility for providing strategic impetus and is committed not only to creating value for its valued shareholders, but to facilitating the Group to maintain competitive and resilient to seek success in a sustainable way. During the year under review, the Board undertook a full review of the Group's modus operandi in ESG management and endeavoured to focus its efforts on 4 core sustainability issues in operations as presented below:

可持續發展已紮根於本集團「追求美麗」的核心價值觀，並成為本集團的企業文化及業務營運的中心。於二零二零／二零二一年財政年度，本集團繼續通過其董事會（「董事會」）、管理團隊及員工的付出展示其對可持續發展的強大堅持。

考慮到穩健的管治架構支持本集團更有效實現其可持續發展目標，為響應聯交所發佈的「在環境、社會及管治方面的領導力和問責性」，通過實施「自上而下」的管理機制，本集團積極與董事會合作識別、評估及管理環境、社會及管治相關風險及機會。董事會牽頭並全面負責監督本集團內可持續發展的實施及環境、社會及管治相關議題。為將環境、社會及管治列入業務議程，負責監督本集團環境、社會及管治政策實施的管理團隊已定期召開會議，向董事會報告進展情況。憑藉健全的風險管理架構，本集團能夠以系統性的方式識別及重視風險及制定風險舒緩策略。

董事會負責提供策略推動力，致力為其尊貴的股東創造價值，並促進本集團保持競爭力及彈性，以可持續的方式尋求成功。於回顧年度內，董事會全面檢討本集團在環境、社會及管治管理方面的運作模式，並致力專注於營運中的四個核心可持續發展議題，如下所示：

Resource Efficiency & Emissions Reduction

資源效率及減少排放



The Group works relentlessly on lowering its environmental footprints by keeping improving energy efficiency and benchmarking better practices for daily operations and in procurement.

本集團通過不斷提高能源效率並在日常營運及採購中與較佳實踐進行基準化分析，堅持不懈地降低其環境足跡。

Occupational Health and Safety

職業健康與安全



As the pandemic posed a serious safety risk to our employees' health in the workplace, the Group has been dedicated to safeguarding its people through the implementation of effective epidemic prevention and control measures at all shops and service centres.

由於疫情對於工作場所的員工健康構成嚴重安全風險，本集團於所有店舖及服務中心實施有效疫情預防及控制措施，致力保障其員工。

Product Responsibility
產品責任



As an essential pillar of its “customer-oriented” service philosophy, the Group has been committed to ramping up the traceability and transparency about the ingredients or composition of its products and services with better labelling and explanations.

作為其「顧客至上」服務理念的重要支柱，本集團通過更好的標籤及說明，致力提高其產品及服務的原料或成分的可追溯性及透明度。

Training & Promotion
培訓及晉升



To promote decent work and create mutual benefits for both the Group and its employees, a fair, respectful and diverse culture has been what the Group pursues for a long time. To this end, the Group’s improved employment policies enable us to consider the promotion of excellent staff, and our diversified training programmes are designed by our professional teams to meet different needs of the staff at training centres.

為促進優質工作及為本集團及其員工創造互惠互利，公平、尊重及多元化文化一直是本集團長期以來的追求。為此，本集團完善的僱傭政策使我們能夠考慮晉升優秀員工，我們的多元化培訓項目由專業團隊設計，以滿足培訓中心員工的不同需求。

Given a rapid adoption rate of advanced technology and innovation in the application of sustainable energy resources nowadays, the Group is deeply aware that to stay competitive in the market, keeping abreast of and investing more in eco-friendly technologies are of paramount importance. As such, the Group has developed its sustainability strategies with aims to create long-term benefits to its stakeholders and to engender positive impacts to the environment and society. The Group is also committed to constantly reviewing and adjusting its sustainability policies to satisfy the ever-changing needs of its stakeholders. Details of its management approach in environmental and social aspects can be found in the different sections of this ESG Report.

鑒於現今先進技術快速的採用率及可持續能源資源的應用創新，本集團深知需要在市場上保持競爭力，緊隨並加大力度投資環保技術至關重要。因此，本集團已制定其可持續發展策略，旨在為其持份者創造長期利益，並對環境及社會產生正面影響。本集團亦致力不斷檢討及調整其可持續發展政策，以滿足其持份者不斷變化的需求。本集團於環境及社會方面的管理方法見本環境、社會及管治報告的不同分節。



LETTER TO OUR STAKEHOLDERS 致持份者的信

DEAR VALUED STAKEHOLDERS,

2020 was an unprecedented year punctuated by the pain of tragic events around the world. The outbreak of the pandemic severely impacted and drastically changed the realities of the world and the way businesses operated. Despite the uncertain and ongoing challenges, we still remained steadfast in delivering on our commitments to sustainability, and unwaveringly worked on the achievement of our sustainability strategy and goals.

IN THE PERILOUS TIMES

Facing the pandemic crisis, our uncompromising ethics and integrity, as well as our fearless persistence, guided us forward. With three decades of experience in providing professional beauty and healthcare services with the best value to our customers, we fought hard against the new and significant downside risks and navigated the year in the best possible condition.

Throughout the year, the health and safety of our employees was our absolute priority. In response to the government's anti-pandemic measures, the business has been suspended for some time during the year. However, we set a series of precautionary measures to protect our staff as well as our customers when business resumed, and our employees also took adaptive initiatives to support the Group.

STAYING FOCUSED AGAINST OUR GOALS

Staying aligned with the Sustainable Development Goals (SDGs), sustainability is a fundamental part of our business strategy. Following our prioritised and selected targets, our Board and management team have been driving sustainability throughout the organisation and leading our actions with a focus that resonates with our unique business values and ESG culture.

Over the past 30 years, we were committed to delighting and inspiring our customers with innovative products and services. For instance, as our customers' interests and expectations about ingredients keep evolving, we have adjusted our products, prioritising hypoallergenic, non-toxic, and oil-free chemical products and materials containing natural fragrances during procurement.

Our employees are the valuable assets that have been essential to our long-term success and the catalyst to promote sustainability within our organisation and along our value chain. We provide our employees with professional job-based training programmes such as management knowledge, sales techniques and other skills in beauty care, and also plan to empower, upskill and educate our staff around sustainability-related topics through interactive workshops and activities.

尊敬的持份者：

二零二零年前所未有地面臨世界各地悲慘事件。疫情的爆發嚴重影響並徹底改變了世界的現況和企業的經營方式。儘管面臨不確定和持續的挑戰，我們仍然堅定不移地兌現我們對可持續發展的承諾，並堅持不懈地為努力實現我們的可持續發展策略及目標。

於危難時刻

面對疫情危機，我們堅定的道德及誠信，以及我們無所畏懼的堅持，指引著我們前進。憑藉向顧客提供最值價值的專業美容保健服務方面的三十年經驗，我們努力應對新的重大下行風險，並以最佳可能狀態渡過這一年。

於整個年度，我們員工的健康與安全絕對是首要。為響應政府的防疫措施，業務於年內已暫停一段時間。然而，我們制定了一系列預防措施，以於業務恢復時保護我們的員工及顧客，而我們的員工亦採取適應性措施來支持本集團。

專注於我們的目標

可持續發展是我們業務策略的基本組成部分，我們致力與可持續發展目標保持一致。遵循我們優先考慮及選定的目標，我們的董事會及管理團隊一直在推動整個組織的可持續發展，並以與我們獨特的商業價值及環境、社會及管治文化產生共鳴的重點帶領我們行動。

於過往30年內，我們致力通過創新的產品及服務來滿足及激勵顧客，例如，隨著客戶對原料的興趣與期望不斷變化，我們對產品進行了調整，於採購時優先考慮防過敏、無毒害、不含石油化學產品和含天然芳香劑的產品。

僱員是我們的寶貴資產，對我們的長期成功至關重要，亦是我們的組織內及價值鏈中促進可持續發展的催化劑。我們為員工提供專業的工作相關培訓計劃，如管理知識、銷售技巧及其他美容護理技能，並計劃通過互動研討會和活動，圍繞可持續發展相關主題，以裝備、提升及教育員工。

ACCELERATING INTO THE SUSTAINABLE FUTURE

Foreseeing the beauty industry in the post-pandemic era, the acceleration of digitalisation will become an increasingly important component that influences how we live and work. Facing the inundation of digital tools and learning technologies that are transforming many industries, we are prepared and already ahead of the curve. "iconX", a digital business card social networking system, for example, is one of many solutions we have invested in. The membership cards of our existing 600,000 members will be gradually changed to e-cards, forming a new normal of online and offline services that are seamlessly intertwined. In past years, the Group has shown resilience, tenacity and compassion throughout the tumultuous times. As the future unfolds, we will continue to learn, adapt and evolve to be a stronger enterprise that leverages technologies for changes towards sustainability. For the next decade, we will continue this unique adventure that takes us to new heights.

Last but not least, on behalf of the Board, I would like to express my sincere gratitude to all stakeholders, our dedicated staff, and our loyal and faithful management team who have worked hand in hand through our sustainability journey. I am pleased to introduce this ESG Report to our audience, demonstrating the approach and performance in terms of sustainable development of Modern Healthcare Technology for the year ended 31 March 2021.

Dr. Tsang Yue, Joyce

Chief Executive Officer

31 August 2021

加速邁向可持續的未來

我們能預見於疫情過後的美容行業，數字化的加速將成為日益重要的組成部分，影響我們生活及工作方式。面對正改變眾多行業的數字化工具及學習技術，我們已作充分準備並走在最前。如「iconX」（一個數字名片社交網絡系統）為我們投資的眾多解決方案之一。其現有600,000名會員的會員卡將逐漸更換為電子卡，形成線上及線下服務無縫連接的新常態。於過往幾年，本集團於困難時期表現出韌性、堅韌及同理心。隨著未來的發展，我們將繼續學習、適應及發展成為一個更強大的企業，利用技術改變促進可持續發展。於未來十年，我們將繼續該獨特的旅程，走向新的高度。

最後，本人謹藉此機會代表董事會，衷心感謝所有持份者、敬業的員工及忠實的管理團隊於我們可持續發展的旅途上攜手向前。本人欣然向讀者提呈本環境、社會及管治報告，展示現代健康科技截至二零二一年三月三十一日止年度在可持續發展方面的方針及表現。

曾裕博士

行政總裁

二零二一年八月三十一日

STAKEHOLDER ENGAGEMENT 持份者參與



Listening to the opinions of our stakeholders is constructive for an objective and comprehensive evaluation of the Group's ESG performance. The Group sees an evidence-based stakeholder engagement as a ongoing process that helps the Group to stay ahead of the megatrends of the society and overcome challenges. The Group has identified six key stakeholder groups including the government and regulatory authorities, shareholders, employees, customers, suppliers and general public, whose opinions and thoughts are believed to be having significant influence on the Group's decisions or being significantly influenced by the Group's actions.

With the goal to strengthen corporate sustainability approach and performance while enhancing stakeholders' awareness of ESG and sustainability issues, the Group has put immense efforts into stakeholders' inclusiveness and effective communication with both internal and external stakeholders to foster a sound relationship with them through a wide range of communication channels, which are highlighted in the table below.

聆聽持份者的意見對本集團環境、社會及管治表現的客觀及全面評估有建設性作用。本集團視基於證據的持份者參與為一個持續經營過程，有助本集團領先社會大趨勢及克服挑戰。本集團已識別六個關鍵持份者團體，包括政府與監管機構、股東、員工、顧客、供應商及公眾，相信彼等意見及想法對本集團的決策有重大影響或受本集團的行動重大影響。

為達成企業提升可持續發展方針及表現的目標，同時提高持份者對環境、社會及管治及可持續發展議題的認識，本集團於持份者的包容性以及內部及外部持份者的有效溝通上付出了巨大的努力，透過下表所列的各種溝通渠道與彼等建立良好關係。

STAKEHOLDER ENGAGEMENT

持份者參與

Stakeholders 持份者	Expectations and concerns 期望及關注事項	Communication Channels 溝通渠道
Government and regulatory authorities 政府與監管機構	<ul style="list-style-type: none"> — Compliance with laws and regulations — 遵守法律法規 — Sustainable development — 可持續發展 	<ul style="list-style-type: none"> — Supervision on complying with local laws and regulations — 監察遵守當地法律法規之情況 — Routine reports — 常規報告
Shareholders 股東	<ul style="list-style-type: none"> — Return on investments — 投資回報 — Corporate governance — 企業管治 — Business compliance — 業務合規 	<ul style="list-style-type: none"> — Regular reports and announcements — 定期報告和公告 — Regular general meetings — 定期股東大會 — Official website of the Group — 本集團官方網站
Employees 員工	<ul style="list-style-type: none"> — Employees' compensation and benefits — 員工薪酬及福利 — Career development — 職業發展 — Health and safety in the working environment — 工作環境的健康及安全 	<ul style="list-style-type: none"> — Performance reviews — 績效審查 — Regular meetings and training — 定期會議和培訓 — Emails, notice boards, hotline, and employee engagement activities — 電郵、通告板、熱線及員工參與活動
Customers 顧客	<ul style="list-style-type: none"> — High-quality products and services — 高品質的產品和服務 — Protection of the rights of customers — 保障顧客的權利 	<ul style="list-style-type: none"> — Customer satisfaction survey — 顧客滿意度調查 — Face-to-face meetings and on-site visits — 會面和現場訪問 — Customer service hotline and email — 顧客服務熱線和電子郵件
Suppliers 供應商	<ul style="list-style-type: none"> — Fair and open procurement — 公平公開採購 — Win-win cooperation — 雙贏合作 	<ul style="list-style-type: none"> — Open tendering — 公開投標 — Suppliers' satisfactory assessment — 供應商的滿意度評估 — Telephone conferences, face-to-face meetings and on-site visits — 電話會議、會面和現場訪問
General public 公眾	<ul style="list-style-type: none"> — Involvement in communities — 參與社區 — Business compliance — 業務合規 — Environmental protection awareness — 環境保護意識 	<ul style="list-style-type: none"> — Media conferences and responses to inquiries — 媒體會議及回應質詢 — Public welfare activities — 公共福利活動

MATERIALITY ASSESSMENT

Since ESG risks and opportunities for the Group vary across different stakeholders with various backgrounds and concerns, the Group undertook an annual review in identifying and understanding its stakeholders' main concerns and material interests for the ESG report.

In FY2020/2021, we engaged our stakeholders to conduct a materiality assessment based on the principles of accuracy and objectivity. A stepwise approach has been taken to obtain the final results:

Step 1: Stakeholder identification

Stakeholder groups were identified based on the degree to which they were affected by the Group's activities and relationships, as well as by their ability to influence the Group's business objectives.

Step 2: Desktop impact assessment

To understand which relevant topics impacted most on sustainable development, and therefore needed to be managed with the highest priority, a desktop impact assessment was performed, in which the Group evaluated the impacts of each relevant topic on the Group's sustainable development at the different stages of its value chain.

LIST OF MATERIALITY ISSUES

ENVIRONMENTAL IMPACTS		環境影響
1.	GHG Emissions	溫室氣體排放
2.	Air Pollution	空氣污染
3.	Energy Management	能源管理
4.	Water & Wastewater Management	水資源及廢水管理
5.	Solid Waste Stewardship	固體廢物處理
6.	Materials Management	材料管理
7.	Land Use, Ecosystem & Biodiversity	土壤的使用、生態系統及生物多樣性
8.	Climate Change Mitigation & Adaptation	氣候變化的應對及適應
9.	Packaging Material Management	包裝材料管理
10.	Renewable & Clean Energy	可再生及潔淨能源

重要性評估

由於環境、社會及管治方面的風險及機遇因應有各種背景及關注事項的不同持份者而存在差異，本集團進行了年度檢討，以於環境、社會及管治報告確定及瞭解持份者的主要關注事項和重大權益。

於二零二零／二零二一年財政年度，我們讓持份者參與進行根據準確性及客觀性原則的重要性評估。根據逐步方法獲得最終結果：

步驟1：識別持份者

持份者團體乃根據彼等受本集團活動及關係影響的程度以及彼等影響本集團業務目標的能力釐定。

步驟2：研究影響評估

為了解最影響可持續發展並需優先處理的相關議題，我們進行了研究影響評估，其中本集團評估其價值鏈中於不同階段的各個有關本集團可持續發展的相關議題。

重要性議題列表

EMPLOYMENT & LABOUR PRACTICES		僱傭及勞工常規
11.	Diversity & Equal Opportunity	多元化及平等機會
12.	Employee Remuneration & Benefits	員工薪酬及福利
13.	Occupational Health & Safety	職業健康與安全
14.	Employee Development & Training	員工發展及培訓
15.	Preventing Child & Forced Labour	防止童工和強制勞工
16.	Labour Practices	勞工慣例

OPERATING PRACTICES		營運慣例
17.	Green Procurement	綠色採購
18.	Communication & Engagement with Suppliers	與供應商溝通及委聘
19.	Environmental Risk (e.g. pollution) Management of Supply Chain	供應鏈管理的環境風險(如污染)
20.	Social Risk (e.g. human rights or corruption) Management of Supply Chain	供應鏈管理的社會風險(如人權或貪污)
21.	Supply Chain Materials Sourcing & Efficiency	供應鏈材料採購及效率
22.	Health & Safety Relating to Products/Services	與產品/服務相關的健康與安全
23.	Customers Welfare	顧客福利
24.	Marketing & Promotion	行銷和推廣
25.	Intellectual Property Rights	知識產權
26.	Product/Service Quality	產品/服務質量
27.	Customer Privacy & Data Security	顧客私隱及數據安全
28.	Labelling Relating to Products/Services	與產品/服務相關的標籤
29.	Product Design & Lifecycle Management	產品設計創新及產品生命週期管理
30.	Access & Affordability	可取及可負擔性
31.	Business Ethics & Anti-corruption	商業道德及反貪污
32.	Internal Communication & Grievance Mechanism	內部溝通及申訴機制

COMMUNITY INVESTMENT		社區投資
33.	Community Engagement	社區參與
34.	Participation in Philanthropy	參與慈善活動
35.	Cultivation of Local Employment	促進當地就業
36.	Local Environmental Protection	當地環境保護
37.	Support of Local Economic Development	支持當地經濟發展

LEADERSHIP & GOVERNANCE		領導力和管治
38.	Business Model Adaptation and Resilience to Environmental, Social, Political and Economic Risks and Opportunities	商業模式對環境、社會、政治和經濟風險和機遇的適應性和恢復力
39.	Management of the Legal & Regulatory Environment (regulation-compliance management)	法律監管環境管理(法律合規管理)
40.	Critical Incident Risk Responsiveness	重大事件風險應對能力
41.	Systemic Risk Management (e.g. Financial Crisis)	系統性風險管理(如財務危機)

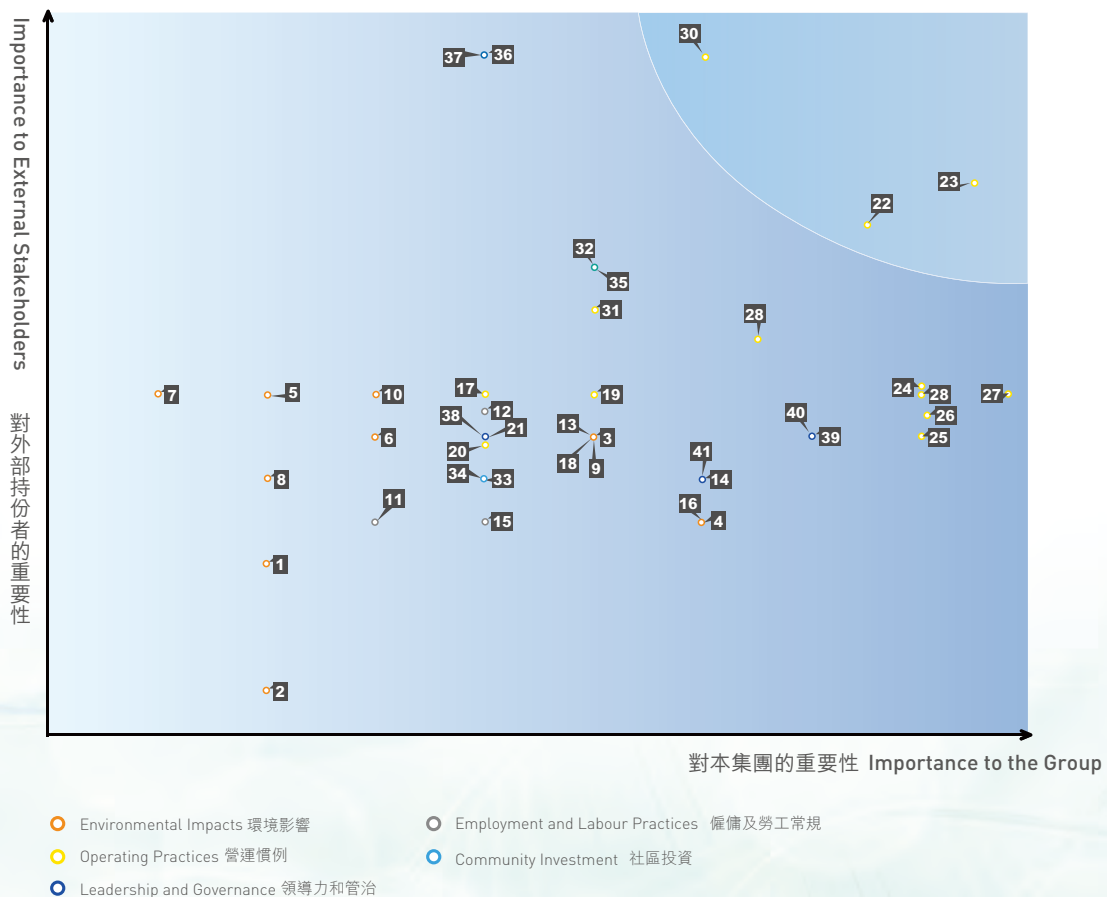
Step 3: Prioritisation and materiality matrix

Integrating all the inputs gathered through the process, a materiality matrix was generated as shown below.

步驟3：釐定優先次序及重要性矩陣

整合過程所得的所有輸入數據，從而生成重要性矩陣，如下圖所示。

Stakeholder Engagement Materiality Matrix
持份者的參與重要性分析矩陣



Step 4: Matrix validation and sustainability strategy

According to the matrix above, “Customer satisfaction (Welfare)”, “Marketing and Promotion” and “Anti-corruption policies and whistle-blowing procedure” were identified as the topmost material topics to our business operations. Meanwhile, other relatively important topics were also discussed in various sections of this ESG Report.

The findings of our sustainability risks assessment and the proposed strategic framework were presented to the Board, which validated the outcome and the way forward. These materiality assessment allowed the Group to highlight the material and relevant aspects in order to meet its stakeholders’ expectations, while also providing the Board with insights in identifying and controlling ESG-related risks that will be reflected in corporate policies and initiatives.

COMMITMENT TOWARDS SDGs

The SDGs are a voluntary framework of 17 global goals, under which the total 169 targets aim to accelerate advancement towards a more sustainable world by 2030. Since the announcement in 2015, the SDGs have become a common touchstone for governments, businesses and civil society in tracking sustainability progress. As it is an imperative to align ESG management with the global long-term trajectory, the Group has pinpointed and focused on three SDGs, where the Group can have the most impact to deliver on the vision of a more sustainable world for all.

步驟4：矩陣驗證及可持續發展策略

根據上述矩陣，「顧客滿意度(福利)」、「行銷和推廣」及「反貪污政策及舉報流程」已識別為我們業務營運的最重要議題。同時，其他相關重要議題亦於本環境、社會及管治報告的不同分節有所討論。

可持續發展風險評估的結果及建議策略框架已向董事會提呈，確認結果及未來方向。該等重要性評估使本集團著重標示重大及相關方面，以迎合其持份者的期望，同時亦為董事會提供見解，識別及控制環境、社會及管治相關風險，並將於企業政策及措施中反映。

堅持可持續發展目標

可持續發展目標是一組共17個全球目標的自願框架，其中合共169個目標旨在於二零三零年加速步向更可持續的世界。自二零一五年宣佈後，可持續發展目標已成為政府、企業及社會大眾用於追蹤可持續發展進展的普遍試金石。由於環境、社會及管治管理須與全球長期發展軌跡保持一致，本集團已選定及專注於三個能發揮最大影響力，為所有人實現更可持續世界的願景的可持續發展目標。

1 NO POVERTY

消除貧窮



To integrate SDGs into the Group’s business strategies and operations, the Group is committed to selecting and contributing to SDG Target 1.2 on reducing the portion of people of all ages living in poverty. To accomplish the Target, the Group strengthens its creation of employment opportunities and promotes job security by providing decent work, considerable wages and allowing flexible working hours to enable its people to adequately fulfil their roles while paving a path out of poverty, which was shown in the difficult times amid the economic downturn caused by the pandemic.

Meanwhile, possessing dozens of shops and service centres across Asia, the Group has leveraged its reputation and influence to eliminate any modern slavery, forced labour or bonded labour in its supply chain. The Group respects human rights in the supply chain management through the implementation of the supplier code of conduct and pays fair prices to all suppliers, which helps to build the capacity of low-income communities.

為將可持續發展目標納入本集團的業務戰略及營運，本集團致力選擇和促進可持續發展目標1.2，即減少所有年齡層的貧困人口比例。為實現該目標，本集團通過提供良好工作、可觀的工資及具彈性的工作時間來加強創造就業機會並促進工作安全，從而使人們能夠有效地履行彼等的職責，同時於疫情造成的經濟衰退的困難時期中，走向脫貧之路。

同時，本集團在亞洲擁有數十家店舖及服務中心，借助其聲譽和影響力，消除其供應鏈中的任何現代奴役、強制勞工或抵債勞工。本集團通過執行供應商行為準則，尊重供應鏈管理中的人權，向所有供應商支付公平的價格，幫助建立低收入社區的能力。

2 ZERO HUNGER 消除飢餓



In line with the targets under Goal 2, the Group is particularly dedicated to supporting the achievement of Target 2.2 on ending all forms of malnutrition and addressing the nutritional needs of adolescent girls and women. Given the significant influence of the beauty industry on people's diets and choice of food, the Group has been working hard on providing healthy and balanced products for its customers, with sufficient information labelled clearly to enable its customers to make informed choices. In the meantime, the Group also raises the awareness of its staff on health through training and a variety of workplace programmes.

與目標2一致，本集團尤其致力支持實現目標2.2，即消除所有缺乏營養的形式及滿足青少年女孩及女士的營養需求。鑑於美容行業對人們飲食和食物選擇的重大影響，本集團一直致力於為顧客提供健康均衡的產品，並清楚標籤充足資料，讓客戶做出明智的選擇。同時，本集團亦通過培訓及各種工作場所計劃提高員工的健康意識。

3 GOOD HEALTH AND WELL-BEING 良好健康與福祉



Ensuring healthy lives and promote the well-being for all is one of the core values that the Group has been holding to. In response to Target 3.1 on reducing global maternal mortality rate, the Group pays attention to the health and safety of its female workers, who constitute the vast majority of the Group's employees. Caring about their wellbeing, the Group has set up an effective management system to standardise the operational practices and encourages a healthy lifestyle by providing decent working conditions. Meanwhile, in addition to the provision of basic personal protection equipment and occupational safety training, the Group's staff has equal access to medical care and medical insurance.

In 2020, the raging pandemic has left panic in people's heart. As a responsible employer, the Group endeavours to curb the spread of this communicable disease, as a focus in Target 3.3, through taking a series of precautionary measures in place to ensure the safety of all staff and the local community.

確保健康生活和促進所有人的福祉是本集團一直堅持的核心價值之一。為響應目標3.1，即減少全球孕產婦死亡率，本集團關注佔本集團員工絕大多數的女性員工的健康與安全。本集團因關心其福祉，並建立有效的管理體系，以規範營運慣例，並通過提供良好工作條件鼓勵健康的生活方式。同時，除提供基本個人防護裝備和職業安全培訓外，本集團員工亦享有平等的醫療福利和醫療保險。

於二零二零年，嚴重的疫情已鬧得人心惶惶。作為負責任的僱主，本集團通過採取一系列預防措施確保所有員工和當地社區的安全，努力遏制該傳染病的傳播，此乃目標3.3的重點。

STAKEHOLDERS FEEDBACK

As the Group strives for excellence, the Group welcomes its stakeholders to comment on the ESG policies and performance to help the Group continuously improve its sustainability performance. Should there be any suggestions or opinions, questions or comments, please feel free to contact the Group through ir@modernhealthcaretech.com.

持份者反饋

由於本集團追求卓越，本集團歡迎其持份者就我們的環境、社會及管治方針及表現提供意見，幫助我們不斷提高可持續發展績效。如有任何建議或意見、問題或評論，敬請閣下透過本集團網站 ir@modernhealthcaretech.com 聯絡本集團。

ENVIRONMENTAL SUSTAINABILITY

環境可持續性

Beyond beauty, the environment is also crucial to the wellbeing of life. The Group aspires to protect the environment by integrating environmental considerations into its daily operations and business practices. Based on its business characteristics, the Group actively responds to the strategic environmental policies of local governments where it operates and has laid great emphasis on improving its energy management system and advocating green workplace.

This section primarily discloses the Group's policies and practices regarding its emissions, use of resources, and environmental and natural resources during FY2020/2021. More quantitative data can be found in Table E1 and E2 of the Appendix.

A.1. Emissions

In FY2020/2021, the Group's major emissions included greenhouse gases ("GHGs"), commercial wastewater and solid wastes. During the year under review, the Group complied with all relevant local environmental laws as set out in the regions where the Group operated, and was not in violation of any laws or regulations relevant to air and greenhouse gas ("GHG") emissions, discharges into water and land, and generation of hazardous and non-hazardous waste, including but not limited to:

- *Water Pollution Control Ordinance (Cap. 358 of the Laws of Hong Kong);*
- *Waste Disposal Ordinance (Cap. 354 of the Laws of Hong Kong);*
- *Waste Disposal (Clinical Waste) (General) Regulation (Cap. 3540 of the Laws of Hong Kong);*
- *Environmental Public Health Act (Cap. 95 of the Laws of Singapore);*
- *Environmental Protection and Management Act (Cap. 94A of the Laws of Singapore);*
- *Law of Environmental Protection of the PRC; and*
- *Water Pollution Prevention and Control Law of the People's Republic of China.*

除美麗外，環境亦對生命的福祉至關重要。本集團通過融入環境考慮因素至其日常營運及業務慣例，矢志保護環境。根據其業務特徵，本集團積極響應其營運所在當地政府的策略性環境政策，並高度重視改善其能源管理系統及提倡綠色工作場所。

本節主要披露本集團於二零二零／二零二一年財政年度有關排放、資源使用、以及環境及天然資源的政策、慣例。更多定量數據見附錄的表E1及E2。

A.1. 排放物

於二零二零／二零二一年財政年度，本集團的主要排放物包括溫室氣體（「溫室氣體」）、商業廢水及固體廢棄物。於回顧年度內，本集團已遵守本集團經營所在地區制定的所有相關的當地環保法律，且並無違反任何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法律或規例，包括但不限於：

- 《水污染管制條例》(香港法例第358章)；
- 《廢物處置條例》(香港法例第354章)；
- 《廢物處置(醫療廢物)(一般)規例》(香港法例第3540章)；
- 環境公共健康法(新加坡法例第95章)；
- 環境保護及管理法(新加坡法例第94A章)；
- 《中華人民共和國環境保護法》；及
- 《中華人民共和國水污染防治法》。

Air and GHG Emissions

The Group's air emission was mainly generated from the consumption of fossil fuels in transportation and the consumption of town gas, with the combustion of diesel occupying over 90% of the total air pollutants. To manage its emissions of air pollutants, the Group has set up internal policies to control the use of private cars and encourage the use of the internet and other online applications to minimise the frequency of unnecessary business travels.

The Group's GHG emissions profile during the year under review was similar to that in FY2019/2020, with Scope 2 (Energy Indirect Emissions) dominating 99% of the annual total GHGs of the Group. As GHG emissions are positively correlated to electricity and energy consumption, the Group is committed to reducing the consumption of energy resources in its daily operations with effective measures that are further described in section A.2. "Use of Resources" of this ESG Report.

Non-hazardous Waste

In FY2020/2021, the Group did not generate any hazardous wastewater or hazardous solid waste. The non-hazardous wastewater and solid waste discharged by the Group in FY2020/2021 mainly consisted of domestic wastewater and packaging waste generated from the daily operations of the beauty salons and shops.

The wastewater was normally discharged to the wastewater treatment plant through the sewage pipework. Since the amount of wastewater mainly depends on freshwater consumption, the Group has adopted specific measures to reduce its water consumption, which are further described in section A.2. "Use of Resources" of this ESG Report.

To further lower the amount of solid waste, the Group upholds and disseminates the "3R principles – reduce, reuse and recycle" among employees in daily operations. The Group has also scientifically classified its solid waste to maximise the reuse and recycling rate of raw materials. As packaging materials constitutes the largest proportion of the total solid waste each year, the Group has enacted and implemented effective measures concentrating on the improvement of use efficiency of packaging materials in daily operations, including:

- Simplify the packages and use large-volume packaging materials;
- Purchase biodegradable packaging materials; and
- Reuse packaging materials such as utilising the large-volume packages for storing documents.

廢氣及溫室氣體排放

本集團的廢氣排放主要來自運輸中的石化燃料消耗及煤氣消耗，燃燒柴油佔總空氣污染物超過90%。為管理其空氣污染物的排放，本集團已設立內部政策，以控制使用私家車及鼓勵使用互聯網及其他線上應用程式以最大程度減少不必要的商旅。

本集團於回顧年度的溫室氣體排放情況與二零一九／二零二零年財政年度相似，範圍二（能源間接排放）佔本集團年度總溫室氣體排放99%。由於溫室氣體的排放量與電力及能源消耗呈正相關，本集團致力減少日常營運中的能源消耗，具體有效措施於本環境、社會及管治報告中A.2.「資源使用」進一步闡述。

無害廢棄物

於二零二零／二零二一年財政年度，本集團並無產生任何有害廢水或有害固體廢棄物。於二零二零／二零二一年財政年度，本集團排放的無害廢水及固體廢棄物主要包括產生自美容院及美容店的日常營運的生活廢水及包裝廢棄物。

廢水通常通過排水管道進入污水處理廠。由於廢水的產生量與淡水的用量密切相關，本集團採取了多項針對性措施以減少耗水，具體措施於本環境、社會及管治報告中A.2.「資源使用」進一步闡述。

為進一步減少固體廢棄物的數量，本集團於員工的日常營運中堅持及提倡「3R原則—減少使用、物盡其用、循環再造」。本集團亦科學分類其固體廢棄物，以使原材料的重用及循環再造比率最大化。由於包括材料構成每年總固體廢棄物的最大部分，本集團已制定及實施有效措施，集中提升包裝材料於日常營運中的使用效率，包括：

- 簡化包裝及使用大容量包裝物料；
- 採購可生物降解的包裝物料；及
- 重用包裝物料，例如使用大容量的包裝物料儲存文件。

Progress

In FY2020/2021, the Group further strengthened its efforts in optimising its use of fuels for transportation. All types of air pollutants dropped in varying degrees, with SO_x, NO_x and PM declining by approximately 54.9%, 18.4% and 30.4%, respectively. Meanwhile, to depict a fuller picture of Group's environmental performance in emission control, the Group expanded its data collection scope to include the service centres in the PRC. Despite the scope expansion, all emissions of the Group still fell, primarily due to the temporary suspension of business caused by the pandemic and the effective implementation of the Group's environmental principles. For instance, the total GHG emissions of the Group plunged by 56% as compared to the figure in FY2019/2020, while the amount of non-hazardous solid waste and wastewater also diminished by 48% and 32% respectively.

During the year under review, the Group was not in violation of any relevant environmental laws and regulations, which have a significant impact on the Group, related to emissions.

A.2. Use of resources

The Group complied with the relevant laws and regulations in relation to its use of resources in Hong Kong, the PRC and other areas where the Group operated during the year under review. In FY2020/2021, the major resources used by the Group included electricity, water, diesel, town gas and packaging materials. The resources consumed by the Group in FY2020/2021 are illustrated in Table E2 in the Appendix.

Energy – Electricity

Taking up more than 98% of the Group's annual energy profile, electricity was primarily consumed by the Group in its daily operations of beauty salons and shops. To improve its energy efficiency and thus lowering the related GHG emissions, the Group has implemented a series of internal practices, such as:

- Switch off all idling lights and electrical appliances;
- Replace energy-intensive equipment with energy-efficient ones such as LED lights;
- Prioritise energy-efficient equipment with "Grade 1" energy label during procurement;

進展

於二零二零／二零二一年財政年度，本集團進一步加大力度優化其於運輸時的燃料使用。所有類型的空氣污染物有不同程度的下降，SO_x、NO_x及PM分別減少約54.9%、18.4%及30.4%。同時，為了更全面展示本集團在排放控制方面的環境表現，本集團擴大其數據收集範圍，將中國的服務中心包括在內。儘管範圍擴大，但本集團各項排放量仍有所下降，主要是受疫情影響暫時停業，以及本集團環保原則的有效落實。例如，本集團溫室氣體排放總量較二零一九／二零二零年財政年度下降56%，而無害固體廢棄物及廢水產生量亦分別下降48%及32%。

於回顧年度內，本集團並無違反任何對本集團有重大影響的有關排放的相關環境法律及規例。

A.2. 資源使用

於回顧年度內，本集團遵守有關香港、中國及其日常經營所處其他地區資源使用的相關法律及法規。於二零二零／二零二一年財政年度，本集團所使用的主要資源包括電力、水、柴油、煤氣及包裝物料。本集團於二零二零／二零二一年財政年度使用的資源載列於附錄表E2。

能源 – 電力

電力佔本集團年度能源總量的98%以上，本集團的電耗主要來源於美容中心及店舖的日常營運。為提高能源效率，並從而降低相關溫室氣體排放，本集團已實施一系列內部措施，例如：

- 關閉全部閒置燈光及電器；
- 以節能設備如LED燈替代高耗能設備；
- 於採購時優先選擇具有「一級」能源標籤的節能設備；

- Establish the department responsible for the repair and maintenance of electronic appliances in every service centre to keep the high efficiency and lengthen the lifespan of the equipment; and
- Hold regular education seminars and workshops about electricity conservation among employees.

Energy – Liquid fuels

In FY2020/2021, the Group consumed diesel for vehicle transportation and business operations. To better manage its use of fossil fuels and its related emissions, the Group minimised its use of gasoline to zero during the year under review. The elimination of gasoline vehicles resulted in a 11% drop of liquid fuels in total as compared with that in FY2019/2020. To step up its efforts in controlling the use of fossil fuels for vehicle transportation, the Group has encouraged the implementation of energy-saving practices, such as:

- Make use of telephone conferences instead of physical meetings to avoid unnecessary business travels;
- Encourage employees to take public transport instead of driving their private cars; and
- Replace highly polluting vehicles with electric and energy-efficient ones.

Water

Given its business nature, the Group's business is not water intensive yet freshwater is still an indispensable resource supporting the Group's daily operations. In FY2020/2021, the Group did not encounter any problem in sourcing water. With water scarcity becoming an increasingly pressing issue around the world, the Group is dedicated to conserving the precious water resources by actively monitoring and recording its water consumption, by which the Group can identify rooms for improvement and apply feasible technologies and solutions to enhance the utilisation efficiency of water resources. In FY2020/2021, the Group formulated and implemented relevant internal regulations and policies as shown below:

- Place signs next to water faucets to remind staff of water conservation;
- Adopt water-saving equipment with water efficiency labels;

- 建立部門負責各服務中心的電器維修保養工作，以維持設備的有效運轉並延長使用壽命；及
- 定期舉行有關員工節約電力的教育研討會及工作坊。

能源 – 液態燃料

於二零二零／二零二一年財政年度，本集團耗用柴油主要作車輛運輸及業務營運用途。為更好地管理化石燃料的使用及其相關排放，本集團於回顧年度內將汽油使用量減至零。相較二零一九／二零二零年財政年度，汽油車的淘汰導致液態燃料總量下降11%。為加強控制車輛運輸石化燃料的使用，本集團鼓勵實施節能措施，例如：

- 採用電話會議代替現場會議，以避免不必要的商旅；
- 鼓勵僱員乘坐公共交通代替其私家車；及
- 以電動及節能車輛替代高污染車輛。

水

鑒於其業務性質，本集團的業務並非耗水量大，但淡水仍是支持本集團日常營運不可或缺的資源。於二零二零／二零二一年財政年度，本集團在取水方面並無遇到任何問題。隨著水資源短缺成為全球日益緊迫的問題，本集團致力於保護寶貴的水資源，積極監測及記錄其耗水量，從而確定改進空間及應用可行的技術和解決方案以提高水資源的使用效率。於二零二零／二零二一年財政年度，本集團制定並實施相關內部法規及政策如下：

- 在水喉旁放置告示牌，提醒員工節約用水；
- 採用具節水標籤的節水設備；

- Strengthen the inspection and maintenance on water taps, water pipelines and water storage systems to reduce the risk of accidental leaks or bursts; and
- Fix dripping water taps in time when leakage occurs.

Packaging materials

Packaging materials, including packages, bottles and paper bags, have long been one of the major types of resources consumed by the Group in its beauty salons and shops. Nowadays, governments and various industry associations have issued standards to promote eco-friendly packaging materials. To better control its consumption of packaging materials during daily operations, the salon shops and stores of the Group that embrace circularity measures, have put forward a number of innovative and cost-effective packaging solutions and concentrated their efforts on collecting, sorting out, measuring and recording the packaging materials in terms of size, weight and product type that have been used during the year under review, which was believed to be a fundamental step for the Group to better manage its procurement of packaging materials, thereby making drastic and effective plans to minimise the consumption and unnecessary waste. Adhering to the “3R principles”, the Group believes that reducing packaging waste is the most essential step it should take and will insist on supporting it as part of its strategy in the conservation of material resources.

- 加強水喉、水管及貯水系統的巡查及保養以減少意外洩露或爆裂的風險；及
- 水喉漏水時，即時修理滴水水喉。

包裝物料

包裝物料(包括包裝盒、瓶子及紙袋)為本集團美容院和店舖消耗的資源的主要類別之一。目前，政府及不同行業協會已發出標準提倡環保包裝物料。為於日常營運中更好地控制其包裝物料的消耗，本集團採取循環性措施的美容中心及專賣店已提出若干創新及具成本效益的包裝方案，努力收集、整理、測量及記錄於回顧年度內使用的包裝物料的大小、重量及產品類型，相信此是一個使本集團更好管理其包裝物料採購的根本舉措，從而制定嚴厲有效的計劃以盡量減少消耗及不必要的浪費。秉承「3R原則」，本集團認為減少包裝廢物是最重要的一步，並將堅持支持此舉作為其節約物料資源策略的一部分。

3R PRINCIPLES 3R原則

REDUCE 減少使用

- Continuous evaluation to identify opportunities for reduction of packaging materials with lighter raw materials
持續評估以識別使用較輕原材料減少包裝材料用量的機會
- Seek more environmentally-friendly raw materials as packaging materials
尋找更環保的原材料作為包裝材料
- Encourage the practices of minimal packaging
鼓勵採用極簡包裝
- Forecast the order volume and estimate the consumption of packaging materials based on the database to prevent overstock
根據數據庫預測訂單量及估計包裝物料消耗，避免存貨過多

REUSE 物盡其用

- Promote the reuse of packaging materials in various types
提倡再利用各類包裝材料

RECYCLE 循環再造

- Strengthen the recycling of plastic and paper-made materials
加強塑料及紙製品的回收利用
- Keep abreast with the growing interest in the circular economy, make use of industrial side streams and recycle materials as ingredients for products and packaging appropriately
緊跟對循環經濟日益增長的利益，合理利用工業副產品和回收材料作為產品和包裝的成分

Progress

In FY2020/2021, the amount of energy consumed by the Group declined by 37% as compared with that in FY2019/2020, with the amount of town gas dropping by 49%. Meanwhile, a 32% reduction was recorded in water withdrawal, and a 48% fall was observed in the consumption of packaging materials by the Group during the year under review. The substantial decrease in the use of resources, despite the expansion of data collection scope, was mainly due to the temporary suspension of business caused by the pandemic. Nevertheless, the Group will continue to work on the solutions to minimise its water footprint, endeavour to delve into the innovative approaches to enhancing energy efficiency during operations and further optimise its resource management system, in an effort to maintain its good progress in the new normal after the pandemic.

A.3. The environment and natural resources

Since establishment, the Group's mission has been to make life more beautiful and healthier and to push the boundaries of what is possible to help the beauty industry evolve in a sustainable way. Over the years, the Group has put an effort in fulfilling its environmental responsibilities by monitoring and controlling its consumption of natural resources. Although the Group's routine operations barely lead to significant environmental pollution or impose a heavy burden on natural resources, GHG emissions and the consumption of energy resources, among many issues, were considered to be relatively material environmental impacts of the Group in FY2020/2021 based on its annual review.

As the Group strives to be exemplary with a long-term vision, its actions are anchored in its value of pursuing beauty. The Group acts to protect the beauty of the planet by fighting against climate change, respecting the environment and preserving natural resources. The Group is committed to minimising carbon and waste through collective actions with all its staff as well as the engagement with its customers. For instance, sharing stationery, using boxes to recycle paper, setting duplex printing as default mode, reusing old envelopes and promoting electronic information management system are the common practices that the Group has adopted to reduce the resource consumption in office operations. In addition, the Group has encouraged its customers to participate in the environmental campaigns. Through "iconX", a social networking system invested by the Group, the Group has promoted the use of electronic receipts and business cards instead of printing materials for its customers. Meanwhile, the Group requires its employees to learn and adopt eco-friendly practices into daily lives, including the involvement in planting activities. In recent years, the Group has received many awards and certificates in seeking environmental sustainability and promoting "green" working space, such as the World Green Organisation's "Green Office Label".

成效

本集團於二零二零／二零二一年財政年度的能源消耗量相較二零一九／二零二零年財政年度減少37%，其中煤氣消耗量減少49%。同時，於回顧年度內，本集團取水量減少32%及包裝材料消耗減少48%。儘管數據收集範圍擴大，但資源使用仍大幅減少，主要是由於疫情導致業務暫時停業。儘管如此，本集團將繼續致力於盡量減少其用水足跡，努力探索創新方法以提高運營的能源效率，並進一步優化其資源管理系統，以在疫情後的新常態下保持良好發展。

A.3. 環境及自然資源

自成立以來，本集團的使命一直是讓生活更美好、更健康，並不斷突破界限，幫助美容行業以可持續方式發展。多年來，本集團通過監察及控制其自然資源消耗，投入大量努力履行其環境責任。儘管本集團的日常營運幾乎不會造成嚴重的環境污染或對自然資源造成沉重負擔，但於眾多議題中，根據年度檢討，溫室氣體排放及能源資源消耗於二零二零／二零二一年財政年度被視為本集團相對重大的環境影響。

由於本集團努力以長遠的眼光成為模範，其行動建基於其追求美麗的價值觀。本集團通過應對氣候變化、尊重環境及保護自然資源，以守護地球的美麗。本集團致力於通過與所有員工的集體行動以及與顧客的互動，以最大程度減少碳及廢物。例如，共享文具、使用可循環利用紙盒、將雙面打印設置為默認模式、重用舊信封及推廣電子訊息化管理系統是本集團為減少辦公室營運資源消耗而已採取的慣例。此外，本集團亦鼓勵顧客參與環保活動。通過其投資的社交網絡系統「iconX」，本集團為其顧客推廣使用電子收據和商業名片而非印刷材料。同時，本集團要求員工學習及應用環保慣例於日常生活，包括參加植樹活動。近年來，本集團在尋求環境可持續性和促進「綠色」工作場所方面榮獲多項獎項及證書，例如世界綠色組織的「綠色辦公室標誌」。

The Group is committed to shaping the future of beauty industry by leveraging the best of science and technology. Increasingly inspired by the nature, the Group keeps adjusting the chemical formulas of its products, thereby minimising any pernicious impacts from its business activities and products on the environment. By giving priority to allergy-free, non-hazardous, petrochemical-free materials with natural fragrance, the Group is dedicated to keeping the natural environment and its customers healthy with zero harmful chemicals or materials.

During the year under review, the Group achieved solid progress in the control of emissions and waste discharges, as well as the efficiency improvement of resource consumption. The Group will keep championing the protection of natural environment and resources, and consolidate its management system in seeking sustainable stewardship.

A.4. Climate change

Nowadays, global governments are calling for collective actions of business to limit the rise of global temperature and accelerate the transition towards a low carbon or net-zero carbon future. The Group is proactively responding to the call of fight against climate change and dedicated to taking concrete mitigation and adaptation measures. The Group is aware of the latest climate-related risks and endeavours to integrate short, medium and long-term business considerations with its ESG risk management and Enterprise Risk Management (ERM) framework, which includes:

1. Identification and prioritisation of key climate-related risks and opportunities
2. Analysis of business adaptation under different climate scenarios
3. Development of policies to mitigate risks
4. Communication and disclosure of climate-related risks and opportunities.

借助最先進的科學及科技，本集團致力改變美容行業的未來。本集團日益受大自然啟發，不斷調整其產品的化學配方，從而最大限度地減少其業務活動及產品對環境產生的任何有害影響。本集團優先選用防過敏、無毒害、不含石油化學產品和含天然芳香劑的材料，致力於以零有害化學物質或材料保持自然環境和客戶的健康。

於回顧年度內，本集團於控制排放物及廢物排放及資源消耗的效益提升方面取得實質進展。本集團將繼續倡導保護自然環境和資源，並鞏固其管理體系以尋求可持續管理。

A.4. 氣候變化

現今，全球政府呼籲企業同心協力，限制全球溫度上升及加速轉型至低碳或零碳未來。本集團積極響應呼籲，應對氣候變化及致力採用有效緩解及適應措施。本集團知悉最新氣候相關風險，並努力並整合短期、中期和長期業務考慮至其環境、社會及管治管理與企業風險管理框架，包括：

1. 氣候相關主要風險及機遇識別及優先次序
2. 不同氣候情景下的業務適應分析
3. 制定降低風險政策
4. 溝通及披露氣候相關風險及機遇

As a supporter of the Task Force on Climate-related Financial Disclosures (“TCFD”) recommendations, the Group has been in an early stage of the impact analysis of climate change. As a leading provider of beauty service and products for its clients, the Group’s business relies on natural raw materials for beauty products, whose stable availability and timely delivery is important to the Group’s business operations. The consequences of climate change including more frequent extreme weather events may render the supply chain and logistics of the Group vulnerable to potential physical and transition risks.

With the preliminary assessment of climate-related risks faced by the Group, it is committed to building an effective integrated risk management and internal control system. As part of its mandate, the Board oversees and controls the risks related to climate emergency. In the near future, the Group is dedicated to further demonstrating its climate mitigation and adaptation strategies from perspectives of governance, strategy, risk management and goals and metrics.

為支持氣候相關財務披露工作小組(「氣候相關財務披露工作小組」)的建議，本集團已經處於氣候變化影響分析的早期階段。作為向顧客提供美容服務及產品的領先供應商，本集團的業務依賴天然原料生產美容產品，其穩定的供應和及時的交付對本集團的業務營運至關重要。氣候變化的後果，包括更頻繁的極端天氣事件，可能使本集團的供應鏈及物流容易受到潛在實質及過渡風險的影響。

於初步評估本集團面臨氣候相關風險後，本集團致力建立一個有效的整合風險管理及內部控制系統。作為其職責的一部分，董事會監督及控制與氣候緊急情況相關的風險。未來，本集團致力進一步展示其於管治、策略、風險管理及目標及指標方面的氣候緩解及適應措施。

EMPLOYMENT AND LABOUR PRACTICES

The Group believes that employees' health and wellbeing are crucial for maintaining a productive workplace that drives its continuous and sustainable development. The Group provides its employees a suitable platform for personal and professional development, and endeavours to create a workplace that is secure, equal, supportive and inclusive where staff can feel a sense of belonging and unity.

B.1. Employment

The Group strives to maintain a fair, diverse and equal workplace and ensure that employees enjoy the rights and benefits to which they are entitled. The Group ensures that all of its staff receive a fair treatment from recruitment and promotion, to training opportunities and compensation. As of the end of FY2020/2021, there were a total of 927 employees working for the Group. Table S3 and S4 in the Appendix shows the breakdown of the distribution of the Group's employees by gender, age, employment type and geographical location, and the employee turnover rate by gender and age respectively.

Law compliance

The human resources policies of the Group consistently conform to the applicable employment laws and regulations in Hong Kong and other regions where the Group operates to protect its employees' interests. In FY2020/2021, the Group complied with all material and applicable laws and regulations including the following:

- *Employment Ordinance (Cap. 57 of the Laws of Hong Kong);*
- *Employment Compensation Ordinance (Cap. 282 of the Laws of Hong Kong);*
- *Disability Discrimination Ordinance (Cap. 487 of the Laws of Hong Kong);*
- *Sex Discrimination Ordinance (Cap. 480 of the Laws of Hong Kong);*
- *Race Discrimination Ordinance (Cap. 602 of the Laws of Hong Kong);*
- *Minimum Wage Ordinance (Cap. 608 of the Laws of Hong Kong);*

僱傭及勞工常規

本集團相信，員工的健康和福祉對於維持高效的工作場所至關重要，從而推動其持續及可持續發展。本集團為員工提供適合個人及專業發展的平台，致力營造安全、平等、支持及包容的工作環境，讓員工有歸屬感及團結感。

B.1. 僱傭

本集團致力維持公平、多元及平等的工作場所，確保員工享有應有的權利及待遇。本集團確保所有員工於招聘及晉升、培訓機會及補償方面獲公平對待。截至二零二零／二零二一年財政年度末，合共有927名員工於本集團工作。附錄中表S3及S4分別顯示按性別、年齡、僱傭類型及地理位置劃分的本集團僱員明細，以及按性別和年齡劃分的僱員流失比率。

遵守法律

本集團的人力資源政策一貫遵守香港及本集團營運所在的其他地區的適用僱傭法律法規，以保障僱員的利益。於二零二零／二零二一年財政年度，本集團已遵守所有重大相關法律法規，包括：

- 《僱傭條例》(香港法例第57章)；
- 《僱員補償條例》(香港法例第282章)；
- 《殘疾歧視條例》(香港法例第487章)；
- 《性別歧視條例》(香港法例第480章)；
- 《種族歧視條例》(香港法例第602章)；
- 《最低工資條例》(香港法例第608章)；

- *Mandatory Provident Fund Schemes Ordinance (Cap. 485 of the Laws of Hong Kong);*
- *Employment Act (Cap. 91 of the Laws of Singapore); and*
- *Labour Law of the People's Republic of China.*

During the year under review, the Group provided its employees with mandatory social insurance and medical insurance schemes. The Human Resources Department of the Group and its subsidiaries are responsible for reviewing and updating relevant company policies regularly in accordance with the latest laws and regulations.

Recruitment and promotion

The Human Resources Department of the Group has established and implemented an annual recruitment plan according to the its objective to build a qualified and experienced team. Focusing on the applicants' talents and competency, the Group's recruitment policies and criteria do not have any restrictions on gender or age. The Internal Audit Department is responsible for the reviewing and reporting of the implementation and performance of the recruitment plans to ensure that the recruitment process adopted by the Group is transparent and fair. To attract a high-calibre workforce, the Group offers competitive and fair remuneration and benefits based on individuals' past performance, personal attributes and job experiences. The Group also makes use of various channels to attract talents such as Internet posting and headhunting agencies. To make for more flexibility in handling manpower shortages, newly hired employees are in non-continuous employment contracts. In recognition of the employees' efforts and contribution to the Group's business, the Group has established a series of fair promotion standards to encourage all employees regardless of their gender or age, to improve their performance. All employees have the opportunity to be developed and promoted at the appropriate time.

The promotion system of the Group has been divided into three categories for senior managers, managers and general employees. For senior managers and managers, the supervisors of each level submit promotion recommendations for outstanding managers to the Group. The recommended staff will be promoted after passing through the pre-promotion period. The general employees who have completed the compulsory training programs, exhibited good performance during the course and passed final examinations will be approved for promotion.

- 《強制性公積金計劃條例》(香港法例第485章)；
- 《僱傭法令》(新加坡法例第91章)；及
- 《中華人民共和國勞動法》。

於回顧年度內，本集團向其僱員提供強制性社會保險及醫療保險計劃。本集團及其附屬公司的人力資源部負責根據最新法律法規定期檢討及更新相關公司政策。

招聘及晉升

本集團的人力資源部根據其目標制定及實施年度招聘計劃，並成立合格及經驗豐富的團隊。本集團的招聘政策及招聘標準著重於應聘者的才能及能力，而並無任何性別或年齡限制。內部審計部負責檢討及匯報招聘計劃的執行情況及表現，以確保本集團所採用的招聘流程為透明及公平。為吸引高素質人員，本集團基於個人過往表現、個人品德及工作經驗提供具競爭力及公平的薪酬及福利。本集團亦通過各種渠道吸引人才，如互聯網發佈招聘信息及聘用獵頭公司吸納人才。為使處理人手短缺時有更大的彈性，新入職僱員均須簽訂非連續性僱傭合同。為表彰僱員為本集團業務所作的努力和貢獻，本集團已制定一系列公平的晉升標準，藉此鼓勵所有僱員提高工作績效，而無需考慮性別或年齡差異。所有僱員在適當時候均可獲得發展及晉升機會。

本集團的晉升體系分為高級管理層、經理人員和一般僱員三種類別。就高級管理層及經理人員而言，每一層的上級可就表現優秀的僱員向本集團提出晉升申請。被推薦的僱員成功通過試升階段便可正式晉升。已完成必修培訓項目並在培訓過程中表現良好及最終通過晉升考試的一般僱員均會獲得晉升。

Compensation and dismissal

To retain talents, relevant policies and compensation packages are reviewed by the Human Resources Department with respect to the latest laws and regulations and the market benchmark on a regular basis. The Group offers fair remuneration and benefits based on an individual's past performance, personal attributes, job experiences and career aspiration. Besides, bonuses are offered to employees with excellent performance based on the Group's financial condition and employee's performance to ensure that all employees are recognised by the Group appropriately considering their working efforts and contributions.

Meanwhile, any appointment or termination of the employment contract is based on reasonable, lawful grounds and internal policies. The Group strictly prohibits any kinds of unfair or unreasonable dismissals to protect its employee's rights. The Group has formulated internal policies regulating the procedures for the dismissal of employees.

Working hours and rest period

The Group complies with local laws and regulations relating to working hours and has formulated its internal policies to better manage the working time and rest periods for employees. To monitor employees' attendance in more efficient ways, the Group has introduced an "Application" software for the staff to apply for leave, in which all the processes and records can be checked whenever necessary. In addition to basic annual leave and statutory holidays, employees are also entitled to additional leave benefits, such as marriage leave, maternity leave, paternity leave, funeral leave and birthday leave.

Equal-opportunity and anti-discrimination

The Group treasures forging an inclusive corporate culture, where it embraces the diversity of beauty and the beauty of belonging. The Group is dedicated to driving awareness and acceptance for the rights of individuals in workplace and beyond. With the commitment to equity, all training and promotion opportunities and dismissals and retirement policies are based on factors irrespective of the employees' age, sex, marital status, pregnancy, family status, disability, race, colour, descent, ethnic origins, nationality, religion or any other non-job related factors in all business units of the Group.

報酬及解僱

為挽留人才，人力資源部將參考最新法例法規定期檢討相關政策及薪酬結構。本集團根據個人過往表現、個人素質、工作經驗及職業期望，提供公平的薪酬及福利。此外，本集團會根據財務狀況及僱員表現，向表現出色的僱員授予花紅，以確保所有僱員的努力及貢獻適當地獲得本集團肯定。

同時，本集團任何聘用或終止僱傭合同乃基於合理合法依據且符合內部政策。本集團嚴格禁止任何不公平或不合理的解僱，以保障僱員權利。本集團已制定內部政策規定解僱僱員的程序。

工作時數及假期

本集團遵守當地有關工作時數的法律及規例，並制定其內部政策，以更好地管理僱員的工作時數及假期。為更有效地監控僱員的出勤情況，本集團引進「申請」軟件供員工申請休假，可隨時按需查閱軟件內所有的處理及記錄。除基本年假及法定假日外，僱員亦可享受額外的休假福利，例如婚假、產假、陪产假、喪假及生日假期等。

平等機會及反歧視

本集團珍視營造包容的企業文化，接受多元化及歸屬之美。本集團致力提高工作場所及以外的個人權利的意識和認同。堅持平等，在本集團所有的業務單元中，所有培訓及晉升機會、解僱及退休政策不以僱員的年齡、性別、婚姻狀況、懷孕狀況、家庭狀況、殘疾、種族、膚色、血統、民族、國籍、宗教信仰或任何其他非工作相關因素為依據。

The Group allows zero tolerance in relation to any workplace discrimination, harassment or vilification in accordance with local ordinances and regulations. Employees are encouraged to voice out if they encounter any discrimination and the Human Resources Department of the Group will take the responsibility for assessing, dealing with, recording and taking any necessary disciplinary actions in relation to the case and relevant individuals in a fair and transparent manner in accordance with the local ordinances and regulations.

Other benefits and welfare

The Group offers full-time employees a compelling and competitive benefits package which includes allowance for beauty products and services, overseas accommodation and round-trip tickets, medical benefits, medical subsidies and accidental insurance cover. At traditional festivals, additional bonuses and gifts are offered to its employees. Besides, corporate activities such as gala parties are often held to strengthen the bond between staff.

During FY2020/2021, in response to the public health prevention and control measures, the Group did not organise any physical events. Nevertheless, the Group launched pandemic counselling hotlines and provided its employees with financial subsidies for the purchase of epidemic prevention materials such as face masks.

Meanwhile, the Group listens intently to its employees' needs and concerns through effective two-way internal communication between general and managerial staff. In FY2020/2021, the Group strengthened employee outreach via text messaging, as the Group believed that a strong and positive culture with highly engaged workforce can be conducive to building a competitive advantage for the Group in the constantly evolving beauty landscape. In the future, the Group aspires to improve staff's sentiment towards career development and recognition, and continue to address areas for improvement and remain committed to being responsive to its employees.

In FY2020/2021, the Group was in compliance with relevant laws and regulations in relation to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, welfare, and other benefits that have a significant impact on the Group.

根據當地條例及法例，本集團對任何工作場所的歧視、騷擾或受害行為實施零容忍。本集團鼓勵僱員在遭遇任何歧視的情況下勇於發聲，本集團人力資源部負責根據當地條例及法例公平、透明地評估、處理、記錄案件及相關個人並就此採取任何必要的紀律處分。

其他待遇及福利

本集團為全職僱員提供吸引且具競爭力的待遇，包括提供美容產品及服務、海外住宿及來回機票、醫療福利、醫療津貼及意外保險。於傳統節日期間，本集團亦向僱員發放額外的獎金及禮品。此外，本集團經常舉辦聯歡會等企業活動，加強僱員間的聯繫。

於二零二零／二零二一年財政年度，為響應公共衛生防控措施，本集團並無組織任何實體活動。儘管如此，本集團推行疫情諮詢熱線，並為其員工提供財政補貼，購買如口罩等防疫物資。

同時，通過一般職員與管理人員之間進行有效的雙向溝通，本集團認真傾聽僱員的訴求及關注。於二零二零／二零二一年財政年度，本集團通過短信加強接觸員工，本集團相信強大積極的企業文化加上高度維繫的工作團隊，有利於本集團在不斷發展的美容領域建立競爭優勢。未來，本集團致力提升員工對職業發展及職業認同的態度，並繼續致力改進領域，回應員工的需求。

於二零二零／二零二一年財政年度，本集團在報酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視、福利以及其他待遇方面，遵守對本集團有重大影響的相關法律及規例。

B.2. Health and Safety

Workplace health and safety is always an integral part to the Group's business. The Group is committed to providing and establishing safe working environments for its employees. As a leader in the beauty industry, the Group has robust policies in place and provides ongoing training to its staff that keeps its staff engaged and alert of occupational health and safety in daily operations. In FY2020/2021, the Group was in compliance with relevant laws and regulations in the operating regions, including the *Occupational Safety and Health Ordinance (Cap. 509 of the Laws of Hong Kong)* and *Employees' Compensation Ordinance (Cap. 282 of the Laws of Hong Kong)*.

The Group recorded zero work-related fatalities in the past three years including the reporting year. In FY2020/2021, zero lost days and no work injury were recorded by the Group. Should there be any work-related injury, the Group will perform a thorough review to identify the causes and make proper improvements timely. In pursuit of zero workplace incident, the Human Resources Department of the Group will set up more comprehensive procedures to standardise the reviewing process of occupational injuries in the future, in order to manage and control work-related accidents in a systematic way.

B.2. 健康與安全

工作場所的健康與安全一直是本集團業務不可或缺的一部分。本集團致力為其僱員提供及建立安全的工作環境。作為美容行業的領導者，本集團制定了穩健的政策，並為其員工提供持續培訓，以保持其員工在日常運營中的職業健康與安全意識。於二零二零／二零二一年財政年度，本集團遵守營運區域的有關法律及規例的工作安全與健康政策，包括《職業安全及健康條例》(香港法律第509章)及《僱員補償條例》(香港法律第282章)。

本集團於過往三年(包括報告年度)錄得零因工死亡人數。於二零二零／二零二一年財政年度，本集團錄得零損失工作日數及無工傷，倘有任何工傷，本集團會進行全面檢討，識別原因並及時制定適當的改進措施。在追求零工作場所意外方面，人力資源部將於未來建立更全面的程序規範工傷檢討，以更系統的方式地管理及控制工傷的發生。

No. of the fatal accident in the past 3 years 於過往三年死亡事故數目	No. of occupational death in FY2020/2021 於二零二零／二零二一年 財政年度因工死亡人數	Lost days due to injury in FY2020/2021 於二零二零／二零二一年財政年度 因工傷損失的工作日數
0	0	0

Adhering to the service tenet of "Safe Operation, Safe Service", the Group's safety management approach is overseen by its management and the Safety Committee. The Health and Safety Policy specifies the requirements that all employees are needed to meet. A management team delegated by the Board is responsible for the monitoring and implementation of the policy throughout the distribution, sales and service sites.

遵循「安全操作，服務安全」的服務宗旨，本集團的安全管理方法由管理層及安全委員會監督，健康與安全政策列明所有員工需要遵守的要求。由董事會委任的管理團隊負責在分銷、銷售及服務現場中監督及實施政策。

The Group arranges operational training programmes on the procedures and safety precautions in the utilisation of instruments from time to time to lower the risk of accidents due to improper operations. Workers are required to follow the instructions on the manual from the manufacturers and pass relevant tests before using any instrument. The Group also provides its employees with safety training and handbooks that set out tips and steps about the correct and safe use of relevant machines. To further prevent any operating risks, the Group has assigned qualified professionals to perform safety inspections regularly, ensuring that the instruments are in normal operational state and all operations fully meet the safety requirements.

The Group endeavours to provide all employees with clear guidelines and tools to practise the Group's occupational safety principles. To maintain a clean and safe working environment, the Group prohibits smoking and drinking in the operating regions and organises regular air conditioning system cleaning and carpet disinfection. Besides, the Group keeps the operating regions orderly all the time and puts up warning signs to remind employees of avoiding any accident caused by carelessness when necessary.

All fire equipment is regularly checked and maintained, and all the emergency exits are kept clear without any blockage by rubbish or stock. All the first aid boxes in operating areas are sufficiently stocked and unlocked all the time. Emergency drills are also organised on a regular basis to improve the emergency management skills of its employees.

Safety is central to the Group's corporate values and always a top priority for its employees. During the year under review, the Group was not in violation of any of the relevant laws and regulations in relation to providing a safe working environment and protecting the employees from occupational hazards that have a significant impact on the Group.

Response to the pandemic

During the pandemic, the Group swiftly established a professional taskforce to provide guidance for its employees, develop recovery plans and implement effective measures to engage as safely as possible with its colleagues and customers. The policies included but were not limited to employee health and safety protocols, products and packaging safety, etc.

本集團不時安排使用儀器的操作程序和安全措施的培訓，以降低因不當操作而導致的事務風險。本集團要求員工按照生產商操作手冊的指示進行操作，並在通過相關測試後方可使用任何儀器。本集團亦向其僱員提供安全培訓及載列正確安全使用有關機器的提示及步驟的手冊。為進一步防範任何操作風險，本集團委派合資格專業人員定期進行安全檢查，以確保儀器運作正常及所有操作完全符合安全要求。

本集團致力為所有員工提供清晰的指引及工具，以實踐本集團的職業安全原則。為維持清潔安全的工作環境，本集團禁止在營運區域內抽煙喝酒並定期進行空調系統清潔及地毯消毒。此外，本集團始終保持營運區域秩序井然並於必要時設置警示牌，提醒僱員避免因粗心而發生任何意外。

所有消防設備均會定期檢查及維護，所有緊急出口保持暢通，並無任何垃圾或存貨阻塞。所有作業區的急救箱亦有充足的儲備，並始終不上鎖。我們亦定期組織應急演練，提高員工應急管理技能。

安全是本集團企業價值的核心，亦一直是員工的重中之重。於回顧年度內，本集團並無違反任何對本集團有重大影響的有關提供安全工作環境及保護僱員免受職業危害的相關法律及規例。

應對疫情

於疫情期間，本集團迅速建立專業的專責小組，以向員工提供指引、制定恢復計劃及實施有效措施盡可能安全地與同事及顧客進行接觸。政策包括但不限於員工健康與安全規程、產品及包裝安全等。

Following the governments' instructions and requirements, the Group came together to safeguard its employees, beauty practitioners and customers. In particular, the health and safety policies of the Group have been adjusted to support its employees across its centres, and most service centres of the Group were temporarily shut down in response to the government's directives. When business resumed, a series of safety measures were immediately implemented, including health declaration, enhanced cleaning, sanitation and hygiene protocols at all working sites, temperature monitoring and mandatory requirement of wearing personal protective equipment (e.g. face masks). To further its efforts in safeguarding the health and safety of its staff and customers, the Group urged its staff to perform virus testing every 14 days in accordance with the government's directives, and encouraged its employees to take vaccines when possible.

Along with the focus on physical health and safety of its employees, the Group also cares about the mental health and the need of wellness support when addressing the challenges of the pandemic-related stressors, which might cause chronic stress and isolation problems.

B.3. Development and Training

The Group has attached great importance to its employees' career planning by building fair and transparent career development channels for its employees, deepening the talent training mechanism and providing targeted training courses for employees of different types and at various levels. The Group strives to strengthen the quality of its talent pool by keeping improving its training management system.

Beauty Expert International Academy is the training centre set up by the Group that aims to provide high-quality new forces for the beauty industry and to improve the professional ability of beauty practitioners. Specifically, the training centre provides 1) integrated introduction training for interested parties in the beauty industry, and referrals to beauty salons; 2) induction training for newly hired staff to understand the corporate culture, business processes and occupational health and safety requirements; 3) on-the-job training that contains regular training of all aspects of job knowledge and personal skills improvement; and 4) courses in relation to local and international professional qualifications such as QF, ITEC and Certificate in Beauty Treatments ("CIBTAC").

按照政府的指示和要求，本集團齊心協力保護其員工、美容師及顧客。特別是，本集團的健康與安全政策已經調整以支持其各中心的員工，且本集團的大部分服務中心因應政府的指示而暫時關閉。在恢復營業後，本集團實施了一系列安全措施，包括健康申報、加強所有工作場所的清潔、衛生和衛生規程、溫度監測以及強制要求佩戴個人防護設備(如口罩)。為進一步保障員工及顧客的健康與安全，本集團敦促員工按照政府指示每14天進行一次病毒檢測，並鼓勵員工盡可能接種疫苗。

除了關注員工的身體健康與安全外，本集團亦關心員工的心理健康及心靈支持的需求，應對可能導致慢性壓力及孤單問題的疫情相關壓力。

B.3. 發展及培訓

本集團重視員工的生涯規劃，為員工建立公平透明的職業發展渠道，深化人才培養機制，並為不同類型及不同級次的員工提供具針對性的培訓課程。本集團不斷完善其培訓管理體系，致力提升人才質量。

美容專家國際學院為本集團設立的培訓中心，旨在為美容行業提供高質素的新生力量及提高美容從業者的專業能力。具體而言，培訓中心提供1)綜合入門培訓予對美容行業感興趣的人士，並向美容院引薦；2)入職培訓予新入職員工，以令其瞭解企業文化、業務流程及職業健康與安全規定；3)在職培訓，包括崗位知識及個人技能提升各方面的定期培訓；及4)有關當地及國際專業資格及美容護理證書如QF、ITEC及美容師證書("CIBTAC")。

The Training Department of the Group is responsible for setting up the Annual Training Programme and developing training schedules for staff at relevant positions. In FY2020/2021, 82.5% of the Group's employees received a total of 11,257 hours of training, for which courses are highlighted below:

本集團的培訓部負責為相關職位的員工設立年度培訓課程及制定培訓時間表。於二零二零／二零二一年財政年度，本集團82.5%的僱員已接受時數合共11,257小時的培訓，課程載列如下：

Training Content in FY2020/2021 二零二零/二零二一年財政年度的培訓內容

Senior Management 高級管理層

Management skills 管理技能

Introduction of marketing skills to facilitate the new normal of online promotion

介紹推銷技巧，促進線上推廣新常態

Enhancement of market awareness and business strategies

提升市場意識及業務戰策

Technical training 技術培訓

Introduction of the ingredients, operation practices and sales method of the new treatment and machines

介紹新療程及機器的原料、操作原則及銷售方法

General Staff 一般僱員

Product and service knowledge 產品及服務知識

Product manual and process, sales skills and sales guideline

產品手冊及程序、銷售技巧及銷售指南

Beauty skill course 美容技能課程

Code of conduct, beauty care skills, product knowledge and instrument operation skills

職業操守、美容護理技巧、產品知識、儀器操作技巧

Slimming skill course 纖體技能課程

Code of conduct, slimming care skills, product knowledge and instrument operation skills

職業操守、纖體護理技巧、產品知識、儀器操作技巧

Massage skill course 按摩技能課程

Code of conduct, massage care skills, in-depth understanding of spa and other massage care

職業操守、按摩護理技巧、深入瞭解水療及其他按摩護理

Online skill course 線上技能課程

Training on online promotion skills via social networking platforms

通過社交網絡平台培訓在線推廣技巧

In FY2020/2021, the Group was awarded the QF Star Employer by Qualifications Framework, which commended the Group for its assistance in enhancing the competitiveness of employees and its long-term development. The Group will continue to encourage its employees to participate in various kinds of training courses recognised by the Qualification Framework, which could help its employees to obtain more industry qualifications, as well as improve the overall professional level of the whole industry. More details about the number of trainees and training hours can be found in Table S5 and S6 in the Appendix.

B.4. Labour Standards

In FY2020/2021 the Group strictly abided by the *Employment Ordinance (Cap. 57 of the Laws of Hong Kong)*, the *Labour Law of the People's Republic of China, Provisions on the Prohibition of Using Child Labour* and International Labour Organisations ("ILO") Conventions to prohibit any child labour or forced labour employment.

In line with the requirements of SA8000 Standard, the Group has set up systems that regulate the procedures of recruitment, staffing and appointment of staff within the organisation, in order to combat illegal employment on child labour, underage workers and forced labour. The Human Resources Department of the Group requires all job applicants to provide valid identity documents and other materials including academic transcript, qualification certificates and photos to ensure that they are lawfully employable prior to the confirmation of any employment according to internal requirements. Once the Group finds any case against the labour standards or any mendacious information provided, the Group will terminate the employment contract according to relevant laws immediately.

During the year under review, the Group was not in violation of any of the relevant laws and regulations, in relation to the prevention of child and forced labour that has a significant impact on the Group.

於二零二零／二零二一年財政年度，本集團獲得資歷架構頒發QF星級僱主，表揚本集團協助提升員工的競爭力及其長期發展。本集團將繼續鼓勵其員工參與資歷架構認可的各類型培訓課程，有助員工獲得更多行業資格，並提升整個行業的整體專業水平。有關參與培訓的人數及培訓時間的更多詳情見附錄表S5及S6。

B.4. 勞工準則

於二零二零／二零二一年財政年度，本集團嚴格遵守《僱傭條例》(香港法例第57章)、《中華人民共和國勞動法》、《禁止使用童工規定》及國際勞工組織(「國際勞工組織」)公約，禁止僱傭童工或強制性勞工。

遵守SA8000標準的規定下，本集團已制定系統，規定組織內人員招聘、人員配備和任用程序，以打擊非法僱傭童工、未成年工人及強制性勞工。根據內部規定確認任何僱傭前，本集團人力資源部會要求所有應聘者提供有效身份文件及其他文件包括學歷成績、資格證書及相片，以確保申請人可合法受聘。一旦本集團發現任何違反勞工準則的情況或有任何虛假信息，本集團將根據相關法律立刻終止僱傭關係。

於回顧年度內，本集團並無違反任何對本集團有重大影響的有關防止童工及強制性勞工的相關法律及規例。

OPERATING PRACTICES

B.5. Supply Chain Management

A sound supply chain management is essential to the Group. Over the years, the Group has put its efforts on minimising the potential social and environmental risks in its supply chain and been committed to incorporating sustainability into the Group's supplier management system.

To manage the environmental and social risks along the supply chain, the Group has strictly implemented its internal policies in its supplier selection. Specifically, the Group selects the suppliers prudently by evaluating their product quality, production capability and environment, compliance with relevant laws, technical strength, financial status, reputation and business track records. Potential suppliers are required to provide samples to the Group in advance to ensure their product quality and technical competency. The supplier who passes through a series of internal assessments will be approved as a qualified supplier. With a reliable and effective supplier selection mechanism, the Group has been in partnership with the suppliers that are socially and environmentally responsible and in conformance with business ethics. The Group also requires its suppliers to provide relevant environmental certificates, internal strategies and health and safety management plans for the confirmation of their commitments or actions in promoting sustainability.

The Group strictly manages and reviews the qualifications and quality assurance capabilities of its suppliers in accordance with internal supplier management procedures. Onsite investigations are performed to ensure the quality of purchased products regularly. Meanwhile, the procurement requirements are set clearly and all the procurement and stock records are required to be archived for review in the future when necessary. In supplier selection process, at least 3 suppliers are included and compared in terms of product quality and price. The Group conducts performance reviews on qualified supplier's services at intervals. The suppliers who fail the assessment will be removed from the qualified supplier list.

To maintain sound relationships with its suppliers, the Group communicates with suppliers and their factories regularly through the internet, conference calls, advertisements, exhibitions and other media, which are regarded as an important enabler in maintaining a sustainable, stable and resilient supply chain. The Group also arranges meetings with its suppliers on a regular basis to prevent any significant delay of delivery. Before cooperation with suppliers, the Group requires its suppliers to sign the confidential contract if necessary.

營運慣例

B.5. 供應鏈管理

健全的供應鏈管理對本集團至關重要。多年來，本集團致力將供應鏈中潛在的社會及環境風險降至最低，並致力將可持續發展納入本集團的供應商管理體系。

為管理供應鏈中的環境及社會風險，本集團在選擇供應商方面已嚴格執行其內部政策。具體而言，本集團通過評估供應商的產品質量、產能及生產環境、相關法律的遵守、技術實力、財務狀況、聲譽及業務往績記錄，審慎選擇供應商。潛在供應商須提前向本集團提供樣品，以確保其產品質量及技術實力。通過一系列嚴格的內部評估的供應商將被確定為合資格供應商。憑藉可靠和有效的供應商篩選機制，本集團一直與對社會和環境負責並符合商業道德的供應商合作。本集團亦要求其供應商提供相關環境資質、內部策略及健康與安全管理計劃以確認其於促進可持續發展的承諾或行動。

本集團按照內部供應商管理程序嚴格管理和審查供應商的資質和質量保證能力。本集團會定期進行現場調查，以確保所購買產品的質量。同時，訂明明確的採購要求以及所有採購及庫存記錄須存檔以供日後需要時審閱。於供應商篩選過程中，至少包括3個供應商，並就產品質量及價格進行比較。本集團定期對合資格供應商的服務進行績效評核。未通過評估的供應商將從合資格供應商名單中移除。

為了與供應商保持良好的關係，本集團通過互聯網、電話會議、廣告、展覽及其他媒介定期與供應商及其工廠溝通，其被認為是維持可持續的、穩定及具彈性的供應鏈的重要推動力。本集團亦安排與其供應商進行定期會議，以防止交付出現任何重大延誤。在與供應商合作之前，如需要的話本集團會要求供應商簽署保密合同。

In pursuit of green procurement, the Group endeavours to forge an environmental-friendly supply chain by giving priority to hypoallergenic, non-toxic, and oil-free chemical products and products containing natural fragrances during procurement. The Group also plans to collaborate more with local suppliers, in order to reduce its environmental footprint due to the transport of goods over long distances while supporting the growth of local economy.

B.6. Product Responsibility

As a renowned enterprise in the beauty industry, product responsibility and customer satisfaction are two vital elements to the Group's business development. Since each time when customers choose the Group, they have cast their vote of confidence in the quality of the Group's products and services. To repay the customer's trust, the Group serves wholeheartedly to satisfy its customers' need and expectations by delivering the top-notch products and services. Sticking to its "customer-oriented" principle, the Group is committed to leading the entire beauty industry in Hong Kong and Asia towards sustainability with premium, safe and satisfactory beauty and healthcare products and services.

Law compliance

To protect the legitimate rights and interests of end-users and consumers and to strengthen the supervision and control of the quality of products, the Group abided by relevant laws and regulations with regard to the health and safety, advertising, labelling and privacy matters that are significant to its products and services in FY2020/2021.

Products and services quality assurance

Committed to safeguarding beauty through products and services with high quality and safety, the Group gives priority to allergy-free, non-hazardous, petrochemical-free products with natural fragrance in the procurement. The professional teams with proper licences are responsible for providing beauty consultation services to the Group's customers. All employees should follow the internal policies of the Group regarding the disinfection and hygiene practices, so as to ensure that the operating areas are in safe and good quality. During the year under review, the Group did not face any product recall due to health and safety issues.

為追求綠色採購，本集團通過在採購時優先考慮防過敏、無毒害、不含石油化學產品和含天然芳香劑的產品，致力打造環境友好型供應鏈。本集團亦計劃與當地供應商加強合作，以減少因長距離運輸貨物而造成的環境足跡，同時支持當地經濟增長。

B.6. 產品責任

作為美容行業的知名企業，產品責任和客戶滿意度是本集團業務發展的兩項重要因素。由於每當顧客選擇本集團，彼等對本集團的產品及服務質量投入信心。為回報顧客的信任，本集團竭誠為客戶提供高端的產品和服務，滿足客戶的需求和期望。本集團堅持其「顧客至上」的原則，以高端、安全、滿意的美容保健產品及服務，致力於引領香港乃至亞洲整個美容行業走向可持續發展。

遵守法律

為保障終端用戶和消費者的合法權利及權益及加強對產品質量的監督及控制，於二零二零／二零二一年財政年度，本集團嚴格遵守對其產品與服務有重大影響的健康與安全、廣告、標籤及隱私事宜相關的法律及規例。

產品及服務的質量保證

致力於通過優質安全的產品及服務守護美麗，本集團在採購時優先考慮防過敏、無毒害、不含石油化學產品和含天然芳香劑的產品。持有正規許可證的專業團隊負責為本集團的顧客提供美容諮詢服務。全體僱員均應遵守本集團有關消毒與衛生實踐的內部政策，從而確保經營區域的安全良好質素。於回顧年度內，本集團並無面臨因健康與安全問題的任何產品召回。

The Group respects its customers' rights and dedicated to bringing pleasant experiences to its customers. Specifically, the Group has developed "Guidelines of Sales" and "Product Description Policy" to prevent employees from providing any false guidance to customers. All employees should understand, consent to and fully comply with relevant guidelines and the *Trade Descriptions Ordinance (Cap. 362 of the Laws of Hong Kong)*. The Group provides its employees with professional training on sales to make sure that any unfair sales practices will be eliminated and the sales practices with dignity and integrity will be promoted. In addition, the Group sets clear terms and conditions for business transactions, which are kept in record with copies given to the customers.

Adhering to the principle of "Making Quality Beauty Services Accessible to All", the Group offers a variety of booking platforms, including online booking systems, mobile applications, emails and SMS, allowing customers to make appointments in a faster and efficient way. For better management of the booking system, the Group has regulated clear and standard processing time and service performance indicators for customers' appointments and inquiries.

In FY2020/2021, the sudden outbreak of the pandemic has altered the way of business operations for many sectors by shifting most of the communication and interaction with customers to the internet. To extend the customer intimacy with the Group's beauticians through online platforms, the Group has specifically organised different training courses touching on online promotion and service techniques for its employees.

Complaint handling

Targeted to enhance customer satisfaction every year, the Group is committed to garnering a better understanding of its clients' current needs and expectations as a basis to keep optimising its business operations continuously. The Group respects each customer's experience and actively collects their feedback through surveys on social platforms to facilitate the Group's improvement on the safety and quality of products and services.

In response to the feedback and complaints that may be filed by the clients, the employees of the Group are equipped with the capability through training on how to reply and deal with customers' inquiries appropriately. Customers can express their opinions through service hotline, online feedback collection platform, mails, and fax. Details of the complaints will be kept in record for review. The Group requires that all customers' enquiries, recommendations and complaints be addressed within 7 days, and customers be notified with the latest dealing progress. Complaints that are not resolved within two weeks will be transferred to the manager.

本集團尊重其顧客權利及致力為顧客提供愉快體驗。具體而言，本集團已制定《銷售指引》和《產品說明政策》，以防止僱員對顧客進行任何誤導。全體僱員均應明白、同意並全面遵守有關指引及《商品說明條例》(香港法例第362章)。本集團為其僱員提供專業銷售培訓，以確保消除任何不良銷售慣例，同時令有尊嚴和誠信的銷售慣例得以推行。此外，本集團亦就業務交易制定明確的條款及條件，並備妥發票單據予顧客。

秉承「讓優質美容服務惠及大眾」的原則，本集團提供各種預約平台，包括網上預約系統、移動應用程式、電郵和短信，讓顧客可以更方便快捷地預約。為更好地管理預約系統，本集團已針對顧客預約及查詢制定明確標準處理時間及服務表現指標。

於二零二零／二零二一年財政年度，疫情突然爆發改變了許多行業的業務營運方式，與顧客的大部分溝通和互動轉移到互聯網上。為通過線上平台拉近顧客與本集團美容師的關係，本集團專門為員工舉辦不同的線上推廣及服務技巧培訓課程。

投訴處理

為每年提升顧客滿意度，本集團致力於更好地瞭解顧客的當前需求及期望，從而不斷優化其業務營運。本集團注重每位顧客的體驗，並積極通過社交平台調查收集顧客反饋，以促進本集團對產品及服務的安全與質量改進。

針對顧客的反饋及投訴，本集團已就合理回覆及處理顧客詢問對僱員進行培訓做好準備。顧客可通過服務熱線、在線反饋收集平台、郵件及傳真傳達意見。投訴詳情將進行存檔以供審閱。本集團規定，所有顧客詢問、建議及投訴均須於七日內處理並告知顧客最新處理進展。兩周內未獲解決的投訴將移交經理處理。

The Group values the suggestions from its clients and proactively reviews its business operations in order to meet the ever-changing expectations of its clients. For instance, the Group keeps adjusting its schedules so as to satisfy its customers' high demand. Through the efficient dialogue and mutual understanding with its clients, the Group is dedicated to improving its business performance and delivering better services and products to its clients. In FY2020/2021, the Group did not receive any substantial complaints from its customers regarding its products and services.

Promotion and advertising

All the advertising materials are designed by the Group's Marketing Department and should be approved by the Group's CEO to ensure that the contents are appropriate and legal before distributing to other departments or for publishing. The Group has formulated internal guidelines to ensure that the marketing and advertising materials comply with local laws and regulations, and any false statements or exaggerations on products and services are strongly prohibited. All promotional and advertising material should be legally, fairly and honestly presented. The Group engages legal advisors to offer advice and supervise the Group's practices in product advertising.

Labelling

The Group has established strict policies to manage the labelling of products. All product labels must clearly indicate the product name, capacity, origin, efficacy, composition, direction of use, product effective date and validity period, which allow the consumers to simply understand the content and safely use the products.

Intellectual property rights

The Group actively protects its intellectual property rights by following the intellectual property application procedures in Hong Kong and complies with the *Trade Marks Ordinance [Cap. 559 of the Laws of Hong Kong]*. The Group has legal advisors who are responsible for providing professional advice on the protection of intellectual property rights and appointed internal employees to monitor and prevent any act that might infringe upon the Group's intellectual property.

本集團重視其顧客建議，積極檢討其業務營運，以滿足其顧客不斷變化的期望。例如，本集團持續調整其進度，以滿足顧客的高強度需求。本集團透過與其顧客的高效溝通及相互理解，致力於提高其業務表現，為其顧客提供頂尖的服務及產品。於二零二零／二零二一年財政年度，本集團並未接獲顧客有關產品及服務的任何重大投訴。

推廣及廣告

所有廣告材料均由本集團市場部設計，於送交其他部門或發佈前應經本集團行政總裁批准，以確保內容合理及合法。本集團制定內部指引，確保營銷及廣告材料符合當地法律法規，嚴禁對產品及服務作出任何虛假陳述或誇大事實。所有宣傳及廣告材料應合法、公正及誠實地呈列。本集團聘請法律顧問為本集團的產品廣告實務提供意見及進行監督。

標籤

本集團已制定嚴格政策來管理產品標籤。所有產品須清楚標明產品名稱、容量、產地、功效、成分、使用說明、產品生產日期及有效期，故消費者可簡便地瞭解內容及安全地使用產品。

知識產權

本集團遵循香港知識產權申請程序及遵守香港法例第559章《商標條例》，積極保護其知識產權。本集團聘有法律顧問負責就知識產權保護提供專業意見，並已委任內部僱員監察及防止任何可能侵犯本集團知識產權的行為。

Privacy matters

The Group puts emphasis on information security and respects customer privacy. In FY2020/2021, the Group was in compliance with *Personal Data (Privacy) Ordinance (Cap. 486 of the Laws of Hong Kong)* and its internal policies provide clear guidance for its employees on how to correctly collect and use its customers' information. The Group has implemented its internal policy that explicitly specifies the categorisation of properties of customer information, conditions of use, customer's power to determine the way that information is used (e.g the right to join and exit, correction and deletion of data, etc), information retention time and third-party disclosure requirements.

The Group never collects and records any unnecessary personal information such as ID cards from its customers. The Group has installed a facial recognition system, which allows its customers to enjoy the services without presenting ID cards, thereby further lowering the risks of information leakage. When creating profiles for new customers, only the mobile phone number is needed for SMS verification. The Group emphasises the security of the "Point of Sales" system and has set up policies to prevent any unauthorised access to customers' information. The Group's IT Department also sets permit ranges for data enquiry based on position levels. To further safeguard the customers' privacy, all customers' data are stored in highly encrypted systems to prevent any risks of data leakage, damage or unauthorised handling of customers' information.

The Group requires that all employees with access to customer information strictly follow the requirements of data protection under the employment contract. This long-term mechanism for customer information protection implemented by the Group has been effective in safeguarding privacy and information security. In FY2020/2021, the Group did not receive any complaints related to violations of customer privacy or data leakage.

隱私事宜

本集團重視資料安全及尊重顧客隱私。於二零二零／二零二一年財政年度，本集團遵守香港法例第486章《個人資料(私隱)條例》，而本集團的內部政策亦就僱員正確收集並使用顧客資料的方法提供明確指引。本集團已實施其內部政策，明確規定顧客資料的屬性分類、使用條件、顧客決定資料使用方式的權力(例如加入和退出的權利、更正和刪除數據等)、資料保留時間及第三方披露要求。

本集團從未收集及記錄任何不必要的個人資料，如顧客身份證。本集團已安裝臉部識別系統，使顧客毋須出示身份證即可享受服務，從而進一步降低資料外洩風險。於為新顧客建檔時，僅需使用手機號碼以供短信驗證。本集團重視「銷售終端(Point of Sales)」系統的安全工作，並已制定政策防止在未獲授權下獲取顧客資料的情況。本集團的資訊科技部門亦已根據職位等級設置數據查詢的許可範圍。為進一步保障顧客隱私，所有顧客數據存於高度加密系統，以防止任何數據洩露、毀壞或在未獲授權下處理顧客資料的風險。

本集團要求接觸到顧客資料的全體僱員必須嚴格遵守列於僱傭合約中有關受保護資料的要求。本集團實施的顧客資料保護長期機制，有效保障了隱私及資料安全。於二零二零／二零二一年財政年度，本集團並無收到任何與違反顧客隱私或數據洩露相關的投訴。

B.7. Anti-corruption

Increasingly, stakeholders are expecting higher-level of transparency and business ethics of companies. Respecting the rights and interested of all employees, partners, investors and other stakeholders, the Group has been persevering in operations with honesty, integrity and openness since inception. In FY2020/2021, the Group acted in compliance with relevant laws, regulations and good governance practices, including but not limited to:

- *Prevention of Bribery Ordinance [Cap. 201 of the Laws of Hong Kong];*
- *Anti-Money Laundering and Counter-Terrorist Financing (Financial Institutions) Ordinance [Cap. 615 of the Laws of Hong Kong];*
- *Prevention of Corruption Act [Cap. 241 of the Laws of Singapore];*
- *Anti-Corruption Law of the People's Republic of China;*
- *Law of the People's Republic of China on Anti-money Laundering;*
- *Article 274th of the Criminal Law of the People's Republic of China on extortion and fraud; and*
- *Interim Provisions on Banning Commercial Bribery.*

To maintain its trustworthy reputation in the market and earn the confidence from its clients and business partners, the Group strictly performs in accordance with Code of Conduct and has zero tolerance to any corrupt behaviours. The Group is committed to adhering to internationally recognised ethical business practices throughout its operations and encourages all its employees to learn and implement the best practices.

The Group has established the "Rules of Buyers" mechanism and takes advantage of training and seminars to interpret the anti-corruption guidelines to employees. Employees who are found to violate the rules will be disciplined accordingly.

B.7. 反貪污

持份者日益期望公司的透明度及商業道德水平更高。自成立以來，本集團尊重全體員工、合作夥伴、投資者及其他持份者的權利及利益，堅持誠實、誠信、開放的經營理念。於二零二零／二零二一年財政年度，本集團遵照相關法律、法規及良好管治常規行事，包括但不限於：

- 《防止賄賂條例》(香港法例第201章)；
- 《打擊洗錢及恐怖分子資金籌集(金融機構)條例》(香港法例第615章)；
- 《防止貪污法》(新加坡法例第241章)；
- 《中華人民共和國反腐敗法》；
- 《中華人民共和國反洗錢法》；
- 《中華人民共和國刑法第274條(關於敲詐勒索)》；及
- 《關於禁止商業賄賂行為的暫行規定》。

為維護市場上備受信賴的聲譽，贏得顧客及業務合作夥伴的信任，本集團嚴格按照行為準則行事，絕不姑息任何腐敗行為。本集團致力於在其整個營運過程中遵守國際公認的商業道德規範，並鼓勵其所有員工學習及實行最佳慣例。

本集團已制定《採購員守則》機制，並利用培訓和研討會針對僱員制定反貪污指引，並對違反守則的僱員作出相應處分。

RULES OF BUYERS

採購員守則

- Procurement of items or projects should be considered with the quotations from at least three companies;
採購物品或工程需要提交至少三間公司的報價；
- All procurement payments should be handled by the Accounting Department, while other departments should be held responsible for the inspection and acceptance of procurement. Buyers should only be responsible for price negotiation;
所有貨款由會計部負責，驗貨事宜由其他部門負責，採購員只負責議價；
- Buyers are prohibited from conducting non-business transactions or gatherings with suppliers in private without the approval of managers;
採購員不得與供應商有私下非業務的交易或聚會，除非得到主管批准；
- For major projects or procurement, it should be arranged with quotations by more than one buyer; and
大型工程或採購事項安排多於一名的採購員同時報價；及
- Employees should counsel and meet with new suppliers from time to time to assess the appropriateness of existing quotations.
僱員需要不定期建議和約見新的供應商，以評估現時報價的合理性。

While employees are expected to fulfil their duties with honesty and integrity, the Group has still set up effective grievance mechanisms for employees and outsiders to report any suspected operations including any person whose act conflicts with the Group's interests and any company which is involved in the corrupt practice. Whistle-blowers can report verbally or in writing to their departments or the senior management of the Group for any suspected misconduct with full details and supporting evidence. The management will conduct investigations to combat against those illegal behaviours to protect the Group's interests. Where any criminality is substantiated, a report will be made to the relevant regulators or law enforcement authorities when necessary.

To further increase the employees' knowledge of bribery, extortion, fraud and money laundering, anti-corruption-related seminars and training courses will be organised by the Group for its directors, management and employees, aiming to raise their awareness and sensitivity of observing law and discipline. During the year under review, no concluded legal cases regarding corrupt practices were brought against the Group or its employees.

In FY2020/2021, the Group was not in violation of any of the relevant laws and regulations in relation to bribery, extortion, fraud and money laundering that have a significant impact on the Group.

當僱員履行誠信同時，本集團亦為僱員及外部人員設立有效的申訴機制，以報告任何可疑行為，包括任何行為與本集團利益有衝突的人士，以及任何涉及貪污的公司。舉報人可口頭或書面向其部門或本集團高級管理層報告任何可疑的不當行為，並提供完整細節及證明材料。管理層會進行調查，打擊該等非法行為，以保護本集團的利益。倘證實存在任何犯罪行為，必要時將向相關監管部門或執法機關作出報告。

為進一步提升僱員對賄賂、勒索、欺詐及洗黑錢的瞭解，本集團將為其董事、管理層及僱員組織反貪污相關研討會及培訓課程，旨在提升其遵紀守法的意識及敏感度。於回顧年度內，並無針對本集團或其僱員的有關貪污行為的已審結訴訟案件。

於二零二零／二零二一年財政年度，本集團並無違反任何對本集團有重大影響的有關賄賂、勒索、欺詐及洗黑錢的相關法律及法規。

COMMUNITY

B.8. Community Investment

As a corporate citizen, the Group has invariably been on the way to promote a caring culture, thereby keenly participating in community activities as well as helping the underprivileged. In its 30 years of serving the public, along with bringing beauty to lives, the Group has been making every endeavour to make positive contributions to the local communities where it operates, especially supports the disadvantaged groups like teenagers, women, elderlies and families with low income through charitable activities for social integration, women empowerment and youth development. In FY2020/2021, the Group did not arrange any volunteering events during this pandemic year. Nevertheless, the Group will never stop giving back to the community when life is returning to normal.

When the pandemic disrupted our routines, required us to stay home and left us no choice but to confront the fragility of life, the Group was standing with the local communities to go through the crisis. Facing the shortages of protective equipment during the outbreak, the Group generously distributed free face masks to the elderlies who did not have access to updated information and with financial difficulties.

Witnessing that many employees were laid off due to the pandemic in the society, the Group proactively provided job opportunities for the local community through its recruitment scheme, committed to promoting local employment and supporting the local economy.

As a leading beauty and healthcare service provider in Hong Kong, the Group positions itself as a forerunner in the beauty industry to pursue environmental sustainability while delivering on its commitment to social wellbeing. To better fulfil its social responsibilities, the Group will remain true to its original aspiration and unwaveringly push forward its concrete efforts to seek the harmonious and symbiotic prosperity together with its communities.

社區

B.8. 社區投資

作為企業公民，本集團一直致力推廣關愛文化，積極參與社區活動，幫助弱勢群體。於其為大眾服務的三十年內，為生活帶來美麗，本集團一直竭盡全力為其營運所在當地社區作出積極貢獻，特別是通過社會融合、婦女賦權和青年發展的慈善活動，支持青少年、婦女、老年人和低收入家庭等弱勢群體。於二零二零／二零二一年財政年度，本集團於疫情期間並無安排任何義工活動。儘管如此，本集團將於生活重回正軌時繼續回饋社會。

當疫情打亂了我們的日常生活，要求我們呆在家裡，讓我們要面對生活的脆弱時，本集團與當地社區站在一起，共渡難關。面對疫情期間防護用品緊缺的情況，本集團慷慨地向無法獲取最新信息且經濟困難的長者派發口罩。

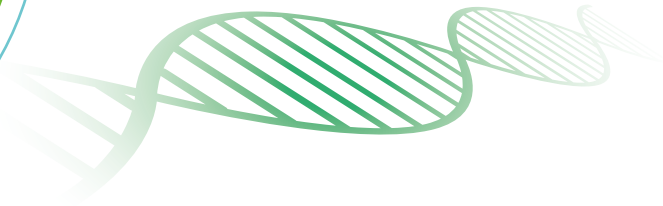
見證了社會上因疫情影響大量員工下崗，本集團積極通過招聘計劃為當地社區提供就業機會，致力於促進當地就業，支持當地經濟。

作為香港領先的美容及保健服務供應商，本集團將自身定位為美容行業的先行者，在追求環境可持續發展的同時兌現其對社會福祉的承諾。為更好地履行社會責任，本集團將繼續在美容界發揮積極作用，並以實際行動堅定不移地為推動與社區的和諧共榮而努力。

AWARDS & RECOGNITION
 獎項及認可



The Group has received the Caring Company award from the Hong Kong Council of Social Service for 10 consecutive year!
 本集團已連續10年獲香港社會服務聯會頒發「商界展關懷」獎！



The Group was awarded QF Star Employer by Qualifications Framework again in FY2020/2021.
 本集團於二零二零/二零二一年財政年度再度獲得資歷架構頒發QF星級僱主。



AWARDS & RECOGNITION

獎項及認可



The Group won the Smartest Business Award No.1 Beauty Healthcare and Technology Award in FY2020/2021.

本集團於二零二零／二零二一年財政年度榮獲智慧「型」商大獎美容保健及科技獎第一名。



Table E1. The Group's Total Emissions by Category in FY2020/2021 and FY2019/2020⁹

表E1.二零二零／二零二一年財政年度及二零一九／二零二零年財政年度本集團按類別劃分的排放總量⁹

Emission Category	Key Performance Indicator (KPI)	Unit	FY2020/2021 二零二零／二零二一年 財政年度		FY2019/2020 二零一九／二零二零年 財政年度	
			Amount	Intensity ¹ (Unit/ employee) 密度 ¹ (單位/ 僱員)	Amount ²	Intensity ² (Unit/ employee) 密度 ² (單位/ 僱員)
排放物類別	關鍵績效指標	單位	數量	僱員	數量 ²	僱員
Air Emissions ³ 廢氣排放 ³	SO _x	Kg 千克	0.05	4.9 x 10 ⁻⁵	0.1	9.5 x 10 ⁻⁵
	NO _x	Kg 千克	2.12	2.3 x 10 ⁻³	2.6	2.5 x 10 ⁻³
	PM	Kg 千克	0.14	1.5 x 10 ⁻⁴	0.2	1.9 x 10 ⁻⁴
GHG Emissions 溫室氣體排放	Scope 1 (Direct Emissions) ⁴ 範圍一(直接排放) ⁴	Tonnes of CO ₂ e 噸二氧化碳當量	10.49	1.0 x 10 ⁻²	14.2	1.3 x 10 ⁻²
	Scope 2 (Energy Indirect Emissions) ⁵ 範圍二 (能源間接排放) ⁵	Tonnes of CO ₂ e 噸二氧化碳當量	1,325.03	1.4	3,022.0	2.9
	Scope 3 (Other Indirect Emissions) ⁶ 範圍三 (其他間接排放) ⁶	Tonnes of CO ₂ e 噸二氧化碳當量	13.42	1.0 x 10 ⁻²	11.3	1.1 x 10 ⁻²
	Total (Scope 1, 2 & 3) 總計(範圍一、二及三)	Tonnes of CO ₂ e 噸二氧化碳當量	1,348.93	1.5	3,047.6	2.9
Non-hazardous Waste 無害廢棄物	Solid wastes ⁷ 固體廢棄物 ⁷	Tonnes 噸	11.14	1.0 x 10 ⁻²	21.4	2.0 x 10 ⁻²
	Wastewater ⁸ 廢水 ⁸	m ³ 立方米	22,583.61	24.4	33,000	31.3

- | | | | |
|---|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|-------------------------------------------------------------------------------------------------------|
| 1 | Intensity for FY2020/2021 was calculated by dividing the amount of air, GHG and other emissions respectively by the Group's total number of employees of 927 in FY2020/2021; | 1 | 二零二零／二零二一年財政年度的密度乃分別按廢氣、溫室氣體及其他排放物除以本集團於二零二零／二零二一年財政年度的總僱員人數即927人計算； |
| 2 | The amount and intensity in FY2019/2020 were extracted from the data in the ESG Report FY2019/2020 of the Group; | 2 | 二零一九／二零二零年財政年度的數量及密度乃取自本集團二零一九／二零二零年財政年度的環境、社會及管治報告的數據； |
| 3 | The Group's air emissions only included the air pollutants from fuel consumption of motor vehicles; | 3 | 本集團的廢氣排放僅包括來自汽車燃料消耗的空氣污染物； |
| 4 | The Group's Scope 1 (Direct Emissions) included only the consumption of diesel in motor vehicles; | 4 | 本集團來自範圍一(直接排放)的排放僅包括汽車柴油消耗； |
| 5 | The Group's Scope 2 (Energy Indirect Emissions) included only electricity consumption; | 5 | 本集團來自範圍二(能源間接排放)的排放僅包括電力消耗； |
| 6 | The Group's Scope 3 (Other Indirect Emissions) included other indirect emissions from electricity used for processing fresh water and sewage by government departments; | 6 | 本集團來自範圍三(其他間接排放)的排放僅包括政府部門處理淡水及污水所用電力； |
| 7 | The solid wastes included the waste packaging materials which were regarded as the major solid waste of operations; | 7 | 固體廢棄物包括被視為主要營運固體廢棄物的廢棄包裝材料； |
| 8 | The total amount of wastewater generated by the Group was primarily based on the direct measurement together with appropriate estimations assuming 100% of the fresh water consumed by the Group will enter the sewage system in areas where an accurate recording of the amount of wastewater was hard to obtain; and | 8 | 假設本集團消耗的淡水100%將進入污水系統，在難以準確記錄廢水量的地區，本集團產生的廢水總量主要基於直接測量並合理估計；及 |
| 9 | The methodology adopted for reporting on GHG emissions set out above was based on "How to Prepare an ESG Report – Appendix 2: Reporting Guidance on Environmental KPIs" issued by the Stock Exchange, The GHG Protocol Corporate Accounting and Reporting Standard and the 2006 IPCC (Intergovernmental Panel on Climate Change) Guidelines for National Greenhouse Gas Inventories. | 9 | 上列溫室氣體排放報告採用的方法乃基於由聯交所發佈的「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」、《溫室氣體核算體系企業核算與報告標準》及《2006年IPCC國家溫室氣體清單指南》。 |

Table E2. Total Resource Consumption in FY2020/2021

表E2.二零二零／二零二一年財政年度總能源消耗

Use of Resources	Key Performance Indicator (KPI)	Unit	FY2020/2021 二零二零／二零二一年 財政年度		FY2019/2020 二零一九／二零二零年 財政年度	
			Amount	Intensity ¹ (Unit/ employee) 密度 ¹ (單位/ 僱員)	Amount ²	Intensity ² (Unit/ employee) 密度 ² (單位/ 僱員)
Energy 能源	Electricity 電力	kWh 千瓦時	2,754,966	2,971.9	4,395,656	4,162.6
	Town gas 煤氣	m ³ 立方米	3,335	3.6	6,555	6.2
	Diesel 柴油	L 升	2,733	3.0	2,633	2.5
	Total 總計	GJ 吉焦	10,080	10.9	16,038	14.9
Water 水		m ³ 立方米	22,584	24.4	33,000	31.3
Packaging materials 包裝物料		Tonnes 噸	11	1.0 x 10 ⁻²	21	2.0 x 10 ⁻²

1 Intensity for FY2020/2021 was calculated by dividing the amount of resources that the Group consumed in FY2020/2021 by the Group's numbers of employees of 927 in FY2020/2021; and

1 二零二零／二零二一年財政年度的密度乃分別按本集團於二零二零／二零二一年財政年度的能源用量除以本集團於二零二零／二零二一年財政年度的總僱員人數即927人計算；及

2 The amount and intensity in FY2019/2020 were extracted from the data in the ESG Report FY2019/2020 of the Group.

2 二零一九／二零二零年財政年度的用量及密度乃取自本集團二零一九／二零二零年財政年度的環境、社會及管治報告的數據。

Table S3. Number of Employees by Age Group, Gender, Employment Type, Position Type, Geographical Locations of The Group in FY2020/2021¹

表S3.二零二零／二零二一年財政年度本集團按性別、年齡組別及地理位置劃分的僱員人數¹

Unit: Number of employees 單位：僱員人數		Age group 按年齡組別				Total 總計
Gender 性別	Aged 30 or below 30歲或以下	Aged between 31 and 40 31至40歲	Aged between 41 and 50 41至50歲	Aged 51 or above 51歲或以上		
Male 男	5	24	24	28	81	
Female 女	118	220	318	190	846	
Total 總計	123	244	342	218	927	

Unit: Number of employees 單位：僱員人數		Position Type 職位類型			Total 總計
Gender 性別	General staff 一般員工	Middle-level managers 中層管理人員	Senior management and directors 高級管理層 及董事		
Male 男	74	1	6	81	
Female 女	716	123	7	846	
Total 總計	790	124	13	927	

Employment type 僱傭類型			Total 總計
Full time 全職	Part time 兼職		
921	6		927

Geographical location 地理位置		Number of employees 僱員人數
Locations 地點		
Hong Kong 香港		813
PRC 中國		38
Singapore 新加坡		76
Total 總計		927

1 The employment data in headcount was obtained from the Group's Human Resources Department based on the employment contracts entered into between the Group and its employees. The data covered employees engaged in a direct employment relationship with the Group according to relevant local laws and workers whose work and/or workplace was controlled by the Group. The methodology adopted for reporting on employment data set out above was based on "How to Prepare an ESG Report – Appendix 3: Reporting Guidance on Social KPIs" issued by the Stock Exchange.

1 僱傭數據是根據本集團與其僱員之間訂立的僱傭合同，從本集團的人力資源部獲得。此數據涵蓋根據當地有關法律與本集團有直接僱傭關係的僱員以及其工作和/或工作場所受本集團控制的員工。上述報告職工數據所採用的方法乃基於聯交所發佈的《如何編備環境、社會及管治報告－附錄三：社會關鍵績效指標匯報指引》。

Table S4. Employee Turnover Rate by Age Group, Gender and Geographical Locations in FY2020/2021¹

表S4.二零二零／二零二一年財政年度按年齡組別、性別及地理位置劃分的僱員流失比率¹

Unit: Number of employees 單位：僱員人數		Age group 按年齡組別				Total 總計
Gender 性別	Aged 30 or below 30歲或以下	Aged between 31 and 40 31至40歲	Aged between 41 and 50 41至50歲	Aged 51 or above 51歲或以上		
Male 男	7	8	6	11	32	
Employee turnover rate 僱員流失比率	140.0%	33.3%	25.0%	39.3%	39.5%	
Female 女	94	98	124	85	401	
Employee turnover rate 僱員流失比率	79.7%	44.5%	39.0%	44.7%	47.4%	
Total 總計	101	106	130	96	433	
Total employee turnover rate 總僱員流失比率	82.1%	43.4%	38.0%	44.0%	46.7%	

Geographical locations 地理位置		
Locations 地點	Employee turnover 僱員流失數目	Employee turnover rate 僱員流失比率
Hong Kong 香港	427	52.5%
PRC 中國	0	0.0%
Singapore 新加坡	6	7.9%

¹ The turnover data in headcount was obtained from the Group's Human Resources Department based on the employment contracts entered into between the Group and its employees. Turnover rate was calculated by dividing the number of employees who resigned in FY2020/2021 by the number of employees in FY2020/2021. The methodology adopted for reporting on turnover data set out above was based on "How to Prepare an ESG Report – Appendix 3: Reporting Guidance on Social KPIs" issued by the Stock Exchange.

¹ 僱員流失數據是根據本集團與其僱員之間訂立的僱傭合同，從本集團的人力資源部獲得。僱員流失比率乃按於二零二零／二零二一年財政年度離職的僱員人數除以於二零二零／二零二一年財政年度的僱員人數。上述報告員工流失數據所採用的方法乃基於聯交所發佈的《如何編備環境、社會及管治報告－附錄三：社會關鍵績效指標匯報指引》。

Table S5. Number and Percentage of Employees Trained in the Group by Gender and Position Type in FY2020/2021¹

表S5.二零二零／二零二一年財政年度本集團按性別及職位類型劃分的受訓僱員人數及百分比¹

Unit: Number of employees 單位：僱員人數	Position Type 職位類型			Total 總計
	General staff 一般員工	Middle-level managers 中層管理人員	Senior management and directors 高級管理層及董事	
Gender 性別				
Male 男	25	0	0	25
% of employees trained 受訓僱員百分比	3.3%	0.0%	0.0%	3.3%
Female 女	623	110	7	740
% of employees trained 受訓僱員百分比	81.4%	14.4%	0.9%	96.7%
Total 總計	648	110	7	765
% of employees trained 受訓僱員百分比	84.7%	14.4%	0.9%	82.5%

1 The training information was obtained from the Group's Human Resources Department. Training refers to the vocational training that the Group's employees attended in FY2020/2021. The methodology adopted for reporting on the number and percentage of employees trained set out above was based on "How to Prepare an ESG Report – Appendix 3: Reporting Guidance on Social KPIs" issued by the Stock Exchange.

1 培訓信息從本集團的人力資源部獲得。培訓是指本集團員工在二零二零／二零二一年財政年度參加的職業培訓。上述報告員工受訓人數和百分比數據所採用的方法乃基於聯交所發佈的《如何編備環境、社會及管治報告－附錄三：社會關鍵績效指標匯報指引》。

Table S6. Training Hours Received by the Employees of the Group by Gender and Position Type in FY2020/2021¹

表S6.二零二零／二零二一年財政年度本集團按性別及職位類型劃分的培訓時間¹

Unit: Training Hours 單位：培訓時間		Employee Category 僱傭類別			Total 總計
		General staff 一般員工	Middle-level managers 中層管理人員	Senior management and directors 高級管理層及董事	
Gender 性別					
Male 男		32	0	0	32
Average training hours 平均培訓時間		0.4	0	0	0.4
Female 女		9,008	2,042	175	11,225
Average training hours 平均培訓時間		12.6	16.6	25	13.3
Total 總計		9,040	2,042	175	11,257
Average training hours 平均培訓時間		11.4	16.5	13.5	12.1

1 The training information was obtained from the Group's Human Resources Department. The methodology adopted for reporting training hours set out above was based on "How to Prepare an ESG Report – Appendix 3: Reporting Guidance on Social KPIs" issued by the Stock Exchange.

1 培訓信息從本集團的人力資源部獲得。上述報告員工受訓時數數據所採用的方法乃基於聯交所發佈的《如何編備環境、社會及管治報告－附錄三：社會關鍵績效指標匯報指引》。

Aspects 層面	ESG Indicators 環境、社會 及管治指標	Description 描述	Page 頁次
A. Environmental			
A.環境			
A1: Emissions A1：排放物	General Disclosure 一般披露	Information on: 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) the policies; and 政策；及 (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. 遵守對發行人有重大影響的相關法律及規例的資料。 Note: Air emissions include NO _x , SO _x , and other pollutants regulated under national laws and regulations. Greenhouse gases include carbon dioxide, methane, nitrous oxide, hydrofluorocarbons, perfluorocarbons and sulphur hexafluoride. Hazardous wastes are those defined by national regulations. 註：廢氣排放包括氮氧化物、硫氧化物及其他受國家法律及規例規管的污染物。溫室氣體包括二氧化碳、甲烷、氧化亞氮、氫氟碳化物、全氟化碳及六氟化硫。有害廢棄物指國家規例所界定者。	18
	KPI A1.1 關鍵績效指標A1.1	The types of emissions and respective emissions data. 排放物種類及相關排放數據。	47
	KPI A1.2 關鍵績效指標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(範圍一)及能源間接(範圍二)的溫室氣體排放總量(以噸二氧化碳當量計算)及(如適用)密度(如以每產量單位、每項設施計算)。	47
	KPI A1.3 關鍵績效指標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(如以每產量單位、每項設施計算)。	19
	KPI A1.4 關鍵績效指標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(如以每產量單位、每項設施計算)。	47
	KPI A1.5 關鍵績效指標A1.5	Description of emissions 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。	N/A 不適用
	KPI A1.6 關鍵績效指標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。	19

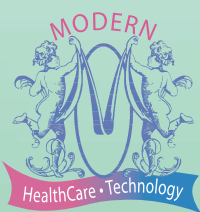
Aspects 層面	ESG Indicators 環境、社會 及管治指標	Description 描述	Page 頁次
A2: Use of Resources A2：資源使用	General Disclosure 一般披露	Policies on the efficient use of resources, including energy, water and other raw materials. 有效使用資源(包括能源、水及其他原材料)的政策。 Note: Resources may be used in production, in storage, transportation, in buildings, electronic equipment, etc. 註：資源可用於生產、儲存、運輸、樓宇、電子設備等。	20
	KPI A2.1 關鍵績效指標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). 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)。	49
	KPI A2.2 關鍵績效指標A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility). 總耗水量及密度(如以每產量單位、每項設施計算)。	49
	KPI A2.3 關鍵績效指標A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them. 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。	N/A 不適用
	KPI A2.4 關鍵績效指標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. 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。	21
	KPI A2.5 關鍵績效指標A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced. 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。	22
A3: The Environment and Natural Resources A3：環境及自然資源	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自然資源造成重大影響的政策。	24
	KPI A3.1 關鍵績效指標A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them. 描述業務活動對環境及自然資源的重大影響及已採取管理有關影響的行動。	24
Aspect A4: Climate Change 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。	25
	KPI A4.1 關鍵績效指標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. 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。	25

Aspects 層面	ESG Indicators 環境、社會 及管治指標	Description 描述	Page 頁次
B. Social			
B. 社會			
Employment and Labour Practices			
僱傭及勞工常規			
B1: Employment B1: 僱傭	General Disclosure 一般披露	Information on: 有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的： (a) the policies; and 政策；及 (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. 遵守對發行人有重大影響的相關法律及規例的資料。	27
	KPI B1.1 關鍵績效指標B1.1	Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region. 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。	50
	KPI B1.2 關鍵績效指標B1.2	Employee turnover rate by gender, age group and geographical region. 按性別、年齡組別及地區劃分的僱員流失比率。	52
B2: Health and Safety B2: 健康與安全	General Disclosure 一般披露	Information on: 有關提供安全工作環境及保障僱員避免職業性危害的： (a) the policies; and 政策；及 (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. 遵守對發行人有重大影響的相關法律及規例的資料。	31
	KPI B2.1 關鍵績效指標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。	31
	KPI B2.2 關鍵績效指標B2.2	Lost days due to work injury. 因工傷損失工作日數。	31
	KPI B2.3 關鍵績效指標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。	31

Aspects 層面	ESG Indicators 環境、社會 及管治指標	Description 描述	Page 頁次
B3: Development and Training B3：發展及培訓	General Disclosure 一般披露	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. 有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。 Note: Training refers to vocational training. It may include internal and external courses paid by the employer. 註：培訓指職業培訓，可包括由僱主付費的內外部課程。	33
	KPI B3.1 關鍵績效指標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)劃分的受訓僱員百分比。	53
	KPI B3.2 關鍵績效指標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。	54
B4: Labour Standards B4：勞工準則	General Disclosure 一般披露	Information on: 有關防止童工或強制勞工的： (a) the policies; and 政策；及 (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour. 遵守對發行人有重大影響的相關法律及規例的資料。	35
	KPI B4.1 關鍵績效指標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。	35
	KPI B4.2 關鍵績效指標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。	35

Aspects 層面	ESG Indicators 環境、社會 及管治指標	Description 描述	Page 頁次
Operating Practices 營運慣例			
B5: Supply Chain Management 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。	36
	KPI B5.1 關鍵績效指標B5.1	Number of suppliers by geographical region. 按地區劃分的供應商數目。	N/A 不適用
	KPI B5.2 關鍵績效指標B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored. 描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目，以及相關執行及監察方法。	36
	KPI B5.3 關鍵績效指標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。	36
	KPI B5.4 關鍵績效指標B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored. 描述在揀選供應商時促使多用環保產品及服務的慣例，以及相關執行及監察方法。	37
B6: Product Responsibility B6：產品責任	General Disclosure 一般披露	Information on: 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) the policies; and 政策；及 (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. 遵守對發行人有重大影響的相關法律及規例的資料。	37
	KPI B6.1 關鍵績效指標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。	37
	KPI B6.2 關鍵績效指標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。	38

Aspects 層面	ESG Indicators 環境、社會 及管治指標	Description 描述	Page 頁次
	KPI B6.3 關鍵績效指標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。	39
	KPI B6.4 關鍵績效指標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。	37
	KPI B6.5 關鍵績效指標B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored. 描述消費者資料保障及私隱政策，以及相關執行及監察方法。	40
B7: Anti-corruption B7：反貪污	General Disclosure 一般披露	Information on: 有關防止賄賂、勒索、欺詐及洗黑錢的： (a) the policies; and 政策；及 (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering. 遵守對發行人有重大影響的相關法律及規例的資料。	41
	KPI B7.1 關鍵績效指標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. 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。	43
	KPI B7.2 關鍵績效指標B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored. 描述防範措施及舉報程序，以及相關執行及監察方法。	41
	KPI B7.3 關鍵績效指標B7.3	Description of anti-corruption training provided to directors and staff. 描述向董事及員工提供的反貪污培訓。	43
Community 社區			
B8: Community Investment B8：社區投資	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 take into consideration the communities' interests. 有關以社區參與來了解營運所在社區需要和確保其業務活動會考慮社區利益的政策。	44
	KPI B8.1 關鍵績效指標B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport). 專注貢獻範疇(如教育、環境事宜、勞工需求、健康、文化、體育)。	44
	KPI B8.2 關鍵績效指標B8.2	Resources contributed (e.g. money or time) to the focus area. 在專注範疇所動用資源(如金錢或時間)。	N/A 不適用



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