



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

2022

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 belief of the brand and to make 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 seventh 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 2022 to 31 December 2022 ("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 2022 and extend to 2023. The scope of the text disclosed in this Report is the same as that of the Company's 2022 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-TECHNOLOGY 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-TECHNOLOGY 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」)所發佈的第七份《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2022年1月1日起至2022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2022年之前及2023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2022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註。

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

2022 marks the 50th anniversary of the founding of Natural Beauty. Since its founding, the Company has been providing a full range of skincare and beauty products and services based on the business philosophy of "Nature is Beauty". We are sustaining an unfaltering commitment to high-quality and highly effective products and improving our service system. These efforts won us customers' trust and support and a unique brand, as well as robust technical, production and research and development (R&D) advantages.

Over the last half century, Natural Beauty has been building up its brand image and reputation, and many of our products are high performers in their respective fields. We are aware of the fact that corporate sustainability depends on corporate attention and commitment to corporate governance, social responsibility and environmental protection. In 2022, Natural Beauty won the 2022 Top 10 Innovative Beauty Enterprises in China, 2022 Inspiring China-Corporate Social Responsibility Brand of the Year and 2022 Chinese Brands-Influential Enterprise of the Year awards at the 2022 Leading Brands (Boao) Economy Forum as a recognition of our efforts in sustainable brand building and corporate development and our products' market influence and reputation.

While COVID epidemic occasionally recurred in 2022, we responded actively to national policy on epidemic control and prevention to safeguard the health of each employee as every member of our staff has a stake in Natural Beauty's success. During the Shanghai epidemic closure, we delivered urgently needed supplies to Shanghai employees on a timely basis. We also offered special concessionary plans to franchise stores to minimize the loss incurred by suspended operation and help our chain stores weather through the epidemic challenge by stabilizing both online and in-store sales. We also continued to engage in rural revitalization, participate in public education services and donate to charitable causes.

2022年，自然美成立五十週年。自創立以來，我們始終秉持着「自然就是美」的經營理念，致力於為女性提供全方位的美容美體產品和服務。我們一直堅持不懈地推出高品質、高效益的產品，並不斷完善我們的服務體系。這些努力不僅為我們贏得了客戶的信賴和支持，也讓我們在品牌、技術、生產、及研發等方面擁有了獨特的優勢。

過去五十年內，自然美持續打造品牌的知名度和美譽度，旗下的多個產品成為了同類產品中的佼佼者。我們深知企業的可持續發展離不開在企業管治、社會責任、保護環境方面的關注和投入。2022年，自然美在閃耀品牌強國(博鰲)經濟論壇中獲得了「2022創新中國美業十大企業」「2022感動中國-年度最具企業社會責任品牌」「2022品牌強國·年度影響力企業」獎項，這是對我們可持續品牌建設和企業發展的認可，也再次證明瞭我們的產品在市場上的認可和口碑。

2022年持續受疫情影響，我們積極響應國家抗疫防疫措施，心繫員工健康，公司的發展離不開每一位自然美員工的努力。上海疫情封控期間，我們為上海員工及時送去了緊缺的物資。同時，為了協助連鎖店從線上銷售到店內銷售，平穩地度過疫情特殊時期，我們特別為店家制定了優惠讓利方案，減少因無法開門營業帶來的損失。我們持續在社區開展鄉村振興、助力教育的公益，為慈善事業捐款捐物。



Message from the Chairman 主席致辭

We emphasize the strategy of green and low-carbon development and strive to create same output value with lower energy consumption. By reducing the use of packaging materials, using environmentally friendly materials, and managing waste gas, wastewater and waste discharge from factories, we are doing our part in minimizing the impact of our activities on the environment. In 2022, we launched a co-brand B.U.T.ESSE to promote the concept of sustainable consumption, and convey the brand message of social responsibility and other beliefs to consumers from product concept, ingredients, packaging to design.

We appreciate the attention and support given by our stakeholders to Natural Beauty for years. Going forward, we will continue to strengthen our own capabilities, provide customers with better products and services, and make more contributions to the society in terms of product quality, service system, social responsibility, corporate governance, and low-carbon development under the guidance of the “healthy and natural” principles.

Dr. Lei Chien

Chairman

Natural Beauty Bio-Technology Limited

我們注重綠色低碳發展戰略，致力於以較低的能源消耗換取同樣的生產價值，通過減少包裝材料使用、採用環保材料、管理工廠的廢氣、廢水及廢棄物排放等一系列措施，減少對環境的影響。2022年也推出了合作品牌B.U.T.ESSE，繼續推廣可持續消費的理念，從產品的理念、成分、包裝、設計等環節，向消費者呈現年輕品牌的社會責任感和信念感。

我們非常感謝各利益相關方長期以來對自然美的關心和支持。未來，我們將繼續「健康與自然」作為公司發展的指導原則，在產品質量、服務體系、社會責任、企業管治、低碳發展等方面不斷加強自身能力，為客戶提供更好的產品和服務，為社會做出更多的貢獻。

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 2022, we employed around 497 employees.

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2022年12月31日，已聘僱約497名員工。

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」的經營理念在台灣扎下深厚根基；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, the technology related to stem-cell-activating factor has obtained 8 patents and 2 certifications in China, South Korea, the United States, Spain and other European countries.
- 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，幹細胞激活因子相關技術更先後在中韓美歐西五國獲得8項專利和2項認證。

MISSION, VALUES AND VISION

Ranked the 7th brand in the global beauty treatment industry, Natural Beauty has been providing products and services that integrate skin testing, beauty treatment and skincare products as "a professional provider of a full range of beauty products and services. 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

作為排名全球第七的美容護理品牌，東森自然美結合「肌膚檢測+保養服務+產品提供」的一站式理念，構建「全方位美容美體專家」之專業服務。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 leads and participates 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 2022, which was approved by the Board on 10 March 2023. 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2022年ESG工作的進展與成效，並於2023年3月10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。



I . Regulating Governance to Promote Development

一、以身作則誠信經營

1.1 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*, 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.

Information Disclosure

The Company complies with the *Company Law of the People's Republic of China*, the *Securities Law of the People's Republic of China*, the *Guidelines on Governance of Listed Companies*, the *Hong Kong Stock Exchange's Listing Rules* and other laws and regulations. The Company has vigorously performed the information disclosure obligation as a listed company to disclose company announcements and other circulars and documents on designated media based on the principles of authenticity, accuracy, integrity, timeliness and compliance. In 2022, the Company prepared and disclosed a total of 3 periodic reports and issued 32 interim announcements.

1.1 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。

信息披露

本公司遵守《中華人民共和國公司法》《中華人民共和國證券法》《上市公司治理準則》香港聯交所《上市規則》等有關法律法規，秉持着真實、準確、完整、及時、合規的理念，嚴格履行上市公司信息披露義務，在指定媒體披露公司公告和信報文件。2022年度，本公司共編製與披露定期報告3份，發佈臨時公告32個。

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To ensure the timeliness of information disclosed, the Company has designated personnel responsible for delivering and submitting critical information to the Company headquarters, to ensure that channels for disclosing and communicating corporate information are smooth. In addition, we also regularly conduct relevant training for personnel of the Securities Affairs Department, personnel responsible for information disclosure matters in our subsidiaries and information disclosure obligations to improve the management level and quality of information disclosure of the Company, so as to better ensure the accuracy, timeliness and compliance of information disclosure and protect the legitimate rights and interests of investors.

1.2 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 protecting the long-term benefits of Natural Beauty and our stakeholders. 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.

為滿足信息披露的及時性，本公司在業務區域均設有專人負責向公司總部傳遞和報送重大信息，以保障公司信息披露交流渠道的暢通。此外，我們也定期為證券事務部人員、各子公司負責信息披露事宜的人員以及信息披露義務人開展相關培訓，提高公司信息披露管理水平和信息披露質量，更好地保證信息披露的準確、及時、合規性，保護投資者的合法權益。

1.2 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。

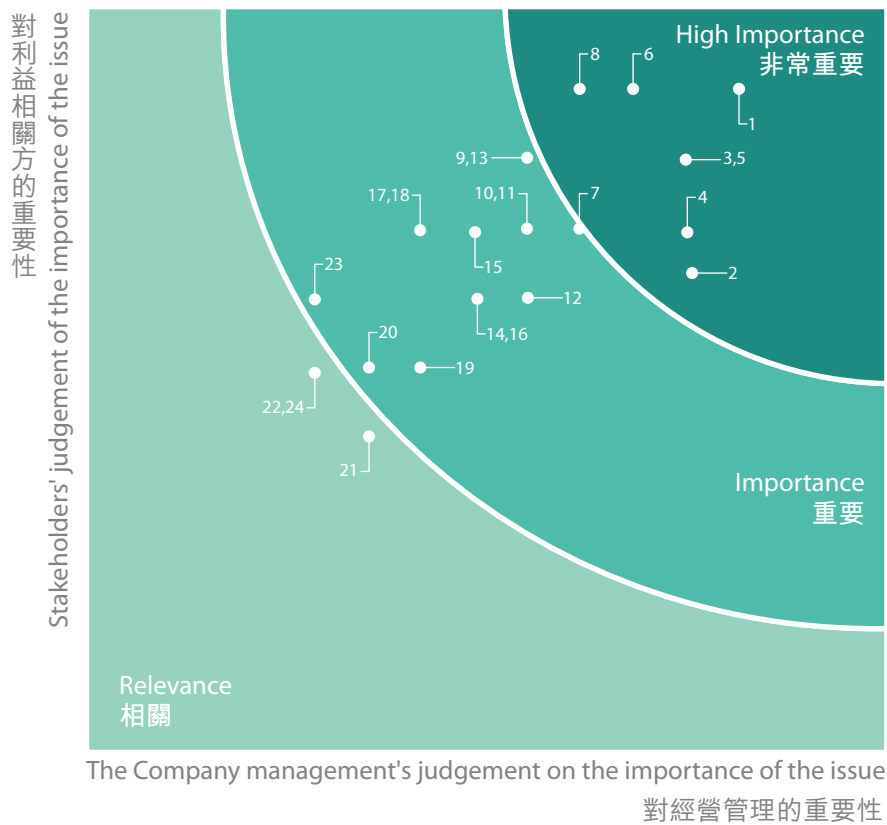
未來，董事會將繼續加強ESG風險管理工作，承擔ESG風險的內部監控責任，保障自然美及利益相關方的長遠效益。公司各職能部門為具體工作執行機構，實施具體的ESG計劃，切實記錄、匯報ESG相關數據，全面落實ESG相關工作。

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 materiality matrix is as follows:

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：



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No. 序號	Issues 議題	No. 序號	Issues 議題
1	Corporate governance 企業治理	13	Occupational health and safety 職業健康與安全
2	ESG governance ESG管治	14	Customer services 客戶服務
3	Anti-corruption 反腐敗	15	Information security and privacy protection 信息安全及隱私保護
4	Environmental policy and management system 環境政策與管理體系	16	Responsible marketing and advocating sustainable consumption 負責任營銷與倡導可持續消費
5	Energy management 能源管理	17	Product quality and safety 產品質量與安全
6	Water resources management 水資源管理	18	Green products 綠色產品
7	Emissions and wastes management 排放及廢棄物管理	19	Chemicals management and ingredient transparency 化學品管理及成分透明
8	Green packaging 綠色包裝	20	Technological innovation and intellectual property (IP) protection 科技創新與知識產權保護
9	Addressing climate change 應對氣候變化	21	Supplier management 供應商管理
10	Biodiversity conservation 生物多樣性保護	22	Community relations and community contribution 社區關係及社區貢獻
11	Employment management and protection of employee rights 僱傭管理與員工權益保障	23	Facilitating industry development 助力行業發展
12	Employee training and development 員工培訓及發展		



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"> Labour 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



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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 • 供貨商准入管理 • 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

1.3 COMPLIANCE

Internal Control Management

Natural Beauty strives to raise the standard of corporate governance and establish a strong and orderly system of internal control and risk control within the Group. The Company abides by relevant laws and regulations of our operating regions regarding compliance management, environmental protection, occupational health, and production safety when running our businesses.

1.3 合規經營

內控管理

自然美致力於高標準的企業管治，並於本集團內建立有力有序的內部控制和風險控制體系。確保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。

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一、以身作則誠信經營

In 2022, 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 2022, we conducted a total of 16 special audits, included logistics operations and e-commerce operations as the new focus of internal control. We continued to pay attention to procurement process, human resource management, sales process, production process and inventory management.

We continued to optimize and improve the system related to process management to avoid potential risk of compliance. In 2022, we updated the "License and Certification Management System" to strengthen the management of the Company's licenses and certificates, and ensure that the certificates are used safely, effectively and legally in the course of the Company's operation. We standardized the working requirements on applying, maintaining and using the Company's licenses and certificates, and the whole process of loss management to clarify responsibilities and authority of relevant departments and posts, and to ensure the use of licenses and certificates are standard and safe. We have also updated the "Supervisory System for Outsourced Companies" to regulate the conduct of staff of outsourced service companies, strengthen the management of outsourced service personnel, standardise property workflow and improve efficiency and quality.

我們於2022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。2022年，我們共開展專項稽核項目16項，並新增了物流作業和電商作業作為內控工作重點，持續對採購作業、人力資源管理、銷售作業、生產作業和存貨管理進行關注。

流程管理上，我們持續優化並完善相關制度，以防止潛在的合規風險。2022年，我們更新了《證照管理制度》，以加強公司證照的管理，確保證照在公司經營管理活動中安全、有效、合法地使用；並規範公司證照辦理、證照保管與使用、證照遺失管理全過程的工作要求，明確相關部門和崗位的職責權限，確保證照使用規範、安全。我們也更新了《外包公司監管制度》，以規範外包服務公司的員工行為，加強對外包服務人員的管理，規範物業工作流程，提高工作效率和質量。

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一、以身作則誠信經營

Anti-corruption

We comply with business ethics, uphold the principles of honesty and dedication, laws and regulations, fair competition, and integrity management. In 2022, 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 HR Department and the Audit Department have been working together to promote anti-corruption awareness by embedding the principles into internal training and the system of risk management and control. In 2022, a total of 8 directors and 95 employees completed anti-corruption training, and each person had spent an average training time of 1.5 hours and 3.8 hours respectively.

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.

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.

反腐敗

我們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。2022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。由人事部和稽核部共同推進員工的反腐敗宣導工作，融合在了內部培訓及風險管控體系中。2022年，總計向8名董事及95名員工開展了反貪污主題的培訓，人均受訓時長分別為1.5小時和3.8小時。

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。

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。

I . Regulating Governance to Promote Development

一、以身作則誠信經營

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.

In 2022, there was no corruption or fraud case occurred in Natural Beauty.

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。

2022年，自然美沒有貪污舞弊案件的發生。



II . Caring for the Earth and Protecting the Environment 二、保護環境綠色經營

2.1 RESOURCES MANAGEMENT

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, committed to achieving sustainable development in harmony with the environment by exchanging lower energy consumption for the same production value.

Energy Management

Natural Beauty actively practices the concept of green office, encourages employees to reduce the use of traditional paper and replace it with the ERP (Enterprise Resource Planning) 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.

Natural Beauty stays motivated to improve the energy consumption patterns and types of energy used during its production process. It relies on all kinds of techniques for reduction in energy consumption and waste emissions, such as regular maintenance of steam equipment and retrofit of old-fashioned boilers. During the year, the Company actively promoted the construction of a new plant with greener production process, in which natural gas would be used as fuel for boilers. And the new plant is expected to be put into operation in the second quarter of 2023.

2.1 資源管理

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，在企業內和合作伙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。

能源管理

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。

自然美在工廠生產的過程中，積極改善能源使用方式和類型。對蒸汽設備進行定期保養、老式鍋爐進行改造，以減少能源的使用和廢棄物的排放。本年度，公司積極規劃建設新工廠，計劃鍋爐將使用天然氣，預計在2023年第二季度投產使用。

II . Caring for the Earth and Protecting the Environment 二、保護環境綠色經營

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.

Water Management

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. The Company takes multiple measures to enhance employees' awareness of saving water when using public facilities, such as regular inspection and maintenance of water facilities and pipelines, optimization and upgrading of production equipment, holding water-saving reminder trainings for employees every three months, and posting water-saving watchwords around. Back in 2019, our plant in Fengxian was awarded as an "Water-Saving Enterprise in Fengxian District" for its excellent water conservation practices.

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，也達到低碳環保的目的。另外，我們還儘可能地選擇運營所在地的供貨商，以減少不必要的長途運輸，進一步降低能源消耗及碳排放，並為當地的合格供貨商創造了收入，有效實現生態、經濟、社會效益的共贏發展。

水資源管理

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，對生產設備進行優化升級，每三個月一次組織員工進行節水培訓、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。自然美奉賢工廠早在2019年就因節水工作表現優異，被評為「奉賢區節水型企業」。



Water-Saving Enterprise Certificate
節水型企業榮譽證書

II . Caring for the Earth and Protecting the Environment 二、保護環境綠色經營

Green Packaging

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. For a higher resources efficiency, we give priority to degradable and recyclable packaging materials when designing new package. During the year, we changed the lining of small gift boxes from EVA to blister, an odourless, non-toxic and greener packaging material made from pure natural materials. In addition, we phased in the use of card-slot type paper materials, which had partially taken place of EVA and other foamed cotton as package liners. Meanwhile, we made smaller sized boxes in response to laws and regulations prohibiting excessive packaging. Since November 2022, paper shopping bags have been replaced by felt ones that are available at our stores for customers' free use to promote the recycling initiative. To fulfil the philosophy of sustainable development, we founded in 2022 a cutting-edge new brand – B.U.T.ESSE, for which, the gift boxes of face packs are all made of green and renewable paper.

綠色包裝

包裝材料管理方面，我們儘可能地採用環保材料，最大限度地降低對環境造成的負面影響。目前，自然美主要使用的材料為玻璃瓶、亞克力瓶等。為進一步提高資源利用率，我們在設計新包裝時優先考慮了可降解及可回收利用的包裝材料。本年度，我們將小規格禮盒的內襯由EVA改成吸塑，由純天然材料加工而製，無臭無毒，更為環保。此外，我們陸續使用卡槽類紙質材料，部分已經代替EVA等發泡棉作為包裝內襯。同時我們將盒子做的更小，以應對禁止過度包裝的法律法規。自2022年11月起，自然美門店的購物袋從紙袋變成了毛氈袋，便於客戶循環使用，且無需額外付費。本着可持續發展的理念，今年，東森自然美創立了新銳品牌 – B.U.T.ESSE，面膜禮盒全部採用環保可再生紙工藝。



Package Liner
內襯

II . Caring for the Earth and Protecting the Environment 二、保護環境綠色經營



Natural Beauty's Gift Bags Made from
FSC Certified Eco-friendly Paper
東森自然美膠原環保禮袋(FSC認證)



Felt Bags Offered by Natural Beauty

東森自然美毛氈袋

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. In 2022, customers redeemed 214 sample products at various counters and recycled 835 empty bottles in total.

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乾安瓶精華液空瓶，即可換購精華液小樣。2022年度，各地專櫃總計回收了835支空瓶，消費者兌換到214支小樣。



Product with Plain Package
採用簡易包裝的產品



Poster for Bottle Recycling and Sample Redemption Activity
空瓶回收換購活動的海報

II . Caring for the Earth and Protecting the Environment 二、保護環境綠色經營

Energy Resource Consumption of the Company in 2021 – 2022

2021–2022年公司能源資源消耗情況

• Water Consumption		• 耗水量	2022	2021
Total consumption of water resource (Ton)	耗水總量(噸)		13,973.00	15,017.00
The intensity of the water consumption (Ton/10k HKD)	耗水密度(噸/萬港元營業額)		0.42	0.31
• Energy Consumption		• 耗能量	2022	2021
Total heavy oil consumption (Liter) ¹	消耗重油總量(升) ¹		0.00	0.00
Total diesel consumption (Liter)	消耗柴油總量(升)		29,348.90	39,776.80
Total gasoline consumption (Liter) ²	消耗汽油總量(升) ²		25,960.26	29,238.07
Total liquefied petroleum gas (KG)	消耗液化石油氣(千克)		4,600.00	5,400.00
Total energy consumption (MWh)	耗電總量(兆瓦時)		2,228.36	2,503.68
The intensity of the electricity consumption (MWh/10k HKD)	耗電密度(兆瓦時/萬港元營業額)		0.07	0.05
Total energy consumption (MWh)	能源消耗總量(兆瓦時)		2,818.66	3,240.11
The intensity of the energy consumption (MWh/10k HKD)	能源消耗密度(兆瓦時/萬港元營業額)		0.08	0.07
• Packaging Material Used		• 包裝材料消耗	2022	2021
Total consumption of packaging material (Ton)	包裝材料消耗總量(噸)		211.44	353.73
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)		6.29	7.25

¹ In 2022, no heavy oil is used.

² Calculated in accordance with the *General Rules for Calculation of the Comprehensive Energy Consumption (GBT2589-2020)*.

¹ 2022年，無重油使用。

² 依據《綜合能耗計算通則(GBT2589-2020)》計算。

2.2 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. Wastewater from our production contains less pollutants thanks to the high quality of the raw materials procured by us. We also entrust a professional third-party institution to perform the relevant testing procedures on a yearly basis under the local requirements to ensure our compliance with national standards in terms of water pollution. The wastewater testing reports issued in 2022 for our plants showed that, all the indicators relevant to wastewater emission were far below the emission caps, which testified the minimal impact of our production on the environment.

2.2 排放物管理

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

自然美致力於對水資源的保護，嚴格遵守工廠及運營所在地的相關污水排放標準，對廢水進行持續的監督和把控。目前，公司產生的廢水主要來源於生產及經營活動，廢水通過三級物理沉澱並過濾，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。由於我們的原料選用較為優質，產生的廢水污染性較小，且，我們每年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。根據本年度各工廠的污水檢測報告，排放廢水的各項指標均遠遠低於排放限值，對環境污染影響小。



II . Caring for the Earth and Protecting the Environment

二、保護環境綠色經營

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. Since the boiler improvement made by the Company in 2020 in accordance with the regulated provisions under the *Law of the People's Republic of China on Prevention and Control of Atmospheric Pollution*, there was a significant reduction of waste gas emission with a stable trend maintained till 2022. In addition, the Company adopted a closed loop condenser system for central air conditioning refrigeration chillers used in our plants, replaced air conditioners on a regular basis and performed real-time daily monitoring of differential pressure gauge to prevent harmful environmental gases from escaping, and to minimize carbon emissions during the operation process.

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。自2020年公司按照《中華人民共和國大氣污染防治法》調控規定進行鍋爐改造後，廢氣排放有效降低，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，車間空調定期更換，並通過日常高低壓差表進行實時監測，以確保無有害環境的氣體發生泄露，最大程度地降低營運過程中所造成的碳排放。

Exhaust Emission of the Company in 2021-2022

2021-2022年公司廢氣排放情況

• Waste Gas Generated by Boilers ⁵		• 鍋爐產生的廢氣 ⁵		2022	2021
NO-x emission (KG)	氮氧化物排放(千克)			2.40	2.84
Particulate matter emission (KG)	顆粒物排放(千克)			2.22	2.51
Sulfur dioxide emission (KG)	二氧化硫排放(千克)			0.00	0.00
• Vehicle Exhaust		• 汽車廢氣		2022年	2021年
NO-x emission (KG)	氮氧化物排放(千克)			379.25	393.98
Particulate matter emission (KG)	顆粒物排放(千克)			36.52	38.07
Sulfur dioxide emission (KG)	二氧化硫排放(千克)			0.60	0.62
• Total Exhaust Emission		• 廢氣排放總量		2022年	2021年
NO-x emission (KG)	氮氧化物排放(千克)			382.03	396.82
Particulate matter emission (KG)	顆粒物排放(千克)			38.77	40.58
Sulfur dioxide emission (KG)	二氧化硫排放(千克)			0.60	0.62
Total exhaust emission (KG)	廢氣排放總量(千克)			421.40	438.02
The intensity of exhaust emission (KG/10k HKD)	廢氣排放密度(千克/萬港元)			0.01	0.01

³ In 2022, 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.

³ 2022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。

II . Caring for the Earth and Protecting the Environment 二、保護環境綠色經營

As an indispensable part of environmental pollution prevention, Natural Beauty continues to carry out effective management measures to the waste management. Each year, we plan and arrange for the management, transfer and reduction of hazardous waste under the “Annual Filling and Registration Form for Hazardous Waste Management Plans”, the “Hazardous Waste Transfer Manifest” and the “Hazardous Waste Management Plans”. The hazardous wastes produced in our production and operation process mainly include filter residue, waste packaging, laboratory waste, etc. Generally, the Company collects, sorts, stores and seals 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 non-hazardous 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。通過每年的《危險廢物管理計劃備案登記表》、《危險廢物轉移聯單》、《危險廢物管理計劃》，對廢棄物的管理、轉移、減量進行全年規劃安排。我們在生產經營過程中產生的有害廢棄物主要包括半成品濾渣、廢包裝、實驗室廢棄物等。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。

Waste Disposal of the Company in 2021–2022

2021–2022年公司廢棄物排放情況

• Waste Disposal (Tons)	• 廢棄物排放	2022	2021
Hazardous waste (Tons)	有害廢棄物(噸)	0.59	1.08
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	0.02
Non-hazardous waste (Tons)	無害廢棄物(噸)	19.51	27.58
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)	0.58	0.57

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, 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。

II . Caring for the Earth and Protecting the Environment 二、保護環境綠色經營

2.3 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. Energy conservation, green and low carbon is the development trend for a better world. We actively responded to the national "3060" Carbon Peak and Carbon Neutrality Target by changing our business models in major operation locations to promote the transformation to a lower-carbon economy.

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 recommendations* and the *Reporting on TCFD Recommendations: Guidance on Climate Disclosures* issued by HKEX.

Governance

The Natural Beauty has formulated two disclosure recommendations according to TCFD, 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.

2.3 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，節能綠色低碳是世界發展的趨勢和未來。我們積極配合國家「3060」雙碳目標的實現，在主要經營地進行經營模式的轉型，推動低碳經濟發展模式變革。

自然美持續關注應對氣候變化、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。

管治

自然美根據TCFD制定的兩項披露建議，一項關注董事會，另一項關注管理層，並結合自身的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。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。



II . Caring for the Earth and Protecting the Environment 二、保護環境綠色經營

Strategies

Natural Beauty has identified the transition risks associated with a lower-carbon economy and physical risks associated with climate change impact that are closely concerned with its business operations, and has incorporated such potential risks into its major decision-making and strategy formulation.

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.

策略

自然美識別了與經營活動息息相關的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，並將涉及到的潛在風險考慮進公司的重要決策和戰略制定。

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。



II . Caring for the Earth and Protecting the Environment

二、保護環境綠色經營

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 built "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.

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，公司搭建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。



II . Caring for the Earth and Protecting the Environment

二、保護環境綠色經營

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 under Typhoon Condition" 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.

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.

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。

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「資源管理」、「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。



II . Caring for the Earth and Protecting the Environment 二、保護環境綠色經營

For 2022, our GHG emissions are as follows:

2022年，我們的溫室氣體排放量如下：

• Volume of GHG Emissions	• 溫室氣體排放量	2022	2021
Volume of Direct (scope 1) ⁴ GHG Emissions (tons carbon dioxide equivalent)	直接溫室氣體排放量(範疇一) ⁴ (噸二氧化碳當量)	151.91	189.76
Volume of Indirect (scope 2) ⁵ GHG emissions (tons carbon dioxide equivalent)	間接溫室氣體排放量(範疇二) ⁵ (噸二氧化碳當量)	1,411.37	1,658.37
Total Volume of GHG Emissions (tons carbon dioxide equivalent)	溫室氣體排放總量 (噸二氧化碳當量)	1,563.28	1,848.13
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)	0.05	0.04

⁴ 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).

⁴ 直接溫室氣體排放根據《中國能源統計年鑒2020》附件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制指南》(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。

⁵ 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).

⁵ 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數》中2012年中國區域電網平均CO₂排放因數及台灣環保署與能源局所公告的電力排放系數計算所得。



II . Caring for the Earth and Protecting the Environment 二、保護環境綠色經營

In 2022, our environmental targets were achieved as follows:

2022年，我們的環境目標達成情況如下：

Environmental Target 環境目標		Completion in 2022 2022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。



III. Putting People First

三、關愛員工用心經營

We have always believed that talent is an important guarantee to achieve our sustainable development goals. Natural Beauty actively attracts outstanding external talent, standardizes the talent management system, advocates equality and diversified talent system construction, develops scientific staff training plans, creates a platform for staff to realize their self-worth, attaches importance to staff occupational health and safety, and makes human capital appreciation an important strategy for the Company.

3.1 REGULATED EMPLOYMENT

Labour Standards

We strictly abide by the *Labour Law of the People's Republic of China*, the *Labour Contract Law of the People's Republic of China*, the *Law on the Protection of Minors*, the *Provisions on Prohibition of Children*, attach great importance to worker protection.

In terms of child labour prohibition, the Natural Beauty 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.

In terms of working hours, 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 HR Department will compare and analyze 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 excessive overtime. 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.

人才是實現公司可持續發展目標的重要保障，自然美積極吸引外部優秀人才，規範人才管理制度，倡導平等與多元化人才體系建設，制定科學的員工培訓計劃，打造員工實現自我價值的平台，重視員工職業健康與安全，將人力資本增值作為公司的重要戰略。

3.1 規範僱傭

勞工準則

自然美嚴格遵守《中華人民共和國勞動法》、《中華人民共和國勞動合同法》《中華人民共和國未成年人保護法》《禁止使用童工規定》，高度重視勞動者保護。

在禁止僱傭童工方面，自然美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。

在工作時長方面，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。零售事業部、生活館事業部對採用綜合工時的員工提前一月進行排班，主管初審後提交到人事部復審。人事部門在每月末對比員工出勤表和排班表的工作時數，OA系統可以統計每名員工的餘額累計工作時長，確保員工無過度加班。如員工因特殊原因需加班或調休，可以在OA系統申請，由部門主管和人事部兩級審核後批准執行。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。

In order to prevent forced labour, the Company respects employees' willingness to work and only hires employees who give feedback on their willingness when interviewing them. The Company will not restrict the personal freedom of employees or force them to work by collecting deposits, withholding documents or threatening them; nor will it restrict their choice of a new job for any reason or by any means when they leave.

During the Reporting Period, there were no incidents of overtime work, forced labour or child labour employed by Natural Beauty.

Equality and Diversity

Natural Beauty is committed to ensuring and promoting equal and diversified employment, and firmly resists all discriminations in terms of gender, age, education, geography, religious beliefs, marital status, and disability. Through cooperation with disability organizations, Natural Beauty has also recruited some disabled employees, with a total of six disabled employees as of the end of 2022. We strictly comply with laws and regulations such as the *Special Provisions on Labour Protection for Female Employees* and have established a system within the Company such as an "Employee Handbook" to employ labour in compliance with laws and regulations. During the Reporting Period, there were no incidents of discrimination.

As of December 31, 2022, the Company employs 498 employees in total, including 479 full-time employees and 19 part-time employees. The Company employs 128 male employees and 370 female employees, including 46 female managers, accounting for 67.65% of the total number of managers⁶.

在防止強制勞動方面，本公司重視員工工作自我意願，並在員工面試僅錄用給予自我意願的反饋的員工。本集團杜絕以收取押金、扣押證件、威脅等方式來限制員工人身自由或強迫勞動；員工離職時，也不會以任何理由和手段限制其對新工作的選擇。

報告期內，自然美未發生任何超時工作、強制勞工或僱傭童工的事件。

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，堅決抵制一切性別、年齡、學歷、地域、宗教信仰、婚姻狀況和殘疾程度等方面的限值要求和歧視行為。通過與殘聯機構合作，自然美也招收了部分殘疾員工，截至2022年，共計6名殘疾員工我們嚴格遵守《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。報告期內，未發生任何員工歧視事件。

截至2022年12月31日，公司一共僱傭498名員工，包括479名全職員工及19名兼職員工。公司僱傭男性員工128名，女性員工370名，其中女性管理人員46名，佔管理人員總人數⁶的67.65%。

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



⁶ Managers in this context include senior management and middle management.

⁶ 此處管理人員包括高層管理人員及中層管理人員。

III. Putting People First 三、關愛員工用心經營

• 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	
		2022	2021
Total Number of Employees 僱員總數		497	586
Gender 性別	Male 男	127	139
	Female 女	370	447
Types of Employment 僱傭類型	Full-Time 全職	478	568
	Part-Time 兼職	19	18
Age 年齡	≤30	68	82
	30-50	360	432
	≥50	69	72
Region 地區	Mainland China 大陸地區	339	417
	Taiwan, China 台灣地區	137	148
	Malaysia 馬來西亞	21	21

• Employee Turnover Rate by Gender and Age Group		• 按性別、年齡組別劃分的僱員流失比率	
		2022年	2021年
Gender 性別	Male 男	7.81%	41.73%
	Female 女	13.24%	52.57%
Age 年齡	≤30	36.76%	71.95%
	30-50	8.33%	49.31%
	≥50	5.71%	29.17%



3.2 EMPLOYEE CARE AND BENEFITS

Employee Rights

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.

With reference to the *Labour Law of the People's Republic of China*, the *Labour Contract Law of the People's Republic of China* and other relevant laws and regulations, the Company 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.

In 2022, in combination with internal management and policy changes, the Company updated and released the "revised Employee Handbook (2022)", detailing the use of parental leave and other mechanisms for vacation specifications. During the epidemic closure, the Shanghai factories were forced to shut down, but Natural Beauty paid employees' salaries in accordance with laws and regulations, except for a slight adjustment of salaries for June.

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 a harmonious and positive cooperative relationship between employees. Natural Beauty also provides employees with multiple benefits such as annual leave, business insurance, new year gifts, internal purchases, customized benefits, and team building. For example, the Company gives out mooncakes at the Mid-Autumn Festival, cool relief food during hot weather, etc.; sends blessings and customized birthday gifts to employees on their birthdays, such as umbrellas with the Company's logo on them; and gives allowances and subsidies to employees on important occasions such as marriage, childbirth and surgery.

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.

3.2 員工福祉

員工權益

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。

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

2022年，結合內部管理和政策變化，本公司更新了《員工手冊(2022)修訂版》，細化了育兒假等機制的假期使用規範。疫情封控期間，上海工廠被迫停工，但自然美根據法律法規給員工發放了薪資，僅對6月的薪資進行了微調。

為建立和諧員工關係，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。自然美也為員工提供年假、商業保險、年節禮物、員工內購、特裁、團建等多項福利。具體的禮物如在中秋節發放月餅，在高溫天氣時發放清涼解暑食品等；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。

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，與員工共同渡難關。

III. Putting People First 三、關愛員工用心經營



Birthday Party
生日會



Birthday Party
生日會



Afternoon Tea
下午茶



Afternoon Tea
下午茶



Team Building
團建活動



New Year Gifts
年節禮物

Employee Care

Natural Beauty cares for the physical and mental health of employees and is committed to enhancing employee happiness and satisfaction. For physical and mental health of employees, 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.

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.

In 2022, a new "Ask Me" session was introduced at the annual meeting conducted by Natural Beauty, where employees could ask open-ended questions about the Company's policies, systems, culture, brand, strategy, etc. A total of 60 questions were received from 15 different departments. Representative questions were answered by the departments at the annual meeting. After the meeting, related departments answered all the questions one by one and published the questions and answers in writing.

In the future, the Company will continue to pay attention to the aspirations and voices of its employees, ensure the smooth working of communication channels and build a harmonious and cohesive working environment for mutual progress.

3.3 TALENT TRAINING

Employee Development

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.

員工關懷

自然美關心員工身心健康，提升員工幸福感和滿意度。為了員工的身心健康，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。

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。

2022年，在自然美開展的年度會議上新設了「你問我答」的環節，員工可針對公司的政策制度、文化、品牌、戰略等方面進行開放式提問。累計共收到了60個，涉及15個不同部門的問題提問。對有比較有代表性的問題，各部門在年會現場進行了解答。會後，各部門對所有問題逐一回答了問題，並將所有問題和答覆整理成文字，進行了公告公示。

未來，公司將繼續關注員工的訴求和心聲，保障溝通渠道的暢通，致力於建設和諧共融、共同進步的工作環境。

3.3 人才培養

員工發展

公司制定了《年度人力資源計劃的編製流程》《管理崗位轉正述職考核規定》《內部推薦制度》《人員招聘申請流程》等內部政策，以明確招聘、入職、升職及解僱等管理要求，並保證公平且透明的環境，滿足其發展所需的各種人才。

III. Putting People First 三、關愛員工用心經營

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. The Company has made the necessary adjustments to promotion policy in 2022, and will enhance the transparency of the promotion system in the future.

During the Reporting Period, Natural Beauty factories conducted the Quality Star election to recognize teams that have made outstanding contributions to the product retention and observation system, thereby enhancing staff motivation and enthusiasm.

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。2022年公司進行了必要的晉升核心調整，未來也將對晉升制度的透明化進行提升和固化。

報告期內，自然美開展了工廠品質之星評選活動，來表彰對產品留樣觀察制度有突出貢獻的小組，從而提高員工的積極性和工作熱情。





Natural Beauty Factory Quality Stars
自然美工廠品質之星評選活動

Employee Training

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.

員工培訓

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。

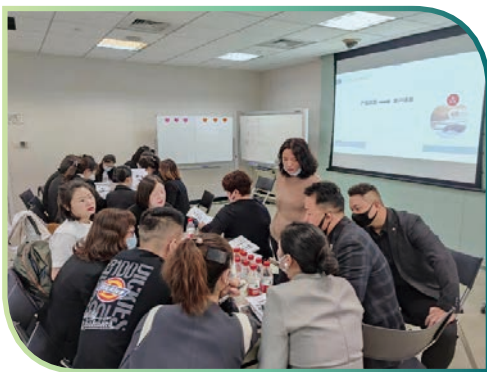
III. Putting People First 三、關愛員工用心經營

During the Reporting Period, the Company has adopted a combined online and offline training model due to the epidemic. During the Shanghai closure and control period, we conducted extensive trainings for the back-office departments and business functions, such as the Company's education and training department, which provided online training on new products and trainings on traditional product knowledge and practices for sales staff, and the knowledge support department, which conducted self-study courses on work skills for the convenience of staff at home. The Natural Beauty factories conducted trainings on internal management practices, codes of practice and knowledge of cosmetic regulations.

This year, the Company focused on conducting "Communication Skills for Consultative Sales" training. It conducted a 2-day sales communication skills training camp for about 100 regional sales personnel from five regional business units. The camp taught participants to understand customers' deep needs and personality characteristics, and better provide the value of Natural Beauty. The training was also conducive to creating a communication learning platform across different regions.

報告期內，受疫情影響，公司採用了線上線下相結合的培訓模式。上海封控期間，我們對後勤部門和業務端口進行大量培訓，如公司教育培訓部對銷售人員進行線上的新品普及以及傳統產品知識和手法的二次培訓，知識支持部門開展了方便員工在家進行自學的工作技巧課程。自然美工廠端進行了內部管理規範、操作規範、化妝品的法規知識培訓。

本年度公司重點開展了「顧問式銷售的溝通技巧」培訓，面向五大區事業部的區域銷售人員約100人，開展了連續兩天的銷售溝通技巧培訓營，培養相關人員理解客戶的深層需求和性格特點，更好地提供自然美的價值，也有助於跨區域融合，創建溝通學習平台。



Natural Beauty's Sales Communication Skill Training
自然美銷售溝通技巧培訓

The Company organized staff to participate in the training on "Heart Power – Pursuing the Meaning of Work" to enhance staff's sense of belonging to the Company and their sense of ownership and responsibility, promote two-way communication across departments, improve staff's comprehensive capabilities and service level, and establish a good corporate image.

公司組織員工參與《心動力－追尋工作的意義》培訓，增強員工對企業的歸屬感和主人翁責任感，促進跨部門雙向溝通，提高員工的綜合素質和服務水平，樹立企業良好形象。

III. Putting People First 三、關愛員工用心經營



Training of “Heart Power – Pursuing the Meaning of Work”
《心動力－追尋工作的意義》培訓現場



Natural Beauty's Internal Training
自然美內部培訓

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 program of 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

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、江蘇匯都美容美發學校等。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匯都美容美發學校的學生則會根據公司實際需要每年進

III. Putting People First 三、關愛員工用心經營

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.

In 2022, the total training hours of employees was 16,370 hours. The average training hours of employees will be 32.9 hours. Among them, the average training hours of women was 33.39 hours; the overall training percentage of employees was 97.19%, of which the female training rate was 97.03%, and the male training rate was 97.66%.

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。

2022年，員工總受訓時數為16,370小時，員工人均受訓時數為32.9小時，其中女性受訓平均時數高達33.39小時；員工整體受訓百分比為97.19%，其中女性受訓比率為97.03%，男性受訓比率為97.66%。

• 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	
		2022	2021
Gender 性別	Male 男	97.66%	79.86%
	Female 女	97.03%	87.47%
Employee Category ⁷ 僱員類型 ⁷	Senior Management 高級管理層	100%	104.35%
	Middle Management 中級管理層	107.55%	113.75%
	General Employees 普通員工	95.81%	80.12%

• 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)	
		2022	2021
Gender 性別	Male 男	31.39	27.16
	Female 女	33.39	57.74
Employee Category 僱員類別	Senior Management 高級管理層	16.63	61.41
	Middle Management 中級管理層	20.38	45.80
	General Employees 普通員工	35.19	51.55

⁷ 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.

⁷ 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。



3.4 OCCUPATIONAL HEALTH AND SAFETY Production Safety

We abide by the *Work Safety Law of the People's Republic of China* and relevant laws and regulations in regions where our operations are 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.

The Natural Beauty factories have established a safety management committee, consisting of a team from the operation departments, a full-time safety officer. It has established a production safety responsibility system which defines the responsibilities of production safety at all levels, implements the responsibility to all posts in the form of signing the work safety responsibility letter. The safety management committee conducts weekly safety checks and reporting. The Company encourages all staff to become responsible for safety, to identify hidden hazards and to propose measures in a timely manner, and the factories select the "Safety Star" every quarter. The Company also established a safety production assessment group with a common indicator of zero accident rate of safety accidents for all factory staff, 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. There were no safety-related workplace injuries or fatalities during the Reporting Period.

3.4 職業健康與安全 安全生產

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。

自然美工廠建立了安全管理委員會，由常務部門的團隊組成，設立了專職的安全人員，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。安全委員會每周進行安全隱患排查以及安全工作匯報，公司鼓勵全員成為安全的責任人，及時發現隱患，提出措施，工廠每季度會評選「安全之星」。公司成立安全生產考核組，工廠全員的共同指標為安全事故零事故率，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。2022年報告期內沒有因為安全引起工傷工亡。



Photo of the Safety Star Award
安全之星頒獎照片

III. Putting People First 三、關愛員工用心經營

Natural Beauty attaches importance to staff safety education, and the factories regularly conduct off-line safety training and awareness training on fire safety.

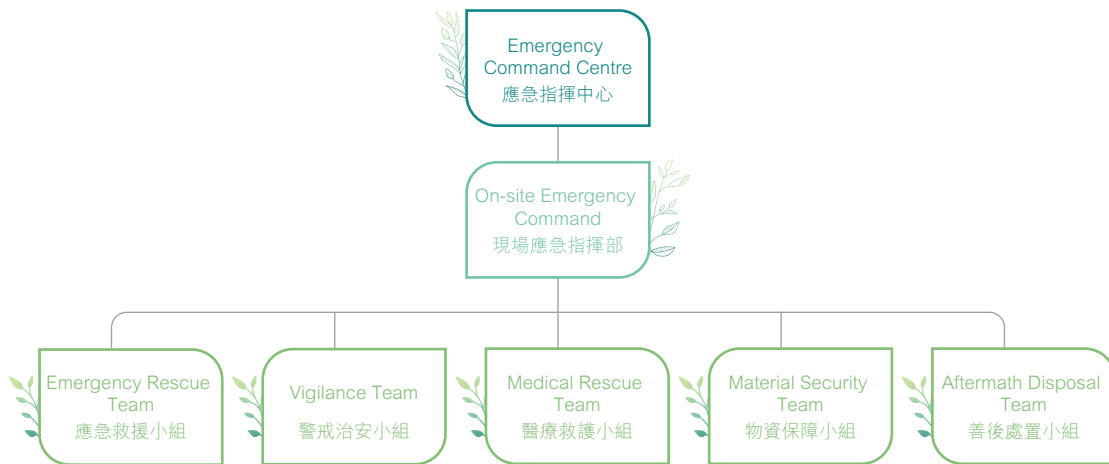
In order to prevent and reduce all kinds of major accidents, the Company also improves the emergency management mechanism. With reference to the *National Emergency Plan for Work Safety Accidents*, the Company has formulated the "Emergency Rescue Plan for Work Safety Accidents" and other management measures 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:

自然美重視職工安全教育，工廠定期開展下線安全培訓和消防安全的宣傳培訓。

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：



Occupational Health

Natural Beauty always puts the employees' occupational safety in the first place and actively promotes the construction of an occupational health and safety system to create a safe, healthy and secure working environment and to fully protect the physical and mental health of each employee. 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.

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 2022. For the third consecutive year (2020-2022), there have been no workers died and no working days lost due to work-related incidents in Natural Beauty.

職業健康

自然美始終將員工的職業安全放在首要位置，積極推進職業健康安全體系的建設，營造安全、健康安全的工作環境，全面保障每位員工的身心健康。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。

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，2022年職業病體檢結果無異常。自然美連續三年(2020-2022)無因工死亡事件，亦無因工傷事件所導致的損失工作日數。

III. Putting People First 三、關愛員工用心經營

• Number and Percentage of Workers Died due to Work-related Accident ⁸	• 因工作關係而死亡的人數及比率 ⁸	2022	2021
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	2022年	2021年
Number of working days lost due to work-related injury	因工傷損失工作日數	None 無	None 無

Natural Beauty values occupational health education for its employees and cares for their self-health management. In 2022, Natural Beauty carried out training on how to manage the office building and safety precautions for staff in the general environment of epidemic prevention and control. During the epidemic outbreak, the Company was active in safety prevention and control, and factory employees were required to take regular nucleic acid tests and visitors required to take nucleic acid tests and antigen tests.

In 2022, during the closure period due to the epidemic, Natural Beauty actively searched for safe and compliant supplies in Shanghai, contacted fast, safe and secure transporters, and worked with all departments of the Company to deliver daily necessities to 99 colleagues in Shanghai one after another from April 23rd, with a total amount of about RMB30,000.

自然美重視員工的職業健康教育，關心員工的自我健康管理。2022年，自然美開展了在疫情防控的大環境下員工如何做好辦公樓的管理和安全防範的培訓。疫情期間，本公司積極做好安全防控，要求工廠人員定期做核酸，要求外訪人員做好核酸和抗原。

本年度因為疫情導致的封控期間，自然美在上海積極尋找安全合規的保障物資，聯絡能匹配快速安全放心的運輸單位，並協同集團各部門通力合作，於4月23日開始陸續向99位在滬同事配送生活物資，生活物資總金額約3萬。

⁸ There have been no workers died due to work-related accident in Natural Beauty for three consecutive years (2020-2022).

⁸ 自然美連續三年(2020-2022)無因工死亡人數。



III. Putting People First 三、關愛員工用心經營



Natural Beauty Provided Daily Necessity Packs for Shanghai
Pandemic Prevention
東森自然美為上海防疫提供愛心加油包



Collection of Natural Beauty's Daily Necessity Packs
自然美提供愛心物資打卡



Positive Feedback from WeChat Group of
Natural Beauty Employees in Shanghai
自然美上海愛心物資群



Positive WeChat Moments on Receiving the Packs of
Natural Beauty Employees in Shanghai
自然美上海愛心物資朋友圈

IV. Shaping Green Brand with Responsible Operations

四、打造品牌責任經營

4.1 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. Natural Beauty has filed all of its chemicals with the competent authorities, and achieved a 100% filing rate.

Natural Beauty has established production bases 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 2022, 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. The Company's continuous branding efforts were paid back by winning multiple awards from the 2022 Leading Brands (Boao) Economy Forum, including the “Chinese Brands-Influential Enterprise of the Year”.

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.

4.1 產品責任

品質管理

自然美遵守《化妝品生產企業衛生規範》《化妝品衛生監督條例》等化妝品行業法律法規，依照《質量管理體系－要求》(GB/T19001等同於ISO9001:2008)建立公司的質量管理體系，制定《質量管理體系管理規定》《成品(最終)檢驗標準操作規程》以及《質量手冊》等制度文件，形成了一套完整的質量管理標準體系。我們始終遵循內部制度文件，科學謀劃所有項目進度，在保證安全質量、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。自然美所有的化學品都進行了官方備案，實現了100%備案率。

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。

2022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。在品牌建設上持續發力，並榮獲閃耀品牌強國(博鰲)經濟論壇的多個獎項，包括「品牌強國·年度影響力企業」。

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。

IV . Shaping Green Brand with Responsible Operations 四、打造品牌責任經營

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.

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》，並於2022年進一步完善了《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。2022年，自然美未發生因質量問題而產生的產品召回情況。



Product Recall Process of Natural Beauty
自然美產品召回流程

IV. Shaping Green Brand with Responsible Operations 四、打造品牌責任經營

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 2022, Natural Beauty received a total of 1,316 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，客戶感感受到重視，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。2022年，自然美共收到1,316起投訴，客訴處理率100%，處理得當比例100%。

Timely Feedback of Customer Complaints 及時反饋客訴

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

及時記錄投訴內容，並於當天反饋給相關部門進行跟進

Handing Customer Complaints 進行客訴處理

Find out the cause of customer complaint, carry out complaint communication and give solutions, and finally deal with it
查明客訴原因，開展投訴溝通並給出解決方案，最終進行處理

Call Back Customers 致電回訪客戶

Call the customers to understand their satisfaction with the settlement of complaints

致電消費者，回訪解決情況了解對本次投訴解決滿意度

Handling Process of Customer Complaints
客訴處理流程

IV . Shaping Green Brand with Responsible Operations

四、打造品牌責任經營

In 2022, Natural Beauty optimized the customer complaint management process, and shortened 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. We adopted a combined sheet for records of products involving returns or exchanges/customer complaints to further shorten the handling time by 1 to 2 days, which helped improve customers' after-sale experience.

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.

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 2022, Natural Beauty owned 4 patents and 752 trademark exclusivity rights, including 9 new trademark exclusivity rights in 2022.

2022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，而過去是工廠以一周兩次的頻率來收回產品。我們將退換貨／客訴(產品)記錄表進行整合，進一步縮短了退換貨的處理時間，整體提升了1-2天，改善了客戶的售後體驗。

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。

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》《化妝品註冊和備案檢驗工作規範》等外部法律法規，實時關注與知識產權有關法律條文的變動，在公司內部制定了《法律事務管理制度》《打假維權管理制度》等管理辦法，明確了知識產權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2022年12月31日，自然美擁有專利權4個，商標專用權752個，其中2022年新增申請商標專用權9項。

IV. Shaping Green Brand with Responsible Operations 四、打造品牌責任經營

4.2 TAPPING INTO E-COMMERCE

Improving Customer Experience

Natural Beauty is accelerating its pace to expand its e-commerce operations, as part of an effort to become a leading professional beauty and skin care brand in China, with multiple self-operated official platforms, integrated on-line and off-line shopping experience and reassured premium after-sales services. Our Tmall Flagship Store has become an important outlet for our online sales and offline experience. In addition to the online functions available from our official website, we also helped offline chain stores seek for business expansion. In 2022, we introduced livestream programmes by cooperating with influencers to enrich our interactions with customers.

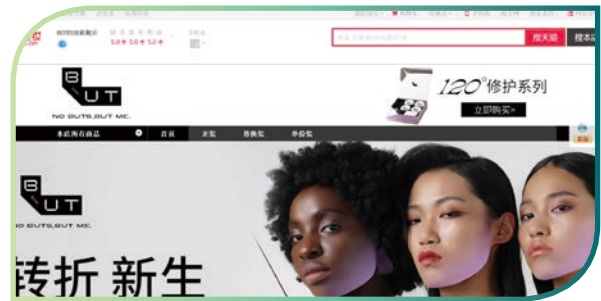


Screenshot of Tmall Flagship Store – Natural Beauty
天貓旗艦店截圖 – 自然美

4.2 佈局電商

提升消費體驗

自然美在電商的佈局進一步擴大，我們致力於成為國內最領先的專業美容護膚品牌，多平台官方自營，線上線下全方位服務體驗，安心售後品質保障。天貓旗艦店已成為了我們線上銷售線下體驗的重要門戶。除了開通官網的線上功能之外，我們還為線下連鎖店進行拓展課程。2022年，自然美新增了達人直播的渠道，與消費者有了更多形式地互動。



Screenshot of Tmall Flagship Store – B.U.T.ESSE
天貓旗艦店截圖 – B.U.T.ESSE

IV . Shaping Green Brand with Responsible Operations 四、打造品牌責任經營

Case: Launch of “B.U.T.ESSE”, a cutting-edge brand for sustainable development

案例：推出新銳品牌「B.U.T.ESSE」，助力可持續發展

We also launched the flagship stores on Tmall and TikTok for our new brand “B.U.T. ESSE” incubated during the cross-border cooperation between e-commerce platform and international brands of daily use beauty products, so as to deliver a sustainable consumption message via the brand concept of “Nature, Science and Specialty”. To fulfil its mission as a hospital level natural skin carer, B.U.T. worked with Uni-Excubator to seek in-depth cooperation with the R&D team at Natural Beauty Taiwan R&D Centre and the global leading R&D teams, and actively conducted skin care ingredients research to establish a top global R&D system. The mineral essence powder face pack launched by B.U.T. ESSE contains ingredients of cosmetic energy spar, classic natural composite essence, deep sea surface mineral essence, and other exclusive and specialized ingredients from B.U.T. Laboratory, which are blended into a mix of 10% glacial coralline algae, 30% diatomaceous earth and 60% kaolin.

電商與日化線國際品牌跨界孵化出全新年輕品牌「B.U.T.ESSE」，也已上線天貓和抖音旗艦店，打造「天然、科學、獨家專研」的品牌特點，傳播可持續消費理念。帶着院線級天然護膚的使命，B.U.T.聯合利華聯合U創新合作平台，與自然美台灣地區研發中心研發團隊及世界頂尖科學研發團隊深度合作，開展成分研究，建立了全球頂級研發體系。B.U.T.ESSE推出的礦物精華粉膜成分採用了宇宙能量晶石、經典天然複合精粹、深海地表礦物精華等，B.U.T.實驗室獨家專研成分，結合10%冰川珊瑚藻，30%矽藻土60%高嶺土複配而成。

In line with the concept of sustainable development, our gift boxes for face pack products are made from environment-friendly and renewable paper, as a move to adopt a “sustainable” business model.

本着可持續發展的理念，面膜產品禮盒採用環保可再生紙工藝，致力發展「可持續」新賽道。



Packing Box for B.U.T. ESSE Face Packs
B.U.T.ESSE面膜禮盒包裝

IV. Shaping Green Brand with Responsible Operations 四、打造品牌責任經營

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.

客戶隱私保護

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。

Case: Launch of "NB Member Service Centre", a store management system applet

案例：上線「NB會員服務中心」店務管理系統小程序

In 2022, we launched the store management system and an electronic application platform to facilitate stores' member appointments and match beauticians for members, which is also available for franchise stores. Each store has separate account number and password, and members' information is not shared across stores. The system applet does not need and will not collect any user information other than information used for matching the user account with the mobile phone number, so that it is more convenient for users to inquire about their orders, points and reservations. The user information we obtained is authorized by WeChat or provided by informed users with consent. We will not collect personal data from any third parties (except for compliance with legal requirements), and we promise not to provide any personal data to any third parties (except for compliance with legal requirements).

2022年，我們推出了店務管理系統，建立了電子化程序平台，幫助門店進行會員預約和美容師匹配管理服務等，該系統也向加盟店開放，每家門店設有獨立的賬號和密碼，會員信息不共享不跨店。系統小程序除了用手機號匹配賬戶以外不需要也不會收集用戶任何額外的信息，為用戶查詢訂單、積分信息和預約帶來便利。我們獲得的用戶信息均由微信授權提供，或者用戶在知情條件下自行輸入，不從第三方收集個人數據(法律要求除外)，並承諾不會向第三方提供個人數據(法律要求除外)。



Store Management System Applet
店務管理系統小程序

4.3 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.

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 admission 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. In 2022, Natural Beauty has a total of 17 new suppliers, of which 10 were implemented ESG-related practices; there are 126 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 81.

4.3 供應鏈管理

供應商管理

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

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。希望能藉此展現供應鏈責任、重新定義內部管理要求並調整採購策略。2022年，自然美共有新進供應商17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10家；共有合格供應商126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81家。

IV. Shaping Green Brand with Responsible Operations 四、打造品牌責任經營

Supplier Access Management

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

供貨商准入管理

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

01

Supplier Evaluation

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

供應商評估

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

02

Supplier Evaluation Management

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

供貨商評價管理

每年就供貨商的經營狀況，產品質量，交付情況等方面的表現評價和打分。

03

Supplier Withdraw Management

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

供貨商退出管理

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

04



Main Process of Supplier Management
供應商管理主要流程

The geographical locations of our suppliers are as follows:

供應商分佈如下：

Location	地區	Number of Suppliers 個數(個)
Shanghai	上海	78
Zhejiang	浙江	13
Jiangsu	江蘇	14
Guangdong	廣東	15
Taiwan	台灣	3
Fujian	福建	2
Anhui	安徽	1
Total	總計	126

IV . Shaping Green Brand with Responsible Operations 四、打造品牌責任經營

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 continued to use FSC-certified paper in 2022. And in the design of our new plants, we adopted green materials, planned for environmental-friendly special facilities such as sewage treatment and waste gas treatment equipment, and considered the efficiency and environmental benefits of the equipment to be purchased.

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

4.4 COMMUNITY CONTRIBUTION

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 2022, we will continue to actively participate in and organize various public welfare activities to achieve the common development of the Company and the community.

Natural Beauty has always been committed to public welfare activities and contributions to society. It takes initiative to deliver love and support those in need with financial aids and donations in kind, as a move to fully fulfil its social responsibilities as a leading enterprise to assume duties and being dedicated to making contributions. To enhance our community engagement, we made use of our network of resources and donated over RMB510,000 in the reporting period.

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。2022年，自然美繼續沿用FSC認證的環保紙張。此外，在新工廠的過程中，除了採用環保材料以外，還有規劃包括污水處理及廢氣處理的專門環保設施，並考慮採購設備的高效性和環保性。

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。

4.4 社區貢獻

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，2022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。

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、講奉獻的風採。在社區參與上，我們在以下方面聚焦資源，報告期內為公益投入人民幣51萬餘元。



IV. Shaping Green Brand with Responsible Operations

四、打造品牌責任經營

The Company also focuses on rural revitalization and caring for women and children. In 2022, Natural Beauty actively responded to the call to “Practice Corporate Social Responsibility” and worked with Shanghai Water Molecule Community Foundation and Huayang Road Subdistrict Office of Changning District in Shanghai to donate 40 sets of touch controllers and 12 display cabinets in total to Shanghai Xinhong Street and Jinping Miao Yao and Dai Autonomous County (hereinafter referred to as “Jinping County”), at a value about RMB51,699. We also showed children and women in these areas how to use these facilities, as part of our contributions to community convenience and rural revitalization.

The Company actively plays its part to promote education equality with educational assistance and reliefs. In 2022, we donated RMB1,000 to Yaoxi Neighbourhood Committee to help students in need.

We donated TWD 2 million to the Asian Biotechnology and Beauty Association in Taiwan region. It is mainly used to promote beauty teaching and training, school research cooperation and industry upgrading.

助力鄉村振興，關愛婦女兒童。2022年，自然美積極響應「踐行企業社會責任」的號召，聯合上海市水分子公益基金會、上海市長寧區華陽路街道辦事處，向上海新虹街道、金平苗族瑤族侬族自治縣(以下簡稱「金平縣」)共計捐贈40台觸控機和12台展櫃，約價值人民幣51,699元，並向機構的小孩和婦女機構進行了學習和知識的展示。為助老便民、鄉村振興貢獻出自己的一份力量。

為教育貢獻力量，助力教育公平。2022年，自然美向姚西居委幫困助學，捐款人民幣1,000元。

捐贈給台灣省「亞洲生技美容協會」200萬台幣。主要用於促進美容教學與培訓、學校科研合作、行業升級等。



IV . Shaping Green Brand with Responsible Operations 四、打造品牌責任經營



Our Engagement in Rural Revitalization and Agricultural Assistance
for Jinping County
東森自然美幫扶金平縣振興助農

During the year, 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.



Certificate for Our Donation to Jinping County

自然美向金平縣捐贈證書

本年度自然美遵循其運營所在地的防疫政策及相關要求，積極開展防疫工作，以最大程度地減少疫情對公司運營造成的影響。公司執行了《應急疫情預案措施》，疫情應急管理小組積極開展工作。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。公司開展疫情防疫宣傳，包括防疫注意事項、新型冠狀病毒科普等，以提高全員的防疫意識。

Awards 獎項榮譽

2022 Top 10 Innovative Beauty Enterprises in China
2022 Inspiring China – Corporate Social Responsibility Brand of the Year
2022 Chinese Brands – Influential Enterprise of the Year

2022創新中國美業十大企業
2022感動中國 – 年度最具企業社會責任品牌
2022品牌強國 · 年度影響力企業



Environmental, Social and Governance Reporting Guidelines Content Index

《環境、社會及管治報告指引》內容索引

Environmental, Social and Governance Reporting Guide		Report Content
《環境、社會及管治報告指引》		章節
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 排放物管理
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。	
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



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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
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.	Resources Management
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。	資源管理
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).	Resources Management
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)。	資源管理
A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Resources Management
A2.2	總耗水量及密度(如以每產量單位、每項設施計算)。	資源管理



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A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	Resources Management
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。	資源管理
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.	Resources Management
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。	資源管理
A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Green Packaging
A2.5	製成品所用包裝材料的總量(以噸計算)及(如適用)每生產單位佔量。	綠色包裝
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.	Resources Management 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。	資源管理，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.	Resources Management 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。	資源管理，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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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	Regulated Employment Employee Care and Benefits
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，員工福祉
B1.1	Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.	Regulated Employment Employee Care and Benefits
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，員工福祉
B1.2	Employee turnover rate by gender, age group and geographical region.	Regulated Employment Employee Care and Benefits
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，員工福祉



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B2	General Disclosure	Occupational Health and Safety
B2	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. 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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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.	Talent Training
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。	人才培養
B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Talent Training
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。	人才培養
B3.2	The average training hours completed per employee by gender and employee category.	Talent Training
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。	人才培養
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.	Supply Chain Management
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。	供應鏈管理



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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 Tapping into E-Commerce
Information on:	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，佈局電商
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 Tapping into E-Commerce
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，佈局電商
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.	Tapping into E-Commerce
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。	佈局電商



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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
	描述向董事及員工提供的反貪污培訓。	合規經營



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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.	Community Contribution
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。	社區貢獻
B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	Community Contribution
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)。	社區貢獻
B8.2	Resources contributed (e.g. money or time) to the focus area.	Community Contribution
B8.2	在專注範疇所動用資源(如金錢或時間)。	社區貢獻



Glossary of Terms

釋義

Paraphrase

釋義項

“Natural Beauty”, “the Company” or “we”

自然美、公司、我們

Paraphrase Content

釋義內容

Natural Beauty Bio-Technology Limited

指 自然美生物科技有限公司



NB

自然美

NATURAL BEAUTY