



NB

自然美

NATURAL BEAUTY

Natural Beauty Bio-Technology Limited
自然美生物科技有限公司

(Incorporated in the Cayman Islands with limited liability)
(於開曼群島註冊成立之有限公司)

Stock Code 股份代號: 00157

2021 | ENVIRONMENTAL, SOCIAL AND
GOVERNANCE REPORT
環境、社會及管治報告

Mission Statement

我們的使命

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

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



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Report Description

報告說明

This is the sixth Environmental, Social and Governance Report issued by Natural Beauty Bio-Technology Limited (for better presentation and readability, "Natural Beauty", "the Company" or "we"), presenting our strategic approach to sustainability, ethics and good governance, our commitment to open and honest communication with our stakeholders, and our environmental and social vision and contributions we have made.

REPORTING PERIOD AND ORGANIZATION SCOPE

The Report covers the period from 1 January 2021 to 31 December 2021 ("the current year" or "the Reporting Period") presenting management methods, initiatives and performance in environmental, social and governance aspects. To make the Report more informative, some contents or data relate to the years before 2021 and 2022. The scope of the text disclosed in this Report is the same as that of the Company's 2021 Annual Report, and the environmental scope data covers the following companies: Shanghai Natural Beauty Bio-Technology Co., Ltd., Shanghai NATURAL Beauty Fuli Cosmetics Co., Ltd. (the above are from Mainland China), NATURAL BEAUTY BIO-TECHBOLOGY CO., LTD. (the above is from Taiwan, China), Billion Synergy Sdn. Bhd., Belem Holdings Sdn. Bhd. (the above are from Malaysia). Social scope data covering the companies: Shanghai Natural Beauty Bio-Technology Co., Ltd, Shanghai NATURAL Beauty Fuli Cosmetics Co., Ltd., Shanghai Natural Beauty Sanlian Cosmetics Co., Ltd., Shanghai Natural Beauty Haili Cosmetics Co., Ltd., Shanghai Yongli Cosmetics Co., Ltd. (the above are from Mainland China), NATURAL BEAUTY BIO-TECHBOLOGY CO., LTD., Huiyue Investment Co., LTD, RAY-SEN MEDICAL COSMETICS CO., LTD., KeMeiYan Bio-Technology Cp., Ltd. (the above are from Taiwan, China), Billion Synergy Sdn. Bhd., Belem Holdings Sdn. Bhd. (the above are from Malaysia).

REPORTING PRINCIPLES

Materiality: The Company believes ESG exerts significant influence on the investors and stakeholders. In the Report, we disclosed the process of identifying important environmental, social and governance factors, including identifying stakeholders and evaluating material issues through materiality matrices. Based on the communication mechanism with stakeholders and the principle of materiality, we identified and valued important ESG-related factors, and disclosed corresponding measures in the Report;

本報告為自然美生物科技有限公司(下稱「自然美」、「公司」或「我們」)所發佈的第六份《環境、社會及管治報告》，概述我們在可持續發展、道德操守及良好管治方面的策略方針，闡述致力與利益相關方開誠佈公溝通的承諾，以及我們在環境及社會方面的願景和已做的貢獻。

報告期及主體範圍

本報告披露公司從2021年1月1日起至2021年12月31日止(下稱「本年度」或「報告期內」)，於環境、社會和管治方面的管理方法、舉措及績效表現。其中部分內容延伸至2021年之前及2022年，使報告更具參考價值。本報告所披露文字內容的涵蓋範圍與公司2021年年報相同，環境範疇數據涵蓋公司：上海自然美生物科技有限公司、上海自然美富麗化妝品有限公司(以上為大陸地區)，自然美生物科技股份有限公司(以上為台灣地區)，Billion Synergy Sdn. Bhd.、Belem Holdings Sdn. Bhd.(以上為馬來西亞)；社會範疇數據涵蓋公司：上海自然美生物科技有限公司、上海自然美富麗化妝品有限公司、上海自然美三聯化妝品有限公司、上海自然美海麗化妝品有限公司、上海咏麗化妝品有限公司(以上為大陸地區)，自然美生物科技股份有限公司、輝躍投資股份有限公司、瑞昇醫學美容科技企業股份有限公司、科美研生技股份有限公司(以上為台灣地區)，Billion Synergy Sdn. Bhd.、Belem Holdings Sdn. Bhd.(以上為馬來西亞)。

匯報原則

重要性：公司認為環境、社會及管治報告對投資者及持份者具有重大影響力，我們在報告中披露了識別重要環境、社會及管治因素的過程，具體包括識別利益相關方，及利用重要性矩陣進行實質性議題的評估。我們依據與利益相關方的溝通機制，及重要性原則，識別出了ESG相關的重要因素，對其予以重點關注，並在報告中披露了相應的舉措；

Quantitative: The Company measures the key performance indicators and discloses quantitative data in accordance with the requirements of the Environmental, Social and Governance Reporting Guide of the HK Stock Exchange. At the same time, it discloses the calculation methods and assumptions of the data in the Report;

Balance: In the Report, the Company presented the Company's work in environmental, social and governance aspects objectively;

Consistency: The Company adopted a consistent method of data disclosure, compared the data in the Report, and marked changes in statistical methods and key performance indicators.

MAIN REPORTING GUIDELINES

This Report has been prepared with reference to the requirements of the Environmental, Social and Governance Reporting Guidelines of The Stock Exchange of Hong Kong Limited ("HKEX") as set out in Appendix 27 to the Listing Rules (hereinafter referred to as "ESG Guidelines"). The contents are in accordance with the disclosure principles set out in the ESG Guidelines and have complied with the "mandatory disclosure requirements" and "comply or explain" provisions set out in the ESG Guidelines to address the environmental and social impacts of the Company's business and operational activities.

RELEASING FORMAT

The Report has been published in both Chinese and English. Readers and stakeholders may access this Report on the website of The Stock Exchange of Hong Kong Limited (www.hkexnews.hk). Where the English content conflicts with the Chinese content, the Chinese one shall prevail.

CONTACT US

We attach great importance to the views of stakeholders and the public on this Report. If you have any inquiries or suggestions, please feel free to contact the Company through email ir@nblife.com.

量化原則：公司對關鍵績效指標予以計量，並依據聯交所《環境、社會及管治報告指引》的要求披露量化數據，同時對報告中數據的計算方法、假設進行了披露；

平衡原則：公司在報告中公正、可觀地呈現了於環境、社會及管治方面的工作；

一致性原則：公司採用了一致的數據披露方法，並在報告中進行了數據的比對，並對統計方法、關鍵績效指標的變更進行了標注。

報告主要參照標準

本報告按照《香港聯合交易所有限公司證券上市規則》附錄二十七《環境、社會及管治報告指引》(下稱「《ESG指引》」)編製而成，涵蓋內容亦符合《ESG指引》中求的披露原則，並已遵守《ESG指引》載列的「強制披露」和「不遵守就解釋」條文相應地闡述公司各業務及營運活動對環境和社會帶來的影響。

發佈形式

本報告分別以中、英文版本通過網絡發佈。股東及各利益相關方可登陸香港聯交所網站(www.hkexnews.hk)查閱本報告，如中文版與英文譯本存在歧義，概以中文版本為準。

聯繫方式

我們十分重視各持份者和公眾對此報告的看法，若閣下有任何查詢或建議，歡迎通過電子郵件ir@nblife.com與公司聯絡。

Message from the Chairman

主席致辭

Since the founding 50 years ago, Natural Beauty has provided products and services that integrate skin testing and skincare based on natural cosmetology and the business philosophy of "Nature is Beauty". With its expertise in the production and sale of skin care and beauty products, aroma-therapeutic products, health supplements and makeup products, Natural Beauty has become "a leading provider of professional beauty products and services".

Over the course of several decades of development, Natural Beauty has developed a unique brand, as well as robust technical, production and R&D advantages. In 2021, Natural Beauty received the "2021 Leading China Brand" award at the 26th China Beauty Expo (CBE). Based on its reputation for integrity in the health and nutrition industry and its commitment to corporate social responsibility, Natural Beauty also received the "2021 Ethical Product in the Health Industry" award from Consumer Daily (消費日報社) and the Consumption Observation Office (消費觀察辦公室).

Natural Beauty is committed to pursuing quality development; and the Company uses its robust risk management and internal control system to steadily enhance corporate governance, with the goal of cultivating a culture of integrity. In 2021, we strengthened our subsidiaries' directorship structure by appointing professional external directors to improve auditing and reporting practices, enhance internal control processes and strengthen corporate governance.

While pursuing steady growth, Natural Beauty has conscientiously strived to meet its social responsibilities as a corporate citizen. For example, we promote a harmonious relationship between the Company and the local community by organising care for elderly individuals and related activities, and we make monetary and in-kind donations to demonstrate our heartfelt support for different charitable causes. We are also carrying out effective measures to combat COVID-19 in response to the call for refined management of epidemic prevention. Meanwhile, in response to the national strategy of rural revitalisation, we had set up 491 franchises in towns at the county level and below as at the end of the Reporting Period, representing more than half of the Company's total franchises. In this way, we are using industrial development to promote the prosperity of rural towns.

自然美自創立之初迄今五十載，以自然美容術，秉持「自然就是美」的經營理念，為女性提供結合「肌膚檢測+保養服務+產品提供」的產品與服務，所提供產品包括護膚產品、美容產品、精油產品、健康食品及化妝品，真正構建「全方位美容美體專家」之專業服務。

經過數十年發展，自然美在品牌、技術、生產、及研發等方面擁有獨特優勢。二零二一年，自然美在第26屆CBE中國美容博覽會上，榮獲「2021年中國好品牌」稱號。憑藉在營養健康產業出色的品牌公信力以及持續擔當企業社會責任，自然美亦榮獲消費日報社、消費觀察辦公室「2021健康行業公信力產品」獎。

自然美致力於持續提升企業管治水平，通過完善的風險管理及內部控制系統助推企業高質量發展並構築誠信的商業氛圍。我們於本年度強化子公司董事結構，納入具有相關專業的外部董事，以增加公司治理強度，並進一步深化稽核及匯報工作以提升內部控制流程的有效性，不斷優化公司治理能力。

自然美在穩健發展的同時，始終積極承擔企業公民的社會責任，以在社區開展愛老敬老活動，促進企業與社區的和諧共融；以實際捐款、捐物的行為，為慈善公益事業注入了溫暖和力量；以切實有效的抗疫防疫措施，配合響應精細化防疫工作。同時，我們積極響應國家鄉村振興戰略，截至報告期末共在縣級及以下城鎮開設加盟店491家，佔加盟店總數量半數以上，以產業發展推動城鎮經濟，煥發共同富裕亮色。

As part of its green and low-carbon development strategy, Natural Beauty emphasises the importance of environmental protection when working with our partners both within and outside the Company, and we strive to consume less energy while making products with the same value. In 2021, we promoted and implemented green office concepts; strengthened the management of various resources and types of energy, including water resources; and minimised the use of packaging materials while maximising the use of environmentally friendly materials. In addition, we strictly managed waste gas, wastewater and waste discharged from our factory to reduce environmental pollution and protect the ecosystem.

Going forward, Natural Beauty will stay true to its original mission, pursue craftsmanship and ingenuity and continue to realise the green and harmonious development of the Company, society, and environment under Natural Beauty's guiding principles of "healthy and natural".

Dr. Lei Chien

Chairman

Natural Beauty Bio-Technology Limited

自然美持續在企業內和合作夥伴間強調環境保護的重要性，積極踐行綠色低碳發展戰略，致力於以較低的能源消耗換取同樣的生產價值。我們通過宣揚並落實綠色辦公，加強包括水資源在內的各類資源能源管理，減少包裝材料使用並盡可能地採用環保材料，嚴格管理工廠的廢氣、廢水及廢棄物排放等，以達到降低環境污染、實現與生態共同發展的目的。

未來，自然美將不忘初心，以匠心傳承匠藝，繼續將「健康與自然」作為公司發展的指導原則，實現企業與社會、環境的綠色和諧發展。

雷倩博士

主席

自然美生物科技有限公司

About the Company

關於公司

COMPANY OVERVIEW

Natural Beauty Bio-Technology Limited (Stock code: 00157) is a Company based in Shanghai, the PRC. As at 31 December 2021, we employed around 586 employees. In 2021, Natural Beauty has achieved an income of HKD487,800,000, increasing by 18.8% compared to HKD410,700,000 of 2020.

Natural Beauty is principally engaged in the production and sale of skin care, beauty, aroma-therapeutic products, health supplement and makeup products. Natural Beauty Holdings Limited was incorporated in the Cayman Islands as an exempted Company with limited liability on 29 June 2001. The Company's shares were listed on The Stock Exchange of Hong Kong since 28 March 2002. With over several decades of development, Natural Beauty has the following unique advantages:

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

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

- **Technical advantage:** Natural Beauty is always committed to the development of new products. By taking in prominent bio-chemical R&D teams and cooperating with other technology companies, Natural Beauty has successfully developed more than 700 purely natural skin care products free of strong medication and toxic chemicals such as mercury, lead, and zinc.

公司概覽

自然美生物科技有限公司(股份代號：00157)是一家以中國上海為基地的公司。於2021年12月31日，已聘僱約586名員工。2021年自然美實現了487,800,000港元收入，較2020年410,700,000港元上升18.8%。

自然美主要從事生產及銷售護膚產品、美容產品、精油產品、健康食品及化妝品。Natural Beauty Holdings Limited於二零零一年六月二十九日在開曼群島註冊成立為獲豁免有限公司。公司股份自二零零二年三月二十八日起在香港聯合交易所有限公司上市。經過數十年發展，自然美擁有以下獨特優勢：

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

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

- **技術優勢：**自然美總是致力於發展新產品，透過卓越的生物科技研發團隊以及與其他科技公司合作，自然美已成功發展了超過七百件不含強烈藥物及有毒化學物質如汞、鉛、鋅的純天然護膚產品。

- Production advantage: Natural Beauty now has two production bases in Shanghai and one in Taipei. In 1997, Natural Beauty set up its first PRC factory in Shanghai which obtained ISO9000 quality standard certification in the same year. To cope with its vigorous momentum of development, the Company constructed a new factory in Shanghai in 2010. The new production base was built in conformance with the high standards of *Good Manufacturing Practice* (here in after referred to as "GMP") of Drugs, making Natural Beauty a leading GMP cosmetic production enterprise in the PRC.
- R&D advantage: Since the establishment of the brand, Natural Beauty has developed products suitable for oriental female skin through technical cooperation with many international leading biomedical R&D teams in the United States and Europe, using natural plant extracts and modern advanced biotechnology technology. Among them, the NB-1 series of products obtained a US patent in 2008 – Harvard NB Biotechnology SCT technology has brought the secret of eternal youth to women.
- 生產優勢：自然美的生產基地位於上海及台北，其中上海擁有三座工廠，兩座已投入運營，一座在建設中。自然美於一九九七年在上海設立第一間中國工廠，並於同年取得ISO9000質量認證，隨後自然美的發展如火如荼，因此於二零一零年在上海成立了一間新工廠。新的生產基地遵循《藥品優良製造作業規範》(以下簡稱「GMP」)的高標準建立，使自然美成為中國頂尖的化妝品製造企業。
- 研發優勢：品牌成立至今，自然美通過與美國及歐洲等多個國際領先生物醫學研發團隊進行技術合作、研發產品，採用天然植物精萃，配合當代先進的生物科技技術，研發出適合東方女性膚質的專業美容產品，其中NB-1系列產品在2008年更獲得美國專利 – 哈佛NB生技SCT技術為女性帶來永葆青春的秘訣。

MISSION, VALUES AND VISION

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

我們的使命、價值觀與願景

我們致力於使員工、顧客、學員及加盟老師們存着一份感恩的心來到自然美，學習自然美容術及使用自然美產品及服務。這就是東森自然美這個品牌一直以來的使命與信念：幫助無數女性建立美麗、自信及財富。

Board of Directors Statement

董事會聲明

To regulate the Company's ESG management mechanism for higher quality ESG management and safeguard stakeholders' interests, Natural Beauty has established an ESG management system under which the Board takes overall responsibility for ESG matters and decisions. The Board will lead and participate in the review and decision-making of material ESG-related issues, including identifying ESG risks, developing management plans and policies, setting ESG management strategy and approach, and review annual ESG reports.

The Board is responsible for overseeing the identification of material ESG topics and the progress made against ESG-related goals to ensure the integration of ESG concepts, corporate strategy and corporate actions. Based on the external environment and corporate development strategy, the Company has launched a research on internal and external stakeholders. Under the Board leadership, the Company assesses the materiality of topics to identify material ESG topics as the focus for our future work.

We believe in the long-term value created by sustainable business development, and the Company has adopted the Hong Kong Stock Exchange *Environmental, Social and Governance Reporting Guide*, under the guidance of which, we carry out sustainability tasks in environmental protection, employees, production safety and other aspects. This report discloses Natural Beauty's ESG progress and performance in 2021, which was approved by the Board on 22 March 2022. The Board of Natural Beauty undertakes that the information in this Report contains no false record, misleading statement or material omission, and assumes full responsibility to the authenticity, accuracy and completeness of the information in this Report.

為規範公司ESG管理機制，提高ESG管理質量，保障各利益相關方權益，自然美建立以董事會為ESG事宜的最高負責及決策者的ESG管理體系，董事會領導並參與ESG重大事宜的審議與決策，包括識別ESG風險、設定管理計劃和管理政策、制定ESG戰略與方針、對每年度ESG報告等內容進行審閱。

公司董事會負責監管ESG關鍵議題的目標制定及達成情況，確保ESG理念、公司策略與公司實踐行動的有機融合。基於外部環境和公司發展戰略，公司開展面向內部和外部的利益相關方的調研。在董事會領導下，公司對這些議題進行重要性評估，進而識別出ESG關鍵議題，以此明確未來工作重點。

我們始終認為通過建立可持續發展的業務，能夠創造更長遠的價值，因此公司一直遵循香港交易所《環境、社會及管治報告指引》中的要求，並且將其作為履行可持續發展工作的指引，應用在環保、員工、安全生產等方面。本報告詳盡披露自然美2021年ESG工作的進展與成效，並於2022年3月22日經由董事會審議通過。自然美董事會確保本報告內容不存在任何虛假記載、誤導性陳述或重大遺漏，對其內容的真實性、準確性和完整性承擔全部責任。

Regulating Governance to Promote Development 規範治理助力發展

CORPORATE GOVERNANCE

Governance Mechanism

Natural Beauty complies with the laws and regulations in the places where we operate, the Hong Kong Stock Exchange's *Listing Rules* and the *Company Ordinance* and other laws, regulations and regulatory documents. The Company has established a scientific and effective governance structure based on the *Corporate Governance Practices Code Appendix 14 of the Rules Governing the Listing of Securities*. General meeting of shareholders is the Company's highest decision-making body. The Company's Board of Directors (the "Board") is responsible for implementing the decisions of the shareholders' meeting. It is the core of the corporate governance structure. There are four committees under the Board, namely the Executive Committee, Nomination Committee, Remuneration Committee, Audit Committee, which are responsible for regulating its operation, putting forward major decisions of the Company for consideration, evaluation and advise on these decisions, while striving to maintain a high level of corporate governance, sound internal control system and effective risk management. The Board is committed to improving transparency, accountability, integrity and honesty, and strives to earn the confidence from our shareholders and other stakeholders and to safeguard the interests of shareholders. The Company's board of directors participates in work related to sustainable development (environment, social and governance) and is responsible for its strategy, and regularly supervises and reviews the implementation of the sustainable development strategy.

ESG GOVERNANCE

ESG Governance Framework

In terms of ESG governance, we have progressively strengthened our ESG governance capabilities and continued to improve the Company's sustainability framework. The Company has established a three-tier ESG governance system comprising the Board, the Audit Committee and functional departments. The Board is the highest level of responsibility and decision-making body for ESG issues and has full responsibility for ESG strategy and reporting, monitoring ESG-related matters that may affect the business or operations of the Company, our shareholders and other stakeholders. The Audit Committee of the Board is the main committee responsible for studying the sustainability strategy, monitoring the development and implementation of the annual ESG policy, identifying, assessing and managing key ESG issues, defining ESG management objectives identifying, managing ESG-related issues and risks, and approving the issuance of reports to support the Board of Directors in this function. In the future, the Board will continue to strengthen ESG risk management and assume responsibility for the internal monitoring of ESG risks to protect the long-term benefits of Natural Beauty and our stakeholders.

公司治理

治理機制

自然美遵守經營所在的法律法規、香港聯交所《上市規則》以及《公司條例》等法律法規和規範性文件的要求，以《上市規則》附錄十四所載《企業管治常規守則》為基準，建立了科學有效的治理架構。公司股東大會是最高的決策機構，董事會負責執行股東大會的意志，是公司管治架構的核心，其下設四個委員會，分別為執行委員會、提名委員會、薪酬委員會、審核委員會，負責規範公司運作，對公司的重大決策提出審議、評價和諮詢意見，竭力維持高水平的企業管治、穩健的內部監控系統以及有效的風險管理，致力提高透明度、問責性、公信力及坦誠度，努力贏取股東及其他持份者的信心及保障股東利益。公司董事會參與可持續發展（環境、社會以及管治）相關工作對其戰略負責，並定期監督審視可持續發展戰略的落實情況。公司遵守各地的政策及法律法規，在公司內部制定體系文件，並獲取相關的國際標準認證，定期檢討可持續發展的政策及策略，確保其中的內容切合及適用於對應的業務。

ESG管治

ESG管治架構

在ESG治理方面，我們逐步加強ESG治理能力，並不斷完善本集團的可持續發展架構。本集團已建立了包含董事會、審核委員會、公司職能部門在內的三級ESG管治體系。董事會是ESG事宜的最高負責及決策機構，對ESG策略及匯報承擔全部責任，監察可能影響公司業務或運作、股東與其他利益相關方的ESG相關事宜。董事會審計委員會為主責委員會，研究可持續發展戰略、監察年度ESG政策的制定和執行、識別評估及管理重要的ESG議題、明確ESG管理目標識別和管理ESG相關議題與風險、批准發佈報告等，支持董事會履行這一職能。未來，董事會將繼續加強ESG風險管理工作，承擔ESG風險的內部監控責任，保障自然美及利益相關方的長遠效益。

Regulating Governance to Promote Development 規範治理助力發展

In addition, each functional department of the Company is the executive body for specific work, implementing specific ESG plans, effectively recording and reporting ESG-related data, and fully implementing ESG-related work.

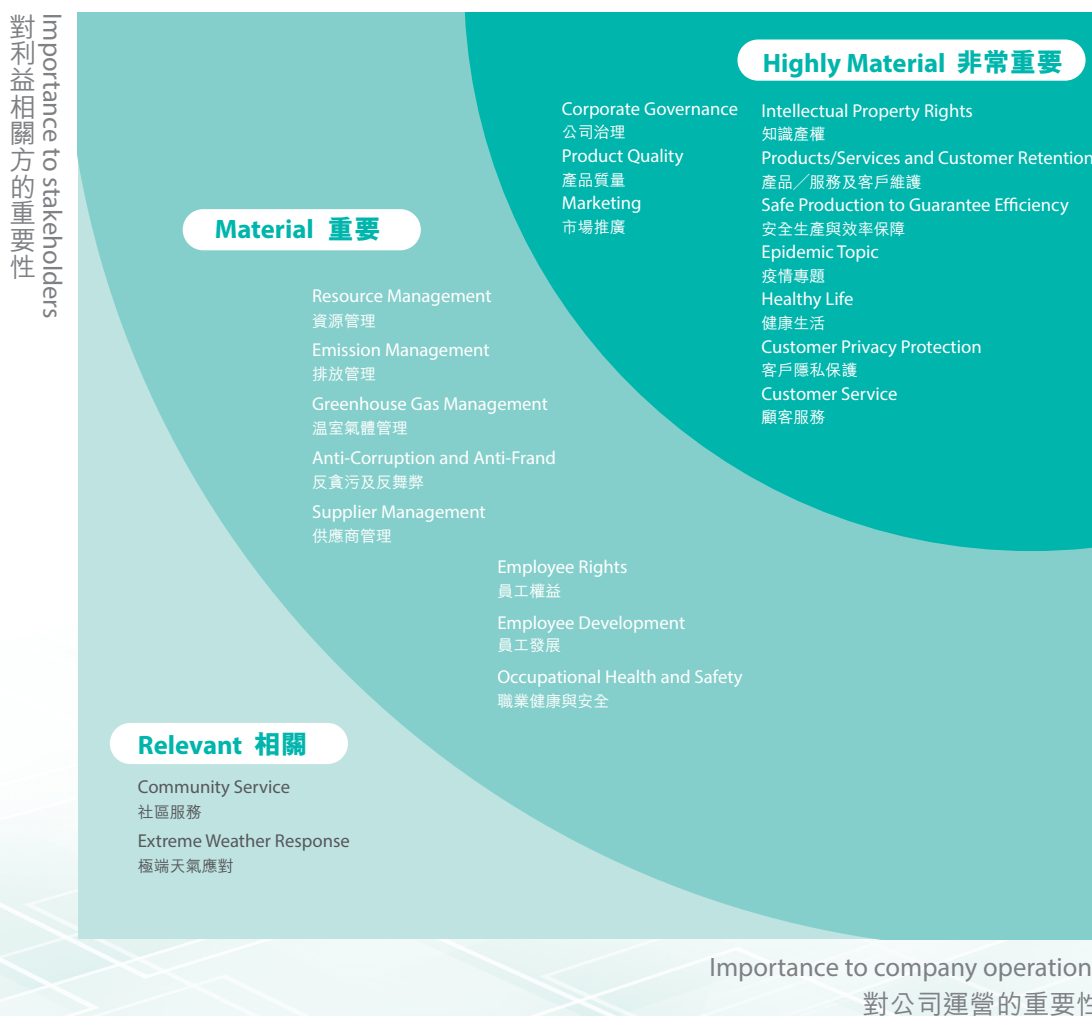
Materiality Assessment for ESG Topics

We communicated and investigated the internal and external stakeholders of Natural Beauty. Starting from the two dimensions of the impact on the Company's operations and the stakeholders, material topics of Natural Beauty that related to the environment, society and governance are scored and ranked to reflect our impact on the environment and society, and to better respond to the expectations and requirements of stakeholders. The matrix of our material topics is as follows:

此外，公司各職能部門為具體工作執行機構，實施具體的ESG計劃，切實記錄、匯報ESG相關數據，全面落實ESG相關工作。

重要性議題評估

我們通過對內部和外部的利益相關方的調研，從對公司運營的影響及對利益相關方的影響兩個維度出發，對自然美與環境、社會及管治有關的實質性議題進行了評分與排序，以反映我們對環境、社會的影響，並更好地響應利益相關方的期望與要求。我們的重要性議題矩陣如下：



Communication with Stakeholders

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

利益相關方溝通

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

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

Regulating Governance to Promote Development 規範治理助力發展

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

COMPLIANCE

Natural Beauty has always adhered to the principle of compliance management and regarded it as the cornerstone of sustainable development. When carrying out various businesses, the Company strictly abides by the relevant laws and regulations on compliance operations, environmental protection, occupational health, safety production and other relevant laws and regulations in the region where it is located, complies with the business ethics, upholds the principles of honesty and dedication, laws and regulations, fair competition, and integrity management. In 2021, we continued to deepen our internal control work and improve the effectiveness of it. We will regularly audit the business processes of our subsidiaries through the Audit Department. The Audit Department would send monthly internal audit reports to the Board of Directors, provide all findings and rectification feedbacks during the Audit Period, and alert the Management to the risk of fraud. The Audit Department and the Management would continuously follow up on the completion of the rectification items. In 2021, we carried out a total of 16 audits on purchasing operations, e-commerce operations, counter operations, expense management, asset management of franchises and product management of factories.

合規經營

自然美始終秉承合規經營的原則，並將其視為可持續發展的基石。公司在開展各類業務時，恪守所在地區有關合規經營、環境保護、職業健康、安全生產等相關法律法規的規定，嚴格遵從商業道德規範，秉承誠實敬業、遵紀守法、公平競爭、誠信經營的原則。我們於2021年繼續深化內控工作，提高內控工作有效性，通過稽核部門，定期審核各子公司的商業流程，並由稽核部每月向董事會發送內部稽核報告，反饋稽核期間的所有調查結果及整改反饋，並提醒管理層是否存在欺詐風險，後由稽核部門和公司管理層持續跟蹤整改事項的完成情況。2021年，我們共開展採購作業、電商作業、專櫃作業、費用管理、加盟店資產管理、工廠生產管理等稽核項目共16項。

Anti-fraud and Anti-corruption

In 2021, the Company continued to strengthen internal controls and regulate employee behaviour in strict accordance with *Anti-Fraud Management System*. *Anti-Fraud Management System* specifies the division of responsibilities for anti-fraud, the process of handling fraud cases, and the prevention and control of fraud. Each employee is required to attend an induction training before starting work, which covers anti-corruption and anti-fraud related topics, using cases of fraud and corruption to provide tips and warning. At the time of induction, each employee is required to sign *No Conflict of Interest Statement*, which effectively alerts the employees to potential conflicts of interest with the Company, our shareholders, our suppliers and our clients, and ultimately has the effect of avoiding such situations.

The Company encourages employees, customers, suppliers, etc., to actively report in their daily work. To this end, we set up various reporting channels and protect reporters. Relevant personnel can report the actual or suspected fraud of the Company and its personnel through emails, reporting telephones, letters, etc. For each case, the Company has an audit report. If the investigation is not conducted, it must be explained to the whistle-blower, and the final resolution of the relevant case must be reported to the CEO and the board of directors.

In 2021, there was no corruption or fraud case occurred in Natural Beauty.

In the future, in order to contribute to the Company's sustainable, stable and healthy development, we plan to further improve our anti-corruption work, including the work specification of the Party Committee, the relevant training for senior management and employees, the enhancement of the professional skills of the Audit Department staff, and the improvement of the procedures for the accreditation of audit work.

Anti-commercial Bribery

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

反舞弊與反貪污

2021年，公司繼續嚴格按照《反舞弊管理制度》加強內部控制，規範員工行為。《反舞弊管理制度》明確了反舞弊的職責分工、舞弊案件的處理流程、舞弊的預防與控制等。每位職員入職前均需要參加新員工入職培訓，培訓內容涵蓋反貪污反舞弊相關內容，用過去曾出現的舞弊、貪污案件進行提示和警示。在新職員入職時，要求每位職員簽署《無利益衝突聲明》，有效提示職員與公司、公司股東、公司供應商及公司客戶所可能產生的利益衝突，並最終達到避免該等情況的效果。

公司鼓勵員工、客戶、供貨商等在日常工作中積極檢舉，為此我們開設各類舉報通道並對舉報人進行保護，相關人員可通過電子郵件、舉報電話、信函等方式舉報公司及其人員的實際或者疑似舞弊行為。針對每一起舉報，公司均有稽核報告，若不予開展調查需向舉報人說明，相關案件的最終處理結果需向執行長及董事會匯報。

2021年，自然美沒有貪污舞弊案件的發生。

未來，為助力公司持續穩定健康的發展，公司計劃進一步完善反腐敗方面的工作，包括黨委工作規範，針對高層管理人員和員工的相關培訓，稽核部人員職業技能的提升，以及完善稽核工作認可的程序。

反商業賄賂

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

Caring for the Earth and Protecting the Environment

關愛地球保護環境

USE OF RESOURCES

Compliance with laws and regulations related to environmental protection is the basic requirement for enterprises to fulfil their social responsibilities. In order to achieve sustainable development, enterprises must implement the concept of green and environmental protection, so that enterprise development and environmental protection can be coordinated. As a corporate citizen, Natural Beauty understands the need to take responsibility for environmental protection, and in the course of daily operations and development, we constantly emphasize the importance of environmental protection within the Company and among our partners, and actively practice green and low-carbon development strategies.

In order to strengthen the water use management and make rational use of water resources, Natural Beauty has formulated the *Water-saving Management System* within the Company to ensure the normal water use and eliminate the waste. Through the strict control of production and domestic water, regular inspection and maintenance of water facilities and pipelines, the Company has strengthened the staff's awareness of saving water in public places, and reduced water consumption to the greatest extent.

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

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

資源使用

遵守環境保護相關的法律法規，是企業履行社會責任的基本要求；企業要實現可持續性發展必須貫徹落實綠色、環保的理念，讓企業發展與環境保護相協調。作為企業公民，自然美深知需要承擔的環保責任，在日常運營和發展過程中，在企業內和合作夥伴間不斷強調環境保護的重要性，積極踐行綠色低碳發展戰略，致力於以較低的能源消耗換取同樣的生產價值，不斷實現與環境和諧共處的可持續發展。

為加強用水管理，合理利用水資源，自然美在公司內部制定了《節約用水管理制度》，以保障企業的正常用水和杜絕浪費。公司通過嚴格管控部門生產及生活用水，定期檢查並維護用水設施和管道，張貼節水宣導語以加強員工在公共場所節約用水意識等多種措施，最大程度地降低水資源消耗。

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

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

Caring for the Earth and Protecting the Environment 關愛地球保護環境

In the management of packaging materials, we use environmental protection materials as much as possible to minimize the negative impact on the environment. At present, Natural Beauty mainly uses glass bottles, acrylic bottles, etc. To further improve the utilization of resources, we usually give priority to degradable and recyclable packaging materials when designing the new packaging.

To reduce the use of packaging, Natural Beauty launched a simple product packaging design. The three products "Natural Beauty Essential Oil Shampoo", "Natural Beauty Essential Oil Body Wash" and "Natural Beauty Essential Oil Hand Wash" have no external packaging, only plastic packaging, reflecting the characteristics of packaging savings and simplicity. In addition, in order to promote the recycling, to put the concept of green into practice, and to promote the green and saving initiative to consumers, Natural Beauty has opened the empty bottle recycling exchange activity. Consumers who hold an empty bottle of Natural Beauty Multi-Peptide Anti-Wrinkle Freeze-Dry Ampoule Serum at the brand's offline counters can redeem a sample of the serum.



Products in Simple Packaging
採用簡易包裝的產品

包裝材料管理方面，我們盡可能地採用環保材料，最大限度地降低對環境造成的負面影響。目前，自然美主要使用的材料為玻璃瓶、亞克力瓶等。為進一步提高資源利用率，我們在設計新包裝時通常會優先考慮可降解及可回收利用的包裝材料。

為減少包裝物的使用，自然美推出簡易包裝的產品包裝設計，「自然美精油洗發乳」、「自然美精油沐浴乳」、「自然美精油洗手乳」三款產品均無外包裝，僅使用塑封包裝，體現包裝節省、簡潔的特性。另外，為促進包裝物的回收利用，將綠色環保的理念落到實處，向消費者宣導綠色、節約的倡議，自然美開啓了空瓶回收的換購活動，消費者在品牌線下專櫃持自然美多重肽抗皺凍幹安瓶精華液空瓶，即可換購精華液小樣。



Posters for the Empty Bottle Recycling for Redemption
空瓶回收換購活動的海報

Energy Resource Consumption of the Company in 2020-2021

2020-2021年公司能源資源消耗情況

• Water Consumption	• 耗水量	2021	2020
Total consumption of water resource (Ton)	耗水總量(噸)	15,017.00	16,459.00
The intensity of the water consumption (Ton/10k HKD)	耗水密度(噸/萬港元營業額)	0.31	0.40
• Energy Consumption	• 耗能量	2021	2020
Total heavy oil consumption (Liter) ¹	消耗重油總量(升) ¹	0.00	4,266.00
Total diesel consumption (Liter)	消耗柴油總量(升)	39,776.80	31,188.50
Total gasoline consumption (Liter) ²	消耗汽油總量(升) ²	29,238.07	11,711.39
Total liquefied petroleum gas (KG)	消耗液化石油氣(千克)	5,400.00	4,250.00
Total electricity consumption (MWh)	耗電總量(兆瓦時)	2,503.68	2,422.92
The intensity of the electricity consumption (MWh/10k HKD)	耗電密度(兆瓦時/萬港元營業額)	0.05	0.06
Total energy consumption (MWh) ³	能源消耗總量(兆瓦時) ³	3,240.11	2,942.30
The intensity of the energy consumption (MWh/10k HKD)	能源消耗密度(兆瓦時/萬港元營業額)	0.07	0.07
• Packaging Material Used	• 包裝材料消耗	2021	2020
Total consumption of packaging material (Ton) ⁴	包裝材料消耗總量(噸)	353.73	213.00
The intensity of the consumption of packaging material (KG/10k HKD)	包裝材料消耗密度(千克/萬港元營業額) ⁴	7.25	5.19

¹ In 2021, no heavy oil is used.

² In 2020 there is less travel due to the epidemic, so petrol use is low; in 2021 business growth and increased business travel lead to increased petrol use.

³ Calculated in accordance with the *General Rules for Calculation of the Comprehensive Energy Consumption (GBT2589-2020)*.

⁴ In 2020, the Company's production volume is lower than usual due to the epidemic. The output rebounded in 2021, but some products have not been sold yet, so they have not been converted into revenue. Therefore, the consumption and density of packaging materials increased in 2021.

¹ 2021年，無重油使用。

² 2020年因疫情原因出行較少，因此汽油使用量偏少；2021年業務量增長和公務出行增加導致汽油用量增加。

³ 依據《綜合能耗計算通則(GBT2589-2020)》計算。

⁴ 2020年，公司因疫情影響生產量低於往常，2021年產量回升，但存在部分產品尚未完成銷售因此還未轉化為營收，故2021年包裝材料耗用量與密度均有所增加。

EMISSIONS MANAGEMENT

Natural Beauty attaches importance to environmental protection, strictly manages the waste gas, wastewater and waste discharge of its factory, and realizes the purpose of emission reduction from the source. The Company has been strictly abiding by the laws and regulations of the place where its factory is located, such as the *Environmental Protection Law of the People's Republic of China*, the *Regulations of Shanghai on Environmental Protection and the Basic Law of the Environment* in Taiwan, etc., and processes the emissions according to relevant regulations to achieve the purpose of reducing environmental pollution, realizing the common development of ecology and reality.

Natural Beauty is committed to the protection of water resources, strictly abide by the relevant sewage discharge standards of the plant and the operation site, and continuously supervise and control the wastewater. At present, the wastewater produced by the Company mainly comes from production and operation activities. The wastewater is discharged to the municipal sewage pipeline after being treated by three-level physical precipitation and filtration, Mainly for NO-x, sulfur dioxide, suspended matter, COD, BOD, ammonia nitrogen, total phosphorus, etc. in wastewater, and then discharged to the municipal sewage pipeline after treatment, and then disposed by the government sewage treatment plant. For wastewater discharge, the Company commissions professional third-party institutions to complete relevant tests in accordance with various local requirements to ensure that the pollution level is within the control of national standards.

As a company in light chemical industry, the waste gas pollutants produced by Natural Beauty mainly come from the production and manufacturing process, including nitrogen oxide, sulfur dioxide and particulate matter, etc. The general treatment method is to neutralize the flue gas produced by boiler through the desalting device and to produce nitrogen and water, so as to reduce the nitrogen oxide emission. In 2020, in accordance with the *Law on Prevention of Air Pollution of the People's Republic of China*, the Company carried out boiler transformation, effectively reducing exhaust gas emissions, and the emission reduction effect this year is still stable. In addition, the central air conditioning refrigeration units used in the Company's factory all adopt the closed condenser system and carry out real-time monitoring through daily high- and low-pressure difference meter, so as to ensure here is no harmful gas leakage and minimize the carbon emission caused by operation.

排放物管理

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

自然美致力於對水資源的保護，嚴格遵守工廠及運營所在地的相關污水排放標準，對廢水進行持續的監督和把控。目前，公司產生的廢水主要來源於生產及經營活動，廢水通過三級物理解沉澱並過濾，主要是針對廢水中的氮氧化物、硫化物、懸浮物、COD、BOD、氨氮、總磷等，經處理達到相關標準後排放至城市污水管道，再由政府的污水處理廠進行處置。針對廢水排放，公司委託專業第三方機構依據各地方要求完成相關檢測，確保污染程度在國家標準管控範圍內。

作為一家輕化工產業的公司，自然美產生的廢氣污染物主要來自生產製造過程，包括氮氧化物、二氧化硫及顆粒物等。一般處理方法為將鍋爐產生的煙氣通過脫銷裝置進行中和處理，產生氮氣和水，以達到降低氮氧化物排放的效果。2020年，公司按照《中華人民共和國大氣污染防治法》調控規定進行了鍋爐改造，有效降低廢氣排放，本年度減排效果仍然穩定。此外，公司在其工廠內使用的中央空調製冷機組均採用密閉的冷凝器系統，並通過日常高低壓差錶進行實時監測，以確保無有害環境的氣體發生泄露，最大程度地降低營運過程中所造成的碳排放。

Caring for the Earth and Protecting the Environment 關愛地球保護環境

Exhaust Emission of the Company in 2020-2021

2020-2021年公司廢氣排放情況

• Waste Gas Generated by Boilers ⁵		• 鍋爐產生的廢氣 ⁵		2021	2020
NO-x emission (KG)	氮氧化物排放(千克)	2.84			16.89
Particulate matter emission (KG)	顆粒物排放(千克)	2.51			23.84
Sulfur dioxide emission (KG)	二氧化硫排放(千克)	0.00			0.00
• Vehicle Exhaust		• 汽車廢氣		2021	2020
NO-x emission (KG)	氮氧化物排放(千克)	393.98			146.46
Particulate matter emission (KG)	顆粒物排放(千克)	38.07			10.03
Sulfur dioxide emission (KG)	二氧化硫排放(千克)	0.62			0.32
• Total Exhaust Emission		• 廢氣排放總量		2021	2020
NO-x emission (KG)	氮氧化物排放(千克)	396.82			163.35
Particulate matter emission (KG)	顆粒物排放(千克)	40.58			33.87
Sulfur dioxide emission (KG)	二氧化硫排放(千克)	0.62			0.32
Total exhaust emission (KG)	廢氣排放總量(千克)	438.02			197.54
The intensity of exhaust emission (KG/10k HKD)	廢氣排放密度(千克/萬港元)	0.01			0.005

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

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

⁵ In 2021, the scope of boiler-generated emissions is for the two production bases in Shanghai Chongming and Shanghai Fengxian. The emissions from boilers at the Taipei plant have not yet been included in the statistics and will be refined in the future. In addition, the two production sites in Shanghai Chongming and Shanghai Fengxian replaced their boiler burners in 2021, resulting in lower concentrations of nitrogen oxides and particulate matter in the boiler exhaust emissions.

⁵ 2021年，鍋爐產生的廢氣範圍為上海崇明和上海奉賢兩個生產基地，台北工廠鍋爐產生的廢氣尚未納入統計，未來將對其進行細化。此外上海崇明和上海奉賢兩個生產基地在2021年更換了鍋爐燃燒器，導致鍋爐廢氣排放中的氮氧化物、顆粒物濃度下降。

Waste Disposal of the Company in 2020-2021

2020-2021年公司廢棄物排放情況

• Waste Disposal	• 廢棄物排放	2021	2020
Hazardous waste (Tons) ⁶	有害廢棄物(噸) ⁶	1.08	0.57
The Intensity of hazardous waste (KG/10k HKD)	有害廢棄物排放密度(千克/ 萬港元營業額)	0.02	0.01
Non-hazardous waste (Tons)	無害廢棄物(噸)	27.58	1,088.40 ⁷
The Intensity of non-hazardous waste (KG/10k HKD)	無害廢棄物排放密度(千克/ 萬港元營業額)	0.57	26.50

During the Reporting Period, the Company did not violate laws and regulations in terms of exhaust gas, wastewater and waste discharge.

報告期內，公司在廢氣、廢水和廢棄物排放方面不存在違反法律法規的情形。

In the future, Natural Beauty will make more efforts to save energy and reduce consumption, and to innovate and tap the potential. We will bring more efficiency to the Company while avoiding waste of resources and reducing the impact on the environment. In terms of the concept of green office and saving the energy resources, we will continue to educate and promote energy saving awareness to our employees; in terms of green production, we will continue to improve scientific scheduling to avoid excessive and unscientific use of resources.

未來，自然美將加大節能降耗、革新挖潛的力度，為公司帶來更高效益的同時，避免浪費資源，降低對環境的影響。在綠色辦公和節約資源方面，我們將繼續對員工教育和宣導節能意識；在綠色生產方面，我們會持續完善科學排產，避免資源的過度使用和不科學使用。

ADDRESSING CLIMATE CHANGE

Addressing climate change has become an urgent challenge for humanity in the 21st century, and there is a global consensus to promote green development. The 3060 Carbon Peak and Carbon Neutrality Target continues to be implemented in our main operation place.

應對氣候變化

應對氣候變化已經成為21世紀人類社會面臨的緊迫挑戰，推進綠色發展成為全球共識。在我們的主要經營地，3060雙碳戰略也在持續落地。

Natural Beauty continues to focus on major topics such as climate change, energy and emission reduction. We are taking proactive measures to further promote sustainable development of the Company. This section sets out our efforts and future direction in addressing climate change, categorized by governance, strategy, risk management and indicators and targets, with reference to the *TCFD recommendation and Reporting on TCFD Recommendations: Guidance on Climate Disclosures* issued by HKEX.

自然美持續關注應對變氣候變化、節能減排等重大議題，並積極採取應對措施，進一步推動企業可持續發展。本節內容參考TCFD的建議及香港交易所發佈的《按照TCFD建議匯報氣候信息披露指引》，按管治、策略、風險管理及指標和目標歸類，闡述我們在應對氣候變化方面已做的努力和將來的方向。

⁶ In 2021, the amount of hazardous waste generated and the density of emissions have increased as some plants have centralised the removal and disposal of samples left in the laboratory and technical sections.

⁷ In 2020, the Company's B1 range is repeatedly processed, leading to an increase in total non-hazardous waste in 2020.

⁶ 2021年，因部分工廠對實驗室、技術科留樣進行了集中清除處理，故有害廢棄物產生量及排放密度均有所上升。

⁷ 2020年，公司B1系列產品反覆加工，導致2020年無害廢棄物總量增長。

Caring for the Earth and Protecting the Environment 關愛地球保護環境

Governance

TCFD has formulated two disclosure recommendations around the governance of climate-related risks and opportunities, one focusing on the board and the other on the management. Under the ESG governance framework formulated by Natural Beauty, the roles and responsibilities of the Board and the Management in relation to climate change topics are clarified. The Board needs to consider climate-related topics when reviewing and guiding strategy, key action plans, risk management policies, annual budgets and business plans, as well as setting organizational performance targets, monitoring implementation and execution, and overseeing major capital expenditures, acquisitions and divestitures. The Board should be required to oversee and monitor the achievement of targets in addressing climate-related topics. Under our ESG structure and mechanism, The Management's responsibilities include organising the assessment, managing climate topics, and reporting to the Board on climate-related topics.

Strategies

Climate-related risks include transition risks associated with a lower-carbon economy and physical risks associated with climate change impact. Transition risks can be categorised into policy and legal risks, technology risks, market risks and reputation risks, while physical risk include acute physical risk (referring to those that are event-driven, such as increased severity of extreme weather events like floods and typhoons), chronic physical risk (referring to longer-term shifts in climate pattern like sustained higher temperatures).

In terms of physical risks, acute physical risks, i.e. extreme weather events such as typhoons, floods and other meteorological hazards, are our current focus. On the one hand, our production schedules and product deliveries are directly impacted by extreme weather events on our workplace, production facilities, staff commuting and transportation. On the other hand, they indirectly impacted by extreme weather on our supply chain, e.g., the lack of or interruptions in the supply of electricity and water to our workplace due to extreme weather can impact our production security, the inability of our raw material suppliers to deliver materials to us on time due to extreme weather can also impact the stability of our procurement, which would, in turn, prevent us from producing on schedule due to material shortages. In addition, chronic physical risks may have an impact on the performance of our raw material, product formulations and efficacy by impacting the climate conditions in origin of our raw materials, but the actual extent of this risk has not been observed in our operations to date.

管治

圍繞氣候相關風險與機遇的治理，TCFD制定了兩項披露建議，一項關注董事會，另一項關注管理層。根據自然美制定的ESG管治框架，明確了在氣候變化議題上，董事會與管理層的角色及職責。董事會在審查和指導戰略、重要行動計劃、風險管理政策、年度預算和商業計劃以及制定組織機構的業績目標、監控實施和執行情況、以及監督重要資本支出、收購和資產剝離時需要考慮氣候相關問題；董事會應需監督和監控在處理氣候相關問題時其目標的實現情況。根據公司的ESG管治架構與機制，管理層的職責包括組織評估和管理氣候議題，並應向董事會報告與氣候相關的事宜。

策略

氣候相關風險包括與低碳經濟相關的轉型風險和與氣候變化影響相關的實體風險。轉型風險可分為政策和法規風險、技術風險、市場風險、聲譽風險，實體風險包括急性實體風險（以單一事件為主，如颱風、洪水等極端天氣）和慢性實體風險（指氣候模式的長期變化如持續性高溫）。

就實體風險而言，急性實體風險即極端天氣事件如颱風、洪澇災害、氣象災害為我們當前關注的重點，這主要表現在：我們的生產計劃和產品交付一方面受到極端天氣事件對作業場所、生產設施、人員通勤和交通運輸產生的直接影響，另一方面也受到供應鏈在極端天氣事件下的間接影響，比如作業場所所在地的電力和自來水如因極端天氣供應不足或供應中斷會影響到我們的生產保障，原材料供應商的生產因受極端天氣影響而無法按時向我們交付材料亦會影響到我們採購的穩定性，並進而因物料短缺使我們無法按計劃生產。此外，慢性實體風險可能會通過影響我們的原材料產地的氣候條件進而對我們的原材料性能、產品配方和功效產生影響，但截至到目前為止，尚未在經營活動中體察到這一風險的實際影響程度。

In terms of transition risks, on policy and legal risks, as the community becomes more aware of climate change and relevant policies are implemented, our business location may increase energy prices, set caps on energy use, expend the coverage of paid GHG emissions or increase other environmental regulatory requirements, all of which could lead to an increase in our operating costs. In this regard, we will continue to monitor the impact of climate change on our business and respond adequately to policy requirements. Efforts to mitigate and adapt to climate change will create opportunities for the Company. The Company's proactive approach to climate change does not stop at risk prevention, but also a process of proactively identifying opportunities. On market and technology risks, as the development of social economy, people's living standard is gradually improving and they have a desire for a happy life, so the demand for skin care products consumption and beauty maintenance services will be on the increase overall, meanwhile the continuous progress of biotechnology puts forward new requirements for product innovation and continuous research and development. The Company will continue to improve our research and development capabilities in order to adapt to new market demands and seek greater growth.

Risk management

Based on the characteristics of the industry in which the Company operates and in the context of our situation, we have identified and assessed processes to manage climate-related risks. In response to the climate-related risks identified by the Company, we have established *Emergency Rescue Plan for Production Safety Accidents*, which sets out the Company's emergency response to possible safety accidents to minimise or reduces the impact of accidents on people, property and the environment. The Company uses monitoring alarms and on-site safety inspections to monitor the source of danger associated with natural disasters, and sets up prevention measures, such as strengthening duty, carrying out inspections and, if necessary, relocating people and property.

In response to the acute physical risks that are the main concern of the Company, combined with the climatic characteristics of the Company's location, we have also formulated *Emergency Rescue Plan for Production Safety Accidents* to conduct targeted hazard analysis related to extreme weather, pre-estimate the damage caused to plants and equipment, and formulate relevant risk management measures. At the same time, in order to ensure prompt response in the event of extreme weather such as typhoons, the Company has established a special emergency response team, set up a general headquarters and clarified the responsibilities of each team to ensure the sustainability of the Company's operations.

就轉型風險而言，在政策和法規風險方面，隨着社會各界對於氣候變化的認知深入、相關政策的推行落實，經營所在地可能提高能源價格，設定能源使用上限，擴大溫室氣體有償排放的覆蓋面或提升環境方面的其他監管要求，這些均會導致我們運營成本的增加，對此，我們將持續關注氣候變化對公司業務的影響，充分響應政策要求。為減緩與適應氣候變化而做出的努力將會為公司創造機遇。公司積極應對氣候變化，並非止於風險防範，更是一個主動辨識機遇的過程。從市場和技術的角度來看，隨着社會經濟的發展，人民生活水平逐漸提高，對美好生活的需求日益增長，對護膚品購買、美容保養服務的需求將在整體上呈增加態勢，同時生物技術的不斷進步也對產品創新、持續研發提出了新的要求，公司將持續提高自身研發能力，以適應新的市場需求，尋求更大的發展。

風險管理

根據公司所處行業特性，結合公司情況，公司識別和評估了氣候相關風險的管理流程。針對公司已識別的與氣候相關的風險，公司設立了《生產安全事故應急救援預案》，規定公司對可能出現的安全事故的應急措施，盡量減少或降低事故對人、財產和環境的影響。公司採用監測報警及現場安全檢查等方式對自然災害相關的危險源進行監控，並設立預防措施，如加強值班、進行巡查、必要時採取轉移人員和財產等措施。

針對公司主要關注的急性實體風險，結合公司所在地的氣候特性，公司亦制定了《颱風應急處置預案》，有針對性地進行與極端天氣有關的危險性分析，預先估計對廠房以及設備造成的損害，並制定相關的風險管理措施。同時，為了保證颱風等極端天氣發生時，能夠迅速應對，公司還成立了專門的應急小組，設立總指揮部，並明確各個小組的職責，以保證公司經營的可持續性。

Caring for the Earth and Protecting the Environment 關愛地球保護環境

Indicators and targets

In order to make the climate change process and the effectiveness of actions to address climate change measurable, it is important to select appropriate parameters and indicators and set corresponding targets. In accordance with the requirements of the HKEX's ESG reporting guidelines, the Company has identified climate-related risk indicators related to energy efficiency, water efficiency, resource use and waste management, which are disclosed in the "Use of Resources" and "Emissions Management" sections of the Report. At the same time, the Company will progressively improve our environmental objectives such as energy efficiency and water efficiency, and regularly review the implementation of these objectives. Our operating and economic environment is constantly changing, and we will continue to review our activities, adjust our targets and proposed measures as appropriate.

For 2021, our GHG emissions are as follows:

指標與目標

為了讓氣候變化過程和應對氣候變化的行動成效可度量，選擇合適的參數和指標，並制定對應目標十分重要。根據香港交易所ESG報告指引之要求，結合公司實際，公司明確了與用能效益、用水效益、資源使用和廢棄物管理有關的氣候相關風險指標，並在本報告的「資源使用」、「排放物管理」章節進行披露。同時，公司將逐步完善用能效益、用水效益等環境目標，並定期回顧目標的施行情況。公司所處的運營和經濟環境是不斷變化的，我們會不斷地審視實踐活動，並適時調整目標與擬採取的措施。

2021年，我們的溫室氣體排放量如下：

• Volume of GHG Emissions	• 溫室氣體排放量	2021	2020
Volume of Direct (scope 1) ⁸ GHG Emissions (tons carbon dioxide equivalent)	直接溫室氣體排放量(範疇一) ⁸ (噸二氧化碳當量)	189.76	342.57
Volume of Indirect (scope 2) ⁹ GHG emissions (tons carbon dioxide equivalent)	間接溫室氣體排放量(範疇二) ⁹ (噸二氧化碳當量)	1,658.37	1,754.54
Total Volume of GHG Emissions (tons carbon dioxide equivalent)	溫室氣體排放總量 (噸二氧化碳當量)	1,848.13	2,097.11
GHG emission intensity (tons carbon dioxide equivalent/10k HKD)	溫室氣體排放密度(噸二氧化碳當量/萬港幣營業額)	0.04	0.05

⁸ Direct GHG emissions were calculated according to the emission factor tables published by Appendix 4 of *China Energy Statistical Yearbook 2020*; *GHG Protocol*; *IPCC, 2014: Climate Change 2014: synthesis report, The Fifth Assessment Report of Working Group I, II, III of Intergovernmental Panel on Climate Change*; *Guidelines for compiling provincial greenhouse gas inventories, (Trial, May 2011)*, *Energy Statistics Workbook (Department of Energy, National Bureau of Statistics, 2010)* and Environmental Protection Administration and Energy Administration (Taiwan).

⁹ Indirect GHG emissions were calculated from the 2012 Baseline Emission Factors for Regional Power Grids in China in the *2011 and 2012 Baseline Emission Factors for Regional Power Grids in China* issued by National Development and Reform Commission and electricity emission factors announced by the Environmental Protection Administration and Energy Administration (Taiwan).

⁸ 直接溫室氣體排放根據《中國能源統計年鑒2020》附錄4、*GHG Protocol*、*IPCC, 2014：氣候變化2014：綜合報告，政府間氣候變化專門委員會第五次評估報告第一工作組、第二工作組和第三工作組報告*、《省級溫室氣體清單編製指南》(試行，2011年5月)、《能源統計工作手冊》(國家統計局能源司，2010)和台灣環保署與能源局所公告的各項排放系數表計算所得。

⁹ 間接溫室氣體排放根據中華人民共和國國家發展和改革委員會《2011年和2012年中國區域電網平均二氧化碳排放因子》中2012年中國區域電網平均CO₂排放因子及台灣環保署與能源局所公告的電力排放系數計算所得。

In 2021, our environmental targets were achieved as follows:

2021年，我們的環境目標達成情況如下：

Environmental Target 環境目標		Completion in 2021 2021年度完成情況
General Target 總目標	<ul style="list-style-type: none"> No major environmental pollution accidents 無重大環境污染事故 	Achieved 已達成
Emissions 排放物	<ul style="list-style-type: none"> All wastewater and exhaust gases were disposed of to meet standards and then discharged in compliance 所有廢水、廢氣均處置達標後合規排放 	Achieved 已達成
Wastes 廢棄物	<ul style="list-style-type: none"> All hazardous and non-hazardous wastes were entrusted to qualified institutions 所有有害和無害廢棄物均委託有資質的機構處理 	Achieved 已達成

In the future, we will further optimise our strategy development, risk management, indicator and target identification and management. We will work together with all walks of life to address climate change and achieve common sustainable development.

未來，我們進一步優化策略制定、風險管理、指標和目標識別與管理，攜手各界一起應對氣候變化，實現共同的可持續發展。

Putting People First 以人為本關愛員工

We have always believed that talent is the cornerstone of enterprise development and is the core competitiveness that helps the Company persist in sustainable development. Natural Beauty attaches importance to building and improving the talent system, regulating talent management, protecting the rights and interests of employees, caring for the physical and mental health of employees. We have developed scientific employee training programs and created a platform for employees to realise their self-worth to achieve the common growth of employees and the Company.

REGULATED EMPLOYMENT

Equality and Diversity

Natural Beauty is committed to ensuring and promoting equal and diversified employment, and firmly resists all forced labour, gender discrimination, child labour and other behaviours. We not only strictly abide by the *Labour Law of the People's Republic of China*, *Special Provisions on Labour Protection for Female Employees* and other laws and regulations, but also formulate the *Employee Handbook* and other systems within the Company to employ workers legally. In the recruitment process, Natural Beauty eliminates any discrimination based on the gender, race, age, religious belief, marital status, degree of disability and other factors to ensure that every employee can receive fair and just treatment. In order to improve the employment of the Company, the Company also formulated and implemented the *Management System for Employees' Business Travel and Outing* in 2021 to further regulate the management of the Company's employees' business travel and outing.

我們始終堅信，人才是企業發展的基石，是助力公司堅持可持續發展的核心競爭力。自然美重視建設和完善人才體系，規範人才管理，保障員工權益，關愛員工身心健康，並制定科學的員工培訓計劃，打造員工實現自我價值的平台，實現員工與企業的共同成長。

規範僱傭

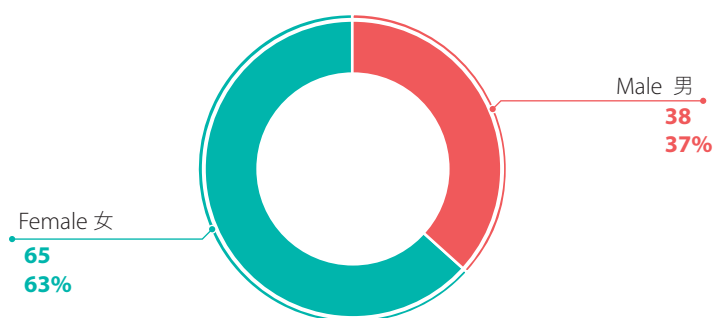
平等與多元化

自然美致力於保障和推動平等及多元化僱傭，堅決抵制一切強制勞動、性別歧視、使用童工等行為。我們嚴格遵守《中華人民共和國勞動法》、《女職工勞動保護特別規定》等法律法規，並在公司內部制定了《員工手冊》等制度，合法合規地僱傭勞工。招聘過程中，自然美杜絕任何針對性別、種族、年齡、宗教信仰、婚姻狀況、殘疾程度等因素而產生的招聘歧視，確保每位員工都能受到公平、公正的待遇。為完善公司僱傭，2021年公司還制定並實行了《員工出差和外出管理制度》，以進一步規範公司員工出差、外出等管理。

As of December 31, 2021, the Company employs 586 employees in total, including 568 full-time employees and 18 part-time employees. The Company employs 139 male employees and 447 female employees, including 65 female managers, accounting for 63.11% of the total number of managers¹⁰.

截至2021年12月31日，公司一共僱傭586名員工，包括568名全職員工及18名兼職員工。公司僱傭男性員工139名，女性員工447名，其中女性管理人員65名，佔管理人員總人數¹⁰的63.11%。

Natural Beauty's management staff by gender 自然美管理層員工按性別劃分的人數



¹⁰ Managers in this context include senior management and middle management.

¹⁰ 此處管理人員包括高層管理人員及中層管理人員。

Putting People First
以人為本關愛員工

• Total Number of Employees by Gender, Types of Employment, Age Group and Region		• 按性別、僱傭類型、年齡組別及地區劃分的僱員總數		2021	2020
Total Number of Employees				586	546
僱員總數					
Gender	Male			139	129
性別	男				
	Female			447	417
	女				
Types of Employment	Full-Time			568	540
僱傭類型	全職				
	Part-Time			18	6
	兼職				
Age	≤30			82	59
年齡	30-50			432	396
	≥50			72	91
Region	Mainland China			417	383
地區	大陸地區				
	Taiwan, China			148	145
	台灣地區				
	Malaysia			21	18
	馬來西亞				
• Employee Turnover Rate by Gender and Age Group		• 按性別、年齡組別劃分的僱員流失比率		2021	2020
Gender	Male			41.73%	7.77%
性別	男				
	Female			52.57%	53.53%
	女				
Age	≤30			71.95%	17.67%
年齡	30-50			49.31%	37.99%
	≥50			29.17%	5.65%

While recruiting talents, Natural Beauty has signed the labour contracts with employees in accordance with the law, actively fulfilled the relevant responsibilities and obligations, and paid all social insurance and housing fund on time to protect the vital interests and basic rights of employees to the greatest extent. The Company has formulated the internal policies such as the *Preparation Process of Annual Human Resource Plan*, the *Regulations on the Assessment of Management Positions*, the *Internal Recommendation System*, and the *Personnel Recruitment Application Process*, so as to clarify the management requirements of recruitment, entry, promotion and dismissal, and ensure a fair and transparent environment to meet the needs of its development.

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

Child Labour Prohibition

Natural Beauty strictly complies with the *Law on the Protection of Minors*, the *Provisions on Prohibition of Children* and other relevant laws and regulations, which clearly prohibit the employment of persons under the age of 18 and strictly verify ID cards, copies of household registration books, academic certificates and other identity verification information when applying for employment to conduct education verification and employee background checks for some positions. During the Reporting Period, there were no incidents of child labour employed by Natural Beauty.

自然美在廣納人才的同時，依法與員工簽訂合同，積極履行相關責任和義務，按時繳納各項社會保險及住房公積金，最大限度地保障員工的切身利益和基本權益。公司制定了《年度人力資源計劃的編製流程》、《管理崗位轉正述職考核規定》、《內部推薦制度》及《人員招聘申請流程》等內部政策，以明確招聘、入職、升職及解僱等管理要求，並保證公平且透明的環境，滿足其發展所需的各種人才。

此外，自然美參照《中華人民共和國勞動法》及《中華人民共和國勞動合同法》等法律法規，制定了《薪酬福利管理制度》，以建立公平、公正、合理且具有市場競爭力的薪酬管理體系。我們嚴格遵守各地政府的最低工資管理規定，在為員工提供基礎工資和績效工資之外，還會為其提供崗位及職位津貼、各項獎金等，以合理且具有市場競爭力的薪酬吸引多元人才。

禁止使用童工

自然美嚴格遵守《中華人民共和國未成年人保護法》、《禁止使用童工規定》等相關法律法規，明確規定禁止聘用年齡未滿18周歲者，並在辦理入職手續時嚴格核查身份證、戶口本複印件、學歷證書等身份信息核實資料，進行學歷驗證和對部分崗位的員工背景調查。人力資源部不定期抽查，若有發現童工使用，將立即終止僱傭，並追究相關人員責任。報告期內，自然美未發生僱傭童工的事件。

Putting People First 以人為本關愛員工

Labour Protection

People are the fundamental of the enterprise. Natural Beauty attaches great importance to worker protection and anti-forced labour. The Company adopts a standard working hour system of 8 hours per day and 40 hours per week for office positions, an irregular working hour system for positions above the management level, and a comprehensive working hour system for front-line employees in the Life Hall Division and Retail Division. As for employees with comprehensive working hours, in order to better arrange their working hours, the Retail Division and the Living Hall Division will make staff scheduling one month in advance, and the supervisor will make a preliminary review and then submit it to the HR Department for re-examination. At the end of each month, the human resources department will also compare and analyse the attendance table and schedules for personnel. The OA system also supports recording and showing the accumulated working hours of each employee in the current month to ensure that there is no overtime situation. If for special reasons an employee does need to work overtime or transfer time off, the employee needs to apply in advance in the OA system and be approved by their department head and the HR Department after two levels of review. In accordance with national laws and regulations and the Company's system, Natural Beauty protects the rights of employees to normal rest and prescribed rest days, holidays, paid annual leave and other types of leave.

EMPLOYEE CARE AND BENEFITS

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

勞動者保護

人，是企業的根本。自然美高度重視勞動者保護，反強迫勞動。公司辦公室崗位實行每天8小時、每周40小時的標準工時制，管理層以上的崗位實行不定時工作制，生活館事業部和零售事業部的一線員工採用綜合工時制度。針對採用綜合工時的員工，為更好地安排工作時間，零售事業部、生活館事業部會提前一個月進行員工排班，由主管初審排班情況後提交到人事部複審；每月末，人事部還會就員工出勤表和排班表的工作時數情況進行比對分析，OA系統也支持統計並查看每名員工當月已累計工作時長，確保不存在超時加班的情形。如因特殊原因出現員工確需加班或調休的情況，員工需要提前在OA系統申請，由其部門主管和人事部兩級審核後才可批准。自然美依照國家法律法規和公司制度，保障員工正常休息及規定的休息日、節假日、帶薪年休假和其他各類假期的權利。

員工關懷與福利

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



Dragon Boat Races
龍舟賽



Dragon Boat Races
龍舟賽



Craft Activities
手工活動



Craft Activities
手工活動



Group Building Activities
團建活動



Group Building Activities
團建活動

Putting People First 以人為本關愛員工

In order to make employees feel the warmth and care of the Company's family more effectively, Natural Beauty sends care and assistance to employees in difficulty. For employees or relatives of employees suffering from serious illnesses or in difficulty, the Company will issue condolence money and organise donations to tide over the difficulties together with the employees.

In terms of benefits, Natural Beauty provides employees with a variety of holiday benefits and allowances, such as mooncakes at the Mid-Autumn Festival and cool relief food during hot weather, blessings and customised birthday gifts like umbrellas with the Company's logo for employees on their birthdays, and condolence payments at employees' important times such as marriage, childbirth and surgery. During special periods of epidemic and extreme weather, the Company provides employees with flexible working hours and locations, adjusts their working arrangements flexibly and allows them to work from home. All employees are entitled to a free annual health check-up and the Company takes out additional commercial insurance for all employees, including critical illness insurance. For senior management who meet special criteria, the Company will also provide them with high-end medical insurance.

In order to establish a harmonious employee relationship and work atmosphere, Natural Beauty highly cares and respects its employees, encourages them to provide feedback and contribute ideas, and provides a variety of employee communication channels. The Human Resource Department provides open telephone, email and face-to-face communication opportunities for employees, and if employees have any comments on the Human Resource Department's management mode, they can also call or email the HR director directly.

為讓員工更切實感受到公司大家庭的溫暖和關愛，自然美為困難員工送上關懷和幫助。對困難患重疾的員工或員工親屬，公司會發放慰問金，組織員工捐款，與員工共同度過一時難關。

在福利方面，自然美為員工提供：多種節日福利及補貼，如在中秋節發放月餅，在高溫天氣時發放清涼消暑食品等；在員工生日時送上祝福和為其定製生日禮物，如印有公司標誌的雨傘等；在員工結婚、生育、手術等重要時刻給予慰問金。在疫情和極端天氣的特殊時期，公司為員工提供相對彈性的工作時間和地點，靈活調整員工工作安排，允許員工居家辦公。公司所有員工均享有一年一次的免費健康體檢，且公司為所有員工購買額外的商業保險，其中包括重疾險。對於達到特別標準的高級管理人員，公司還會為其提供高端醫療險。

為建立和諧的員工關係和工作氛圍，自然美高度關心和尊重員工，鼓勵員工提供反饋、獻言獻策，並提供多種員工溝通渠道。公司人事部面向員工提供公開的電話、郵箱以及面對面溝通的機會，如員工對人事部管理方式有任何意見，也能夠直接向人事總監致電或發送郵件。

TRAINING AND DEVELOPMENT

Natural Beauty believes that talents are the foundation of long-term competition and development of enterprises. The Company is committed to creating a continuous learning environment for employees, providing professional knowledge and skills training to help them better perform their duties. In order to promote the employees' career development, Natural Beauty has formulated the *Training Management System*, which defines the training management principles, training forms, organizational procedures, post training evaluation, internal lecturer management and other systems. To help new employees quickly adapt to the new work environment, Natural Beauty provides all new employees with onboarding training and guidance, including general knowledge of corporate culture, employee systems, etc. Considering the unique professional and skill needs of each position, Natural Beauty also provides professional training on products, instruments and operating methods.

In addition, the Company also provides continuous training for relevant employees in different ways, including professional skills training, special certificate training, government mandatory training, management training, etc. In 2021, the Company firstly adopted an online approach, using the DingTalk to conduct training. The course content mainly focused on professional skills knowledge related to practices and products, and the recorded courses supported employees to review. In addition, in this year, the Company focused on "CTC - Service Etiquette Training" for employees of the Company's Order Department and Client Service Department, in order to impart professional knowledge on service awareness, service etiquette and client communication skills, and to provide the necessary skills to achieve the business vision and operation of Natural Beauty. Our employees are very satisfied with the trainings.

培訓與發展

自然美認為人才是企業能長期競爭與發展之根本。公司致力於為員工創造一個持續學習的環境，提供專業知識與技能培訓，以幫助其更好地履行工作職責。為促進員工的職業發展，自然美制定了《培訓管理制度》，明確了培訓管理原則、培訓形式、組織程序、培訓後評估、內部講師管理等多項制度。為幫助新員工快速適應新的工作環境，自然美為所有新員工提供入職培訓及指導，包括企業文化、員工制度等通識內容，考慮到每個職位均有獨特的專業及技能需要，自然美還會提供有關產品、儀器及操作手法的專業培訓。

另外，公司還以不同方式為有關僱員提供持續培訓，包括專業技能培訓、專項證書培訓、政府指令性培訓、管理培訓等。2021年，公司首次採用線上方式，使用釘釘軟件開設培訓，課程內容主要是手法、產品相關的專業技能知識，且錄播課程支持員工回看溫習。另外，本年度公司重點開展了「CTC - 服務禮儀培訓」，受訓對象分別為公司訂單科及客服部門員工，以傳授其服務認知、服務禮儀、與客戶溝通技巧等專業知識，為實現自然美之業務願景和運營提供所需技能，受訓員工滿意度極高。



CTC - Service Etiquette Training
CTC - 服務禮儀培訓



CTC - Service Etiquette Training
CTC - 服務禮儀培訓

Putting People First 以人為本關愛員工

Talent training is the key to implementing and realizing the sustainable development strategy of an enterprise. Natural Beauty adopts the talent training model of school-enterprise cooperation and collaborative education and utilizing the different educational resources and environments of schools and enterprises to give full play to the respective advantages of schools and enterprises in talent training, so that young people have the opportunity to apply their classroom knowledge in practice. Natural Beauty's Retail Management Department and Life Hall Department have established cooperation with professional colleges and universities, which select interns to participate in internships and provide opportunities for retention after the internship, such as Guangdong Zhuhai Health School, Yunnan Economics Trade and Foreign Affairs College, Jiangsu Huidu Beauty and Hairdressing School, etc. Among them, Guangdong Zhuhai Health School has set up a major in beauty and body care with Natural Beauty, and students graduating from this program will be assigned to Natural Beauty store internships. Students from Yunnan Economics Trade and Foreign Affairs College and Jiangsu Huidu Beauty and Hairdressing School will be interviewed every year according to the actual needs of the Company and will be accepted as interns and regular employees. In the future, Natural Beauty will further deepen the school-enterprise cooperation and plans to conduct a series of health and skin care related courses for students of related majors within the school. In order to retain and motivate talents, we are preparing to launch a more complete job promotion plan and a 2-3 years' training plan to provide more self-improvement and development opportunities for our employees.

人才培養是貫徹和實現企業可持續發展戰略的關鍵，自然美採用校企合作、協同育人的人才培養模式，利用學校和企業不同的教育資源和環境，發揮校企在人才培養方面各自的優勢，讓年輕人有機會將課堂知識運用到實踐中。自然美的零售管理部門、生活館事業部均與專業院校建立合作，由院校推選實習生到自然美參加實習工作，並提供實習結束後的留用機會，如廣東珠海衛校、雲南經貿外事職業學院、江蘇薈都美容美發學校等。其中，廣東珠海衛校專門開設自然美美容美體專業，此專業畢業學生會定向分配至自然美門店實習。雲南經貿外事職業學院和江蘇薈都美容美發學校的學生則會根據公司實際需要每年進行面試，擇優錄取實習生及正式員工。未來，自然美將進一步加深校企合作的力度，計劃在學校內為相關專業的學生開展一系列與健康護膚相關的課程。為保留與激勵人才，我們正籌備推出更完善的崗位晉升計劃，以及2-3年的培訓計劃，為員工提供更多自我提升和發展的機會。

In 2021, the total training hours of employees will be 25,593 hours, an increase of 131.82% compared to the total training number of hours for employees of 11,040 in 2020. The average training hours of employees will be 50.98 hours, which increased by 152.13% compared to that in 2020. Among them, the average training hours of women was 57.74 hours; the overall training percentage of employees was 85.67%, of which the female training rate was 87.47%, and the male training rate was 79.86%.

2021年，員工總受訓時數為25,593小時，較2020年11,040的員工總受訓時數上升了131.82%。員工人均受訓時數為50.98小時，較2020年上升了近152.13%，其中女性受訓平均時數高達57.74小時；員工整體受訓百分比為85.67%，其中女性受訓比率為87.47%，男性受訓比率為79.86%。

• The 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	2021	2020
Gender 性別	Male 男	79.86%	96.12%
	Female 女	87.47%	99.52%
Employee Category ¹¹ 僱員類型 ¹¹	Senior Management 高級管理層	104.35%	88.00%
	Middle Management 中級管理層	113.75%	97.81%
	General Employees 普通員工	80.12%	98.71%

• Average Time of Training Completed per Employee, by Gender and Employee Category (hours)	• 按性別及僱員類別劃分，每名僱員完成受訓的平均時數(小時)	2021	2020
Gender 性別	Male 男	27.16	17.53
	Female 女	57.74	21.05
Employee Category 僱員類別	Senior Management 高級管理層	61.41	24.32
	Middle Management 中級管理層	45.80	19.15
	General Employees 普通員工	51.55	20.12

¹¹ The reason why the number of senior management and middle management trainees is higher than 100% here is because some employees left after the training.

¹¹ 此處高級管理層及中級管理層受訓人數比例高於100%的原因為部分僱員受訓後離職。

Putting People First 以人為本關愛員工

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

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

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

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

OCCUPATIONAL HEALTH AND SAFETY

Employee Health

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

At the same time, in order to reduce the potential work-related hazards posed to employees in special type of work (such as forklift trucks, welding equipment, boilers and special lifts, etc.), we provide them with labour protection equipment like protective masks and protective clothing. We also provide necessary safety training to our employees to disseminate occupational health and safety related knowledge, instruct them on proper and standardised operation and emergency response to accidents, so as to enhance their safety awareness and emergency response capability. For positions with potential occupational disease hazards, such as employees who will be exposed to dust and alcohol in the course of their work, the Company will provide annual occupational disease medical examinations, with no abnormal results in 2021. For the third consecutive year (2019–2021), there have been no workers died and no working days lost due to work-related incidents in Natural Beauty.

職業健康與安全

人員健康

自然美始終將員工的職業安全放在首要位置。公司嚴格遵守並根據《工傷保險條例》、《工傷認定辦法》、《職業病診斷與鑒定管理辦法》及運營所在各地的法律法規，制定了《工傷和社會責任保險管理制度》、《職業健康管理制度》、《危險源識別、風險評價和控制管理制度》等管理辦法，對危險因素的識別及應對、員工的職業健康管理、工傷申報及賠償管理等進行了明確規範，以切實保障員工合法權益。我們為員工安排定期的健康檢查，並在滿足當地勞動保護相關法律法規之外為員工購買重大疾病險，為員工提供多重的保障以及安全支持。我們亦為員工提供必要的安全培訓，普及職業健康與安全相關知識，指導員工進行正確、規範的操作，以及意外事故的緊急應對，以最大程度保護員工安全。

與此同時，我們為特殊工種的員工，如：叉式起重車、電焊設備、鍋爐及特殊升降機等提供勞防保護用品，如防護面具、防護服等，以減少特殊崗位可能對員工健康帶來的危害。我們亦為員工提供必要的安全培訓，普及職業健康與安全相關知識，指導員工進行正確、規範的操作，以及意外事故的緊急應對，以提高員工的安全意識和應急能力。針對有潛在職業病危害的崗位，如在工作過程中會接觸到粉塵、酒精的員工，每年公司會提供職業病體檢，2021年職業病體檢結果無異常。自然美連續三年(2019–2021)無因工死亡事件，亦無因工傷事件所導致的損失工作日數。

Putting People First 以人為本關愛員工

• Number and Percentage of Workers Died due to Work-related Accident ¹²		• 因工作關係而死亡的人數及比率 ¹²	
		2021	2020
Number of workers died due to work-related accident	因工作關係而死亡的人數	None 無	None 無
Percentage of workers died due to work-related accident	因工作關係而死亡的人數的比率	None 無	None 無

• Number of Working Days Lost due to Work-related Injury		• 因工傷損失工作日數	
		2021	2020
Number of working days lost due to work-related injury	因工傷損失工作日數	None 無	None 無

Workplace Safety

At our factories, we conduct regular environmental testing and assessments to ensure that the working environment for our employees meets local safety and hygiene requirements. In our office premises and Life Halls, we also proactively carried out a series of inspections and maintenance work on our buildings following the heavy rainfall event in Zhengzhou in 2021, in case of special events such as potentially disastrous weather.

Production Safety and Regulated Management

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

場所安全

在工廠，我們定期進行環境檢測評估，確保員工工作環境符合當地安全與衛生要求。在辦公場所與生活館，2021年鄭州發生暴雨事件後，我們也主動對所處樓宇進行了一系列檢查和維護工作，以應對潛在的災害性天氣等特殊事件。

安全生產規範管理

我們遵守《中華人民共和國安全生產法》及運營所在地安全生產相關法律法規，以「安全運營，預防為主；綜合治理，杜絕隱患」為安全生產工作方針，並在此基礎上制定了《安全生產目標管理制度》、《安全生產責任管理與考核制度》等管理辦法，明確了公司安全生產的管理機構、相關部門及人員的職責、安全管理工作的具體流程、安全管理的考核標準等。

¹² There have been no workers died due to work-related accident in Natural Beauty for three consecutive years (2019-2021).

¹² 自然美連續三年(2019-2021)無因工死亡人數。

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

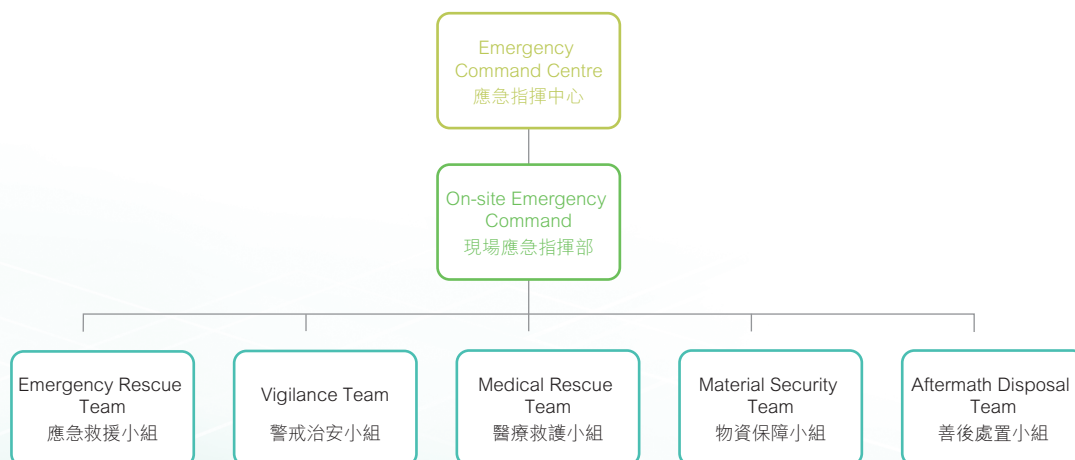
In order to prevent and reduce all kinds of major accidents, the Company also improves the emergency management mechanism. With reference to the *National Emergency Plan for Work Safety Accidents*, the Company has formulated the *Emergency Rescue Plan for Work Safety Accidents* and other management measures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

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

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

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

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



Responsibility for Prosperity 肩負責任實現繁榮

PRODUCT RESPONSIBILITY

Product Quality Management

Natural Beauty complies with the cosmetics industry laws and regulations such as the *Hygienic Standard for Production Enterprises of Cosmetics* and *Regulations Concerning the Hygiene Supervision over Cosmetics*. Based on the *Quality Management Systems – Requirements (by complying with GB/T19001-2000 idt ISO9001:2008)*, the Company has established the quality management system, formulated the *Management Rules and Regulations of Quality Management System, Standard Operating Procedures for Finished Product (Final) Inspection, Quality Manual* and other system documents, to form a complete quality management standard system. We always follow the internal system documents, scientifically plan the progress of all projects, steadily promote the project progress on the premise of ensuring safety and quality, abiding by laws and regulations, and create more healthy and safe products for customers.

產品責任

品質管理

自然美遵守《化妝品生產企業衛生規範》及《化妝品衛生監督條例》等化妝品行業法律法規，依照《質量管理體系 – 要求》(GB/T19001等同於ISO9001:2008)建立公司的質量管理體系，制定《質量管理體系管理規定》、《成品(最終)檢驗標準操作規程》以及《質量手冊》等制度文件，形成了一套完整的質量管理標準體系。我們始終遵循內部制度文件，科學謀劃所有項目進度，在保證安全質量、合法合規的前提下穩步推進項目進展，為客戶打造更加健康、安全的產品。

Case
案例

Natural Beauty was awarded “2021 Leading China Brand” Award at the China Beauty Expo (CBE)
自然美榮獲CBE中國美容博覽會「2021年中國好品牌」稱號

At the 26th China Beauty Expo (CBE) held in May 2021, Natural Beauty was awarded “2021 Leading China Brand”. One of the top 100 global trade fairs and No.1 beauty expo in the world, CBE selected from thousands of well-known domestic and international brands and enterprises to produce 2021 CBE Leading Brands List. CBE Leading Brand awardees are active players in China’s cosmetics market and high performers in their respective fields representing leading product technology, cutting-edge trends and excellent quality.

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

In 2021, under the leadership of a new international and professional management team, the Company continued to develop natural health care products, nutrition products and other health management undertakings, and strictly controlled the production process to provide the best quality products. Meanwhile, Natural Beauty will integrate production, sales and media to integrate online and offline resources to construct a new ecosystem of the new generation of “beauty and health businesses”.

自然美在2021年5月的第26屆CBE中國美容博覽會上，榮獲「2021年中國好品牌」稱號。2021年CBE好品牌榜單，是由CBE中國美容博覽會 - 全球百強商展排行榜化妝品類目首位的國際美容展，從國內外上萬個優秀品牌、優質企業中權威提煉而出。上榜公司被認為是中國化妝品市場上的活躍分子，是在各自領域有着卓越表現的佼佼者，代表着領先的產品技術、前沿的潮流趨勢和過硬的品質。

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

2021年，公司繼續在全新國際化專業經營團隊的領導下，關注健康，持續進行純天然保健品、營養品研發等健康管理事業，嚴格把控產品生產流程，以提供最優質的產品。同時，自然美將結合生產、銷售及媒體進行線上線下的資源整合，構造新世代「美麗健康事業」的全新生態系統。



2021 Leading China Brand Award
2021年中國好品牌獎

Case **Natural Beauty awarded “2021 Ethical Product in the Health Industry” Award by the Consumer Daily and Consumption Observation Office**

案例 自然美榮獲消費日報社、消費觀察辦公室「2021健康行業公信力產品」獎

Thanks to its brand integrity in the nutrition and health industry and continuous commitment to corporate social responsibilities, Natural Beauty was awarded “2021 Ethical Product in the Health Industry award” at the 2021 Health Industry Brand Summit by the Consumer Daily and Consumption Observation Office. Themed on “Eco-future Built on Harmony and Togetherness”, the Summit aims to build an industry system as a new driver to the increased momentum and quality development of the nutrition and health industry.

憑藉在營養健康產業出色的品牌公信力以及持續擔當企業社會責任，自然美在2021健康行業品牌大會上榮獲消費日報社與消費觀察辦公室頒發的「2021健康行業公信力產品」獎。大會以「和合與共，生態未來」為主題，依托大會新特色，構建產業生態鏈，旨在激發營養健康產業活力，助力營養健康產業高質量發展。



“2021 Integrity Product in the Health Industry” Award
「2021健康行業公信力產品」獎

Going forward, Natural Beauty will stay true to its original mission, inherit craftsmanship with ingenuity, and continue to rely on a strong market position, media resources and communication advantages, as well as insist on putting consumers first, and being responsible to consumers and the society.

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

Quality Service

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

We treat each customer complaint in a professional and rigorous manner. The Marketing Department, factory and Customer Service Department jointly handle quality-related customer complaints, and initiate recall procedures when necessary. Natural Beauty organizes a simulation recall exercise once a year and reviews its effectiveness. In 2021, Natural Beauty did not return products due to quality problems.

優質服務

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

我們以專業嚴謹的態度對待每一單客訴，市場部、工廠及客服部聯合處理質量相關的客訴，必要時啟動召回程序。自然美每年組織1次仿真召回演練，並評審其有效性。2021年，自然美未發生因質量問題而產生的產品召回情況。



The Picture Shows the Product Recall Process of Natural Beauty

圖為：自然美產品召回流程

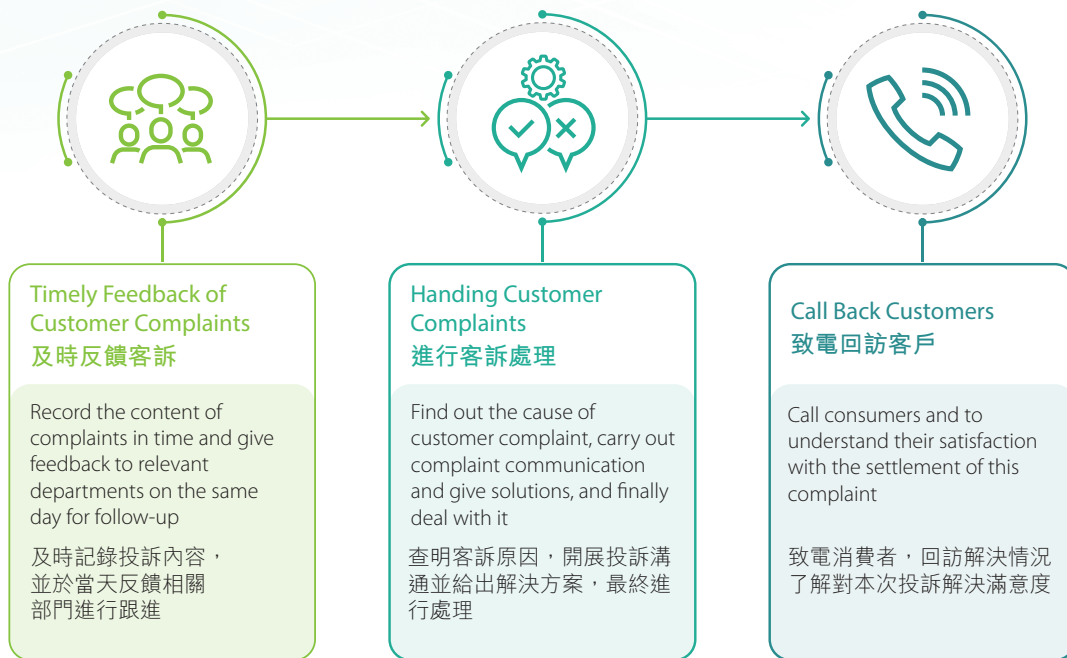
Responsibility for Prosperity 肩負責任實現繁榮

The Company's Customer Service Department and the factory's quality control committee regularly organize monthly product quality meetings to communicate concentrated complaints or special case complaints, and to discuss solutions and improvement plans. For example, the Customer Service Department has received many complaints about the bottom of the product bottles falling off, and the Customer Service Department promptly communicated the accepted complaints to the factory, and the factory communicated the situation with the relevant suppliers and carried out rectification in a timely manner. The factory needs to inform the Customer Service Department of the handling of the complaints or the rectification of the situation in the monthly product quality meeting.

The Company's customer service department is responsible for handling customer complaints caused by non-quality problems. Through the clear after-sales service, it follows up all complaints in a daily report mode and conduct return visits to customers to efficiently solve the problems faced by customers. In addition, the Company provides a smooth customer service complaint hotline to listen carefully to customers' opinions and suggestions, so as to ensure that customer needs are met, customer feelings are valued, and product and service quality are guaranteed. The Customer Service Department usually handles individual consumer complaints within 48 hours and corporate customer complaints within a week. The Customer Service Department will conduct a monthly customer satisfaction return visit for after-sales service, and will formulate customer satisfaction goals for the next year at the end of each year. In 2021, Natural Beauty received a total of 3,531 complaints, with a customer complaint handling satisfaction rate of 100% and the properly handled rate of 100%.

公司的客服部與工廠的品管會定期組織月度產品質量會議，以溝通出現的集中投訴或特別個案投訴，並討論處理和改進方案。例如，之前客服部曾接到多起產品瓶底脫落的投訴事件，客服部及時向工廠傳達受理的投訴事件，工廠及時與相關供應商溝通該情況，並進行整改。工廠需在月度產品質量會議上告知客服部投訴事件的處理情況或整改情況。

公司的客服部負責處理非質量問題引起的客訴，通過配套清晰的售後服務，以日報表模式跟進所有投訴處理情況並對客戶進行回訪，高效解決客戶所面臨的難題。此外，公司提供暢通的客戶服務投訴熱線，認真地傾聽客戶的意見和建議，確保客戶需求得到滿足，客戶感受得到重視，保證產品和服務質量。客服部通常在48小時內處理個人消費者投訴，在一周內處理企業客戶的投訴。客服部每月都會進行針對售後服務的客戶滿意度回訪，每年底會制定下一年度的客戶滿意度目標。2021年，自然美共收到3,531起投訴，客訴處理率100%，處理得當比例100%。



The Picture Shows the Handling Process of Customer Complaints
圖為：客訴處理流程

In 2021, Natural Beauty optimized the customer complaint management process, shortening the time for customer complaint approval and customer returns and exchanges. For products to be returned or exchanged, the Customer Service Department sends them back to the factory the same day they are received, whereas in the past, the factory took them back at a frequency of twice a week. Meanwhile, the function of online confirmation was optimized this year to further shorten the processing time of returns and exchanges.

Going forward, the Customer Service Department will continue to work on improving efficiency and optimizing the service process to provide customers with more efficient and convenient services.

2021年，自然美對客訴管理流程上進行了優化，縮短了客訴審批時間與客戶退換貨的時間。針對要退換貨的產品，客服部在收到退換產品的當天就會寄回工廠，而過去是工廠以一週兩次的頻率來收回產品。同時，今年優化了線上確認的功能，進一步縮短了退換貨的處理時間。

未來，客服部將繼續致力於提高工作效率，優化服務流程，為客戶提供更高效、便捷的服務。

Intellectual Property Protection

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

Natural Beauty actively cracks down on counterfeit companies or brands and maintains the commercial reputation and legitimate rights and interests of the brand by increasing the rectification of Internet infringements and various online platform infringements. Combining with the actual situation of the Company, the Legal Affairs Department of the Company has formulated the *Management System of Counterfeiting and Rights Protection* to regulate the management principles, division of responsibilities and working procedures of counterfeiting and rights protection.

The Company's main intellectual property rights are trademark exclusivity and patent rights. As of 31 December 2021, Natural Beauty owned 4 patents and 752 trademark exclusivity rights, including 4 new trademark exclusivity rights in 2021.

知識產權保護

完善的知識產權保護體系是自然美保持競爭力的重要組成部分，因此公司通過全面的知識產權管理系統，致力於將行業最佳實踐應用於所有運營地。我們嚴格遵守《中華人民共和國商標法》、《中華人民共和國專利法》及《化妝品註冊和備案檢驗工作規範》等外部法律法規，實時關注與知識產權有關法律條文的變動，在公司內部制定了《法律事務管理制度》及《打假維權管理制度》等管理辦法，明確了知識產權的申請以及維護流程，有序維護及確保公司產品知識產權的有效性。

自然美積極對仿冒的公司或品牌進行打假維權，通過增加對互聯網侵權及各類在線平台侵權的整治力度，維護公司品牌的商業信譽度及合法權益。結合公司實際情況，公司法務處制定了《打假維權管理制度》，規範打假維權管理原則、職責分工和工作程序。

公司主要知識產權為商標專用權與專利權，截至2021年12月31日，自然美擁有專利權4個，商標專用權752個，其中2021年新增商標專用權4個。

PRIVACY PROTECTION

We strictly comply with *Personal Information Protection Law of the People's Republic of China* and have developed the *Management Measures for the Confidentiality of Customer Data* to regulate the protection of acquired customer privacy data, for example, by continuously improving our internal processes for viewing archived contracts and data. According to the authorization regulations, only authorized personnel have the right to access. In terms of data management, the Company designs different approval procedures for the use of regional customer data and internal data, and tracks and records the borrowed contracts and data that need to be archived to strengthen the privacy protection, as well as indicate the determination of Natural Beauty on protecting customers' privacy.

SUPPLY CHAIN MANAGEMENT

Supplier Management

The sustainable development of Natural Beauty is inseparable from the participation of suppliers. We always pay attention to the supply chain management and insist on building a competitive supply chain guarantee system. While improving our own environmental and social governance capabilities, we also promote suppliers' development, cooperation and win-win results between the two parties. The Company has formulated management measures such as the *Purchasing Management System* and the *Supplier Management System* to establish a full life cycle management process for all types of suppliers from procurement, payment, and inspection and receipt, and keep inspecting and evaluating the hardware facilities and operational capabilities of the suppliers. The Company divides its suppliers into two categories according to whether they have a physical form. On-site audits are carried out for physical products, mainly to examine factors such as product quality and production environment.

隱私保護

我們嚴格遵守《中華人民共和國個人信息保護法》，並已結合公司實際制定《客戶數據保密管理辦法》，以規範已取得的客戶隱私數據的保護，如，持續改善查看歸檔合約及數據的內部流程。根據授權條例，只有得到授權的人員有權查閱。在數據管理方面，公司則對地區性客戶數據及內部數據的使用權設計不同的批准流程，並對被借閱的需歸檔的合約及數據進行追蹤以及記錄，以加強隱私保護，展現自然美對維護顧客隱私的決心。

供應鏈管理

供應商管理

自然美的可持續發展離不開廣大供應商共同參與，我們始終注重供應鏈管理，並堅持打造具有競爭力的供應鏈保障體系，在提升自身環境、社會管治能力的同時，帶動供應商的良性發展，促進雙方的合作與共贏。公司制定《採購管理制度》及《供應商管理制度》等管理辦法，構建起各類供應商從採購、付款、驗收到退出的全生命週期管理流程，對供應商的硬件設施及運營能力持續考察和評估。公司按照採購對象是否具有實物形態將供應商分為兩類，針對實物類產品的採購會進行現場審核，主要考察產品質量及生產環境等因素。

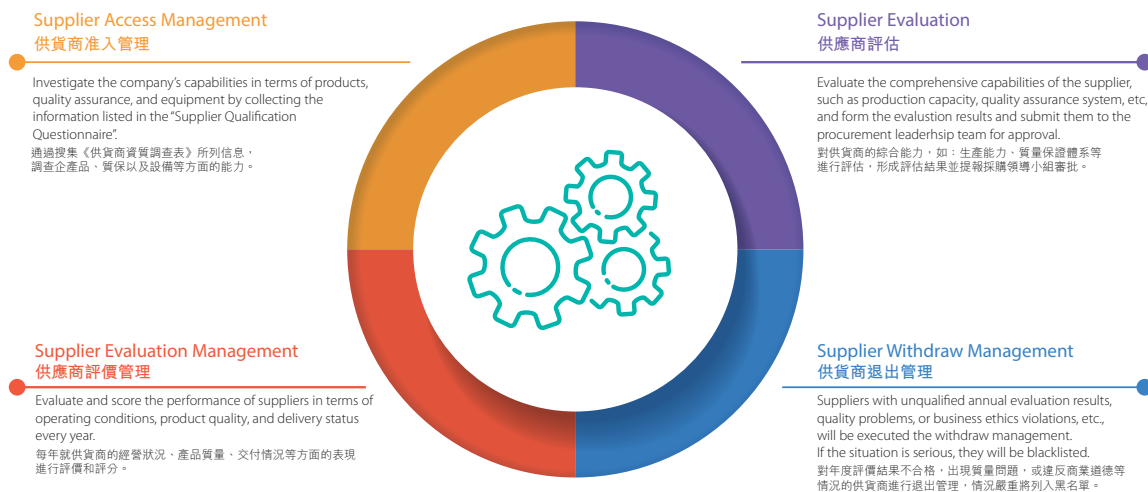
Responsibility for Prosperity 肩負責任實現繁榮

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

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

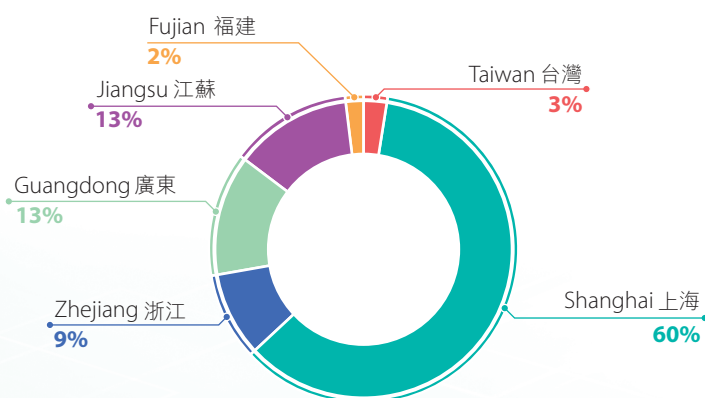
In 2021, Natural Beauty has a total of 20 new suppliers, of which 14 are implementing ESG-related practices; there are 109 qualified suppliers and the number of suppliers to whom ESG-related practices have been implemented in the audit of suppliers already working with them is 67.

2021年，自然美共有新進供應商20家，在新進供應商中，向其執行與ESG有關慣例的供貨商數目為14家；共有合格供應商109家，在已合作供應商的審核中，向其執行與ESG有關慣例的供貨商數目為67家。



The Figure Shows the Main Process of Supplier Management
圖為：供應商管理主要流程

Proportion of suppliers by region in 2021
2021年按照地域劃分的供應商比例



Geographical Distribution of Suppliers
供應商按地域分佈圖

Green Procurement

Natural Beauty places great importance on protecting natural resources and ecological environment and developing long-term corporate values. We select suppliers in compliance with environmental and ethical standards and support the development and use of environment-friendly, safe and healthy products during the procurement. The Forest Stewardship Council (FSC) is an independent third-party organisation dedicated to promoting responsible management of the world's forests in accordance with generally accepted principles and standards. FSC forest management certification audits the performance of forests to ensure that they are operated in a sustainable way. Natural Beauty started the use of FSC-certified paper in 2021, including the new series of Natural Beauty Yam Collagen firming products launched in September 2021.

綠色採購

自然美重視對自然資源和生態環境的保護，建立長期的企業價值觀，在採購環節中：選擇符合環境與道德標準的合規供應商，並支持開發和使用環境友好的、安全的和健康的產品。FSC認證是針對森林經營單位，由獨立的第三方FSC森林認證機構根據所制定的森林經營標準，按照公認的原則和標準，對森林經營績效進行審核，以證明其達到可持續經營的要求的過程。2021年自然美開始採用FSC認證的環保紙張，用於9月的新品「自然美膠原緊緻系列」。



Natural Beauty's Bags Made from FSC Certified Eco-friendly Paper
自然美採用FSC認證的環保紙張製作的包裝袋

In the future, Natural Beauty plans to gradually switch to more environmentally friendly materials in line with market demand, build a resource-saving and environment-friendly enterprise, and strive to achieve harmonious and sustainable development for people, and the environment.

未來，自然美計劃在符合市場需求的情況下，逐漸改用更為環保的材料，建設資源節約型、環境友好型企業，努力實現人、與環境的和諧可持續發展。

PUBLIC SERVICE AND COMMUNITY ENGAGEMENT

Natural Beauty has always taken on the social responsibility of corporate citizenship, believing that co-prosperity with the community is the cornerstone of a thriving business. In 2021, we will continue to actively participate in and organize various public welfare activities to achieve the common development of the Company and the community.

Integrating Public Service with Business

Spread filial piety and love on the Chung Yeung Festival. On the Double Ninth Festival in 2021, Natural Beauty actively carried out community public welfare activities where it operates and rooted, hold a golden autumn garden party, and provide skin care-related information and services for the elderly, so as to spread the concept of healthy skin care and promote the harmonious integration between the Company and the community.

公益及社區參與

自然美始終承擔企業公民的社會責任，堅信與社區共生共榮是推進企業蓬勃發展的基石。在企業穩健發展的同時，自然美亦不忘回饋社會，2021年，我們一如既往地積極參與、組織開展各類公益活動，實現企業與社區的共同發展。

與業務結合的公益活動

盡孝心，傳孝道，愛在重陽。2021年重陽節，自然美積極開展植根經營所在地的社區公益活動，舉辦金秋遊園會，為長者提供護膚相關的資訊與服務，以傳播健康護膚理念，促進企業與社區的和諧共融。



The Public Service to Care for the Elderly on the Chung Yeung Festival
重陽節關愛老人的公益活動現場

Responsibility for Prosperity 肩負責任實現繁榮

In addition to the public welfare activities in the community, in 2021, Natural Beauty came to Xinjiang to conduct beauty and hairdressing knowledge training for the Bachu Technical School in Bachu, Kashgar, Xinjiang. The training includes skin structure, the basic theory of maintenance, body lymphatic and the basic theory of circulation massage, natural light make-up for the face, colour matching, make-up techniques and procedures for each part and related practical operations, etc. We combined theory with practice to broaden the training resources of the School, in order to support the development and implementation of related services in the local area, and help the local industry and rural revitalisation.

除於所在社區開展公益活動外，2021年，自然美來到新疆為新疆喀什巴楚縣技工學校開展美容美發知識培訓，培訓內容包括皮膚結構、保養基礎理論、身體淋巴、循環按摩基礎理論、面部自然淡妝、色彩搭配、各部位化妝技巧及流程與相關實踐操作等內容，以理論結合實踐的方式拓寬學校培訓資源，以支援當地相關服務工作的開展與落地，為產業幫扶，鄉村振興助力。



Natural Beauty Conducted Beauty and Hairdressing Knowledge Training for the Bachu Technical School
自然美支援新疆巴楚技工學校美容培訓

Donating and Giving Back to the Community

A drop of water becomes an ocean, a piece of love becomes hope. Over the years, Natural Beauty has been committed to public welfare, giving back to the society, and injecting warmth and strength into charity and public welfare through actual donations and donations, fully demonstrating the Company's demeanour of being responsible, daring to take responsibility, showing love, and emphasizing dedication. In terms of community engagement, we focus our resources in the following areas and donated a total of RMB400,000 during the Reporting Period:

The first is unexpected events, including natural disasters. For example, in August 2021, we donated RMB150,000 to the post-disaster reconstruction of Henan Province, which was devastated by heavy rains, through the Cross-Strait Charity Fund of the Shanghai Baisi Foundation.

The second is to provide in-depth service to the territories. For example, in January 2021, Natural Beauty donated RMB50,000 to the Fengxian District Representative Office of Shanghai Charity Foundation for the "Love Under the Blue Sky" project.

The third is to support scientific research. For example, in July 2021, to support scientific research on human health and well-being, we donated RMB200,000 to Guangdong Charity Federation for research on COVID-19.

Cooperating with Refined Epidemic Prevention

In 2021, the epidemic occasionally recurred in some areas, and the prevention of the epidemic remained a top priority in all regions. For this reason, Natural Beauty has taken swift steps to assume its corporate citizenship and cooperated with the response to the refined epidemic prevention work. Since medical staff need to wear masks for a long time, the facial skin barrier may be damaged, so we provide medical-type essence and other repair products for medical staff to help them repair their skin barrier.

捐款捐物反饋社會

涓滴之水成海洋，顆顆愛心成希望。多年來，自然美心繫公益，回饋社會，以實際捐款、捐物的行動，為慈善公益事業注入了溫暖和力量，充分彰顯了企業有責任、敢擔當、獻愛心、講奉獻的風采。在社區參與上，我們在以下方面聚焦資源，報告期內共捐贈善款人民幣40萬元：

一是突發性事件，包括自然災害，比如2021年8月，我們通過上海百寺公益基金會海峽兩岸公益基金向暴雨成災的河南，進行災後重建捐款人民幣15萬元。

二是深度服務屬地，比如2021年1月，自然美為「藍天下的至愛」項目向上海市慈善基金會奉賢區代表處捐款人民幣5萬元。

三是對科學研究的支持，比如2021年7月，為支持關於人類健康與福祉的科學研究，我們向廣東省慈善總會捐贈人民幣20萬元，進行新冠疫情相關的研究。

配合精細化防疫

2021年，部分地區疫情偶有反覆，各地區防疫工作仍為重中之重。為此，自然美迅速採取措施擔當企業公民的責任，配合響應精細化防疫工作。因醫護人員需要長期戴口罩，面部肌膚屏障可能受損，故我們為醫護人員提供了醫用類精華等修復產品，幫助其修復皮膚屏障。

Responsibility for Prosperity 肩負責任實現繁榮

During the year, the epidemic occasionally recurred on a small scale. Natural Beauty followed the epidemic prevention policies and related requirements of its operating locations, actively carried out epidemic prevention work, and continuously optimized the Company's epidemic prevention measures to minimize the impact of the epidemic on the Company's operations. The Company has actively formulated the *Emergency Epidemic Preparedness Measures*, and established an epidemic emergency management team. The emergency management team has a team leader, deputy team leader and team members, who are responsible for guiding and promoting the epidemic prevention work of the Company respectively. The Company has also prepared sufficient materials for the epidemic prevention and control work, including electronic thermometers, alcohol, disinfectant, sprayers, etc., in order to provide protection for the epidemic prevention work.

In addition, the Company has actively implemented personnel and plant controls, including setting up temporary observation points, establishing quarantine policies, regulating the use of masks, monitoring employees' body temperature, and regularly disinfecting public facilities and documenting. To reduce unnecessary movement and contact of people, and facilitate effective pandemic prevention work, the Company has adjusted our office policies, such as cancelling large-scale meetings and conducting video communication. To raise awareness of pandemic prevention among all employees, we carried out publicity on pandemic prevention and control, including prevention and control precautions, and science of COVID-19.

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

除此之外，公司積極開展人員及廠區管控，包括設立臨時觀測點、制定隔離政策、規範口罩使用、對員工進行體溫監測，並定期對公共設施進行消毒及記錄等。公司還調整了辦公政策，如取消大規模會議、進行視頻溝通等，以減少不必要的人員流動及接觸，促進防疫工作的有效開展。公司開展疫情防控宣傳，包括防控注意事項、新型冠狀病毒科普等，以提高全員的防疫意識。

Awards 獎項榮譽

2021 Ethical Product in the Health Industry Award
2021 Leading China Brand Award

2021健康行業公信力產品獎
2021年中國好品牌獎

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A. Environmental		
主要範疇A. 環境		
Aspect A1: Emissions		
層面A1：排放物		
A1	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	Emissions Management
A1	一般披露 有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	排放物管理
A1.1	The types of emissions and respective emissions data.	Emissions Management
A1.1	排放物種類及相關排放數據。	排放物管理
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).	Emissions Management Addressing Climate Change
A1.2	直接(範圍1)及能源間接(範圍2)溫室氣體排放量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)。	排放物管理 應對氣候變化
A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Emissions Management
A1.3	所產生有害廢棄物總量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)。	排放物管理
A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Emissions Management
A1.4	所產生無害廢棄物總量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)。	排放物管理
A1.5	Description of emission target(s) set and steps taken to achieve them.	Emissions Management
A1.5	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。	排放物管理
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.	Emissions Management
A1.6	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。	排放物管理

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Aspect A2: Use of Resources 層面A2：資源使用		
A2	General Disclosure Policies on the efficient use of resources, including energy, water and other raw materials.	Use of Resources
A2	一般披露 有效使用資源(包括能源、水及其他原材料)的政策。	資源使用
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).	Use of Resources
A2.1	按類型劃分的直接及／或間接能源(如電、氣或油)總耗量(以千個千瓦時計算)及密度(如以每產量單位、每項設施計算)。	資源使用
A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Use of Resources
A2.2	總耗水量及密度(如以每產量單位、每項設施計算)。	資源使用
A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	Use of Resources
A2.3	描述所訂立的能源使用效益目標及為達到這些目標所採取的步驟。	資源使用
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.	Use of Resources
A2.4	描述求取適用水源上可有任何問題，以及所訂立的用水效益目標及為達到這些目標所採取的步驟。	資源使用
A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Use of Resources
A2.5	製成品所用包裝材料的總量(以噸計算)及(如適用)每生產單位佔量。	資源使用

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Aspect A3: The Environment and Natural Resources		
層面A3：環境及天然資源		
A3	General Disclosure Policies on minimising the issuer's significant impacts on the environment and natural resources.	Use of Resources Emissions Management
A3	一般披露 減低發行人對環境及天然資源造成重大影響的政策。	資源使用，排放物管理
A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Use of Resources Emissions Management
A3.1	描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。	資源使用，排放物管理
Aspect A4: Climate Change		
層面A4：氣候變化		
A4	General Disclosure Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	Addressing Climate Change
A4	一般披露 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。	應對氣候變化
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.	Addressing Climate Change
A4.1	描述已經及可能會對發行人產生影響的重大氣候相關事宜，及應對行動。	應對氣候變化

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Employment and Labour Practices		
僱傭及勞工常規		
Aspect B1: Employment		
層面B1：僱傭		
B1	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer	Regulated Employment Employee Care and Benefits Training and Development
B1	一般披露 有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	規範僱傭，員工關懷與福利，培訓與發展
B1.1	Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.	Regulated Employment
B1.1	按性別、僱傭類型(如全職或兼職)、年齡組別及地區劃分的僱員總數。	規範僱傭
B1.2	Employee turnover rate by gender, age group and geographical region.	Regulated Employment
B1.2	按性別、年齡組別及地區劃分的僱員流失比率。	規範僱傭

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Aspect B2: Health and Safety		
層面B2：健康與安全		
B2	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	Occupational Health and Safety
B2	一般披露 有關提供安全工作環境及保障僱員避免職業性危害的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	職業健康與安全
B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	Occupational Health and Safety
B2.1	過去三年(包括匯報年度)每年因工亡故的人數及比率。	職業健康與安全
B2.2	Lost days due to work injury.	Occupational Health and Safety
B2.2	因工傷損失工作日數。	職業健康與安全
B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	Occupational Health and Safety
B2.3	描述所採納的職業健康與安全措施，以及相關執行及監察方法。	職業健康與安全

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Aspect B3: Development and Training		
層面B3：發展及培訓		
B3	General Disclosure Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	Training and Development
B3	一般披露 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。	培訓與發展
B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Training and Development
B3.1	按性別及僱員類別(如高級管理層、中級管理層等)劃分的受訓僱員百分比。	培訓與發展
B3.2	The average training hours completed per employee by gender and employee category.	Training and Development
B3.2	按性別及僱員類別劃分，每名僱員完成受訓的平均時數。	培訓與發展
Aspect B4: Labour Standards		
層面B4：勞工準則		
B4	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour	Regulated Employment
B4	一般披露 有關防止童工或強制勞工的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	規範僱傭
B4.1	Description of measures to review employment practices to avoid child and forced labour.	Regulated Employment
B4.1	描述檢討招聘慣例的措施以避免童工及強制勞工。	規範僱傭
B4.2	Description of steps taken to eliminate such practices when discovered.	Regulated Employment
B4.2	描述在發現違規情況時消除有關情況所採取的步驟。	規範僱傭

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Aspect B5: Supply Chain Management 層面B5：供應鏈管理		
B5	General Disclosure Policies on managing environmental and social risks of the supply chain.	Supply Chain Management
B5	一般披露 管理供應鏈的環境及社會風險政策。	供應鏈管理
B5.1	Number of suppliers by geographical region.	Supply Chain Management
B5.1	按地區劃分的供貨商數目。	供應鏈管理
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.	Supply Chain Management
B5.2	描述有關聘用供貨商的慣例，向其執行有關慣例的供貨商數目、以及有關慣例的執行及監察方法。	供應鏈管理
B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Supply Chain Management
B5.3	描述有關識別供應鏈每個環節的環境及社會風險的慣例，以及相關執行及監察方法。	供應鏈管理
B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	Green Procurement
B5.4	描述在揀選供貨商時促使多用環保產品及服務的慣例，以及相關執行及監察方法。	綠色採購

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Aspect B6: Product Responsibility 層面B6：產品責任		
B6	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	Product Responsibility Privacy Protection
B6	一般披露 有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	產品責任，隱私保護
B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Product Responsibility
B6.1	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。	產品責任
B6.2	Number of products and service related complaints received and how they are dealt with.	Product Responsibility
B6.2	接獲關於產品及服務的投訴數目以及應對方法。	產品責任
B6.3	Description of practices relating to observing and protecting intellectual property rights.	Product Responsibility
B6.3	描述與維護及保障知識產權有關的慣例。	產品責任
B6.4	Description of quality assurance process and recall procedures.	Product Responsibility
B6.4	描述質量檢定過程及產品回收程序。	產品責任
B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	Privacy Protection
B6.5	描述消費者數據保障及私隱政策，以及相關執行及監察方法。	隱私保護

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Aspect B7: Anti-corruption		
層面B7：反貪污		
B7	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	Compliance
B7	一般披露 有關防止賄賂、勒索、欺詐及洗黑錢的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	合規經營
B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	Compliance
B7.1	於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。	合規經營
B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	Compliance
B7.2	描述防範措施及舉報程序，以及相關執行及監察方法。	合規經營
B7.3	Description of anti-corruption training provided to directors and staff.	Compliance
B7.3	描述向董事及員工提供的反貪污培訓。	合規經營

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社區		
Aspect B8: Community Investment		
層面B8：社區投資		
B8	General Disclosure 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.	Public Service and Community Engagement
B8	一般披露 有關以社區參與來了解營運所在社區需要和確保其業務活動會考慮社區利益的政策。	公益及社區參與
B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	Public Service and Community Engagement
B8.1	專注貢獻範疇(如教育、環境事宜、勞工需求、健康、文化、體育)。	公益及社區參與
B8.2	Resources contributed (e.g. money or time) to the focus area.	Public Service and Community Engagement
B8.2	在專注範疇所動用資源(如金錢或時間)。	公益及社區參與

NB

自然美

NATURAL BEAUTY

