





MODERN
BEAUTY SALON
HOLDINGS LIMITED

現代美容控股有限公司

Stock Code 股份代號：919



MODERN BEAUTY



Environmental, Social and Governance Report
環境、社會及管治報告

————— 2016/17 —————





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ABOUT THE GROUP 關於本集團

The principal activities of Modern Beauty Salon Holdings Limited (the "Company") and its subsidiaries (the "Group" or "Modern Beauty") is provision of beauty and wellness services and sales of skincare and wellness products. As at 31 March 2017, the Group had 28, 6, 10, 1 and 2 service centres in Hong Kong, Mainland China, Singapore, Malaysia and Taiwan respectively. These service centres are integrated in nature and provide different business combinations at different locations wherever appropriate. Various comprehensive high quality beauty, slimming and facial services are offered to our customers including, inter alia, skincare, slimming, hairstyling, cosmetics, manicures, pedicures, electrolysis, and aesthetics services.

In terms of the sales of skincare and wellness products, as of 31 March 2017, the Group had a total of 13 stores under the names of "p.e.n" or "be Beauty Shop", locating across Hong Kong, Kowloon and New Territories. More than 100 varieties of products are available for sale under different series of skincare service, including "Y.U.E", "Advanced Natural", "Bioline", "BeYu", "Malu Wilz", "CARE PLUS+" which can fulfill the needs of customers with different skin types.

In May 2016, the Group acquired further stakeholdings in Care Plus International Pty Limited ("Care Plus"), and Care Plus thus became a subsidiary of the Company. Care Plus produces beauty and skincare products and, by way of wholesale or retail, exports the same to the rest of the world, including Australia, the Middle-East, Mainland China and Southeast Asia.

現代美容控股有限公司(「本公司」)及其附屬公司(「本集團」或「現代美容」)主要業務為提供美容及保健服務及銷售護膚及保健產品。截至二零一七年三月三十一日，本集團在香港、中國內地、星加坡、馬來西亞及台灣分別有28間、6間、10間、1間及2間服務中心。服務中心融入大自然的設計概念，為不同地點提供不同的商業組合。本集團為顧客提供多種全面的優質美容、纖體及面部護理服務，包括護膚、纖體、美髮、化妝、修甲、修腳、電學脫毛、美學塑形服務等。

於二零一七年三月三十一日，於護膚及保健產品銷售方面，本集團擁有合共13間名為「p.e.n」或「be Beauty Shop」的專賣店，位置遍佈港九新界。包括「Y.U.E」、「Advanced Natural」、「Bioline」、「BeYu」、「Malu Wilz」、「CARE PLUS+」在內等不同系列的護膚品牌提供超過100種產品，以滿足各種不同皮膚類型顧客的需要。

二零一六年五月，本集團收購Care Plus International Pty Limited(「Care Plus」)額外股權，自此Care Plus成為本公司的附屬公司。Care Plus生產美容及護膚產品，並透過批發或零售方式出口至世界各地，包括澳洲、中東、中國內地及東南亞。

PRINCIPAL ACTIVITIES STRUCTURE OF THE GROUP

本集團主要業務架構



ABOUT THIS REPORT 關於本報告

This is the first Environmental, Social and Governance Report published by Modern Beauty, which in a transparent and open way discloses the initiatives and performance of the Group on sustainable development issues, so as to raise the confidence in and understanding of the Group among its stakeholders.

REPORTING YEAR

All information contained in this Report reflects the performance of Modern Beauty on environmental management and corporate social responsibility as for the year ended 31 March 2017 ("this year" or "the Reporting Period"). In the future, the Group will regularly publish an Environmental, Social and Governance Report each year for access by the public at any time, raising transparency and responsibility all the time.

SCOPE OF THIS REPORT

This Report focuses on the operation of the service centres of Modern Beauty providing beauty and wellness services in Hong Kong during the Reporting Period, and the relevant revenue represents 75.5% of the total revenue of the Group this year¹. As the Group becomes more sophisticated in data collection system, with the deepening reform in ESG practices, it would expand the scope of disclosure until it covers the entire operation of the Group. This Report does not include disclosure on environmental KPIs. The Group will carry out carbon emission evaluation next year to further specify and standardize the indicators of the report.

REPORTING GUIDELINE

This Report is prepared in accordance with the Environmental, Social and Governance Reporting Guide (the "ESG Guide") issued by the Hong Kong Stock Exchange Limited (the "Stock Exchange"). This Report briefly outlines Modern Beauty's environmental, social and governance performance. The data contained in this Report comes from the official documents and statistics of the Group, and have been integrated with the supervisory, administrative and operational data provided by the subsidiaries of the Company according to related policies of the Group. A complete index is inserted in the last chapter of this Report for quick reference. This Report is prepared in Chinese and English, and has been uploaded to the Group website: www.modernbeautysalon.com.

本報告為現代美容發佈的首份《環境、社會及管治報告》，以透明、公開的方式披露本集團在可持續發展議題上的行動和績效，以增加持份者對本集團的信心和了解。

報告年度

本報告中的所有資料均反映現代美容截至二零一七年三月三十一日止年度（「本年度」或「報告期」）在環境管理和社會責任方面的績效。往後，本集團將每年定期發佈《環境、社會及管治報告》，以供各界隨時查閱，持續提升透明度和責任。

報告範圍

本報告聚焦於現代美容在報告期內於香港提供與美容及保健服務業務相關的服務中心之營運，有關收益佔本年度本集團的總收益的75.5%¹。待本集團在資料收集系統更趨成熟，以及環境、社會及管治的工作深化之後，本集團將擴大披露的範圍，直至全面覆蓋本集團的所有營運。本報告並不包括環境關鍵績效指標的披露。本集團將於明年進行碳評估，進一步將匯報的指標細化和標準化。

報告準則

本報告依循香港聯合交易所有限公司（「聯交所」）頒佈的《環境、社會及管治報告指引》（「《指引》」）編製。本報告以精簡的形式概述現代美容的環境、社會及管治表現。本報告中的資料來自本集團的官方文件和統計數據，以及根據本集團相關制度由本公司旗下附屬公司提供的監測、管理和營運資料整合匯總。本報告的最後一章有完整的內容索引，以便讀者快速查詢。本報告以中、英文兩種文字編製，亦已上載至本集團網站 www.modernbeautysalon.com。

Feedback 意見反饋

Our continuous improvement relies on your valuable feedback on our performance and the way of reporting. If you have any questions or comments, please send over your views to: ir@modernbeautysalon.com, making the Group improve its ESG practices persistently.

我們的持續進步有賴閣下對我們的表現及匯報方法發表寶貴意見。如閣下對本報告有任何疑問或建議，歡迎將意見經電郵發送至 ir@modernbeautysalon.com，令本集團得以不斷改善環境、社會及管治工作。

¹ This Report does not cover the following areas: (i) operation of service centers outside Hong Kong; (ii) operation of the stores under the names of "p.e.n" or "be Beauty Shop" in Hong Kong; and (iii) sales of skincare and wellness products in Hong Kong or other places.

¹ 本報告並不涵蓋以下範圍：(i) 香港以外的服務中心的營運；(ii) 在香港名為「p.e.n」或「be Beauty Shop」的專賣店的營運；及(iii) 在香港或其他地方銷售護膚及保健產品。

COMMUNICATION WITH STAKEHOLDERS 與持份者溝通

The Stock Exchange has set forth four principles for reporting in the ESG Guide: Materiality, Quantitative, Balance and Consistency, which should form the basis for preparing the Environmental, Social and Governance Report. Through stakeholder engagement, companies can understand wide-ranging views and identify material environmental and social issues.

For Modern Beauty, the stakeholders are the groups or individuals who are of great significance to the Group's business, or who are influenced by the business of the Group. The stakeholders of the Group not only include the internal employees, executives, directors, but also include external customers, business partners, investors, regulators, and various social organizations, etc. In this year, the Group has communicated with the key stakeholders in different manners.

聯交所《指引》中提出了四項匯報原則，包括重要性、量化、平衡及一致性，作為編製《環境、社會及管治報告》的基礎。透過與持份者的溝通，企業能夠了解廣泛的意見，識別重要的環境和社會事宜。

對於現代美容而言，持份者指的是對本集團的業務有重大影響，或受本集團業務影響的群體和個人。本集團的持份者不僅包括內部的員工、管理層、董事，還包括外部的客戶、業務夥伴、投資者、監管機構及各類型的社區團體等。在本年度，本集團透過不同方式與關鍵持份者溝通。

METHODS OF COMMUNICATION WITH STAKEHOLDERS DURING THE REPORTING PERIOD

報告期內與持份者的溝通方式

Internal stakeholders 內部持份者		External stakeholders 外部持份者	
Board of Directors	董事會	Shareholders	股東
Senior Management	高級管理層	Investors	投資者
Managers	經理人員	Business Partners	業務夥伴
General Employees	一般員工	Suppliers	供應商
		Customers	客戶
		Non-Governmental Organizations	非政府機構

Methods of communication: 溝通方式：
Meetings, General Meetings, Notices and Announcements, Official Website, Annual Report, Email, Survey
會議、股東大會、企業公告通告、本集團網頁、年報、郵件、意見調查

In preparation of this Report, we commissioned a professional consultancy firm to conduct the materiality analysis in the form of management interview. With expert advice, we identified the material aspects for this Report. The topics cover four areas, including employee care, operating practices, environmental protection and community investment.

本報告的籌備過程中，本集團特意委託專業顧問公司以管理層訪談的形式進行實質性分析，並結合專家顧問的意見釐清匯報的重要議題，議題涵蓋員工關懷、營運慣例、環境保護及和社區投資四大範疇。

Modern Beauty highly values participation of stakeholders, and believes that the communication with the stakeholders is a constantly deepening and dynamic process. The Group plans to expand the scope of communication to other internal and external stakeholders in the future, and will identify the most critical sustainability issues through substantive evaluation and analysis and establishment of the substantive matrix. This will not only help the Group prepare report more effectively, but also provide a platform for the Group and stakeholders to discuss the challenges and opportunities arising from sustainable development.

現代美容十分重視持份者的參與，且相信與持份者溝通是一個不斷深化的動態過程。本集團計劃於未來將溝通工作擴展至其他內部和外部持份者，並將透過進行實質性評估分析及建立實質性矩陣，識別最關鍵的可持續發展議題。這不僅有助本集團更有效地編撰報告，同時為本集團與持份者提供一個共同討論可持續發展帶來的挑戰和機遇的平台。

MESSAGE FROM THE CHAIRMAN 主席寄語

"Our eternal tenet is the pursuit for beauty, to do that we are committed to providing professional and safe services with quality assurance, while not forget taking up corporate social responsibility."

「我們堅持提供專業和安全兼有品質保證的服務，並不忘肩負企業社會責任，達至追求美麗是永恆的宗旨。」



Founded in 1991, Modern Beauty is always committed to providing professional care and premium services, trying our best to provide customers with comprehensive healthy beauty services of the best value. We are fully aware that integration of sustainable development philosophy with operation is the only way to provide customers with satisfactory products continuously, and will increase the competitiveness of the Group.

Employees are our important assets. To help employees show their talents and capabilities, we have established training centers with various courses for our employees to enroll in. The Group has developed job-based training targets and contents, training the employees on management, sales, machine application and various skills in professional beauty care. The courses are updated from time to time, giving the latest information of the industry to the employees for them to learn the latest skills.

創辦於一九九一年，現代美容一直致力提供專業護理與優質服務，努力給予客戶最佳價值的綜合健康美容。我們深知必須把可持續發展的理念融入營運，才能持續為客戶提供滿意的產品，加強本集團的競爭優勢。

員工是我們重要的資源。為協助員工發揮所長，我們建立培訓中心，提供各種課程供員工報讀。本集團按職位制定培訓目標和內容，培訓員工管理、銷售、儀器應用和專業護理等各類技巧。相關課程會不時更新，讓員工接觸行業最新資訊，學習最新技能。

MESSAGE FROM THE CHAIRMAN 主席寄語

The customers' confidence in us is the driving force for the growth of the Group. Product safety is our priority, harmless products will be considered first in the procurement process, all in order to ensure the health and safety of the customers. Through paying attention to the needs of our customers, we improve our services so that the Group could achieve the highest standards in different areas. Furthermore, we highly respect the privacy of our customers. The Group regularly checks and upgrades systems to properly process personal data and to protect privacy of our customers. We also believe that corporate trustworthiness is the foundation for customers' faith in us. Therefore, it is stipulated that our employees must strictly comply with the sales guideline in discharging their duties, and there is no tolerance for any deceitful, improper sales attitudes and practices.

During our implementation of sustainable development, we also proactively cooperate with our partners in the supply chain, raising our performance in sustainable development. When selecting suppliers, in addition to checking their track records on their provision of raw materials or finished products, we would also conduct on-site inspection to constantly improve the quality of products.

Looking forward, we will pay attention and respond to the expectation of the stakeholders while continuously providing comprehensive and premium beauty care services, all to build up a business model of sustainable development.

Dr. Tsang Yu Joyce

Chairman & CEO
Modern Beauty Salon Holdings Limited

客戶對我們的信心是本集團發展的推動力。我們重視產品安全，在採購產品時優先考慮無毒害的產品，務求確保客戶的健康與安全。我們亦細心聆聽客戶的需要，從而改進服務，以確保本集團在不同環節均達致最高品質的標準。此外，我們重視客戶的私隱，本集團定期檢測及更新系統，務求妥善處理個人資料以保障顧客的私隱。我們亦深信客戶的信任建基於企業誠信，因此我們規定員工在履行職務時須嚴格遵守銷售指引，絕不容許虛假不良的銷售態度和手法。

我們在自身實踐可持續發展的同時，也積極與供應鏈夥伴攜手合作，提升可持續發展表現。在挑選供應商時，我們除了會考慮其過往原材料或成品的達標情況，還會進行實地考察，持續改進產品的質素。

展望未來，我們將在繼續提供全面優質美容護理服務的同時，積極聆聽和回應持份者的期望，建立可持續發展的商業模式。

曾裕博士

主席兼行政總裁
現代美容控股有限公司

EMPLOYMENT

Modern Beauty believes that each employee is trustworthy and respectable. The Group has no restriction on gender and age in recruitment of staff, and the employment criteria or policy of the Group is talents and abilities, staff care and free of discrimination. The Group also strives to create equal opportunities for all employees, and there is no discrimination against any employee in terms of gender, race, marital status, health condition, place of birth or religious belief, etc.

僱傭

現代美容相信每一位員工都值得信任和尊重。本集團在招聘員工時不限性別和年齡，並以用人唯才、善待員工和消除歧視為本集團的用人原則。本集團亦致力為所有員工提供平等機會，不會因性別、種族、婚姻狀況、健康狀況、出生地或宗教信仰等原因而區別對待員工。

Overview on Employment KPIs of this year* (As of 31 March 2017)

本年度僱傭績效指標總覽* (截至二零一七年三月三十一日)

		Under 30 30歲以下	30-50 30-50歲	Over 50 超過50歲	Total number of employees 總員工人數
Number of Employees 員工人數	Male 男性	11	17	13	41
	Female 女性	200	531	177	908

		Under 30 30歲以下	30-50 30-50歲	Over 50 超過50歲	Total number of new employees 總新員工人數	Percentage of new employees over the total number of employees[%] 新員工佔總員工百分比
New Employees 新入職員工	Male 男性	13	23	5	41	54%
	Female 女性	156	250	65	471	

* Comprising employees of the service centers and stores under the name of "p.e.n" of the Group in Hong Kong.

* 包括本集團位於香港的服務中心，以及名為「p.e.n」的專賣店員工。

EMPLOYEE CARE 員工關懷

The Group has been constantly improving its human resources structure, reduced recruitment of new employees in this year and adjusted the remuneration so as to retain excellent talents. In this year, the Internal Audit Department of the Group presented to the Board of Directors on the implementation and performance of related initiatives. The Group would continue to refine the employment management system, and provide employees with leaves and benefits in addition to those stipulated by the laws and regulations. The following items were included in this year:

本集團持續改善人力資源結構，於本年度內減少招聘員工，並調整薪酬，以挽留優秀人才。本集團的內部審計部在本年度內向董事會匯報有關計劃的執行情況及表現。本集團將持續完善僱傭管理系統，為員工提供法規要求以外的假期及福利，本年度內包括以下項目：

Category 類別	Employee leaves 員工假期	Employee benefit 員工福利	Employee activity 員工活動
Contents 內容	Funeral leave 恩恤假期 Birthday leave 生日假期	Allowance for beauty products and treatments 產品及療程津貼 Overseas accommodation and round-trip tickets 海外住宿及來回機票 Medical benefits 醫療福利 Medical subsidies 醫療津貼	Gala parties for retail employees 零售員工聚會

Modern Beauty has established a fair remuneration system, rewards policies and promotion standards to encourage all employees, regardless of their gender difference, to show their talents and abilities and to raise their performance. The remuneration system of the Group has been divided into three levels: senior management, managers and general employees. Regarding senior management and managers, the superiors of each level may submit promotion recommendations for outstanding employees to the Group, and such employees will be promoted after passing through the pre-promotion period. Regarding general employees, the general employees completing the required training time, showing good performance in training and passing the promotional examination will be promoted. In addition, the general employees at the highest rank of their class (massage, beauty and slimming) will have the opportunity to be promoted to the management level.

現代美容制定公平的薪酬體系、獎勵制度和晉升標準，藉此鼓勵員工不因性別差異發揮所長，提高工作績效。本集團的薪酬體系分為高級管理層、經理人員和一般員工。就高級管理層、經理人員而言，每一層的上級可就表現優秀的員工向本集團提出晉升申請，該員工成功通過試升階段便可正式晉升。就一般員工而言，一般員工完成指定培訓時數，並在培訓中表現良好及通過晉升考試均會獲得晉升。此外，一般員工達到每個類別（按摩、美容和纖體）的最高等級後均有機會晉升管理層。

In the Reporting Period, the Group found no cases of employment violation.

在本報告期內，本集團並無發現與僱傭相關的違規個案。

DEVELOPMENT AND TRAINING

Modern Beauty cares about the growth of its employees and has developed training policies to encourage the employees for self improvement. The Group has developed job-based training targets and contents and established training centers with various beauty courses for the employees to enroll in, so as to raise the knowledge and skills of the employees in various respects, up to the professional level.

發展與培訓

現代美容關注企業內部員工的成長，並已制定培訓政策，鼓勵員工自我增值。本集團按職位制定培訓目標和內容，並設立培訓中心，讓員工報讀多種美容課程，以提升員工各方面的知識和技能，使其達至專業水平。

CONTENTS OF TRAINING IN THIS YEAR


本年度的培訓內容

Level 層面	Descriptions 描述	
Senior management and managers 管理層及經理人員	Various types of new instruments 各類型嶄新科技儀器 Aesthetics services knowledge 美學塑形知識 Product knowledge 產品知識	Keeping up with the trend of the beauty market, meeting the demands of consumers 緊貼美容市場最新動向，滿足消費者需求 Keeping up with the trend of the aesthetics services market, meeting the demands of consumers 緊貼美學塑形市場最新動向，滿足消費者需求 Adapting to the product demands of different customer groups 配合不同人客群對產品之需求
General employees 一般員工	Beauty skill course 美容技能課程 Slimming skill course 纖體技能課程 Massage skill course 按摩技能課程 New technology instruments 嶄新科技儀器 Hand skills verification 手勢檢定 Product knowledge and application 產品知識及應用	Code of conduct, beauty care skills, product knowledge, instrument operation skills 專業操守、美容護理技巧、產品認知、儀器操作技巧 Code of conduct, slimming care skills, product knowledge, instrument operation skills 專業操守、纖體護理技巧、產品認知、儀器操作技巧 Code of conduct, massage care skills, in-depth understanding of spa and other massage care 專業操守、護按摩理技巧、深入瞭解水療及其他按摩護理 Keeping up with the trend of the beauty market, meeting the demands of consumers 緊貼美容市場最新動向，滿足消費者需求 Maintaining good service quality 持續保持優良服務質素 Adapting to the product demands of different customer groups 配合不同人客群對產品之需求

EMPLOYEE CARE
員工關懷

Overview of Training Performance Indicators in this year (As of 31 March 2017)

本年度的培訓績效指標總覽(截至二零一七年三月三十一日)

		Senior Management 管理層	Managers 經理人員	General Employees 一般員工	Total 總結
No. of persons trained 培訓人數	Male 男性	0	0	27	100% of the employees received training 100%員工接受培訓
	Female 女性	7	91	902	94% of the employees received training 94%員工接受培訓
					
		Senior Management 管理層	Managers 經理人員	General Employees 一般員工	Total 總結
Training time (hours) 培訓時數 (小時)	Male 男性	0	0	297	Each employee received 212 hours of training on average 平均每位員工接受212小時培訓
	Female 女性	371	4,823	211,970	

Further, Modern Beauty will provide tuition subsidy to all employees, with a cap of HKD10,000, encouraging employees to obtain international professional qualifications, including the qualifications of ITEC.

此外，現代美容為所有員工提供學費資助，以港幣10,000元為上限，鼓勵員工考取國際專業資格，包括英國國際護理專業考試局的資格。

HEALTH AND SAFETY

Modern Beauty is committed to providing a safe and comfortable environment to the employees. With the service tenet of "Safe Operation, Safe Service", the Group has developed training guidance, setting out the procedures and safety precautions in using instruments for the employees. Employees must pass the relevant examination before they are allowed to operate the instruments and they must follow the instructions of the manufacturers when using the instruments, so as to avoid accidents caused by improper operation. Additionally, the Group will arrange qualified personnel to inspect the instruments every half a year, in order to ensure the normal operation of the instruments.

Modern Beauty recorded 4 cases of employment-related personal injuries in this year, but recorded no case of employment-related death. The Group reviewed each case of employment-related personal injury to find out the cause and make proper improvement. The Group will establish employment-related personal injury review procedures in the future, in order to review the relevant works more systematically.

In the Reporting Period, the Group found no case of violation on safety and health requirements.

健康與安全

現代美容一直致力為員工提供安全舒適的環境。本著「安全操作，服務安全」的服務宗旨，本集團已制定培訓指引，教導員工使用儀器的程序和安全措施。員工必須跟據生產商的指引使用儀器，並通過考核方可操作相關儀器，以避免任何因為操作不當而引致的意外。此外，本集團每半年安排合資格人員檢驗儀器，確保儀器運作正常。

本年度內，現代美容共有4宗工傷個案，並沒有因工死亡個案。本集團就每一宗工傷個案進行檢討，了解意外發生原因，並制定適當的改善措施。本集團將於未來建立工傷檢視程序，更有系統地檢視有關方面的工作。

本報告期內，本集團沒有發現與安全與健康相關的違規個案。

Overview of Health and Safety Performance Index in this year (As of 31 March 2017)
本年度的健康與安全績效指標總覽(截至二零一七年三月三十一日)

	Case of employment-related personal injury 工傷個案	Employment-related personal injury accident rate per 1,000 employees 每千名僱員計工傷意外率	No. of working days lost due to employment-related personal injury 因工傷損失工作日數	No. of working days 工作日數	Percentage of loss of working days due to employment-related personal injury 因工傷損失工作日百分比	Total absence hours 總缺勤時數	Total working hours 總工作時數	Absence rate due to employment-related personal injury 因工傷缺勤率	Employment-related death rate 因工死亡率
Male 男性	0	3.44	0	21,424	0.23%	2,328	87,776	5.18%	0%
Female 女性	4		710	283,800		119,792	2,270,396		



EMPLOYEE CARE 員工關懷

LABOUR STANDARDS

Modern Beauty understands that child labour and forced labor severely violate basic human rights and International Labour Conventions. Therefore, the Group complies with the relevant laws and regulations of Hong Kong and specifies clearly in the recruitment guidelines that child labour and forced labour are prohibited. The Group will enforce the requirements of the standard labour contract, and will not restrict the employment relationship between the employees and the enterprise in any unfair way. Within the Reporting Period, the Group found no case of child labour or forced labour.

勞工準則

現代美容明白童工和強制勞工嚴重違反基本人權及國際勞工公約。因此，本集團遵守香港的相關法律條例，並在招聘指引明確規定，禁止使用童工以及強制性勞工。本集團只會執行標準勞動合同的要求，並不會以任何方式不公平地限制員工與企業的僱傭關係。本報告期內，本集團並無發現童工或強制勞工的個案。



International Labour Organization, a professional organization of the United Nations, establishes labour standards through international labour conventions and proposals to improve working and living standards around the world. China is a founding member and a permanent member of the International Labour Organization. In Hong Kong, there are 41 international labour conventions at present applicable to matters such as working conditions and employment policies.

國際勞工組織是聯合國的專門機構，透過國際勞工公約和建議書的形式頒布勞工標準，從而提高世界各地的工作和生活標準。中國是國際勞工組織的創始成員國，也是該組織的常任理事國。而在香港，目前共有四十一項國際勞工公約適用於工作條件、就業政策等事宜。



PRODUCT RESPONSIBILITY

In the existing competitive market environment, customers keep raising their demands on products and services. Modern Beauty understands that we can win the trust and support of the customers only when we deliver best value for the customers. The Group is committed to providing professional and safe beauty and healthcare services and becoming the leader of the industry.

Ensuring Product Safety and Quality

Modern Beauty understands that the safety and quality of the products of the Group depends on whether the suppliers can provide the products desired by the Group. Therefore, the Group selects the suppliers prudently by carefully evaluating the experiences, financial strength and reputations of the suppliers as well as the track record of raw materials and finished products provided by them in the past. Suppliers shall submit necessary documents and materials for review and approval, such as project records and product certificates. New suppliers will be included into the list of approved suppliers of the Group only when they have passed the evaluations and obtained the approval of the management of the Group.

The Group will give priority to allergy-free, non-hazardous petrochemicals free products and products with natural fragrance and no petrochemicals when making purchase, in order that customers can feel safe and secure when using our products.

Respect Customers' Rights

Modern Beauty is concerned about the experience of each customer and value customers' feedback, in an effort to improve service quality. The Group collects customers' feedback through surveys on satisfaction and social platforms to facilitate the Group to continuously improve the safety and quality of products and services.

The Group has developed Guidelines of Sales requiring the employees not to make false representations in discharge of their duties. All employees have to sign, confirm, understand and agree to strictly comply with the relevant guidelines and Trade Descriptions Ordinance. In this year, the Group arranged employees at each level to receive internal training on Guidelines of Sales and Trade Descriptions Ordinance, in order to prevent unfair sales practice, and ensure the promotion of good sale attitudes and practice.

產品責任

在當今競爭激烈的市場環境下，客戶對產品和服務的要求不斷提高。現代美容深知，唯有為客戶創造最大價值才能得到客戶的信賴與支持。本集團致力為顧客提供專業和safe的美容保健服務，希望藉此成為行業的佼佼者。

確保產品安全及質素

現代美容深明，供應商能否提供符合本集團期望的產品，與本集團產品的安全和質素息息相關。因此本集團審慎挑選供應商，不僅評估供應商的經驗、財務實力和聲譽，同時重視過往原材料或成品的達標情況。供應商須提供工程項目記錄和產品證書等資料，以供審批。新供應商必須通過評估並得到本集團管理層批准，方可列入本集團的供應商名單。

本集團在採購時也優先考慮防過敏、無毒害、不含石油化學產品和含天然芳香劑的產品，務求令顧客能安全和放心使用本集團的產品。

尊重客戶權益

現代美容關心每一位顧客的親身體驗，並重視顧客的寶貴意見，致力不斷提升服務質素。本集團透過顧客滿意程度調查以及社交平台收集顧客意見，以協助本集團持續改進產品和服務的安全和質量。

本集團已制定《銷售指引》，規定所有員工在履行職務時不得作出失實陳述等行為；所有員工均簽署確認明白及同意嚴格遵守有關指引以及《商品說明條例》。本年度內，本集團為各職級的員工舉辦有關《銷售指引》和《商品說明條例》的內部培訓，務求防治不良銷售手法，以及確保有效地推行良好銷售態度及手法。

OPERATING PRACTICES

營運慣例

Modern Beauty adopts diversified reservation channels, including online reservation, mobile application, email and SMS to enable customers to reserve services in a more convenient and rapid manner. Also, the Group has defined clear timeframes for customers' reservations and enquiries and service performance indicators. Customers are also able to express their opinions through service hotline, online feedback collection, mail, fax and customers' opinion sheet. The Group undertakes to give initial reply to customers' enquiry, recommendation and complaints in 7 days, and update the relevant customers about the progress of complaints. Complaints that are not resolved within two weeks will be transferred to line managers.

Modern Beauty value the protection of personal information. The collection and use of customer information are included in the Company Policies ensuring that all employees are informed of and compliant with the relevant guidelines. All employees must strictly follow the requirements of data protection under the employment contract, including non-disclosure of customer information in any event. The Group use facial recognition system to recognise the identity of customers, by which customers are not required to present their identity cards, so that the risk of information leakage can be minimized. The Group emphasizes the importance of security of the "Point of Sales" system, and will prevent any person from viewing customer information without authorization. The Group will also indicate the purpose and standards for data collection, use and disclosure of personal information by developing Personal Information Protection Policies and Implementation.

SUPPLY CHAIN MANAGEMENT

Modern Beauty is aware of its responsibilities for the environment and society during the whole lifecycle of its products and services, and proper management of the supply chain is exactly the key to protect the reputation of the Group's brand, and ensure the business sustainability and manage operation cost. The Group has approximately 800 suppliers in Hong Kong, Mainland China and foreign countries. During this year, Modern Beauty carried out over 20 field surveys to the packaging suppliers in Mainland China, and scheduled to expand such survey scope to the key product suppliers in foreign countries in the future. By doing so, the Group can fully evaluate the performance of suppliers at each category.

At present, Modern Beauty has not developed company-wide policies in connection with the environment and social risks arising from its supply chain, but it proactively cooperates with each supplier, and manages environmental and social risks from supply chain, so as to make contribution to sustainable development of the society.

現代美容採用多元化的預約渠道，包括網上預約系統、流動應用程式、電郵和短訊等，讓顧客可以更方便快捷地預約療程。同時，本集團已針對顧客預約及查詢制定明確標準處理時間及服務表現指標。顧客亦可以透過服務熱線、網上意見反映、郵遞、傳真和顧客意見表等不同渠道發表意見，本集團承諾於七天內初步回覆顧客查詢、建議和投訴，並須定時將處理其投訴的最新情況告知有關顧客，兩星期內未能解決的投訴則須轉介業務經理。

現代美容重視個人資料的保護，並將有關收集和使用顧客資料的指引納入《公司政策》，確保所有員工均得悉並同意遵守相關指引。所有員工必須嚴格遵守在僱傭合約有關受保護資料的要求，包括不得在任何情況下披露顧客資料。本集團採用人臉識別智能系統確認顧客身份；顧客毋須出示證件，減低資料外洩的風險。本集團重視銷售時點管理系統（Point of Sales）的保安工作，防止任何人在未經授權下查閱顧客的個人資料。本集團亦透過制定《個人資料保護政策及執行》，向顧客說明收集、使用及披露有關個人資料的用途及規範。

供應鏈管理

現代美容了解到其在產品及服務的整個生命週期中應當負上的環境及社會責任，而妥善管理供應鏈正是本集團維護品牌聲譽，確保業務可持續性和管理營運成本的關鍵。本集團於香港、中國內地和國外大約共有800個供應商。本年度內，現代美容針對中國內地包裝材料供應商進行超過20次實地考察，並計劃於未來將考察對象擴展至對國外的主要產品供應商，全面評估各類別供應商的表現。

現時，現代美容雖尚未制定管理供應鏈的環境及社會風險有關的公司政策，但本集團承諾於未來制定相關政策，並積極與各個供應商合作，管理供應鏈的環境及社會風險，為社會的可持續發展作出貢獻。

ANTI-CORRUPTION

Modern Beauty upholds that corporate social responsibility is based on integrity operation. The Group has developed measures to strictly prohibit all levels of employees from bribery, blackmailing, fraud or money laundering. If any employee identifies any suspicious indication of corruption, he/she may report to the CEO directly via mail, written form, phone call and face-to-face interview anonymously or non-anonymously. He/she may choose to report such incident in person.

In connection with procurement process, the Group has developed Rules of Buyers making every attempt to specify anti-corruption guidelines for employees.

反貪污

現代美容深信誠信經營是企業社會責任的基礎，也是企業競爭優勢和持續經營的根本。本集團已制定措施，嚴禁任何職級或受僱形式的員工受賄、敲詐、舞弊或洗黑錢。如員工發現貪污的懷疑個案，可透過郵件、書信、電話、面對面，並以匿名或不匿名的方式直接向首席執行官匯報，也可直接面對面匯報。

針對採購程序，本集團已制定《採購員守則》，務求為員工訂立明確的防貪指引。

RULES OF BUYERS 採購員守則

- Procurement of items or projects should be considered with the quotations from at least three companies.
採購物品或工程需要提交三間以上不同公司的報價
- All procurement payment should be taken care of by the Accounting Department, while the inspection and acceptance of procurement rest on others. Buyers should only be responsible for price negotiation.
所有貨款由會計部負責，驗貨事宜由其他人負責，採購員只負責議價
- Buyers are prohibited from conducting non-business transactions or gatherings with suppliers in private without the approval from managers.
採購員不能與供應商有私下非業務的交易或聚會，除非得到主管批准
- For major projects or procurement, it should be arranged with quotations from more than one buyer.
大型工程或採購事項安排多於一名的採購員同時報價
- Employees should seek for and meet with new suppliers from time to time to assess the reasonableness of the existing quotations, in order to avoid employing the same supplier constantly.
需要不定期尋找和約見新的供應商，以評估現時價格的合理性，避免一直聘用同一供應商

During the Reporting Period, Modern Beauty did not identify any proceedings against corruption in connection with the Group and its employees.

本報告期內，現代美容並沒有出現與本集團及員工相關的貪污訴訟案件。

ENVIRONMENTAL PROTECTION 環境保護

Climate change brings about unprecedented challenges to the development of global economy. The extreme weather caused by climate change affects the power of different organisations to obtain resources and maintain operation directly or indirectly. Modern Beauty established relevant policies of environmental protection and took measures accordingly, so that the impact of its operation on environment can be minimised.

EMISSIONS, USE OF RESOURCES

Modern Beauty has begun to replace the traditional spotlights with LED light from the end of 2015 to reduce power consumption, and required new branches to be designed with LED lights. During this year, the Group has replaced or is going to replace around 1,500 traditional spotlights, and plans to replace the same in 14 branches.

Currently, five large branches in Modern Beauty are using inverter air-conditioners, and the Group targets to install new inverter air-conditioners in the rest of the branches to substitute the old-fashioned air-conditioners. To avoid the waste of energy, the Group also sets up independent control in each room or different areas, and turns off the air-conditioners with the timer. The Group will further improve its environmental protection policies to provide the specific guidelines to employees for enhancing the efficiency of water and other resources.

氣候變化為全球經濟發展帶來了前所未見的挑戰。氣候變化所帶來的極端天氣直接或間接地影響著不同機構獲取資源和維持營運的能力。為此，本集團制定環境保護政策，並執行相應的措施，致力減少營運對環境的影響。

排放物、資源使用

針對電力消耗，現代美容於二零一五年尾開始更換傳統射燈轉為LED燈，並規定新的分店設計必須使用LED燈。本年度內，本集團便已更換和正準備更換約1,500個傳統射燈，並計劃於未來一年更換14間分店的傳統射燈。

現代美容目前有5間大型的分店全面使用變頻冷氣機，並已計劃在其餘分店安裝新式變頻冷氣機，以更換日後無法維修的舊式冷氣機。本集團亦於房間或不同的區域設置獨立開關，以及於部份分店設置時間制開關冷氣，避免浪費能源。本集團將進一步完善環境保護政策，為員工提供有關提升水及其他資源使用效益的具體指引。

MANAGEMENT MEASURES ON EMISSIONS 管理排放物措施一覽

- The Group recovers the residual materials from fitment projects.
回收裝修工程的剩餘物資
- The Group establishes maintenance department to take care of the repair and maintenance of electronic appliances in every service centre, in order to prolong the life of electronic appliances.
建立維修部門，負責各服務中心的電器維修保養工作，以延長電器的使用壽命
- The Group uses large-sized cleaning supplies and reduces the use of package materials.
使用大桶裝的清潔用品，減少使用包裝物料
- The Group stresses "paperless office" and takes initiative to promote the electronic information management system.
提倡「無紙辦公室」，積極推動電子訊息化管理系統

During the Reporting Period, the Group did not identify any breach in connection with emissions.

本報告期內，本集團並無發現與排放物相關的違規個案。

THE ENVIRONMENT AND NATURAL RESOURCES

The natural resources and environment are the critical assets for the survival of mankind. Modern Beauty is deeply convinced that maintaining the health of global ecological chain falls upon every one. As such, the Group uses the cleaners and disinsection instrument with chemical materials and products that have less impact on the environment, to minimize the effect on the environment.

環境及天然資源

自然資源和環境是人類賴以生存的重要資產。現代美容深信維持全球生態鏈健康是每個人的責任，為此，在使用清潔劑和除蟲器時，本集團採用對環境損害較少的化學物料和產品，減少對環境的影響。

COMMUNITY INVESTMENT 社區投資

Modern Beauty focuses on the needs of the community in which it operates and makes contributions to the sustainable development of the community. The Group develops community investment policies, in the hope of bringing favourable effect to the development of the community and achieving win-win for both enterprises and communities through effective community investment and establishing long-term cooperation with stakeholders on the basis of honesty and mutual trust.

Modern Beauty obtains a profound understanding on the important role of women playing in community development. However, they are confronted by various obstacles during their career development. With improving the life quality of women in the communities in mind, the Group has always focused on the projects that "promote re-education and occupational development of women in communities", and cooperated with government authorities and NGOs, providing skill training and employment opportunities for women.

現代美容致力了解營運所在社區的需要，為社區的可持續發展作出貢獻。本集團建立社區投資政策，希望能夠在誠實互信的基礎上，通過有效的社區投資，以及與業務相關人士建立長遠的合作關係，為社區發展帶來正面影響，最終達到企業與社區雙贏。

現代美容深刻認識到女性在社區發展擔當重要角色，然而她們在職業發展方面遇到不少障礙。因此，本集團一直專注於「促進社區婦女再教育及職業發展」的項目，並與政府機構和非政府組織合作，為經濟困難或失業的婦女提供技能培訓和就業機會，改善社區婦女的生活質素。



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《環境、社會及管治報告指引》內容索引

Main scope 主要範疇	Content 內容	Page 頁碼索引
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A1: Emissions 排放物		
General Disclosure 一般披露	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. 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。	16
A2: Use of Resources 資源使用		
General Disclosure 一般披露	Policies on the efficient use of resources, including energy, water and other raw materials. 有效使用資源(包括能源、水及其他原材料)的政策。	16
A3: The Environment and Natural Resources 環境及天然資源		
General Disclosure 一般披露	Policies on minimising the issuer's significant impact on the environment and natural resources. 減低發行人對環境及天然資源造成重大影響的政策。	16
SOCIAL 社會		
B1: Employment 僱傭		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to remuneration and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare. 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。	7

Main scope 主要範疇	Content 內容	Page 頁碼索引
B2: Health and Safety 健康與安全		
General Disclosure 一般披露	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. 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。	11
B3: Development and Training 發展及培訓		
General Disclosure 一般披露	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. 有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。	8
B4: Labour Standards 勞工準則		
General Disclosure 一般披露	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. 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。	12
B5: Supply Chain Management 供應鏈管理		
General Disclosure 一般披露	Policies on managing environmental and social risks of the supply chain. 管理供應鏈的環境及社會風險政策。	14
B6: Product Responsibility 產品責任		
General Disclosure 一般披露	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 method of redress. 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。	13

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《環境、社會及管治報告指引》內容索引

Main scope 主要範疇	Content 內容	Page 頁碼索引
B7: Anti-corruption 反貪污		
General Disclosure 一般披露	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. 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。	15
B8: Community Investment 社區投資		
General Disclosure 一般披露	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests. 有關以社區參與來了解營運所在社區需要和確保其業務活動會考慮社區利益的政策。	17



**MODERN
BEAUTY SALON
HOLDINGS LIMITED**

現代美容控股有限公司

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