PERFECT MEDICAL

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT 2024 / 2025

PERFECT MEDICAL HEALTH MANAGEMENT LIMITED
(Incorporated In The Cayman Islands With Limited Liability)

STOCK CODE：1830

SCOPE OF THE REPORT

Perfect Medical Health Management Limited (the "**Company**", together with its subsidiaries, collectively as the "**Group**", "**we**" or "**us**") is pleased to present its Environmental, Social and Governance ("**ESG**") Report (the "**Report**" or the "**ESG Report**"). The ESG Report aims to provide an overview of our performance in respect of environmental protection, social involvement, engagement with stakeholders and sustainable development. The ESG Report include all our operating Medical Beauty Centres Facilities ("**Facilities**") and offices. Relevant figures are recorded and collected from all of our main operating Facilities and offices in HK ("**HK**"), People's Republic of China (the "**PRC**"), Macau, Singapore, and Australia from 1 April 2024 to 31 March 2025 (the "**Reporting Period**").

OUR VISION

We are unwavering in our commitment to sustainable business development as a fundamental tenet of our Group ethos and strategic vision. We hold that a successful business should not be one that maximises its profits at the cost of environmental and social resources, but one that takes up social corporate responsibility to strike a balance between environmental preservation, stakeholders' interests, and making profits. In this regard, we take various factors into account when we consider our approach to pursuing sustainability. These include business-related challenges, our accountability to stakeholders, work ethics, global and local environmental concerns, the laws and regulations that are relevant to our operation, and our risk management practice.

In time, we seek opportunities to develop our business in a way that is mutually beneficial to the environment, our stakeholders, and us. We are committed to integrating a sustainability mindset into its business operations and continuously making its workplace more environmentally and socially oriented.

By implementing sustainability strategies, we would like to:

1. achieve environmental sustainability;
2. respect human rights and social culture;
3. engage with stakeholders;
4. support our employees; and
5. sustain local community.

PREPARATION BASIS OF THE REPORT

This ESG Report is prepared in accordance with the ESG Reporting Guide as set out in Appendix C2 of the Rules Governing the Listing of Securities (the "**Listing Rules**") on The Stock Exchange of HK Limited (the "**Stock Exchange**") and complies with all provisions of "Comply or Explain" as well as the principles of materiality, quantitative, balance, and consistency as below:

Reporting principles	Application in this report
Materiality	The Group analysed the materiality of those ESG issues based on the results from the last reporting period. Material ESG issues were disclosed in this ESG Report.
Quantitative	Information on the standards, methodologies, assumptions and/or calculation tools used, and source of conversion factors used, for the reporting of emissions/energy consumption, where applicable, are disclosed in the respective sections in this ESG Report.
Balance	The ESG Report is prepared on a fair and unbiased basis. The Group fully disclosed the material key performance indicators regardless of whether performance has improved or declined in line with the principle.
Consistency	Unless stated otherwise, the Group applies consistent methodology in compiling the ESG data reported to ensure meaningful comparison of ESG performance over time and between entities. Any change in methods or Key Performance Indicators (the "**KPIs**[1]") used is explained.

In preparing the ESG Report, we have adopted ESG Reporting Guide and emission factors specified in the Appendix 2: Reporting Guidance on Environmental KPIs issued by the Stock Exchange for computing the relevant KPIs, and there is no change from the previous year in how the ESG Report has been prepared. The application of materiality is detailed in the subsection headed "Materiality Assessment". The two ESG subject areas, namely Environmental and Social, are disclosed separately, each highlights the impacts of our operating activities in HK, the PRC, Macau, Singapore, and Australia for the Reporting Period.

The adoption of the ESG Reporting Guide ensures that our disclosure is accurate, consistent, reliable, and timely. As we see this report as a medium to communicate with our stakeholders, we reflect both the positive and negative aspects of our performances to ensure a meaningful assessment.

[1] How to prepare an ESG Report — refer to
Appendix 2: Reporting Guidance on Environmental KPIs, https://www.hkex.com.hk/-/media/HKEX-Market/Listing/Rules-and-Guidance/Environmental-Social-and-Governance/Exchanges-guidance-materials-on-ESG/app2_envirokpis.pdf;
Appendix 3: Reporting Guidance on Social KPIs, https://www.hkex.com.hk/-/media/HKEX-Market/Listing/Rules-and-Guidance/Environmental-Social-and-Governance/Exchanges-guidance-materials-on-ESG/app3_socialkpis.pdf?la=en

SOURCE OF DATA AND RELIABILITY STATEMENT

The information disclosed in the Report is retrieved from the Group's internal documents, statistical reports and relevant public materials. The Group undertakes that the Report does not contain any false information, misleading statement or material omission, and takes responsibility for the contents hereof as to the authenticity, accuracy and completeness.

CONTACT US

For details in relation to our financial performance and corporate governance, please visit our website on http://www.perfectmedical.com and refer to our Annual Reports. Also, we treasure your feedback and comments on our ESG performance. Please send your feedback and other sustainability enquiries to us via writing an email to ir@perfectmedical.com.

STATEMENT OF THE BOARD

As a responsible corporate citizen, we acknowledge that prudent environmental and societal management is of great importance to sustainable economic growth. This ESG Report summarises the strategy, practice, and vision of the Group with respect to issues related to ESG and conveys the Group's devotion to sustainability. We see the integration of sustainability into our business strategy as well as daily operations as a must to pursue our business model. To deal with the ESG issues effectively, understanding of, and interaction with, our employees, customers and other stakeholders are of the highest priority.

The Group believes that effective management of ESG issues is important to our long-term success in a rapidly changing world. We have established a governance structure to strengthen our management of ESG matters. The Board of Directors (the "**Board**") has the overall responsibility of overseeing the Group's ESG-related risks and opportunities, establishing and adopting the Group's ESG-related strategies and targets, reviewing the Group's performance annually against the targets, and revising the strategies as appropriate if significant variance from the target is identified.

In order to exert governance over the ESG issues, we have also set up an ESG working group ("**ESG Working Group**") that comprises three members: the Chief Financial Officer, the Financial Controller, and the Finance Manager to implement the ESG-related strategies and targets, conduct materiality assessment of ESG issues and prioritise them, report regularly to the Board about the relevant task carried out for sustainable development, identify the relevant issues that have a significant impact on the operation of the Group and/or the interests of other important stakeholders, and promote the implementation of respective measures. Under the authority of the Board, the ESG Working Group assists in collecting ESG data from respective functional department, monitoring the implementation of the measures, and investigating deviation from the targets and liaises with the respective functional department to take prompt rectification actions.

GOVERNANCE STRUCTURE

Board	• The Board is responsible for the overall decision-making, oversees the formulation, administration, and assessment of the ESG strategies.
ESG Working Group	• The ESG Working Group is responsible for assisting the Board in managing and monitoring the ESG matters on a daily basis.
Functional Department	• Functional departments are responsible for the execution of implemented measures to achieve the set strategies and targets.

IDENTIFICATION OF AND ENGAGEMENT WITH STAKEHOLDERS

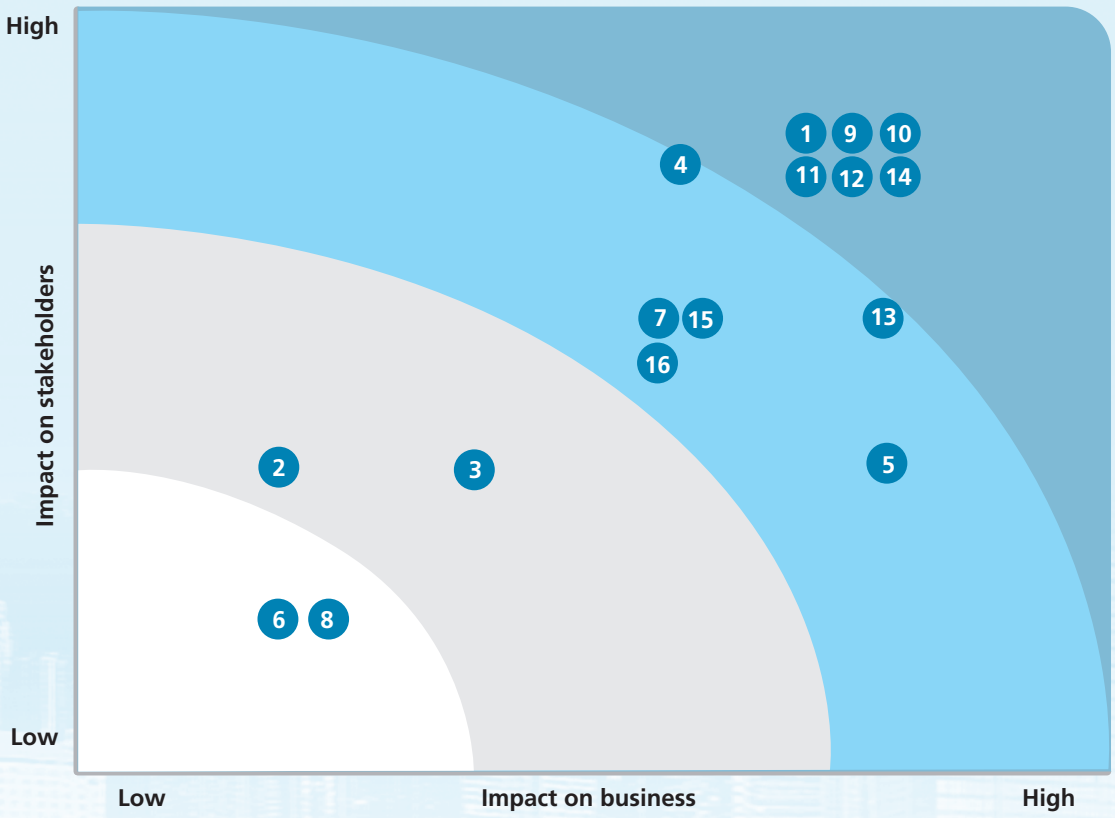
We believe communication with stakeholders is key to a successful business. We seek to understand and communicate with our stakeholders: Stock Exchange, government and regulatory authorities, investors, media and public, suppliers, customers, employees and community. By such communications, we have understood the general expectations and concerns of our stakeholders. To pursue our sustainability ambitions, we have aimed to establish mutual trust and develop cooperative relationships with our stakeholders, and we would like to align our ESG strategies with their expectations. The following table provides an overview of the Group's key stakeholders and various approaches adopted by the Group to communicate with different key stakeholders:

Stakeholders	Areas of ESG Concern	Means of Engagement
Stock Exchange	• Compliance with the Listing Rules; and • Timely and accurate announcement.	• Meetings; • Training and seminars; and • Company's website and announcements.
Government and regulatory authorities	• Operational compliance; • Tax payment as legally required; and • Disclosure of information and submission of materials.	• Annual reviewal process; and • Company's website and announcements.

Stakeholders	Areas of ESG Concern	Means of Engagement
Investors	• Business strategies and performances; • Effective corporate governance; • Sustainable profitability; and • Investment returns.	• General meetings; • Financial reports and announcements; and • Company's website.
Media and Public	• Corporate governance; • Environmental protection; and • Uphold human rights standards.	• Announcements; • Company's website; and • Press conference.
Suppliers	• Payment schedule; • Demand stability; • Operational compliance; and • Quality services and products.	• Site visits; • Meetings; and • Conference calls and interviews.
Customers	• Quality services and products; • Product safety; • Commercial credibility; • Intellectual property rights and protection; and • Operational compliance.	• Visits; • Meetings; and • Customers' enquiries handling mechanism.
Employees	• Rights and benefits of employees; • Training and development; • Working environment and occupational safety; and • Equal opportunities.	• Regular meetings; • Employee training; • Annual appraisal; and • Opinion box.
Community	• Community development; • Employment opportunities; • Environmental protection; and • Social welfare.	• Community service activities; • Media enquiry; and • Press releases and announcements.

MATERIALITY ASSESSMENT

We have identified ESG matters that may have an impact on, or that may pose a risk, its business in short-, medium- or long-term. Issues that are important to our stakeholders, including but not limited to, our customers, and employees, are also crucial to us. The Group has identified ESG issues that have potential or actual impact on its sustainable development from various sources, such as our internal policies, industry trends, previous ESG reports, and the Sustainability Accounting Standards Board's Materiality Map[2]. We have analysed the ESG matters regarding an array of factors, including overall strategies, development, goals, and targets. To better understand the concerns and interests of its stakeholders, the Group reviewed its the materiality assessment in the last reporting period. After analysing the results, the Group concluded that there have been no significant changes in the main concerns of stakeholders and that the priority of ESG matters remains consistent with the previous year. The assessment results are presented below:



[2] Sustainability Accounting Standards Board's Materiality Map, https://materiality.sasb.org/

Environmental matters		Social matters	
1	Emissions	**9**	Employment
2	Hazardous Waste	**10**	Health and Safety
3	Non-hazardous Waste	**11**	Development and Training
4	Energy Consumption	**12**	Labour Standards
5	Water Consumption	**13**	Supply Chain Management
6	Packaging Material	**14**	Product Responsibility
7	Environment and Natural Resources	**15**	Anti-corruption
8	Climate Change	**16**	Community Investment

A. ENVIRONMENTAL

Environmental Compliance

We comply with all relevant laws and regulations that are relevant to the environmental protection in our business locations, including but not limited the Waste Disposal (Clinical Waste) (General) Regulation (Cap. 354O) of Hong Kong, the Environmental Protection Law of the PRC, the Energy Conservation Law of the PRC, the Decree Law no. 2/91/M of Macau, the Environmental Protection and Management Act of Singapore, and the Environment Protection and Biodiversity Conservation Act of Australia. During the Reporting Period, we noted that no confirmed non-compliance incidents or grievances to environmental issues.

Types of Emissions

As we are principally engaged in the provision of healthcare and medical beauty services, our operations do not involve any stationery machines that produce gaseous fuel emissions. Our primary air emissions were generated from the fuel combustion of vehicle which was used for the transportation of our directors, and customers. To ensure road safety and to keep our air emissions at a minimum, all of our vehicles are under regular maintenance checks. The major air pollutants emitted from the vehicles include Nitrogen Oxides (NO_x), Sulphur Oxides (SO_x), and Particulate Matter (PM). During the Reporting Period, through diligent vehicle management, the business adjustments led utilisation of the vehicle has declined, resulting in a reduction of air emissions. Details of the emission data are as follows:

Types of Emissions	Unit	**Year ended 31 March 2025**	Year ended 31 March 2024
Nitrogen Oxides (NO_x)	kg	**0.26**	0.58
Sulphur Oxides (SO_x)	kg	**0.01**	0.02
Particulate Matter (PM)	kg	**0.02**	0.04

Greenhouse Gas ("GHG") Emissions

During the Reporting Period, our scope 1 direct GHG emissions resulted principally from vehicle fuel combustion, scope 2 energy indirect GHG emissions resulted mainly from consumption of purchased electricity and scope 3 other indirect GHG emission resulted from paper consumption and business travel. To explain these sources of GHG emissions, we use automobiles for our directors' and customers' transportation. Also, electricity consumption to maintain our office and Medical Beauty Centres' daily operations, such as the air-conditioning and lighting systems, medical beauty devices, and other electrical equipment. Besides, paper and business travel are required for our business operation.

During the Reporting Period, the Group produced approximately 1,123.63 tonnes of carbon dioxide equivalents ("**CO_2e**") (2024: 1,288.26 tonnes of CO_2e), with a GHG emission intensity of 0.00406 tonnes of CO_2e per square meters ("**sq.m.**")[3] (2024: 0.00424 tonnes of CO_2e per sq.m.), showing a decline of 4.12% in GHG emission intensity and met the target set last reporting period.

We are committed to reducing or maintaining the GHG emission intensity at 90% to 120% of the current level for the next reporting period.

To reduce the generation of GHG, we have been educating our employees and encouraging them to uphold energy efficiency. For details of our energy-efficient practices, please refer to the section headed "Electricity and Energy Efficiency".

The following shows the statistics of our GHG emissions during the Reporting Period:

Scope of GHG Emission	Emission Sources	Year ended 31 March 2025 Emission (tonnes of CO_2e)	Intensity (tonnes of CO_2e per sq.m.)[5]	Year ended 31 March 2024 Emission (tonnes of CO_2e)	Intensity (tonnes of CO_2e per sq.m.)
Scope 1					
Direct Emission	Vehicle Fuel Combustion	1.62	0.00001	2.94	0.00001
Scope 2					
Energy Indirect Emission	Purchased Electricity	1,084.43	0.00392	1,153.70	0.00379
Scope 3					
Other Indirect Emission	Paper Consumption	36.69	0.00013	129.98	0.00043
	Business Travel[4]	0.89	0.000003	1.64	0.00001
Total GHG Emission		**1,123.63**	**0.00406**	**1,288.26**	**0.00424**

[3] As at 31 March 2025, the Group's total floor area totalled 276,676.00 sq.m. (2024: 304,158.00 sq.m.) This data is also used to calculate other intensity data.

[4] The calculation of GHG emissions for business travel is made in accordance with Carbon Emissions Calculator (ICEC) by ICAO.

Hazardous Waste Management

To provide medical beauty services to our customers, our medical beauty centres in Hong Kong generate clinical wastes. As for clinical waste disposal, we comply with all relevant laws and regulations that are relevant to the clinical waste management in Hong Kong, including but not limited to the Waste Disposal Ordinance and the Waste Disposal (Clinical Waste) (General) Regulation. During the Reporting Period, there were no confirmed non-compliance incidents or grievances to environmental issues.

Our hazardous wastes are principally clinical wastes produced during medical operations in our Medical Centres. The following shows the statistics of clinical waste recorded during the Reporting Period:

	Year ended 31 March 2025	Year ended 31 March 2024
Clinical waste generated (kg)	**108.00**	294.00
Intensity (kg per sq.m.)[3]	**0.0004**	0.0010

We have established a mechanism for clinical waste management in compliance with the legal requirements of the Waste Disposal (Clinical Waste) (General) Regulation to handle clinical waste in a safe and organised way. Regarding the policy, we would like to highlight some major measures that are covered in the mechanism:

- all containers for packaging clinical wastes should be leak-proof, impervious to moisture, and strong enough to prevent tearing or bursting under normal handling. Such packages should not be reused;
- all used or contaminated sharps should be put into standardised sharps boxes with a specified label. The label must be securely affixed or pre-printed on a prominent position of the container which allows the information on the label to be read easily;
- sharp containers should not be filled above the warning line indicating between 70% and 80% of their maximum volumes before sealing;
- packaging and sealing of clinical wastes should be conducted with meticulous care to ensure that no clinical waste adheres to the external surface of the containers;
- clinical waste must be collected and transported by licensed collectors to licensed disposal facilities for proper disposal.

Although the disposal of clinical materials is inevitable as they are necessary for us to provide medical beauty services to patients, we strive to reduce our production of clinical wastes. To lower the generation of clinical wastes, we also safely and legally reuse reusable medical equipment and instruments after thorough disinfection and sterilisation. During the Reporting Period, the Group's hazardous waste generation was 108.00 tonnes (2024: 294.00 tonnes), with an intensity of 0.0004 tonnes per sq.m. (2024: 0.0010 tonnes per sq.m.), which was maintained with the last reporting period and successfully achieved and exceeded the target set in the last reporting period. We target to reduce or maintain the intensity of hazardous wastes produced at 90% to 120% of the current level for the next reporting period, given that there is no addition of other types of clinical wastes.

Non-hazardous Waste Management

Our major source of non-hazardous waste is paper consumption for administrative work. During the Reporting Period, the Group's non-hazardous waste generation was 7.65 tonnes (2024: 27.08 tonnes), with an intensity of 0.00003 tonnes per sq.m. (2024: 0.00009 tonnes per sq.m.), which maintained the same level as last reporting period and achieved the target set in the last reporting period.

The statistics of our non-hazardous waste production during the Reporting Period are set forth below:

	Year ended 31 March 2025	Year ended 31 March 2024
Non-hazardous wastes (tonnes)	**7.65**	27.08
Intensity (tonnes per sq.m.)[3]	**0.00003**	0.00009

To reduce the use of paper, we are committed to creating a paperless working environment for our administrative operations; we strongly encourage our employees to opt for electronic copies instead of paper copies if such an option is open for us. We have also set our printers' default setting to double-sided printing in case printing is necessary, and we reuse paper that was printed with one side when it does not contain confidential information. We would also consider switching leaflet printing to electronic means for promotional purposes to reduce the consumption of paper further. By implementing these measures, we target to reduce or maintain the intensity of non-hazardous wastes produced at 90% to 120% of the current level for the next reporting period, given that there is no addition of other types of non-hazardous wastes.

Use of Resources

As a responsible corporate citizen, we are acutely cognisant of the pressing need to safeguard the integrity of our natural environment and champion the efficient consumption of energy resources. To this end, we have made it a core imperative to cultivate a heightened sense of environmental awareness among our valued employees through comprehensive educational and informational programs. In parallel, we have strategically deployed a suite of energy-efficient operational measures to facilitate the judicious and prudent utilisation of electricity, water, and other vital natural resources entrusted to our stewardship. By doing so, we reaffirm our steadfast commitment to environmental protection and sustainable development, ensuring that our business practices align with the broader imperative of preserving the delicate balance of our shared ecosystem for generations to come.

Electricity and Energy Efficiency

During the Reporting Period, the Group's energy consumption was 2,264.94 mWh (2024: 2,387.12 mWh), with an intensity of 0.0082 mWh per sq.m. (2024: 0.0078 mWh per sq.m.). Although the energy intensity increased 4.31%, we met the target set in the last reporting period. With reference to the last reporting period, the total energy consumption intensity had slightly increased which was attributed to the decreased office area during the Reporting Period. Below are the statistics of energy consumption recorded during the Reporting Period:

	Year ended 31 March 2025	Year ended 31 March 2024
Direct Energy Consumption		
Petrol (mWh)	**5.88**	10.67
Indirect Energy Consumption		
Electricity consumption (mWh)	**2,259.06**	2,376.45
Total (mWh)	**2,264.94**	2,387.12
Intensity (mWh per sq.m.)[3]	**0.0082**	0.0078

As we are well aware of the significance of energy conservation, we have established and implemented a series of energy-efficient measures to use electricity wisely and prudently, we:

- switch off lighting facilities, equipment, and other electrical devices when they are idle and before leaving the premises;

- carry out regular review or maintenance of office and medical beauty equipment to avoid instances of energy inefficiency;
- opt for energy-efficient electrical devices;
- monitor and review the electricity usage monthly. If we discover any unusual increase in electricity usage, we carry out follow-up actions;
- set and keep air-conditioners to a default temperature at around 25 degrees; and
- make use of natural lighting by incorporating special office designs.

By implementing these measures, we target to reduce or maintain the intensity of energy consumption at 90% to 120% of the current level for the next reporting period.

Packaging Material

As our business nature mainly lies on providing healthcare and medical beauty services, we did not consume packaging material during the Reporting Period.

Use of Water

Water resources have always been one of the most invaluable natural resources on the Earth. Hence, saving water resources was one of our most essential promises as an environmental pioneer in the industry. During the Reporting Period, the Group's water consumption was 12,721.49 m^3 (2024: 14,117.27 m^3), with an intensity of 0.05 m^3 per sq.m. (2024: 0.05 m^3 per sq.m.), was maintained with the last reporting period and met the target set in the last reporting period.

To lower our water consumption, we have posted water-saving memo at the office to remind our staff to use water prudently. As our water was sourced from the governmental department, there was no water-sourcing issue during the Reporting Period.

The statistics of our water consumption for the Reporting Period is set out below:

	Year ended 31 March 2025	Year ended 31 March 2024
Water consumption (m^3)[5]	**12,721.49**	14,117.27[6]
Intensity (m^3 sq.m.)[3]	**0.05**	0.05

We target to reduce or maintain intensity of water consumption at 90% to 120% of the current level for the next reporting period.

Environmental and Natural Resources

As disclosed in this section, we do not pose significant impacts on environmental or natural resources, and we uphold environmental sustainability in our daily operations. We comply with the environmental, social and governance policies and procedures, apply energy-efficient practices in our operation, and avoid causing significant impacts on the environment and overexploiting natural resources.

[5] As water charges of two facilities in Australia are covered by building management, we are unable to retrieve relevant water usage data of these facilities.

[6] 2023/24 water consumption data restated.

Climate Change

We review and identify climate-related risks annually when we conduct the risk assessment. We have considered the potential climate-related risks in respect of the recommendations of the Task Force on Climate-related Financial Disclosure, which are the physical risks and transition risks. Physical risks comprise both the acute risks, such as extreme weather conditions, and the chronic risks, such as sustained high temperature. Transition risks, such as regulatory change on environmental matters, are also in the scope of our assessment. The potential climate-related risks are summarised below:

Risk Type	Risks	Potential Financial Impact	Short (current reporting period)	Medium (one to three years)	Long (four to ten years)	Mitigation Strategy
Physical Risks	• Extreme weather conditions such as flooding and typhoon • Sustained elevated temperature	• Reduced revenue from business and supply chain disruptions	✓	✓		• Established adverse weather condition policy • Implemented energy conservation measures such as installing more energy-efficient electrical devices
Transition Risks	• Changes in environmental-related regulations • Emerging technologies	• Higher operating costs to comply with new requirements, adopt new practices or technologies • Decreased competitiveness and impact on revenues		✓	✓	• Continue to monitor the regulatory environment to ensure that we meet the expectations of regulatory authority and comply with relevant environmental-related laws and regulations • Encourage our employees to attend conferences and training sessions to keep them abreast with the latest developments in medical beauty technologies

It is expected that both the physical and transition risks do not have a material impact on our business operation. However, we will continue to monitor the climate-related risks and implement relevant measures to minimize any climate-related risks identified.

B. SOCIAL

Employment and Labour Standards

We comply with all laws and regulations that are relevant to employment in HK, the PRC, Macau, Singapore, and Australia including Employment Ordinance, Minimum Wage Ordinance, and the Employees' Compensation Ordinance of HK. Regarding the PRC, we adhere to the Labour Contract Law of the PRC, the Labour Law of the PRC, the Social Insurance Law, and The Regulations of the State Council on the Hours of Work of Employees. Our business operations in Macau, Singapore, and Australia strictly follow the Labour Relations Law of Macau, the Employment Act of Singapore, and the Fair Work Act of Australia, respectively.

Our employees are the cornerstone of business development. We strive to construct a diversified, inclusive, and harmonious working environment with them. To uphold equal opportunity and protect our employee's rights and benefits, we have established a set of rules in our Employee Handbook following the Sex Discrimination Ordinance, the Disability Discrimination Ordinance, the Family Status Discrimination, and the Race Discrimination Ordinance in HK, the Law on the Protection of Women's Rights and Interests and the Law on the Protection of Disabled Persons in the PRC, the Labour Relations Law in Macau, the Australian Anti-discrimination Law and Workplace Fairness Legislation in Singapore. To the best of our abilities, we would like to ensure that no employee is mistreated, harassed, discriminated against, or deprived of any opportunities including but not limited to recruitment, promotion, training, and company welfare because of their gender, ethnicity, religious belief, race, sexual orientation, age, marital and family status.

We offer competitive remuneration packages and benefits to our employees and to attract high-calibre employees. Besides basic employee benefits such as overtime compensation, annual leave, maternity leave, medical insurance, Employment Compensation Insurance, retirement benefits, induction and on-the-job training, we offer attractive discounts to our employees and their family members for our services, and we subsidise our employees to pursue professional qualifications and continuing education.

We oppose any form of child and forced labour. We comply with all relevant laws and regulations that have significant impacts on us relating to forced and child labour, including but not limited to the Employment Ordinance in HK. To avoid child and forced labour, our Human Resources Department performs meticulous interview screening procedures on every candidate. We also conduct a thorough background check on our candidates. We would verify the authenticity of personal data stated on the application forms by examining the candidate's original identity card, and we would make in-depth inquiries about the candidate to ensure that we do not employ child and forced labour. If we discover any instance of child and forced labour, we will terminate the contract immediately and conduct a comprehensive investigation of the incident. Disciplinary actions may be taken against members who are responsible for causing the incident.

As at 31 March 2025, the Group has a total of 971 employees. The breakdowns of our workforce by gender, age group, and region are as follows:

	As at 31 March 2025
Total workforce	**971**
Breakdowns by gender	
Female	**889**
Male	**82**
Breakdowns by age	
18–35	**472**
36–55	**447**
Above 55	**52**
Breakdowns by employment type	
Full time	**971**
Part time	**0**
Breakdowns by geographical location	
Hong Kong	**651**
Regions outside Hong Kong	**320**

Details of the average monthly employee turnover rate[7] over the total workforce as at 31 March 2025 are as follows:

	As at 31 March 2025
By gender	
Female	**7.1%**
Male	**6.2%**
By age	
18–35	**9.1%**
36–55	**4.8%**
above 55	**8.2%**
By geographical location	
Hong Kong	**7.6%**
Regions outside Hong Kong	**6.0%**

Health and Safety

We comply with all relevant laws and regulations in relation to occupational health and safety that have a significant impact on us, including but not limited to, the Employee's Compensation Ordinance (Chapter 282 of the Laws of Hong Kong), the Law of the People's Republic of China on Work Safety, the Convention concerning Occupational Safety and Health and the Working Environment of Macau, the Workplace Safety and Health Act of Singapore, and the Worker's Compensation Laws of Australia. During the Reporting Period, there is 3 cases of work-related injuries and resulted in a total of 609 working days lost due to work injuries. We have recorded no work-related fatalities and relevant lost days in the past three years, including the Reporting Period.

Since we have identified the inappropriate use of medical beauty equipment as the major source of work injury regarding our business operation, to mitigate the risk, every newly joined therapist is required to attend training sessions explaining the proper operation of the beauty equipment. Also, we have placed the equipment's operation manual in every facility for our employees' reference.

[7] The average monthly employee turnover rate by category = Annual employee turnover rate by category/12 months.

In order to safeguard our employees in case any incidents or emergencies occur, we have installed sufficient fire equipment, such as fire extinguishers, fire hose reels and fire sprinklers, and first-aid boxes placed at the office and beauty centres. In addition, the book "Hints on First Aid" is placed inside every first-aid box to guide our staff on how to respond and react to work injuries, including bleeding, unconsciousness, fractures, burns or scalds, electric shock and poisoning.

We will continue to monitor and assess the development of any other health and safety-related issues that may affect our employees and set up corresponding solutions and measures in compliance with relevant laws and regulations to protect our employees.

Development and Training

We place great emphasis on the development and training of our employees, as we believe they are key to providing optimal services to our customers. To nurture a high-calibre workforce, we offer training sessions to keep our frontline employees abreast of the latest techniques and knowledge about new medical beauty equipment and service treatment procedures. When we plan our training schedules, we also include topics such as our brand concepts and business protocol to ensure all employees maintain service ethics and standards. Besides the aforementioned, we offer induction and on-the-job training to our employees, and we carry out probationary evaluations and annual assessments to decide their availability to us. For better corporate management, we also provide training for the directors. These training sessions include their duties and responsibilities, corporate governance, business updates, legal and regulatory updates.

Details of training held during the Reporting Period are as follows:

	As at 31 March 2025
Total trained employees (%)[8]	**38.0**
Breakdowns by gender (%)[9]	
Female	**98.4**
Male	**1.6**
Breakdowns by employment category (%)[9]	
Junior staff	**98.9**
Senior staff or above	**1.1**

	As at 31 March 2025
Total average training hour (hours)[10]	**2.52**
Breakdowns by gender (hours)[11]	
Female	**2.63**
Male	**1.37**
Breakdowns by employment category (hours)[11]	
Junior staff	**2.47**
Senior staff or above	**14**

To improve service quality, we listen to customers and employees as we believe their feedback is of great use in tailoring our services to customers. We welcome our employees to voice their opinions and comments to supervisors, team leaders, and management members. Such opinions and comments help us mould a more comfortable and vibrant working environment for our employees and, in turn, raise employee morale to provide better customer service.

8 Total percentage of employees trained = Total number of employees trained during the financial year/Total number of employees at the end of the financial year*100%.

9 Percentage of employees trained among employees participated in training = Number of employees trained by category during the financial year/Total number of employees trained during the financial year*100%.

10 Average training hours completed per employee = Total number of training hours completed during the financial year/Total number of employees at the end of the financial year.

11 Average training hours = Number of training hours completed by category during the financial year/Number of employees by category at the end of the financial year.

Supply Chain Management

We have a stringent system for selecting reliable and quality suppliers. We select and appraise our suppliers based on various factors, including pricing, quality, reliability, timeliness of delivery, general market reputation, maintenance, service support, and standard of consultancy services provided. Before considering a supplier as our approved supplier, we would conduct detailed background checks and obtain copies of relevant certifications and licenses from potential suppliers to ensure they have complied with all relevant environmental and labour rules and regulations and have practised responsible sourcing. We may also entrust third parties, such as lawyers, to conduct thorough business registration and background checks on our potential suppliers.

In addition to the above standards, we prefer products and suppliers that are more environmentally and socially conscious. Our management members and specialists conduct regular evaluations to ensure our suppliers always live up to our business ethics, environment, labour protection, and health and safety standards.

As at 31 March 2025, we have connected with approximately 339 approved suppliers from around the world. Our suppliers are mainly located in HK, the PRC, Singapore, Macau and Australia.

Product and Service Responsibility

As we are principally engaged in the provision of medical beauty services in our business locations, which include Hong Kong, the PRC, Macau, Singapore, and Australia, during the Reporting Period, we have not been involved in instigating and/or carrying out any product recall.

Unwavering in our commitment, we are dedicated to providing unparalleled medical beauty services of the highest calibre. We have a team of highly experienced specialists for purchasing medical beauty equipment. Our team attends to exhibitions from around the world to select the most optimal technology and medical beauty equipment for our customers. Regarding consumable products we use when we provide medical beauty services, to guarantee service quality, we have set up a purchasing and monitoring mechanism. Before purchasing a new product from suppliers, our Operation Department would obtain samples from suppliers for our therapist's quality tests. We only use the products that receive positive results from our therapists. To ensure the efficacy of the products, we have prepared a register recording the condition, number, and expiry date of the products for monitoring purposes, and we avoid purchasing and using any slow-moving consumables. All of the products are stored properly in our warehouse and Facilities.

To provide quality services to customers, we ensure that all of our therapists have obtained relevant qualifications or licenses to perform treatments. In addition to the qualification of our therapists, we also put emphasis on their ability to meet customer expectations and our service standard when performing treatments. As such, we carry out continuous assessments to review our therapists' performances, and we encourage them to attend additional training sessions, seminars, and workshops we provide to overcome their shortcomings. Also, to make sure our therapists are staying abreast of the latest treatments and medical beauty equipment, we offer several training and information sessions educating them on the optimal operation of these new technologies and equipment.

Advertising and Labelling

We comply with all relevant laws and regulations that have significant impacts on us relating to advertising, including but not limited to the Trade Description Ordinance (Chapter 362 of the Laws of HK), the Advertisement Law of the PRC, the Advertising Act of Macau, the Singapore Code of Advertising Practice, and the Australian Consumer Law.

Complaint Handling

We see customer complaints as an important source of improvement. Therefore, we established Complaint Handling System that set up various channels, such as via email and hotline for customers to express their views and opinions. For phone-in complaints, we aim to respond to our customers within 12 hours to provide a timely follow-up on their concerns. We approach each complaint with the utmost professionalism and diligence to ensure a satisfactory outcome. Our trained customer service representatives treat each complaint with the highest degree of professionalism. They will promptly investigate the details of the issue, collaborate with the appropriate internal stakeholders, and provide the customer with a thorough update on the status and next steps toward resolution. Delivering exceptional experiences for our customers is a core tenet of our business philosophy. We recognise that addressing concerns in a timely and empathetic manner is crucial to maintaining strong, long-term relationships. Our team is dedicated to efficiently managing the complaint process and ensuring a satisfactory outcome for the customer.

During the Reporting Period, we have received no material complaints and to the best of our knowledge, we are not aware of any material non-compliance against laws and regulations related to product responsibilities.

Data Protection and Privacy

We are dedicated to protecting our customers' privacy. Our Employee Handbook clearly states that neither current nor previous employees are allowed to disclose any confidential information to a third party, both directly and indirectly, without proper authorisation from the respective customer. It also requires employees to strictly adhere to relevant laws and regulations depending on which business location they work in. Such laws and regulations include but are not limited to the Personal Data (Privacy) Ordinance (Cap. 486) of HK, the Personal Information Protection Law of the PRC, the Macau Personal Data Protection Law no. 8/2005, the Personal Data Protection Act of Singapore, and the Privacy Act of Australia.

Upon our customers' first visit, our receptionist will explain to them our service terms, including our use of personal information statement and the terms of disclosure of their details to certain of our suppliers, and ensure they have consented to the above terms. Their personal information is stored in locked cabinets and in our computer system to which no access is granted besides responsible doctors, therapists, and nursing staff. We strive to ensure that our customer's personal data could only be used for the purpose it has been collected, or for a directly related purpose.

Intellectual Property Rights

We have registered trademarks that are material to our business. To manage these registered trademarks, we have established a set of regulating procedures. As at 31 March 2025, we have 40 registered trademarks in HK. We closely monitor our trademarks' expiry status and renew whenever necessary. As part of our regulating procedures, we also carry out regular monitoring to see whether our trademarks are infringed. If we discover any infringement of our trademarks, we will engage professional parties such as lawyers and take legal action against such infringements in order to protect the Group and our stakeholders' rights and benefits.

Conflict of Interests

Our Employee Handbook also states that all employees should avoid any situations that may lead to an actual or perceived conflict of interests. When a potential or actual case of conflict of interest is identified, the employee should use the Application Form of Conflict of Interest as a declaration to their supervisors or managers. Apart from employees, our directors are required to report any potential case of conflict of interests to the Board timely. To protect the rights and benefits of our customers, we have regulated that our Treatment Consultants or Managers are not allowed to force the customer to purchase the treatment package.

Anti-corruption

We do not tolerate any corruption and fraudulent behaviours violating work ethics or in breach of relevant laws and regulations against corruption and money laundering in our business locations. We value and uphold integrity, honesty, and fairness. With reference to the Prevention of Bribery Ordinance (Chapter 201 of the Laws of HK), the Criminal Law and the Anti-Money Laundering Law of the PRC, the Law no. 19/2009 on the Prevention and Suppression of Bribery in the Private Sector and the Penal Code of Macau, the Prevention of Corruption Act 1960 of Singapore, and the Australian Criminal Code (the Criminal Code Act 1995), our Employee Handbook lays the basic standard of conduct expected of all Directors and employees and the policy on acceptance of advantage and handling of conflict of interests when dealing with our business. Also, we encourage employees to report any suspicious activities through various channels, i.e. email, hotline or in person. Once we receive any complaints or reports regarding potential corruption and fraudulent behaviours, our management members will carry out thorough investigation into the matter. As stated in our Employee Handbook, disciplinary and legal actions may be taken against the persons who perform such fraudulent acts against our stakeholders and the Group's benefits.

- Self Interest:

  Our employees are not allowed to claim or receive any form of benefit or gift from any business partner unless such benefit or gift is symbolic or cashless (e.g. promotional or advertising souvenirs). In case of the value of the benefit or gift is higher than HKD$100, the employee is required to report to his or her supervisor.

- Relationship with suppliers and contractors:

  We advocate fair and open competition and aim to develop long-term relationships with our suppliers and contractors on the principle of fair trade. Procurement procedures for all products and services must be carried out in a manner that meets the highest ethical standards to ensure quality products and to maintain the consistent confidence of customers, suppliers and the public in the Group.

Since the Group's business is not highly exposed to the risk of corruption, no training of such area was held during the Reporting Period. All directors received training on corporate governance prior to the Group's listing or at the time of joining the Group so that they are aware of their duties and responsibilities on integrity. The Group will provide and subsidise training on anti-corruption to its employees and directors when necessary. During the Reporting Period, the Group is not aware of any non-compliance case relating to corruption, bribery, extortion, fraud or money laundering.

Community Investment

We implement social responsibility by encouraging our employees to volunteer and contribute to a good cause, for example, by dedicating themselves to healthcare programmes through community services. We always seek opportunities to support community and social well-being that align with our mission and value.

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORTING GUIDE CONTENT INDEX

Aspect	Description	Chapter
A. Environmental		
A1 Emissions		
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.	Environmental Compliance
KPI A1.1	The types of emissions and respective emissions data.	Types of Emissions
KPI A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Greenhouse Gas Emissions
KPI A1.3	Total hazardous waste produced and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Hazardous Waste Management
KPI A1.4	Total non-hazardous waste produced and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Non-hazardous Waste Management
KPI A1.5	Description of emissions target(s) set and steps taken to achieve them.	Greenhouse Gas Emission Electricity and Energy Efficiency
KPI 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.	Hazardous Waste Management Non-hazardous Waste Management

Aspect	Description	Chapter
A2 Use of Resources		
General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	Use of Resources
KPI 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).	Electricity and Energy Efficiency
KPI A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Use of Water
KPI A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	Electricity and Energy Efficiency
KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.	Use of Water
KPI A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Packaging Material
A3 The Environment and Natural Resources		
General Disclosure	Policies on minimizing the issuer's significant impact on the environment and natural resources.	Environmental and Natural Resources
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Environmental and Natural Resources
A4 Climate Change		
General Disclosure	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	Climate Change
KPI 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.	Climate Change

Aspect	Description	Chapter
B. Social		
B1 Employment		
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 compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	Employment and Labour Standards
KPI B1.1	Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.	Employment and Labour Standards
KPI B1.2	Employee turnover rate by gender, age group and geographical region.	Employment and Labour Standards
B2 Health and Safety		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	Health and Safety
KPI B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	Health and Safety
KPI B2.2	Lost days due to work injury.	Health and Safety
KPI B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored.	Health and Safety
B3 Development and Training		
General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work.	Development and Training
KPI B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Development and Training
KPI B3.2	The average training hours completed per employee by gender and employee category.	Development and Training

Aspect	Description	Chapter
B4 Labour Standards		
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.	Employment and Labour Standards
KPI B4.1	Description of measures to review employment practices to avoid child and forced labour.	Employment and Labour Standards
KPI B4.2	Description of steps taken to eliminate such practices when discovered.	Employment and Labour Standards
B5 Supply Chain Management		
General Disclosure	Policies on managing environmental and social risks of the supply chain.	Supply Chain Management
KPI B5.1	Number of suppliers by geographical region.	Supply Chain Management
KPI B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.	Supply Chain Management
KPI 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
KPI 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

Aspect	Description	Chapter
B6 Product and Service Responsibility		
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 and Service Responsibility Data Protection and Privacy Complaint Handling
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Product and Service Responsibility
KPI B6.2	Number of products and service related complaints received and how they are dealt with.	Complaint Handling
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	Intellectual Property Rights
KPI B6.4	Description of quality assurance process and recall procedures.	Product and Service Responsibility
KPI B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored.	Data Protection and Privacy
B7 Anti-corruption		
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.	Conflict of Interests Anti-corruption
KPI B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the Year and the outcomes of the cases.	Conflict of Interests Anti-corruption
KPI B7.2	Description of preventive measures, how they are implemented and monitored.	Conflict of Interests Anti-corruption
KPI B7.3	Description of anti-corruption training provided to directors and staff.	Conflict of Interests Anti-corruption

Aspect	Description	Chapter
B8 Community Investment		
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 Investment
KPI B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	Community Investment
KPI B8.2	Resources contributed (e.g. money or time) to the focus area.	Community Investment