

# MODERN BEAUTY

Environmental, Social and Governance Report

環境、社會及管治報告

2017/18



**MODERN**  
BEAUTY SALON  
HOLDINGS LIMITED

現代美容控股有限公司

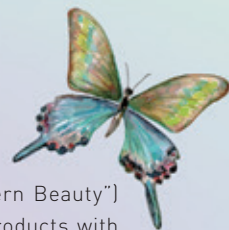
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A watercolor illustration of a garden scene. The bottom half of the page is filled with various flowers in shades of orange, red, yellow, and pink, with green leaves. Several butterflies in orange and brown tones are scattered throughout the scene, along with a few bees. The top right corner features a cluster of pink and orange flowers. The overall style is soft and artistic.

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## ABOUT THIS REPORT 關於本報告



**Modern Beauty Salon Holdings Limited** (the “Company”) and its subsidiaries (the “Group” or “Modern Beauty”) is a leader of the beauty industry in Hong Kong offering professional treatments as well as quality services and products with natural ingredients.

As at 31 March 2018, Modern Beauty had 36, 6, 10, 2 and 1 service centres in Hong Kong, Mainland China, Singapore, Taiwan and Malaysia respectively. These service centres provide different business combinations at different locations wherever appropriate. Various comprehensive high-quality beauty services are offered to customers, including beauty and facial service, slimming, spa and massage, medical beauty services, and sales of skincare and wellness products. The Group also had a total of 13 stores under the names of “p.e.n” and “be Beauty Shop”, locating across Hong Kong, Kowloon and New Territories.

Modern Beauty has developed its sustainability strategy with aims to create sustainable values to its stakeholders and brought positive impact to the environment and society. In order to carry out the sustainability strategy from top to bottom, the Board of Directors (the “Board”) of the Group has ultimate responsibility for ensuring the effectiveness of the Group’s environmental, social and governance (“ESG”) policies. The Board has established dedicated teams to manage ESG issues within each business division in the Group. Designated staff has been assigned to enforce and supervise the implementation of the relevant ESG policies. The Group is also committed to constantly reviewing and adjusting the Group’s sustainability policies to satisfy the ever-changing needs of its stakeholders. Details of its management approach in environmental and social aspects can be found in the different sections of this ESG Report. The Group believes that sustainability is essential to the long-term development of the Group.

**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」）為香港美容行業的龍頭企業，提供專業護理、優質服務及採用天然材料製成的產品。

截至二零一八年三月三十一日，現代美容在香港、中國內地、新加坡、台灣及馬來西亞分別有36間、6間、10間、2間及1間服務中心。該等服務中心為不同地點提供適用的商業組合。本集團為顧客提供多種全面的優質美容服務，包括美容及面部護理服務、纖體、水療浸浴及按摩、醫療美容服務及銷售護膚及保健產品。本集團亦擁有合共13間名為「p.e.n」及「be Beauty Shop」的專賣店，位置遍佈港九新界。

現代美容訂立可持續性策略，旨在為持份者創造可持續價值，為環境及社會帶來積極的影響。為貫徹執行可持續性策略，本集團董事會（「董事會」）對確保本集團環境、社會及管治（「環境、社會及管治」）政策之成效負有最終責任。董事會成立專責小組管理本集團各個業務部門之環境、社會及管治問題。指定員工獲指派執行及監督落實相關環境、社會及管治政策。本集團亦致力時常審查及調整本集團之可持續性政策，以滿足持份者多變之要求。有關環境及社會方面之管理方式詳情可查閱本環境、社會及管治報告多個章節。本集團相信可持續性對本集團之長遠發展攸關重要。



OUR GOVERNANCE STRUCTURE OF  
**sustainability**  
可持續發展的 管治架構



Modern Beauty is pleased to present this ESG Report as a means to demonstrate the Group's approach and performance in terms of sustainable development for the year ended on 31 March 2018. This ESG report is prepared in compliance with the ESG Reporting Guide as set out in Appendix 27 of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited.

現代美容欣然呈列本環境、社會及管治報告，以展示本集團截至二零一八年三月三十一日止年度在可持續發展方面的方針及表現。本環境、社會及管治報告乃按香港聯合交易所有限公司證券上市規則附錄二十七所載之《環境、社會及管治報告指引》而編製。

## A LETTER TO STAKEHOLDER

### 致持份者的信

Dear stakeholders,

On behalf of the board of directors of Modern Beauty, I am pleased to introduce this ESG report to our stakeholders, demonstrating in details the Group's approach and performance in terms of sustainable development for the year ended on 31 March 2018.

As a leader of the beauty industry in Hong Kong offering professional treatments as well as quality services and products with natural ingredients, we care for the genuine feeling and needs of our clients, thereby aiming to be committed to providing a safe and reliable beauty and wellness service to every customer who seeks a rejuvenating experience from the highest level of technical expertise and impeccable guest service.

Of the highest priority in our business development is the value of sustainability throughout the entire supply chain management. With more than 900 suppliers around the world, we have a strict and robust management system to control the practices of suppliers and reduce the potential environmental and social risks as much as possible. With regards to our commitment to environmental protection, not only did we initiate plans for eco-friendly practice, implement relevant policies effectively, and abide by local laws and regulations strictly, we also focus on the long-term endeavor to keep the enterprise robust in exploring innovative ways to mitigate negative environmental impacts.

Employees are considered as the most important asset of Modern Beauty and we offered training courses designed for specific employees to assist career path building and professional skill improvement.

Last but not least, I would like to take this opportunity, on behalf of my fellow directors and management of Modern Beauty, to extend my gratitude to our customers, suppliers, colleagues and all stakeholders who have cared about and made efforts in the sustainable growth of Modern Beauty.

**Dr. Tsang Yue, Joyce**  
Chief Executive Officer

尊敬的持份者：

本人謹代表現代美容董事會，欣然向我們的持份者提呈本環境、社會及管治報告，詳細展示本集團截至二零一八年三月三十一日止年度在可持續發展方面的方針及表現。

作為香港美容行業的龍頭企業，我們提供專業護理、優質服務及採用天然材料製成的產品，我們關心顧客的真實感受及需求，旨在致力於為每名尋求頂尖專業駐顏體驗的客戶提供安全可靠盡善致美的美容及保健服務。

我們將整個供應鏈管理中的可持續價值視作業務發展過程中的重中之重。我們在全球有超過900個供應商，擁有嚴格而穩健的管理體系，以控制供應商的行為，盡可能降低潛在的環境及社會風險。關於我們對環境保護的承諾，我們不僅制定環保實踐計劃、有效地實施相關政策及嚴格遵守當地法律法規，亦長期致力於保持企業在探索減輕負面環境影響的創新方法方面的穩健性。

僱員被視為現代美容最重要的資產，我們提供專為特定僱員設計的培訓課程，以協助職業道路建設及專業技能提升。

最後，本人謹借此機會代表現代美容全體董事及管理層衷心感謝顧客、供應商、同事以及全體持份者對現代美容可持續增長的關注及努力。

**曾裕博士**  
行政總裁

## REPORTING PERIOD AND SCOPE OF THE REPORT 報告涵蓋期間及範圍

This ESG Report covers the environmental and social performance within the operational boundaries of the Group on service centres providing beauty and wellness services in Hong Kong. The reporting period of this ESG Report is the financial year from 1 April 2017 to 31 March 2018 (“FY2017-2018” or “the year under review”), unless specifically stated otherwise. This ESG Report will be issued on an annual basis.

本環境、社會及管治報告涵蓋本集團在香港提供美容及保健服務之服務中心的營運範圍之環境及社會表現。除另有明確說明外，本環境、社會及管治報告的報告期間為自二零一七年四月一日至二零一八年三月三十一日之財政年度（「二零一七年至二零一八年財政年度」或「回顧年度」）。本環境、社會及管治報告將以年度為單位進行發表。



## INFORMATION DISCLOSURE

### 資料披露

The information in this ESG Report was gathered from the official documents and statistics of the Group, the integrated information of supervision, management and operation in accordance with the relevant policy, the internal quantitative and qualitative questionnaires based on the reporting framework, and sustainability practices provided by the subsidiaries of the Group. This ESG Report was prepared in both English and Chinese and has been uploaded to the Group's website at [www.modernbeautysalon.com](http://www.modernbeautysalon.com). For any conflict or inconsistency, the English version shall prevail.

本環境、社會及管治報告所載資料收集自本集團的官方文件及統計數據、監管的綜合信息、根據相關政策進行的管理和運營、基於報告框架的內部定量和定性調查問卷，以及本集團附屬公司所提供的可持續性慣例。本環境、社會及管治報告以中文及英文編製，及已上載至本集團網站：[www.modernbeautysalon.com](http://www.modernbeautysalon.com)。如有任何衝突或不一致之處，概以英文版本為準。

## STAKEHOLDER ENGAGEMENT 持份者參與

With the goal to strengthen the sustainability approach and performance of the Group, Modern Beauty has put tremendous efforts in listening to both its internal and external stakeholders. The Group actively collects feedback from its stakeholders in order to maintain a high standard of sustainability within the Group while also building a trustful and supporting relationship with them. The Group connects with its stakeholders through their preferred communication channels as listed in the table below.

為達成本集團提升可持續性方針及表現的目標，現代美容積極聆聽內部及外界持份者之意見。本集團主動收集持份者之回饋意見，以維持本集團內高標準可持續性，同時亦與持份者建立互信互助之合作關係。本集團透過下表所列示持份者優先選取的溝通渠道與之聯繫。

### COMMUNICATION WITH STAKEHOLDERS

### 與持份者溝通

|   | Expectations and concerns<br>期望及關注事項   | Communication Channels<br>溝通渠道  |
|---|--|---|
| 1 | <b>Government and regulatory authorities</b><br>政府與監管機構 <ul style="list-style-type: none"> <li>Compliance with laws and regulations; 遵守法律法規；</li> <li>Sustainable development. 可持續發展。</li> </ul>                               | <ul style="list-style-type: none"> <li>Supervision on compliance with local laws and regulations; 監察遵守當地法律法規之情況；</li> <li>Routine reports. 常規報告。</li> </ul>   |
| 2 | <b>Shareholders</b><br>股東 <ul style="list-style-type: none"> <li>Return on investments; 投資回報；</li> <li>Corporate governance; 企業管治；</li> <li>Business compliance. 業務合規。</li> </ul>  | <ul style="list-style-type: none"> <li>Regular reports and announcements; 定期報告和公告；</li> <li>Regular general meetings; 定期股東大會；</li> <li>Official company website. 公司官方網站。</li> </ul>   |
| 3 | <b>Employees</b><br>員工 <ul style="list-style-type: none"> <li>Employees' compensation and benefits; 員工的補償和福利；</li> <li>Career development; 職業發展；</li> <li>Health and safety in the working environment. 健康和安全的工作環境。</li> </ul> | <ul style="list-style-type: none"> <li>Performance reviews; 績效審查；</li> <li>Regular meetings and trainings; 定期會議和培訓；</li> <li>Emails, notice boards, hotline, and employee engagement activities. 電郵、通告板、熱線及員工參與活動。</li> </ul> |
| 4 | <b>Customers</b><br>顧客 <ul style="list-style-type: none"> <li>High quality products and services; 高品質的產品和服務；</li> <li>Protection of the rights of customers. 保證客戶的權利。</li> </ul>   | <ul style="list-style-type: none"> <li>Customer satisfaction survey; 顧客滿意度調查；</li> <li>Face-to-face meetings and on-site visits; 會面和現場訪問；</li> <li>Customer service hotline and email. 客戶服務熱線和電子郵件。</li> </ul>                |
| 5 | <b>Suppliers</b><br>供應商 <ul style="list-style-type: none"> <li>Fair and open procurement; 公平公開採購；</li> <li>Win-win cooperation. 雙贏合作。</li> </ul>   | <ul style="list-style-type: none"> <li>Online information exchange; 網上信息交換；</li> <li>Face-to-face meetings and on-site visits. 會面和現場訪問。</li> </ul>  |
| 6 | <b>General public</b><br>公眾 <ul style="list-style-type: none"> <li>Involvement in communities; 參與社區；</li> <li>Business compliance; 業務合規；</li> <li>Environmental protection awareness. 環境保護意識。</li> </ul>                       | <ul style="list-style-type: none"> <li>Public welfare activities; 公共福利活動；</li> <li>Beauty skill trainings; 美容技能培訓；</li> <li>Communication with NGOs. 非政府組織的交流。</li> </ul>   |



**STAKEHOLDER ENGAGEMENT**

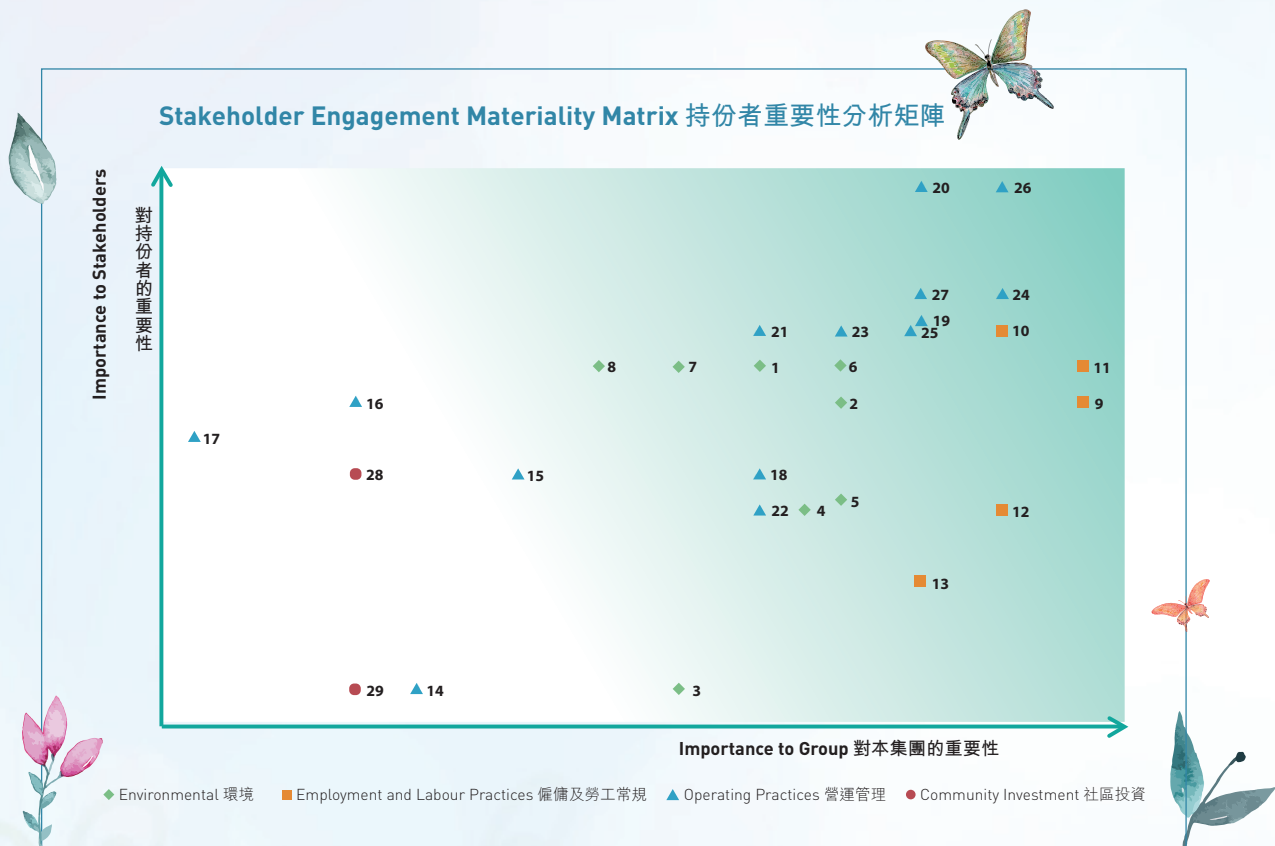
持份者參與

**MATERIALITY ASSESSMENT**

The Group undertakes annual review in identifying and understanding its stakeholder’s main concerns and material interests for the ESG Report. In FY2017-2018, the Group engaged its stakeholders to conduct a materiality assessment survey. Both internal and external stakeholders were selected based on their influence and dependence on the Group. The selected stakeholders were invited to express their views and concerns on a list of sustainability issues via an online survey, whereby the Group was able to prioritise the issues for discussion. The result from the materiality assessment survey has been mapped and presented as below.

**重要性評估**

本集團進行年度檢討，以確定及了解其持份者對環境、社會及管治報告的主要關注事項和重大權益。於二零一七年至二零一八年財政年度，本集團讓其持份者參與進行重要性評估調查。本集團根據持份者的影響力及對本集團的依賴程度挑選內部及外界持份者。選定的持份者獲邀透過網上調查對一系列可持續發展問題表達其意見及關注點。從而本集團能夠對問題進行先後排序以供討論。重要性評估調查的結果已圖示如下。



**Environmental Impacts****環境影響**

- |  |  |
|--|--|
| 1. Air and greenhouse gas ('GHG') emissions<br>大氣污染物和溫室氣體(「溫室氣體」)的排放 | 2. Sewage treatment<br>污水處理  |
| 3. Land use, pollution and restoration<br>土壤的使用、污染和恢復                | 4. Solid waste treatment<br>固體廢物處理                                 |
| 5. Energy use<br>能源使用  | 6. Water use<br>水資源使用  |
| 7. Use of packaging materials<br>包裝材料的使用                             | 8. Mitigation measures to protect natural resources<br>保護天然資源的緩解措施 |

**Employment and Labour Practices****僱傭及勞工常規**

- |  |   |
|--|---|
| 9. Composition of employees<br>僱員組成                      | 10. Employee remuneration and benefits<br>僱員薪酬條件和福利政策 |
| 11. Occupational health and safety<br>職業健康與安全            | 12. Employee development and training<br>僱員發展及培訓      |
| 13. Prevention of child and forced labour<br>防止僱傭童工和強制勞工 |   |

**Operating Practices****營運慣例**

- |   |  |
|---|--|
| 14. Suppliers' geographical regions in which materials are sourced<br>採購原材料的供應商地理區域 | 15. Selection of suppliers and assessment of their products/services<br>供應商選擇及其產品／服務評估 |
| 16. Environmental protection assessment of the suppliers<br>供應商的環保評估                | 17. Social risks assessment of the suppliers<br>供應商的社會風險評估                             |
| 18. Procurement practices<br>採購實務   | 19. Health and safety relating to products/services<br>與產品／服務相關的健康與安全                  |
| 20. Customer satisfaction<br>顧客滿意度  | 21. Marketing and promotion<br>行銷和推廣   |
| 22. Observance and protection of intellectual property rights<br>遵守和保護知識產權          | 23. Quality control and management of products<br>產品品質控制及管理                            |
| 24. Protection of consumer information and privacy<br>顧客資訊和私隱保護                     | 25. Labelling relating to products/services<br>與產品／服務相關的標籤                             |
| 26. Prevention of bribery, extortion, fraud and money laundering<br>防止賄賂、勒索、欺詐和洗黑錢  | 27. Anti-corruption policies and whistle-blowing procedures<br>反貪污政策及舉報流程              |

**Community Investment****社區投資**

- |  |   |
|--|---|
| 28. Understanding local communities' needs<br>了解當地社區需求 | 29. Public welfare and charity<br>公益和慈善 |
|--|---|

## STAKEHOLDER ENGAGEMENT

### 持份者參與

The Group built a two-dimensional materiality analysis matrix and prioritised the 29 issues accordingly. With respect to this ESG Report, the Group identified 'customer's satisfaction', 'protection of customer information and privacy', and 'prevention of bribery, extortion, fraud and money laundering' as issues of the highest importance to its stakeholders and the Group. This review has helped the Group to prioritise its corresponding sustainability issues and highlight the material and relevant aspects so as to align them with stakeholders' expectations.

### STAKEHOLDERS FEEDBACK

As the Group always strives for excellence, Modern Beauty welcomes stakeholders' feedback, especially on topics listed as the highest importance in the materiality assessment and its ESG approach and performance. Readers are also welcome to share your views with the Group at [ir@modernbeautysalon.com](mailto:ir@modernbeautysalon.com).

本集團建立了二維重要性分析矩陣圖，並相應地對29個問題作出先後排序。就本環境、社會及管治報告而言，本集團識別「顧客滿意度」、「顧客資訊和私隱保護」及「防止賄賂、勒索、欺詐和洗黑錢」為對持份者及本集團而言最為重要的事項。是次檢討幫助本集團將對應的可持續發展問題進行先後排序及將重要及相關的層面著重標示，以與持份者的期望保持一致。

### 持份者反饋

本集團一貫追求卓越，因此現代美容由衷歡迎來自持份者的反饋，尤其是對在重要性評估中明示為最重要的議題以及本身的環境、社會及管治方針及表現的反饋，同時也歡迎閣下透過 [ir@modernbeautysalon.com](mailto:ir@modernbeautysalon.com) 與本集團分享見解。

The Group is committed to the long-term sustainability of the environment and community in operating regions to minimise the impact of environment on operations. The Group stringently controls its emissions and resource consumptions, complies with all relevant environmental laws and regulations in its daily operation, and implements effective energy conservation measures to reduce emissions and resource consumption.

This section primarily discloses the policies and practices of the Group on emissions, use of resources, the environment and natural resources during FY2017-2018.

### A1 EMISSIONS

The Group's emissions include domestic wastewater, solid wastes, and Greenhouse Gas ("GHG"). No hazardous emissions were found in FY2017-2018. The Group strictly adheres to emission related laws and regulations, including but not limited to the *Water Pollution Control Ordinance [Cap. 358 of the Laws of Hong Kong]* and *Waste Disposal Ordinance [Cap. 354 of the Laws of Hong Kong]*.

#### Air Emissions and GHGs

Given the business activities of the Group, Modern Beauty uses town gas and electricity as the power source in beauty salons. Thus, air emissions of the Group only consist of GHG emissions from stationary combustion (Scope 1) and indirect GHG emission from purchased electricity (Scope 2). Scope 2 emissions are dominant ones in the total GHG emissions, contributing to around 98% of the total equivalent carbon dioxide emissions in FY2017-2018.

The amount of each emission scope can be found under Table 1. As GHG emissions are positively correlated to electricity and town gas consumption, Modern Beauty tries to reduce the consumption of both aspects in its daily operation through specific measures, which are further explained in the subsection headed "Energy" under section A2. "Use of Resources" of this ESG Report.

#### Wastewater

Wastewater produced by the Group is mainly generated from the daily operations in beauty salons, which is further discharged to the wastewater treatment plant through the sewage pipe work. No hazardous wastewater is produced from daily operation. The amount of wastewater amounted to 26,993.3 m<sup>3</sup> in FY2017-2018. Since wastewater generation is positively correlated to the fresh water consumption, the Group has adopted specific measures to reduce the water consumption, which are further explained in the subsection headed "Water" under section A2. "Use of Resources" of this ESG Report.

本集團致力於經營所在地區的環境及社區的長期可持續發展以將經營中對環境的影響減至最低，嚴格控制排放及資源消耗以及在日常經營中遵守所有相關環境法律及法規，及落實有效的節能措施，以減少排放及資源消耗。

本節主要披露本集團於二零一七至二零一八財政年度有關排放物、資源使用以及環境及天然資源的政策及慣例。

### A1 排放物

本集團的排放物包括生活廢水、固體廢棄物和溫室氣體（「溫室氣體」）。於二零一七至二零一八財政年度並無發現有害排放物。本集團嚴格遵守與排放相關的法律及法規，包括但不限於《水污染管制條例》（香港法例第358章）和《廢物處置條例》（香港法例第354章）。

#### 大氣排放和溫室氣體的排放

鑒於本集團的業務活動性質，現代美容使用煤氣及電力作為美容院的能源來源。因此，本集團的大氣排放僅包括由固定燃料源產生的溫室氣體排放（範圍一）和購電產生的間接溫室氣體排放（範圍二）。範圍二排放為總溫室氣體排放中的主要排放物，佔二零一七至二零一八財政年度總二氧化碳當量排放量的約98%。

各範圍的溫室氣體排放量請參照表一。由於溫室氣體的排放量與用電力和煤氣消耗密切相關，現代美容嘗通過具體措施減少日常運營中這兩方面的消耗，具體措施於本環境、社會及管治報告中A2「資源使用」一節中的「能源」分節作出進一步解釋。

#### 廢水

本集團產生的廢水主要產生於美容院在日常營運中的水資源使用，並通過排水管道進入污水處理廠。日常運營過程中並無有害廢水的產生。於二零一七至二零一八財政年度，廢水量為26,993.3立方米。由於廢水的產生量與食水的使用量密切相關，本集團採取了具體措施以減少水資源的消耗，具體措施於本環境、社會及管治報告中A2「資源使用」一節中的「用水」分節作出進一步解釋。

**Solid Wastes**

The main solid waste is the packaging waste from beauty salons and shops. Modern Beauty has been continuously performing packaging-saving policies, such as simplifying the packages, using large volume packaging materials, and purchasing biodegradable packaging materials. In FY2017-2018, the Group generated a total of 27,006.8 kg packaging wastes and no hazardous solid waste was produced from the Group.

**固體廢物**

主要固體廢物為美容院和店舖的包裝廢料。現代美容持續實行節約包裝政策，例如簡化包裝、使用大容量包裝物料及採購生物降解包裝物料。於二零一七至二零一八財政年度，本集團產生包裝廢料合共27,006.8千克，且本集團並無產生有害固體廢物。

**Table 1 Total emissions of the Group by category in FY2017-2018****表一 二零一七至二零一八財政年度本集團按類別劃分的總排放量**

| Emission Category                              | Item                                     | Unit                                | Amount   | Intensity (Unit per employee) <sup>(1)</sup> |
|--|--|-------------------------------------|----------|--|
| 排放物類別  | 項目                                       | 單位                                  | 數量       | 密度(單位／僱員) <sup>(1)</sup>                     |
| Air emissions & GHG emissions<br>大氣污染物和溫室氣體的排放 | Direct Emission (Scope 1)<br>直接排放(範圍一)   | tonnes CO <sub>2</sub> e<br>噸二氧化碳當量 | 18.6     | —  |
|  | Indirect Emission (Scope 2)<br>間接排放(範圍二) | tonnes CO <sub>2</sub> e<br>噸二氧化碳當量 | 2,246.9  | 2.2  |
|  | Total (Scope 1 & 2)<br>總計(範圍一和二)         | tonnes CO <sub>2</sub> e<br>噸二氧化碳當量 | 2,288.2  | 2.3  |
|  |  |                                     |          |  |
| Non-hazardous waste<br>無害廢物                    | Solid Waste<br>固體廢物                      | kg<br>千克                            | 27,006.8 | 26.7   |
|  | Wastewater<br>廢水                         | m <sup>3</sup><br>立方米               | 26,993.3 | 26.6   |

<sup>(1)</sup> Intensity was calculated by dividing the amount of air, GHG and other emissions by the Group's number of workforce for FY2017-2018 according to the information in Annual Report.

<sup>(1)</sup> 密度乃按大氣污染物排放、溫室氣體排放及其他排放數量除以年報所載本集團於二零一七至二零一八財政年度的員工人數計算。

During the year under review, Modern Beauty was not in violation of any relevant laws and regulations, which have a significant impact on the Group, related to emissions.

於回顧年度內，現代美容並無違反任何與排放有關且對本集團有重大影響的相關法律及法規。

## A2 USE OF RESOURCES

The Group complied with the relevant laws and regulations in relation to its use of resources in Hong Kong during the year under review. Resources used by the Group mainly include electricity, water and town gas.

### Energy

The energy consumption of the Group is mainly electricity and town gas. Town gas is used for boiling water, which amounted to 16,134 m<sup>3</sup> in FY2017-2018. All the electricity consumption by the Group comes directly from regular operations of beauty salon and shops. The Group keeps a detailed record of its electricity consumption and the total electricity consumption of the Group was 3,372,034 kWh in FY2017-2018.

The Group replaced 1,079 light bulbs with LED lights during the year under review, which could save approximately 143,636.5 kWh annually. To further ensure the effective use of electricity, the Group has formulated the internal regulation. All subsidiaries of the Group should stringently comply with the Group's policy on the implementation of energy-saving practices. Specific measures to save electricity in the Group are highlighted as below:

- Switch off all idle lights and electronic devices after work;
- Set up independent control system in each room;
- Turn off the air-conditioners with the use of timer;
- Establish specific department responsible for the repair and maintenance of electronic appliances in every service centre, in order to keep the high efficiency and long lifespan of electronic appliances;
- Clean and disinfect office equipment such as refrigerator, air condition and shredder regularly to ensure their high efficiency; and
- Put up "Saving Electricity, Turn off the Light when Leaving" posters in prominent places to encourage internal employees to conserve energy.

## A2 資源使用

於回顧年度內，本集團遵守有關香港資源使用的相關法律條例。本集團所使用的資源主要包括電力、水及煤氣。

### 能源

本集團的能源消耗主要為電力及煤氣。煤氣用於煮沸水，於二零一七至二零一八財政年度的消耗量為16,134立方米。本集團的全部電耗直接來源於美容中心及店鋪的日常營運。本集團為其電力消耗保存詳細的記錄，於二零一七至二零一八財政年度，本集團的總電耗為3,372,034千瓦時。

於回顧年度內，本集團以LED燈取代1,079盞燈泡，每年可節約143,636.5千瓦時。為進一步確保有效用電，本集團已制定內部規例。本集團的全部附屬公司須嚴格遵守本集團關於實施節能措施的政策。本集團的具體節電措施列載如下：

- 下班後關閉全部閒置燈光及電子設備；
- 於每個房間設置獨立控制系統；
- 使用計時器關閉空調；
- 建立具體部門負責各服務中心的電器維修保養工作，以維持電器的有效運轉並延長使用壽命；
- 定期清潔及消毒辦公設備如冰箱、空調及碎紙機等，以確保其有效運轉；及
- 在當眼位置張貼「節省用電，離開時請關燈」的海報，鼓勵內部員工節約能源。

## ENVIRONMENTAL SUSTAINABILITY

### 環境可持續性

#### Water

Fresh water by Modern Beauty is an indispensable resource for the daily operation. The total water consumption of the Group amounted to 26,993.3 m<sup>3</sup> in FY2017-2018. To improve the utilization efficiency of water resources, the Group has formulated relevant internal regulations and policies as shown below:

- Carry out environmental publicity and education on the conservation of every drop of water;
- Strengthen the inspection and maintenance on water taps, water pipelines and water storage systems;
- Fix dripping water tap in time when leakage occurs;
- Require employees to strictly adhere to the water saving policies;
- Put up "Saving Water Resource" posters in prominent places to instil the concept of water conservation into employees' minds; and
- Make sure that water supply systems are shut off at night and on holidays.

#### Packaging material

Packaging material, including packages, bottles and carries, is one of the major types of natural resources consumed by the Group in the salon shops and stores. In FY2017-2018, the total amount of packaging materials in the Group was 27,006.8 kg. To better control its consumption of packaging materials during daily operations, the salon shops and stores have come up with a number of innovative and cost-effective packaging solutions whereby the amount of packaging materials can be strictly monitored and controlled. For instance, the Group stringently simplifies the package of products, uses large-sized cleanser, and estimates the accurate number of different packaging items for business according to statistics to prevent overstock.

#### 水

淡水是現代美容日常營運不可或缺的資源。本集團於二零一七至二零一八財政年度的總用水量為26,993.3立方米。為提高水資源的利用率，本集團已制定相關內部規例及政策載列如下：

- 開展環保宣傳及教育，保護每一滴水；
- 加強水管、水喉及貯水系統的巡查及保養；
- 水管漏水時，即時修理滴水水管；
- 要求員工嚴格遵守節水政策；
- 於當眼位置張貼「節約用水」的海報，將節約用水的理念灌輸到員工的心中；及
- 夜晚及假期關閉供水系統。

#### 包裝物料

包裝物料(包括包裝盒、瓶子及紙袋)為本集團美容中心及專賣店消耗的天然資源的主要類別之一。於二零一七至二零一八財政年度，本集團包裝物料總量為27,006.8公斤。為於日常營運中更好地控制其包裝物料的消耗，美容中心及專賣店已提出若干創新及具成本效益的包裝方案，從而能夠嚴格監察及控制包裝物料的數量。例如，本集團嚴格簡化產品包裝，使用大桶裝的清潔劑，並根據統計數據估計業務所需不同包裝物料的準確數量，避免存貨過多。

Table 2 Detailed resource consumption of the Group by category in FY2017-2018

表二 本集團於二零一七至二零一八財政年度按類別劃分的資源消耗詳情

| Types of Resources         | Unit                  | Amount    | Intensity (unit per employee) <sup>(1)</sup> |
|----------------------------|-----------------------|-----------|--|
| 資源類別                       | 單位                    | 用量        | 密度(單位／員工) <sup>(1)</sup>                     |
| Towngas<br>煤氣              | m <sup>3</sup><br>立方米 | 16,134    | 15.9   |
| Electricity<br>電力          | kWh<br>千瓦時            | 3,372,034 | 3,318.9                                      |
| Water<br>水                 | m <sup>3</sup><br>立方米 | 26,993.3  | 26.6   |
| Packaging material<br>包裝物料 | kg<br>公斤              | 27,006.8  | 26.6   |

<sup>(1)</sup> Intensity was calculated by dividing the amount of consumed resources by the Group's number of workforce for FY2017-2018 according to the information in Annual Report.

<sup>(1)</sup> 密度乃按資源消耗量除以本集團年報所載二零一七至二零一八財政年度的員工人數計算。

### A3 THE ENVIRONMENT AND NATURAL RESOURCES

Modern Beauty puts great efforts in the fulfilment of its environmental responsibilities and has made a significant progress towards the building of a reliable, resilient and sustainable corporation that pioneers in the beauty industry primarily by controlling its consumption of natural resources. The Group's routine operation barely exerts detrimental influence on its surroundings. According to the inspection results, the air emissions, solid wastes, wastewater and other environmental impacts generated from the Group are all in conformity with relevant emission laws and standards.

### A3 環境及天然資源

現代美容在履行其環境責任方面付出了巨大努力，主要通過控制其天然資源的消耗，在建設可靠、強適應力和可持續發展企業方面取得了重大進步，處於美容行業領先地位。本集團的日常營運幾乎不會對周圍環境產生不利影響。根據調查結果，本集團產生的大氣排放、固體廢棄物、廢水及其他環境影響，均符合有關排放的法律及標準。



## ENVIRONMENTAL SUSTAINABILITY

### 環境可持續性

To further alleviate the potential environmental impact and become an eco-friendly enterprise in beauty industry, the Group also takes various measures such as using recyclable paper boxes, setting duplex printing as default mode, and promoting electronic information management system. Besides, the Group is committed to seizing every opportunity to innovate and utilise eco-efficient and safety technologies for its beauty products in terms of the energy consumption, air and GHG emissions, and ameliorative chemical formulas, thereby minimizing any pernicious impact from its business activities and products on the environment. Hence, to align with the international standard in preserving energy resources and protecting the planet, a series of efficacious, adaptable and globally compatible policies are considered the fundamental asset to keep the enterprise go with the tide of world development by the Group. The Sustainable Development Goals (SDGs) came into force on 1 January 2016 and laid out a roadmap to tackle 17 vital sustainability issues around the world. With a strong corporate ambition to address the imminent global environmental crisis, the Group prioritises and incorporates certain SDGs into its whole operation management, which are "Affordable and Clean Energy", "Industry, Innovation and Infrastructure", and "Responsible Consumption and Production", respectively.

為進一步消除潛在的環境影響及成為美容行業的環保企業，本集團亦採取多項措施，如使用可循環再造的紙箱、將雙面打印設置為默認模式及推廣電子訊息化管理系統。此外，本集團堅持搶抓創新機遇，並採用環保及安全的技術生產其美容產品，以減少能源消耗、大氣及溫室氣體排放及改善化學配方，從而最大限度地減少其業務活動及產品對環境產生的任何有害影響。因此，為符合與節約能源資源及保護地球有關的國際標準，本集團已將一系列有效、適當及全球適用的政策視作讓企業緊隨世界發展潮流的基本資產。可持續發展目標於二零一六年一月一日生效，並制定解決全球17個重大可持續性問題的指引。憑藉強大的企業雄心以應對迫在眉睫的全球環境危機，本集團優先考慮並將若干可持續發展目標納入其整體營運管理，分別為「經濟適用的清潔能源」、「產業、創新及基礎設施」以及「負責任消費和生產」。

### Sustainable Development Goals

#### 可持續發展目標



The Group commits to make unwavering efforts to insist on the concept of safety, harmony and green development, and explore innovative ways to create a more effectively resource-saving and environmentally-friendly corporation.

本集團承諾將繼續全力以赴的堅持安全、和諧及綠色發展的理念，並探索創新方式以建設更有效的資源節約型及環境友好型企業。

## EMPLOYMENT AND LABOUR PRACTICES

### B1 Employment

Modern Beauty believes that every employee is trustworthy and respectable. The Group treasures employee's talent, seeking to provide a safe and sound working environment for employees. Besides, the Group also strives to provide its employees with a safe and suitable platform for developing their career, professionalism and advancement.

#### *Law compliance*

The human resources policies of the Group strictly adhere to the applicable employment laws and regulations in Hong Kong, including the *Employment Ordinance (Cap. 57 of the Laws of Hong Kong)*, *Minimum Wage Ordinance (Cap. 608 of the Laws of Hong Kong)* and *Mandatory Provident Fund Schemes Ordinance (Cap. 485 of the Laws of Hong Kong)* to protect employees' interests. The Human Resources Department of the Group and its subsidiaries are responsible for the reviewing and updating relevant company policies regularly in accordance with the latest laws and regulations.

#### *Recruitment and promotion*

In FY2017-2018, the Group prepared "Yearly Recruitment Plan" and constantly improved its human resources structure for employee recruitment. The Group has no restriction on gender and age in recruitment, and the employment criteria or policy of the Group is more focused on employee's talent and competency. Internal Audit Department is responsible for reporting the implementation and performance of recruitment plans. To attract high-calibre candidates, the Group offers fair remuneration and benefits based on individual's past performance, personal attributes, job experiences and career aspiration. The Group also references market benchmarks in determining its remuneration and benefit policies. A variety of channels have been adopted by the Group to attract and recruit candidates, including but not limited to posting information on the Internet and hiring headhunting companies.

## 僱傭及勞工常規

### B1 僱傭

現代美容相信每一位員工都值得信任和尊重。本集團珍惜人才，致力為員工提供安全及穩定的工作環境。此外，本集團亦致力為其員工的職業發展、專業及進步提供安全及合適的平台。

#### *法律合規*

本集團的人力資源政策嚴格遵守香港適用之僱傭法律條例，包括《僱傭條例》(香港法例第57章)、《最低工資條例》(香港法例第608章)及《強制性公積金計劃條例》(香港法例第485章)以保護員工權益。本集團的人力資源部及其附屬公司負責根據最新法律條例定期檢討及更新相關公司政策。

#### *招聘及晉升*

於二零一七年至二零一八年財政年度，本集團已制定「年度招聘計劃」，並持續改善其員工招聘的人力資源結構。本集團在招聘時不限性別和年齡，並以用人唯才為本集團的用人原則。內部審計部負責匯報招聘計劃的執行情況及表現。為吸引高素質人員，本集團根據個人過往表現、個人素質、工作經驗及職業期望，提供公平的員工薪酬及福利。本集團亦參考市場基準釐定其薪酬及福利政策。本集團已採用多種渠道吸引及招聘人員，包括但不限於在網絡上張貼信息和僱用獵頭公司。

Modern Beauty establishes a series of fair promotion standards to encourage all employees, regardless of gender difference, to recognize their talents and abilities and to improve their performance. All employees have the opportunity to be developed and promoted at the appropriate time. The remuneration system of the Group has been specifically divided into three categories for senior manager, manager and general employee. For senior managers and managers, the superiors of each level may submit promotion recommendations for outstanding managers to the Group, and recommended staff will be promoted after passing through the pre-promotion period. For general employees, after completing the required training programs, showing good performance during the course and finally passing the promotional examination, a promotion will be assigned. In addition, the general employees at the highest rank of their class (massage, beauty and slimming) will have the opportunity to be promoted to management level.

#### *Compensation and dismissal*

The compensation package of the Group is determined according to employee's capability, past performance and benchmark, whereby the Group has plans to run performance evaluation periodically. Besides, bonuses are offered to outstanding employees based on the Group's financial condition and employee's performance.

Meanwhile, any appointment, promotion or termination of employment contract would be based on reasonable, lawful grounds and internal policies. The Group strictly prohibits any kinds of unfair or unreasonable dismissals to protect employee's rights.

#### *Working hours and rest period*

Modern Beauty complies with local laws and regulations relating to legal minimum salary and formulates its own internal policies to better determine working hours and rest periods for employees. Specifically, the Group has installed the attendance management system that could keep monitoring its employee's working hours, and compensate those who work overtime with overtime pay or additional days off.

In addition to basic paid annual leave and statutory holidays, employees are also entitled to additional leave benefits, such as marriage leave, maternity leave, paternity leave, pension leave and birthday leave.

現代美容制定了一系列公平的晉升標準，藉此鼓勵員工不因性別差異發揮所長，提高工作績效。所有員工在適當時候均可獲得發展及晉升機會。本集團的薪酬體系具體分為高級管理層、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項目，並在培訓過程中表現良好及最終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。

#### *報酬及解僱*

本集團根據應徵者個人素質、過往表現及市場標準水平商定僱員薪酬福利，本集團已計劃定期進行績效評估。此外，本集團會根據財務狀況及員工表現，向優秀的員工授予花紅。

同時，本集團任何聘用，晉升或終止勞動合同都必須基於合理依據且符合內部政策。本集團嚴格禁止任何不正當或不合理的解僱。

#### *工作時數及假期*

現代美容遵守當地有關法定最低工資的法律及規例，制定自己的內部政策，以更好地確定員工的工作時數及假期。具體而言，本集團已安裝出勤管理系統，持續監控員工工作時數，並為加班員工發放加班費或給予額外休假日。

除基本帶薪年假及法定假日外，僱員亦可享有額外的休假，例如婚假、產假、陪產假、退休假及生日假期等。

#### *Equal-opportunity and anti-discrimination*

As an equal opportunity employer, Modern Beauty is committed to creating a fair, respectful and diverse working environment by promoting anti-discrimination and equal opportunity in all its human resources and employment decisions. For instance, training and promotion opportunities, dismissals and retirement policies are based on factors irrespective of the employees' age, sex, marital status, pregnancy, family status, disability, race, colour, descent, national or ethnic origins, nationality, religion or any other non-job related factors in all business units of the Group. The equal opportunity policy allows zero tolerance in relation to any workplace discrimination, harassment or vilification in accordance with local ordinances and regulations, such as *Disability Discrimination Ordinance (Cap. 487 of the Laws of Hong Kong)* and *Sex Discrimination Ordinance (Cap. 480 of the Laws of Hong Kong)*. Modern Beauty takes responsibility for assessing, dealing with, recording and taking any necessary disciplinary actions in relation to discrimination.

#### *Other benefits and welfare*

Modern Beauty provides employees with allowance for beauty products and services, overseas accommodation and round-trip tickets, medical benefits, and medical subsidies. The Group firmly believes that the sense of belonging is what allows employees to be their authentic selves and fostering the sense of belonging for employees will bring the Group a long-term competitiveness and success. Thus, employee activities are often organized by the Group, such as gala parties for employees from retail shops. The Group gave out bonus and presents to employees at festivals and arranged a series of meaningful events including annual dinner, birthday party and volunteer activities during the year under review.

In terms of internal communication, effective two-way communication between the general staff and managerial staff is highly encouraged within the Group. The employees maintain timely and smooth communication with each other and with the management through different means, such as internal announcements, trainings, emails, regular meetings and staff handbook. Maintaining a barrier-free employer-employee relationship helps to create a productive and pleasant working environment.

#### *平等機會及反歧視*

作為平等機會僱主，本集團致力於在所有人力資源及就業決策中促進反歧視及創造平等機會，從而營造一個公平競爭、相互尊重及多元化的工作環境。例如，培訓及晉升機會、解僱及退休政策不以僱員的年齡、性別、婚姻狀況、懷孕狀況、家庭狀況、殘疾、種族、膚色、血統、民族、國籍、宗教信仰或任何其他非工作相關因素為依據。本集團的平等機會政策，根據有關政府法例，如《殘疾歧視條例》(香港法律第487章)和《性別歧視條例》(香港法律第480章)，對任何工作場所的歧視、騷擾或受害行為實施零容忍。本集團鼓勵僱員向人力資源部門報告任何涉嫌歧視的事件，促進工作場所的多樣化環境。本集團的人力資源部門也將負責確保本集團嚴格遵守國家及地方有關法律及規例，並對該等事件進行評估、處理、記錄及採取任何必要的紀律處分。

#### *其他待遇及福利*

現代美容為員工提供產品及療程津貼、海外住宿及來回機票、醫療福利及醫療津貼。本集團堅定地認為，歸屬感可使員工感到彼等能實現真實自我，培養員工的這種歸屬感將為本集團帶來長期競爭力和成功。因此，本集團經常組織員工活動，例如零售店舖員工聚會。本集團於節日期間向員工發放獎金及禮品，並於回顧年度內安排一系列有意義的活動，包括年度晚宴、生日派對及志願者活動。

在內部交流方面，本集團相當鼓勵一般職員與管理人員之間進行有效的雙向溝通。僱員透過內部公告、培訓、電郵、定期會議及員工手冊等各種途徑，在彼此及與管理層之間保持適時及順暢的溝通。互動式的通訊系統對本集團作出決策的過程起到有利作用，維繫毫無隔膜的勞資關係有助營造高效及愉快的工作環境。

SOCIAL SUSTAINABILITY

社會可持續性

During the year under review, the Group was in compliance with relevant laws and regulations in relation to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, welfare, and other benefits that have a significant impact on the Group.

於回顧年度內，本集團在報酬及解僱、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方面，嚴格遵守對本集團有重大影響的相關法律及規例。

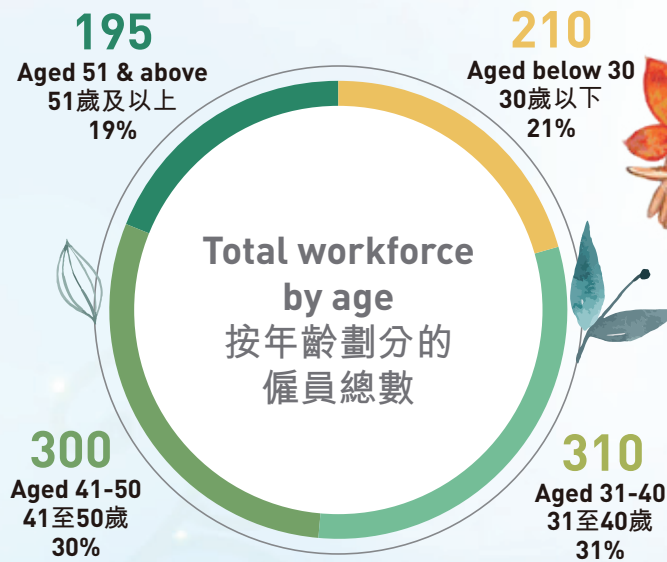
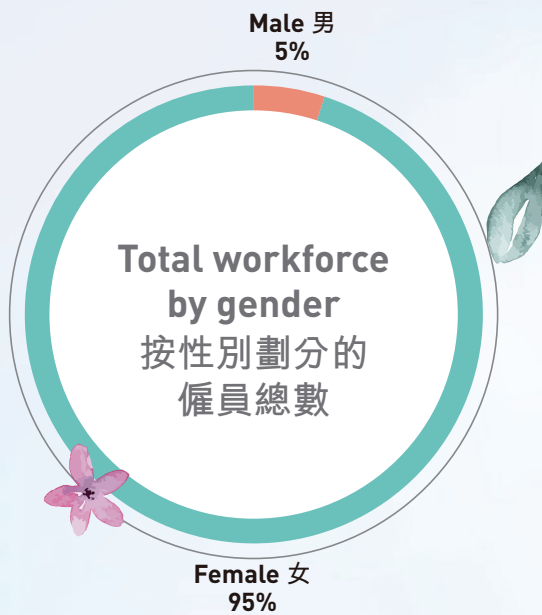


Table 3 Employee turnover rate by gender and age group in FY2017-2018

表三 於二零一七年財政年度至二零一八年財政年度按性別及年齡組別劃分之僱員流失比率

| Unit: number of employees<br>單位：員工人數               |                           | By age group<br>按年齡組別 |                      |                              |             |  |
|--|---------------------------|-----------------------|----------------------|------------------------------|-------------|--|
| Gender<br>性別                                       | Aged<br>below 30<br>30歲以下 | Aged 31-40<br>31至40歲  | Aged 41-50<br>41至50歲 | Aged<br>50 & above<br>50歲及以上 | Total<br>總計 |  |
| Male<br>男  | 11                        | 9                     | 9                    | 9                            | 38          |  |
| Employee turnover rate* (in %)<br>僱員流失比率(%)        | 1.1                       | 0.9                   | 0.9                  | 0.9                          | 3.7         |  |
| Female<br>女  | 154                       | 142                   | 136                  | 79                           | 511         |  |
| Employee turnover rate* (in %)<br>僱員流失比率(%)        | 15.2                      | 14.0                  | 13.4                 | 7.8                          | 50.3        |  |
| Total<br>總計  | 165                       | 151                   | 145                  | 88                           | 549         |  |
| Total employee turnover rate* (in %)<br>總僱員流失比率(%) | 16.2                      | 14.9                  | 14.3                 | 8.7                          | 54.0        |  |

## B2 Health and Safety

To provide and maintain good working conditions and a safe and healthy working environment for employees, the Group has established policies related with work safety and health that are in line with various laws and regulations stipulated by the Government of the Hong Kong Special Administrative Region. The specific laws and regulations are *Occupational Safety and Health Ordinance (Cap. 509 of the Laws of Hong Kong)* and *Employees' Compensation Ordinance (Cap. 282 of the Laws of Hong Kong)*.

## B2 健康與安全

為了給僱員提供及維持良好的工作條件及安全健康的工作環境，本集團已制定符合香港特別行政區政府訂立的各項法律及規例的工作安全與健康政策。健康與安全相關的主要法律及規例主要為《職業安全及健康條例》(香港法律第509章)及《僱員補償條例》(香港法律第282章)。

Modern Beauty adheres to the service tenet of “Safe Operation, Safe Service” and arranges a series of trainings on the procedures and safety precautions in utilising instruments. The Group is convinced that only after passing through those trainings based on manufacturing instructions, can employees handle certain instruments in a correct manner and avoid any incident caused by improper operation. To further prevent any operating risks, the Group conducts a safety assessment for machine operators regularly to ensure that all the operations stick to safety regulations completely.

The Group is committed to providing a safe and comfortable environment to employees. According to relevant laws, Modern Beauty provides employees with personal protective equipment, such as masks. The Group also adopts a rotating work system to protect employees' health. To maintain a clean and safe working environment, the Group prohibits smoking and drinking in the operating regions and organizes regular air conditioning system cleaning and carpet disinfection. Besides, the Group keeps the operating regions organised all the time and puts up warning signs for dangerous equipment to remind employees in order to avoid any accident caused by negligence.

Modern Beauty has recorded 4 cases of work-related personal injuries during the year under review. In FY2017-2018, 4 work-related injuries and 184 lost days due to work injury were found in the Group's related activities. Modern Beauty reviews each work-related injury case to find out the causes and make proper improvement in time. The Group will establish more comprehensive procedures for occupational injury review in the future, in order to manage and control work-related injuries more systematically.

During the year under review, the Group was not in violation of any of the relevant laws and regulations in relation to providing a safe working environment and protecting the employees from occupational hazards that have a significant impact on the Group.

現代美容遵循「安全操作，服務安全」的服務宗旨，安排一系列使用儀器的程序和安全措施培訓。本集團相信，只有在通過有關生產指示的培訓後，員工才能以正確的方式使用特定儀器，並避免因操作不當而導致的任何事故。為進一步防止任何營運風險，本集團定期對機器操作員進行安全評估，以確保所有操作完全符合安全規定。

本集團一直致力為員工提供安全舒適的環境。根據相關法律，現代美容為員工提供個人防護裝備，如口罩。本集團亦採取輪班工作制度，保障員工健康。為維持清潔安全的工作環境，本集團禁止在經營區域內抽煙喝酒並定期進行空調系統清潔及地毯消毒。此外，本集團始終保持經營區域整潔並放置危險設備的警示標誌，提醒員工避免因忽視造成任何意外事件。

回顧年度內，現代美容共有4宗工傷個案。於二零一七年至二零一八年財政年度，本集團相關業務活動中共有4起工傷及184個因工傷損失工作日數。現代美容就每一宗工傷個案進行檢討，找出原因並及時制定適當的改善措施。本集團將於未來建立更全面的工傷檢視程序，更有系統地管理及控制工傷的發生。

回顧年度內，本集團並無違反任何對本集團有重大影響的有關提供安全工作環境及保護員工免受職業危害的相關法律及規例。



### B3 Development and Training

Modern Beauty cares about the growth of its employees and offers comprehensive training and development programmes to employees in order to strengthen their work-related skills and knowledge. The purpose is to improve the Group's overall operational efficiency by promoting the personal development through the intranet platform.

The Group has developed job-based training targets, contents, and established training centres with various beauty courses for the employees to enrol, so as to enhance the knowledge and skills of the employees in various aspects up to the professional level. The training centre provides 1) integrated introduction training for interested parties in the beauty industry, and referrals to beauty salons; 2) induction training for newly recruited staff to understand the corporate culture, business processes and work health and safety requirements; 3) on-the-job training that contains regular training of all aspects of job knowledge and personal skills improvement; and 4) course related with local and international professional qualifications such as Qualification Framework, ITEC and CIBTAC. The training courses are listed at Table 6.

### B3 發展與培訓

現代美容關注員工的成長，並向員工提供全面的培訓及發展計劃，以增強員工的相關工作技能及知識。此舉旨在通過內部平台推動個人發展，藉此提高本集團的整體運營效率。

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。培訓中心1)為對美容行業感興趣人士提供綜合入職培訓並將其引薦至美容院；2)為新入職員工提供有關理解企業文化、業務流程及工作健康及安全規定的入職培訓；3)提供在職培訓，包括有關工作知識及提高個人技能的全方面的定期培訓；及4)提供與地方及國際專業資格(如資歷架構、ITEC及CIBTAC)相關的課程。培訓課程載於表6。





## TRAINING CONTENT FY2017-2018

### 二零一七年至二零一八年財政年度的培訓內容

#### SENIOR MANAGEMENT 高級管理層



##### New product knowledge 新產品知識

(Instrument understanding and operation, operating principle, sales methods);  
(了解及操作儀器、操作原則及銷售方法)；

##### New instrument knowledge 新儀器知識

(Introduction of product ingredients and using methods);  
(介紹產品成分及使用方法)；

##### Aesthetics services knowledge 美學塑形知識

(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)；

#### GENERAL EMPLOYEES 一般員工



##### Product and service knowledge 產品及服務知識

(Product manual and price, sales skills, sales guidelines);  
(產品手冊及價格、銷售技巧及銷售指南)；

##### Beauty skill course 美容技能課程

(Code of conduct, beauty care skills, product knowledge, instrument operation skills);  
(職業操守、美容護理技巧、產品認知、儀器操作技巧)；

##### Slimming skill course 纖體技能課程

(Code of conduct, slimming care skills, product knowledge, instrument skills);  
(專業操守、纖體護理技巧、產品認知、儀器技巧)；

##### Massage skill course 按摩技能課程

(Code of conduct, massage care skills, in-depth understanding of spa, other massage care);  
(職業操守、按摩護理技巧、深入瞭解水療及其他按摩護理)；




Table 4 Total trained employees and training hours in FY2017-2018

表四 二零一七年至二零一八年財政年度  
訓練有素的員工總數及培訓時數

|                                    |              | Executive<br>管理層 | Senior employees,<br>Managers, and<br>Senior Managers<br>高級員工、<br>經理人員及<br>高級經理人員 | General<br>Employees<br>一般員工 | Total<br>總計 |
|------------------------------------|--------------|------------------|---|------------------------------|-------------|
| No. of employees trained<br>培訓員工人數 | Male<br>男性   | 0                | 0   | 48                           | 48          |
|                                    | Female<br>女性 | 7                | 137   | 1,021                        | 1,165       |
| Training time (hours)<br>培訓時間(小時)  | Male<br>男性   | 0                | 0   | 122                          | 122         |
|                                    | Female<br>女性 | 350              | 3,952   | 23,180                       | 27,482      |

Modern Beauty encourages employees to attend internal and external trainings, seminars and certification examinations for improving their competitiveness and expanding their capacity through continuous learning. Employees can apply for reimbursement for the training fee of CIBTAC, ITEC-Diploma in Beauty Treatments (level 2), ITEC-Diploma in Laser and Intense Pulse Light Treatment (level 4), and ITEC-Diploma in Holistic Massage (level 3).

現代美容鼓勵員工參加內外部培訓、研討會及資格考試，以提升競爭力並透過不斷學習擴闊能力。員工可申請報銷CIBTAC、ITEC－美容護理文憑(第2級)、ITEC－鐳射和強脈衝光治療文憑(第4級)及ITEC－整全性按摩文憑(第3級)的培訓費。

The Group aims to foster a learning culture that could strengthen its employees' professional knowledge continuously, so as to benefit the Group as employees are expected to achieve better working performance after receiving appropriate training.

本集團旨在培養可持續增加員工專業知識的學習型文化以使本集團因預期員工在接受適當培訓後工作表現更佳而獲益。

#### B4 Labour Standards

The Group strictly abides by the *Employment Ordinance (Cap. 57 of the Laws of Hong Kong)* and International Labour Conventions to prohibit any child labour or forced labour employment.

#### B4 勞工準則

本集團嚴格遵守《僱傭條例》(香港法例第57章)及國際勞工公約，禁止僱傭童工或強制性勞工。

To combat against illegal employment on child labour, underage workers and forced labour, the Group's human resources staff requires job applicants to provide valid identity documents before confirmation of employment to ensure that the applicants are lawfully employable. All personal information provided during recruitment should be real and effective. If there is any mendacious information, the Group will terminate the employment according to relevant laws. The Human Resources Department of the Group is responsible to monitor and ensure compliance by the Group with the latest relevant laws and regulations.

為打擊非法僱傭童工、未成年工人及強制性勞工，於確認僱傭關係前，本集團人事員工要求應聘者提供有效身份文件以確保申請人可合法受聘。招聘期間提供的所有個人信息應真實有效。如有任何虛假信息，本集團將根據相關法律終止僱傭關係。本集團人力資源部負責監控及確保本集團遵守最新相關法律及規例。

During the year under review, the Group was not in violation of any of the relevant laws and regulations, in relation to the prevention of child and forced labour that have a significant impact on the Group.

回顧年度內，本集團並無違反任何對本集團有重大影響的有關預防童工及強制性勞工的相關法律及規例。

OPERATING PRACTICES

B5 Supply Chain Management

As a socially responsible enterprise, it is vital for the Group to maintain and manage a sustainable and reliable supply chain that makes minimal negative impacts on the environment and society. An effective and sound management of the supply chain is the key to protect the reputation of the Group's brand, ensure business sustainability, and lower operation cost. The Group has more than 900 suppliers in total, including from Hong Kong, Mainland China and overseas.

The Group has strictly implemented its internal policies in supplier selection. Specifically, the Group selects the suppliers prudently by carefully evaluating the experience, financial strength and reputations of the suppliers as well as track records of raw materials and finished products. The Group communicates with suppliers and factories directly through the internet, advertisements, exhibitions and other media and selects potential suppliers accordingly. Potential suppliers should provide samples to Modern Beauty to ensure its product quality and technical strength. After passing through a series of stringent internal assessments, the supplier will be marked as qualified supplier.

To make sure that all risks throughout the entire supply chain could be minimised, the Group has further taken the following measures in supply chain management. When choosing suppliers, at least 3 suppliers should be included and compared referring to their product quality and price. Modern Beauty conducts performance review on qualified supplier's service at irregular intervals. Suppliers who fail the assessment will be removed from the qualified supplier list. The Group maintains close communication with suppliers, such as irregular meetings with cooperation proposal, which ensures no significant delay in the supply chain. Before the cooperation with suppliers, the Group may require suppliers to sign the confidential contract if necessary.

During the year under review, the Group carried out several field surveys on the packaging suppliers in mainland China, and scheduled to scale out the scope to other key product suppliers in foreign countries in the near future.

營運慣例

B5 供應鏈管理

作為一家負有社會責任的企業，本集團維持及管理可持續及可靠的供應鏈至關重要，以盡量減低對環境及社會造成的負面影響。一套有效健全的供應鏈管理乃保護本集團品牌聲譽、確保業務可持續發展及降低運營成本的關鍵。本集團總共有超過900個包括來自香港、中國內地和海外的供應商。

本集團在選擇供應商方面已嚴格執行內部政策。具體而言，本集團通過仔細評估供應商的經驗、財務實力及聲譽以及對原材料及製成品的跟蹤記錄，審慎選擇供應商。本集團透過互聯網、廣告、展覽及其他媒體直接與供應商及工廠進行溝通，並藉此選擇潛在供應商。潛在供應商應向現代美容提供樣品，以確保產品質量及技術實力。通過一系列嚴格的內部評估後，供應商將被確定為合資格供應商。

為確保整個供應鏈中的所有風險最小化，本集團在供應鏈管理中進一步採取以下措施。在選擇供應商時，應至少選擇3個供應商，並經參考其產品質量及價格進行比較。現代美容不定期對合資格供應商的服務進行績效評估。未通過評估的供應商將從合資格供應商名單中移除。本集團與供應商保持緊密溝通，如就合作建議召開非正式會議，確保供應鏈不會出現重大延誤。在與供應商合作之前，本集團可要求供應商簽署保密合同(如必要)。

回顧年度內，本集團針對中國內地包裝材料供應商進行若干次實地考察，並計劃於未來將考察範圍擴展至國外的其他主要產品供應商。

## B6 Product Responsibility

In the current competitive market, customers keep raising their demands on the quality of products and services. Modern Beauty understands that only best service value can earn the trust and support from customers. Therefore, the Group is committed to providing professional and safe beauty and healthcare services and is resolved to become the leader of the industry.

### Law compliance

In order to protect the legitimate rights and interests of end-users and consumers and to strengthen the supervision and control of the quality of products, Modern Beauty strictly abides by relevant laws and regulations on products' safety and health, advertising and labelling. In FY2017-2018, the Government of the Hong Kong Special Administrative Region advocates the regulation of medical instruments, including cosmetic equipment operated by the beauty industry. The Group actively responds to the call and strives to keep the cosmetic equipment and its operation normative.

### Quality of products and services

The safety and quality of products provided by the Group to large extent depend on the supplies. Therefore, the Group keeps a close track and sound management of suppliers. The Group gives priority to allergy-free, non-hazardous, petrochemical-free products with natural fragrance during procurement in order to ensure a secure client experience. The Group also has professional project team with proper licence to provide beauty consultation services to customers for ensuring the service quality.

The Group offers a variety of booking channels, including online booking systems, mobile applications, emails and SMS, allowing customers to make appointments faster and more convenient. For the better management of the booking system, the Group has established clear and standardized processing time and service performance indicators for customers' appointments and inquiries.

The Group has developed "Guidelines of Sales" to prevent any false guidance to customers. All employees should understand, consent to and fully comply with relevant guidelines and *Trade Descriptions Ordinance (Cap. 362 of the Laws of Hong Kong)*. The Group provides employees with related trainings to make sure that any unfair sales practice can be eliminated at source, while sales with dignity and integrity can be promoted.

## B6 產品責任

在當今競爭激烈的市場中，客戶對產品和服務質量的要求不斷提高。現代美容深知，唯有最佳服務價值才能得到客戶的信賴與支持。因此，本集團致力提供專業和安全的美容保健服務並決心成為行業的佼佼者。

### 遵守法律

為保障終端用戶和消費者的合法權益及加強對產品質量的監督管理，現代美容嚴格遵守產品健康安全、廣告和商標相關的法律及規例。於二零一七年至二零一八年財政年度，香港特別行政區政府呼籲對醫療儀器(包括美容行業經營的美容設備)進行監管。本集團積極響應該呼籲，並盡力保持美容設備及其運作規範。

### 產品與服務的質素

本集團所提供產品的安全與質素很大程度上取決於供給。因此，本集團保持對供應商的密切跟蹤及妥善管理。本集團在採購時優先考慮防過敏、無毒害、不含石油化學產品和含天然芳香劑的產品，以確保安全的顧客體驗。本集團亦擁有為顧客提供美容諮詢服務的專業項目團隊，確保服務質素。

本集團提供各種預約渠道，包括網上預約系統、移動應用程式、電郵和短訊，讓顧客可以更方便快捷地預約。為更好地管理預訂系統，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。

本集團已制定《銷售指引》，以防止對顧客的任何誤導。全體僱員均應明白、同意並嚴格遵守有關指引及《商品說明條例》(香港法例第362章)。本集團為僱員提供相關培訓，以確保從源頭上消除任何不良銷售手法，同時令有尊嚴和誠信的銷售得以推行。

### Complaints

The Group values each customer's experience and actively collects customers' feedback through surveys on social platforms to facilitate the Group's continuous improvement on safety and quality of products and services.

Customers are able to express their opinions through service hotline, online feedback collection, mail, and fax. The Group would response to customers' enquiry, recommendation and complaints within 7 days, and update relevant customers with latest dealing progress. Complaints that are not resolved within two weeks will be transferred to the manager.

### Advertising

The Group has issued internal guideline to ensure that the publicity and advertising materials comply with local laws and regulations, and any false statements or exaggerations on products are strongly prohibited. All promotional and advertising material content should be legal, fair and honest.

### Labelling

The Group has established strict policies to manage the labelling of product. All the products must clearly indicate the product name, capacity, origin, efficacy, composition, direction of use, product effective date and validity period, so consumers can easily and quickly understand and use products in a safe way.

### Privacy matters

Modern Beauty values the protection of personal information, hence the collection and use of customer information are included in the "Company Policies", ensuring that all employees are informed of and should comply with the relevant guidelines.

Modern Beauty has installed facial recognition system to recognise the identity of customers, by which customers have no need to present ID cards for lowering information leakage risks. The Group emphasizes the security of "Point of Sales" system, and will prevent any person from viewing customer information without authorization. IT Department also sets different data enquiry permit range according to the management level. "Physical Access Security Control Procedure" is established to prevent any information leakage as well.

### 投訴

本集團重視每位顧客的體驗，並透過社交平台的調查積極收集顧客的反饋，以促進本集團對產品和服務的安全與質素持續改進。

顧客亦可以透過服務熱線、網上意見反映、郵遞及傳真等不同渠道發表意見，本集團會於七天內回覆顧客查詢、建議和投訴，並將最新處理情況告知有關顧客，兩個星期內未能解決的投訴則須轉介業務經理。

### 廣告

本集團已發佈內部指引，確保宣傳和廣告材料符合當地法律及法規，嚴禁對產品進行虛假陳述或誇大宣傳。所有推廣和廣告內容均應合法、公平及可靠。

### 標識

本集團已制定嚴格政策來管理產品標籤。所有產品須清楚標明產品名稱、容量、產地、功效、成分、使用說明、產品生產日期及有效期，故消費者可方便快捷地瞭解及安全地使用產品。

### 隱私事宜

現代美容重視個人資料的保護，因此，將有關收集和使用顧客資料的指引納入《公司政策》，確保所有僱員均得悉並遵守相關指引。

本集團已採用人臉識別系統確認顧客身份，顧客毋須出示身份證件，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。資訊科技部門亦根據管理層級別設置不同的數據查詢許可範圍。本集團已制定《門禁安全控制程序》，以防止任何資料洩露。

The Group introduces the purpose and standards of data collection, usage and disclosure of customer information and regulations through internal policy named "Personal Information Protection Policies and Implementation" to all employees. They must strictly follow the requirements of data protection under the employment contract, including non-disclosure of customer information in any situation. The Group prohibits employees to provide any customer data to a third party without customer's authorization.

#### Intellectual property

The Group actively protects its intellectual property by following the intellectual property application procedures in Hong Kong for its trademark. The Group has hired legal advisors to provide professional advice for the protection of intellectual property rights, and appointed internal legal personnel to monitor and prevent any act of intellectual property infringement.

#### B7 Anti-corruption

The Group upholds that corporate social responsibility is based on integrity operation. To maintain a fair, ethical and efficient business and working environment, the Group strictly adheres to the local laws and regulations relating to anti-corruption and bribery, irrespective of the area or country where the Group conducts its business, such as the *Prevention of Bribery Ordinance (Cap. 201 of the Laws of Hong Kong)*.

The Board are required to make a statement in writing form to the internal department with any direct or indirect financial interest in the business of the Group or competition with the business of the Group.

For the anti-corruption practice in the supply chain, the Group has established "Rules of Buyers" and made every attempt to specify the anti-corruption guidelines for employees. Employees who break the rules will be punished according to the situation.

#### Rules of Buyers:

- Procurement of items or projects should be considered with the quotations from at least three companies;
- All procurement payment should be handled by the Accounting Department, while other departments should be held responsible for the inspection and acceptance of procurement. Buyers should only be responsible for price negotiation;
- Buyers are prohibited from conducting non-business transactions or gatherings with suppliers in private without the approval of managers;

本集團透過內部政策(即《個人資料保護政策及執行》),向全體僱員說明收集、使用及披露顧客資料的用途及規範。全體僱員必須嚴格遵守列於僱傭合同中有關受保護資料的要求,包括在任何情況下不得洩露顧客資料。本集團禁止僱員在未經顧客授權下向第三方提供任何顧客數據。

#### 知識產權

本集團透過根據香港知識產權申請程序獲得商標,積極保護其知識產權。本集團已聘請法律顧問就保護知識產權提供專業建議,並任命內部法律人員監督及防止任何侵犯知識產權的行為。

#### B7 反貪污

本集團深信誠信經營是企業社會責任的基礎。為維持一個公平、道德及高效的業務和工作環境,本集團於其開展業務的任何地區或國家均嚴格遵守當地有關反腐败反賄賂的法律及法規,例如《防止賄賂條例》(香港法例第201章)。

董事會須向內部部門就於本集團業務的任何直接或間接財務利益或與本集團業務存在競爭的任何直接或間接的財務利益作出書面聲明。

於供應鏈的反貪污措施方面,本集團已制定《採購員守則》,盡一切努力針對僱員制定反貪污指引,並視情況處罰違反守則的僱員。

#### 採購員守則:

- 採購物品或工程需要提交三間以上不同公司的報價;
- 所有貨款由會計部負責,驗貨事宜由其他部門負責,採購員只負責議價;
- 採購員不得與供應商有私下非業務的交易或聚會,除非得到主管批准;

## SOCIAL SUSTAINABILITY

### 社會可持續性

- For major projects or procurement, it should be arranged with quotations from more than one buyer; and
- Employees should counsel and meet with new suppliers from time to time to assess the reasonableness of existing quotations.

The Group has no tolerance to any corruption and sets whistle-blowing policy for employees and outsiders to report any suspicious operations including any person whose act conflicts with the Group's interests and any company which is involved in the bribery and corrupt with the Group. Whistle-blowers can report verbally or in writing to their department or the senior management of the Group for any suspected misconduct with full details and supporting evidence. The management will conduct investigations against those suspicious illegal behaviours to protect the Group's interests.

During the year under review, the Group was not in violation of any of the relevant laws and regulations in relation to bribery, extortion, fraud and money laundering that have a significant impact on the Group.

## COMMUNITY

### B8 Community Investment

As a corporate citizen, the Group realises the importance of making a positive contribution to the communities where the Group operates, and always prioritises the interests of the communities, especially the local employment, as one of its social responsibilities. In FY2017-2018, Modern Beauty focused on the community investment and participated in several activities to facilitate the harmony of the operating regions, including hiring employees from Employees Retraining Board and holding donation activities.

Modern Beauty is dedicated to cooperating with government authorities and NGOs, providing skill trainings and employment opportunities for women. In FY2017-2018, the Group hired 17 Employees Retraining Board students as salon employees, which greatly helped the community to maintain a harmonious and safe environment. Besides, the charity institution of the Group arranged a donation event in shops during the year under review.

To commend the marvellous effort that the Group made in supporting the development of community, the Group has been honoured to be rewarded as Caring Company for 8 consecutive years.

- 大型工程或採購事項安排多於一名的採購員同時報價；及
- 需要不定期建議和約見新的供應商，以評估現時價格的合理性。

本集團絕不容忍任何腐敗行為，並為僱員及外部人員設立舉報政策，以報告任何可疑行為，包括任何行為與本集團利益有衝突的人士，以及任何參與賄賂及敗壞本集團的公司。舉報人可口頭或書面向自身部門或本集團高級管理層報告任何可疑的不當行為，並提供完整細節及證明材料。管理層會對該等可疑的非法行為進行調查，以保護本集團的利益。

於回顧年度內，本集團並無涉及任何有關防止賄賂、勒索、欺詐及洗黑錢的對本集團有重大影響的法律及法規。

## 社區

### B8 社區投資

作為企業公民，本集團認識到對其營運所在社區作出積極貢獻的重要性，並總是優先考慮社區的利益。尤其是，將當地就業視為本集團的社會責任之一。於二零一七至二零一八財政年度，現代美容專注於社區投資，並參加多項活動以促進營運地區的和諧發展，包括自僱員再培訓局聘用僱員及舉辦慈善活動。

現代美容致力於與政府機構和非政府組織合作，為女性提供技能培訓和就業機會。於二零一七至二零一八財政年度，本集團聘用17名僱員再培訓局學員作為美容院僱員，大大有助於維護社區環境的和諧和安全。此外，本集團的慈善團體於回顧年度內業已安排一項慈善活動。

為表彰本集團在支持社區發展方面所做出的非凡努力，本集團已連續八年榮獲「商界展關懷」獎項。



The Group believes that enterprise and the communities in the operating regions are inseparable.

To better fulfill its social responsibilities, the Group will keep playing a positive role in beauty industry and pushing forward its concrete efforts to pursue the harmonious and symbiotic prosperity with communities.

本集團認為，企業與運營地區的社區是不可分割的。

為更好地履行社會責任，本集團將繼續在美容界發揮積極作用，並以實際行動為推動與社區的和諧共榮而努力。





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