



## 可持續發展報告

## Sustainability Report

### 可持續發展報告編寫指引

### Guidelines for Preparing the Sustainability Report

以下章節僅為本集團的可持續發展報告提供高階的方向性指引供本集團管理層參考：

The below sections provide high-level guidelines solely for the Group to prepare its Sustainability Report, as reference for the Group's management:

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## 董事會聲明

各位股東及合作夥伴，

卓悅很高興發佈本可持續性報告（「報告」），涵蓋管治結構、可持續性策略、風險管理和2021年1月1日至12月31日期間的重點成就。

2021年對零售行業仍然是具挑戰性的一年。卓悅集團開始了一個數字化轉型之路，不僅應用於前線，還在轉變內部流程和結構以變得更有效率。我們通過全球電子商務「HKMall（香港貓）採用「綠色」策略，所有核心業務均為無紙化操作。這保護了我們的環境，使我們變得更具生產力和高效。

我們繼續目睹供應鏈中斷、各地的疫情封鎖和運輸延誤。儘管面臨這些挑戰，集團繼續以毫不動搖地專注於客戶和商業夥伴，應對全球大流行的影響。集團致力於承擔開發和運營責任、可持續和靈活的解決方案生態系統，同時保護和增強我們為消費者提供的美容解決方案。展望未來，我們已確定了改進的機會，並設定了發展供應鏈和產品可持續性實踐的目標。我們將繼續利用我們的電子商務平台，並與行業合作夥伴合作，解決挑戰並建立韌性。由於我們的使命是為各消費者和持份者帶來「美容、健康和美好的生活」，我們致力於提供優質的解決方案，管理我們對環境、與社會大眾的關係以及我們的長期企業管理所產生的影響。

我們的願景是繼續提供優質產品，並通過遵循關注人、夥伴和地球的價值觀來改善組織健康。展望未來，我們相信我們正提升各項機會，為各客戶、供應商和我們的業務合作夥伴創造價值。我們將與董事會合作建立ESG項目以提升集團在碳減排的足跡。

## Board Statement

Dear Stakeholders,

Bonjour is pleased to deliver the Sustainability Report (the “Report”) covering the governance structure, sustainability strategies, risk management and highlights about our achievements during the year from 1 January 2021 to 31 December 2021.

2021 continued to be a challenging year for the retail industry. Bonjour Group has embarked on a digital transformation journey applying not just the front-line, but also in transforming internal processes and structure to become more efficient. We adopt a “green” strategy through the global eCommerce “HKMall” and all the core operations are paperless. This protects our environment and allows us to become more productive and efficient.

We continued to witness supply chain disruptions, pandemic lockdowns in various parts of the world and shipment delays. Despite these challenges, the Group continued to navigate the impact of the global pandemic with unwavering focus on our customers and business partners. The Group is committed to develop and operate a responsible, sustainable and agile solutions ecosystem while safeguarding and enhancing the beauty solutions offered to our consumers. Looking ahead, we have identified opportunities for improvement and set goals to develop sustainability practices along our supply chain and product offering. We will continue to leverage our eCommerce platform and work with industry partners to address challenges and build resilience. Our mission is to bring “Beauty, Health & Beautiful Life” to our consumers and stakeholders, we are committed to delivering quality solutions and managing our impact on the environment, our relationship with society at large, and our long-term corporate governance.

Our aspiration is to continue to deliver quality products and improve organizational health by living our values around people, partners, and the planet. As we look to the future, we believe there are improving opportunities in creating value for our customers, our suppliers and our business partners. We will work with the Board to establish ESG initiatives to enhance the Group footprint towards carbon reductions.

可持續發展報告 (續)

Sustainability Report (continued)

董事會聲明 (續)

Board Statement (continued)

今年，我們的員工和業務合作夥伴進行了合作解決疫情的問題和挑戰。感謝他們的奉獻和遠見，我們已經開始了在電子商務業務的環境和社會可持續性發展。我僅此再次感謝我們的股東、董事會、和員工的持續支持和貢獻。

This year, our employees and business partners have collaborated to resolve the issues and challenges of the pandemic. Thanks to their dedication and vision, we have started the journey of the environmental and social sustainability of our eCommerce business. I would once again like to thank our shareholders, Board of Directors, and employees for their continuous support and contribution.

陳健文先生  
主席  
2023年4月

**Mr. Chen Jianwen**  
Chairman  
April 2023

## 目的

卓悅集團及其子公司(以下簡稱「卓悅」、「本集團」、「我們」)很高興向持份者呈現這可持續發展報告(以下簡稱「報告」)，報告概述了本集團在報告年度期間的環境、社會及管治的項目和成就，以便持份者了解本集團可持續發展的進展和方向。

本報告所披露的信息來自本集團的官方文件、統計數據或公共數據。董事會負責本報告內容的有效性、準確性和完整性。我們歡迎持份者提供意見和建議。您可以通過撥打+852 2872 2872或寄送至香港荃灣橫窩仔街36-50號卓悅大廈12樓提供有關可持續性報告或我們的可持續性策略的反饋。

## 報告範圍

集團的董事負責確定本報告的範圍，報告期為2021年1月1日至2021年12月31日(以下簡稱「報告期」或「年度」)，與本集團財務年度一致。本可持續性報告披露的信息涵蓋本集團在香港總部、香港運營的9家實體零售店和澳門運營的2家實體零售店等主要經營活動。我們的主要業務包括零售業務和電子商務。

## 報告原則

本報告按照《香港聯合交易所證券上市規則》附錄27的環境、社會及管治報告指引編製。本報告中披露的信息符合環境、社會及管治報告指引中包含的「遵守或說明」條款。本報告應和集團的2021年年度報告一併閱讀，後者包含了對其財務表現和企業治理的全面審查。本報告中的環境、社會及管治指引內容索引列於本報告的附錄3中，概述了環境、社會及管治指引的應用方式。本報告已經董事會審閱、確認和批准。

## Objective

Bonjour Holdings Limited and its subsidiaries (“Bonjour”, “the Group”, “We”) are pleased to present the Sustainability report (the “Report”), which summarized the ESG initiatives and accomplishments to stakeholders during the Reporting Year, so that the stakeholders can understand the progress and direction of the sustainable development of the Group.

The information disclosed in this report comes from official documents of the Group, statistical data or public data. The board of directors is responsible for the truthfulness, accuracy and completeness of the contents of this report. We welcome comments and suggestions from stakeholders. You can provide feedback on the Sustainability Report or our sustainability strategy by calling +852 2872 2872 or mailing to 12/F, Bonjour Tower, 36-50 Wang Wo Tsai Street, Tsuen Wan, Hong Kong.

## Reporting Scope and Boundaries

The directors of the Group are responsible for determining the scope of this Report, the reporting period of which is from 1 January 2021 to 31 December 2021 (the “Reporting Period” or “Year”), which is consistent with the Group’s financial year. The information disclosed in this Sustainability Report covers major operations including the Group’s headquarters in Hong Kong, 9 retail stores operating in Hong Kong and 2 retail stores in Macau. Our principal activities include retail business and eCommerce.

## Reporting Principles

This report was compiled in accordance with the ESG Reporting Guide under Appendix 27 of the Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong Limited. Information disclosed in this Report complies with the “Comply or Explain” provisions contained in the ESG Reporting Guide. This Report should be read in conjunction with the Group’s 2021 Annual Report, which contains a comprehensive review of its financial performance and corporate governance. The ESG Guide content index set out in Appendix 3 to this report outlines how the ESG Guide has been applied. This Report has been duly reviewed, acknowledged and approved by the board of directors.

環境、社會和管治報告策略

全球大趨勢，例如氣候變化、地緣政治變化、數字轉型引起的零售業干擾以及COVID-19疫情，使得環境、社會和管治方面議題成為企業實現更可持續未來的關鍵。本集團正在努力實施技術和解決方案，以更有效率地運營，同時探索未來的盈利和可持續性機會。本集團正在制定符合聯合國可持續發展目標(SDGs)的可持續性策略，包括環境、社會和管治三大支柱。我們的2021-2022年度重點是在三個關鍵焦點領域中制定一套關鍵績效指標：1) 創新和可持續性，2) 員工，和3) 負責任的商業運營。

Sustainability strategy

Global mega-trends such as climate change, geopolitical shifts, disruptions in retail through digital transformation, as well as the COVID-19 pandemic have made ESG issues become critical for business for a more sustainable future. The Group is striving to implement and coming up with solutions to operate more efficiently while exploring new opportunities for future profitability and sustainability. The Group is developing a sustainability strategy in alignment with the United Nations' Sustainable Development Goals (SDGs) with three key pillars of environment, society and governance. Our priority in 2021-2022 is to develop a set of key performance metrics in the three key focus areas: 1) Innovation & sustainability, 2) Workforce; and 3) Responsible business operation.



報告原則 (續)

1) 創新和可持續性

本集團誠諾實施數字化的解決方案和創新應用，以達到零售業務的轉型、並提升客戶體驗和增強整體商業和環境、社會和管治報告績效。2021年，我們獲得零售科技大獎並實現供應鏈可持續性的獎項。本集團正在努力識別、投資和實驗與優質產品或可持續供應鏈相關的端到端數碼轉型，為設計、製造、融資到可持續的商業績效都有良好的基礎。

集團通過香港貓實現在線交易，大大減少了與傳統實體零售業務相關的碳足跡。這包括降低能源消耗、減少廢物產生和減少運輸排放。在社會層面，本集團透過香港貓電子商務平台，有效地讓商戶在存貨過多或清倉時以大幅折扣向低收入社區提供產品。我們的電子商務平台的數字化特性有助於提高透明度並支持負責任採購。此外，本集團免費為年輕人提供培訓，以學習和實踐電子商務業務。這為年輕一代創造了創業精神並拓寬了職業前景，以在其職業發展中趕上數字時代，從而促進經濟增長和社會流動性。在管治方面，通過免費向商戶提供我們的電子商務平台香港貓的上傳和運營，這些技術幫助集團以及我們的客戶（商戶）追蹤、監察和報告ESG績效，梳理合規並促進可持續發展的商業文化。

來年，集團將繼續投資電子商務平台，為客戶提供優質和可持續的產品，並尋求優質業務合作夥伴，為消費者提供美容、健康和具優質生活元素的產品和服務解決方案。

Reporting Principles (continued)

1) Innovation & sustainability

The Group is committed to implement digital solutions and innovative applications to transform the retail business and enlighten our customers and enhance the overall business and ESG performance. In 2021, we won an award in capitalising on new digital opportunities transforming the retail industry and enabling supply chain sustainability. The Group is working to identify, invest, and experiment in end-to-end digital transformation related to quality products or sustainable supply chain. We lay the groundwork from design, manufacturing, and financing to sustainable business performance.

The Group, by enabling online transactions via HKMall, has significantly reduced the carbon footprint associated with traditional brick-and-mortar retail operations. This includes lower energy consumption, decreased waste generation, and reduced transportation emissions. Socially, the Group via HKMall eCommerce platform has efficiently enabled merchants in offering their products at great discounts as a result of over-stocking or for clearance to lower-income community. The digital nature of our eCommerce platform helps promote transparency and supports ethical sourcing. Further, the Group have freely conducted training for young people to learn and practice eCommerce business. This created entrepreneurship and widened career prospects for young generation to catch up with the digital era in their career development, contributing to economic growth and social mobility. Governance-wise, by offering our eCommerce platform HKMALL free to merchants in their uploads and operations, these technologies help the Group as well as our clients – the merchants – to track, monitor, and report on ESG performance, streamlining compliance and fostering a sustainable business culture.

In the coming year, the Group will continue to invest in the eCommerce platform and able to offer quality and sustainable products to our customers, as well as seeking quality business partners to provide beauty, health and lifestyle products and service solutions to our consumers.



(Left): The Group won IFAPC's "Outstanding Listed Company Award"  
(左圖)：集團在2021年獲IFAPC頒發之「上市公司大獎」

(Right): The Group won the "Grand Award Use of Technology – Best Retail Innovation" in 2021  
(右圖)：集團在2021度獲得「最佳零售創新一科技應用大獎」

報告原則 (續)

Reporting Principles (continued)

2) 員工

2) Workforce

賦予員工新工具，以提高他們的商業的實踐，支持本集團確保關鍵人力資本及人才儲備。我們的電子商務平台和運營的數字化性質大大減少了人手操作的所需資源，從而將人力釋放到更多高增值工作上。本集團已提升員工在新零售和可持續商業業務方面的技能，並在數碼電子商務業務方面對員工進行再培訓，為迎接更綠色的未來做好準備。本集團已實施關於培訓的績效指標，例如職業安全和健康，和員工滿意度等。來年，集團將通過與大學、非牟利組織和其他團體的合作，努力建立一個強大的具有ESG能力的甄選渠道，以實現長期可持續發展。

The group has empowered employees with new tools on digital platform to enhance their working practices and support the Group to ensure availability of crucial human capital. The digital nature of our eCommerce platform and operations has significantly reduced headcounts for manual tasks, hence releasing the manpower to more value-added work. The Group has upskilled employees on new retail and sustainable business practices, and retrained employees in digital eCommerce business to prepare them for a greener future. Metrics were set to measure the training hours on various topics e.g. safety and health and employee satisfactions. In the coming year, the Group will work to build a robust pipeline of candidates with ESG capabilities through partnerships with universities, non-profits and other organisations, in order to achieve long term sustainability.

3) 負責任的業務

3) Responsible Business

通過數據和分析，集團能夠簡化材料採購和向客戶交付產品。這樣可以減少資源浪費，減少交通排放，並減少總體環境足跡。我們可以在數碼平台上分享有關材料和產品的來源及其整體環境和社會影響的詳細信息。然後，消費者可以對他們購買的商品做出負責任的選擇。這使公司更容易建立信譽並真實地循線上將其負責任的商業行為傳達給消費者。集團透過售後反饋，追蹤投訴並跟進，以確保所有投訴得到解決方案。本集團可以跟進和報告改善措施。本集團將繼續投資於數據管理能力、流程及系統整合以達到更大的銷售價值，滿足消費者的需求。本集團將促進高質量媒體銷售企劃，推動負責任的消費和為消費者的健康和福祉提供可持續發展的產品。

With data and analytics, the Group is able to streamline the sourcing of materials and delivery of products to customers. This results in less wasted resources, reduced emissions from transportation and a smaller environmental footprint overall. We can share details on digital platform on where materials and products come from as well as their overall environmental and social impact. Consumers can then make responsible choices about what they purchase. This makes it easier for companies to credibility and authentically convey their responsible business practices to consumers online. The digital platform facilitates collection of consumers' after-sales response, and tracking of any complaints arise and follow up actions to ensure all complaints are responsibly resolved. The Group will promote quality media communication to drive responsible consumption and offer sustainable products for the health and well-being of the consumers. The Group will continue to invest in data-management capabilities and process and system integration to capture greater value and meet the needs of consumers.



The Group won a "GBA Corporate Social Responsibility Award" in 2021  
集團在2021年度獲頒發「大灣區企業社會責任大獎」



報告原則 (續)

Reporting Principles (continued)

3) 負責任的業務 (續)

3) Responsible Business (continued)

在數字化進程中，卓悅控股有限公司榮獲環境社會及企業管治基準學會(IESGB)所頒發的環境、社會、企業管治企業新星金獎及環境、社會及企業管治成就特別大獎銀獎。此等獎項是進一步對本集團構建發展一個對環境友善的電子商務平台的認可。本集團全力推展並投入到「科技+消費」的企業理念，秉承集團「美容、健康和美好的生活」的企業願景，為各消費者及持份者提供可持續性的數字服務，並與環境、社會共同成長，為香港的可持續發展出一分力。

Along the digital innovation journey, Bonjour Holdings Limited won the Gold and Silver awards respectively of “The ESG Rising Star” and “The Outstanding ESG Company” by the Institute of ESG & Benchmark (IESGB) in 2021. This further recognised the Group’s efforts and dedication in developing an environmental friendly eCommerce platform that supports “technology + consumption”. This is in alignment of the Group’s vision in bringing “Beauty, Health & Beautiful Life” as well as sustainable business practices and digital services to consumers and stakeholders, contributing to sustainable development of Hong Kong.



Bonjour Holdings Limited won Gold Award in “Special ESG Awards – The ESG Rising Star”, and Silver Award in “Special Awards (Criteria set by Fund Managers) – Outstanding ESG Company” from Institute of ESG & Benchmark (IESGB) in 2021

卓悅控股在2021年度，獲IESGB頒發「環境、社會、企業、管治企業新星」金獎及「特別大獎-傑出ESG企業」銀獎

報告標準

Reporting Standards

在編製本報告時，我們根據「重要性」、「量化」、「平衡」和「一致性」等報告原則概述了本集團的ESG表現。請參閱下表，了解我們對這些報告原則的理解和回應。

In the preparation of this Report, we outline the ESG performance of the Group based on the reporting principles of “Materiality”, “Quantitative”, “Balance” and “Consistency”. Please refer to the table below for our understanding of and response to these reporting principles.

原則 Principle	內容 Context	我們的行動 Our Action
重要性 Materiality	報告應包含反映重要環境、社會和管治報告影響或顯著影響持份者的問題。 The Report should contain issues that reflect material ESG impact or substantially affect stakeholders.	我們與持份者進行溝通，了解他們關注反映重要環境、社會和管治報告影響的問題，並進行重要性評估，確定重要主題。 We communicated with our stakeholders to understand their concerns relating to issues that reflect material ESG impact and conducted materiality assessment to identify the material topics.
量化 Quantitative	報告應以可以衡量的方式披露關鍵績效指標。 The Report should disclose key performance indicators in ways that can be measured, so that the effectiveness of ESG policies and management systems can be evaluated and validated.	我們披露了關鍵績效指標、定量信息以及收集數據的方法，如適用。 We disclosed key performance indicators, quantitative information and the methodologies in collecting the data where applicable.
平衡 Balance	報告應提供我們表現的客觀描述。 The Report should provide an unbiased picture of our performance. The Report should avoid selections, omissions, or presentation formats that may inappropriately influence a decision or judgment by the Report reader.	我們讓環境、社會和管治報告報告保持平衡，公平披露關鍵環境、社會和管治報告方面。我們在本報告中披露了成就和挑戰。 We kept the ESG report balanced and made fair disclosures on key ESG aspects. We disclosed both achievements and challenges in this Report.
一致性 Consistency	報告應在時間上使用一致的環境、社會和管治報告數據方法。 The Report should use consistent methodologies of ESG data over time. Any changes to the methods used or any other relevant factors affecting the methodologies should be disclosed in the Report.	我們根據環境、社會和管治報告報告指南進行報告，在本報告中採用一致的方法。我們在本報告中採用了一致的方法。 We reported in accordance with the ESG Reporting Guide and adopted consistent methodologies in this Report. We adopted consistent methodologies in this Report and there are no material changes in the reporting approach and methodologies from those adopted by the Group in the previous reporting period.

持份者參與

本集團認為，了解並採取行動應對關鍵持份者的關注和期望是實現可持續發展的目標。本集團通過不同的溝通渠道積極與主要持份者進行溝通，以確保重要持份者的評論和反饋能夠得到有效和及時的解決。下表顯示了卓悅確定的主要持份者的期望和關注，以及相應的管理層回應。

Stakeholder Engagement

The Group believes that understanding and taking actions to tackle key stakeholders' concerns and expectations is the goal to achieve sustainable development. The Group actively communicates with key stakeholders through different communication channels in order to ensure comments and feedbacks from major stakeholders could be effectively and timely addressed. The following table shows the expectations and concerns of the major stakeholders as identified by Bonjour, and the corresponding management responses.

持份者 Stakeholders	溝通渠道 Communication Channels	期望與關注 Expectations and concerns	管理層反饋 Management Feedback
顧客 Customers	<ul style="list-style-type: none"> <li>- 客戶服務電話</li> <li>- Customer service call</li> <li>- 回饋意見</li> <li>- Feedback</li> <li>- 會員活動</li> <li>- Members activities</li> <li>- 訪談</li> <li>- Interview</li> <li>- 調查</li> <li>- Survey</li> <li>- 手機應用程式</li> <li>- Mobile App</li> </ul>	<ul style="list-style-type: none"> <li>- 客戶服務和體驗</li> <li>- Customer service and experience</li> <li>- 產品品質</li> <li>- Product quality</li> <li>- 行銷實務</li> <li>- Marketing practices</li> <li>- 健康、安全和 COVID-19防護</li> <li>- Health, safety and COVID-19 protection</li> <li>- 資源效率</li> <li>- Resource efficiency</li> </ul>	<ul style="list-style-type: none"> <li>- 確保遵守合約義務以保護客戶的權益和利益；</li> <li>- Ensuring contractual obligations are in place to protect customers' benefits and rights;</li> <li>- 通過提供高質量的服務和產品來令客戶滿意度令最大化；</li> <li>- Maximizing customers' satisfaction by providing high quality services and products;</li> <li>- 承諾不因公共衛生事件導致防疫用品短缺而提高價格；以及</li> <li>- Pledge not to increase prices due to shortages of epidemic prevention supplies resulting from public health incidents; and</li> <li>- 積極研究無接觸購物的可行性</li> <li>- Actively research the feasibility of contact-less shopping</li> </ul>

持份者參與 (續)

Stakeholder Engagement (continued)

持份者 Stakeholders	溝通渠道 Communication Channels	期望與關注 Expectations and concerns	管理層反饋 Management Feedback
員工 Employees	<ul style="list-style-type: none"> <li>- KOL培訓</li> <li>- KOL Training</li> <li>- 社交活動</li> <li>- Social gatherings</li> <li>- 培訓工作坊</li> <li>- Development workshop</li> </ul>	<ul style="list-style-type: none"> <li>- 薪酬福利</li> <li>- Compensations and benefits</li> <li>- 職業發展</li> <li>- Career development</li> <li>- 職業健康與安全</li> <li>- Occupational health and safety</li> <li>- 彈性工作安排</li> <li>- Flexible work arrangement</li> </ul>	<ul style="list-style-type: none"> <li>- 使用無害的消耗品，如零售店使用的環保熱敏紙；</li> <li>- Use non-hazardous consumables, such as environmentally friendly thermal paper used in retail stores;</li> <li>- 新晉培訓中納入COVID-19預防和控制，以提高員工對防疫的認識；</li> <li>- Include COVID-19 prevention and control into the induction training to improve employees' awareness of epidemic prevention;</li> <li>- 在疫情期間為員工提供免費的防疫用品；</li> <li>- Provide employees with free anti-epidemic supplies during the pandemic;</li> <li>- 擴大職業安全培訓，提高已受過培訓的員工比例；</li> <li>- Expand occupational safety training and increase the percentage of trained employees;</li> <li>- 創造舒適的工作環境；</li> <li>- Creating a comfortable working environment;</li> <li>- 優化辦公室的托兒室，為哺乳母親提供私人空間；</li> <li>- Optimize the nursery room in the office to provide private space for breastfeeding mothers;</li> <li>- 鼓勵員工參加持續教育和專業培訓，以增強能力；以及</li> <li>- Encouraging employees to participate in continuous education and professional training to enhance competency; and</li> <li>- 確保遵守合約義務以保護勞工權益。</li> <li>- Ensuring contractual obligations to protect labor rights.</li> </ul>

持份者參與 (續)

Stakeholder Engagement (continued)

持份者 Stakeholders	溝通渠道 Communication Channels	期望與關注 Expectations and concerns	管理層反饋 Management Feedback
股東 Shareholders	<ul style="list-style-type: none"> <li>- 年度和中期報告</li> <li>- Annual and interim reports</li> <li>- 股東大會</li> <li>- Annual general meetings</li> <li>- 港交所公告</li> <li>- Announcements in HKEx</li> </ul>	<ul style="list-style-type: none"> <li>- 投資回報</li> <li>- Return on investment</li> <li>- 利益保護</li> <li>- Interest protection</li> <li>- 資訊透明度</li> <li>- Information transparency</li> <li>- 經營風險管理</li> <li>- Operating risks management</li> <li>- 商業道德和信譽</li> <li>- Business ethics and credibility</li> <li>- 可持續發展報告</li> <li>- Sustainability reports</li> </ul>	<ul style="list-style-type: none"> <li>- 透過年度股東大會確保透明度和有效溝通；</li> <li>- Ensuring transparency and efficient communications through annual general meetings;</li> <li>- 刊發年度和中期報告；以及</li> <li>- Publishing annual and interim reports; and</li> <li>- 在港交所定期刊發公告</li> <li>- Publishing regular announcements in HKEx.</li> </ul>
供應商 Suppliers	<ul style="list-style-type: none"> <li>- 商業會議</li> <li>- Business meetings</li> <li>- 電話</li> <li>- Telephone calls</li> <li>- 供應商評估</li> <li>- Supplier assessment</li> <li>- 創新工作坊</li> <li>- Innovation workshops</li> </ul>	<ul style="list-style-type: none"> <li>- 誠信</li> <li>- Integrity</li> <li>- 透明的採購流程</li> <li>- Transparent procurement process</li> <li>- 商業道德和信譽</li> <li>- Business ethics and credibility</li> <li>- 分享經驗</li> <li>- Share experiences</li> </ul>	<ul style="list-style-type: none"> <li>- 確保合約義務得到落實；</li> <li>- Ensuring contractual obligations are in place;</li> <li>- 根據法律履行合約；以及</li> <li>- Performing the contract in accordance with the law; and</li> <li>- 改善供應商選擇機制。</li> <li>- Improve the supplier selection mechanism.</li> </ul>

持份者參與 (續)

Stakeholder Engagement (continued)

持份者 Stakeholders	溝通渠道 Communication Channels	期望與關注 Expectations and concerns	管理層反饋 Management Feedback
社會監察者 Social monitors	<ul style="list-style-type: none"> <li>- 研討會</li> <li>- Seminars</li> </ul>	<ul style="list-style-type: none"> <li>- 減少集團內的用電量、用紙量和廢物量</li> <li>- Reduce electricity consumption, paper use and waste across the Group</li> <li>- 選擇不進行動物測試的產品</li> <li>- Choose products without animal testing</li> </ul>	<ul style="list-style-type: none"> <li>- 引入和使用OA系統實現無紙化的批准流程；</li> <li>- Introduce and use OA system to realize paperless approval process;</li> <li>- 在辦公室設置智能塑料瓶回收機；以及</li> <li>- Set up smart plastic bottle recycling machines in the office; and</li> <li>- 改善支持可持續發展的供應鏈系統。</li> <li>- Improve a supply chain system that supports sustainable development.</li> </ul>
社區 The Community	<ul style="list-style-type: none"> <li>- 社區投資和捐贈</li> <li>- Community investment and donation</li> <li>- 志願服務</li> <li>- Volunteering</li> <li>- 公司網站</li> <li>- Company website</li> </ul>	<ul style="list-style-type: none"> <li>- 參與社會事務</li> <li>- Involvement in society</li> <li>- 節能</li> <li>- Energy saving</li> <li>- 資源節約</li> <li>- Resources conservation</li> <li>- 社區發展和支持</li> <li>- Community developments and support</li> </ul>	<ul style="list-style-type: none"> <li>- 實施環保措施，減少、重複使用和回收資源以減少環境影響；</li> <li>- Implementing eco-friendly measures to reduce, reuse and recycle resources to minimize environmental impact;</li> <li>- 擴大集團志願者隊伍，增加參與慈善活動的員工人數和頻率；以及</li> <li>- Expand the Group's volunteer team, and increase the number of employees participating in charity activities and frequency; and</li> <li>- 維持年度捐贈。</li> <li>- Maintain annual donations.</li> </ul>

重要性評估

卓悅重視持份者的意見。在考慮持份者的期望時，我們分析了各種環境、社會和管治報告議題的重要性。為了確定業務運營的影響，考慮了業務策略目標和政策、行業標準、法律和監管責任、環境保護、資源利用、質量控制和員工保護等因素。

重要性評估的程序如下：

**步驟 1：辨識** – 參考環境、社會和管治報告指南中列出的可持續發展主題和行業最新趨勢，識別了16個環境、社會和管治報告議題，這些議題對持份者和我們的業務運營都具有更高的重要性。

Materiality Assessment

Bonjour values the opinion given by stakeholders. Taking the stakeholders' expectations into consideration, we analysed the importance of various ESG issues. Factors such as business strategy objectives and policies, industry standards, legal and regulatory responsibilities, environmental protection, use of resources, quality control and employee protection, etc. were considered in order to identify the impact of the business operations.

The procedures for the materiality assessment are as follow:

**Step 1: Identification** – With reference to the sustainability topics listed in the ESG Reporting Guide and the latest sustainability trends in the industry, 16 ESG issues were identified where they posed higher importance to both stakeholders and our business operation:

環境、社會及管治方面 ESG Aspects		編號 No.	環境、社會和管治報告議題 ESG Issues
A. 環境 A. Environmental	A1：排放量	1	能源管理和溫室氣體排放
	A1: Emissions	1	Energy management and GHG emissions
	A2：資源利用	2	資源循環利用
	A2: Use of Resources	2	Resource circularity
	A3：環境和自然資源	3	減少環境影響
A3: The Environment and Natural Resources	3	Minimizing Environmental impact	
A4：氣候變化	4	氣候相關議題	
A4: Climate Change	4	Climate-related issues	
B. 社會 B. Social	B1：就業	5	人才招聘和留任
	B1: Employment	5	Talent recruitment and retention
	B2：健康與安全	6	職業健康與安全
	B2: Health and Safety	6	Occupational health and safety
	B3：發展和培訓	7	員工發展
	B3: Development and Training	7	Employee's development
	B4：勞工標準	8	防止強迫和童工
	B4: Labour Standards	8	Prevention of forced and child labour
	B5：供應鏈管理	9	供應鏈可持續性
	B5: Supply Chain Management	9	Supply chain sustainability
	B6：產品責任	10	私隱保護和數據安全
	B6: Product Responsibility	10	Privacy protection and data security
		11	投訴處理
		11	Handling of complaints
		12	消費者購買行為
		12	Consumers' buying behaviour
	13	產品質量和責任	
	13	Product quality and responsibility	
	14	數字化和創新	
	14	Digitalization and innovation	
B7：反貪污	15	商業道德和反貪污	
B7: Anti-corruption	15	Business ethics and anti-corruption	
B8：社區投資	16	社區投資	
B8: Community Investment	16	Community investment	

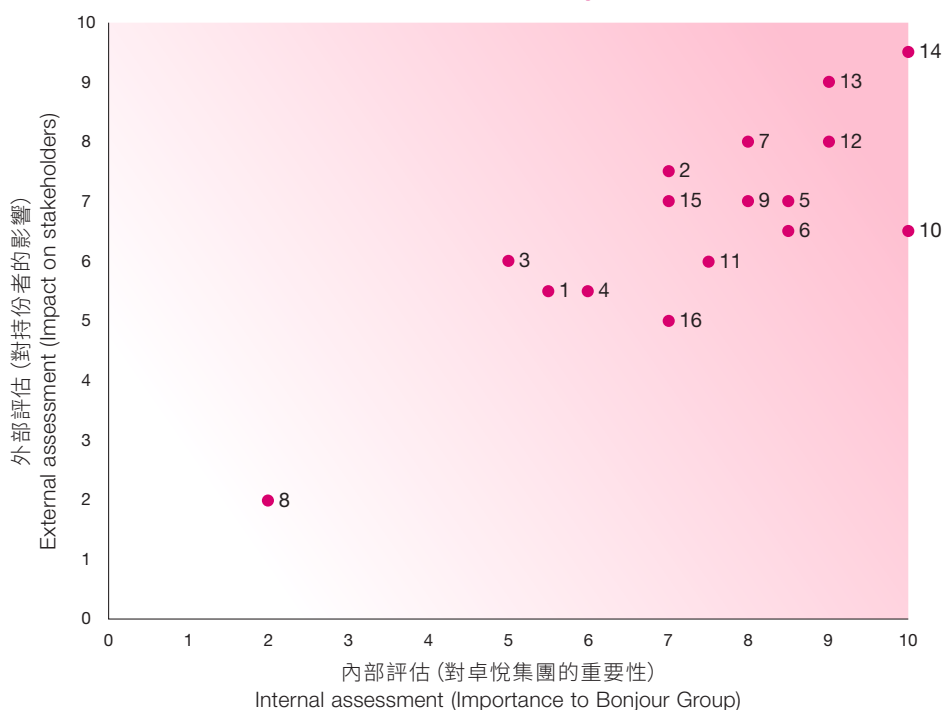
重要性評估 (續)

**步驟2：優先排序**—為了確定環境、社會和管治報告議題的重要性，我們根據高級管理層和關鍵持份者的觀點，對每個環境、社會和管治報告議題的相關性／重要性進行了評估和評分，評分範圍為0到10分（0為不相關，10為至關重要）。下面的重要性矩陣的垂直軸顯示外部評估結果（對持份者的影響），水平軸顯示內部評估結果（對業務的影響）。落在右上角的環境、社會和管治報告議題最為重要。

Materiality Assessment (continued)

**Step 2: Prioritisation** – To determine the materiality of the ESG issues, we have assessed and scored the relevance/importance of each of the ESG issues based on the views of our senior management and key stakeholders on a scale of 0 to 10 (0 is irrelevant and 10 is crucial). The vertical axis of the below materiality matrix shows the result of external assessment (impact on stakeholders) and the horizontal axis presents the internal assessment result (impact on business). The ESG issues that fall within top right-hand quadrant are of greatest importance.

重要性矩陣 Materiality Matrix



編號 環境、社會和管治議題

No. Topics of environmental, social and governance

14 數字化和創新 Digitalization and innovation	2 資源循環利用 Resource circularity
13 產品質量和責任 Product quality and responsibility	15 商業道德和反貪污 Business ethics and anti-corruption
12 消費者購買行為 Consumers' buying behaviour	11 投訴處理 Handling of complaints
10 私隱保護和數據安全 Privacy protection and data security	16 社區投資 Community investment
7 員工發展 Employee's development	4 氣候相關議題 Climate-related issues
5 人才招聘和留任 Talent recruitment and retention	1 能源管理和溫室氣體排放 Energy management and GHG emissions
6 職業健康與安全 Occupational health and safety	3 減少環境影響 Minimizing Environmental impact
9 供應鏈可持續性 Supply chain sustainability	8 防止強迫和童工 Prevention of forced and child labour



### 重要性評估 (續)

**步驟3：應用**－根據重要性矩陣，我們確定了「數字化和創新」、「產品質量和責任」、「消費者購買行為」和「隱私保護和數據安全」是更為重要的議題。此重要性評估的結果用於指導我們的披露對齊，以及公司的策略規劃和風險管理。集團對這些重要問題的回應在報告的以下部分中有更詳細的說明。展望未來，集團將繼續與持份者進行交流和合作，共同促進可持續發展。

### 企業管治

企業管治是本集團業務可持續營運的基礎。我們致力於堅守良好的企業管治原則，強調獨立性、高透明度和責任制。我們嚴格遵守業務所在的國家所有法律及法規。

### 董事會的角色

本集團由董事會管治，負責指導和監督業務營運事務。董事會向股東負責，旨在創造股東最大的長期價值發展，同時平衡更廣泛各方持份者的相關者利益。

董事會還負責領導和管控及監督集團營運業務，評估集團表現。此外，董事會還關注集團的整體策略發展和政策，特別關注集團的增長和財務表現。

董事們的任務是促進公司的長期成功，並以可持續增長為重點，做出符合公司最佳利益的決策。董事會由主席陳建文先生帶領，與董事會協商決定集團的整體策略方向，並負責高層管理的監督。管理層負責集團的日常運營，由行政總裁領導，得到執行董事的支持。

### Materiality Assessment (continued)

**Step 3: Application** – According to the materiality matrix, “Digitalization and innovation”, “Product quality and responsibility”, “Consumers’ buying behaviour”, and “Privacy protection and data security” were identified as the issues of higher importance. The results of this materiality assessment were used to guide our disclosure alignment, as well as the strategic planning and risk management of the company. The Group’s responses to these important issues have been elaborated in more details in the following sections of the Report. Looking forward, the Group will continue to engage and maintain a communicative and collaborative relationship with our stakeholders to jointly contribute to sustainable development.

### Corporate Governance

Governance is the foundation of our sustainable business operations. We endeavor to uphold principles of good corporate governance with an emphasis on independence, transparency, and accountability. We strictly abide by all laws and regulations in our operations, and in accordance with those of the countries in which we operate.

### Role of The Board

The Company is governed by the Board which is responsible for directing and supervising its affairs. The Board is accountable to the shareholders for the development of the Group with the goal of maximizing long-term shareholders’ value, while balancing broader stakeholders’ interests.

The Board is also responsible for the leadership and control of the Company, overseeing the Group’s businesses and evaluating the performance of the Group. Besides, the Board also focuses on overall strategic development of the Group and its policies with particular attention paid to the growth and financial performance of the Group.

The Directors are charged with the task of promoting the long-term success of the Company and making decisions in the best interests of the Company with special focus on sustainable growth. The Board is led by the Chairman, Mr. Chen Jianwen, who determines the overall strategic direction of the Group in consultation with the Board and is responsible for the high-level oversight of management. Management is responsible for the day-to-day operations of the Group under the leadership of the Chief Executive Officer, with the support of the Executive Directors.

## 可持續發展報告 (續)

## Sustainability Report (continued)

### 董事會的角色 (續)

### Role of The Board (continued)

董事會致力於將可持續性納入業務策略，並承擔領導和責任，包括：

The board is committed to incorporate sustainability into the business strategies and take leadership for and accountability in:

- 監督、評估和確認集團的環境和社會影響；
  - 確保建立適當和有效的風險管理和內部控制系統；
  - 與投資者和監管機構的期望和要求相一致；
  - 定期審視集團的績效；
  - 將可持續性納入企業文化，並促進可持續性考量成為業務決策過程的一部分；以及
  - 批准集團可持續性報告中的披露內容。
- Overseeing the assessment and identification of the Group's environmental and social impacts;
  - Ensuring proper and effective risk management and internal control systems are in place;
  - Aligning with what investors and regulators expect and require;
  - Regularly reviewing the performance of the Group;
  - Integrating sustainability in the corporate culture and promoting sustainability considerations are part of the business decision-making process; and
  - approving the disclosures in the Group's sustainability Report.

本集團認識到，隨著業務發展和營運環境以及各方持份者的期望，及不斷演變的環境，其管治方式需要不斷進化。本集團所採用的企業管治原則和實踐強調擁有優質的董事會、健全的內部控制、透明度和問責制度。本集團將繼續檢討其管治方式並在未來進行適當的增強。

The Group recognises that its approach to governance needs to continue to evolve over time to align with the sustainability of business developments and in the environment in which it operates as well as the evolving expectations of its stakeholders. The corporate governance principles and practices adopted by the Group emphasise a quality Board with sound internal controls, transparency and accountability. The Group will continue to review its approach to governance and make appropriate enhancements going forward.

## A. 環境

集團關注環境足跡，旨在通過減少氣候相關風險來最小化對自然環境的負面影響。綠色進程和環境保護是我們可持續發展策略的核心。我們與客戶、供應商和行業夥伴合作，積極將環境保護和可持續性融入到改善供應鏈表現、採用標準和最佳行業範例及從而獲得可持續採購用於產品中。

多年來，我們一直在探索各種模型和方法，以更好地了解、量化和識別旨在減少我們供應鏈和產品交付對環境的負面影響的解決方案。2021年12月，集團開始研究策略來制定環境、社會及管治的ESG目標。我們計劃使用2021-2022年作為基線，制定減排和節能目標。集團也致力於加強收集和分析環境數據的過程。我們承諾與專業團隊合作，開發應對氣候相關風險的淨零策略。集團致力於提供專門的資源和注意力，開展淨零項目，實現溫室氣體排放減少的目標。

## A. Environmental

The Group focuses on our environmental footprint and aims at minimizing the negative impacts on natural environment through mitigating climate-related risks. Go green and environmental protection is central to our sustainability strategy. We work with our customers, suppliers and industry partners to actively integrate environmental protection and sustainability in improving performance in the supply chain, adopting standards and best practices and obtain products from sustainable sourcing.

Over the years, we have been exploring a number of models and methods to better understand, quantify and identify solutions designed to reduce the negative environmental impacts on our supply chains and the delivery of products. In December 2021, the Group started to evaluate strategy to support the development of ESG targets. We planned to use year 2021-2022 as the baselines to develop the emission and energy saving goals. The Group also strives to enhance the process of collecting and analysing environmental data. We are committed to working with professional parties in the development of a net zero strategy in addressing climate-related risk climate change. The Group are committed to provide dedicated resources and attention to develop and roll-out the net-zero project in achieving the goal of Greenhouse Gas ("GHG") emissions reduction.

**A. 環境 (續)**

**A. Environmental (continued)**

**A1: 排放量**

**A1: Emissions**

由於集團主要從事零售和電子商務業務，因此我們辦公室和零售店的環境對影響微不足道。然而，集團仍追求綠色和環境保護的概念，致力於改善其運營，減少其對環境的直接影響。我們近年來擴大的電子商務業務也有望減少實體店的能源消耗和廢棄物產生，同時我們正在鼓勵無紙化的工作環境。

Since the Group is mainly engaged in retail business and eCommerce, the environmental impact of our office and retail store operations is insignificant. Yet, the Group still pursues the concept of green and environmental protection and has been committed to improving its operations to reduce the direct impact of its business on the environment. The eCommerce business we have expanded in recent years is also expected to reduce energy consumption and waste generation in physical stores as we are encouraging a paperless working environment.

集團採用氣候相關財務披露工作組(TCFD)的政策和監管指引的變化。集團遵守防止污染的法律，如空氣污染控制條例、噪聲控制條例、廢物處理條例、水污染控制條例、環境影響評估條例、海上傾倒條例、臭氧層保護條例、危險化學品控制條例和產品綠色責任條例，以及機動車輛怠速(固定罰款)條例等。

The Group adopts changes in policy and regulatory guidance from Task Force on Climate-related Financial Disclosures ("TCFD"). The Group complies to the anti-pollution laws such as Air Pollution Control Ordinance, Noise Control Ordinance, Waste Disposal Ordinance, Water Pollution Control Ordinance, Environmental Impact Assessment Ordinance, Dumping at Sea Ordinance, Ozone Layer Protection Ordinance, Hazardous Chemicals Control Ordinance and Product Eco-responsibility Ordinance, Motor Vehicle Idling (Fixed Penalty) Ordinance etc.

**溫室氣體(GHG)排放**

**Greenhouse Gas (GHG) Emissions**

在報告期內，集團沒有產生氮氧化物、二氧化硫、懸浮微粒和其他大氣排放物，也沒有直接產生溫室氣體。間接排放溫室氣體的主要來源是購買的電力和棄置在堆填區的紙張廢料。集團已通過提供持續培訓和張貼節能提醒來教育和鼓勵員工致力於良好的節能實踐。

During the Reporting Period, the Group did not produce nitrogen oxides, sulphur oxides, particulate matter and other air emissions, nor did it directly produce greenhouse gases. The main sources of indirect greenhouse gas emissions are purchased electricity and paper waste disposed at landfills. The Group has educated and encouraged our staff to commit on good energy-saving practices by providing continuous training and affixing energy saving reminders.

本集團旨在通過實現能源節約和減少範圍1和2中產生的絕對二氧化碳排放量，到2026年將減少6%，並計劃在長期目標中將範圍2的排放量減少15%到2030年。我們的最終目標是在2060年實現碳中和。對於範圍3，我們承諾在2030年之前，將涵蓋購買的商品和服務的排放量的80%的供應商具有驗證的排放目標；該集團計劃在2030年之前，涵蓋上游運輸和分銷的排放量的供應商中有60%具有可驗證的環境、社會及管治的ESG目標。

The Group aims at reducing energy consumption and absolute carbon dioxide emissions generated in our scopes 1 and 2 by 6% by 2026 and aims to reduce scope 2 emission by 15% by 2030 in the long-term goal. Our ultimate goal is to be carbon neutral by 2060. For scope 3, we commit that 80% of our suppliers by emissions covering purchased goods and services, will have validated emission targets by 2030; the Group plan to have 60% of our suppliers by emissions covering upstream transportation and distribution, will have validated ESG targets by 2030.

**A. 環境 (續)**

**A. Environmental (continued)**

**A1: 排放量 (續)**

**A1: Emissions (continued)**

**溫室氣體(GHG)排放 (續)**

**Greenhouse Gas (GHG) Emissions (continued)**

在報告年度內，我們在範圍1下產生了25噸二氧化碳當量的排放量（2020年：範圍1下的35噸二氧化碳當量排放），比2020年減少了29%，成功實現了公司的目標，即到2030年將其溫室氣體排放最小化15%（範圍1和2）。展望未來，我們將繼續努力實施節能減排措施，並致力進一步減少溫室氣體排放實現我們的最終目標。此外，我們在範圍2下產生了1,257噸二氧化碳當量的排放量（2020年：範圍2下的2,939噸二氧化碳當量排放）。今年，總溫室氣體排放量與2020年相比減少了57%。

During the Reporting Year, we generated 25 tonnes carbon dioxide equivalent emissions under scope 1 (2020: 35 tonnes of carbon dioxide equivalent emissions under scope 1), representing a decrease of 29% compared to 2020, which is successfully achieving towards the Company's target of minimizing its GHG emissions by 15% by 2030 (scopes 1 and 2). Looking forward, we will continue our efforts in implementing energy-conservation and emission-reduction measures, and we aim to further minimize GHG emissions towards our ultimate goal. Also, we generated 1,257 tonnes of carbon dioxide equivalent emissions under scope 2 (2020: 2,939 tonnes of carbon dioxide equivalent emissions under scope 2). This year, the total greenhouse gas emission has decreased by 57% comparing with 2020.

此外，我們在範疇3也產生了23噸二氧化碳等量的排放量（2020年：51噸二氧化碳等量的排放量），與2020年相比減少了55%。範疇1-3的總溫室氣體排放量的變化主要是由於公司的精簡架構。

Besides, we also generated 23 tonnes of carbon dioxide equivalent emissions under scope 3 (2020: 51 tonnes of carbon dioxide equivalent emissions under scope 3) This year, the total greenhouse gas emission has decreased by 55% comparing with 2020. The total change of GHG emissions in scope 1-3 was mainly due to downsizing of the Group.

可持續發展報告 (續)

Sustainability Report (continued)

A. 環境 (續)

A. Environmental (continued)

A1: 排放量 (續)

A1: Emissions (continued)

溫室氣體(GHG)排放 (續)

Greenhouse Gas (GHG) Emissions (continued)

為了減少集團業務對環境的影響，我們致力於將環保文化融入我們的零售店中，包括張貼節能提示或提醒，鼓勵員工參與環境保護活動，並實施以下措施：

In order to reduce the impact of our business on the environment, we are committed to integrating environmental protection culture into our retail stores, including posting energy-saving notices or reminders to encourage employees to participate in environmental protection activities, and implementing the following measures:

- 關閉未使用的燈光和設備或使用定時器控制電源；
- 調節空調系統至適合於辦公室和倉庫的環境；
- 照明更換為LED燈，以減少能源消耗；
- 定期清潔或更換所有空調機的濾網，以提高空調效率；以及
- 定期檢查能源計量器，並在門上貼上條帶以防止冷氣外洩。

- Turn off the lights and equipment that were not in use or use timers to control power supply;
- Air conditioning system were regulated to an optimum temperate appropriate for office and warehouse environment;
- Replace the fluorescence lights to LED- lights to reduce energy consumption;
- Periodical cleaning or replacing filter in all air-conditioners to improve efficiency of air-conditioning; and
- Periodical review of energy meters and apply strips on doors to prevent leakage of cool air.

**A. 環境 (續)**

**A. Environmental (continued)**

**A1：排放量 (續)**

**A1: Emissions (continued)**

**有害和無害的廢物**

**Hazardous and Non-hazardous Waste**

在我們日常的經營中，即美容和保健產品的銷售中，我們不會產生有害的廢棄物，例如化學廢棄物，醫療廢棄物和危險化學品。在2021年，我們實行提高員工對廢棄物管理的意識。集團將廢棄物分為兩類：店鋪和辦公室產生的廢棄物以及倉庫產生的廢棄物。在2021年，我們將商業用途及倉庫產生的廢棄物作有系統的分析。該方法將在2022年進一步驗證，以建立減少目標的基線。在報告期內，我們無害廢物的使用量為153噸（2020年為280噸），相比2020年減少了45%，主要是由於COVID-19大流行期間集團的某些零售店關閉。集團旨在到2026年將紙張浪費減少至少5%，到2030年至少減少15%。我們已經在整個業務運營中採用綠色辦公管理，進一步減少了日常運營中的廢棄物產生。集團將繼續鼓勵員工使用電子文件而不是紙張副本；並使用雙面列印方法。在辦公室影印機附近放置了回收箱，可收集可以重複使用的紙張（即只印了一面的紙張）。

In our day-to-day operations, i.e. sales of beauty and health-care products, we do not generate hazardous waste such as chemical waste, medical waste and hazardous chemicals. In 2021, there were a number of initiatives to increase staff awareness on waste management. The Group analysed the wastes into two categories: wastes generated in store and office and wastes from warehouse. In 2021, we developed a systemic way to analyse wastes generating from commercial use and warehouse. The methodology will be further validated in 2022 so that a baseline could be established reduction targets. During the Reporting Period, our usage of non-hazardous waste was 153 tonnes (2020: 280 tonnes), representing a significant decrease by 45% compared to 2020. The decrease was mainly due to the closure of some retail stores under the Group during the COVID-19 pandemic. The Group aims to reduce waste of paper by at least 5% by 2026 and reduce at least 15% by 2030 in the long-term goal. We have adopted green office management on our entire business operations to further reduce waste generation in the daily operations. The Group will continue to encourage the staff to use electronic documents rather than paper copies; and use double sided printing method. Recycling boxes near office photocopiers are also placed to collect paper that can be reused (i.e. those printed on only one side).

可持續發展報告 (續)

Sustainability Report (continued)

A. 環境 (續)

A. Environmental (continued)

A1: 排放量 (續)

A1: Emissions (continued)

**有害和無害廢物 (續)**

**Hazardous and Non-hazardous Waste (continued)**

集團已實施各種措施以實現減少廢物的目標：

The Group has implemented a variety of steps to achieve the reduction target:

- 替換所有塑膠杯和膠樽；
- 減少紙張使用：我們已採用電子收據，標籤印刷和快遞訂單印刷來節省紙張印刷；
- 使用可重複使用的塑膠盒進行交付，錄得30%的紙箱購買量減少；
- 鼓勵員工重複使用過的信封和紙張；以及
- 使用可降解塑膠、紙質和可回收的非織造布袋。

- All plastic cups and bottles were replaced;
- Reduce paper usage: we have adopted digital receipts, label printing and express order printing to save the printing of paper;
- Reusable plastic box was for delivery and recorded 30% reduction in cardboard carton purchase;
- Encourage employees in reusing envelop and papers; and
- Deployed degradable plastic, paper, and recyclable non-woven bags.

我們的辦公室每年都組織一次「環境清潔」活動，將舊文件和文件移除並將其送往回收公司以回收紙張廢物。

Our office organized an activity called “environmental clean-up” annually by removing old files and documents and sent them to recycling companies to recycle waste of paper.

在報告期內，該集團未違反與空氣或溫室氣體排放或有害及無害廢物相關的任何適用法律法規。

During the Reporting Period, the Group are not in breach of any applicable laws and regulations related to air or greenhouse gas emissions or hazardous or non-hazardous waste.



**A. 環境 (續)**

**A2：資源使用**

提高資源使用效率也是集團非常重視的環境保護議題。為了履行環境責任，我們不時檢視和評估環境措施的效率和有效性，以節省能源消耗，幫助我們在環境保護和業務增長之間取得良好平衡。

**能源使用**

在報告期內，直接能源消耗主要來自其他燃料的使用，總能源消耗為102兆瓦時（2020年：120兆瓦時），較上年減少15%。減少主要是因為零售店的關閉。此外，集團的間接能源消耗主要來自購買的電力，總電力消耗為2,626兆瓦時（2020年：5,014兆瓦時），較上年減少48%。減少主要是由於COVID-19疫情期間集團的一些零售店關閉。我們已積極採取一系列節能措施，實現資源的有效利用，例如保持辦公室溫度在攝氏24至26度，關閉不必要的照明，並轉用帶有能源效率標籤的節能設備。集團明白減少能源消耗不僅能減少溫室氣體排放，還能減少集團不必要的開支，我們計劃未來將以自動低功率模式或節能模式，替換照明或設備以實現低能源消耗的目標。預計集團的間接能源消耗預計在2026年之前可減少6%，並在2030長期目標中至少減少15%。

**用水量**

水是業務操作過程的關鍵資源。根據聯合國對水和衛生的工作，聯合國水資源的整合技術建議來自聯合國實體和外部組織，有助於形成可持續發展目標6（SDG 6），以「確保水和衛生設施的可用性和可持續管理，以供所有人使用」。集團通過有效的水資源管理來理解環保的重要性。

**A. Environmental (continued)**

**A2: Use of Resources**

Improving the efficiency of use of resources is also an environmental protection issue that the Group attaches great importance to. In order to fulfil our environmental responsibility, we review and evaluate the efficiency and effectiveness of our environmental initiatives from time to time to save energy consumption and help us strike a good balance between environmental protection and business growth.

**Energy Use**

During the Reporting Period, direct energy consumption was mainly attributable to usage of other fuel, with a total energy consumption of 102 MWh (2020: 120 MWh), a decrease of 15% from the previous year. The decrease was mainly due to closure on retail stores. Besides, the Group had indirect energy consumption which mainly attributable to purchased electricity, with a total electricity consumption of 2,626 MWh (2020: 5,014 MWh), a decrease of 48% from the previous year. The decrease was mainly due to the closure of some retail stores under the Group during the COVID-19 pandemic. We have proactively taken a series of energy-saving measures to achieve efficient use of resources, such as to keep the office temperature at 24 to 26 degrees Celsius, turning off unnecessary lighting, and deploying energy-efficient devices which carry energy efficiency label. The Group understands that reducing energy consumption not only cut greenhouse gas emissions but also reduces unnecessary expense for the Group, we plan to replace lighting or equipment with automatic low power mode or energy-saving mode with the objective of minimizing energy consumption in the future. The indirect energy consumption of the Group is expected to be reduced by at least 6% by 2026 and aims to reduce by at least 15% by 2030 in the long-term goal.

**Water Consumption**

Water is a critical resource for operational process. According to United Nations' (UN) work on water and sanitation, UN-Water's consolidated technical advice from UN entities and external organizations helped shape Sustainable Development Goal 6 (SDG 6) to "ensure availability and sustainable management of water and sanitation for all". The Group understands the importance of environmental protection through efficient water management.

可持續發展報告 (續)

Sustainability Report (continued)

A. 環境 (續)

A. Environmental (continued)

A2: 資源使用 (續)

A2: Use of Resources (continued)

用水量 (續)

Water Consumption (continued)

在報告期內，我們的用水量約為 11,091 m<sup>3</sup> (2020年：10,440 m<sup>3</sup>)，較去年增加了6%。然而，耗水量密度 (m<sup>3</sup>/HK\$'000) 是作為比較基礎，與2020年相比略微下降。該集團預計到2026年將至少減少2%的用水量，並預料於2030年的長期目標至少減少10%。

During the Reporting Period, our water consumption was approximately 11,091 m<sup>3</sup> (2020: 10,440 m<sup>3</sup>), an increase of 6% from the previous year. However, the water consumption intensity (m<sup>3</sup>/HK\$'000) as a comparison basis reported a small drop compared with 2020. The water consumption of the Group is expected to be reduced by at least 2% by 2026 and aims to reduce at least 10% by 2030 in the long-term goal.

集團定期維護和修理茶水間的用水設施，以確保洩漏的管道得到定期更換或修復。其他相關措施包括在辦公室張貼海報，提醒員工節約用水。

The Group regularly maintains and repairs the water facilities in the pantry to ensure that leaking pipes are regularly replaced or repaired. Other related measures include posting posters in the office to remind employees of saving water.

包裝材料的消耗

Packaging Material Consumption

包裝材料包括紙板和塑料袋。在報告期內，我們的包裝紙板和紙袋使用量約為3噸 (2020年：8噸)。使用量的減少是因為2020年購買了大量紙板以滿足存貨需求。集團的包裝材料消耗預計在2026年實現減少1噸，並在2030年長期目標中至少減少20%。

Packaging materials included packaging carton boards and plastic bags. During the Reporting Period, our packaging cartons and paper bags usage was approximately 3 tonnes (2020: 8 tonnes). The decrease of usage was because high packaging cartons were purchased in 2020 due to depletion of inventory of carton boards. The packaging material consumption of the Group is expected to achieve a reduction of 1 tonne by 2026 and aims to reduce at least 20% by 2030 in the long-term goal.

A3: 環境和自然資源

A3: Environment and Nature Resources

本集團非常關注我們對環境和自然資源的影響。我們將繼續評估我們業務的環境風險，檢討我們的環境保護措施，採用更多的資源節約和環境保護措施，以減少對自然環境的影響，並遵守適用於本集團就排放和資源使用的法律法規。本集團意識到保護環境對社會和下一代的幸福至關重要，我們會盡可能採用更多節能減排和環保的設備，提高員工和商業合作夥伴的環保意識，從而共同實現可持續發展的目標，進一步減輕對環境的不良影響。

The Group pays great attention to our impact on the environment and natural resources. We will continue to assess the environmental risks of our business, review our environmental protection measures, adopt more resource conservation and environmental protection practices to reduce the impact on the natural environment, and comply with the laws and regulations applicable to the Group's emissions and use of resources. The Group is aware of the importance in protecting the environment for the well-being of the society and the next generation. We endeavour to further alleviate the adverse impact on the environment in the future by adopting more resource-saving and environmentally-friendly equipment whenever possible, to enhance the environmental awareness of our staff and business partners, and in turn achieve the goal of sustainable development collectively.

**A. 環境 (續)**

**A4 : 氣候變化**

本集團已檢視了《與氣候相關的財務透明度工作小組》(TCFD)的框架，採用該框架以了解如何減輕氣候相關風險，利用電子商務平台實現零碳轉型。本集團已開始進行氣候變化相關風險和潛在機遇的鑑定，以提高我們管理這些風險的能力。

氣候變化是一項重大挑戰，根據聯合國政府間氣候變化專門委員會(IPCC)的特別報告，全球升溫超過1.5°C的後果將極有可能對全球帶來更加頻繁和極端的天氣現象，並對環境、生物多樣性、人類生活和我們的社區帶來災難性和決定性的影響。本集團計劃制定一個零碳氣候計劃，以減少能源消耗和碳足跡。

COVID-19疫情也突顯了應對氣候相關風險的重要性。本集團推行建立綠色和可持續的業務營運環境的策略。我們致力於保護自然環境，改善業務運作，以減少負面氣候相關風險的直接影響。發展強大的電子商務策略是推動商業可持續發展路徑的驅動力，同時在減少實體店面的能源消耗和廢物產生方面著手減緩氣候變化風險。由於我們面臨著實體和過渡風險，產品供應和產品定價可能會受到影響，本集團已將氣候變化納入企業風險的一部分，並進行定期審視。

氣候變化對集團及其消費者和商業夥伴造成了即時和長期風險。氣候相關風險是指由氣候變化引起潛在損失的風險，分為實體風險和過渡風險。

**A. Environmental (continued)**

**A4: Climate Change**

The Group has reviewed the Task Force on Climate-related Financial Disclosures ("TCFD") and have adopted the framework to understand how to mitigate the climate-related risk and use the eCommerce platforms to transition to net zero. The Group has started to work on identifying potential risks and opportunities associated with climate change so that we could improve our capabilities to manage those risks.

Climate change is the critical challenge and according to the UN Intergovernmental Panel on Climate Change (IPCC)'s special reports, the consequences of global warming above 1.5°C will most certainly cause more frequent and extreme weather episodes across the globe, as well as the catastrophic and definitive impact on the environment, biodiversity, human livelihood and our communities. The Group is planning to develop a Net Zero Climate plan in reducing energy consumption and carbon footprint.

COVID-19 pandemic also highlighted the important of addressing climate-related risks. The Group pursues the strategy of building a green and sustainable business operational environment. We are committed to protect the nature and improve the business operations so as to reduce the direct impact of negative climate-related risks. The strategy of developing a robust eCommerce is the driving force towards the roadmap of business sustainability and at the same time mitigate the climate risks in reducing energy and wastes generation in physical stores. Since we are exposed to both the physical and transition risks, product availability and product pricing could be impacted and the Group have included climate change as part of the enterprise risk and reviewed periodically.

Climate change presents immediate and long-term risks to the Bonjour Group and its consumers and business partners. Climate-related risks refers to the potential risk of loss arising from climate change and is divided into physical risk and transition risk.

可持續發展報告 (續)

Sustainability Report (continued)

A. 環境 (續)

A. Environmental (continued)

A4: 氣候變化 (續)

A4: Climate Change (continued)

**實體風險**

我們認為，氣候變化帶來的極端天氣變化將是商業活動中無法避免的氣候風險之一，而大規模的野火、地震和颱風等極端天氣事件將帶來危險，影響我們的生存環境和營運，最終導致收入損失。

**Physical Risks**

We believe that extreme weather changes brought about by climate change will be one of the unavoidable climate risks for business activities, and extreme weather events such as large-scale wildfires, earthquakes and typhoons will bring dangers to the living environment and affect our properties and operations, which ultimately result in loss of revenue.

**過渡風險**

旨在實現低碳和更加氣候友善的未來，通過收緊環境法規和氣候相關立法，除了控制排放，企業還需要遵循越來越嚴格的环境、社會及管治披露準則。此外，投資者和客戶也越來越意識到企業的可持續性和他們對開展綠色業務的承諾。就此，集團意識到有關承認缺乏市場競爭力等潛在風險，而更甚的是聲譽風險以及可能的法律風險。

**Transition Risks**

Aiming towards a low-carbon and more climate-friendly future by tightening environmental regulations and climate-related legislation. Other than controlling emission, corporations are also required to follow increasingly stringent disclosure for ESG reporting. Moreover, investors and customers are also becoming more aware of the sustainability of corporations and their commitment to conducting green businesses. Thus, the Group recognises the potential risks such as lack of market competitiveness and more importantly the reputational risks and possible legal risks.

集團目前將氣候相關風險確定為其風險治理框架內的「新興風險」。新興風險是目前環境不斷變化下新誘發的風險因素，或在氣候相關風險的情況下，現有正在迅速變化或演變的風險。其中集團需要收集和分析與這些相關的數據以評估業務運營的風險。本集團已建立環境政策，並將氣候相關風險作為其中一項策略重點。同時，集團將重點留意關於科技和市場變化帶來的風險和機遇。

The Group currently identifies climate-related risks as an “emerging risk” within its risk governance framework. Emerging risks are risks or thematic issues that are either new to the landscape, or in the case of climate-related risks, existing risks that are rapidly changing or evolving in which the Group need to collect and analyse data in relations to these risks on business operations. The Group has established an environmental policy and made climate-related risks as one of the strategic priorities. Meanwhile, the Group will focus on the risks and opportunities brought by the technological and market changes.

## B. 社會

我們的人才是最重要的資產。然而，COVID-19疫情對零售行業帶來了前所未有的挑戰，員工流失率居高不下。本集團一直致力吸引和挽留具有豐富供應鏈專業知識的人才，並為不同層級的員工提供發展機會。我們承諾員工，增強自我價值和對集團的歸屬感。為此，本集團將改善溝通，宣傳價值觀，提供機會給員工獲得工作體驗、提供福利和獎勵，讓員工推動自身成就以及本集團的整體可持續發展。

在2021年的報告期內。集團嚴格遵守適用於其當地業務的相關僱傭法律法規，包括香港的《僱傭條例》、《最低工資條例》和《僱員補償條例》、澳門的《勞動法》、《最低工資法》和《外國人就業法》以及中國的《勞動法》、《勞動合同法》、《社會保險法》和《就業促進法》。該等法律法規保護員工在工作時間、休息時間、福利和薪資管理、解除和簽訂僱傭合約等方面的合法權益。為了全面遵守相關要求並監督我們的合規情況，我們制定了內部政策，定期審視和修訂系統，為員工提供合理、公正、非歧視性的工作氛圍，讓員工在良好的企業文化下充滿活力地工作並與集團共同成長。

### B1：就業

#### *招聘和晉升*

本集團通過為有才華的員工提供發展機會，建立了人才發展計劃，讓他們充分發揮自己的能力，培養其成就感和實現個人成長。

## B. Social

Our people are our greatest asset. However, the COVID-19 pandemic has exerted unprecedented challenges to the retail industries and employees' turnover were at high record rates. The Group is continued to attract and retain talents with in-depth supply chain expertise and offer development opportunities at all levels. The Group is committed to motivate our people so that they could feel valued and have a sense of belonging. The Group will improve communication to promote the value proposition to deliver the promise made to employees regarding experiences, benefits and rewards they can expect to receive so that people drive their achievement and also the Group overall sustainability growth.

During the reporting period 2021, the Group strictly abides by the relevant labour laws and regulations applicable to its local businesses, including the Employment Ordinance, Minimum Wage Ordinance and Employees' Compensation Ordinance of Hong Kong, the Labour Law, Employee Minimum Wage, and Foreigner Employment Law of Macau and the Labour Law, Employment Contract Law, Social Insurance Law, and Employment Promotion Law of the People's Republic of China. These laws and regulations protect the legitimate rights and interests of employees in terms of working hours, rest periods, welfare and salary management, dismissal, and signing of labour contracts. To fully comply with relevant requirements and supervise our compliance, we have formulated internal policies and regularly review and revise the system, to provide employees with a reasonable, fair and non-discriminatory working atmosphere, so that employees can work energetically and grow with the Group under a good corporate culture.

### B1: Employment

#### *Recruitment and Promotion*

The Group established a talent development plan by offering development opportunity to talented employees, whom was given the opportunity to make the most of their abilities and achieve the sense of achievement and personal growth.

**B. 社會 (續)**

**B. Social (continued)**

**B1: 就業 (續)**

**B1: Employment (continued)**

**招聘和晉升 (續)**

**Recruitment and Promotion (continued)**

為確保人力資源的整體水平，同時嚴格遵守相關法律法規，本集團還制定了內部招聘和選拔政策。在招聘過程中，我們注重候選人是否誠實、值得信賴、自律和合作，尊重員工的不同個性，鼓勵多樣性。我們深信多樣性能為業務帶來新的觀點、變革和挑戰。本集團堅持開放、公平、公正的招聘政策，反對任何形式的性別、年齡、殘疾、種族和宗教歧視，致力於維護友好的工作環境，讓員工能夠與我們一起工作和發展。

To ensure the overall level of our human resources, while strictly complying with relevant laws and regulations, the Group has also formulated internal recruitment and selection policies. In the recruitment process, we focus on whether the candidates are honest, trustworthy, self-disciplined and cooperative, and respect the different personalities of employees to encourage diversity. We are convinced that diversity can bring new perspectives, changes and challenges to our operations. The Group upholds an open, fair and impartial recruitment policy, opposes any form of discrimination on gender, age, disability, race and religion, and is committed to maintaining a friendly working environment so that employees can work and develop together with us.

本集團通過堅持公開、平等的原則，為員工提供晉升機會，與具有競爭力的薪酬福利和績效獎金。本集團的人力資源策略包括公正的薪酬和獎勵制度，通過按工作類型和薪資結構進行年度市場薪酬評估，為能夠長期與公司一起成長的員工提供回報。部門經理和人力資源專業人員結合自我評估進行年度加薪。

By upholding the principle of openness and equality, employees are offered with promotion opportunities, competitive remuneration packages and performance bonuses. The Group's human resources strategy included a fair system of compensation and rewards system with annual review of market compensation by job types and by pay structures. At the same time, the Group reward employees who can grow with the company in the long run. Departmental managers and human resources professionals combine self-evaluations for annual pay increases.

**薪酬福利**

**Compensation and Benefits**

在員工薪酬福利方面，集團一直在積極檢討和改善員工的薪酬福利制度。我們制定了內部政策，確保集團所有員工根據其職位和職級支付標準薪酬。此外，通過與員工進行定期的績效評估，我們會檢討和調整其薪酬，並利用此機會傾聽他們的意見，幫助他們融入企業文化。

In terms of employee compensation and benefits, the Group has been actively reviewing and improving its employee compensation and benefits system. We have formulated an internal policy for our Compensation and Benefit Management System to ensure that standard salaries are paid to all employees of the Group based on their position and job rank. In addition, through regular performance appraisals with employees, we will review and adjust their salaries, and also take this opportunity to listen to their opinions and help them integrate into the corporate culture.

**B. 社會 (續)**

**B1：就業 (續)**

**薪酬福利 (續)**

除提供員工醫療保險、員工保險和員工福利外，集團還購買了勞工處要求的涵蓋所有員工的保險。同時，我們致力於創建一個家庭友善型的工作環境，鼓勵員工休產假和陪產假，為哺乳的母親設立了哺乳室，提供私人空間。在COVID-19大流行期間，我們還為員工設立了員工餐廳，以在安全舒適的環境中用餐。儘管由於COVID-19，導致今年未舉行常規活動，如聖誕派對和年度晚宴，但集團仍在中秋節期間發放「卓悅」電子現金券，以回報員工自2020年以來的努力。

**工作時間和休息時間**

集團遵守相關勞動法律法規和內部政策，規範員工的日常或每週法定工作時間，並為批准的加班工作支付加班費。除了基本的年假和法定假期外，員工還享有婚假、恩恤假和產假等有薪假期。根據集團的運營特點和個別員工的工作職責，在COVID-19大流行期間，集團認識到有必要確保員工的安全，因此對工作人員進行了多項操作變更，包括辦公室人員的在家工作安排以及零售店工作人員在高峰時段實行彈性工作時間，以避免人群聚集。我們制定的考勤和休假系統確保了合理的輪班和休息安排，不僅保障了員工的休息權利，也保障了產品和服務的質量。

**B. Social (continued)**

**B1: Employment (continued)**

**Compensation and Benefits (continued)**

In addition to providing employees with medical insurance, employee insurance, and employee benefits, the Group also purchases insurance covering all employees as required by the Labour Department. At the same time, we strive to create a family-friendly working environment by encouraging employees to take maternity and paternity leaves to take care of new born babies, and set up nursery rooms in the office to provide private space for breastfeeding mothers. Under the COVID-19 pandemic, we have also set up a staff canteen for employees to eat in a safe and comfortable environment. Although regular events such as Christmas parties and annual dinners were not held this year due to COVID-19, the Group continued to issue Bonjour electronic cash coupons during the Mid-Autumn Festival to compensate employees for their efforts since 2020.

**Working Hours and Rest Periods**

The Group complies with relevant labour laws, regulations and internal policies to regulate the daily or weekly statutory working hours of employees, and pays overtime wages for approved overtime works. In addition to basic annual leaves and statutory holidays, employees also enjoy paid leaves such as marriage leave, compassionate leave and maternity leave. Based on the operating characteristics of the Group and the job responsibilities of individual employees, during the COVID-19 pandemic, the Group recognized the need to ensure employees safety and had made several operational changes in workforce management including work from home arrangement for office staff and flexible working hours for retail shop staff to avoid the crowd at peak hours. The Attendance and Leave System we formulated ensures reasonable arrangements for work on shift and day-off, which not only guarantees employees' right to rest, but also guarantees the quality of products and services.

**B. 社會 (續)**

**B. Social (continued)**

**B1: 就業 (續)**

**B1: Employment (continued)**

**平等機會、多樣性和反歧視**

**Equal Opportunity, Diversity and Anti-discrimination**

集團致力於營造一個零歧視的工作場所，讓員工在公平競爭、相互尊重和多元化的工作環境中工作。在招聘人才時，我們避免將性別、年齡、婚姻狀況、身體素質等個人特徵作為必要的選拔因素，確保員工在招聘、晉升、解僱、培訓、績效評估、薪酬福利、工作時間、假期和其他休息時間方面得到公平對待。

The Group is committed to create a zero-discrimination workplace for employees, so that they can work in a working environment with fair competition, mutual respect and diversity. When recruiting talents, we avoid taking gender, age, marital status, physical fitness and other personal characteristics as necessary factors for selection, ensuring that employees are treated fairly in terms of recruitment, promotion, dismissal, training, performance appraisal, compensation and benefits, working hours, holidays and other rest periods.

截至2021年12月31日，全職員工共計270人，兼職員工5人，其中，全職男性和女性員工分別佔約31%和69%，223名全職員工位於香港，47名全職員工位於澳門。總員工流動率為90%（2020年：23%）。較高的員工流動率歸因於集團重組和轉型，以支持電子商務和網上商務模式。集團將會專注於加強員工的能力，以穩定員工流失率。在報告期內，沒有員工遭受歧視的案例。

As of 31 December 2021, there are a total of 270 full-time employees and 5 part-time employees, of which full-time male and female employees accounted for approximately 31% and 69% respectively with 223 full-time employees situated in Hong Kong and 47 full-time employees situated in Macau. The total staff turnover was 90% (2020: 23%). High turnover was attributed to the Group restructure and transformation to support eCommerce and online business model. The Group will focus on strengthening the competency profile and staff turnover will be stabilized. During the Reporting Period, there were no cases of discrimination against employees.



**B. 社會 (續)**

**B. Social (continued)**

**B2：健康與安全**

**B2: Health and safety**

照顧員工的安全是我們最重要的關注，集團已採取適當措施確保員工的健康和業務的安全運作。集團遵守香港職業安全及健康條例、消防（建築物）條例、消防（商業樓宇）條例、澳門勞工安全衛生條例和消防安全規定，以及中華人民共和國的《職業病防治法》、《安全生產法》、《消防法》和《工傷保險條例》等與職業安全和健康有關的法律法規。為了促進職業安全文化，員工定期接受相關職業安全及健康培訓。對於新入職的員工，我們提供入職及安全培訓，以幫助他們盡快熟悉集團的相關政策。每一宗受傷或事故以及潛在危險都必須報告，並必須採取改善行動採取以提高工作場所的安全性。在2019年、2020年和2021年的財政年度中，未有工傷致死的報告。2020及2021財政年度，有一宗的工傷個案。

The care and safety of our employees is our paramount concern and the Group have taken appropriate measures to ensure the health of our employees and safety operation of our business. The Group abides by the Occupational Safety and Health Ordinance, Fire Safety (Buildings) Ordinance and Fire Safety (Commercial Premises) Ordinance of Hong Kong, the Legal System for Work Accidents and Occupational Diseases and Fire Safety Regulations of Macau, and the Occupational Disease Prevention and Control Law, Work Safety Law, Fire Safety Law and the Regulations on Work Injury Insurance of the People's Republic of China and other laws and regulations related to labour safety and health. An annual fire drill and review on the working environment was conducted to prevent potential occupational hazards. To promote the safety culture, periodic training on relevant occupational health and safety were provided to employees. For new recruits, induction training and safety training are provided to help them familiarise themselves with the relevant policies of the Group as soon as possible. Every case of injury or accident and potential danger must be reported, and remediation action shall be taken to improve the safety of workplaces. There was no reported case for work-related fatalities in the financial year of 2019, 2020 and 2021. There was 1 reported case for work-related injury in 2020 and 2021.

我們致力於為員工提供舒適、安全和充滿活力的工作環境，並通過採取各種措施，包括但不限於：

We are committed to providing employees with a comfortable, safe and dynamic working environment and protecting employees from potential occupational hazards by taking various measures, including but not limited to:

- 在顯著位置張貼詳細的逃生路線和辦公樓層平面圖，以幫助員工應對緊急情況；
- 監測滅火設備的性能，進行定期的消防安全檢查，以防止逃生路線被阻塞並確保設備處於良好狀態；
- 監測急救箱和醫療用品的消耗量並立即更換；
- 使用空氣淨化機器人改善辦公設施的空氣質量；

- Post detailed escape routes and office floor plans in prominent locations to help employees respond to emergencies;
- Monitor the performance of fire-fighting equipment, and conducting regular fire safety inspections to prevent escape routes from being obstructed and ensure that the equipment is in good condition;
- Monitor consumption and immediate replacement of first aid kits and medical supplies;
- Use air purifiers robots to improve air quality in the office facilities;

可持續發展報告 (續)

Sustainability Report (continued)

B. 社會 (續)

B. Social (continued)

B2：健康與安全 (續)

B2: Health and safety (continued)

- 如有需要，為員工提供快速檢測試劑；以及
- 促進及向員工提供有關健康和安全的培訓。

- Provide Rapid test kits to employees if needed; and
- Promote and provide training to employees on health and safety.

我們還為所有員工提供相關的職業健康安全培訓和指引，以幫助員工提高其安全意識，盡量減少因人為錯誤造成的事故。

We also provide all employees with relevant occupational health and safety training and guidelines to help improve employees' safety awareness and minimise accidents caused by human error.

B3：培訓和發展

B3: Development and training

我們了解卓越的人才隊伍對公司可持續發展至關重要。我們的員工培訓計劃不僅旨在實現集團的業務目標，幫助員工提高技能，發展職業生涯，還旨在造福社會。尤其是在零售行業，顧客非常依賴我們的美容顧問給予產品建議以採購合適的產品。我們為新招募的員工提供為期3天的在職培訓，涵蓋產品知識、專業護膚和化妝知識、溝通技巧等，確保他們在工作中擁有所需的專業知識和技能，並能盡快適應新的工作環境。我們還為集團各級員工提供一系列培訓課程，以確保每個員工都接受到一致的培訓，並在推動集團業務增長的同時保持競爭力，追求職業發展。

We understand that a team of excellent talents is key to the sustainable development of the Company. Our employee training is designed not only to achieve the Group's business goals and assist employees in improving their skills and developing their careers, but also to benefit the society. Especially in the retailing industry, customers rely heavily on the advice given by our beauty advisors to pick the appropriate product. We provide new recruits with on-job training in the first 3 days of work, covering product knowledge, professional skincare and makeup knowledge, communication skills, etc., ensuring that they are equipped with the expertise and skills required at work and able to adapt to the new working environment as soon as possible. We also offer a range of training programs to employees at all levels across the Group, to ensure that each employee has received consistent training and remains competitive in pursuing career development while driving the Group's business growth.

在報告期內，本集團50%的員工接受了培訓，平均培訓時間為1.25小時（2020年：54%的集團員工接受了培訓，平均每位員工接受了1.3小時的培訓）。培訓是為員工應對角色變化而提供的，培訓課程包括KOL培訓和品牌培訓。本集團將持續投入資源，為員工提供各種類型的培訓，以提高他們的技能和發展。

During the Reporting Period, 50% of the Group's employees received training and average hours of training was 1.25 hours at average (2020: 54% of the Group's employees received training with each employee trained for 1.3 hours at average). Training was provided to staff to cope with roles change and training courses included KOL training and Brand training. Bonjour will continuously invest resources in providing various types of training to our employees in order to improve their skills and development.

**B. 社會 (續)**

**B4：勞工標準**

本集團嚴格遵守當地適用於其業務的相關勞動法律法規，包括香港的《僱傭條例》、《非法僱傭條例》以及中國的《勞動法》、《勞動合同法》、《禁止使用童工規定》和《未成年人保護法》等法律法規，以保障員工的合法權益和禁止雇用18歲以下的人員。為此，我們制定了人力資源管理系統，尊重員工的合法權益。我們尊重員工的私隱，面試時避免詢問與工作表現無關的個人問題。候選人的認知能力評估信息僅提供給參與職位選擇的人員。此外，在招聘過程中，我們會進行背景調查，以審查申請人的年齡和其他信息，例如學歷證書、身份證等，以防止非法使用童工。我們不僅遵守法規，還會監督我們的供應商，以確保沒有童工或強迫勞動的情況發生。

為防止強迫勞動，本集團遵循平等、自願和共識的原則。我們也非常重視員工的意見，關心他們的身心健康。我們相信，一個和諧、合規的企業文化和工作環境可以增強員工的歸屬感，從而激勵員工留任並提高生產力。如果發生任何違反勞工標準相關法律法規的行為，我們將按照嚴重程度處罰有關負責人員，分析問題的原因，並審查、更新和調整現有的系統或管理方法。

**B. Social (continued)**

**B4: Labour standards**

The Group strictly abides by the relevant labour laws and regulations applicable to its local businesses, including the Employment Ordinance of Hong Kong, the Regulations on Illegal Employment, and the Labour Law, Labour Contract Law, Prohibition of Child Labour Regulations and the Law on the Protection of Minors of the People's Republic of China, and other laws and regulations concerning the protection of the legitimate rights and interests of employees and the prohibition of hiring persons under the age of 18. To this end, the Human Resource Management System we formulated respects the legitimate rights and interests of employees. We value the privacy of employees and avoid asking about personal issues unrelated to work performance during interviews. The cognitive ability assessment information of candidates is only available to those who are involved in the selection for the position. In addition, during the recruitment process, we will conduct background checks to review the applicant's age and other information, such as academic certificates, ID cards, etc., to prevent illegal use of child labour. Not only we abide with the regulations, we also monitor our suppliers to ensure that no cases of child labour or forced labour occurred.

To prevent forced labour, the Group follows the principles of equality, willingness and consensus. We also attach great importance to the opinions of employees and care about their physical and mental health. We are convinced that a harmonious and compliant corporate culture and working environment can help enhance the sense of belonging of employees, thereby motivating employees to stay and improve productivity. In case of any violation of laws and regulations related to labour standards, we will punish the person responsible for the incident according to the severity, analyse the cause of the problem, and review, update and adjust the existing system or management methods.

**B. 社會 (續)**

**B. Social (continued)**

**B5：供應鏈管理**

**B5: Supply chain management**

供應鏈管理和產品質量是我們的關鍵績效指標。我們與全球優質供應商合作，採購優質產品。集團致力於積極採購可持續和優質的產品和服務，以滿足我們的消費者需求。我們每年進行供應商評估，並對關鍵供應商的工廠進行現場考察，以確保供應鏈中的關鍵持份者遵守有關安全、良好製造規範和保持良好企業治理和控制的法律法規。

Supply chain management and product quality are our key performance measures. The Group collaborate with premium suppliers all over the world to source products with premium quality. The Group is committed to proactively sourcing sustainable and quality products and services to serve our consumers. We conducted suppliers' evaluations annually and also conducted onsite visit to our key suppliers' factories to ensure that key stakeholders in the supply chain comply with laws and regulations related to safety, good manufacturing practices and maintain good corporate governance and control.

**我們的方法**

**Our Approach**

集團將經濟合作暨發展組織指引中的負責任業務行為(RBC)納入運營系統和管理理念中，以促進在產品供應鏈上對經濟和環境環境做出積極貢獻，並將潛在風險降到最低。集團採用了供應商行為守則和評級系統來評估供應商的表現。

The Group embed a responsible business conduct (RBC) per OECD guidelines into operational systems and management philosophy to foster continuous improvement in making a positive contribution to economic, environmental environment and minimize potential risks across our product supply chains. The Group adopted a supplier code of conduct and rating systems to evaluate the suppliers' performance.

**供應商行為守則**

**Supplier Code of Conduct**

集團通過與供應商合作加強供應鏈方面的努力，以實現可持續性和持續改進為目標。集團實施了供應商行為守則(「守則」)，並且管理團隊在採購方面嚴格遵守紀律，並在考慮經濟和商業利益的同時保護公司的合法權益。

The Group strengthens the efforts on supply chain through supplier collaboration with the objective to achieve sustainability and continuous improvement. The Group implements the Supplier Code of Conduct (the "Code") vendors and the Management team acts by discipline in procurement, and protects the legitimate rights and interests of the Company while considering economic and commercial interests.

**B. 社會 (續)**

**B5：供應鏈管理 (續)**

**供應商行為準則 (續)**

本集團採取公開、公正和透明的原則。實施「供應商品質系統評估和指定供應管理系統」，在與任何供應商或承包商開展業務前，本集團不僅會評估供應商或承包商的可靠性、產品安全性和品質，還會考慮他們的遵守法律法規的記錄，包括能否為其員工提供健康安全的工作環境以及減少對環境的負面影響。在選擇供應商或承包商時，我們會要求他們提供其商業註冊證書或營業執照、資格證書、所需許可證及政府牌照（如適用）、生產安全許可證和其他管理系統認證，以確保他們遵守相關的社會和環境法規。我們的首要任務是影響供應商或承包商接受可持續發展。出於人道考慮，據我們所知，本集團沒有任何供應商進行動物測試。

本集團繼續定期監測供應商的表現，並定期訪問供應商的工廠，以確保供應鏈中的關鍵持份者遵守與安全、環境和社會相關的法律法規，並保持良好的企業管治和監控。

2021年，共有586家供應商（2020年：1,527家供應商），其中87%的供應商主要位於香港。由於疫情的影響，許多貿易和訪問被暫停。儘管如此，管理層仍然完成了審查供應商表現的計劃，以確保產品質量和可用性。

**B. Social (continued)**

**B5: Supply chain management (continued)**

**Supplier Code of Conduct (continued)**

The “Supplier Quality System Evaluation and Designated Supply Management System” are implemented and the Group adopts the principles of openness, fairness and transparency. Before starting business with any supplier or contractor, the Group will not only evaluate the reliability, product safety, and product quality of the supplier or contractor, but also consider their track record of compliance with laws and regulations, including the ability to provide their employees with a healthy and safe working environment, and to reduce the negative impact on the environment. When selecting suppliers or contractors, we will require them to provide their business registration certificates or business licenses, necessary permits and government licenses (if applicable), qualification certificates, production safety permits and other management system certifications to ensure that they comply with relevant social and environmental laws and regulations. Our top priority is to influence suppliers or contractors to embrace sustainable development. Out of humanitarian considerations, from our best knowledge, no suppliers to the Group conduct animal testing.

The Group continues to monitor the performance of suppliers periodically and will visit supplier factories regularly to ensure that key stakeholders in the supply chain comply with laws and regulations related to safety, environment and society, and maintain good corporate governance and control.

In 2021, there were 586 suppliers (2020: 1,527 suppliers) and 87% suppliers were mainly located in Hong Kong. Due to the pandemic, many trading and visits were suspended. Yet, management had still completed the planning for reviewing suppliers’ performance to ensure products quality and availability.

**B. 社會 (續)****B. Social (continued)****B6：產品責任****B6: Product responsibility****品質控制****Quality Control**

集團採用嚴格的品質控制政策，集團出售的所有產品都必須符合相關法律的要求，例如《消費者商品安全條例》和《食品及藥物（成分和標籤）規例》。集團建立了全面的產品質量管理內部指引，包括「質量風險管理系統」、「質量評審和分析管理系統」、「質量事件報告和處理管理系統」和「退貨管理系統」等，以監控產品質量。所有有缺陷的產品都會被棄置或退回供應商。在產品上市前，我們進行實驗室測試，檢查其成分，以確保對每位客戶都是安全的，並根據「標籤、說明書和包裝記錄管理系統」，在可能引起過敏反應的產品上貼上警告標籤。在報告期內，集團沒有發現任何與產品質量相關的重大違法行為，也沒有因安全和健康原因對出售或運輸的產品進行召回。

The Group has adopted a stringent Quality Control policy and all products sold by The Group must comply with the requirements contained in applicable laws, such as the Consumer Goods Safety Ordinance, and the Food and Drugs (Composition and Labelling) Regulations. The Group has established comprehensive internal guidelines for product quality management, including the “Quality Risk Management System”, “Quality Review and Analysis Management System”, “Quality Incident Reporting and Handling Management System”, and “Returns Management System” to monitor product quality. All defective products will be discarded or returned to the supplier. Before the launch of product, we conduct lab test to check its ingredients to ensure that it is safe for every customer, and, in accordance with the “Label, Manual and Packaging Recording and Management System”, affix a warning label on the product detected with potential for allergic reaction to warn customers. During the Reporting Period, the Group was unaware of any material noncompliance with laws and regulations related to product quality, and no product sold or shipped was subject to recalls due to safety and health reasons.

**投訴渠道****Complaint Channel**

集團重視客戶的反饋，致力於提供優質的客戶滿意度。我們實施「質量投訴處理管理系統」和「客戶滿意度調查管理系統」，以有效和高效地處理投訴。我們建立了多種投訴和反饋渠道，包括網上平台、熱線和電子郵件，隨時收集客戶的反饋和建議。2021年，我們收到了399條顧客投訴（其中81條是產品投訴，318條是服務投訴）（2020年：463條顧客投訴）。總體上，顧客投訴減少了13.8%，是因為門店缺貨所致。截至2021年12月31日，尚有不到7%的未解決投訴，我們正在密切跟進。

The Group values the feedback from customers and aims at providing excellent customer satisfaction. We implemented “Quality Complaint Handling Management System” and “Customer Satisfaction Survey Management System” to effectively and efficiently handle complaints. We have established a variety of complaint and feedback channels, including online platform, hotline and email, to collect customer feedback and suggestions at any time. In 2021, we recorded 399 complaints from customers (81 products complaints and 318 service complaints) (2020: 463 complaints from customers). The decrease of overall 13.8% regarding to customers’ complaints were due to out of stock at the stores. As of 31 December 2021, less than 7% outstanding complaints were recorded and in close follow-up.

**B. 社會 (續)**

**B6：產品責任 (續)**

**知識產權權利**

本集團已經註冊了對業務至關重要的商標，並且為了管理這些註冊商標，本集團制定了一套規範程序。本集團密切關注其商標的到期狀態，並在必要時進行續期。作為本集團監管程序的一部分，本集團還會定期監察其商標是否被侵權。如果本集團發現商標被侵權，將聘請律師等專業人士採取法律行動，以保護本集團及其利益相關方的權利和利益。

**資料保護**

在零售和電子商務業務中，我們高度關注客戶數據和私隱保護。為了遵守香港《個人資料(私隱)條例》和中國大陸的《個人信息保護法》的所有規定，只有經授權的員工才能為業務發展目的查閱客戶數據。如果員工違反上述行為守則，將受到嚴厲處罰。我們定期更新電腦系統，以避免任何可能的黑客活動。我們還監察對數據的使用。客戶和供應商的數據僅用於與集團運營相關的事項，這些數據僅向授權人員提供，以確保收集和存儲的數據不會未經授權或意外地被查閱、處理、刪除或用於其他目的。

我們有詳細的政策，說明哪些信息可以或不可以與我們合作的第三方共享。例如，我們的員工用戶檔案中包含每個員工的數據查閱信息。每個檔案列出數據的所有者、誰可以編輯數據以及系統中可以訪問多少數據。

在報告期內，我們沒有收到任何關於客戶隱私違規或客戶數據外洩的投訴。

**B. Social (continued)**

**B6: Product responsibility (continued)**

**Intellectual Property Rights**

The Group has registered trademarks that are material to its business, and to manage these registered trademarks, the Group has established a set of regulating procedures. The Group closely monitors its trademarks' expiry status and renew whenever necessary. As part of the Group's regulating procedures, it also carries out regular monitoring to see whether its trademarks are infringed. If the Group discovers any infringement of its trademarks, it will engage professional parties such as lawyers and take legal action against such infringements in order to protect the Group and its stakeholders' rights and benefits.

**Data Protection**

In the course of retail business and eCommerce business, we are highly concerned about customer data and privacy protection. To comply with all the provisions of the Personal Data (Privacy) Ordinance in Hong Kong and Personal Information Protection Law (PIPL) in Mainland China, only authorized staff will be able to assess customers' data for business development purpose. Employees will be strictly penalized if they violate the above code of conduct. We regularly update our computer system to avoid any possible hackers' activities. We also monitor the use of data. Customer and supplier data are only used for matters related to the operation of the Group, and such data are only available to authorised persons to ensure that the collected and stored data will not be accessed, processed, deleted or used for other purposes without authorisation or by accident.

We have detailed policies on what information can, and cannot, be shared, including with third-parties we work with. For example, our employee user profile houses information about each employee's data access. Each profile lists who owns the data, who can edit it, and how much data can be accessed from the system.

During the Reporting Period, we did not receive any complaint about breach of customer privacy or leak of customer data.

**B. 社會 (續)**

**B. Social (continued)**

**B7: 反貪污**

**B7: Anti-Corruption**

集團嚴格遵守香港防止賄賂條例、澳門私營部門防貪條例、反不正當競爭法、商業賄賂禁止暫行規定、反壟斷法、中華人民共和國反腐敗條例等相關商業道德及禁止經營者達成壟斷協議或濫用市場支配地位的法律和法規。為了維護高度誠信和商業道德標準，我們還制定了一系列內部反欺詐和反貪污政策，例如《誠信和自律規範》和《誠信管理規範》，為員工提供相關的道德規範和指引。2021年，集團為所有董事和高級管理人員舉辦了3小時的反貪污和反洗黑錢工作坊和企業治理培訓（2020年：3小時）。

The Group strictly abides by the Prevention of Bribery Ordinance of Hong Kong, the Law on Prevention and Deterrence of Bribery in the Private Sector of Macau, and the Anti-Unfair Competition Law, Interim Provisions on the Prohibition of Commercial Bribery, Anti-Monopoly Law and the Regulations on Punishment of Corruption of the People's Republic of China and other laws and regulations concerning business ethics and prohibiting operators from reaching monopoly agreements or abusing their dominant market position. In order to uphold high standards of integrity and business ethics, we have also formulated a series of internal anti-fraud and anti-bribery policies such as the "Integrity and Self-discipline Code" and "Integrity Management Code" to provide employees with relevant code of ethics and guidelines. In 2021, the Group had organized 3 hours training (2020: 3 hours) on anti-Corruption and anti-money laundering workshops and corporate governance for all the directors and senior managers.

此外，公司設有舉報政策，供員工舉報同事、下屬、高層管理人員甚至供應商的懷疑不當行為。員工可以通過面談、電子郵件或電話表達擔憂。我們的管理層將逐個審查每個可能的不當行為案件並採取跟進行動進行調查。在報告期內，未收到任何員工投訴。

Besides, a whistle-blowing policy is in place for employees to report suspected misconduct of their colleagues, subordinates, senior management or even suppliers. Employees are welcome to express their concern through face-to-face, email or telephone. Our management will review case by case and take follow up actions to investigate on every single possible misconduct case. During the Reporting Period, no employee complaint was received.

任何違反指引或其他要求的人將受到紀律處分甚至解僱。在報告期內，本集團未因貪污被判有罪，也未以貪污原因解僱或處分任何員工，也未終止或拒絕續簽與商業夥伴的任何合同。

Anyone in breach of the guidelines or other requirements will be disciplined or even dismissed. During the Reporting Period, the Group was not convicted of violating any anti-corruption laws and regulations, did not dismiss or discipline any employee due to corruption or terminate or reject to renew any contract with business partners due to corruption.



**B. 社會 (續)**

**B. Social (continued)**

**B8：社區投資**

**B8: Community investment**

集團致力於履行社會責任，回饋社會同時發展其業務。我們制定了「社區投資政策」，鼓勵員工積極參與各種慈善活動，幫助當地社區和有需要的人，以實際行動表達他們對社會的關懷和貢獻。

The Group strives to fulfil its social responsibilities to give back to the society while developing its business. We have formulated the “Community Investment Policy”, encouraging employees to actively participate in various philanthropic activities and help local communities and those in need, so as to express their care for and contribute to the society with practical actions.

集團了解支持弱勢人士的健康和福祉的重要性。過去12個月，集團共向本地社區捐贈了563,084港元（2020年：616,000港元）。我們社區工作的目標是增強社會包容性和韌性，實現長期和可持續的成果，包括組織增長和發展方面，創造更好的未來。

The Group understands the need to support the health and wellbeing for the underprivileged population in Hong Kong. Over the past 12 months, the Group had donated a total of HK\$563,084 (2020: HK\$616,000) to the local community. The goal of our community work is to enhance the society with more inclusion and resilience, and to create a better future in achievement of long-term and sustainable outcomes including organizational growth and development.

集團繼續鼓勵員工參與社區參與計劃，包括「社區志願服務計劃」和「Bonjour愛心小組」，幫助各社區和有需要的人。

The Group continued to encourage employees to participate in the community engagement programme including “Community Volunteering programme” and “Bonjour Love Group” to help local communities and those in need.

日期 Date	活動 Activities	目標 Objectives	成果 Outcomes
2021年8月 Aug 2021	香港獅子山青年商會「KOL創業夢新起點」計劃 Hong Kong Lion Rock Junior Chamber of Commerce programme on KOL dream on new start-up and entrepreneurship program	支持年輕人創業和創新 Support teenagers on new start-up and entrepreneurship	捐贈價值10,000港元的禮物，並支持16個新創企業（照片B8.1和B8.2） Donate gifts amounting to HK\$10,000 and support 16 new start-up (Photo B8.1 and B8.2)
2021年10月 Oct 2021	油尖旺購物節以重振經濟 Yau Tsim Mong shopping Festival in reinvigorating economy	通過推動全渠道新零售消費和重新想像購物體驗，支持本地經濟 Support local economy through driving omnichannel new retail consumption and reimagining shopping in a new hybrid reality	捐贈價值50萬港元的禮物，促進數字與全渠道體驗的融合（照片B8.3和B8.4） Donate gifts amounting to HK\$500,000 and promote the integration of digital into an omnichannel experience for consumers (Photo B8.3 and B8.4)

B. 社會 (續)

B. Social (continued)

B8 : 社區投資 (續)

B8: Community investment (continued)



(Photo B8.1 and B8.2) Aug 2021 Hong Kong Lion Rock Junior Chamber of Commerce programme on KOL dream on new start-up and entrepreneurship program  
二零二一年八月香港獅子山青年商會KOL創業夢新起點計劃



(Photo B8.3 and B8.4) Oct 2021 Yau Tsim Mong shopping Festival in reinvigorating economy  
二零二一年十月油尖旺購物節重振經濟活動

績效數據概覽

Performance Data Summary

環境績效

Environmental Performance

層面 Aspects	關鍵績效指標 KPIs	每項 Unit	二零二零年 2020	二零二一年 2021
A1.1: 排放量 Emissions <sup>1</sup>	氮氧化物(NO <sub>x</sub> ) Nitrogen oxides ("NO <sub>x</sub> ")	千克 Kilogram ("kg")	無 Nil	<b>0.03</b>
	硫氧化物(SO <sub>x</sub> ) Sulphur oxides ("SO <sub>x</sub> ")	千克 Kilogram ("kg")	無 Nil	<b>無</b> <b>Nil</b>
	顆粒物(PM) Particulate matter ("PM")	千克 Kilogram ("kg")	無 Nil	<b>無</b> <b>Nil</b>
A1.2: 溫室氣體 Greenhouse gas <sup>2</sup>	<b>範圍1：直接排放的溫室氣體</b> <b>Scope 1 – Direct GHG emissions</b>			
	客車汽油 Mobile vehicles	二氧化碳當量噸 Tonnes of CO <sub>2</sub> equivalent	35	<b>25</b>
	直接二氧化碳當量總排放量 Total direct carbon dioxide equivalent emission	二氧化碳當量噸 Tonnes of CO <sub>2</sub> equivalent	35	<b>25</b>
	直接排放的溫室氣體總排放量密度 <sup>3</sup> Intensity of total direct GHG emissions <sup>3</sup>	二氧化碳當量噸 ／全年收入 (千港元) Tonnes of CO <sub>2</sub> equivalent/ HK\$'000 revenue <sup>4</sup>	少於 Less than 0.01	<b>少於</b> <b>Less than</b> <b>0.01</b>

<sup>1</sup> 排放量的計算是參照香港聯交所發佈的《如何準備環境、社會及管治報告－附錄二：環境關鍵績效指標匯報指引》及由機電工程處最新發佈的《能源利用指數－交通運輸業》。

<sup>2</sup> 溫室氣體排放量系數是參照香港交易及結算有限公司發佈的《如何編備環境、社會及管治報告－附錄二：環境關鍵績效指標匯報指引》的環境績效指標。

<sup>3</sup> 直接二氧化碳當量總排放量密度=直接二氧化碳當量總排放量÷年度收入

<sup>4</sup> 環境績效指標以用2021年度收入代替2020年度用辦公室和零售店總面積，所有數據均已重述。

<sup>1</sup> The emission is calculated based on the "How to prepare an ESG Report – Appendix 2: Reporting Guidance on Environmental KPIs" published by HKEx and "Energy Utilisation Index – Transport Sector" by Electrical and Mechanical Services Department of HKSAR (<https://ecib.emsd.gov.hk/index.php/en/energy-utilisation-index-en/transport-sector-en>).

<sup>2</sup> The greenhouse gas emission is calculated based on the "How to prepare an ESG Report" Appendix 2: Reporting Guidance on Environmental KPIs published by HKEx.

<sup>3</sup> Intensity of total direct CO<sub>2</sub> equivalent emissions = Direct CO<sub>2</sub> equivalent emissions ÷ Total revenue for the year

<sup>4</sup> All environment emission intensity has been restated from sq ft in 2020 to total revenue in 2021. This change aligns with the business transaction growth and activities. All data has been restated.

可持續發展報告 (續)

Sustainability Report (continued)

績效數據概覽 (續)

Performance Data Summary (continued)

環境績效 (續)

Environmental Performance (continued)

層面 Aspects	關鍵績效指標 KPIs	每項 Unit	二零二零年 2020	二零二一年 2021
<b>範圍2：能源類間接溫室氣體排放</b>				
<b>Scope 2 – Energy Indirect GHG emissions</b>				
	外購電力 <sup>5</sup> Purchased Electricity <sup>5</sup>	二氧化碳當量噸 Tonnes of CO <sub>2</sub> equivalent	2,939	<b>1,257</b>
	能源類間接溫室氣體總排放量 Total energy indirect GHG emissions	二氧化碳當量噸 Tonnes of CO <sub>2</sub> equivalent	2,939	<b>1,257</b>
	能源類間接溫室氣體總排放量密度 <sup>6</sup> Intensity of total energy indirect GHG emissions <sup>6</sup>	二氧化碳當量噸 ／全年收入 (千港元) Tonnes of CO <sub>2</sub> equivalent/ HK\$'000 revenue	少於 Less than 0.01	<b>少於 Less than 0.01</b>

<sup>5</sup> 香港和澳門電網排放因子數據是參照香港電燈有限公司碳排放計算機、中華電力有限公司發佈的《2021年度可持續發展報告》及澳門電力股份有限公司發佈的《2020年度可持續發展報告》。

<sup>5</sup> Grid-based emissions factors for Hong Kong and Macau are based on the carbon emission calculator developed by The Hongkong Electric Co., Ltd., the 2021 Sustainability Report issued by CLP Power Hong Kong Limited and the 2020 Sustainability Report issued by Companhia de Electricidade de Macau, S.A.

<sup>6</sup> 間接二氧化碳當量總排放量密度 = 間接二氧化碳當量總排放量 ÷ 年度收入

<sup>6</sup> Intensity of total energy indirect CO<sub>2</sub> equivalent emissions = Energy indirect CO<sub>2</sub> equivalent emissions ÷ Total revenue for the year

績效數據概覽 (續)

Performance Data Summary (continued)

環境績效 (續)

Environmental Performance (continued)

層面 Aspects	關鍵績效指標 KPIs	每項 Unit	二零二零年 2020	二零二一年 2021
	<b>範圍3：其他間接溫室氣體排放</b> <b>Scope 3 – Other indirect GHG emissions</b>			
	棄置於堆填區的廢紙 Paper waste disposed at landfills	二氧化碳當量噸 Tonnes of CO <sub>2</sub> equivalent	51	<b>23</b>
	其他間接溫室氣體總排放量 Total other indirect GHG emissions	二氧化碳當量噸 Tonnes of CO <sub>2</sub> equivalent	51	<b>23</b>
	其他間接溫室氣體總排放量密度 <sup>7</sup> Intensity of total other indirect emissions <sup>7</sup>	二氧化碳當量噸 ／全年收入 (千港元) Tonnes of CO <sub>2</sub> equivalent/ HK\$'000 revenue	少於 Less than 0.01	少於 <b>Less than</b> <b>0.01</b>
	<b>溫室氣體總排放量</b> <b>Total GHG emissions</b>			
	溫室氣體總排放量 Total GHG emissions	二氧化碳當量噸 Tonnes of CO <sub>2</sub> equivalent	3,025	<b>1,305</b>
	溫室氣體總排放量密度 <sup>8</sup> Intensity of total GHG emissions <sup>8</sup>	二氧化碳當量噸 ／全年收入 (千港元) Tonnes of CO <sub>2</sub> equivalent/ HK\$'000 revenue	少於 Less than 0.01	少於 <b>Less than</b> <b>0.01</b>

<sup>7</sup> 其他間接二氧化碳當量總排放量密度 = 其他間接二氧化碳當量總排放量 ÷ 年度收入

<sup>7</sup> Intensity of total other indirect CO<sub>2</sub> equivalent emissions = Other indirect CO<sub>2</sub> equivalent emissions ÷ Total revenue for the year

<sup>8</sup> 溫室氣體總排放量密度 = 溫室氣體總排放量 ÷ 年度收入

<sup>8</sup> Intensity of total GHG emissions = Total GHG emissions ÷ Total revenue for the year

可持續發展報告 (續)

Sustainability Report (continued)

績效數據概覽 (續)

Performance Data Summary (continued)

環境績效 (續)

Environmental Performance (continued)

層面 Aspects	關鍵績效指標 KPIs	每項 Unit	二零二零年 2020	二零二一年 2021
A1.3: 有害廢棄物 Hazardous waste	有害廢棄物產生總量 Total hazardous waste produced	噸 Tonnes	無 Nil	無 Nil
	有害廢棄物產生密度 Intensity of hazardous waste produced	噸／ 全年收入 (千港元) Tonnes/ HK\$'000 revenue	無 Nil	無 Nil
A1.4: 無害廢棄物 Non-hazardous waste <sup>9</sup>	無害廢棄物產生總量 Total non-hazardous waste produced	噸 Tonnes	280	<b>153</b>
	無害廢棄物產生密度 <sup>10</sup> Intensity of non-hazardous waste produced <sup>10</sup>	噸／ 全年收入 (千港元) Tonnes/ HK\$'000 revenue	少於 Less than 0.01	少於 <b>Less than</b> <b>0.01</b>
A2.1: 能源 Energy	<b>直接能源消耗 Direct energy consumption</b>			
	汽油 Gasoline/Petrol	兆瓦時 MWh	62	<b>44</b>
	柴油 Diesel	兆瓦時 MWh	58	<b>58</b>
	直接能源總耗量 Total direct energy consumption	兆瓦時 MWh	120	<b>102</b>
	直接能源消耗密度 <sup>11</sup> Intensity of direct energy consumption <sup>11</sup>	兆瓦時／ 全年收入 (千港元) MWh/ HK\$'000 revenue	少於 Less than 0.01	少於 <b>Less than</b> <b>0.01</b>
	<b>間接能源消耗 Indirect energy consumption</b>			
	外購電力 Purchased Electricity	兆瓦時 MWh	5,014	<b>2,626</b>
	間接能源總耗量 Total indirect energy consumption	兆瓦時 MWh	5,014	<b>2,626</b>
	間接能源耗量密度 <sup>12</sup> Intensity of indirect energy consumption <sup>12</sup>	兆瓦時／ 全年收入 (千港元) MWh/ HK\$'000 revenue	少於 Less than 0.01	少於 <b>Less than</b> <b>0.01</b>

<sup>9</sup> 無害廢物包括倉庫、商店和辦公室。它們包括商業廢物和工業廢物。

<sup>9</sup> Non-hazardous wastes include both wastes in warehouse, stores and offices. They include the commercial wastes and industrial wastes.

<sup>10</sup> 無害廢棄物產生密度 = 無害廢棄物產生總量 ÷ 年度收入

<sup>10</sup> Intensity of non-hazardous waste produced = Total non-hazardous waste produced ÷ Total revenue for the year

<sup>11</sup> 直接能源耗量密度 = 直接能源耗量 ÷ 年度收入

<sup>11</sup> Intensity of direct energy consumption = Direct energy consumption ÷ Total revenue for the year

<sup>12</sup> 間接能源耗量密度 = 間接能源耗量 ÷ 年度收入

<sup>12</sup> Intensity of indirect energy consumption = Indirect energy consumption ÷ Total revenue for the year

績效數據概覽 (續)

Performance Data Summary (continued)

環境績效 (續)

Environmental Performance (continued)

層面 Aspects	關鍵績效指標 KPIs	每項 Unit	二零二零年 2020	二零二一年 2021
	<b>能源總耗量</b> <b>Total energy consumption</b>			
	能源總耗量	兆瓦時	5,134	<b>2,728</b>
	Total energy consumption	MWh		
	能源總耗量密度 <sup>13</sup>	千瓦時／	少於	少於
	Intensity of total energy	全年收入 (千港元)	Less than	<b>Less than</b>
	consumption <sup>13</sup>	MWh/ HK\$'000 revenue	0.01	<b>0.01</b>
A2.2:	總耗水量	總耗水量		
	Total water consumption	總耗水量		
	總耗水量密度 <sup>14</sup>	總耗水量		
	Intensity of total water consumption <sup>14</sup>	總耗水量		
		立方米	10,440	<b>11,091</b>
		M <sup>3</sup>		
		M <sup>3</sup> / HK\$'000 revenue	0.02	<b>0.02</b>
A2.5:	包裝材料	塑料		
	Packaging material	塑料		
		紙張		
		紙張		
		其他包裝材料		
		其他包裝材料		
		總包裝材料用於製成品		
		總包裝材料用於製成品		
		包裝材料密度 <sup>15</sup>		
		Intensity of total packaging material		
		used for finished goods <sup>15</sup>		
		噸	無	<b>1</b>
		噸	Nil	
		噸	8	<b>1</b>
		噸	無	<b>1</b>
		噸	Nil	
		噸	8	<b>3</b>
		噸		
		噸／	少於	少於
		全年收入 (千港元)	Less than	<b>Less than</b>
		Tonnes/ HK\$'000 revenue	0.01	<b>0.01</b>

<sup>13</sup> 能源總耗量密度 = 能源總耗量 ÷ 年度收入

<sup>13</sup> Intensity of total energy consumption = Total energy consumption ÷ Total revenue for the year

<sup>14</sup> 總耗水量密度 = 總耗水量 ÷ 年度收入

<sup>14</sup> Intensity of total water consumption = Total water consumption ÷ Total revenue for the year

<sup>15</sup> 包裝材料密度 = 總包裝材料用於製成品 ÷ 年度收入

<sup>15</sup> Intensity of total packaging material used for finished goods = Total packaging material used for finished goods ÷ Total revenue for the year

社會績效

Social Performance

層面 Aspects	關鍵績效指標 KPIs	每項 Unit	二零二零年 2020	二零二一年 2021
B1.1: 僱員總數 Total workforce	<b>按僱傭類型劃分</b> <b>By employment type</b>			
	全職	人	505	<b>270</b>
	Full-time	Person		
	兼職	人	1	<b>5</b>
	Part time	Person		
	<b>按地區劃分</b> <b>By geographical region (Full time)</b>			
	香港	人	432	<b>223</b>
	Hong Kong	Person		
	澳門	人	55	<b>47</b>
	Macau	Person		
	中國	人	18	<b>Nil</b>
	Mainland China	Person		
	<b>按性別劃分</b> <b>By gender (Full time)</b>			
	男性	人	107	<b>84</b>
	Male	Person		
	女性	人	398	<b>186</b>
	Female	Person		
	<b>按年齡劃分</b> <b>By age (Full time)</b>			
	30歲或以下	人	83	<b>27</b>
	Below 30	Person		
	31-39歲	人	187	<b>97</b>
	31-39	Person		
	40-49歲	人	137	<b>110</b>
	40-49	Person		
	50歲或以上	人	98	<b>36</b>
	Over 50	Person		
	<b>按僱傭類劃分</b> <b>By employee category (Full time)</b>			
	經理	人	79	<b>51</b>
	Manager	Person		
	員工	人	426	<b>219</b>
	General staff	Person		



績效數據概覽 (續)

Performance Data Summary (continued)

社會績效 (續)

Social Performance (continued)

層面 Aspects	關鍵績效指標 KPIs	每項 Unit	二零二零年 2020	二零二一年 2021
B2.1: 過去三年 (包括匯報 年度) 每年 因工亡故 的人數及 比率 <sup>16</sup> Number and rate of work-related fatalities occurred in each of the past three years, including the reporting year <sup>16</sup>	因工亡故的人數 Number of work-related fatalities	人 Person	0	<b>0</b>
	因工亡故的人數比率 Rate of work-related fatalities	%	0%	<b>0%</b>
B2.2: 因工傷損失 工作日數 <sup>17</sup> Lost days due to work injury <sup>17</sup>	因工傷損失工作日數 Number of lost-days as a result of work injuries day	日 Days	13	<b>283</b>

<sup>16</sup> 過去三個財政年度2019, 2020及2021, 沒有與工作相關的死亡案例。

<sup>16</sup> There was no reported case for work-related fatalities in the past three financial years 2019, 2020 and 2021.

<sup>17</sup> 2019財政年度, 並沒有工傷案例。2020及2021財政年度, 有一宗的工傷個案。

<sup>17</sup> There was no reported case of work-related injury in 2019. There was 1 reported case for work-related injury in both 2020 and 2021.

層面 Aspects	關鍵績效指標 KPIs	每項 Unit	二零二零年 2020	二零二一年 2021
B3.1: 劃分的受訓 僱員百分比 The percentage of full-time employees trained	受訓僱員百分比 The percentage of employees trained	%	54%	<b>50%</b>
	<b>按性別劃分 By gender</b>			
	男性 Male	%	54%	<b>44%</b>
	女性 Female	%	53%	<b>53%</b>
	<b>按僱傭類型劃分 By employee category</b>			
	經理 Manager	%	86%	<b>82%</b>
	員工 General staff	%	48%	<b>42%</b>
B3.2: 每名僱員完 成受訓的平 均時數 Average training hours completed by full-time employees	每名僱員完成受訓的平均時數 The average training hours completed per employee hours	小時 Hours	1.30	<b>1.25</b>
	<b>按性別劃分 By gender</b>			
	男性 Male	小時 Hours	1.66	<b>1.22</b>
	女性 Female	小時 Hours	1.20	<b>1.26</b>
	<b>按僱傭類型劃分 By employee category</b>			
	經理 Manager	小時 Hours	2.85	<b>2.04</b>
	員工 General staff	小時 Hours	0.80	<b>1.07</b>
B5.1: 供應商數目 Number of suppliers	<b>供應商數目按地區劃分 By geographical region</b>			
	香港 Hong Kong	供應商數量 No. of supplier	1,466	<b>512</b>
	澳門 Macau	供應商數量 No. of supplier	0	<b>5</b>
	中國 Mainland China	供應商數量 No. of supplier	17	<b>26</b>
	其他亞洲地區 Rest of Asia	供應商數量 No. of supplier	23	<b>25</b>
	歐洲 Europe	供應商數量 No. of supplier	16	<b>16</b>
	美國及其他 USA & others	供應商數量 No. of supplier	5	<b>2</b>

績效數據概覽 (續)

Performance Data Summary (continued)

社會績效 (續)

Social Performance (continued)

層面 Aspects	關鍵績效指標 KPIs	每項 Unit	二零二零年 2020	二零二一年 2021
B6.1:	已售或已運送產品總數中因安全及健康理由而須回收的百分比 Percentage of total products sold or shipped subject to recalls for safety and health reasons	%	0	0
B6.2:	接獲關於產品的投訴數目 Number of products and service related complaints received	宗 No. of complaint	463	399
B7.1:	貪污訴訟案件的數目 Legal cases regarding corrupt practices	宗 No. of case	0	0

可持續發展報告 (續)

Sustainability Report (continued)

績效數據概覽 (續)

Performance Data Summary (continued)

社會績效 (續)

Social Performance (continued)

層面 Aspects	關鍵績效指標 KPIs	每項 Unit	二零二零年 2020	二零二一年 2021
B7.3: 董事及高管 參與的反貪 污培訓的時 數 Number of training hours on anti- corruption completed by directors and senior managers	董事及高 管提供的 反貪污培 訓的時數 Number of training hours on anti- corruption and anti- money laundering completed by directors and senior managers	小時 Hours	3	3
B8.1 & 社區投資	捐獻總數 (按專 注貢獻範疇劃 分)			
B8.2: Community investment	<b>Total donations (by focus areas of contribution)</b>			
	社區服務 Community service	元 (港元) HKD	616,000	563,084
	捐獻總數 Total donations	元 (港元) HKD	616,000	563,084

香港聯交所環境、社會及管治報告指引對照 HKEx ESG Reporting Guide Content Index

環境		Environmental	
層面	一般披露及績效指標 General disclosures and KPIs	範疇描述	相關章節
Aspects		Description	Corresponding section
A1: 排放量 Emissions	一般披露 General disclosure	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。 註：廢氣排放包括氮氧化物、硫氧化物及其他受國家法律及規例規管的污染物。 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.	A1: 排放量 Emissions
	關鍵績效指標 A1.1	排放物種類及相關排放數據。 The types of emissions and respective emissions data.	績效數據概覽 Performance Data Summary
	關鍵績效指標 A1.2	溫室氣體總排放量(以噸計算)及(如適用)密度。 Greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity.	績效數據概覽 Performance Data Summary
	關鍵績效指標 A1.3	所產生有害廢棄物總量(以噸計算)及(如適用)密度。 Total hazardous waste produced (in tonnes) and, where appropriate, intensity.	績效數據概覽 Performance Data Summary
	關鍵績效指標 A1.4	所產生無害廢棄物總量(以噸計算)及(如適用)密度。 Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity.	績效數據概覽 Performance Data Summary
	關鍵績效指標 A1.5	描述所訂立的排放量目標及為達到這些目標所採取的步驟。 Description of measures to mitigate emissions and results achieved.	A1: 排放量 Emissions
	關鍵績效指標 A1.6	描述處理有害及無害廢棄物的方法，及描述所訂立的減廢目標及為達到這些目標所採取的步驟。 Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved.	A1: 排放量 Emissions

環境 (續)

Environmental (continued)

層面 Aspects	一般披露 及績效指標 General disclosures and KPIs	範疇描述 Description	相關章節 Corresponding section
A2: 資源使用 Use of Resources	一般披露 General disclosure	有效使用資源 (包括能源、水及其他原材料) 的政策。 Policies on the efficient use of resources, including energy, water and other raw materials.	A2: 資源使用 Use of Resources
	關鍵績效指標 A2.1	按類型劃分的直接及/或間接能源 (如電、氣或油) 總耗量 (以千個千瓦時計算) 及密度。 Direct and/or indirect energy consumption by type in total (MWh) and intensity.	績效數據概覽 Performance Data Summary
	關鍵績效指標 A2.2	總耗水量及密度 (如以每產量單位、每項設施計算)。 Water consumption in total and intensity.	績效數據概覽 Performance Data Summary
	關鍵績效指標 A2.3	描述所訂立的能源使用效益目標及為達到這些目標所採取的步驟。 Description of energy use efficiency initiatives and results achieved.	A2: 資源使用 Use of Resources
	關鍵績效指標 A2.4	描述求取適用水源上可有任何問題, 以及所訂立的用水效益目標及為達到這些目標所採取的步驟。 Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.	A2: 資源使用 Use of Resources
	關鍵績效指標 A2.5	製成品所用包裝材料的總量 (以噸計算) 及 (如適用) 每生產單位估量。 Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	績效數據概覽 Performance Data Summary
A3: 環境及天然資源 The Environment and Natural Resources	一般披露 General disclosure	減低發行人對環境及天然資源造成重大影響的政策。 Policies on minimizing the issuer's significant impacts on the environment and natural resources.	A3: 環境及天然資源 The Environment and Natural Resources
	關鍵績效指標 A3.1	描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	A3: 環境及天然資源 The Environment and Natural Resources

環境 (續)

Environmental (continued)

層面 Aspects	一般披露 及績效指標 General disclosures and KPIs	範疇描述 Description	相關章節 Corresponding section
A4: 氣候變化 Climate Change	一般披露 General disclosure	識別及應對已經及可能會對發行人產生影響的重大氣候相關事宜的政策。 Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	A4: 氣候變化 Climate Change
	關鍵績效指標 A4.1	描述已經及可能會對發行人產生影響的重大氣候相關事宜，及應對行動。 Description of the significant climate-related issues which have impacted, and those which may impact, and the actions taken to manage them.	A4: 氣候變化 Climate Change

社會

Social

B1: 僱傭 Employment	一般披露 General Disclosure	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。 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	B1: 僱傭 Employment
	關鍵績效指標 B1.1	按性別、僱傭類型 (如全職或兼職)、年齡組別及地區劃分的僱員總數。 Total workforce by gender, employment type, age group and geographical region.	績效數據概覽 Performance Data Summary
	關鍵績效指標 B1.2	按性別、年齡組別及地區劃分的僱員流失比率。 Employee turnover rate by gender, age group and geographical region.	B1: 僱傭 Employment  員工流失率的 解說 Explanation of high staff turnover rate was mentioned in B1.

環境 (續)

Environmental (continued)

層面 Aspects	一般披露 及績效指標 General disclosures and KPIs	範疇描述 Description	相關章節 Corresponding section
B2: 健康與安全 Health and Safety	一般披露 General Disclosure	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。 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.	B2: 健康與安全 Health and Safety
	關鍵績效指標 B2.1	過去三年 (包括匯報年度) 每年因工亡故的人數及比率。 Number and rate of work-related fatalities.	績效數據概覽 Performance Data Summary
	關鍵績效指標 B2.2	因工傷損失工作日數。 Lost days due to work injury.	績效數據概覽 Performance Data Summary
	關鍵績效指標 B2.3	描述所採納的職業健康與安全措施，以及相關執行及監察方法。 Description of occupational health and safety measures adopted, how they are implemented and monitored.	B2: 健康與安全 Health and Safety



環境 (續)

Environmental (continued)

層面 Aspects	一般披露 及績效指標 General disclosures and KPIs	範疇描述 Description	相關章節 Corresponding section
B3: 發展及培訓 Development and Training	一般披露 General Disclosure	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。 註：培訓指職業培訓，可包括由僱主付費的內外部課程。 Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	B3: 發展及培訓 Development and Training
	關鍵績效指標 B3.1	按性別及僱員類別(如高級管理層、中級管理層)劃分的受訓僱員百分比。 The percentage of employees trained by gender and employee category (e.g. manager and general staff).	績效數據概覽 Performance Data Summary
	關鍵績效指標 B3.2	按性別及僱員類別劃分，每名僱員完成受訓的平均時數。 The average training hours completed per employee by gender and employee category.	績效數據概覽 Performance Data Summary
B4: 勞工準則 Labour Standards	一般披露 General Disclosure	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。 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.	B4: 勞工準則 Labour standards
	關鍵績效指標 B4.1	描述檢討招聘慣例的措施以避免童工及強制勞工。 Description of measures to review employment practices to avoid child and forced labour.	B4: 勞工準則 Labour standards
	關鍵績效指標 B4.2	描述在發現違規情況時消除有關情況所採取的步驟。 Description of steps taken to eliminate such practices when discovered.	B4: 勞工準則 Labour standards

環境 (續)

Environmental (continued)

層面 Aspects	一般披露 及績效指標 General disclosures and KPIs	範疇描述 Description	相關章節 Corresponding section
B5: 供應鏈管理 Supply Chain Management	一般披露 General Disclosure	管理供應鏈的環境及社會風險政策。 Policies on managing environmental and social risks of the supply chain.	B5: 供應鏈管理 Supply chain management
	關鍵績效指標 B5.1	按地區劃分的供應商數目。 Number of suppliers by geographical region.	績效數據概覽 Performance Data Summary
	關鍵績效指標 B5.2	描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目，以及相關執行及監察方法。 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.	B5: 供應鏈管理 Supply chain management
	關鍵績效指標 B5.3	描述有關識別供應鏈每個環節的環境及社會風險的慣例，以及相關執行及監察方法。 Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	B5: 供應鏈管理 Supply chain management
	關鍵績效指標 B5.4	描述在揀選供應商時促使多用環保產品及服務的慣例，以及相關執行及監察方法。 Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	B5: 供應鏈管理 Supply chain management

環境 (續)

Environmental (continued)

層面 Aspects	一般披露 及績效指標 General disclosures and KPIs	範疇描述 Description	相關章節 Corresponding section
B6: 產品責任 Product Responsibility	一般披露 General Disclosure	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。 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	B6: 產品責任 Product responsibility
	關鍵績效指標 B6.1	已售或已運送產品總數中因安全與健康理由而須回收的百分比。 Percentage of total products sold or shipped subject to recalls for safety and health reasons.	績效數據概覽 Performance Data Summary
	關鍵績效指標 B6.2	接獲關於產品及服務的投訴數目以及應對方法。 Number of products and service related complaints received and how they are dealt with.	績效數據概覽 Performance Data Summary
	關鍵績效指標 B6.3	描述與維護及保障知識產權有關的慣例。 Description of practices relating to observing and protecting intellectual property rights.	B6: 產品責任 Product responsibility
	關鍵績效指標 B6.4	描述質量檢定過程及產品回收程序。 Description of quality assurance process and recall procedures.	B6: 產品責任 Product responsibility
	關鍵績效指標 B6.5	描述消費者資料保障及私隱政策，以及相關執行及監察方法。 Description of consumer data protection and privacy policies, how they are implemented and monitored.	B6: 產品責任 Product responsibility

層面 Aspects	一般披露 及績效指標 General disclosures and KPIs	範疇描述 Description	相關章節 Corresponding section
B7: 反貪污 Anti- corruption	一般披露 General Disclosure	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。 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.	B7: 反貪污 Anti- Corruption
	關鍵績效指標 B7.1	於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。 Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	績效數據概覽 Performance Data Summary
	關鍵績效指標 B7.2	描述防範措施及舉報程序，以及相關執行及監察方法。 Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	B7: 反貪污 Anti- Corruption
	關鍵績效指標 B7.3	描述向董事及員工提供的反貪污培訓。 Description of anti-corruption training provided to directors and senior managers.	績效數據概覽 Performance Data Summary
B8: 社區投資 Community Investment	一般披露 General Disclosure	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。 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.	B8: 社區投資 Community investment
	關鍵績效指標 B8.1	專注貢獻範疇 (如教育、環境事宜、勞工需求、健康、文化、體育)。 Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	B8: 社區投資 Community investment
	關鍵績效指標 B8.2	在專注範疇所動用資源 (如金錢或時間)。 Resources contributed (e.g. money or time) to the focus area.	績效數據概覽 Performance Data Summary

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