

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

Environmental, Social and  
Governance Report  
**2020/21**  
環境、社會及管治報告





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

## 我們的願景 — 成為顧客首選的 日常服飾品牌

Bossini International Holdings Limited (the “Company”) and its subsidiaries (collectively, the “Group” or “Bossini”) is a renowned apparel brand owner, retailer and franchiser in Asia and select locations around the world. Our humble journey began with the opening of our first retail store in Hong Kong back in 1987. Over the past three decades, we have established an extensive international operating platform and distribution network to successfully expand the business to countries and regions around the globe. The Group directly manages and operates 159 stores in Hong Kong and Macau, Mainland China, and Singapore. Further afield internationally, at the Group we have established a total of 539 export franchised stores in Southeast Asia, Middle East and East Africa with plans to further our expansion. Globally recognised for our comfortable and easy to mix-and-match, yet colourful and energetic style, Bossini offers casual wear apparel products for men, women and kids – designed to fit a wide range of customer preferences and needs.

堡獅龍國際集團有限公司（「本公司」）及其附屬公司（統稱「本集團」或「堡獅龍」）是亞洲及世界各地挑選地區馳名的服裝品牌擁有人、零售商和特許經營商。於一九八七年，我們在香港開設首間零售店舖，開始我們的謙遜旅程。經過三十年的發展，我們已建立一個龐大的國際營運平台及分銷網絡，成功將業務擴展至全球多個國家及地區。本集團於香港及澳門、中國大陸及新加坡直接管理及經營159間店舖。於國際上，我們已於東南亞、中東及東非設立539間出口特許經營店舖，並計劃進一步擴張。堡獅龍供應的休閒服產品包括男士、女士及兒童系列，所有產品設計緊貼不同顧客喜好及需要，並因其舒適、易於配襯、色彩豐富又充滿活力而享譽各地市場。

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## ABOUT THIS REPORT 關於本報告

### Reporting Framework and Scope

The Group presents its Environmental, Social and Governance (“ESG”) Report (the “Report”), covering the period from July 2020 to December 2021<sup>1</sup>, which is prepared in accordance with the requirements of the ESG Reporting Guide, Appendix 27 (“ESG Guide”) of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (“HK Stock Exchange”). Since our Hong Kong and Macau markets account for the majority of the Group’s revenue and our headquarters are in Hong Kong, the scope of this report primarily covers the business operations within these regions, unless otherwise stated. All ESG topics which are material to Bossini and our stakeholders are included and disclosed hereafter.

### Sustainability Governance

#### Board Statement

The board of directors of the Company (the “Board”) holds the overall accountability for Bossini’s ESG strategies and performance. The Board also oversees the identification and assessment of business risks, including critical ESG risks and opportunities, and ensures that robust risk management and internal control systems are in place.

On an operation level, our ESG Working Group works with internal departments across the organisation to integrate sustainability into day-to-day operations. This Working Group regularly reports to the Board to ensure appropriate execution and risk management on sustainability. Through regular meetings and discussions with the Board, the ESG Working Group plans and implements various policies, guidelines, measures and programmes which contribute to our sustainable development. This Working Group also identifies, evaluates and prioritises material ESG issues, through regular stakeholder engagement and materiality assessment, which are further reviewed and endorsed by the Board for report disclosure. As we mature in our ESG journey, key performance indicators (“KPIs”) and associated targets are set, tracked, monitored and reported.

<sup>1</sup> This is to align our financial year with our parent company, Viva China Holdings Limited (“Viva China”).

### 報告框架及範圍

本集團謹此提呈根據香港聯合交易所有限公司(「香港聯交所」)證券上市規則附錄27環境、社會及管治報告指引(「環境、社會及管治指引」)的規定所編製及涵蓋二零二零年七月至二零二一年十二月期間<sup>1</sup>的環境、社會及管治(「環境、社會及管治」)報告(「報告」)。由於香港及澳門市場佔本集團收益的重大部份，而我們的總部亦位於香港，除另有說明外，本報告的範圍將主要覆蓋於該等地區的業務營運。所有對堡獅龍及我們的持份者而言屬重要的環境、社會及管治議題已於下文載述及披露。

### 可持續發展管治

#### 董事局聲明

本公司董事局(「董事局」)對堡獅龍的環境、社會及管治策略及表現負整體責任。董事局亦監督業務風險的識別及評估，包括關鍵環境、社會及管治風險及機會，並確保建立健全的風險管理及內部監控制度。

於營運層面，我們的環境、社會及管治工作小組與整個機構的內部部門合作，將可持續發展融入日常營運。該工作小組定期向董事局匯報，以確保本集團在可持續發展的議題上能適當執行及進行風險管理。透過與董事局的定期會議及討論，環境、社會及管治工作小組計劃及實施有助於我們可持續發展的各種政策、指引、措施及計劃。該工作小組亦透過定期的持份者參與及重要性評估，識別及評估重大環境、社會及管治問題，和按重要性排序，並由董事局進一步審查及批准報告披露。隨著我們於環境、社會及管治旅程日漸成熟，我們已設定、追縱、監控及報告關鍵績效指標(「關鍵績效指標」)及相關目標。

<sup>1</sup> 配合母公司非凡中國控股有限公司(「非凡中國」)之財政年度。



At Bossini, being a responsible corporate citizen is not a destination – it is a long-term commitment that requires continuous improvement to use resources efficiently, manage waste from our operations, provide a safe and empowering environment for our employees and continuously engage with our stakeholders. The Group recognises that being a sustainable company means that achieving commercial success and contributing to society for a better world are not mutually exclusive but, in fact, go hand-in-hand.

### Stakeholder Engagement

To achieve sustainable business development, we maintain effective and open communication with our key stakeholders, from our staff and leaders to our customers, investors, suppliers and community partners. We welcome their views and incorporate their inputs to improve the way that we create and deliver value. For instance, we have designated hotline and email where our customers can easily express their feedback. Moving forward, we will also continue to improve communication channels with our other stakeholders.

### Materiality Assessment

In preparation for this Report, an independent consultant was appointed to conduct a comprehensive stakeholder engagement and materiality assessment to determine the most material ESG topics to the Group for disclosure by following a three-step process:



對堡獅龍而言，作為負責任的企業公民並非目標—它是一項長期承諾，需要持續改進以有效善用資源、管理營運產生的廢棄物、為僱員提供安全及自主自立的環境，並持續與持份者互動。本集團深知，作為一家可持續發展的公司，取得商業成功並為社會作出貢獻以創造更美好的世界並不相互抵觸，應是相輔相成。

### 持份者參與

為實現可持續的業務發展，我們與持份者保持有效及開放的溝通，不只是我們的員工及領導人，亦包括我們的客戶、投資者、供應商及社區合作夥伴。我們歡迎他們的意見，並採納以改進我們創造及實現價值的方式。例如，我們設有特定熱線及電子郵件，讓我們的客戶可容易地表達他們的反饋。展望未來，我們亦將繼續改善與其他持份者的溝通渠道。

### 重要性評估

為編製本報告，我們已委任獨立顧問進行全面的持份者參與及重要性評估，並透過以下三個步驟釐定對本集團最重要的環境、社會及管治議題以進行披露：

## CARING ABOUT OUR ENVIRONMENT 關顧環境

The Group has a role to play in doing our part to protect the planet. We stand by our commitment to using resources wisely and efficiently, reducing waste generation and minimising greenhouse gas (“GHG”) emissions within our business. Over the years, a number of measures have been implemented to save energy, water, paper and other office supplies in ongoing efforts to manage the impact of our operations on the environment.

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

### GHG Emissions and Energy Consumption

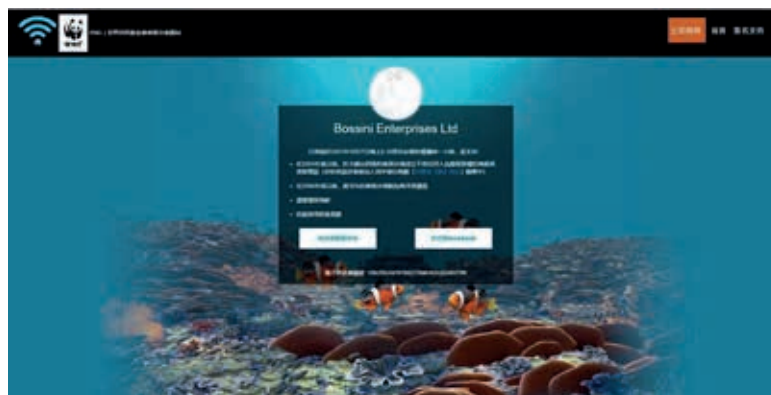
Given electricity consumption contributes to a significant portion of the Group’s GHG footprint, we are committed to using energy more efficiently and saving electricity to manage our environmental impacts. As part of our commitment, long-term GHG emissions and energy reduction targets have been developed. Along our extensive retail network, LED lights are being used in all our Hong Kong and Macau shops, which are more energy-efficient than traditional incandescent bulbs. In our office spaces, we set the air conditioner thermostats at 25°C and promote resource-saving practices with our employees, using videos and stickers to remind them on issues including turning lights off when not in use, printing double-sided and in black and white and minimising the use of tissue paper. As in previous years, all our stores in Hong Kong and Macau participated in “Earth Hour 2021” to switch off unnecessary lighting for an hour and pledge to promoting energy efficiency throughout our business.

本集團盡自己的一份力量保護地球。我們恪守於業務中精明及有效地使用資源、減少產生廢棄物及減少溫室氣體（「溫室氣體」）排放的承諾。於過去多年，我們採取多項措施以節約能源、水、紙張及其他辦公室用品，並不斷努力地管理我們的營運對環境的影響。

回顧年內，本集團並無獲悉其香港及澳門零售業務違反相關環保條例。此外，亦無發現重大排水及有害廢棄物排放。

### 溫室氣體排放及能源消耗

鑑於電力消耗佔本集團溫室氣體排放量的重大部分，我們致力於更有效地使用能源及節省電力，以管理我們對環境的影響。作為我們承諾的一部分，我們已制定長遠的溫室氣體排放及能源減少目標。於我們廣泛的零售網絡中，我們所有的香港及澳門店舖均使用LED燈，較傳統的白熾燈泡更節能。於我們的辦公室，我們將空調溫度設置為25度，並以視頻及貼紙形式提醒僱員隨手關燈、雙面打印、黑白打印及盡量減少使用抹手紙等節約資源的方法。與過往年度一樣，我們於香港及澳門的所有店舖均參加2021年「地球一小時」活動，把非必要的燈關掉一小時，並承諾於整個業務中提高能源效益。



		January to December 2021 二零二一年 一月至十二月	July 2020 to December 2021 二零二零年七月 至二零二一年 十二月
<b>Greenhouse Gas (GHG) Emissions<sup>2</sup> 溫室氣體 (「溫室氣體」) 排放<sup>2</sup></b>			
Scope 1 – Direct emissions and removals <sup>3</sup> 範圍1 – 直接排放及減除 <sup>3</sup>	Tonnes of CO <sub>2</sub> e 公噸二氧化碳當量	<b>0.00</b>	<b>4.08</b>
Scope 2 – Energy indirect emissions <sup>4,5</sup> 範圍2 – 能源間接排放 <sup>4,5</sup>	Tonnes of CO <sub>2</sub> e 公噸二氧化碳當量	<b>1,442.35</b>	<b>2,556.65</b>
<b>Total GHG emissions (direct and indirect) 溫室氣體排放 (直接及間接)</b>	Tonnes of CO <sub>2</sub> e 公噸二氧化碳當量	<b>1,442.35</b>	<b>2,560.73</b>
<b>Total GHG emissions intensity 溫室氣體排放總量強度</b>	Tonnes of CO <sub>2</sub> e/HK\$ million of revenue 公噸二氧化碳當量/港幣百萬元收入	<b>3.39</b>	<b>3.76</b>
<b>Energy Consumption 能源耗量</b>			
Electricity consumption (total) 電力消耗 (總量)	kWh 千瓦時	<b>2,752,410.00</b>	<b>4,884,710.00</b>
Electricity consumption (intensity) 電力消耗 (密度)	kWh/HK\$ million of revenue 千瓦時/港幣百萬元收入	<b>6,461.06</b>	<b>7,172.85</b>
Diesel oil consumption (total) 柴油消耗 (總量)	Litre 公升	<b>0.00</b>	<b>1,545.00</b>
Diesel oil consumption (intensity) 柴油消耗 (密度)	Litre/HK\$ million of revenue 公升/港幣百萬元收入	<b>0.00</b>	<b>2.27</b>

<sup>2</sup> Greenhouse gas emissions data is presented in tonnes of carbon dioxide equivalent (tCO<sub>2</sub>e) and the calculation methodology is based on (i) the “Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purposes) in Hong Kong” issued by Electrical and Mechanical Services Department and Environmental Protection Department; and (ii) the sustainability reports of the Hong Kong Electric Company Limited, the China Light and Power Company Ltd, the Companhia de Electricidade de Macau.

<sup>3</sup> Scope 1: Direct emissions from sources owned or controlled by the Company, including fuel consumption from vehicles.

<sup>4</sup> Scope 2: Indirect emissions from the consumption of purchased electricity and steam by the Company as a result of its usual operations. The sources of emissions are owned or controlled by other companies.

<sup>5</sup> Exclude electricity consumption from some retail stores operating in shopping malls and/or department stores where electricity is not separately charged.

<sup>2</sup> 溫室氣體排放數據以公噸二氧化碳當量 (公噸二氧化碳當量) 表達，計算方法是根據(i)機電工程署及環境保護署刊發的《香港建築物(商業、住宅或公共用途)的溫室氣體排放及減除的核算和報告指引》計算及(ii)香港電燈有限公司，中華電力有限公司及澳門電力有限公司的年度報告。

<sup>3</sup> 範圍1：本公司擁有或控制的來源的直接排放，包括車輛的燃料消耗。

<sup>4</sup> 範圍2：本公司因日常營運而購買的電力及蒸汽消耗的間接排放。排放來源由其他公司擁有或控制。

<sup>5</sup> 不包括部份於商場及/或百貨公司經營的零售店舖的電力消耗，該等店舖並非獨立收取電費。



## Waste Management

Our systems effectively manage the waste generated from our operations. The Group complies with local regulations on the handling and treatment of non-hazardous and hazardous waste. To divert certain waste away from landfill, we have designated recycling bins to segregate our toner cartridges and paper and put notices around the workplace to instil this behaviour within our staff. When possible and feasible, we reuse packaging materials, window display items, furniture and fixtures from our store operations.

The Group also proactively reduces its paper usage through our paper-saving policy. We encourage reusing papers for printing and set the default mode of all network printers to double-sided printing. Recycling bins are set up to segregate and collect used paper, cardboard boxes and packing materials for reuse or recycle. We have also digitalised our internal communications, circulating memorandums and reports in e-format. One initiative we are proud of is our fully implemented paperless stocktaking system which enables us to substantially reduce paper usage and waste, save energy and optimise the management process. Our staff are able to perform inventory taking more efficiently – creating more services and adding value to the corporation.

We also recognise that packaging waste, especially plastic, continues to be one of the top environmental issues facing the retail industry. With this in mind, we want to do our part. As a result of the implementation of Environmental Levy Scheme on plastic shopping bags in Hong Kong since 2009, the Group has reduced the number of plastic bags used per transaction from 0.28 between July and December 2020 to 0.25 in the same period in 2021.

## 廢棄物管理

我們的制度有效地管理於營運中產生的廢棄物。本集團遵守當地有關處理及處置無害及有害廢棄物的規例。為減少堆填區的廢棄物，我們將碳粉盒及紙張分開放於指定的回收箱，並於工作場所當眼處張貼告示，以向我們的員工灌輸環保意識。於可能及可行的情況下，我們會重用店舖營運中的包裝材料、櫥窗展示物品、傢具及裝置。

本集團亦落實節約用紙政策，積極減少使用紙張。我們鼓勵重用紙張進行打印，並將所有網絡打印機預設為雙面打印。我們設置回收箱，將廢紙、紙板箱及包裝材料進行分類及收集，以便重用或回收。我們亦將內部通訊數碼化，以電子格式分發備忘錄及報告。我們引以為傲的一項舉措是全面使用無紙化盤點系統，讓我們能夠大幅減少使用及浪費紙張，節約能源及優化管理流程。我們的員工能夠更有效地進行盤點—為公司創造更多的服務和增值。

我們亦意識到包裝廢棄物，特別是塑料，仍然是零售業面臨的首要環境問題之一。有鑑於此，我們希望盡自己的一份力量，自二零零九年於香港實施塑膠購物袋環保徵費計劃起，本集團每次交易所使用的塑膠袋數量由二零二零年七月至十二月的0.28個減少至二零二一年同期的0.25個。



		January to December 2021 二零二一年 一月至十二月	July 2020 to December 2021 二零二零年七月 至二零二一年 十二月
<b>Hazardous and Non-hazardous Waste 有害及無害廢棄物</b>			
Hazardous waste 有害廢棄物	Tonnes 公噸	0.00	0.00
Non-hazardous waste (Disposal) 無害廢棄物(棄置)			
– Paper 紙張	Tonnes 公噸	1.08	2.81
– Shopping bags 購物袋	Tonnes 公噸	13.62	23.40
Total 總量	Tonnes 公噸	14.70	26.21
Intensity 密度	Tonnes/HK\$ million of revenue 公噸/港幣百萬元收入	0.03	0.04
Non-hazardous waste (Recycled) 無害廢棄物(已回收)			
– Paper 紙張	Tonnes 公噸	0.12	0.12
Total 總量	Tonnes 公噸	0.12	0.12
Intensity 密度	Tonnes/HK\$ million of revenue 公噸/港幣百萬元收入	0.0003	0.0002
<b>Packaging Materials 包裝物料</b>			
Price tag 價格標籤	Tonnes 公噸	20.25	29.80
Plastic packaging bag 塑料包裝袋	Tonnes 公噸	400.99	589.81
Carton box 紙箱	Tonnes 公噸	240.42	353.63
Copy paper 拷貝紙	Tonnes 公噸	39.26	57.74
<b>Water Consumption<sup>6</sup> 耗水量<sup>6</sup></b>			
Water consumption (total) 耗水量(總量)	m <sup>3</sup> 立方米	4,355.51	8,715.55
Water consumption (intensity) 耗水量(密度)	m <sup>3</sup> /HK\$ million of revenue 立方米/港幣百萬元收入	10.22	12.80

<sup>6</sup> Exclude water consumption from some retail stores operating in shopping malls and/or department stores where water supply and discharge are controlled by the building management and the retrieval of the relevant data is not feasible.

<sup>6</sup> 不包括部份於商場及/百貨公司經營的零售店舖的用水量，該等店舖的供水及排水由大廈管理處控制，檢索相關數據並不可行。



## Our Targets 我們的目標

### GHG Emissions Target 溫室氣體排放目標

**-10%**

Reduce carbon intensity by 10% per HK\$ '000,000 by 2030  
於二零三零年年底前每港幣百萬元的碳強度降低10%

\* Compared to the 2021 baseline.  
\*與二零二一年基線比較。

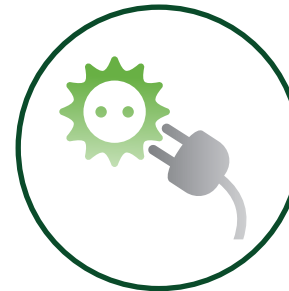


### Energy Reduction Target 節能目標

**-8%**

Reduce electricity use intensity by 8% per HK\$'000,000 by 2030  
於二零三零年年底前每港幣百萬元的用電量強度降低8%

\* Compared to the 2021 baseline.  
\*與二零二一年基線比較。



### Water Saving Target 節水目標

**-5%**

Reduce water intensity by 5% per HK\$ '000,000 by 2030  
於二零三零年年底前每港幣百萬的用水密度降低5%

\* Compared to the 2021 baseline.  
\*與二零二一年基線比較。



### Waste Reduction Target 減廢目標



Continue to reduce the use of packaging materials and enhance recycling capacity across Bossini's operations.  
繼續減少包裝材料的使用，並提高堡獅龍營運的回收能力。

## Business Trips and Employee Travel

Business trips are necessary to participate in exhibitions and visit manufacturers and material suppliers. Aside from the Group's policy mandating that all staff must fly economy class, the shift in the pandemic has further streamlined our processes to adopt video conferencing systems, therefore reducing the need to travel and lightening our footprint.

## Environment and Natural Resources

The Group's retail operations do not directly contribute to pollution or the destruction of natural resources. Our material environmental impact, rather, is in waste generation and electricity and energy use within our stores, vehicles and other office supplies. Other relevant initiatives and practices have been disclosed in this section.

In our offices, our printing paper is produced from Elemental Chlorine Free ("ECF") pulp, made from trees sourced from responsibly managed forests. In our portfolio of products, we offer innovative and eco-friendly reversible jackets and jeans made from REPREVE – the US-patented fibre which uses recycled plastic bottles and discarded materials as raw material. The manufacturing process using REPREVE also emits less GHGs and conserves more water and energy than conventional methods.

## Climate Change

Asia is home to many of the countries most vulnerable to climate change, such as extreme weather events like typhoons and rainstorms. These impact our business whether through shop closures, damaged or lost products from flooding or by even putting the safety of our staff and customers at risk. Recognising its significant financial and non-financial risks to our business, Bossini is committed to proactively managing climate-related impacts and developing measures in line with global best practices to enhance our resilience. Aside from the approach and initiatives disclosed in the above section, we continue to evaluate climate-related risks and opportunities and incorporate them into the Enterprise Risk Management system. Specific to extreme weather events, crisis management plans are in place. Through our clear work arrangement and policies, climate-related guidelines and constant communication with our people, we are well prepared to respond to these emergency situations.

## 商務公幹及員工出差

商務公幹參加展覽以及到訪製造商及材料供應商乃無可避免。除本集團的政策規定所有員工必須乘坐經濟艙外，疫情期間的轉變進一步簡化我們的流程，採用視頻會議系統令我們減少出差次數及足跡。

## 環境與天然資源

本集團的零售業務不會直接造成污染或破壞天然資源。相反，我們對環境較大的影響是於我們的店舖、車輛及其他辦公室用品中產生的廢棄物及電力和能源使用。本節披露其他相關舉措及做法。

我們辦公室的印刷紙是由無元素氯（「ECF」）紙漿生產，這些紙漿由負責任管理的森林的樹木製成。於我們的產品組合中，我們提供由REPREVE製成的創新且環保的雙面外套及牛仔褲，REPREVE是一種美國專利纖維，使用回收塑料瓶及廢棄材料作為原材料。與傳統方法相比，使用REPREVE的製造過程亦排放較少的溫室氣體，並節省較多的用水及能源。

## 氣候變化

亞洲是許多最容易受到氣候變化影響的國家的所在地，例如颱風及暴雨等極端天氣事件。該等氣候影響我們的業務，例如店舖關閉、水災造成的產品損壞或損失，甚至危害我們的員工及客戶的安全。堡獅龍知悉其業務所面臨的重大財務及非財務風險，致力於積極管理氣候相關影響，並制定符合全球最佳實踐的措施，以增強我們的應變能力。除上節所披露的方法及舉措外，我們持續評估氣候相關風險及機會，並將其納入企業風險管理制度，針對極端天氣事件，制定危機管理計劃。透過我們明確的工作安排及政策、氣候相關指引及與員工持續溝通，我們已做好應對該等緊急情況的準備。

## Employment and Labour Practices

Our employees are our most valued asset and we take measures to provide a safe and decent working environment for all our staff. The Group also supports career development through training opportunities and a life-long learning mindset, while promoting healthy lifestyles with sound work-life balance.

The Group strictly prohibits child and forced labour, as articulated in our Supplier Code of Conduct. We regularly monitor our recruitment process to ensure that these labour standards are maintained and we take disciplinary action if any occasion of non-compliance arises.

During the year under review, the Group did not have any significant non-compliance cases in Hong Kong and Macau with regards to relevant laws and regulations on employment practices, health and safety, child and forced labour or other labour standards.

## Safe Working Environment

The safety and health of our employees is non-negotiable and a pre-requisite for doing business. Apart from reminding them some safety measures to avoid accident during work in orientations, our retail managers and shop supervisors regularly monitor workplace safety and carry out spot checks to ensure safety requirements are met. The Group addresses work-related incidents through its comprehensive reporting and management guidelines. We also provide proper equipment such as ladders and trolleys for the safe execution of physical labour. Notices are also posted around the workplace to remind both shop and warehouse staff of potential hazards.

To prepare for work-related emergencies, the Group coordinates with management office to inspect the workplace, equipment and exit points for fire hazards. We also conduct mandatory fire drills once a year for all staff to attend. However, in the year under review, only new joiners were required to participate, due to restrictions caused by the pandemic.

## 僱傭及勞工常規

我們的僱員是我們最寶貴的資產，我們採取措施為所有員工提供安全及合宜的工作環境。本集團亦透過培訓機會和以終身學習的心態支持職業發展，同時提倡工作與生活平衡的健康生活方式。

根據我們的供應商行為守則所述，本集團嚴格禁止童工及強制勞工。我們定期監控我們的招聘流程，以確保維持該等勞工標準，如出現任何不合規情況，我們將採取紀律處分。

於回顧年度內，本集團於香港及澳門並無任何涉及僱傭常規、健康與安全、童工及強制勞工或其他勞工標準的相關法例及規例的重大違規事件。

## 安全的工作環境

我們僱員的安全及健康是不容爭辯，是開展業務的先決條件。除在迎新會上提醒他們一些安全措施以避免於工作期間發生事故外，我們的零售經理及店舖主管定期監察工作場所的安全，並進行抽查以確保符合安全要求。本集團透過其全面報告及管理指引處理工作相關事件。我們亦提供適當設備，例如梯子及手推車，以確保安全執行體力勞動。工作場所四周亦張貼告示，提醒店舖及倉庫工作人員注意潛在危險。

為應對工作相關緊急情況，本集團與管理處協調檢查工作場所、設備及出口點是否存在火災隱患。我們亦每年進行一次強制性消防演習，供所有員工參加。然而，於回顧年度，由於疫情造成的限制，只要求新入職員工參加。



### Case Study: Our COVID-19 Response

In response to the COVID-19 pandemic, we have built on our measures and pivoted our work set-up to secure a safe working environment for our employees. Aside from deploying a flexible work arrangement that allows office workers to work from home, operating in this new normal also means protecting our office staff and ensuring they are fit and well to go to work. All staff physically working in the office, shops and warehouses are required to complete an online health declaration form every week while their body temperatures are taken upon arrival.

Should a staff member feels sick, has close contact with infected person, or their family member is experiencing symptoms, they must notify Human Resources department immediately, get tested and work from home until they recovered and a negative test result emerges.

To reduce the transmission risk on our premises, we have stepped up our regular disinfecting procedures and frequency. We also ensure that all workplaces, from our offices to our warehouses and shops, are sufficiently and regularly stocked with supplies such as face masks, disinfectant sprays and hand sanitisers to prevent the spread of the virus. Our staff can also avail of paid leave benefits for those who receive COVID-19 vaccination shots.

### 案例研究：我們應對2019冠狀病毒病

為應對2019冠狀病毒病疫情，我們已採取措施並調整工作設置，以確保為僱員提供安全的工作環境。除部署允許辦公室員工在家工作的靈活安排外，在這種新常态下營運亦意味著保護我們的辦公室員工並確保他們健康及可以上班。所有於辦公室、店舖及倉庫工作的員工必須每週填寫一份網上健康申報表，同時於抵達工作場所時測量體溫。

如果員工感到不適、接觸到確診者或他們的家庭成員出現症狀，他們必須立即通知人力資源部門，接受2019冠狀病毒病測試並在家工作，直至身體痊癒及出現陰性測試結果為止。

為降低於工作場所的傳播風險，我們已加強定期消毒程序及次數。我們亦確保所有工作場所，不論是我們的辦公室，抑或是我們的倉庫及店舖，均備有及定期補給足夠的物資，例如口罩、消毒噴霧劑及搓手液，以防止病毒傳播。我們的員工亦可以就接受2019冠狀病毒病疫苗接種享有有薪休假福利。

January to December 2021	July 2020 to December 2021
二零二一年 一月至十二月	二零二零年七月 至二零二一年 十二月

### Work-related Fatalities and Injuries 因工亡故或工傷

Total number of work-related fatalities <sup>7</sup> 因工亡故總數 <sup>7</sup>	Number 數目	0	0
Work-related fatality rate 因工亡故比率	Percentage 百分比	0	0
Total number of injuries 工傷總數	Number 數目	4	8
Total number of lost days due to work injury 因工傷損失工作總日數	Number 數目	29	80

<sup>7</sup> There were no work-related fatalities in 2019 and 2020.

<sup>7</sup> 二零一九年及二零二零年並無因工作關係死亡事件。

## Supply Chain Management and Product Responsibility

As a responsible corporate citizen, the Group maintains its commitment to product safety and service quality through its procurement policy. To ensure that we deliver the best quality and value for money to our customers, our Internal Quality Assurance Department oversees the technical processes in a fair, competitive and transparent manner so our suppliers meet our criteria on quality, environmental and social standards. All apparels must meet product safety standards and provide certifications of compliance, including but not limited to GB 18401-2010 National General Safety Technical Code for Textile Products and GB 31701-2015 on Safety Technical Code for Infant and Children's Textile Products. The Group also works closely with law firms to regularly renew and protect our trademarks. To realise sustainable development, we prioritise suppliers that implement extra environmental protection measures other than local regulations.

We expect all our suppliers and contractors to respect and abide by our core values in ethical and responsible business practices. This means that suppliers and contractors must comply not only with our quality and pricing requirements, but also the following environmental and social standards:

- No use of toxic materials or hazardous substances
- Toxic waste is appropriately disposed and treated
- No toxic gas is illegally emitted
- Child and forced labour are not practiced
- Workplace conditions are safe and decent
- Anti-discrimination principles are upheld

We outline these clear expectations in our Supplier Code of Conduct that we regularly review and update. Through site visits and annual reviews with our suppliers and contractors, we are able to monitor compliance with our requirements. Any violation of these can result in termination of contract.

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

## 供應鏈管理及產品責任

作為一個負責任的企業公民，本集團透過其採購政策保持其對產品安全及服務質量的承諾。為確保我們為客戶提供最佳質量及物有所值的服務，我們的內部質量保證部門以公平、具競爭及透明的方式監督技術流程，以使供應商符合我們在質量、環境及社會標準方面的條件。所有服裝必須符合產品安全標準及提供合規證明，包括但不限於 GB 18401-2010 國家紡織產品基本安全技術規範及 GB 31701-2015 嬰幼兒及兒童紡織產品安全技術規範。本集團亦與律師事務所緊密合作，定期更新及保護我們的商標。為實現可持續發展，我們優先考慮實施除當地規例以外的額外環境保護措施的供應商。

我們預期我們的所有供應商及承包商於道德及負責任的商業常規中，尊重及遵守我們的核心價值觀。這意味著供應商及承包商不僅必須遵守我們的質量及定價規定，亦必須遵守下列環境及社會標準：

- 不使用有毒材料或有害物質
- 適當處置及處理有毒廢棄物
- 並無非法排放有毒氣體
- 並無童工及強制勞工
- 工作場所安全及合宜
- 堅持反歧視原則

我們於定期審查及更新的供應商行為守則中概述該等明確的期望。我們能夠透過對供應商及承包商的實地考察及年度審查，監控他們是否符合我們的要求。任何違反該等規定的行為均可導致終止合約。

於回顧年度內，本集團於香港及澳門並無違反產品責任法例及規例的情況。

### Number of Suppliers by Geographic Location during the Reporting Period 於報告期間按地理位置劃分之供應商數目

China 中國	Number 數目	489
Bangladesh 孟加拉	Number 數目	65
India 印度	Number 數目	7

## Anti-Corruption

Free and fair competition is the foundation of all commercial activities. At all levels across the organisation, we act with the highest levels of integrity, honesty and fairness – declining and reporting any monetary offers, gifts and favours from external partners, no matter the engagement. Last year, an anti-bribery and anti-corruption training was arranged by our parent company, Viva China, for our employees and department heads to update them on the latest anti-corruption enforcements and proper practice procedures. During the year under review, the Group did not have any significant non-compliance cases in its Hong Kong and Macau operations with regards to laws and regulations on bribery, extortion, fraud and money laundering.

## Channels For Whistleblowing

Upholding standards of good governance and ethical conduct means opening communication lines and giving our employees an avenue to express their concerns. In support of our policies on ethical behaviours, there are whistleblowing policy and grievance mechanism in place to allow employees at all levels to raise concerns regarding any misconduct. To ensure whistle-blowers have the freedom to report grievances without fear of reprisal, all cases are treated strict with confidentiality and submitted to designated personnel for further investigation. This channel was established for the reporting of suspected corruption, any instances of non-compliance, abuse or malpractice.

## 反貪污

自由公平的競爭是一切商業活動的基礎。於整個組織的各個層面，我們以最高水平的誠信、誠實及公平行事—拒絕及匯報任何程度來自外部合作夥伴的金錢提議、禮物及好處。於去年，我們的母公司非凡中國為我們的僱員及部門主管安排一次反賄賂及反貪污培訓，向他們介紹最新的反貪污執法及適當的實踐程序。於回顧年度內，本集團於香港及澳門的業務並無任何涉及賄賂、敲詐勒索、欺詐及洗錢等法例及規例的重大違規事件。

## 舉報渠道

維護良好管治及道德行為標準意味著打開溝通渠道，讓我們的僱員有機會表達他們的關注。為支持我們的道德行為政策，我們已制定舉報政策及申訴機制，允許各級僱員對任何不當行為提出疑慮。為確保舉報人可自由舉報申訴而不必擔心遭到報復，所有案件均嚴格保密，並提交予指定人士進一步調查。設立該渠道是為舉報涉嫌貪污、任何違規、濫用或瀆職行為。





## Customer Services

Our customer-oriented mindset and dedicated customer services representatives have allowed us to build and solidify trusting and transparent relationships with our customers. We strive to give customer satisfaction and improve our services to minimise customer complaints. To deliver on this promise, we provide an easily accessible and responsive customer services hotline and email, and clearly state our product exchange policy on the back of each sales receipt. During the year under review, we received 39 in 2021 (2019/20: 69) complaints with regards to the quality of goods or services. The Group sets our standard internal guidelines and procedures to resolve all disputes promptly and fairly. We have also received appreciative compliments from customers as well as constructive feedback regarding our services. During the year under review, the Group received 258 of these positive responses in the second half of 2020 alone and a total of 429 in 2021 (2019/20: 410). We value their sincere advice and continue to improve our customer service training periodically with the aim to provide our shoppers with the best possible and happiest Bossini experience.

## Data Privacy

The Group recognises its responsibility in safeguarding the customer information that we collect, process and use. The Group adheres to local data protection regulations and puts technical measures in place to securely store and protect personal data against unauthorised access so that data are collected and used for appropriate purposes only.

## 客戶服務

我們以客戶為主導的思維方式及敬業的客戶服務代表使我們能夠與客戶建立及鞏固信任和透明的關係。我們努力使客戶滿意，並提升我們的服務以盡量減少客戶投訴。為實現承諾，我們提供方便快捷的客戶服務熱線及電子郵件，並於每張銷售收據背面明確說明我們的產品換貨政策。於回顧年度，我們在二零二一年接獲39宗（二零一九／二零年：69宗）有關貨品或服務質素的投訴。本集團制定標準內部指引及程序，以迅速及公平地解決所有爭議。我們亦收到客戶的讚賞及對我們服務的建設性反饋。於回顧年度，本集團於二零二零年下半年收到258份正面回應，而於二零二一年共收到429份（二零一九年／二零年：410份）。我們重視他們真誠的建議，並會定期改進我們的客戶服務培訓，務求為我們的購物者提供最佳及最愉快的堡獅龍體驗。

## 私隱資料

本集團知悉有責任保護我們收集、處理及使用的客戶資料。本集團遵守當地私隱資料保障規例，並採取技術措施安全地儲存及保護個人資料免受未經授權取得，使資料得以適當地收集及使用。



## Attracting and Retaining the Best People

Our employment policies enable us to create a workplace environment where our employees are empowered, respected and taken care of. All employees are treated equally and fairly, from on-boarding to staff development to retirement.

## Fair Treatment and Equal Opportunity

We believe that everyone has equal opportunities and should be free from any biased assumptions. To recruit staff of the right calibre, we assess all candidates based on their knowledge, skills and qualifications, and not because of gender, ethnicity or religion. When we review staff for promotions, our objective process is grounded on evaluating and recognising exceptional performance and results.

## Remuneration

Bossini offers competitive compensation strategies to attract, retain and motivate talents with base salaries, and performance-based bonuses and stock options to selective staff. Our remuneration packages are determined based on the job responsibilities and scope of different position levels.

## Workplace Resilience

As our employees' wellbeing is always top of mind, we have continued to respond swiftly and carefully during times of uncertainty. To help our employees cope with unprecedented challenges and ensure their health and safety during the COVID-19 outbreak, we have implemented different preventive safety measures in our workplace and adjusted our work arrangement to allow our office staff to work from home. For more information on our COVID-19 response, please head to the chapter on 'Caring about our business practices'.

## Anti-Discrimination

We cultivate a family-friendly and diverse work environment where our employees are free from discrimination and harassment. We are committed to promoting a positive and optimistic life attitude in our workplace.

## 吸引及挽留最優秀的人才

我們的僱傭政策讓我們能夠創造一個令僱員得到自立自主、尊重及照顧的工作環境。從入職到員工發展再到退休，所有僱員均受到平等及公平的對待。

## 公平待遇及平等機會

我們相信每個人都有平等的機會，並且應該不受任何帶有偏見的假設所影響。為招聘合適的員工，我們根據所有候選人的知識、技能及資格進行評估，而非因為性別、種族或宗教。當我們審查員工的晉升時，我們的客觀流程乃基於評估及認可卓越的績效及結果。

## 報酬

堡獅龍提供具有競爭力的薪酬策略，透過基本工資和績效花紅以吸引、挽留及激勵人才，並為選定員工提供購股權。我們的薪酬待遇是根據不同職位級別的工作職責及範圍而釐定。

## 工作場所應變能力

由於我們貫徹將僱員的福祉放於首位，我們在這不穩定時期一直迅速而謹慎地做出應對。為幫助僱員於2019冠狀病毒病爆發期間應付前所未有的挑戰，並確保他們的健康及安全，我們於工作場所實施不同的預防性安全措施，並調整工作安排，讓我們的辦公室員工可以在家工作。有關我們應對2019冠狀病毒病的更多資料，請參閱「關注企業行為」一章。

## 反歧視

我們營造一個家庭友好及多元化的工作環境，讓我們的僱員免受歧視及騷擾。我們致力於工作場所提倡積極樂觀之生活態度。

## CARING FOR OUR EMPLOYEES 關愛員工

### Benefits and Welfare

Our employees are entitled to a wide range of benefits such as medical and life insurance, a mandatory provident fund, education subsidy schemes and staff discounts. Our improved medical benefits include eye care, routine body check-ups and vaccination reimbursements to selected staff.

### 待遇及福利

我們的僱員有權享受廣泛的福利，例如醫療及人壽保險、強制性公積金、教育補貼計劃及員工折扣。我們已提升醫療福利，包括為選定員工提供視力保護、例行身體檢查及疫苗接種福利。

		2021 二零二一年	2020 二零二零年
<b>Workforce 勞動力</b>			
<b>Total number of employees 僱員總人數</b>	<b>Number 人數</b>	<b>287</b>	<b>447</b>
<b>By gender 按性別劃分</b>			
- Male 男性	<b>Number 人數</b>	<b>83</b>	<b>90</b>
■ Full-time 全職	<b>Number 人數</b>	<b>45</b>	<b>82</b>
■ Part-time 兼職	<b>Number 人數</b>	<b>38</b>	<b>8</b>
- Female 女性	<b>Number 人數</b>	<b>204</b>	<b>357</b>
■ Full-time 全職	<b>Number 人數</b>	<b>198</b>	<b>295</b>
■ Part-time 兼職	<b>Number 人數</b>	<b>6</b>	<b>62</b>
<b>By age group 按年齡組別劃分</b>			
- < 30 years old < 30歲	<b>Number 人數</b>	<b>78</b>	<b>136</b>
- 30-50 years old 30-50歲	<b>Number 人數</b>	<b>179</b>	<b>259</b>
- > 50 years old > 50歲	<b>Number 人數</b>	<b>30</b>	<b>52</b>
<b>By employee category 按僱員類別劃分</b>			
- General (Full-time) 一般員工(全職)	<b>Number 人數</b>	<b>222</b>	<b>349</b>
- General (Part-time) 一般員工(兼職)	<b>Number 人數</b>	<b>44</b>	<b>70</b>
- Middle management (Full-time) 中級管理層(全職)	<b>Number 人數</b>	<b>18</b>	<b>23</b>
- Middle management (Part-time) 中級管理層(兼職)	<b>Number 人數</b>	<b>0</b>	<b>0</b>
- Senior management (Full-time) 高級管理層(全職)	<b>Number 人數</b>	<b>3</b>	<b>5</b>
- Senior management (Part-time) 高級管理層(兼職)	<b>Number 人數</b>	<b>0</b>	<b>0</b>
<b>By geographical region 按地理位置劃分</b>			
- Hong Kong 香港	<b>Number 人數</b>	<b>257</b>	<b>373</b>
- Macau 澳門	<b>Number 人數</b>	<b>30</b>	<b>74</b>



		January to December 2021 二零二一年一月 至十二月	July 2020 to December 2021 二零二零年七月 至二零二一年 十二月
<b>Turnover<sup>8</sup> 流失率<sup>8</sup></b>			
<b>Overall employee turnover rate 整體僱員流失率</b>	<b>Percentage 百分比</b>	<b>66.3</b>	<b>101.3</b>
<b>By gender 按性別劃分</b>			
– Male 男性	Percentage 百分比	53.5	103.9
– Female 女性	Percentage 百分比	70.2	100.3
<b>By age 按年齡組別劃分</b>			
– < 30 years old < 30歲	Percentage 百分比	133.3	167.5
– 30-50 years old 30-50歲	Percentage 百分比	38.4	66.3
– > 50 years old > 50歲	Percentage 百分比	41.5	95.0
<b>By geographical location 按地理位置劃分</b>			
– Hong Kong 香港	Percentage 百分比	61.0	98.3
– Macau 澳門	Percentage 百分比	98.1	121.4

<sup>8</sup> The turnover rate is calculated using the average number of employees for the respective period.

<sup>8</sup> 流失率是使用各期間的平均僱員人數計算。



## Enhancing staff competency and developing leaders

Bossini believes that a vibrant and competent workforce is indispensable in driving business growth. Our success depends on the strength and effectiveness of our talent and cross-functional teamwork so that they are well equipped to tackle the challenges of a dynamic marketplace.

As a learning organisation, we treasure knowledge sharing and life-long learning. Unleashing potential through upskilling and reskilling and building collaborative teams are our key strategies for business growth. We proudly invest in continuous professional development for our talent, build synergistic teams and grow capable leaders through the “Bossini Academy” (堡獅龍學院). The Group’s efforts and commitment to human capital development are also well-recognised. We have been granted “Manpower Developer 1st” award for 10 consecutive years since 2009 and acknowledged as “Super Manpower Developer” starting from 2020 by the Employees Retraining Board.

### Experiential Learning for New Joiners

To bring our newly hired shop staff up to speed and accelerate their learning curve, we shifted from a traditional classroom set-up and focussed on a ‘learning by doing’ strategy. Our Service and Selling Skill Training for both full-time and part-time shop staff gives hands-on and immersive experience where they receive regular feedback as they serve customers, learn the latest product knowledge and practice their sales skills through observing, doing and sharing.

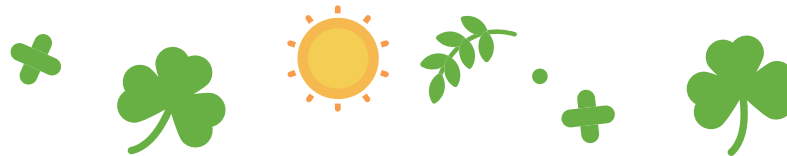
## 提升員工能力及培養領導者

堡獅龍相信，擁有充滿活力及能幹的員工團隊，是業務增長的原動力。我們的成功取決於人才及跨職能團隊合作的力量及效率，以便他們有能力應對動態市場的挑戰。

作為一個學習型組織，我們珍視知識共享及終身學習。透過技能提升及再培訓以及建立協作團隊以釋放潛力，是我們實現業務增長的關鍵戰略。我們透過「堡獅龍學院」對人才的持續專業發展、建立協同團隊及培養有能力領導者的投資感到自豪。本集團對人力資本發展的努力及承諾亦得到廣泛認可。自二零零九年起，我們連續10年獲僱員再培訓局頒發「人才企業1st」，並於二零二零年起獲升格為「Super Manpower Developer」。

### 新入職員工的體驗式學習

為讓我們店舖新入職員工快速上手並加快他們的學習進度，我們放棄了傳統的課堂培訓，取而代之的是「邊做邊學」的教學模式。我們為全職及兼職店員提供的服務及銷售實踐課程，讓他們如常地為顧客提供服務，並不斷得到導師的回饋，他們通過觀察、實踐和分享來學習最新的產品知識和掌握銷售技巧。



### Digital and Flexible Learning

Both the retail landscape and apparel industry are constantly shifting, so employees need the right support to meet and exceed the demands of an ever-evolving retail environment. To develop next generation skills, we have designed and delivered more than 30 learning courses through our digital platform covering topics such as Services and Selling skill, New Fashion Trend and Product Knowledge. Through flexible ways of delivering content such as video and bite-sized mini courses, our shop staff can also, better absorb and digest up-to-date product knowledge and polish their skills, anytime and anywhere.

### Service Lead Mix and Match Sharing Session

To address the challenges of increasing demand for more professional advice from our shop staff, we incorporated more 'fashion elements' to our mix and match training to provide more fashion tips to our customers. Starting in 2020, we have rolled out different training initiatives such as the Service Lead Mix and Match Sharing Sessions to build up the mix-and-match capabilities of our shop staff. Through these interactive sessions, trainees applied the learning to create their own styles with our products. The application of knowledge helped to build up their confidence to provide advice to customers. Our designers and product managers also involved in these training sessions and provided their professional feedback to trainees. To increase learning effectiveness, we have also provided digital learning courses for each new season product launch.

### 數碼化及靈活的學習

零售格局及服裝行業不斷變化，因此僱員需要適當的支援以應對零售環境需求。為培養下一代的技能，我們透過數碼平台設計及提供超過30個學習課程，涵蓋服務和銷售技巧、新時尚趨勢及產品知識等主題。透過視頻及微學習細小單元等靈活的內容傳播方式，店員亦可隨時隨地更佳吸收及消化最新的產品知識及提高技能。

### Service Lead 配襯分享會

店員需要提供更專業意見。為應對這項需求日益增加的挑戰，我們於配襯培訓中加入更多「時尚元素」，以為顧客提供更多時尚秘訣。由二零二零年開始，我們推出不同的培訓計劃，例如Service Lead配襯分享會，以增強我們店員的服飾配搭能力。透過該等互動課程，學員得以學以致用，利用我們的產品創造自己的風格。知識的應用有助於建立他們向客戶提供意見的信心。我們的設計師及產品經理亦參與該等培訓課程，並向學員提供專業反饋。為提高學習效率，我們亦為每個新季度的產品發佈提供數碼學習課程。





### Application, Field Observation and On-Site Follow-up

We conduct post-assessments on-site to evaluate how well our frontline employees have applied what they have learned from their digital courses. This initiative has further ingrained and enhanced their skills in customer service, product knowledge and sales – empowering them to make effective and timely decisions, set up attractive retail displays and assist our customers for a seamless and happy shopping experience.

### Leveraging Internal Expertise

Utilising internal expertise and knowledge sharing are strategic ways to facilitate learning and development for employees. We invite different functional heads and leaders to share their expertise on topics ranging from product design to mix-and-match skills and sales tactics. This exchange offers different perspectives to our employees and at the same time further deepens the capabilities of the relevant experts.

### 應用、現場觀察及現場跟進

我們於店鋪現場進行課後評估，以評估前線僱員如何應用他們於數碼課程中所學到的知識，此舉可進一步鞏固及加強他們於客戶服務、產品知識及銷售方面的技能，使他們能夠作出有效和及時的決定、設置具吸引力的零售陳列，並協助我們的顧客獲得無縫及愉快的購物體驗。

### 善用內部專業知識

透過內部專業知識及知識共享是促進僱員學習及發展的戰略途徑。我們邀請不同的職能主管及領導者就產品設計到配搭技巧以及銷售策略等主題分享他們的專業知識。這種交流為我們的僱員提供了不同的視角，同時亦進一步加強相關專家的能力。



2021  
二零二一年

2020  
二零二零年

Training Hours 受訓時數		
<b>Percentage of trained employees – by gender 按性別劃分受訓僱員百分比</b>		
- Male 男性	Percentage 百分比	34.9
- Female 女性	Percentage 百分比	96.1
<b>Percentage of trained employees – by employee category 按僱員類別劃分受訓僱員百分比</b>		
- General 一般員工	Percentage 百分比	81.6
- Middle management 中級管理層	Percentage 百分比	33.3
- Senior management 高級管理層	Percentage 百分比	66.7
<b>Average training hours – by gender 按性別劃分平均受訓時數</b>		
- Male 男性	Hours 時數	4.3
- Female 女性	Hours 時數	12.4
<b>Average training hours – by employee category 按僱員類別劃分平均受訓時數</b>		
- General 一般員工	Hours 時數	10.1
- Middle management 中級管理層	Hours 時數	8.8
- Senior management 高級管理層	Hours 時數	16.7





## Fostering Employee Engagement Through Happy Bossinians

We believe that happy staff translates to happy customers. We promote a positive and optimistic attitude where open communication and social networking are encouraged among staff. Beyond providing training and development opportunities, the Group also looks after employee's well-being. We regularly review our employee benefits policy and organise activities to ensure that employees have happy work lives and a sense of belonging within the Bossini. Acknowledgments were given in recognition of our people-centric approach. We are proud to receive the ERB Manpower Developer Award Scheme "Manpower Developer 1st" (2010-2020) and "Super Manpower Developer" (2020-2025).

## Safe, Healthy and Happy Working Environment

Apart from the occupational health and safety management and COVID-19 protocols disclosed in the 'Caring about our business practices' chapter, our Human Resources team regularly visits our shops to gather input from our employees regarding their work conditions and benefits. These feedback loops allow us to systematically report on progress and improve how we take care of our people. Our office is also well supplied with amenities in our pantries from vending machines to standard kitchen appliances. We also look after our staff's family lives – for example, providing private rooms for breastfeed pumping for employees who are mothers.

## Festive Celebrations

To celebrate special occasions with our parent company, Viva China, we also held Mid-Autumn Festival parties in 2020 and 2021 where staff participated in activities and games such as a Lucky Draw, lantern riddles and table tennis. We also organised a Christmas party at the office where we played games to win prizes, shared snacks together and exchanged stories.



## 透過快樂員工促進僱員敬業度

我們相信快樂的員工會轉化為快樂的客戶。我們提倡積極樂觀的態度，鼓勵員工之間進行開放式溝通及建立社交網絡。除提供培訓及發展機會外，本集團亦關注僱員的福祉。我們定期檢討僱員福利政策及舉辦活動，以確保僱員在堡獅龍擁有快樂的工作生活及歸屬感。我們的以人為本方針已取得肯定，我們很榮幸獲得僱員再培訓局人才企業嘉許計劃「人才企業1st」(2010-2020) 及「Super Manpower Developer」(2020-2025)的殊榮。

## 安全、健康、快樂的工作環境

除「關注企業行為」一章所披露的職業健康及安全管理以及2019冠狀病毒病協議草案外，我們的人力資源團隊亦定期到訪店舖，就僱員的工作情況及福利收集意見。該等反饋使我們能夠報告進度並改善關懷員工的方式。我們辦公室的茶水間亦配備自動售貨機及標準廚房用具。我們亦照顧員工的家庭生活—例如，為身為母親的僱員提供母乳餵哺的私人房間。

## 節日慶祝

為與母公司非凡中國慶祝特殊的日子，我們亦於二零二零年及二零二一年舉辦中秋慶祝活動，員工可參加抽獎、猜燈謎及乒乓球等活動及遊戲。我們亦於辦公室舉行聖誕派對，一起玩遊戲贏取獎品、分享零食及交流故事。



We believe that corporate social and environmental responsibility is part of doing good business. The Group organises and participates in different community initiatives to support underprivileged groups and promote environmental consciousness. However, due to the restrictions brought about by COVID-19, our community involvement has been limited in the past year under review. As we recover and transition to a post-pandemic world, we will continue to work together, with support from top management, to uplift the communities where we operate.

### Recycling Red Packets

It is a long-held tradition to gift money-filled red packets during Chinese New Year as a symbol of prosperity and luck. However, in Hong Kong alone – up to 320 million red packets were consumed every year which is equivalent to cutting down 16,300 trees each year. To address this environmental issue while keeping the custom alive, we continue to support annual Lai See Reuse and Recycle Programme and set up recycling boxes at our reception areas to collect red packets from staff. Through this initiative, these red packets are recycled to be reused.



### 回收利是封

於農曆新年期間派發紅包是一個悠久的傳統，象徵繁榮及幸運。然而，僅就香港而言，每年消耗的利是封數目高達320,000,000個，相當於每年砍伐16,300棵樹。為解決這個環境問題，同時保存傳統文化，我們繼續支持年度利是封回收重用計劃，並於我們的接待處設立回收箱，以收集員工的利是封，令利是封能被回收及重用。

### Outerwear for the Elderly

In November 2020, the Group donated 517 light down jackets and vests as Christmas gifts to the elderly home and elderly centers of Yan Chai Hospital. As a fashion retail company, we believe that clothing should be functional and accessible to everyone – a basic necessity that can serve a good cause and help make a difference in society.

### Donation of 3 Million Yuan and Goods to Henan Flood Relief

In July 2021, the extreme rainfall and flash floods had caused huge loss to Henan Province. In response, our Shenzhen subsidiary had donated 3 million yuan and goods to China Women's Development Foundation. Through the donations, we hope to support the recovery of the flood-ravaged areas and provide relief for the affected people.

### 捐贈外套予長者

於二零二零年十一月，本集團向仁濟醫院安老院及老人中心捐贈517件輕羽絨外套及背心作為聖誕禮物。作為一家時尚零售公司，我們認為衣服應發揮功能，每個人都可以穿用—這是基本的必需品，可以用於公益事業，並幫助改變社會。

### 向河南抗洪救災捐款人民幣300萬元及物資

於二零二一年七月，極端降雨及山洪災害對河南省造成巨大損失。為此，我們深圳附屬公司向中國婦女發展基金會捐贈人民幣300萬元及物資。我們希望透過捐款支持洪災地區的復原，並救濟受災群眾。

KEY ACHIEVEMENTS  
主要獎項



**Caring Company**  
**(Since 2004)**  
17 consecutive years  
(By Hong Kong Council of  
Social Service)

商界展關懷  
(自2004年開始)  
連續17年  
(由香港社會服務聯會頒發)



**Super Manpower  
Developer**  
**(Since 2020)**  
(By Employees Retraining  
Board)

Super Manpower  
Developer  
(自2020年開始)  
(由僱員再培訓局頒發)



**Good Employer Charter**  
**(Since 2018)**  
(By Labour Department)

好僱主約章  
(自2018年開始)  
(由勞工處頒發)



**Happy Company**  
**(Since 2014)**  
8 consecutive years  
(By Promoting Happiness Index  
Foundation)

開心企業  
(自2014年開始)  
連續8年  
(由香港提升快樂指數基金  
有限公司頒發)

Aspect 層面	HKEX KPI 香港交易所 關鍵績效指標	Description 描述	Page Number / Remarks 頁數 / 備註
<b>A. Environmental 環境</b>			
A1 Emissions 排放物	A1	General Disclosure 一般披露	4
	A1.1	The types of emissions and respective emissions data 排放物種類及相關排放數據	Air emissions is not a material issue to Bossini. 廢氣排放對堡獅龍不是重大問題。
	A1.2	Greenhouse gas in total and intensity 溫室氣體排放量及密度	5
	A1.3	Total hazardous waste produced and intensity 所產生有害廢棄物總量及密度	7
	A1.4	Total non-hazardous waste produced and intensity 所產生無害廢棄物總量及密度	7
	A1.5	Emissions target(s) set and steps taken to achieve them 所訂立的排放量目標及為達到這些目標所採取的步驟	4, 8
	A1.6	How hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them 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	6, 8
A2 Use of Resources 資源使用	A2	General Disclosure 一般披露	4, 6
	A2.1	Direct and/or indirect energy consumption by type in total and intensity 按類型劃分的直接及／或間接能源總耗量及密度	5
	A2.2	Water consumption in total and intensity 總耗水量及密度	7
	A2.3	Energy use efficiency target(s) set and steps taken to achieve them 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	4, 8
	A2.4	Whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them 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	8-9
	A2.5	Total packaging material used for finished products 製成品所用包裝材料的總量	7



# HKEX ESG GUIDE CONTENT INDEX

## 香港交易所環境、社會及管治指引內索引

Aspect 層面	HKEX KPI 香港交易所 關鍵績效指標	Description 描述	Page Number / Remarks 頁數 / 備註
A3 The Environment and Natural Resources 環境及天然資源	A3	General Disclosure 一般披露	4, 6, 9
	A3.1	Significant impacts of activities on the environment and natural resources and actions taken to manage them 業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動	4, 6, 9
A4 Climate Change 氣候變化	A4	General Disclosure 一般披露	9
	A4.1	Significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them 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	9
<b>B. Social 社會</b>			
<b>Employment and Labour Practices 僱傭及勞工常規</b>			
B1 Employment 僱傭	B1	General Disclosure 一般披露	10
	B1.1	Total workforce by gender, employment type, age group and geographical region 按性別、僱傭類型、年齡組別及地區劃分的僱員總數	16
	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	16
B2 Health and Safety 健康與安全	B2	General Disclosure 一般披露	10-11
	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	11
	B2.2	Lost days due to work injury 因工傷損失工作日數	11
	B2.3	Occupational health and safety measures adopted, and how they are implemented and monitored 所採納的職業健康與安全措施，以及相關執行及監察方法	10-11

Aspect 層面	HKEX KPI 香港交易所 關鍵績效指標	Description 描述	Page Number / Remarks 頁數 / 備註
B3 Development and Training 發展及培訓	B3	General Disclosure 一般披露	18-20
	B3.1	Percentage of employees trained by gender and employee category 按性別及僱員類別劃分的受訓僱員百分比	21
	B3.2	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	21
B4 Labour Standards 勞工準則	B4	General Disclosure 一般披露	10
	B4.1	Measures to review employment practices to avoid child and forced labour 檢討招聘慣例的措施以避免童工及強制勞工	10
	B4.2	Steps taken to eliminate such practices when discovered 在發現違規情況時消除有關情況所採取的步驟	10
B5 Supply Chain Management 供應鏈管理	B5	General Disclosure 一般披露	12
	B5.1	Number of suppliers by geographical region 按地區劃分的供應商數目	12
	B5.2	Practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored 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	12
	B5.3	Practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored 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	12
	B5.4	Practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored 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	12

# HKEX ESG GUIDE CONTENT INDEX

## 香港交易所環境、社會及管治指引內索引

Aspect 層面	HKEX KPI 香港交易所 關鍵績效指標	Description 描述	Page Number / Remarks 頁數 / 備註
B6 Product Responsibility 產品責任	B6	General Disclosure 一般披露	12
	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	No products have recalled for safety and health reasons during the reporting period. 於報告期內並無產品因安全及健康原因而須回收。
	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	14
	B6.3	Practices relating to observing and protecting intellectual property rights 與維護及保障知識產權有關的慣例	12
	B6.4	Quality assurance process and recall procedures 質量檢定過程及產品回收程序	12
	B6.5	Consumer data protection and privacy policies, and how they are implemented and monitored 消費者資料保障及私隱政策，以及相關執行及監察方法	14
B7 Anti-corruption 反貪污	B7	General Disclosure 一般披露	13
	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	13
	B7.2	Preventive measures and whistle-blowing procedures, and how they are implemented and monitored 防範措施及舉報程序，以及相關執行及監察方法	13
	B7.3	Anti-corruption training provided to directors and staff 向董事及員工提供的反貪污培訓	13
B8 Community Investment 社區投資	B8	General Disclosure 一般披露	23
	B8.1	Focus areas of contribution 專注貢獻範疇	23
	B8.2	Resources contributed to the focus area 在專注範疇所動用資源	23





## Bossini International Holdings Limited

堡獅龍國際集團有限公司

*(Incorporated in Bermuda with limited liability)*

(於百慕達註冊成立之有限公司)

(Stock code 股份代號: 592)

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