

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

### 1. ABOUT THIS REPORT

This Report is the first Environmental, Social and Governance (“ESG”) Report issued by Beauty Farm Medical and Health Industry Inc. (2373.HK). Based on objective, comprehensive, regulative and transparent principles, this Report presents management ideas, key practices and annual achievements for environmental, social and governance work of Beauty Farm Medical and Health Industry Inc.

#### Reporting Scope

The Report covers the period from 1 January 2022 to 31 December 2022 (“the current year” or “the Reporting Period”). To make the Report more informative, some contents or data related to years before 2022.

This Report mainly covers the information and key performance in respect of the fulfilment of the environmental, social and governance responsibilities of Beauty Farm Medical and Health Industry Inc. and its subsidiaries in 2022, including the Group offices, stores and two Beauty Farm Training Centres, etc. Since the daily operations of the franchised stores are independent of the Group’s management, they are excluded from the reporting scope.

#### Reference Standards

This Report is prepared mainly with reference to the Environmental, Social and Governance Reporting Guide (the ESG Guide) under Appendix 27 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited, and is reported in accordance with the principles of materiality, quantitative, balance and consistency included in the Guide. The contents are in accordance with the disclosure principles set out in the ESG Guidelines and have complied with the “mandatory disclosure requirements” and “comply or explain” provisions set out in the ESG Guidelines to address the environmental and social impacts of the Company’s business and operational activities. Part of the report content also refers to the requirements of the “Guidance on Social Responsibility” (GB/T 36000-2015)/“Guidance on Social Responsibility Reporting” (GB/T 36001-2015).

### 1. 關於本報告

本報告是美麗田園醫療健康產業有限公司 (2373.HK) 首份發佈的環境、社會及管治 (Environmental, Social and Governance, 「ESG」) 報告，本著客觀全面、規範透明的原則，詳細闡述2022年度本集團環境、社會及管治工作的管理理念、亮點實踐及年度績效。

#### 報告範圍

本報告披露時間範圍為2022年1月1日至2022年12月31日（下稱「本年度」或「報告期內」），為使報告更具參考價值，其中部份內容延伸至2022年或之前。

本報告重點披露2022年美麗田園醫療健康產業有限公司及其附屬公司在履行環境、社會及管治責任方面的信息和關鍵績效，當中包括集團各地辦公室、品牌門店及兩所培訓學校等，而由於加盟店的日常營運未由我們進行管理，故未有包含於本報告範圍內。

#### 參考標準

本報告主要參照香港聯合交易所有限公司頒佈的《香港聯合交易所有限公司證券上市規則》附錄二十七《環境、社會及管治報告指引》(ESG指引)編製而成，根據《指引》中重要性、量化性、平衡性及一致性原則進行匯報，並遵守《指引》載列的「強制披露」和「不遵守就解釋」條文闡述公司各業務及營運活動對環境和社會帶來的影響。部份報告內容亦參考《社會責任指南》(GB/T 36000-2015)/《社會責任報告編寫指南》(GB/T 36001-2015)的要求所編製。

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The content of this Report is determined according to a set of systematic procedures, which include identifying major stakeholders, identifying and assessing the materiality of ESG-related issues, defining the coverage of the ESG Report, collecting relevant materials and data, conducting data collation and aggregation, examining the figures in this Report, preparing this report and reviewing by the management.

#### Reporting Principles

**Materiality:** We continuously communicate with our stakeholders, regularly review the materiality of each sustainable development area, and conduct materiality assessments to determine critical environmental, social and governance issues. The assessment result is being approved by The Board of Directors.

**Quantitative:** This Report explains the criteria and methodology for calculating the relevant data, accompanied by the associated assumptions. The ESG key performance indicators (KPIs) are supplemented by explanatory notes to establish benchmarks where feasible.

**Consistency:** Unless otherwise specified, this Report applies a consistent methodology in preparing and presenting ESG information to allow for meaningful comparisons over time.

**Balance:** We appointed external sustainability consultants to provide an unbiased disclosure of all our positive and potentially negative data in this Report, describing the ESG performance of the Group fairly and ensuring that accurate information is available to the public and that the data presented has no selections, omissions, or other forms of manipulation that may inappropriately influence readers' decisions or judgments.

本報告內容是按照一套有系統的程序而釐定的。有關程序包括：識別重要的利益相關方、識別和評估ESG相關重要議題、決定ESG報告的界限、收集相關材料和數據、對數據進行整理和匯總、對報告中的數據進行檢視、編製報告、管理層審定等。

#### 匯報原則

**重要性：**我們持續與利益相關方溝通，定期檢視各個可持續發展範疇的重要性，進行重要性評估以釐定重要環境、社會及管治事宜，且評估結果獲董事會批准。

**量化：**本報告根據《指引》闡述了相關數據計算的標準和方法，以及相關假設，關鍵績效指標由解釋性說明補充，以在可行的情況下建立基準。

**一致性：**除另有指明外，本報告使用一致的方法編製及呈列環境、社會及管治數據，以便進行有意義的比較。

**平衡：**我們委任外部可持續發展顧問準備報告，不偏不倚地披露我們的所有正面及潛在負面數據，公正描述本集團ESG績效，確保大眾能接獲準確數據以及所呈列之數據數據並無不恰當使用影響讀者決策或判斷的選擇、遺漏或其他形式的操縱。

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#### Data Sources and Reliability Guarantee

Data and cases in this Report are primarily extracted from the statistical reports and internal documents of the Group. The Group undertakes that the Report contains no false representations or misleading statements, and assumes responsibility for the truthfulness, accuracy and completeness of its contents.

#### Acknowledgement and Approval

Upon confirmation by the management, this Report was passed by the Board on March 29 2023.

#### Contact Us

We attach great importance to the views of stakeholders and the public in this Report. If you have any inquiries or suggestions, please feel free to contact the Company through email [ir@beautyfarm.com.cn](mailto:ir@beautyfarm.com.cn).

#### Reporting Specification

For the convenience of presentation and reading, the “Beauty Farm”, “Group” and “we”/“us”/“our” all refer to “Beauty Farm Medical and Health Industry Inc.” and its subsidiaries in this Report. Unless otherwise specified, all types of currencies disclosed in this report refer to RMB.

## 2. ABOUT US

Beauty Farm is a one-stop provider of health and beauty management services and is a leading company in China. Since the establishment of its first store in Hainan Province in 1993, the company has been focusing on providing body and skin care services and expanded to anti-aging medical services in 2018. The one-stop service is based on the individual needs of customers to meet their desire to maintain health and attractiveness. The company offers body and skin care services through the Beauty Farm, Palaispa, and CellCare, and anti-aging medical services through Neology, covering a wide range of high-end consumers in China’s body and skin care service industry.

#### 數據說明及可靠性保證

本報告的數據和案例主要來源於集團統計報告、內部文件等。集團承諾本報告不存在任何虛假記載、誤導性陳述或重大遺漏，並對其內容真實性、準確性和完整性負責。

#### 確認及批准

本報告經管理層確認後，於2023年3月29日獲董事會通過。

#### 聯繫方式

集團十分重視各利益相關方及公眾對此報告的看法，如對此報告有任何查詢或建議，歡迎通過電子郵箱 [ir@beautyfarm.com.cn](mailto:ir@beautyfarm.com.cn) 與我們聯絡。

#### 稱謂說明

為了方便表述和閱讀，本報告中的「美麗田園」「本集團」「集團」「我們」均指代美麗田園醫療健康產業有限公司及其附屬公司。除特別說明外，本報告中所有涉及資金貨幣種類均指人民幣。

## 2. 關於我們

美麗田園是一站式健康與美麗管理服務提供商，在中國居於領先地位。公司自1993年在海南省成立首家門店起，專注於提供身體及皮膚護理服務，並於2018年擴展至抗衰醫學服務。一站式服務從客戶個人需求出發，滿足客戶保持健康及具吸引力儀容的願望。公司以美麗田園、貝黎詩及秀可兒品牌提供身體及皮膚護理服務以及以研源品牌提供抗衰醫學服務，覆蓋中國廣泛的身體及皮膚護理服務中高端消費者。

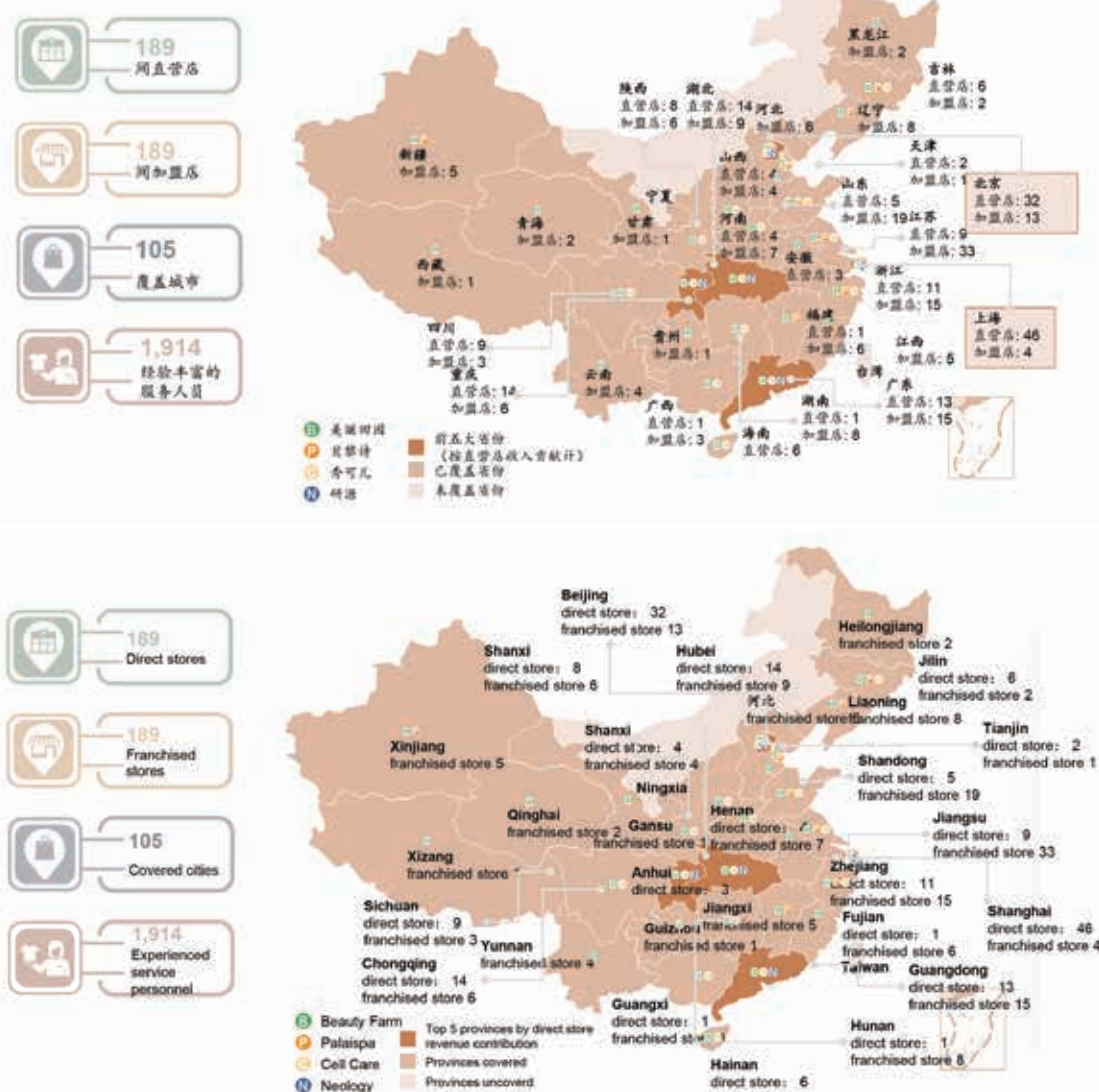
## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT 環境、社會及管治報告

### Company Overview

We operate multiple chain brands in China's beauty and health management service industry, including Beauty Farm (美麗田園), our flagship brand established in 1993, and three other brands, namely, Palaispa (貝黎詩), Neology (研源) and CellCare (秀可兒). We have built a national direct store network of 378 stores, which consisted of 189 direct stores and 189 franchise stores. In our 189 direct stores, 91 stores located in tier-one cities and 76 stores in new tier-one cities, as of December 31, 2022. Our direct stores and franchise stores cover a total of 121 cities in China.

### 公司概念

我們於1993年建立旗艦品牌美麗田園，該品牌是中國美麗與健康管理服務行業中成立已久的國內連鎖品牌之一。我們還建立了三個新興品牌，即貝黎詩、研源及秀可兒。截至2022年12月31日，我們整體服務網絡涵蓋378家門店，包括189家直營店及189家加盟店。於我們直接擁有的189家門店中，91家門店位於一線城市及76家門店位於新一線城市。我們的直營店與加盟店共覆蓋全國121座城市。



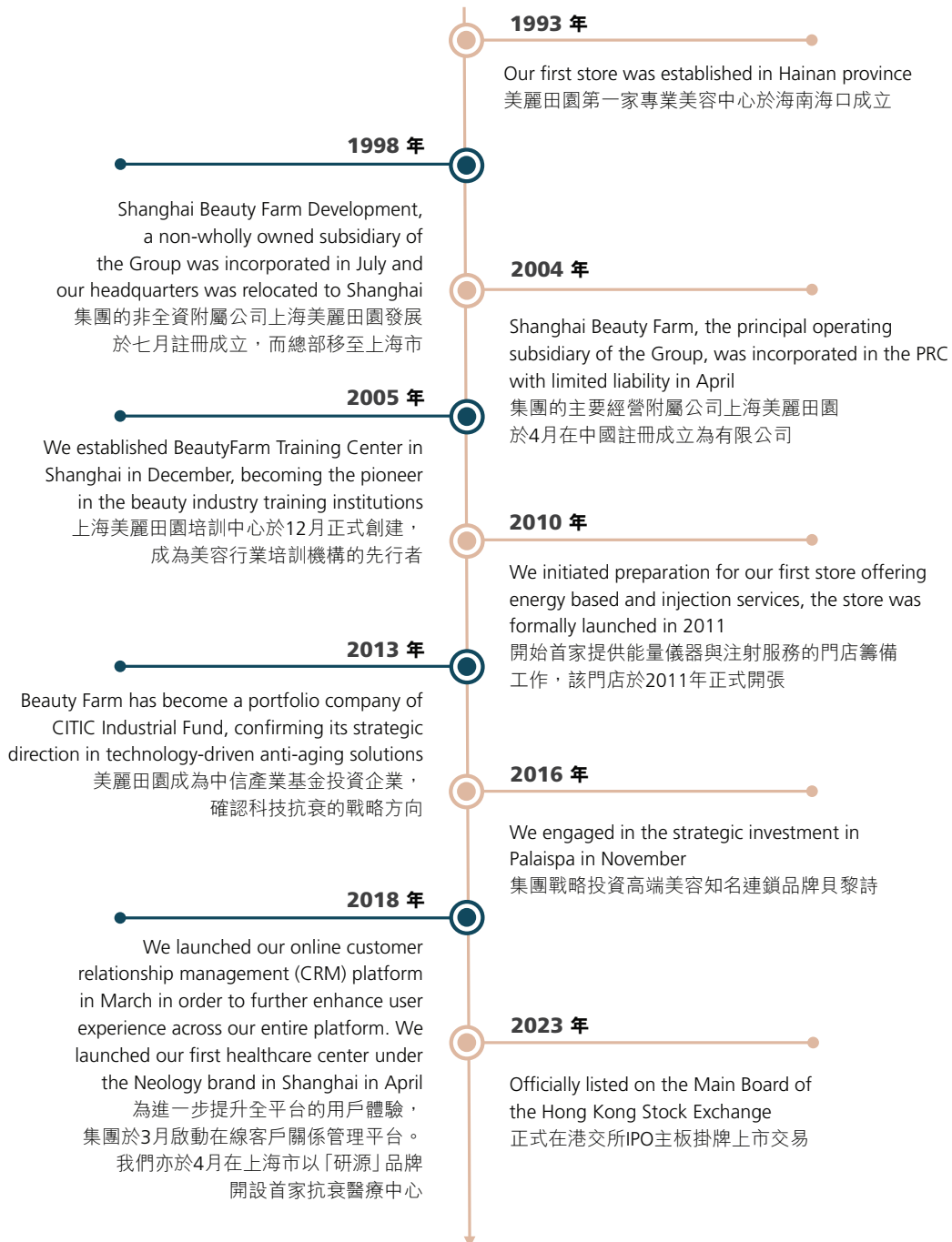


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### 環境、社會及管治報告

#### Business Milestones

#### 集團發展里程碑



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### Brand Introduction



Beauty Farm has introduced international beauty concepts and uses advanced care technology, products, equipment, quality control processes, and service standards to provide comfortable beauty and body care services for each client. We established our flagship brand, Beauty Farm, in 1993 and are one of the well-established domestic chain brands in China's beauty and health management service industry. Beauty Farm stores are mainly located in first-tier and new first-tier cities. As of December 31, 2022, Beauty Farm has a total of 147 direct stores and 144 franchise stores.

美麗田園引進國際美容理念，並使用先進的護理技術、產品儀器、質控流程、服務標準，為每位客人帶來舒適的美容美體護理服務。我們於1993年建立旗艦品牌美麗田園，我們是中國美麗與健康管理服務行業中成立已久的國內連鎖品牌之一。美麗田園門店主要位於一線城市及新一線城市，截至2022年12月31日，美麗田園共擁有147間直營店及144間加盟門店。

PALAISPA is a beauty brand under Beijing Palaispa Commercial Management Co., Ltd. Palaispa stores mainly focus on providing high-end facial care and European imported products to customers. Palaispa stores are mostly located in Beijing and Shanghai. As of December 31, 2022, Palaispa has a total of 16 direct stores and 45 franchise stores.

貝黎詩(PALAISPA)是北京貝黎詩商業管理有限公司旗下美容品牌，貝黎詩門店主要專注於利用高端面部護理及歐洲進口產品向顧客提供服務。貝黎詩門店大多位於北京市及上海市，截至2022年12月31日，貝黎詩共擁有16間直營店及45間加盟門店。



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#### NEOLOGY

##### 研源医疗

Neology mainly provides sub-health assessment and intervention services, including sub-health condition testing, assessment, and intervention. Neology aims to improve the health status of customers by applying functional medicine to regulate and enhance the function of customers' organ systems. As of December 31, 2022, Neology has a total of 6 direct stores.

研源醫療主要提供亞健康評估及干預服務包括亞健康狀況檢測、評估及干預。研源旨在通過應用功能醫學調節及加強顧客身體器官系統的功能，從而改善顧客健康狀況。截至2022年12月31日，研源共擁有6間直營門店。

CellCare is committed to integrating and exploring cutting-edge medical technology and medical resources from around the world. It is located in landmark commercial centers in first and second-tier cities, focusing on serving high-quality female customers and addressing both their internal and external needs. CellCare provides a professional, safe, and comfortable medical beauty treatment experience throughout the entire process. CellCare covers professional disciplines such as skin texture management, skin color management, composite micro-plastic surgery, non-invasive lifting, body sculpting, and surgical refinement. It brings together dozens of authoritative experts, focuses on the medical essence, adheres to the technical high ground, and continuously improves product and technological innovation. As of December 31, 2022, CellCare has a total of 20 direct stores.

秀可兒致力於整合和探索世界前沿醫學技術、醫療資源，矗立於全國一二線城市的地標性商業中心，專注服務高質量女性客戶，關注女性內外需求，傾力呈現專業、安全、舒適的醫美診療全流程體驗。CellCare秀可兒覆蓋了膚質管理、膚色管理、複合微整、無創提拉、體雕塑形、手術精雕等專業學科領域，匯聚數十名權威專家，專注醫療本質，堅守技術高地，持續打磨產品和技術創新。截至2022年12月31日，秀可兒共擁有20間直營門店。

CellCare

| 秀 | 可 | 兒 | 醫 | 美 |

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT 環境、社會及管治報告

### 3. SUSTAINABILITY MANAGEMENT

We are committed to building a lasting brand, and we believe our long-term success rests on our ability to make positive impacts on the environment and society. Corporate social responsibility is a core part of our business philosophy and will be pivotal to creating sustainable value for our Shareholders. Accordingly, we have adopted a policy on environmental, social and corporate governance responsibilities (the “ESG Policy”) in accordance with the Listing Rules, which sets forth our corporate social responsibility objectives and provides guidance on practicing corporate social responsibility in our daily operations.

Under our ESG Policy, we aim to build a sustainable community with our employees, clients and business partners by supporting local initiatives that aim to create effective and lasting benefits to the local community through various initiatives that may include corporate philanthropy, establishing community partnerships, and mobilizing our employees to participate in volunteer work. Meanwhile, we strive to minimizing the environmental impact during the business operation of the Group. Under the oversight of our management, we actively identify and monitor actual and potential impact of environmental, social and climate-related risks on our business, strategy and financial performance, and incorporate considerations of these issues into our business, strategic and financial planning. Our chief executive officer also assesses the likelihood of ESG related risks and the estimated magnitude of any potential impact. At the same time, our relevant business units are responsible for promoting and implementing various sustainable development measures.

The Board is responsible for establishing, adopting, and reviewing the Group’s environmental, social, and governance (ESG) vision, policies, and objectives, as well as evaluating, identifying, and addressing ESG-related risks at least once a year. The Board may assess or engage an independent third party to evaluate ESG risks, review our existing strategies, objectives, and internal controls, and implement necessary improvements to mitigate risks.

### 3. 可持續發展管理

我們致力建立悠久的品牌，且認為長期成功有賴我們能否對環境及社會帶來正面影響。企業社會責任是我們經營理念的核心部分，對我們為股東締造可持續價值至關重要。因此，我們已根據上市規則採納有關環境、社會及企業管治責任的政策，當中載列我們的企業社會責任目標，併為日常運作中實踐企業社會責任提供指引。

根據環境、社會及管治政策，我們的目標是通過支持本地計劃與員工、客戶及業務合作伙伴建立可持續發展的社區，旨在通過各種舉措，包括企業慈善事業、建立社區合作伙伴關係及動員員工參加義工活動，為本地社區創造有效且長遠的利益，同時減低集團自身營運對環境的影響。在管理層的監督下，我們積極識別及監測環境、社會及氣候相關風險對我們的業務、戰略及財務表現的實際及潛在影響，並將該等事宜的考慮因素納入業務、戰略及財務規劃；評估出現環境、社會及管治相關風險的可能性及任何潛在影響的影響程度。同時，相關業務單位負責推廣及實施各項可持續發展措施。

董事會對建立、採用及檢討本集團的環境、社會及管治願景、政策及目標，以及至少每年一次評估、釐定及處理我們的環境、社會及管治相關風險負有集體及整體責任。董事會可評估或委聘獨立第三方評估環境、社會及管治風險，檢討我們現有的戰略、目標及內部控制，然後實施所需改進的措施以降低風險。



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To further systematize the implementation of ESG work, the Group has established an ESG Committee consisting of representatives from the company's management and cross-departmental teams. The committee is responsible for the overall ESG governance of the group and reports directly to the board of directors. The members of the committee include representatives from our various brands, such as the Operations Director from Beauty Farm, the Medical Aesthetics Operations Manager, the Operations Manager from Neology, the Executive Director from Palaispa, as well as heads of different functional departments, such as Operation, Human Resources, Finance, Legal, CRM, and so on. The ESG Committee reports on significant ESG-related matters and the achievement of the group's ESG goals to the board of directors through regular meetings. This allows the board to understand that all functional departments and operating centers of the group are operating and practicing according to the strategy, and can adjust the targets and details of the execution of each ESG measure reasonably. This ensures that the group operates in a responsible and sustainable manner, while creating value for stakeholders and maintaining its competitive position in the market.

During the reporting year, the Board conducted one strategic meeting on ESG and engaged a sustainable development consultant to provide training on the importance of ESG, the regulatory and disclosure requirements for ESG, the impact of ESG on corporate strategy, how to implement ESG initiatives and write ESG reports, and how to transition towards carbon neutrality. Through this training, we aim to provide the Board with valuable insights and information on ESG, and support them in driving orderly ESG governance within the Group. We will appropriately adjust the development strategies of our various business operations to ensure that ESG considerations become an integral part of our daily business decision-making process.

為進一步系統化地推進ESG工作的落實，本集團特設一個由公司管理層代表及跨部門團隊代表組成的ESG委員會，專責集團整體ESG管治工作及直接向董事會匯報。委員會的成員組成包括旗下各品牌，由美麗田園直營營運總監、醫美運營負責人；研源運營負責人和貝黎詩行政總裁，同時包含不同職能部門負責人，如營建部、人力資源、財務、法務、CRM等部門。ESG委員會透過定期會議向集團董事會匯報關於集團ESG的重大相關事宜及集團的ESG目標的達成情況，讓董事會了解集團各職能部門及運營中心營運和實務均按照策略執行，並能夠合理調整目標與各ESG措施的執行細節，確保集團以負責任和可持續的方式運作，同時能夠為利益相關者創造價值，維持其在市場中的競爭地位。

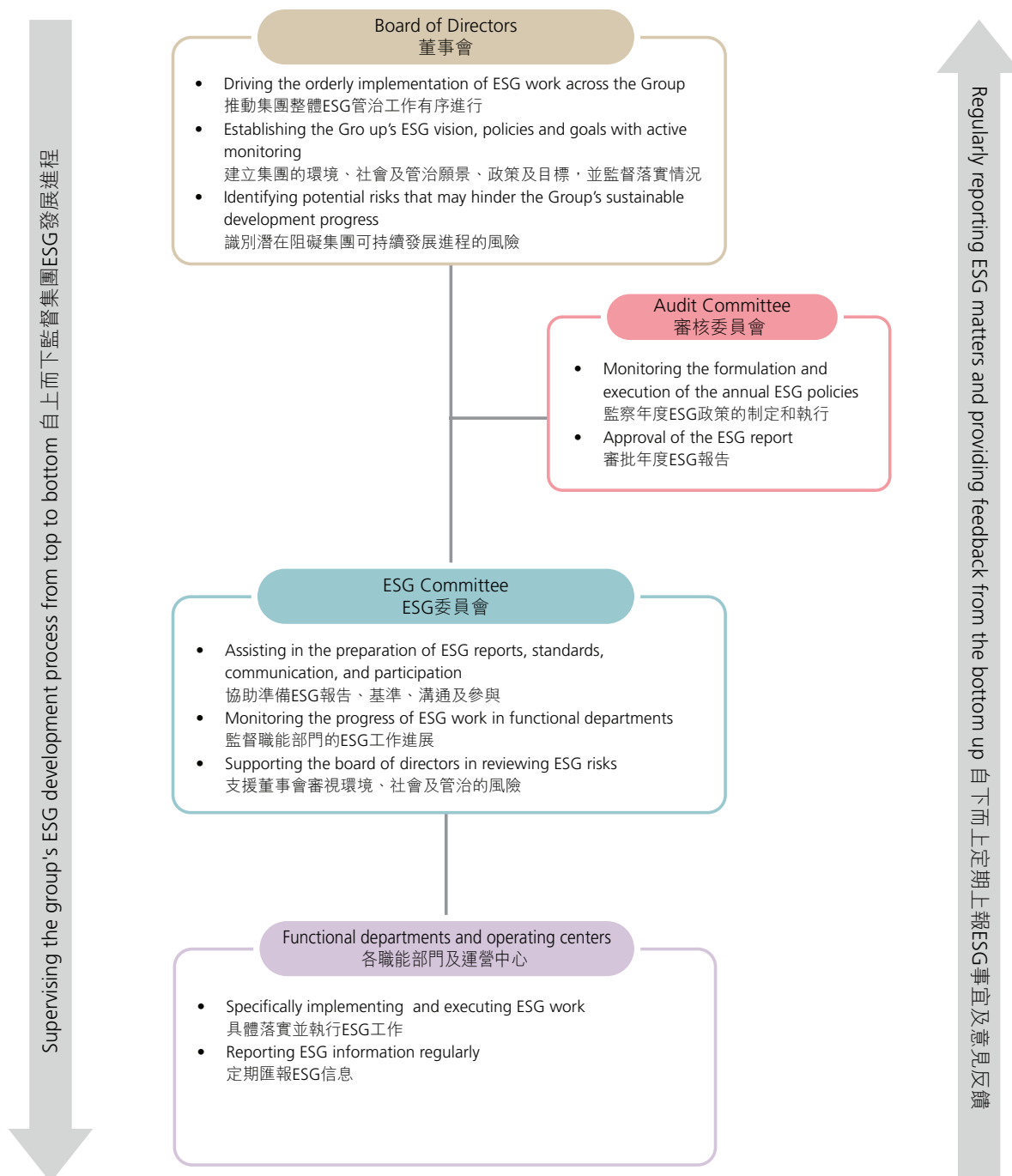
而於本年度，董事會已進行1次有關ESG方面的戰略會議，並委聘第三方可持續發展顧問進行一場培訓，內容包含ESG的重要性、ESG監管和披露要求、ESG對公司戰略的影響、企業如何開展ESG工作和編寫ESG報告、企業如何邁向碳中和等等，我們希望藉此培訓有效為董事會帶來更多ESG信息及洞察，支持董事會推動集團內部ESG管治工作能夠有序進行，適當地調整各業務營運的發展策略，確保ESG考慮成為集團日常業務決策中不可或缺的一部份。

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#### ESG Governance Structure

#### ESG管治架構



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#### Supporting Sustainable Development Goals (SDGs)

We are committed to becoming a responsible enterprise and making positive contributions to building sustainable communities. We support and use the United Nations Sustainable Development Goals (SDGs) as a guiding framework for our sustainable development measures, with a focus on areas that are critical to our business and stakeholders. We aim to make contributions to the selected SDGs by making efficient use of resources. The following are our current efforts towards achieving these goals:

#### 支持可持續發展目標(「SDGs」)

我們致力成為負責任的企業，竭力為構建可持續發展的社區作出積極貢獻。我們支持並以聯合國可持續發展目標作為本集團可持續發展措施的指導框架，優先將注意力集中在對我們業務和利益相關方至關重要的領域上，以善用資源為所選定的可持續發展目標作出貢獻。以下為我們現時對目標所作出的努力：

#### UN Sustainable Development Goals 聯合國可持續發展目標

#### Measures 舉措



#### No Poverty 消除貧困

Founded in 2010, “Beauty Farm Love Fund” adheres to the purpose of caring for and assisting people in need. As of the end of the Reporting year, the fund has accumulated over 660 thousand yuan and supported 40 employees and their families who have suffered from diseases and earthquakes and lost their homes. Love donation has exceeded 180 thousand yuan. In addition, the foundation actively contacted the local government to help the school improve its hardware and facilities after learning about the remote terrain, lack of water and dangerous buildings in Guizhou Panshui Beauty Farm Love Primary School.

秉承著關愛和援助受困人群的宗旨，本集團於2010年成立了愛心基金會。截至本報告年底，愛心基金會儲備達66萬元人民幣，共資助了40位身患疾病、遭遇地震而失去家園的員工，愛心捐款超過人民幣18萬元。此外，在了解到貴州泮水美麗田園愛心小學地勢偏僻、不通水、學校已成危房情況後，愛心基金會積極與當地政府取得了聯繫，幫助學校對道路、用水設施和校舍環境進行了改善，為孩子們創造了一個安全衛生的學習環境。



#### Ensuring Inclusive and Equal Quality Education and Providing Continuous Learning Opportunities for Employees 確保包容和平等的優質教育，為員工提供持續的學習機會

With nearly 20 years of development, Beauty Farm has gained rich experience in training applied professional talents. To cultivate and gather elite talents in beauty industry, Beauty Farm has established two training schools, Wuhan Beauty Farm Beauty Training School and Shanghai Beauty Farm Beauty Training School, to provide a learning and development platform for students across the country who are eager to master excellent skills in beauty industry. As of the end of the Reporting year, the schools have not only trained more than 3816 employees and franchisees, but also trained more than 47 students, laying a solid foundation for them to successfully satisfy the professional qualifications of beauticians.

近二十年的發展，美麗田園積累了豐富的應用性專業人才的培訓經驗。為了培養和凝聚美容行業的精英人才，本集團利用自身的專業優勢，創辦了武漢美麗田園美容培訓學校和上海美麗田園美容培訓學校，為全國各地渴望在美容行業掌握出色技能的學子們提供了一個學習和發展的平台。截至報告年底，兩所培訓學校不僅培訓了逾3,816名員工和加盟商，還培養了逾47名社會學員，為他們順利考取美容師職業資格打下夯實基礎。



## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

#### UN Sustainable Development Goals

聯合國可持續發展目標

#### Measures

舉措



**Achieving Gender Equality and Energizing Women's Career Development**  
實現性別平等，  
為女性職業發展  
賦能

As a beauty company, women account for 95% of the employees. Therefore, the development of women's leadership is a core value of Beauty Farm. We want to promote development of female employees through development of enterprises, help female employees to achieve self-improvement and self-identity, and help them to gain sustainable career development and economic independence. This will not only improve family and social status of female staffs, but also transmit positive influence to a wider female community. To facilitate people development, we have established an up-to-date and systematic training system. Over 90% female staffs in life and beauty division for example, have got promotions through the systematic training and practice system.

作為一家美容企業，美麗田園員工中的女性佔比高達90%以上。因此，女性領導力建設是美麗田園始終堅持的一項核心價值觀。通過企業的發展，美麗田園不斷帶動女性員工的發展，幫助女性員工完成自我提升、塑造自我認同感，在助力其獲得良好的職業發展實現經濟獨立的基礎上，獲得家庭和社會地位的提升，向社會更廣泛的女性群體傳遞正向影響力。為支持員工的職業發展，美麗田園針對員工按照不同職級建立了一套系統的培訓制度，並堅持對培訓課程推陳出新。通過系統化的培訓與實踐，以生活美容板塊為例，90%以上的員工能夠快速獲得內部的職業晉升。

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

#### Stakeholders Engagement

#### 利益相 參與

##### Stakeholders Groups 利益相關方組別

##### Concerns and Expectations 關注和期望

##### Communication Channels 溝通與參與管道



Management and  
Employees  
管理層及員工

- Ensuring the legitimate rights and interests of employees  
保障僱員的合法權益
- Occupational health and safety  
職業健康和 safety
- Diversified promotion and development channels  
多元化的晉升與發展管道
- Competitive salary and benefits  
有競爭力的薪酬和福利
- Diversity and inclusiveness  
多元化和包容性

- Regular meetings  
定期會議
- Internal notices  
內部通告
- Store meetings/monthly regional manager meetings/quarterly director meetings  
門店例會／月度區域經理會議／季度主任大會
- Monthly staff discussions  
月度員工座談
- Beauty Farm Training Centers  
美麗田園大學
- Appeal channels as stipulated in the "Employee Handbook"  
《員工手冊》中規定的申訴管道
- Annual performance appraisal  
年度績效考核
- Employee satisfaction survey  
員工滿意度調查
- Employee activities  
員工活動
- Beauty Farm Love Fund  
美麗田園愛心基金



Government/Regulatory  
Authorities  
政府／監管機構

- Compliance with laws and regulations  
遵守法律和法規
- Comprehensive internal control and risk management  
全面的內部控制和風險管理
- Promoting the local economy  
促進地方經濟
- Annual report/interim report  
年報／中期報告
- Regular visits/inspections  
定期走訪／巡查



## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

#### Stakeholders Groups 利益相關方組別



Shareholders/Investors  
股東／投資者



Clients/Consumers  
顧客／消費者



Franchisees  
加盟商

#### Concerns and Expectations 關注和期望

- Complying with laws and regulations, conducting business with integrity  
遵紀守法，誠信經營
- Protecting the interests of investors  
維護投資者的利益
- Stable investment returns  
穩定的投資回報
- Accurate and transparent information disclosure  
準確、透明的信息披露

- Conducting business with integrity  
誠信經營
- Reputation, brand, and market demand  
信譽、品牌和市場需求
- High-quality products and services  
高質量的產品和服務
- Protection of consumer rights  
消費者權益保障
- Protection of customer privacy  
客戶隱私保護

- Win-win franchise model  
加盟共贏
- Talent development  
人才培養
- Management and operational empowerment  
管理與營運賦能
- Product price discounts  
產品價格優惠

#### Communication Channels 溝通與參與管道

- Annual general meeting of shareholders  
年度股東大會
- Annual report/interim report  
年報／中期報告
- Company/brand website  
公司／品牌網站
- Investor communications  
投資者通函

- Social media  
社交媒體
- Company/brand website  
公司／品牌網站
- Surveys  
問卷
- Customer service hotline  
客戶服務熱線
- Beauty Farm mini-program  
美麗田園小程序
- Store activities and promotions  
門店活動與促銷
- Online consultation  
在線諮詢

- Annual franchise conference  
年度加盟大會
- Beauty Farm Training Centers  
美麗田園大學
- Franchise hotline  
加盟熱線
- Regular visits to franchise stores  
定期走訪加盟店
- Mystery shopper inspection mechanism  
神秘顧客檢查機制

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

#### Stakeholders Groups

##### 利益相關方組別



Suppliers  
供貨商



Community  
社區組織



Media  
媒體

#### Concerns and Expectations

##### 關注和期望

- Fair and transparent procurement  
公平、公開的採購
- Quality assurance for products and services  
產品和服務質量保障
- Establishing sustainable partnerships  
建立可持續的夥伴關係
- Faithful fulfillment of contracts  
忠實履行合同

- Community investment  
社區投資
- Career opportunities  
職業機會
- Promoting community relations  
促進社區關係
- Green business practices  
綠色經營

- Accuracy and responsibility in advertising  
廣告中的準確性和責任感
- Care and attention in social media  
社交媒體中的關懷

#### Communication Channels

##### 溝通與參與管道

- Open bidding  
公開投標
- Annual on-site supplier audit  
年度供貨商實地審核
- Supplier training  
供貨商培訓
- Product promotion meetings/trade shows  
產品推廣會／會議展覽

- Community partnership programs  
社區方案合作
- Volunteer services  
志願服務
- Sponsorship of community events/projects  
活動贊助項目

- Press releases  
新聞發佈
- Interviews  
採訪
- Press conferences  
新聞發佈會
- Company/brand website  
公司／品牌網站
- Roadshows  
路演
- Performance announcement conferences  
業績發佈會

#### Materiality Assessment

The level of interest from stakeholders and their judgments on the importance of various ESG issues form the basis for the company's assessment of the importance of these issues. In 2022, the Board commissioned an independent third-party consulting company to objectively assess the importance of these issues by surveying target stakeholders, reviewing our existing strategies, goals, and internal controls, and establishing improvement measures to reduce risks and strengthen our ability to respond to risks.

#### 重要性議題評估

利益相關方對ESG各類議題的關注度和判定議題的重要性程度是公司重要性議題評定的基礎。於2022年，董事會委聘獨立第三方顧問公司透過調查目標利益相關方進行客觀重要性評估，檢討我們現有的戰略、目標及內部控制，訂立改進措施以降低風險和加強應對風險的能力。

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

The Group firmly believes that maintaining sustainable development of the business is of paramount importance to stakeholders and is committed to maintaining close relationships with stakeholders. To promote ongoing communication, we conducted a questionnaire survey for stakeholders, including management, employees, customers, investors/shareholders, and suppliers to understand the views and changing demands of key groups.

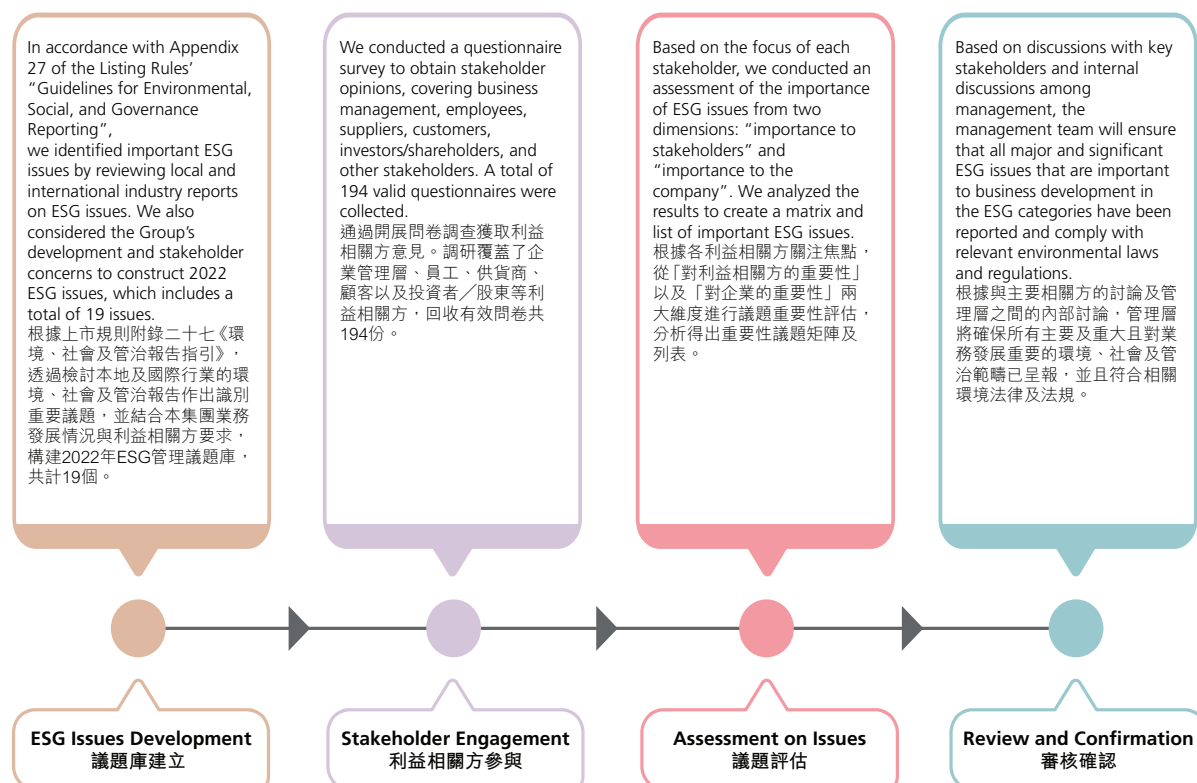
The evaluation and expectations of stakeholders on the Group's ESG performance have been an important reference material for this assessment of ESG issues. At the same time, we are focusing on the concerns and requirements of stakeholders and systematically optimizing the company's ESG strategy and management policies.

集團深信利益相關方對於維持業務的可持續發展至關重要，亦致力與業務相關方維持密切關係。為了促進持續溝通，我們面向管理層、員工、顧客、投資者／股東、供貨商等利益相關方開展了問卷調查，以了解關鍵群體的觀點及要求變化。

我們將利益相關方對集團ESG表現的評價和期望，組成了本次重要性議題評定的重要參考材料。同時，我們緊扣利益相關方的關注與要求，有序優化公司的ESG策略與管理政策。

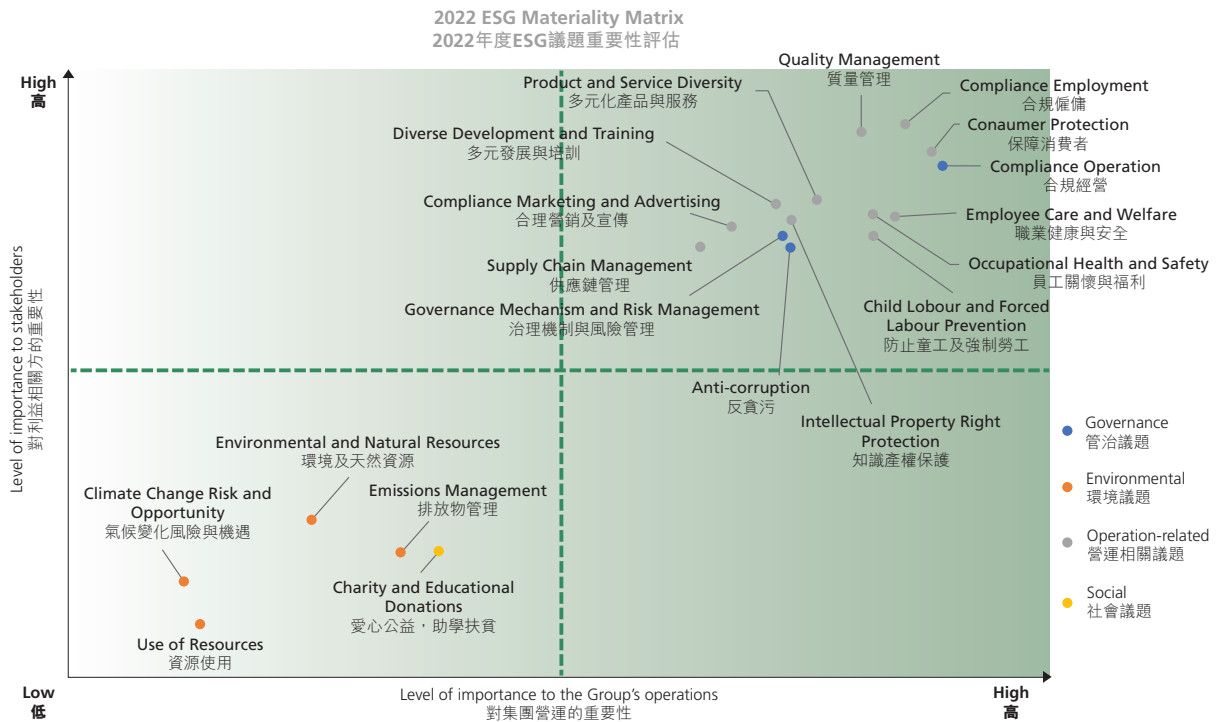
#### Procedures on Materiality Assessment

#### 議題重要性評估程序



## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告



## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

#### Beauty Farm ESG Issues

#### 美麗田園ESG議題庫

Governance 管治議題	Environmental 環境議題	Operation-related 營運相關議題	Social 社會議題
<ul style="list-style-type: none"> <li>• <b>Governance Mechanism and Risk Management*</b> 治理機制與風險管理*</li> <li>• <b>Compliance Operation*</b> 合規經營*</li> <li>• Anti-corruption 反貪污</li> </ul>	<ul style="list-style-type: none"> <li>• Climate Change Risk and Opportunity 氣候變化風險與機遇</li> <li>• Use of Resources 資源使用</li> <li>• Emissions Management 排放物管理</li> <li>• Environmental and Natural Resources 環境及天然資源</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Compliance Employment*</b> 合規僱傭*</li> <li>• <b>Child Labour and Forced Labour Prevention*</b> 防止童工及強制勞工*</li> <li>• <b>Employee Care and Welfare*</b> 員工關懷與福利*</li> <li>• <b>Occupational Health and Safety*</b> 職業健康與安全*</li> <li>• <b>Diverse Development and Training*</b> 多元發展與培訓*</li> <li>• Supply Chain Management 供應鏈管理</li> <li>• <b>Quality Management*</b> 質量管理*</li> <li>• <b>Product and Service Diversity*</b> 多元化產品與服務*</li> <li>• <b>Consumer Protection*</b> 保障消費者*</li> <li>• Compliance Marketing and Advertising 合理營銷及宣傳</li> <li>• Intellectual Property Right Protection 知識產權保護</li> </ul>	<ul style="list-style-type: none"> <li>• Charity and Educational Donations 愛心公益，助學扶貧</li> </ul>

\* Top ten ESG issues from internal and external stakeholders' view

\* 均被內部及外部利益相關方視為最重要的前十ESG議題



## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

#### 4. REGULATING GOVERNANCE IN STRICT MANNER

##### 4.1. Governance Mechanism

Beauty Farm complies with the laws and regulations in the places where we operate. Based on the “Corporate Governance Code” in Appendix 14 to the “Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited”, we have formulated the Corporate Governance System, as well as established a scientific, standardized and reasonable governance structure and procedural rules in consideration of our own production and operation situation. Concurrently, we have consistently refined our internal management systems to align with the Group’s development objectives by specifying the scope of duties and authorities on decision-making, implementation, supervision and other aspects. Through these efforts, we have elevated corporate governance standards of the Group, providing vital organizational support and institutional assurances for sustainable growth.

The chairman of the Group provides the ultimate leadership to the Board by ensuring the effective functioning and discharging responsibilities. The Board serves as the cornerstone of the Group’s governance structure, responsible for managing and operating our business. We firmly believe that Board diversity can effectively enhance the efficiency and maintain high standards of corporate governance. As such, we have adopted a “Board Diversity Policy” that takes into consideration of a number of factors, including but not limited to gender, age, cultural and educational background, ethnicity, professional experience, skills, knowledge and length of service when constituting the Board of Directors. The Board comprises eight members, including two executive Directors, three non-executive Directors, and three independent non-executive Directors, responsible for steering the direction and overseeing the development of the Group. The Board is responsible for the overall governance, supervision and regular review of the Group and guarantees the long-term interests of the Group and stakeholders. The Board has established three committees, namely the Audit Committee, Remuneration Committee, and Nomination Committee, to ensure the proper operation of the Group. These committees are responsible for evaluating and advising on significant decisions, providing oversight, and maintaining a high level of governance standards. Through their efforts, the Group aims to enhance transparency, credibility, and accountability, thereby strengthening stakeholder confidence.

#### 4. 規範治理內控從嚴

##### 4.1. 治理機制

美麗田園嚴格遵守經營所在地的法律法規，以《香港聯合交易所有限公司證券上市規則》附錄十四《企業管治守則》為基準，結合自身生產經營實際情況，建立科學、規範、合理的治理結構和議事規則。與此同時，我們持續完善符合集團發展的內部管理制度，明確決策、執行、監督等方面的職責權限，提升集團治理水平，為集團發展提供組織支持和制度保障。

美麗田園以集團主席為最高領導人，負責領導及確保董事會有效運作並及時履行其職責。董事會則是作為公司管治架構的核心，負責管理及經營我們的業務。本集團深信董事會多元化能夠有效提高董事會效率及維持高水平的企業管治，故我們採納「董事會多元化政策」，通過考慮多項因素，包括但不限於性別、年齡、文化及教育背景、種族、專業經驗、技能、知識及服務年期構成董事會。目前董事會由八名董事組成，當中包括兩名執行董事、三名非執行董事及三名獨立非執行董事，負責本集團業務的發展方向及控制，對本集團整體治理、監督和定期檢討負責任，保障集團和利益相關方的長遠利益。董事會下設三個董事委員會，分別為審核委員會、薪酬委員會及提名委員會，負責規範公司運作，對公司重大決策作出審議、評價及諮詢，致力維護高水平的管治制度，提高透明度、公信力和問責性以贏取利益相關方的信心。

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

#### 4.2. Risk Control

In order to strengthen internal control and risk management, the Group has developed a comprehensive "Risk Management System" in accordance with the "Securities and Futures ordinance" of the Securities and Futures Commission and the "Listing Rules" of The Stock Exchange of Hong Kong, while taking into consideration of the actual circumstances of the Group. The Group has established a robust risk control framework, identifying and evaluating various uncertainties that may impact the Group in realizing our objectives, and implementing response measures to mitigate their impacts within acceptable limits. The Board upholds full responsibility for the overall risk management of the Group, evaluating and determining the nature and extent of risks to be assumed in pursuit of the Group's strategic objectives. Meanwhile, the Group Chairman and functional departments oversee the management of risks within their respective areas. The Group has devised a "Risk Management System" comprising of a three-tiered risk management process that encompasses risk identification, assessment, and response. This system outlines well-defined risk management protocols and standardizes relevant workflows to promote governance excellence. The Board and relevant functional departments are required to submit risk management reports every six months, covering risk identification, assessment, and response measures, and other aspects. They are also expected to regularly review and refine risk management guidelines and internal control mechanisms. The Audit Committee and Internal Audit Department of the Group will report on the results of their review and evaluation of the risk management process to the Board and provide recommendations for improvements.

#### 4.2. 風險管控

為強化內部控制及風險管控，本集團根據香港證監會《證券及期貨條例》、香港聯合交易所《上市規則》等上市地監管法規和公司章程規定，結合公司實際情況，制定了集團的《風險管理制度》，構建完善的風險管控體系，對影響集團實現目標的各種不確定性事件進行風險識別與評估，並採取應對措施將其影響控制在可接受範圍內。集團董事會全面負責集團整體的風險管控，評估及擬定為達成集團戰略目標所願承擔的風險性質及程度，而集團主席及其下部門則負責職能部門風險管理。本集團制定的《風險管理制度》建立了三級風險管理流程，涵蓋風險識別、風險評估及風險應對，明確風險管理規程，以及規範相關工作流程。董事會及相關的職能部門需要每半年提交風險管理報告，涵蓋風險識別、評估及應對措施等內容，定期對風險管理及內部監控相關工作中進行討論及完善制度。集團審核委員會及內部審計部定期向董事會報告審查和評價風險管理過程的結果，提出改進建議。

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告



#### Risk Identification 風險識別

Pay close attention to external and internal risks faced by the organization. External risks include changes in national laws, regulations, and policies, shifts in economic conditions, industry competition, and fluctuations in resources and markets. Meanwhile, internal risks are influenced by factors such as governance structure deficiencies, operational activities, and employee competencies.

關注組織面臨的外部風險及內部風險。外部風險包括國家法律、法規及政策的變化、經濟環境的變化、行業競爭、資源及市場變化等。內部風險則受公司治理結構缺陷、企業經營活動和員工業務素質等因素影響。



#### Risk Assessment 風險評估

The Board and relevant functional departments evaluate risks based on two main aspects: the likelihood of risk occurrence and the severity of its impact on the organization's objectives. A comprehensive assessment is conducted using both qualitative and quantitative methods.

董事會以及相關職能部門針對風險發生的可能性和風險對組織目標的實現產生影響的嚴重程度兩大導向進行評估，並採用定性和定量的方法全面進行評估。



#### Risk Response 風險應對

Based on the results of risk assessment, the Board and the Group Chairman develop appropriate risk response measures to ensure that risks are managed within acceptable limits. In consideration of the Group's business and operational characteristics, we ensure the suitability and effectiveness of risk response measures.

董事會及集團主席根據風險評估結果制定相應的風險應對措施以確保風險在集團可接受範圍內，同時結合集團的業務和營運特點，確保風險應對措施的適當性和有效性。

#### 4.3. Compliance operation

Beauty Farm adheres to the principle of legal and compliance operation, treating it as a cornerstone of sustainable development. When conducting business operations, the Group strictly abides by relevant laws and regulations concerning compliance operation, environmental protection, employment, occupational health, fire safety, product liability, consumer rights protection, and advertising. The Group also upholds high standards of business ethics, guided by the principles of honesty, professionalism, adherence to laws and regulations, fair competition, and integrity in management.

#### 4.3. 合規經營

美麗田園始終秉承合規經營的原則，並將其視為可持續發展的基石。在開展各類業務時，恪守所在地區有關合規經營、環境保護、僱傭、職業健康、消防安全、產品責任、消費者權益保障、廣告宣傳等相關法律法規的規定，嚴格遵從商業道德規範，秉承誠實敬業、遵紀守法、公平競爭、誠信經營的原則。

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### 環境、社會及管治報告

The Group has established an “Internal Audit Management System” that adheres to national audit regulations and formulates internal audit implementation guidelines suitable for the Group to safeguard shareholder investments and Group assets. Meanwhile, the system also conducts regular checks, evaluations, and feedback on the soundness, reasonableness, and effectiveness of the Group’s internal control system. Each year, the internal audit department develops an annual internal audit plan for the Group and its subsidiaries based on the annual work plan of the Group. The department conducts checks, evaluations, and feedback on the soundness, reasonableness, and effectiveness of the internal control system of the Group and its subsidiaries and submits an annual internal audit report to the Board. If the internal audit department discovers any significant defects or risks in the internal control system during the audit process, it will promptly report to the Board to ensure that the relevant issues are monitored and rectified in a timely manner, effectively reducing or eliminating the Group’s compliance risks. Throughout the internal audit process, the internal audit department alerts management of the risks of fraud and corruption, and implements special rectification and improvement measures for any defects found, promoting the participation of all employees in supervision, and improving internal controls to effectively mitigate various operational risks.

In 2022, the Group continued to deepen our internal control work, regularly reviewing the Group’s operating procedures, strictly complying with relevant laws and regulations, and regulating employee behavior to prevent any behavior that could harm the legitimate rights and interests of the Group, shareholders, and employees. We also worked with third-party internal audit consultants to conduct internal audits of different business processes. In 2022, we conducted a total of 7 internal audit projects on different business cycles, including sales operations, procurement operations, inventory management, fixed asset management, financial reporting, warehousing, and general controls for computer information environments. The internal control issues within each business process have been followed up and rectified by the relevant department.

本集團亦有設立《內部審計制度》，貫徹執行國家審計法規，制定適合集團公司內部審計工作實施細則，以保障股東投資及本集團資產。同時，對集團的內部控制系統健全性、合理性和有效性進行定期檢查、評價和意見回饋。每年，內部審計部門根據集團公司年度各項工作的計劃安排，制定集團公司年度內部審計工作計劃，對集團公司及各分公司內部控制系統的健全性、合理性和有效性進行檢查、評價和意見回饋，並向董事會提交年度內部審計工作報告。審計部門如在審查過程中如發現內部控制存在重大缺陷或者重大風險，亦會及時向董事會報告，確保有關情況得到實時跟進及整改，有效降低或消除集團的不合規風險。而在整個內部審計工作中，內部審計部門亦會提醒管理層是否存在欺詐與貪腐風險，並針對所發現的缺陷進行專項整改和提升，推進全體員工參與監督，完善內部控制及有效規避各種營運風險。

於2022年，集團繼續深化內控工作，定期審核集團作業流程，嚴格遵守相關法律法規，規範員工的個人行為，防止任何損害集團、股東及員工合法權益的行為。我們亦與第三方內部審計顧問合作，對公司不同的業務流程開展內部稽核工作。於2022年，我們共開展7項不同業務循環的內部審計工作，包括銷售作業、採購作業、存貨管理、固定資產管理、財務匯報、庫務、計算機信息環境一般控制等的稽核項目，各個業務流程內部控制問題亦已由相關部門管理層跟進並完成整改。



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#### 4.4. Anti-Corruption and Anti-Money Laundering

In response to fraudulent and bribery behavior, the Group has formulated the “Anti-Fraud and Anti-Bribery Management System” in accordance with the “Law of the People’s Republic of China Against Unfair Competition”, the “Interim Provisions on Prohibiting Commercial Bribery”, and other relevant laws and regulations. The system strengthens the long-term warning mechanism for company governance fraud and bribery and establishes a culture of integrity, diligence, and dedication. The Board leads the anti-fraud and anti-bribery work of the Group, supervising the management in establishing and improving the company’s anti-fraud and anti-bribery culture and environment, and establishes a sound internal control system, including preventing fraud and bribery. The company also formed an “Integrity Leadership Group” to continuously oversee the Group’s anti-fraud and anti-bribery work. Members of the Leadership Group are chaired by the Chairman and senior management personnel of the company. Our finance department, legal department, audit department, and other relevant functional departments actively participate in compliance management work and perform their respective duties to avoid any non-compliance situations. The relevant responsibilities and work processes are also detailed in the system, and department heads bear management responsibility for fraudulent and bribery behavior, serving as the “first responsible person” for anti-fraud and anti-bribery work. We do not tolerate any form of bribery, and employees who are found to violate relevant anti-corruption policies may be terminated in serious cases.

In accordance with the “Anti-Money Laundering Law of the People’s Republic of China”, the People’s Bank of China’s “Anti-Money Laundering Regulations for Financial Institutions”, and the “Guidelines on Anti-Money Laundering and Counter-Financing of Terrorism for Payment and Settlement Organizations” and other relevant laws and administrative regulations. Combined with the actual situation of the company, the Group has formulated the “Anti-Money Laundering and Counter-Financing of Terrorism Management System” to strengthen and regulate the work of anti-money laundering and counter-terrorist financing. At the same time, we also further regulate the work of anti-money laundering through the use of Prepaid Cards.

#### 4.4. 反貪污與反洗錢

針對舞弊、賄賂等行為，本集團根據《中華人民共和國反不正當競爭法》、《關於禁止商業賄賂行為的暫行規定》及其他有關法律法規，制定了《反舞弊、反賄賂管理制度》，強化公司治理舞弊、賄賂的長效預警機制，並且樹立廉潔、勤勉、敬業的工作作風。董事會領導公司反舞弊、反賄賂工作，督促管理層建立和完善公司的反舞弊、反賄賂文化環境，建立健全包括預防舞弊、賄賂在內的內部控制體系。公司亦組建「廉潔領導小組」對公司反舞弊、反賄賂工作進行持續監督。領導小組成員由董事長和公司高級管理人員擔任，本集團的財務部、法務部、審計部及其他相關職能部門均積極參與合規管理工作，各施其職以規避一切不合規情況，相關職責及工作流程亦在制度中詳細列明，而各部門負責人對舞弊、賄賂行為的發生承擔管理責任，是反舞弊、反賄賂的「第一責任人」。我們絕不容忍收受任何形式的賄賂，員工如被發現違反相關反貪污政策，嚴重情況下將被終止僱傭關係。

根據《中華人民共和國反洗錢法》、中國人民銀行《金融機構反洗錢規定》、《支付清算組織反洗錢和反恐怖融資指引》等有關法律、行政法規結合公司實際情況，集團制定了《反洗錢、反恐怖融資管理制度》，加強規範反洗錢和反恐怖融資的工作。同時，我們亦透過預付卡的使用進一步規範反洗錢的工作。



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The Group encourages employees and department heads to actively report any violations in their daily work. We have set up various reporting channels and established the "Internal Reporting Operating Procedures". Relevant personnel can report information regarding any actual or suspected cases of violation through reporting hotlines, email, letters, and other means, and protect the identity of the whistleblower and their data. To encourage employees to monitor each other and proactively report illegal acts, the Group has established a reporting reward system. If a report is verified to be true after investigation, the whistleblower may be given a bonus as a recognition and to promote a culture of integrity. For each anonymous report, the Group's audit department must undertake investigation, and the results of the investigation must be kept confidential.

During the reporting year, the Group had no litigation involving corruption, bribery, blackmail, fraud and money laundering.

公司鼓勵員工、各部門負責人在日常工作中積極檢舉，為此我們開設各類舉報通道並設立《內部檢舉作業辦法》，相關人員可通過舉報電話熱線、電子信箱、信函等途徑舉報公司及其人員實際或疑似違規違法事件的信息，並對舉報人及其數據進行保護。為鼓勵員工互相監督，主動檢舉違法事件，集團特意設立檢舉獎勵，若檢舉經查核後屬實，舉報人可以酌情給予獎金，予以肯定，亦端正廉潔風氣。針對每一起實名舉報，集團審計部均需立案調查，相關調查結果亦需保密控管。

於本報告期內，本集團未有發生涉及貪污、賄賂、舞弊、欺詐及洗黑錢的訴訟案件。

#### Reporting Channels

##### 舉報渠道

If aware of or suspect any cases of corruption or money laundering, please report it through the following channels. We will conduct a thorough investigation into the matter, and the investigation results will be communicated to you in a timely manner.

如知曉或懷疑出現貪污與洗黑錢的情況，請透過以下渠道舉報，我們將對有關情況進行深入調查，調查結果將會向您適時溝通。

Reporting email: shenjibu@beautyfarm.com.cn  
檢舉受理郵箱：shenjibu@beautyfarm.com.cn

Reporting hotline: 021-60953299 (extension 8159)  
檢舉受理電話：021-60953299 (分機8159)

Reporting department: Audit Department of Beauty Farm  
檢舉受理部門：美麗田園審計部

Reporting Address: 12th Floor, Raffles East Tower, No.1089 Dongdaming Road Hongkou District, Shanghai, PRC  
檢舉受理地址：中國上海市虹口區東大名路1089號來福士東塔12層

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

#### Highlights of the Group's measures in 2022 2022年集團亮點措施

##### Signing the "Letter of Integrity" 簽署《廉潔告知書》

Beauty Farm has set up the "Letter of Integrity" as an attachment to the construction and design agreement, which specifies anti-corruption regulations together with reports channels, responsible departments, and other relevant information. In 2022, all eight construction partners of the Group have signed the "Integrity Statement" with a 100% compliance rate. This ensures that both parties carry out economic activities based on the principles of fairness, impartiality, openness, and integrity, and protects the legitimate rights and interests of both parties.

美麗田園在工程施工協議及設計委託協議中專設《廉潔告知書》作為協議附件，規定反貪污相關規定，並公佈舉報管道，負責部門等。於2022年，美麗田園全部8家工程施工合作方100%簽署了《廉潔告知書》，確保雙方在公平、公正、公開、誠信的原則下開展經濟活動，維護雙方合法權益。

##### Prepaid Card Registration 預付卡備案

By registering with government agencies, the payment system is connected to the government system, which enables government departments to be aware of the corresponding amount, balance, and details of prepaid deposits collected. In addition, there are limits on the amount of individual prepaid deposits, which effectively prevents money laundering activities.

通過在政府部門進行備案登記，將收款的系統與政府系統相連，使政府部門知曉了相應收取的預存款的金額、餘額和明細，並且對於單筆預存款金額也有所限制，從而能有效的防止洗錢行為。

##### Establishing "Integrity Leadership Group" 組建「廉潔領導小組」

Members of the Leadership Group are chaired by the Chairman and senior management personnel of the Group, who actively supervise the management team to establish and improve the Group's anti-fraud and anti-bribery cultural environment, establish and improve internal control systems, including the prevention of fraud and bribery. They are also responsible for approving proposals for handling anti-fraud and anti-bribery cases, and accepting appeals against the handling decisions.

領導小組成員由董事長和公司高級管理人員擔任，積極督促管理層建立和完善公司的反舞弊、反賄賂文化環境，建立健全包括預防舞弊、賄賂在內的內部控制體系，而且負責審批反舞弊、反賄賂案件處理意見，接受對處理意見的申訴。

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

#### 4.5. Protection of Intellectual Property Rights

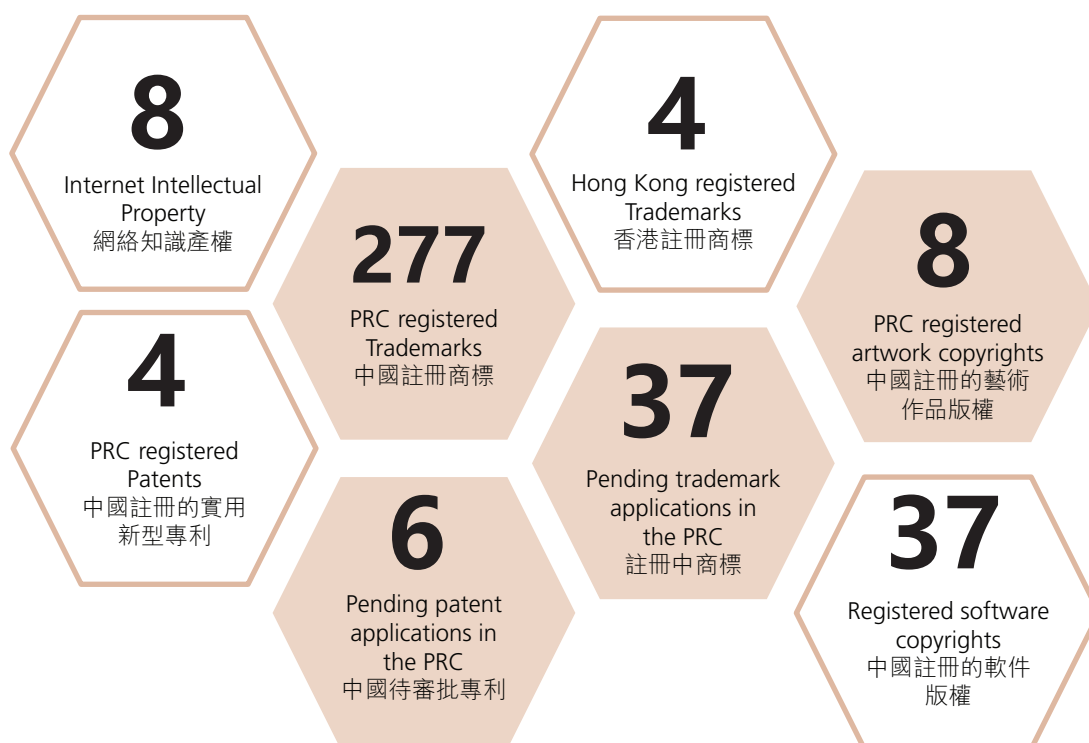
We firmly believe that a comprehensive intellectual property protection system is an important component of our continued success and competitiveness. Therefore, the Group is committed to establishing a comprehensive intellectual property management system. We strictly comply with laws and regulations related to intellectual property, such as the "Trademark Law of the People's Republic of China", "Patent Law of the People's Republic of China", and "Internet Domain Name Management Measures", and resolutely defend our own rights in accordance with the law. We systematically manage our trademarks, patents, and domain names, establish the "Intellectual Property Application System" within the Group, clarify the application process and principles of intellectual property, and orderly maintain and ensure the validity of the Group's intellectual property. During the reporting year, the Group did not have any significant infringement of third-party intellectual property rights, nor did we become aware of any major infringements or disputes related to the Group's violation of intellectual property protection laws and regulations.

#### 4.5. 知識產權保護

本集團堅信完善的知識產權保護體系是為集團持續成功並保持競爭力的重要組成部分，故集團致力於建構全面的知識產權管理系統。我們嚴格遵守與知識產權有關的法律及法規，如《中華人民共和國商標法》、《中華人民共和國專利法》及《互聯網域名管理辦法》等，堅決依法維護自身權益。我們對商標、專利及域名等知識產權進行規範管理，於集團內部建立《知識產權申請制度》，明確知識產權的申請流程及原則，有序地維護及確保集團知識產權的有效性。而在報告期間，本集團並無嚴重侵犯第三方知識產權，亦未獲悉出現任何有關本集團違反保護知識產權相關法例的任何重大侵權或糾紛。

#### Summary of Intellectual Property Right in year 2022

#### 2022年知識產權總匯



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#### 5. Awards and Honours

#### 5. 獎項及榮譽

Year 年份	Issuing Authority 頒授機構	Awards/Recognitions 認證／獎項
2022	Quality Award Appraisal Committee Office of The Shanghai Hongkou District Mayor 上海市虹口區區長質量獎審定委員會辦公室	The Quality Award of The Shanghai Hongkou District Mayor — Gold Prize 上海市虹口區區長質量獎金獎
2022	Shanghai High-Tech Enterprise Certification Office 上海市高新技術企業認定辦公室	Shanghai High-Tech Enterprise Certificate 上海市高新技術企業
2022	Institute of Organization and Talent Development 組織與人才發展研究院	The 4th Yuntu Award — Talent Development Benchmark — Gold Award 第四屆雲圖獎人才發展標桿 — 金獎
2022	Institute of Organization and Talent Development 組織與人才發展研究院	The 4th Yuntu Award — Value Creation Benchmark — Excellence Award 第四屆雲圖獎價值創造標桿 — 卓越獎
2022	Allergan Aesthetics 艾爾建美學	“Go with Allergan” Brand Award 與「艾」同行品牌大獎
2021	Shanghai Hairdressing and Beauty Association 上海美髮美容行業協會	2018–2021 Shanghai Hair and Beauty Five Star Enterprise 2018–2021上海美髮美容五星級企業
2021	Shanghai Municipal Commission of Commerce 上海市商務委員會	2021 Private Enterprise Headquarters 2021民營企業總部
2021	Shanghai Single-Use Prepaid Card Association 上海單用途預付卡協會	2020 Golden Tripod Cup — Shanghai Single-Use Prepaid Card Five-star Demonstration Enterprise 2020金鼎杯上海市單用途預付卡五星級示範企業
2020	Shanghai Hongkou District People’s Government 上海市虹口區人民政府	Key Enterprise Contribution Award 重點企業貢獻獎
2019	Shanghai Jiao Tong University Overseas Education College 上海交通大學海外教育學院	Most Growing Corporate University of the Year, Best Learning Program for Chinese Companies of the Year 年度最具成長性企業大學、中國企業大學最佳 學習項目
2019	China Commercial Real Estate Annual Convention 中國商業地產年會	New Classic Brand of the Year 年度煥新經典品牌
2019	Hongdian Culture 宏點文化	Most Popular Brands for Women 最受女性歡迎品牌

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

## 6. Green and Sustainable Future

### 6.1. Emissions Management

The Group's core business is mainly to provide a variety of beauty, health, and medical aesthetic services and products. In our daily business operations, the main emissions produced include greenhouse gases generated from the use of electricity in offices and stores, exhaust gases and greenhouse gases generated during the use of company vehicles or employee travel, medical waste generated during the provision of medical aesthetic services to customers, construction waste generated during the opening of new stores, renovation, or closure, various hazardous and non-hazardous waste generated during daily office and store operations (such as waste paper, waste lamps, waste toner cartridges, packaging materials of used beauty products) and domestic wastewater. The Group strictly complies with all applicable major environmental protection laws and regulations, as well as pollution control measures in all operating regions, such as the "Law of the People's Republic of China on Prevention and Control of Environmental Pollution by Solid Waste", the "Law of the People's Republic of China on Prevention and Control of Water Pollution", the "Law of the People's Republic of China on Evaluation of Environmental Effects", "Regulation on the Administration of Permitting of Pollutant Discharges", "Regulations on the Management of Medical Waste", "Law of the People's Republic of China on the Prevention and Treatment of Infectious Diseases" and "Regulations on Urban Drainage and Sewage Treatment", etc. The Group has always handled emissions in accordance with relevant regulations and is committed to reducing waste and emissions generated in all business operations to achieve the goal of reducing environmental pollution and achieving ecological development.

## 6. 綠色田園永續未來

### 6.1. 排放物管理

本集團的核心業務主要為提供不同系列的美容、保健與醫療美容的服務及產品，在日常業務營運當中，主要產生的排放物包括辦公室與門店使用電力而產生的溫室氣體、使用公司汽車或員工差旅期間所產生的廢氣與溫室氣體、在為顧客提供醫療美容服務時所產生的醫療廢物、在開設新門店、進行裝修、閉店時所產生的建築廢物、日常辦公室與門店營運所產生的各種有害與無害廢物（如廢紙、廢燈管、廢碳粉盒、已用美容產品的包裝物）及生活廢水等等。本集團嚴格遵守各經營所在地區所有適用的重大環境保護法律及法規以及污染控制措施，如《中華人民共和國固體廢物污染環境防治法》、《中華人民共和國水污染防治法》、《中華人民共和國環境影響評價法》、《排污許可管理條例》、《醫療廢物管理條例》、《中華人民共和國傳染病防治法》、《城鎮排水與污水處理條例》等。本集團一直按照相關規定處理排放物，並致力於減少於各業務營運所產生的廢棄物及排放，以達到降低環境污染、實現與生態共同發展的目的。



## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

Due to the nature of the Group's business, apart from greenhouse gas emissions, we do not generate a significant amount of pollutants. Therefore, we have not yet set any specific emission reduction targets. However, we will continue to monitor our own emissions and review the effectiveness of our emission management policies. When necessary, such as when the cost of pollution treatment accounts for a certain proportion of our operating expenses, we will set emission reduction targets accordingly. Additionally, since most of our greenhouse gas emissions come from the consumption of purchased electricity, our greenhouse gas emission reduction targets will be consistent with our energy consumption reduction targets (please refer to the "Resources Management" section for more details).

During the reporting period, the Group's greenhouse gas emissions<sup>1</sup> from electricity consumption and vehicle fuel consumption amounted to approximately 5,166.53 tonnes of CO<sub>2</sub> equivalent ("tCO<sub>2</sub>e"), with an emission intensity of 0.03 tCO<sub>2</sub>e per ten thousand RMB in revenue. The exhaust emissions<sup>1</sup> from our vehicles amounted to approximately 6.99 kg of pollutants (nitrogen oxides: 6.44 kg, sulfur oxides: 0.08 kg, suspended particles: 0.47 kg).

During this reporting period, the Group's business operations strictly complied with environmental laws and regulations of various local governments, and there were no confirmed illegal or non-compliant events related to emissions that had a significant impact on the Group.

Note:

- 1 The calculation methods for greenhouse gas emissions (Scope 1 and 2) and vehicle emissions from gasoline and electricity mainly refer to the "Reporting Guidance on Environmental KPIs" issued by the Hong Kong Stock Exchange.

由於本集團業務性質，除了溫室氣體排放外，本集團基本不會產生大量污染物，故我們暫未有制定相關排污目標。然而，集團會持續監測自身的排污情況，審視自身排放物管理政策的執行力度，在必要時，例如：排污處理費佔集團營運支出的一定比例將制定有關排放目標。另外，由於集團主要產生的溫室氣體來自外購電力的消耗，減少集團溫室氣體的目標將與減少能耗的目標保持一致（詳請參考「資源使用」部份）。

於本報告期內，本集團在消耗電力及車輛消耗汽油所產生的溫室氣體排放量<sup>1</sup>共約5,166.53噸二氧化碳當量，排放密度為每萬元營業收入0.03噸二氧化碳當量；因使用車輛所產生的廢氣<sup>1</sup>共約6.99千克（氮氧化物：6.44千克，硫氧化物：0.08千克，懸浮粒子：0.47千克）。

於本報告期內，本集團的業務皆嚴格遵守各地方政府的環境法律法規，沒有涉及任何與排放相關並對本集團有重大影響的已確認違法、違規事件。

附註：

- 1 汽油及電力產生的溫室氣體排放（範圍一及二）及車輛廢氣的計算方法主要參考香港聯交所發佈的《環境關鍵績效指標匯報指引》作計算。

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

#### 6.1.1. Medical Waste Management

The Group's business operations do not involve the use of harmful or hazardous substances. During our service provision to customers, we handle medical waste and materials generated from medical aesthetic operations, such as disposable medical supplies and equipment, including injection needles, cotton pads, and other wound dressings. The Group strictly complies with relevant laws and regulations, and commissions third-party waste management companies that hold a valid "Medical Waste Management License" issued by the local Ecological Environment Bureau to collect and dispose of medical waste generated from each store on a regular basis. To effectively prevent and control the possibility of environmental damage, medical waste is generally stored in the stores for no more than 48 hours, and is placed in dedicated packaging and sealed containers that are leak-proof and puncture-resistant, with clear warning signs, and temporary storage facilities are regularly disinfected and cleaned to ensure the health and safety of customers and employees in the stores and surrounding communities. As waste management companies have an annual permitted disposal volume, we also regularly enter contracts with waste management companies for the collection and disposal of medical waste and pay medical waste disposal fees on time to ensure that medical waste is handled in compliance with regulations.

#### 6.1.1. 醫療廢物管理

本集團業務營運中並不涉及使用有害或危險物質。而我們向顧客提供服務期間，將處置若干由醫療美容業務運營過程中產生的醫療廢物及物質，例如已用一次性醫療用品及器材，包括注射針、化妝棉及其他傷口敷料。本集團嚴格遵守相關法律法規，委聘持有當地生態環境局批發《醫療廢物經營許可證》合資格的第三方廢物處理公司，定期收集於各門店所產生醫療廢物並進行分類運輸及處置。為有效預防及控制破壞環境的可能性，醫療廢物一般於門店的存放時間不超過48小時，而門店亦按照規定分別置於防滲漏、防銳器穿透的專用包裝物與密閉的容器當中，貼有明顯警示標識並定期消毒和清潔暫時貯存設施，以確保門店及周邊小區的客戶及員工的健康及安全。由於廢物管理公司均設有每年許可處理量，因此，我們亦定期與廢物管理公司就收集及處理醫療廢物訂立合約，並按時向廢物管理公司支付醫療廢物處理費，確保醫療廢物均合規處理。

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

Although medical waste is inevitably generated in our daily business processes, we are committed to reducing its generation, teaching employees how to handle medical waste properly, and constantly reminding them to avoid excessive use of materials in daily operations and treatment processes. In the future, we plan to regularly assign personnel from the Legal Department to monitor the implementation of guidelines related to the disposal of medical waste to ensure that the above measures are effectively implemented.

During this reporting period, the Group generated a total of 11,279.53 kg of medical waste<sup>1</sup>, with an emission intensity of 0.07 kg per ten thousand RMB in revenue all of which were disposed of by qualified third-party waste management companies.

Notes:

- 1 Medical waste is generated from two brands of clinics that provide medical aesthetic products and services, namely Neology and CellCare.

雖然我們的日常業務過程不可避免地產生醫療廢物，我們仍致力減少其產生量，教導員工正確處理醫療廢棄物，並不斷提醒員工於日常營運及療程過程中避免過度使用材料。未來，我們計劃定期指派法律職能部門的人員不時監察有關醫療廢物處置的指引的執行情況，確保上述措施有效執行。

於本報告期內，本集團共產生11,279.53公斤的醫療廢物<sup>1</sup>，排放密度為每萬元營業收入0.07公斤，均由合資格的第三方廢物處理公司所處置。

附註：

- 1 醫療廢物均來自研源及秀可兒等兩個提供醫美產品服務品牌的門店。

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

#### 6.1.2. Other Waste and Wastewater Management

Most of the Group's stores are located in shopping centers, and various waste and wastewater generated by the business and office operations (such as waste paper, packaging materials of used beauty products, waste lamps, waste toner cartridges, domestic wastewater) are collected and disposed of by the property management company. For construction waste generated from opening new stores, renovation, or closure, it is collected and disposed of by the construction contractors. Although the Group is not directly involved in the collection and disposal of waste, waste management is an integral part of preventing environmental pollution. We are committed to implementing measures such as waste reduction, classification and recycling, and promoting the reuse of waste and improving employees' environmental awareness, to minimize the impact of our daily operations on the environment. For example, we include provisions for civilized construction in our contracts with construction contractors to ensure that noise, dust, and other construction waste generated during construction are effectively controlled or eliminated. The Strategic Development Department regularly inspects the waste disposal practices of the construction contractors during the construction progress review to ensure effective implementation. In accordance with the requirements of the property management company, various waste generated by the stores are collected, sorted, and placed in the corresponding garbage recycling bins. During the reporting period, the Group generated a total of 6,432.10 kg of non-hazardous waste<sup>1</sup>, with an emission intensity of 0.04 kg per ten thousand RMB in revenue. All of the waste was disposed of by qualified third-party waste management companies.

Notes:

- 1 The non-hazardous waste data currently reported mainly includes wastepaper generated from the offices and stores. The Group has to yet establish a system for collecting and compiling data on other non-hazardous waste (such as used beauty products packaging materials, cardboard boxes, shopping bags, etc.). The Group will discuss with third parties on various effective and feasible methods for data collection to ensure that more comprehensive non-hazardous waste data can be provided in future reports.

#### 6.1.2. 其他廢物廢水管理

本集團的門店大部份設於購物中心，在各品牌業務與辦公室營運中所產生的各種廢物廢水（如廢紙、已用美容產品的包裝物、廢燈管、廢碳粉盒、生活廢水），均由該物業管理公司集中收集與處置；而對於開設新門店、裝修或閉店所產生的建築廢物，均由工程施工方集中收集及處置。廢棄物管理作為防治環境污染不可或缺的部分，儘管集團並不涉及於廢物的集中收集與處置過程當中，但我們亦致力實施各種減量、分類回收、循環使用的措施，達到源頭減廢，促進廢物回收再造與提高員工環保意識的目的，盡力減少集團日常營運對環境所造成的影響。例如與工程施工方簽署合同時，加入文明施工條款，確保施工期間所產生噪聲、粉塵及其他建築廢物均得到有效措施控制或消除，並會由策略發展部門定期巡檢工程進度時，視察施工方廢物處置的執行情況，確保措施有效進行；按照物業管理的要求，對門店所產生的各種廢物分類收集與放置與相應垃圾回收箱等。於本報告期內，本集團共產生6,432.10公斤的無害廢物<sup>1</sup>，排放密度為每萬元營業收入0.04公斤，均由合資格的第三方廢物處理公司所處置。

附註：

- 1 現時所統計的無害廢物量數據主要為於辦公室及門店所產生的廢紙。集團暫時未有對其餘無害廢物（如已用美容產品的包裝物、紙箱、購物袋等）數據進行統計，集團將與第三方討論各種有效及可行的數據統計方法，確保於未來的報告中能提供更完善的無害廢棄物數據。

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

#### 6.2. Resources Management

The resources mainly consumed by the Group in daily operations include electricity and water resources used in offices and stores, gasoline used by company vehicles, and paper products and packaging materials for beauty products used in daily office and promotional activities (such as paper bags and packaging boxes). The Group actively implements various resource-saving measures to improve resource utilization efficiency. During the reporting period, the Group consumed a total of approximately 8,917,088.68 kWh of energy<sup>1</sup>, including electricity and gasoline, with an intensity of 54.52 kWh per ten thousand RMB in revenue. The Group also used approximately 60,234.97 kg of packaging materials<sup>2</sup>, with an intensity of 0.37 kg per ten thousand RMB in revenue.

As a responsible company, the Group recognizes our environmental responsibility that comes with our operations. We constantly emphasize the importance of environmental protection internally and with our partners. We actively implement a green and low-carbon development strategy to achieve sustainable development in harmony with the environment. To ensure the proper implementation of our environmental policies, we conduct regular inspections of each store and provide training to our employees on internal standards, procedures, and the latest information on relevant environmental laws and regulations to ensure compliance. We have also implemented policies for the efficient use of water and electricity to reduce waste of resources.

Notes:

- 1 The calculation method for total energy consumption mainly refers to the "GB/T 2589-2020 Comprehensive Energy Calculation Guide" issued by the National Standardization Management Committee and the State Administration for Market Regulation.
- 2 The packaging data only includes packaging materials directly purchased by the Group and does not currently include packaging brought by the product suppliers.

#### 6.2. 資源使用

本集團於日常營運中主要所消耗的資源包括於辦公室及門店使用電力與水資源、公司車輛所使用的汽油、日常辦公與活動宣傳推廣時使用紙類製品及美容產品的包裝物(如紙袋、包裝盒)等。本集團積極實施各種資源節約措施，提升資源使用效率。於本報告期內，本集團共消耗電力及汽油等能源<sup>1</sup>共約8,917,088.68千瓦時，排放密度為每萬元營業收入54.52千瓦時；包裝材料<sup>2</sup>共使用約60,234.97公斤，密度為每萬元營業收入0.37公斤。

作為負責任的企業，集團深知需要承擔的環保責任，在日常運營和發展過程中，在企業內和合作夥伴間不斷強調環境保護的重要性，積極踐行綠色低碳發展戰略，不斷實現集團與環境和諧共處的可持續發展。為確保環保政策得到妥善執行，我們不定期在企業微信大群中對節能減排進行宣導和倡議，並對辦公室下班後的電源等關閉情況進行抽查，確保他們遵守該等規定。我們亦已採納有效利用水電的政策，從而減少浪費資源。

附註：

- 1 能源總耗量的計算方法主要參考國家標準化管理委員會及國家市場監督管理總局所發佈的《GB/T2589-2020—綜合能耗計算通則》作計算。
- 2 包裝物數據僅為直接採購的包裝物，暫時不含產品方(即供貨商)自帶包裝。



## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

#### Environmental Targets

##### 環境目標



#### Electricity Usage

##### 用電量

We expect that our total electricity and water consumption to increase during the next three years as we will expand our store network and the total client visits are expected to increase. We will continue to increase energy and water efficiency in our operations to fulfill our environmental and social responsibility and we intend to reduce energy and water consumption per client visit during the next three years. For example, we will continue to consolidate inventory orders from our stores in Beijing and Shanghai and deliver inventory on a weekly basis to reduce shipping frequencies and will continue to use recyclable shipping boxes, which could reduce energy consumptions and reduce unnecessary waste. We plan to foster a paperless working environment and promote utilization of nature light and ventilation. We also strive to foster energy and water conservation culture in the Group such as raising awareness of water and energy conservation through employee trainings and encouraging employees to turn off lights and computers during off-business hours. We also intend to frequently promote knowledge of low-carbon development and resource conservation to our employees.

我們預期，未來三年的總耗電及耗水量將隨著我們擴展門店網絡及預期顧客到店總次數增加而有所上升。我們將繼續提高運營中的能源及水效率，以履行我們的環境及社會責任，並擬於未來三年內減低顧客每次到店的能源及水用量。例如，我們將繼續整合北京市及上海市門店的庫存訂單，每週交付庫存以減少發貨的次數，並將繼續使用可循環再用的付運箱，減少能源消耗及不必要的廢物。我們計劃營造無紙化的工作環境，倡導利用自然光及通風。我們亦努力於本集團內培養節能及節約用水的文化，提高節約用水及節能意識，鼓勵員工於非辦公時間關燈及關計算機。我們亦計劃經常向員工宣傳低碳發展及節約資源的知識。



#### Water Usage

##### 用水量

Due to our business nature, we do not consume a large amount of water in our daily operation, but we intend to reduce the level of our average annual water usage per store over the next three years by 1%. We plan to keep monitoring water consumption level and upgrade our wastewater processing capability to increase our usage of recycled water if necessary. We expect to continue to explore potential energy-saving solutions within our production process as well as improve the efficiency of energy and resource usage. Further, we expect to improve our employees' awareness of environmental protection and resource conservation through continuous training efforts.

由於我們的業務性質使然，我們於日常運營中不會耗用大量水源，但有意於未來三年將每家門店的平均每年用水量降低1%。我們計劃繼續監測用水量，並升級廢水處理容量，以在必要時增加使用循環再用水。我們預期在生產過程中繼續探索潛在節能解決方案，並提升能源及資源的使用效率。此外，我們預期通過持續培訓工作提高員工的環保及節約資源意識。

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

#### 6.2.1. Management on Electricity and Other Energy Use

The Group's electricity consumption is also a main source of our indirect greenhouse gas emissions. To improve energy efficiency and reduce related greenhouse gas emissions, we have implemented the following energy-saving measures in our stores and offices:

##### Offices 辦公室

- Install LED lights  
安裝LED燈
- Turn off idle lights and appliances  
關閉閑置燈光及電器
- Prioritize the purchase of energy-efficient equipment with energy labels  
於採購時優先選擇具有能源標籤的節能設備
- Implement measures where the last colleague leaving the office needs to turn off the lights and air conditioning when there is no one in the office  
在辦公室沒有人的時候，實行最後離開的同事需要關掉電燈及空調的措施
- Provide energy-saving tips and recognition to encourage employees to change daily habits, such as turning off appliances that are not in use in their own workspaces  
提供節約能源小秘方及表揚，旨在影響員工改變日常習慣，如關閉自己辦公位置中不使用的電器

During the reporting period, we used approximately 8,866,161.20 kWh of electricity, with an intensity of 54.21 kWh per ten thousand RMB in revenue, and approximately 5,748.33 liters of gasoline, with an intensity of 0.04 liters per ten thousand RMB in revenue.

#### 6.2.1. 電力及其他能源使用管理

本集團的電力消耗亦為我們間接溫室氣體排放的主要來源。因此，我們為提高能源效率，並從而降低相關溫室氣體排放，本集團於門店與辦公室已採取以下電力節能措施：

##### Stores 門店

- Install LED lights  
安裝LED燈
- Implement regional lighting  
實施區域照明
- Turn off unnecessary advertising light boxes outside the store during non-business hours  
於非營業時間關閉店外不必要的廣告燈箱
- Regularly maintain and repair air conditioning equipment to ensure optimal performance  
定期維修保養空調設備以確保發揮最佳效能

於本報告期內，本集團共使用電力約8,866,161.20千瓦時，密度為每萬元營業收入54.21千瓦時，以及汽油約5,748.33升，密度為每萬元營業收入0.04升。

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

#### 6.2.2. Management on Water Resources

The Group's offices and stores use water from the municipal water supply, and during the reporting period, the Group did not encounter any issues related to obtaining water resources. To effectively use water resources, we have implemented water conservation measures throughout various aspects of our daily operations. We actively encourage water conservation and educate our employees to establish a correct concept of water usage, strengthen their environmental awareness, and ensure proper water usage while eliminating waste. For example, we have posted water conservation slogans in our offices and stores to strengthen employees' awareness of water conservation in public places, regularly inspect and maintain water facilities and pipelines, and minimize water consumption to the greatest extent possible. During the reporting period, the Group used approximately 178,385.88 m<sup>3</sup> of water resources, with an intensity of 1.09 m<sup>3</sup> per ten thousand RMB in revenue.

#### 6.3. Environment and Natural Resources

As the Group does not involve factory operations or the use of any hazardous chemicals in its business processes, we believe that the Group has no significant impact on the environment and natural resources. However, the main impact is the greenhouse gas emissions generated by the use of electricity in our stores and offices. Since some of our beauty equipment and product suppliers are located outside of China, it may create emissions during transportation. Also, the improper disposal of waste packaging generated during the Group's operations and supplier products may exacerbate global warming. Therefore, the Group not only aims to reduce energy consumption, water usage, greenhouse gas emissions, and waste, but also hopes to explore innovative technologies in the market and cooperate with suppliers to launch emission and waste reduction projects to develop our business in a more environmentally

#### 6.2.2. 水資源使用管理

本集團辦公室與門店用水均取自市政供水，於本報告期內，本集團並無遇到任何有關取得水資源方面的問題。為了有效使用水資源，我們將節水行動貫穿日常營運的各環節，積極實施不同的節約用水措施，從教育員工節約用水應從日常生活開始，建立正確的用水觀念，加強員工的環保意識，保障企業的正常用水和杜絕浪費，例如：於辦公室與門店的張貼節水倡導語以加強員工公共場所節約用水意識、定期檢查並維護用水設施和管道等，最大程度地降低水資源消耗。於本報告期內，本集團共使用水資源約178,385.88立方米，其為密度為每萬元營業收入1.09立方米。

#### 6.3. 環境及天然資源

本集團並不涉及工廠營運或於業務流程中食用任何危險化學品，因此，我們認為在集團營運當中並無對環境及天然資源產生重大影響。而主要所產生的影響主要為門店及辦公室使用電力時所產生的溫室氣體；部份美容設備及產品供貨商位於中國境外，而在運輸途中產生溫室氣體以及集團營運期間及供應商產品中所產生的廢包裝物在未有效進行分類回收而導致錯誤處置等等，或會加劇全球暖化現象。因此，本集團不僅旨在減低能源消耗、減少用水量、減少溫室氣體排放及減少廢棄物，更希望於市場上探索創新技術，與供應商合作開展減排減廢項目，以更具環境可持續性的方式

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sustainable manner. In addition to the environmental measures disclosed above, the Group has taken the following measures to minimize its impact on the environment:

發展其業務。除了上述各部份所披露的環保措施外，集團亦已採取下列措施，盡力減低集團對環境的影響：

#### Key measures on waste reduction and carbon reduction

#### 集團亮點減廢與減排措施

##### Green Plan of Delivery Process in Supply Chain

##### 供應鏈交付環節的綠色計劃

The Group's supply chain is committed to promoting healthy living and environmental friendliness, and strives to reduce its impact on the environment:

美麗田園集團供應鏈兼持健康生活、環境友好為宗旨，致力於減少對環境的影響與破壞：

- 1) Beijing and Shanghai business centers implemented a roaster system, delivery is only made once a week, greatly reducing the frequency of transportation and the carbon emissions caused by transportation;  
於北京及上海兩大業務中心採取班車制度，及每週只配送一次，大大降低運輸配送頻次，減少運輸的碳排放；
- 2) In Beijing and Shanghai, a crate delivery system is implemented to reduce the use of cardboard boxes and contribute to a green supply chain. In the situation of ensuring customer satisfaction, the reduction in the use of cardboard boxes could result in cost savings ;  
北京及上海兩地實行週轉箱配送，減少紙箱使用，綠色供應鏈為環保做貢獻。在不影響門店滿意度的情況下，降低紙箱使用，節約成本；
- 3) We strive to choose suppliers located in the same area where we operate as much as possible, in order to reduce unnecessary long-distance transportation. This not only helps to reduce greenhouse gas emissions, but also generates income for qualified local suppliers, achieving a win-win situation for ecological, economic, and social benefits.  
儘可能地選擇運營所在地的供貨商，以減少不必要的長途運輸，此舉除了能減低溫室氣體的排放外，並能為當地的合格供貨商創造了收入，有效實現生態、經濟、社會效益的共贏發展
- 4) All stores, including direct and franchised stores, consumables such as towels, bed sheets, and slippers are reused after strict sterilization.  
包括直營及加盟在內的全國門店，如毛巾、床單、妥協等低值易耗品在進行嚴格消毒的基礎上循環利用。

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#### Key measures on waste reduction and carbon reduction

##### 集團亮點減廢與減排措施

##### Environmental-friendly and energy saving materials in stores 門店環保及節能材料

- 1) The Group has implemented a sustainable approach to interior decoration in direct stores, utilizing E0 grade environmentally friendly wood and incorporating energy-saving bathroom facilities and air conditioning systems, thereby minimizing energy consumption and mitigating the environmental impact on both employees and customers ;  
直營門店裝修統一使用E0級環保木料，並配備節能衛浴及節能空調，以減少能源的損耗以及裝修對環境及員工、顧客的影響；
- 2) After the decoration is completed, a professional environmental testing department is invited to test the indoor air quality to ensure that all indicators are qualified before use. If harmful substances are found to exceed the standard during the inspection, timely measures will be taken to rectify the situation.  
裝修完成後，並請專業環境檢測部門檢測裝修後的室內空氣質量，確保各項指針合格後再使用。如在進行檢測，發現有害物質超標，會及時進行治理。

##### Employee vehicle use and business travel 員工用車及出差

- 1) To reduce fuel consumption during travel, we require drivers to plan their routes before departure and choose the shortest and most efficient route.  
為減少旅途帶來的燃料消耗，我們要求司機出行前規劃路線，儘量以最短最快速的路線到達目的地
- 2) We encourage communication through video, phone conferences, and electronic means to reduce exhaust gas and greenhouse gas emissions.  
提倡通過視頻、電話會議、電子通訊等方式進行溝通，以減少廢氣與溫室氣體的排放
- 3) The group actively encourages employees to use public transportation or co-sharing vehicles for commuting.  
集團亦積極鼓勵員工搭乘公共交通或共乘通勤



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Looking to the future, in order to more effectively implement and evaluate our environmental, social, and governance policies, we plan to implement environmental protection measures in monitoring and reducing the medical waste generated during our service provision process. For example, we plan to conduct regular checks and provide training to our employees at each store on how to reduce medical waste every month. We also expect to strengthen monitoring and implementation of guidelines for the handling, use, storage, treatment, and disposal of medical waste. For instance, we intend to engage in regular independent assessments of the sufficiency and efficacy of our medical waste handling guidelines, as well as the extent to which these guidelines are being implemented through our internal audit functions. These evaluations will be conducted by the Board to ensure that we maintain the highest standards of environmental stewardship, regulatory compliance, and corporate responsibility.

#### 6.4. Responding to the Climate Change

The Group believes that we are less vulnerable to the impacts of climate change due to the fact that our operations are primarily located in first and second-tier cities, which have a high level of resilience to extreme weather events such as typhoons, storms, and heavy rainfall, in terms of rainwater drainage, building structure, communication infrastructure, and power grid facilities. Therefore, we believe that our business operations are relatively immune to the impact of extreme weather conditions. As of the end of the reporting year, our business operations and financial performance have not been significantly affected by climate change or extreme weather conditions. However, the Group recognizes the need to identify and mitigate risks associated with climate change, including those arising from changes in policy, law, technology, and market demand. We are in the preliminary stages of identifying the relevant risks and implementing appropriate measures to mitigate them. We understand that a sound governance framework is critical to effectively manage climate-related risks, and we will continue to work with third-party ESG consultants to incorporate climate risks into our enterprise risk management mechanism, set climate-related goals and indicators, and disclose our progress in achieving these key performance indicators in our annual ESG report to the Board and stakeholders.

展望未來，為更妥善實施及評估環境、社會及管治政策，我們預期將實施環保措施，以監測及減少我們在提供服務的過程中產生的醫療廢物。舉例而言，我們擬每月於各門店進行檢查及定期為我們的員工提供培訓以提升他們減少醫療廢物的知識。我們預期加強監測及實施有關搬運、使用、儲存、處理及處置醫療廢物的指引。例如，我們計劃由董事會就指引的充分性及有效性以及透過內部審查職能實施該等指引的情況定期進行獨立評估。

#### 6.4. 應對氣候變化

本集團認為，我們不易受氣候變化所影響，而我們進行業務所在地大多位於一線及新一線城市，該等城市無論對雨水疏導、樓宇結構、通信基礎設施、電網設施均就極端天氣（如颱風、風暴和暴雨）的影響韌性較高，因此，我們認為集團營運受到極端天氣的影響有限。截至報告年底，我們的業務營運或財務業績並無因氣候變化或極端天氣狀況而受到任何重大影響。而對於市場或監管機構為緩解和適應氣候變遷的需求，在政策、法律、技術和市場所採取的變化所帶來的風險（過渡風險），本集團仍處於識別相關風險的初步階段，並以識別以下風險及作出相應緩解措施。本集團明白健全的管治安排對於有效管理氣候相關風險至關重要，我們將繼續與第三方 ESG 顧問合作，將氣候風險納入至集團的企業風險管理機制當中，並儘快設定與氣候相關的目標及指針，通過年度 ESG 報告向董事會與利益相關方披露集團就每個指定關鍵績效指標項下的量化指標用於監控達成的進展情況。

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Risk	Physical risk/ Transition risk 實體風險/ 過渡風險	Risk Description	Measures
風險		風險描述	緩解措施
More stringent regulatory disclosure requirements on climate change 關於氣候變化的更嚴格的監管披露要求	Transition risk 過渡風險	<p>The more stringent ESG disclosure requirements will increase the risk for the Group of non-compliance with relevant laws and regulations, such as the ESG guidelines provided by the Hong Kong Stock Exchange. Failure to comply with these guidelines could result in legal or regulatory actions, business interruption, reputational and/or financial losses, or increased capital investment and compliance costs.</p> <p>更加嚴格的ESG披露要求將增加集團未能遵守相關法律和法規(如香港交易所ESG指引)的風險,使集團面臨法律或監管行動、業務中斷、聲譽和/或財務損失,或資本投資和合規成本增加。</p>	<p>1) regularly monitor existing and emerging trends, policies, and regulations related to climate change and alert senior management as necessary to avoid cost increases, regulatory fines, or reputational risks due to delayed response. 定期監測與氣候有關的現有和新出現的趨勢、政策和法規,並準備在必要時提醒最高管理層,以避免因反應遲緩而導致成本增加、違規罰款或聲譽風險。</p> <p>2) engage third-party ESG professionals to provide ESG reporting services to ensure the quality and accuracy of our ESG reporting and compliance with relevant regulations. 聘請第三方ESG專業人士提供ESG報告服務,以確保集團ESG報告內容的質量和準確性,並遵守相關法規。</p> <p>3) meet regularly with ESG professionals to stay informed of the latest ESG news and regulatory updates and take appropriate actions in a timely manner. 定期與ESG專業人士會面,了解最新的ESG新聞和法規更新,以便及時採取適當措施。</p>

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Risk 風險	Physical risk/ Transition risk 實體風險/ 過渡風險	Risk Description 風險描述	Measures 緩解措施
Increasing stakeholders' expectations for sustainability achievements 利益相關者對可持續性成就的期望越來越高	Transition risk 過渡風險	The increasing expectations of stakeholders for sustainability achievements will increase the risk for the Group of not meeting the growing concern on our ESG performance, which could result in reputational and/or financial losses, or increased capital investment and marketing costs. 利益相關者對可持續發展成就的期望越來越高，這將增加集團的風險，即不能滿足對集團ESG表現的日益關注，使集團面臨聲譽和／或財務損失，或資本投資和營銷成本增加。	1) promote the Group's sustainable development efforts through online and offline channels. 線上線下宣傳集團的可持續發展努力。 2) engage with stakeholders to understand their changing demands and perspectives on the Group, and disclose relevant information in our annual ESG report. 透過利益相關方參與工作，了解其對集團要求與觀點的變化，並於每年ESG報告中，作出對應內容的披露。
Extreme weather 極端天氣	Physical risk 實體風險	The frequency and severity of extreme weather events such as typhoons, storms, and heavy rain have increased, which may disrupt the power grid, communication infrastructure, or cause flooding, hindering and endangering our employees' work, resulting in decreased capacity and productivity, or exposing the Group to risks associated with non-performance and delayed performance, resulting in business interruption, financial losses, employee injury, or increased capital investment. 颱風、風暴和暴雨等極端天氣的頻率和嚴重程度增加，可能會破壞電網、通信基礎設施或造成洪水，妨礙和傷害我們員工的工作，導致能力下降和生產率降低，或使本集團面臨與不履行和延遲履行有關的風險，導致業務中斷、財務損失、員工受傷或資本投資增加。	To minimize potential risks and hazards, the Group has adopted flexible work arrangements and preventive measures during adverse or extreme weather conditions. 為了最大限度地減少潛在的風險和危險，本集團在惡劣或極端天氣條件下採取了靈活的工作安排和預防措施。

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## 7. SUMMARY OF KEY ENVIRONMENTAL PERFORMANCE

## 7. 環境績效數據匯總

ESG Indicator ESG指標	Unit 單位	2022 <sup>1</sup> 2022年 <sup>1</sup>
<b>A1 Emissions 排放物</b>		
<b>A1.1 The types of emissions and respective emissions 排放物種類及相關排放數據</b>		
Nitrogen Oxides (NO <sub>x</sub> ) 氮氧化物(NO <sub>x</sub> )	kg 千克	6.44 6.44
Sulfur Oxides (SO <sub>x</sub> ) 硫氧化物(SO <sub>x</sub> )	kg 千克	0.08 0.08
Particulate Matter (PM) 懸浮粒子(PM)	kg 千克	0.47 0.47
<b>A1.2 Greenhouse gas emissions and intensity 溫室氣體排放量及密度</b>		
Greenhouse gas emissions (Scope 1) <sup>2, 8</sup> 溫室氣體排放量(範圍一) <sup>2, 8</sup>	tCO <sub>2</sub> e/RMB'0,000 revenue 噸二氧化碳當量	15.29 15.29
Greenhouse gas emissions (Scope 2) <sup>3, 8</sup> 溫室氣體排放量(範圍二) <sup>3, 8</sup>	tCO <sub>2</sub> e/RMB'0,000 revenue 噸二氧化碳當量	5,151.24 5,151.24
Total emission of greenhouse gas 總溫室氣體排放量	tCO <sub>2</sub> e/RMB'0,000 revenue 噸二氧化碳當量	5,165.53 5,166.53
Intensity 密度	tCO <sub>2</sub> e/RMB'0,000 revenue 噸二氧化碳當量／萬元營業收入	0.03 0.03
<b>A1.3 Total hazardous waste produced and intensity 有害廢棄物總量及密度</b>		
Medical Waste <sup>5</sup> 醫療廢物 <sup>5</sup>	kg 公斤	11,279.53 11,279.53
Intensity 密度	kg/RMB'0,000 revenue 公斤／萬元營業收入	0.07 0.07
<b>A1.4 Total non-hazardous waste produced and intensity 無害廢棄物總量及密度</b>		
Total non-hazardous waste <sup>6</sup> 無害廢棄物總量 <sup>6</sup>	kg 公斤	6,432.10 6,432.10
Intensity 密度	kg/RMB'0,000 revenue 公斤／萬元營業收入	0.04 0.04

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ESG Indicator ESG指標	Unit 單位	2022 <sup>1</sup> 2022年 <sup>1</sup>
<b>A2 Use of resources</b> 資源使用		
<b>A2.1 Direct and indirect energy consumption by type in total and intensity</b> 按類型劃分的直接及／或間接能源總耗量及密度		
Total energy consumption <sup>4, 8</sup> 總能源消耗 <sup>4, 8</sup>	kWh 千瓦時	8,917,088.68 8,917,088.68
Intensity 密度	kWh/RMB'0,000 revenue 千瓦時／萬元營業收入	54.52 54.52
Direct energy consumption 直接能源消耗	kWh 千瓦時	50,927.48 50,927.48
Gasoline 汽油	Liter 升	5,748.33 5,748.33
Indirect energy consumption 間接能源消耗	kWh 千瓦時	8,866,161.20 8,866,161.20
Electricity 電力	kWh 千瓦時	8,866,161.20 8,866,161.20
<b>A2.2 Water consumption in total and intensity</b> 總耗水量及密度		
Total water consumption 耗水量	m <sup>3</sup> 立方米	178,385.88 178,385.88
Intensity 密度	m <sup>3</sup> /RMB'0,000 revenue 立方米／萬元營業收入	1.09 1.09
<b>A2.5 Total packaging material used for finished products and intensity</b> 製成品所用包裝材料的總量		
Total packaging material <sup>7</sup> 包裝物 <sup>7</sup>	kg 公斤	60,234.97 60,234.97
Intensity 密度	kg/RMB'0,000 revenue 公斤／萬元營業收入	0.37 0.37

Notes:

附註：

- The scope of environmental KPIs data collection for the whole year of 2022 includes: 34 offices, 189 direct stores, 1 warehouse and 2 training centres, excluding any franchised stores. As the Group has yet to establish a systematic procedure for collecting most environmental data, the environmental data currently disclosed (excluding medical waste and wastepaper) is calculated by dividing financial data with the average unit price.
- Greenhouse gas emissions (Scope 1) including direct emission of CO<sub>2</sub> produced by gasoline in vehicles.
- Greenhouse gas emissions (Scope 2) including indirect emission of CO<sub>2</sub> generated from purchase of electricity.

- 2022年度全年環境關鍵績效指標數據收集範圍為：34間辦公室、189間直營門店、1間倉庫、2所培訓學校；並不包含任何加盟店。而由於集團暫時未有對大部份環境數據定期進行收集統計，現時所披露的環境數據（除醫療廢物及廢紙張外）均以財務數據除以平均單價作統計。
- 溫室氣體排放量（範圍一）是包含車輛使用汽油所產生的直接二氧化碳排放。
- 溫室氣體排放量（範圍二）是包含使用外購電力所產生的間接二氧化碳排放。



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|---|--|
| <p>4 Total energy consumption includes the total amount of energy consumed from sources such as gasoline and purchased electricity.</p>   | <p>4 能源總耗量包括汽油及外購電力等產生的能源消耗總量。</p>   |
| <p>5 Medical waste is generated from two brands of clinics that provide medical aesthetic products and services, namely Neology and CellCare.</p>   | <p>5 醫療廢物均來自研源及秀可兒等兩個提供醫美產品服務品牌的門店。</p>  |
| <p>6 The non-hazardous waste data currently reported mainly includes wastepaper generated from the offices and stores. The Group has to yet establish a system for collecting and compiling data on other non-hazardous waste (such as used beauty products packaging materials, cardboard boxes, shopping bags, etc.). The Group will discuss with third parties on various effective and feasible methods for data collection to ensure that more comprehensive non-hazardous waste data can be provided in future reports.</p> | <p>6 現時所統計的無害廢物量數據主要為於辦公室及門店所產生的廢紙。集團暫時未有對其餘無害廢物(如已用美容產品的包裝物、紙箱、購物袋等)數據進行統計，集團將與第三方討論各種有效及可行的數據統計方法，確保於未來的報告中能提供更完善的無害廢棄物數據。</p>       |
| <p>7 The packaging data only includes packaging materials directly purchased by the Group and does not currently include packaging brought by the product suppliers.</p>  | <p>7 包裝物數據僅為直接採購的包裝物，暫時不含產品方(即供貨商)自帶包裝。</p>  |
| <p>8 The calculation methods for Scope 1 and 2 greenhouse gas emissions from gasoline and electricity mainly refer to the "Reporting Guidance on Environmental KPIs" issued by the Hong Kong Stock Exchange. The calculation method for total energy consumption mainly refers to the "GB/T 2589-2020 Comprehensive Energy Calculation Guide" issued by the National Standardization Management Committee and the State Administration for Market Regulation.</p>   | <p>8 汽油及電力產生的溫室氣體排放(範圍一及二)的計算方法主要參考香港聯交所發佈的《環境關鍵績效指標匯報指引》作計算。能源總耗量的計算方法主要參考國家標準化管理委員會及國家市場監督管理總局所發佈的《GB/T2589-2020 — 綜合能耗計算通則》作計算。</p> |

## 8. TALENTS EMPOWERING

We firmly believe in the "people-oriented" principle and regard talents as the core competitiveness to support the sustainable development of the Group. We have established a comprehensive human resources management system to support the implementation of company strategies and achieve strategic planning and goals. Beauty Farm values the construction and improvement of the talent system, standardizes talent management, protects employee rights, cares for employee physical and mental health, and develops a scientific employee training plan to create a platform for employees to realize their self-worth and achieve mutual growth with the Group. At the same time, the Group has established an efficient talent pool, providing employment opportunities, various skills-related training courses, and clear promotion ladders for employees.

## 8. 強基固本人才賦能

我們始終堅信「以人為本」的理念，視人才為助力集團可持續發展的核心競爭力，建立了綜合的人力資源管理體系來支撐公司戰略落地，實現戰略規劃及目標。美麗田園重視建設和完善人才體系，規範人才管理，保障員工權益，關愛員工身心健康，並制定科學的員工培訓計劃，打造員工實現自我價值的平台，實現員工與企業的共同成長。同時，本集團建立高效的人才梯隊，提供就業機會以及各項技能相關培訓課程，並設有明確的晉升階梯。

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

#### 8.1. Compliance Employment

We strictly comply with the "Labor Law of the People's Republic of China", "Labor Contract Law of the People's Republic of China", "Social Insurance Law of the People's Republic of China" and other laws and regulations to employ labor legally and compliantly. The Group continues to optimize our employee structure and has formulated a recruitment management system to unify recruitment standards, standardize recruitment management, ensure fair and transparent recruitment processes, and meet the talent needs for development. Our recruitment standards mainly consist of professional knowledge, leadership, work experience, and personality traits to ensure that the selected candidates meet the needs of the Group. According to business development needs, we efficiently utilize diverse recruitment channels to adapt to the industry's high demand and high turnover rate for front-line service positions. The main channels include campus recruitment, online recruitment, headhunting companies, internal recommendations, and so on. Meanwhile, we have established a system of avoidance for relatives. When an employee and their relatives are employed in Beauty Farm at the same time, they are not allowed to have direct or indirect relationships with subordinates or work in the same stores, further reducing management risks. During this reporting period, the Group's labour contract signing rate and social insurance coverage rate both reached 100%.

##### Management Trainee Programme 管培生招募計劃

The Group focuses on direct recruitment from universities and has established long-term and good cooperative relationships with multiple schools to ensure the quality and skill level of employees. In order to select new employees that are suitable for the company's needs, we have developed a personnel recruitment evaluation system with Beauty Farm characteristics, and job applicants need to undergo three rounds of interviews to rigorously select suitable talents. To attract talent, we have specially established a series of training plans, such as closed-course training, one-on-one mentoring system, and regular team building and experience sharing, to cultivate future talents for the Group and prepare for sustainable business development, breaking through the problem of frontline employee shortage and high turnover rate in the beauty industry.

集團注重從大專院校直接進行招聘和儲備，並與多個學校建立了長期良好的合作關係，以保證門店員工的素質技能水平。為了甄選出適合公司需要的新員工，目前已經形成了具有美麗田園特色的人員招聘測評體系，應聘人員需要經過三輪面試選拔，嚴謹地選出合適人才。為了吸引人才，我們特別設立了一系列的培訓計劃，如封閉式課程培訓、一對一帶教體制和定期團建經驗分享等等，多方面培養集團未來人才，為持續經營發展早作準備，突破了美容行業一線操作員工短缺及流失率高的難題。

#### 8.1. 合規僱傭

我們嚴格遵守《中華人民共和國勞動法》、《中華人民共和國勞動合同法》、《中華人民共和國社會保險法》等法律法規，合法合規地僱傭勞工。集團持續優化員工結構，並制定《招聘管理制度》以統一招聘標準，規範招聘管理，保證公平且透明的招聘流程，滿足發展所需要的人才。我們的招聘標準主要由專業知識、領導力、工作經歷、個性特徵四部分組成，以確保錄用人員符合集團需求。根據業務發展需要，我們高效地運用多樣性招聘渠道，以適應行業對一線服務崗位員工需求大但流動性高的特點，主要管道包括校園招聘、網絡招聘、獵頭公司、內部推薦等。同時，我們設立了親屬迴避制度，員工及其親屬同時在美麗田園體系內任職時，不得從事存在直接或間接向下級關係，或者不得在同一個門店、門診就職，進一步降低管理風險。於本報告期內，本集團勞動合同簽訂率及社會保險覆蓋率均達到100%。

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

The Group continuously makes efforts to pursue equal opportunities, diversity, and anti-discrimination, and is committed to creating a fair, respectful, and inclusive work environment. The decision process of employment, training, promotion opportunities, dismissal, and retirement policies is regardless of age, gender, marital status, pregnancy, family status, disability, race, color, ancestry, ethnicity, national origin, religion, or any other non-work-related factors. Although the beauty industry and the business scope of the company generally have more female employees, gender does not affect how we treat employees. Both male and female employees receive appropriate treatment according to their job level, seniority, and performance.

The Group adopts a zero-tolerance policy towards any form of discrimination, harassment, bullying, or any form of verbal abuse. The Group encourages employees to report any discrimination or harassment encountered in the workplace. Any behaviour that violates the equal opportunity policy will result in disciplinary action. The Group takes all complaints involving criminal offenses seriously and will handle them appropriately.

As of the end of this reporting period, the Group employed a total of 3,749 employees, including 3,707 full-time employees and 42 part-time employees. Most of the Group's employees are located in China, with only one employee in Hong Kong and three employees in overseas regions. We also respect diverse employment and provide re-employment opportunities for employees who have reached retirement age. We employed a total of 74 retired employees who returned to work. The remaining 200 employees are in other positions such as interns. Based on the characteristics of the industry and the business scope of the company, there are more female employees, with a total of 3,562 female employees and 187 male employees.

本集團為追求平等機會、多元化和反歧視作出持續努力，致力營造公平、尊重和包容的工作環境。我們在作出僱用、培訓、晉升機會、解僱和退休政策的決定時，不受其僱員的年齡、性別、婚姻狀況、懷孕、家庭狀況、殘疾、種族、膚色、血統、民族或人種、國籍、宗教或任何其他與工作無關的因素影響。縱使行業性質以及企業業務範圍，僱用的女性員工普遍較多，但性別絕不影響我們如何對待員工，男性女性員工均根據其職級、年資、表現獲得相應待遇。

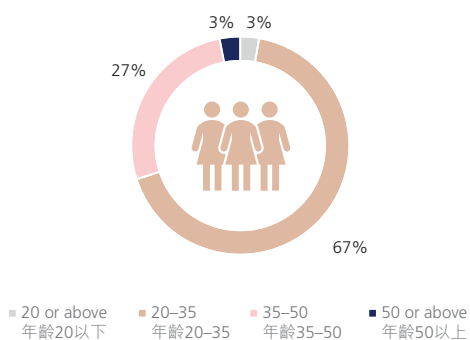
本集團對任何形式的歧視、騷擾、霸凌或任何形式的辱罵行為採取零容忍政策。本集團鼓勵員工舉報在工作中遭遇的任何歧視或騷擾。任何不遵守平等機會政策的行為都將受到紀律處分。本集團會嚴肅對待所有涉及刑事犯罪的任何投訴。

截至本報告期末，集團一共僱傭3,749名員工，包括3,707名全職員工及42名兼職員工，而集團大部分員工位於中國國內，只有1名位於香港及3名於海外地區。我們亦尊重多元化僱傭，為達到退休年齡的員工提供再就業機會，亦招聘用共74名退休返聘的員工，其餘200名員工為實習生等其他類型員工。基於行業的特性以及企業業務範圍，女性員工佔比較大，一共3,562名，男性員工則有187名。

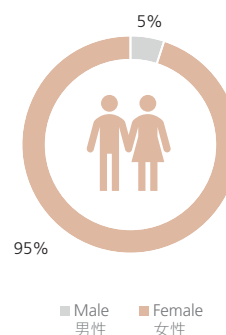
## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

Employee Age Distribution  
員工年齡分佈



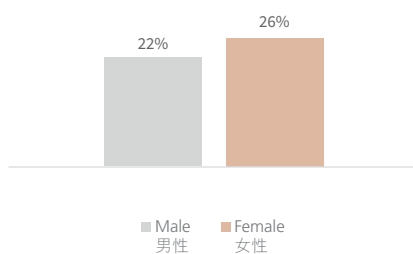
Employee Gender Ratio  
員工性別比例



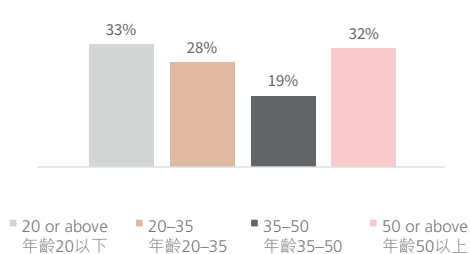
The Group's "Employee Handbook" clearly sets out policies and procedures for employee regularization, probation, resignation, attendance, and leave, and strictly adheres to the personnel management policy of "fairness and reasonableness, strict standardization, clear rewards and punishments" to ensure that any termination of employment contracts is based on reasonable and legal grounds, and strictly prohibits any form of unfair or illegal dismissal.

本集團的《員工手冊》清楚列明員工轉正、員工轉正、離職、考勤以及請假等制度以及流程，嚴格執行「公平合理、嚴格規範、獎懲分明」的人事管理方針，確保任何僱傭合約的終止均基於合理及合法的理由，並且嚴格禁止任何形式的不公或非法解僱。

Employee Turnover Rate by Gender  
按性別劃分的僱員流失比率



Employee Turnover Rate by Age  
按年齡組別劃分的僱員流失比率



## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

#### 8.2. Labor Standards

To combat the illegal employment of child labor, underage workers, and forced labor, job seekers are required to provide valid identification documents to the Group's HR Department, and background checks may be conducted before or after employment to ensure that they meet the local legal employment qualifications. Once the Group detects any violations of labor laws, regulations, and standards, relevant labor contracts will be terminated immediately, and follow-up actions will be taken in accordance with local labor laws and regulations. We do not force employees to work overtime, and overtime work must be approved by the employees beforehand.

During this reporting period, the Group strictly complied with the laws and regulations related to employment, prohibition of child labor, and forced labor in various regions. We did not have any confirmed illegal or non-compliance events related to this that had a significant impact on the Group.

#### 8.3. Employee Care and Welfare

##### 8.3.1. Remuneration structure

The Group has designed a salary system and wage standards based on the characteristics of the industry and the current situation of the Group, with the basic principles of "internal fairness and external competitiveness". In the salary system developed by the Group, the main component of the salary is linked to performance evaluation, and the salary is divided into three parts: basic salary, performance-based salary, and allowances, and is subject to the change in employee position, job promotion, and individual and company performance. This system reflects the spirit of "Capable employee gets more" and encourages employees to improve their work performance and capabilities for higher compensation.

#### 8.2. 勞工準則

為打擊非法僱傭童工、未成年工及強迫勞工，求職者須向本集團人力資源部門提供有效身份證明文件，亦會在聘用前或後進行背景調查工作，以在確認聘請前確保符合當地合法就業的資格。一旦本集團發現任何違反勞工法例、法規及標準的事件，相關勞動合約將立即終止，並按照當地勞動法規作後續處理。我們不強迫員工加班工作，加班工作均需先事獲得員工的同意。

於本報告期內，本集團的業務皆嚴格遵守各地方政府有關僱傭、禁止童工及強制勞工的法律法規，沒有涉及任何與之相關並對本集團有重大影響的已確認違法、違規事件。

#### 8.3. 員工關懷與福利

##### 8.3.1. 薪酬體系

本集團根據行業特點和企業現狀設計了薪酬制度和工資標準，並以對內具有公平性，對外具有競爭力為基本原則。在集團制定的薪酬制度中，工資主要組成部分與績效評估掛鉤，根據員工職務升降、轉正、崗位變動及企業業績和個人工作表現、工作能力等方面把工資分成崗位工資、績效工資、津貼三部分，體現「能者多得」的精神。



## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

The Group has established a comprehensive and complete performance management system and formulated the "Beauty Farm Performance Management System" to improve the overall performance of the company through scientific management methods while providing a basis for personnel decision-making regarding salary, promotion and demotion decisions, etc. The construction of the "Beauty Farm Performance Management System" follows five principles: consistent rights and responsibilities, fair consideration, effective communication, full participation, and continuous improvement. It promotes employee career development, improves the incentive mechanism of the company, and at last realizing organizational strategy.

集團建立了完善、健全的績效管理系統，並制定了《美麗田園績效管理制度》，以科學化的管理手段提高公司整體績效，同時為人事決策提供依據，有效開展薪酬決策、晉升決策以及降級和淘汰等提供依據。《美麗田園績效管理制度》的建設沿用五大原則：權責一致、兼顧公平、有效溝通、全員參與以及持續改進，促進員工職業發展，使公司完善激勵機制，實現組織戰略。

### Performance Assessment Procedure

#### 績效考核流程圖



## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

#### 8.3.2. Labour Protection

In accordance with local labor laws and regulations, the Group has established reasonable working hours and holiday arrangements for employees as stated in the “Employee Handbook” and labor contracts. We attach great importance to the basic welfare of employees and strive to provide superior welfare protection. In terms of holidays, the Group provides employees with various statutory and additional paid holidays, such as annual leave, marriage leave, prenatal examination leave, maternity leave, paternity leave, breastfeeding leave, bereavement leave, home leave, birthday leave, and so on. In addition, all employees are entitled to free care or products every month after they pass their probation period, based on their level. The Group also provides supplementary medical insurance for core employees every year and covers 95% of the purchase cost. The company also offers free physical examinations as a green welfare benefit for some employees every two years. Since 2011, we pioneer in implementing a 5-day workweek in the beauty industry, giving employees more time to rest and enjoy life, which is another measure of the company's humanistic care for employees.

During the pandemic, the Group pays extra attention to employee health. We provide employees with work essentials such as work clothes, masks, alcohol, disinfectant, etc. Each store is also equipped with an infrared thermometer to ensure the health of employees and improve protection. The Group also provides commodities for employees living in dormitories, equipping with disinfectants, medicines, and other materials. We also provide certain salary guarantees and organize centralized isolation facilities in the event of a concentrated outbreak of the pandemic.

#### 8.3.2. 勞動保障

根據當地勞動法律法規，本集團在《員工手冊》及勞動合同中釐定合理的僱員工作時數及假期安排。我們注重員工的基本福利，務求為員工提供優越的福利保障。首先在假期方面，集團為員工提供各種法定及額外的有薪假期：年休假、婚假、孕檢假、產假、陪產假、授乳假、喪假、探親假、生日假等等。此外，所有員工轉正後按級別每月可享有免費護理或產品，集團亦會針對核心員工於每年發起補充醫療保險的購買，並承擔95%的購買費用。公司也會每隔兩年針對部分員工提供免費體檢的綠色福利。自2011年起，美麗田園率先在美容行業實行每週雙休工作制，讓員工有更多時間休息和享受生活，這也是公司對員工人文關懷的又一措施。

於疫情期間，公司集團亦格外重視員工的健康，為員工提供工作服、口罩、酒精、消毒液等工作必需品，每家門店亦配備額溫槍，保證員工身體健康並提高防護。集團亦為被封控的住宿舍員工調配生活資源，員工宿舍內配備消毒、藥品等物資，並給予一定的薪酬保障，在疫情集中爆發時期更組織集中隔離場所備用。

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

#### “Beauty Farm Love Fund” 「美麗田園愛心基金」

Over the past decade, the Love Fund has provided assistance to 40 employees and their families who are suffering from illness or accidents. In addition, every year, the Group allocates a portion of the fund for employees having significant events with condolence payments ranging from 1,000 to 2,000 yuan per person.

成立近10年來，愛心基金共資助了40為身患疾病或意外的員工及其家人。此外，集團每年從福利費當中予以抽取一部分給予員工重大事項慰問金，每人1,000–2,000元不等。

#### Creating “Mommy Room” 打造「媽咪小屋」

The Group cares for and values the needs of each employee, providing targeted, personalized, and diverse support for different employee groups. We have specially created a “Mommy Room”, a breastfeeding room, in the office area and inside the “Sunshine Restaurant” in providing a private space for all nursing mothers.

集團關愛和重視每位員工的需求，針對不同員工群體提供提供針對性、個性化和多樣化的支持。我們特意打造「媽咪小屋」，在職能辦公區域及「陽光餐廳」內，溫馨打造哺乳室，為所有哺乳期媽咪準備一個私密空間。

#### Supporting Employees in educational upgrading 支持員工提升學歷

The Group actively cooperates with different universities to provide employees with different opportunities to improve their qualifications, including promoting from high school to college, and from junior college to undergraduate level. Some outstanding graduates can also receive scholarships as encouragement. Since 2016, nearly 80 employees have signed up for educational upgrading, and nearly 40 employees have completed their education and obtained their qualifications.

集團積極與不同高校合作，為員工提供中專、高中升大專以及專科升本科的學歷提升平台，其中部分優秀畢業者更能夠獲得獎學金，以示鼓勵。自2016年以來，共有近80名員工報名參加學歷提升，並有近40名員工已完成學歷提升，獲得學歷。

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

#### 8.3.3. Employee Care

Beauty Farm is committed to creating a people-oriented and excellent working environment, advocating for work-life balance, and actively organizing various activities to activate employees' leisure time and promote corporate culture. To create a good working atmosphere, we organized various employee activities during this reporting period, such as outdoor team building, birthday parties, new employee welcome parties, various holiday activities, and so on, to promote harmonious and positive cooperation among employees.

#### 8.3.3. 員工關懷

美麗田園致力於打造以人為先的優良工作環境，倡導工作與生活平衡，積極組織各類活動，以活躍員工業餘生活，共同推動企業文化建設。為營造良好的工作氛圍，我們於本報告期內組織各類員工活動，如戶外團建、生日會、新員工歡迎會、各類節日活動等，促進員工間形成和諧而積極的合作關係。

#### Examples of Employee Activities

##### 員工活動案例

#### Xian — Frisbee team building activity

西安 — 飛盤團建



#### Shanghai — Outdoor team building activity

上海運營一區戶外團建



#### Chongqing — Visiting Si Mian Mountain

重慶 — 遊玩四面山



## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

To encourage employees provide feedback and suggestions, the Group has established a multi-faceted and fast feedback channel for employee, including corporate WeChat, internal meetings, interview mechanisms, and complaint boxes. In the corporate WeChat, we welcome employees to create groups freely and have direct conversations with the Board and Chairman in providing feedback and achieve timely and effective communication.

In addition, the Group has also established flexible and diverse interview mechanisms, such as monthly employee symposiums with HR business partners in various regions, probationary period interviews, and exit interviews, to further listen to employees' opinions and improve future corporate strategies. To achieve fast, sensitive, top-down and efficient communication, the Group also uses information and collaboration systems to establish multi-level communication and knowledge-sharing platforms, such as Beauty Farm Online School, HR management system, and collaborative office system, scientifically collect employee feedback and better exhibit the "people-oriented" spirit.

Furthermore, we have learned from various unfortunate incidents caused by employee mental health issues. To care for our employees' mental health, we have also sought professional psychological counseling agencies to provide regular free counseling services for employees, to alleviate their stress and confusion related to work, marriage and family, interpersonal relationships, and parenting education.

為鼓勵員工提供反饋、獻言獻策，本集團建立多方位、快速暢通的員工意見及建議反饋渠道，包括企業微信、內部會議、訪談機制以及投訴信箱等廣泛收集員工意見。於企業微信中，我們歡迎員工隨意建群，也可以與董事長及集團主席進行直接對話，反饋意見，實現及時有效溝通。

此外，集團也設立了靈活多樣的訪談機制，如各地區人力資源業務合作伙伴月度員工座談、試用期訪談、離職訪談等，進一步聆聽員工的意見以改善企業未來戰略。為取得快速、靈敏、上通下達、高效率運作的溝通效果，集團也利用企業信息與協同系統，建立多形式、多層次的溝通與知識技能共享平台，例如美田網校、人力資源管理系統、協同辦公系統等，以科學性的方法收集員工反饋，更好地體現「以人為本」的精神。

進一步的，我們亦將各類因員工心理健康問題所造成的不幸事件引以為鑑，為關愛員工心理健康，我們亦尋找專業心理諮詢機構，定期為員工提供免費心理諮詢，以緩解員工對於工作相、婚戀家庭、人際關係、親子教育等方面的壓力和困惑。



## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

#### 8.4. Occupational Health and Safety

We insist on providing a safe and harmless working environment for employees, actively formulate different policies to enhance employees' occupational safety awareness, ensure that the workplace meets safety requirements, and be prepared for emergency situations. The Group has formulated a series of safety management standards with the principle of "safe operation, eliminating hidden dangers." In the past three years (2020–2022), the Group has had no work-related fatalities. During the reporting period, there were 5 work-related injuries, with a total of 269 days of work-related injury losses. We have established a set of procedures for handling work-related injuries to ensure that employees receive treatment as soon as possible after injury. The social insurance purchased by the Group for employees also covers the medical expenses resulting from work-related injuries. We strictly comply with the "Regulations on Work-Related Injury Insurance", "Measures for the Ascertainment of Work-Related Injuries", "Administrative Measures for Diagnosis and Identification of Occupational Diseases" and relevant laws and regulations in the regions where we operate. The injured employees in the current year have all received reasonable compensation.

#### 8.4. 職業健康與安全

我們堅持為員工提供安全、無害的工作環境，積極制定不同的政策以提升員工的職業安全意識，確保工作場所符合安全要求，並對緊急狀態及情況作好準備。集團制定了一系列的安全管理規範，以「安全營運，杜絕隱患」為安全工作方針。於過往3年間（2020至2022），集團無因工死亡事件發生。而在本年度，員工發生工傷次數約5次，工傷損失日數約為269天。本集團已制定了一套工傷處理的相關流程，以確保員工在工傷後第一時間得到治療，而集團為員工購買的社會保險也含蓋因工傷而引致的治療費用。集團嚴格遵守並根據《工傷保險條例》、《工傷認定辦法》、《職業病診斷與鑑定管理辦法》及運營所在各地的法律法規。本年度工傷員工均已獲得合理賠償。

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#### 2022 Key Measures on Safety Management

#### 2022年安全管理重點措施

<b>Safety Responsibility</b> 安全責任	<b>Use of Electrical Appliances</b> 電器使用	<b>Distribution Box Management</b> 配電箱管理	<b>Fire-fighting facilities</b> 消防設施
<p>Employees are obligated to serve as safety administrators and jointly ensure the safety management of the work area to prevent accidents. In case of any accidents, they should actively cooperate and handle the situation together.</p> <p>員工義務擔任安全管理員，共同擔負工作區域的安全管理工作，防患於未然。若遇意外事故，要積極配合，共同處理。</p>	<p>Employees should first learn the instructions for using various electrical appliances, and strictly follow the requirements for use. If any safety hazards are discovered, they should immediately report them to the company.</p> <p>員工在使用各類電器時，先學習使用說明，嚴格按照要求使用。發現安全隱患要立即報告公司。</p>	<p>A dedicated person is responsible for managing the distribution box, and other personnel are not allowed to turn on or off the circuit breaker without permission. If a tripping occurs, they should immediately report to their superior. After unplugging the electrical plug, the circuit breaker should only be turned on after confirming safety.</p> <p>配電箱設專人管理，其他人員不得擅自開、關電閘。若發現跳閘，要立即報告上司。拔取電器插頭後，在確認安全的情況下再開閘。</p>	<p>The fire-fighting facilities are managed by a dedicated person, and are fixed in place and regularly checked for validity and effectiveness. No employee is allowed to use the facilities for other purposes or occupy the designated location for placing the facilities.</p> <p>消防設施設專人管理，固定放置並定期檢查有效期和有效性。任何員工不得挪作他用或侵佔設施放置點。</p>
<b>Fire Handling</b> 火警處理	<b>Accident Handling</b> 意外處理	<b>Closure Management</b> 休業管理	<b>Equipment Room Management</b> 設備間管理
<p>Dial the fire alarm number 119, and explain the specific location, fire situation, and environmental conditions of the fire. While using fire-fighting equipment to control the fire, guide customers to evacuate, close doors, windows, electrical switches, and gas valves.</p> <p>撥打火警119電話，講明火警發生的具體地點、火勢和環境情況。一邊使用滅火設備控制火勢，一邊疏導客人撤離，關閉門窗、電掣和煤氣。</p>	<p>If an employee finds someone else has an accident, they should immediately report to their superior and send them to the nearest hospital for treatment without delay. If a dangerous situation is discovered, warning signs should be placed around the danger zone to alert others.</p> <p>員工發現他人不慎發生意外時，要立即報告上司，並送往就近醫院救治，不得拖延。發現危情時，要在危險區域周圍加設標誌，以警示他人。</p>	<p>During holiday closures, the heads of various departments and stores should guide their employees to clean the environment, collect and store items, and perform other related tasks according to the requirements outlined in the 'pre-holiday preparation work' document.</p> <p>節日休業期間，各部門、各店負責人要按《節前各項準備工作》的要求，指導員工做好環境衛生、物品點收、保管等工作。</p>	<p>Flammable and explosive materials are strictly prohibited from being placed in the equipment rooms (boiler rooms, distribution boxes) of the beauty salon, and a dedicated person is arranged to conduct regular inspections.</p> <p>美容院設備間（鍋爐房、配電箱）內嚴禁擺放易燃、易爆物品，並安排專人定期檢查。</p>

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The Group has established internal management systems such as the “Fire Safety Management System” and developed the “Store Fire Safety Knowledge Guide Manual” to improve the fire safety awareness of all employees. We regularly organize employees to learn about fire regulations and regulations and strive to comply with fire safety laws. All new employees must undergo fire safety training before taking up their positions and pass the exam before onboard. In addition, we regularly conduct on-site demonstrations and training for the maintenance and use of fire facilities and actively cooperate with shopping malls or property buildings to conduct fire drills, aiming to eliminate all fire hazards. We strictly implement the hierarchical fire safety responsibility system and the post fire safety responsibility system, launching inspection systems, and punishing those who fail to rectify fire hazards found during inspections within the specified time according to the reward and punishment system.

Fire safety work is an important task, and all personnel must fully understand its importance. In order to further improve employees’ fire safety knowledge and firefighting ability, the Group regularly arranges fire safety training and implements the principle of “Prevention first”. The training content includes sharing of fire cases, correct use of fire extinguishers, evacuation and escape knowledge, and daily preventive measures, etc., ensuring that employees are familiar with the response methods in case of safety accidents and safeguarding their safety. By improving employees’ awareness of fire safety work, we ensure our employees are in a state of alertness of fire safety.

集團更特設《消防安全管理制度》等內部管理制度，以及制定《門店消防安全知識指引手冊》，提高全體員工的消防安全意識，定期組織員工學習消防法規和各項規章制度，做到依法治火。所有新員工必需進行上崗前消防培訓，經考試合格後方可上崗。此外，我們亦定期對消防設施維護保養和使用人員進行實地演示和培訓，並且積極配合商場或物業大樓進行消防演習，致力杜絕一切消防隱憂。我們嚴格執行逐級消防安全責任制和崗位消防安全責任制，落實巡查檢查制度，對檢查中發現的火災隱患未按規定時間及時整改的，根據獎懲制度給予處罰。

消防安全工作是一項十分重要的工作，全體人員務必要充分認識其重要性。為進一步提升員工的消防安全知識和滅火能力，集團定期安排消防安全培訓，貫徹「預防為主、防消結合」的工作方針。培訓內容包括火災案例分享、滅火器的正確使用方法、疏散逃生常識和日常防範措施等等，確保員工熟悉安全事故時的應對方法，保障員工安全。通過提高員工的消防安全工作自覺性和高度警惕性，驅使全體員工處於戒備狀態，樹立常備不懈的思想，確保消防安全工作萬無一失。

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#### 8.5. Diverse Development and Training

##### 8.5.1. Career Development

The Group is committed to effectively managing the career development of all employees, helping them achieve learning and development goals, forming a talent pool, and improving the organization's sustainable operational capabilities. At the same time, by effectively reserving high-quality talents, we can timely adjust and supply vacant positions to support the company's steady development. We have a complete and transparent promotion mechanism, and we have provided different support and assistance plans for employees in different positions to "achieve career goals" in different ways. We have clear job development maps for functional and professional positions to provide employees with upward motivation. For functional positions, employees can obtain different promotion opportunities based on their experience and abilities, with the highest position being director level. For professional positions, we have also set different promotion paths, providing employees with diverse career development options through multiple career development paths in sales, technology, and management aspects.

The Group continuously adjusts and improves its employee development and performance management mechanisms, effectively motivating and leveraging employees' abilities, creating a people-oriented employment environment, and establishing a fair and just promotion environment. We have formulated internal promotion or job transfer systems such as the "Technical Supervision & Regional Technical Committee Promotion Management System," "Beauty Therapist Promotion and Demotion Management System," "Beauty Farm Management Development Channel and Senior Management Promotion System," and "Beauty Farm Junior and Middle-level Promotion System," standardizing the promotion and demotion standards for various positions and clearly stating the job development path and standards. In addition, the Group has also established a strict assessment system. Employee promotion and salary adjustments are entirely based on whether they comply with the Group's corporate culture values and their personal work performance and job performance.

#### 8.5. 多元發展與培訓

##### 8.5.1. 職業發展

集團致力對所有員工的職業發展實施有效管理，幫助員工實現學習和發展目標，形成人才梯隊，以提高組織的持續經營能力。同時，通過有效儲備優質人才，實現空缺崗位的及時調動補給，支撐公司穩健發展。我們具備完善而透明的升遷機制，對於不同崗位的員工進行了不同方式「實現職業目標」的幫扶與支持計劃，並針對職能崗和專業崗集團提供了清晰的崗位發展地圖，令員工更具向上流的動力。對於職能崗位，員工根據經驗和能力得到不同的晉升機會，最高可達總監，而針對專業崗位，我們亦設定了不同的晉升路徑，通過「銷售類、技術類、管理類」多信道職業發展路徑，為員工提供多樣性職業發展選擇。

集團透過不斷調整及完善員工發展機制、績效管理機制，從而有效地激勵和發揮員工的能力，營造以人為本的用人環境，締造一個公平公正的晉升環境。我們制定了《技術監理&區域技術委晉升管理制度》、《美療師晉降級管理制度》、《美麗田園幹部發展通道與高層幹部晉升制度》、《美麗田園基層、中層幹部晉升制度》等內部晉升或調崗制度，規範各個崗位的委晉級標準，清晰指出崗位發展路徑與標準。此外，集團亦建立嚴格的考核制度，員工升職、調薪，完全基於是否與集團企業文化價值觀符合及個人的工作業績和工作表現。

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We value the contributions of our existing employees and actively promote employee retention programs from multiple aspects. For example, we commend employees who have been with us for more than ten years, implement core employee retention plans, include outstanding employees in talent reserve plans, and recognize their engineering capabilities, increasing their sense of belonging and effectively reserving high-quality talents. Through continuous efforts, we have successfully become an industry leader with an average of 6.1 service years for beauty professionals. The annual retention rate of professional service personnel has also reached 74%, making us one of the few companies with the highest retention rate in the industry.

我們重視現有員工的貢獻，積極從多方面推動員工保留方案，例如對十年以上的老員工進行表彰工作，進行核心員工保留計劃，將優秀員工納入人才梯隊儲備計劃，對他們的工程能力表示認可，增加歸屬感，有效儲備優質人才。通過不斷的努力，我們成功成為行業的佼佼者，與我們共事超過一年的專業服務人員的平均從業經驗為6.1年，為行業領先，而專業服務人員年度留任率亦達到74%，是行業內為數不多的人員留任最高的公司之一。

#### Outstanding Employee Sharing

##### 優秀員工案例分享

Ms. Zhang Xiuqin, the Operations Director of the Southern Region for the Traditional Beauty Services Business of Beauty Farm, was one of the first batch of students at Beauty Farm School after its establishment. She started as a beauty therapist and through her own years of continuous efforts while supported by the Group's talent development path, she was promoted to customer manager, technical supervisor, store director, regional manager, and finally to her current position as the Operations Director for the Southern Region, managing a team of over 700 people and achieving an annual revenue target of nearly 400 million yuan.

美麗田園傳統美容服務業務華南大區運營總監張秀琴女士是我們美麗田園學校成立後的第一批學員，入職的崗位是美療師。通過她自己多年不斷的努力，並按照公司人才培養路徑從美療師一路晉升為顧客經理、技術監理，門店主任、地區經理直至目前的華南大區運營總監，管理700多人的團隊，每年完成將近4個億的收入目標。



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#### 8.5.2. Employee Training

The Group's comprehensive training system ensures that both the management team and frontline employees have sufficient talent reserves to match the Group's future development plans. We believe that highly professional service personnel are the foundation for ensuring service stability. Only by guaranteeing highly standardized services can we better serve our customers. To ensure the systematicity and effectiveness of training content and reflect the brand concept of Beauty Farm, the Group has formulated the "Employee Education and Training System" which includes the "Training Department Regulations" and "Class Teacher Work Manual" for technical and sales positions, comprehensively listing the assigned learning tasks and course content and completing on-the-job training and learning requirements in a systematic manner.

We provide customized training for different positions and implement key learning projects to support employees at different levels and positions in realizing skill improvement and achieving their career goals. For example, the training content for store directors includes business management, customer management, and organizational management, while technical supervisors need to learn technical skills, teaching skills, and store management skills, and so on. Different assessment modes are also set up, including online experience sharing and theoretical exams, as well as offline work plan reports, store practical assessments, and inspections, to ensure that students fully master theoretical skills and apply in their daily work. Considering that each position has unique professional and skill requirements, Beauty Farm also provides professional training on products, instruments, and operating techniques. For example, we offer various online courses such as the "White Moonlight" series and the "Aurora Needle" online operation learning. In addition, to

#### 8.5.2. 員工培訓

集團完備的培訓體系能夠確保從管理團隊到一線員工均擁有足夠的人才儲備，以匹配集團未來的發展計劃。我們相信服務人員的高度專業是保障服務穩定性的基礎，只有保障高度統一的標準服務，我們才能更好地服務客戶。為保障培訓內容的一政性和有效性，體現美麗田園的品牌理念，本集團制定了《員工教育培訓制度》，當中包括《培訓部規章制度》、分別針對技術崗與銷售崗的《班主任工作手冊》，仔細列出佈置的學習任務以及課程內容，系統化地完成上崗培訓和學習要求。

針對不同的職能崗，我們進行定製化培訓，通過實施重點學習項目來保障和支持不同層級和職能崗員工完成技能提升，實現自己職業目標。例如，門店主任的培訓內容包括經營管理、顧客管理、組織管理等，而技術監理需要學習技術能力、帶教能力、店務管理能力等等。同時也會設置不同的考核模式，包括線上心得分享和網校理論考核，以及線下的工作計劃匯報、門店實操考核和進行考察，確保學員們充分掌握理論技巧，並且運用在日常工作之中。考慮到每個職位均有獨特的專業及技能需要，美麗田園還會提供有關產品、儀器及操作手法的專業培訓，例如白月光系列的各項知識網課學習以及極光針線上操作學習。另外，為了確保門店的質控管理，我們更設置了相關課程，如企業文化客戶導

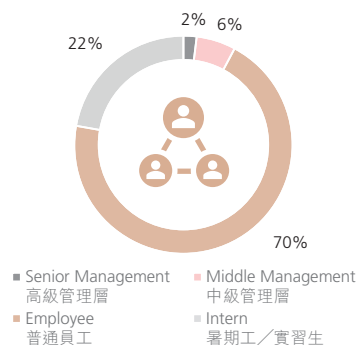
## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

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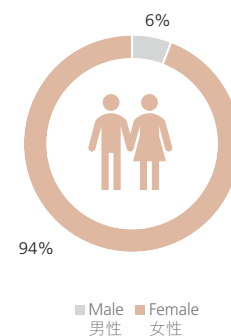
ensure the quality control management of our stores, we have set up related courses, such as online learning and oral exams for enterprise culture and customer orientation (2023 quality control service process course upgrade). We also provide corresponding training for different promotion activities and plans, such as the anniversary marketing activity plan and Christmas marketing activity plan, to ensure that activities are carried out in an orderly manner. In 2022, Beauty Farm held a total of 358 training courses, including external training, internal training, and training from suppliers, with a total of 5,216 employees from different levels receiving training, and the total training hours amounted to 13,299. The average training time for female employees is 2.52 hours, while for male employees, it is 3.07 hours.

向(2023質控服務流程課程升級)線上學習和口試考核。針對不同的促銷活動及方案亦會安排相應的培訓，例如週年慶營銷活動方案以及聖誕活動營銷活動方案，以確保活動有序進行。於2022年，美麗田園一共開辦了358期培訓課程，其中包括外訓、內訓以及來自供貨商培訓，共有5,216來自不同層級的員工接受培訓，且總受訓時數為13,299小時。女性員工的平均受訓時間為2.52小時，而男性員工則為3.07小時。

Percentage of Training by Levels  
按僱傭類型劃分受訓時長百分比



Percentage of Training by Gender  
按性別劃分受訓時長百分比



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To help employees achieve their learning and development goals, form talent pools, and improve the organization's sustainable operational capabilities, the Group is also committed to providing rich learning resources and channels. Since its establishment, Beauty Farm Training Centers has provided over 13,000 courses and was awarded the "Digital Learning Project Innovation Award" by CEIBS Digital in 2020. Through logging into the online college, employees can improve their leadership skills from three dimensions: self-management, managing others, and managing work anytime and anywhere. In addition, Beauty Farm University has developed three offline leadership courses, including structured thinking, PDCA, and problem analysis and resolution. The support of resources and paths also needs to be combined with a hybrid flexible on-the-job learning approach. For key positions, such as management, the Group provides a mentorship system to help employees learn on the job and perfectly replicate the organization's successful experiences. Under a strong training system, we have established a stable, highly skilled, and professional service team.

During the outbreak of the epidemic, we were unable to provide offline training as scheduled. However, we demonstrated the Group's resiliency by actively implementing an online training plan, allowing our therapists to participate in training courses at home. We also introduced technology-enabled solutions, such as AI tools to simulate offline training scenarios. Through this technology-enabled tool, we can provide the required training and evaluation in a timely manner, and better prepare for the repeated epidemic.

為了幫助員工實現學習和發展目標，形成人才梯隊，以提高組織的持續經營能力，本集團也致力提供豐富的學習資源及渠道。美麗田園培訓中心開辦至今已經提供超過13,000節課程，並於2020年獲得數字中國頒授的「數字化學習項目創新獎」。通過登錄網校，職能崗位員工可以隨時隨地從管理自己、管理他人、管理工作3個維度提升自己的領導力。此外，美田大學內部開發了3門領導力的線下課程，包含結構化思維、PDCA、問題分析與解決。資源與路徑的支持還需要結合混合式的靈活在崗學習方式，對於關鍵崗位，例如管理崗，集團提供帶教與導師制度，幫助員工在工作中學習，將組織的成功經驗完美的複製。在強大的培訓體系下我們建立起一支穩定的高素養的專業服務團隊。

在疫情爆發期間，我們無法如期提供線下培訓。然而，我們展示了集團的應對能力，積極實施在線培訓計劃，讓我們的服務人員於家里參加培訓課程。我們亦引入科技賦能解決方案，如人工智能工具以模擬線下培訓場景。通過該科技賦能工具，我們可及時提供所需的培訓及評估，更妥善地為疫情反覆復甦做好準備。

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

#### Case Study (1) — OMO Learning Projects

##### 案例(1) — OMO學習項目

The Beauty Farm Empowerment Center of the Group has established the OMO learning project with the central concept of “digitalization, precision enhancement, and experience extraction”, providing corresponding learning projects for three core positions: customer managers, beauty therapists, and chief diagnosticians to improve their specialized performance indicators. The OMO team actively explores digital learning technologies, shortening the learning time of complex projects by nearly 1/2 through AI training and interactive micro-course teaching, while ensuring that the pass rate of learners remains unchanged, reducing training costs by about 20% for the organization. In the process of developing more than 50 experience-based courses, the team has explored a set of eight-step methodologies applicable to talent replication for the organization, and has so far extracted and retained 30 valuable experiences from the front line for the organization through this methodology. The OMO team has also won recognition for digital talent development awards in the industry.

集團的美田賦能中心以「數字化、精準提升、經驗萃取」為中心理念開設OMO學習項目，為3個核心崗位：客戶經理、美療師和主診提供相應的學習項目以提升專項業績指標。OMO團隊更積極探索數字化學習技術，通過AI訓練，互動微課教學，在保證學員考核通過率不變的情況下，縮短複雜類項目學習時長近1倍，為組織降低培訓成本降低約20%。團隊在研發50+經驗類課程的過程中，為組織探索出一套適用於人才複製的八步方法論，截止目前，OMO團隊通過這套方法論為組織萃取並保留了30條來自一線的珍貴經驗，並斬獲培訓行業內數字化人才培養獎項認可。



#### 《Speak and Act in Venus project》 《會說又會做，鈔能力維納斯》

Help **717** beauty therapists improve their skills and language proficiency in the Venus body project, and promote the growth of body care performance.  
幫助**717**名美療師實現維納斯身體項目的技能提升與話術提升，助力生美身體護理業績額的增長。



#### 《Accompanied by Time and Space》 《大咖時空伴隨》

Help **462** customer managers of our direct and franchise stores improve their recruitment skills, enhance the conversion rate of walk-in customers by **10%**, and improve the visit frequency and medical aesthetics consultation rate of exclusive members.  
一個主題三個課程，幫助直營加盟**462**名客戶經理提升了納新技能，提升散客轉化率**10%**，提升了專屬會員的到店頻次與醫美到診率。



#### 《Si53 Health Password》 《Si53健康身體密碼》

All customer managers of our direct and franchise stores have completed the learning of product knowledge and sales process for our new product, which has helped the Group achieve a sales performance of **35 million** for the strategic new product Si53.  
直營與加盟**100%**客戶經理完成新品的產品知識與售賣流程學習，助力集團衝刺戰略級新品Si53的售賣**3,500**萬業績。



#### 《Star Treatment Room – Soothing Skin》 《明星診療室 – 舒膚肌》

In the shortest possible time, **60** medical aesthetics chief diagnosticians and outpatient directors completed the training for a new product and achieved an excess sales target of **2.78 million** for the new product.  
**60**名醫美主診與門診主任在最短時間內完成新品培訓並達成舒膚肌超額達成**278**萬銷售目標。

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#### Case Study (2) — Beauty therapists “online teacher” learning project 案例(2) — 美療師「線上老師」學習項目

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Through replicating the teaching experience of excellent teachers and supervisors, we have created a teaching manual and established a learning map for beauty therapists, which can achieve rapid empowerment of store supervisors' teaching ability, reduce teaching pressure, and quickly train new supervisors. At the same time, the establishment of the job map allows beauty therapists to have a clear learning path and development direction. We first clarify the student profile, conduct a comprehensive analysis of students based on five guiding principles: basic reception, key project operations, nursing amount, nursing satisfaction, and service satisfaction. Then, using a progressive approach, we train new staff to achieve job competency at different stages. The “online teacher” learning program has successfully achieved 100% regional coverage, covering 18 regions with a focus on Shanghai, Beijing, Shenzhen, Wuhan, and Chongqing, and covering 440 new beauty therapists throughout the year.

項目通過複製優秀老師、監理的帶教經驗產出帶教手冊，建立美療師的在崗的學習地圖，就能達到快速賦能門店監理帶教能力，減輕帶教壓力，同時也能快速培養新監理上崗。同時，通過崗位地圖的建立也讓美療師能清晰自己學習路徑及發展方向。我們首先會明確學員畫像，基於基礎接待、關鍵項目操作、護理額、護理滿意度和服務滿意度五大導向對學員進行全面分析，然後利用遞進式方式，培養使得新人在不同階段達到適崗能力。「線上老師」學習項目成功達到100%地區覆蓋率，覆蓋18個地區並以上海、北京、深圳、武漢、重慶為重點城市，全年更覆蓋440位新美療師。

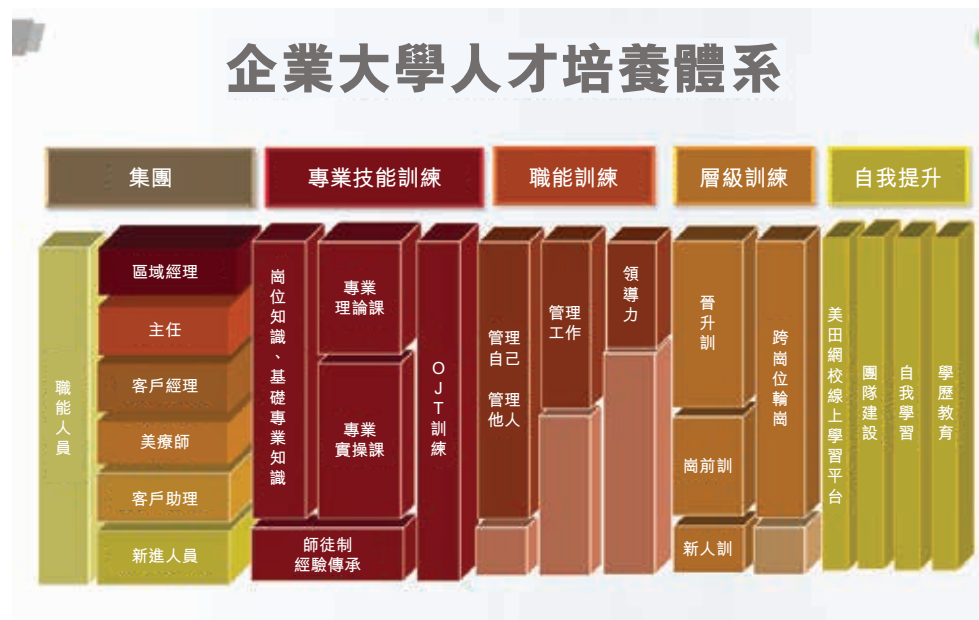


## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

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We are committed to training beauty therapists in our beauty service stores through structured professional training. The Beauty Farm University has established two teaching institutions in Shanghai and Wuhan, with qualifications for assessing junior, intermediate, and senior beauty therapists, and is open to both internal and external employees of the company. Each year, we output a large number of professional talents to promote the industry's level of expertise, with a total of 3,863 people trained in 2022. Employees are required to participate in uniform training at the Beauty Farm Training Centre before taking up their positions, and participate in another training session at the centre before promotion, to learn standardized processes and service quality awareness. After completing the training, employees will receive technical certification. To ensure the quality and consistency of the entire service network, we also provide the same training to employees of our franchise stores. In addition, we occasionally provide training for a small number of personnel outside the service network.

我們致力於通過結構化專業培養來訓練我們傳統美容服務門店裡的美療師，美麗田園企業大學在上海及武漢建立了2所教學機構，擁有初級、中級、高級美容師的考核資質，並對企業內部員工和企業外部開放，每年為行業輸出大量專業人才，助力行業水平的提升，2022年的培養人數為3,863人。員工在上崗前均須參與統一「美麗田園培訓中心」培訓，並於晉升前參與另一次「美麗田園培訓中心」培訓，學習標準化流程及服務質量意識。完成培訓後，員工將獲得技術認證。為確保整個服務網絡的服務質量及一致性，我們亦為我們加盟店的員工提供相同的培訓。此外，我們間中為服務網絡以外的少數人員提供培訓。



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The Beauty Farm University guarantees a high degree of unity in teaching quality and content, constantly leading the development of the beauty industry, enhancing the professional skills of beauty practitioners, and helping more talents become "Promoters of Beauty and Health".

美麗田園企業大學保證教學質量和內容的高度統一，不斷引領美容行業發展，增強美容從業者的專業技能，助力更多人才成為「美與健康的助力者」。

#### Beauty Farm University awarding high recognition 企業大學榮獲高度認可

At the 2019 China Best Corporate Universities Awards ceremony hosted by the Shanghai Jiaotong University Overseas Education College, the Beauty Farm University stood out among 177 competing corporate universities through rigorous assessment, and won two awards: "Most Growing Corporate University of the Year" and "Best Learning Program for Chinese Companies of the Year".

在上海交通大學海外教育學院主辦的2019年度中國最佳企業大學排行榜頒獎中，美麗田園企業大學通過嚴格考核，在177家競爭企業大學中脫穎而出，榮獲「年度最具成長性企業大學」和「中國企業大學最佳學習項目」兩項大獎。



#### Beauty Farm Training Awards

#### 美麗田園榮獲的培訓獎項

**The 4th Yuntu Award — Talent Development Benchmark — Gold Award**  
第四屆雲圖獎人才發展標桿金獎

Institute of Organization and Talent Development  
組織與人才發展研究院

**The 4th Yuntu Award — Value Creation Benchmark — Excellence Award**  
第四屆雲圖獎價值創造標桿卓越獎

Institute of Organization and Talent Development  
組織與人才發展研究院

**Digital Skills Series Competition the 2nd Enterprise Online Learning Project Competition — Outstanding Achievement Award**  
數字化學習技能系列大賽第二屆企業在線學習項目大賽成效突出獎越獎

Online-edu  
在線教育信息網

**Top Corporation Digital Business School Digital Learning Project Innovation Award**  
TOP企業數字商學院數字化學習項目創新獎卓越獎

CEIBS Digital  
數字中歐

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

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## 9. SUSTAINABLE SUPPLY CHAIN

## 9. 可持續供應鏈

### Supplier Distribution

各地供貨商數量



China  
中國

139

Asia  
(Excluding China)  
亞洲(中國除外)

5

Europe  
歐洲

3

America  
美洲

1

### 9.1. Supply Chain Management

The group has established management methods such as the "Supplier Admission System" and "Procurement Management System", and has built a full life cycle management process for various suppliers from procurement, payment, acceptance to exit. We continuously assess and evaluate the software and hardware facilities and operational capabilities of suppliers. We mainly seek suitable suppliers through conference exhibitions, supplier self-recommendation, online sourcing, and industry promotion meetings organized by government departments. Before hiring suppliers or service providers, we require them to provide data on the products and services/solutions provided by the suppliers and require them to fill in the "Supplier Basic Information Form" for preliminary evaluation by the supply chain department. We may also require more data or search for more information in public information or through the national information disclosure system or the Internet to identify warning signs, including investigating whether the supplier has any non-compliance with environmental and labor regulations or fraudulent behavior. We also require suppliers to provide samples, which will be tested by multiple departments of the group to ensure that the products meet national standards and requirements (such as GMP, GDP, FDA). In

### 9.1. 供應鏈常規

本集團已制定《供貨商准入制度》、《採購管理制度》等管理辦法，構建起各類供貨商從採購、付款、驗收到退出的全生命週期管理流程，對供貨商的軟件及硬件設施及運營能力持續考察和評估。我們主要透過會議展覽、供貨商自薦、網絡尋源及政府部門行業推介會尋找合適供貨商，在聘用供貨商或服務提供商之前，我們會要求提供有關供貨商提供相關的產品與服務／解決方案的數據，並要求其填寫《供應商基本資料表》，讓供應鏈部門進行初步評估，我們可能會要求更多數據或在公開訊息、我們會在國家信息公示系統或網絡中尋找更多信息識別警號，當中亦包含調查供貨商是否有存在環境與勞工不合規及欺詐行為的情況。我們亦會要求供貨商提供樣品，由集團多個部門進行測試，確保產品符合國家標準與要求(例如：GMP, GDP, FDA)。另外，我們亦會根據實際需求，對供貨商進行實地考察，除了確保前期數據的真實性，考察人員亦會視

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addition, we will conduct on-site inspections of suppliers according to actual needs to ensure the authenticity of the data in the early stage. Inspection personnel will also inspect the supplier's company environment to confirm whether there are any non-compliance issues as mentioned above. Finally, the decision to hire a supplier is made by personnel of different levels after consideration or approval, to ensure checks and balances before entering the group's "Qualified Supplier List." All qualified suppliers are required to sign a clean cooperation agreement to build a clean supply chain.

The supply chain department also continuously monitors suppliers for product quality, delivery time, daily cooperation, and other serious abnormal situations (such as fraud during cooperation, negative exposure in the industry or various news media). After approval by the procurement committee, the supplier's qualification will be cancelled and listed in the "Unqualified Supplier List". Such suppliers will no longer be subject to subsequent evaluations, achieving a survival of the fittest among suppliers and continuously optimizing the supplier structure. For the top 10 suppliers in terms of annual procurement volume, the supply chain department conducts an annual supplier evaluation. The evaluation criteria include not only commercial and quality content but also ESG indicators such as labor standards, business ethics, environmental protection, health and safety, and lawful operations, to ensure that all suppliers comply with the Group's sustainable development policy.

察供貨商公司環境再次確認有否出現上述不合規的情況，最終，是否聘用供貨商的決定是由不同職級人員考慮或批准後做出的，以確保存在制衡，方能進入集團的《合格供貨商名單》。所有合格供貨商均需簽訂廉潔合作協議，以建設廉潔供應鏈。

供應鏈部門亦會對供貨商作出持續監測，對產品質量、交期、日常配合及其他嚴重異常情況（如合作期間發生欺詐行為、在行業及被各類新聞媒體負面曝光等）進行監控，經採購委員會批准後，即取消供貨商資格並列入《不合格供貨商名錄》，該等供貨商將不再進行後續評審，實現供貨商優勝劣汰，持續優化供貨商結構。對於每年採購額排名前10的供貨商，供應鏈部門進行供應商年度評審，評審指針除了包含商務與質量內容外，亦包含勞工標準、商業道德、環境保護、健康和 safety 與守法經營等的ESG指標，以確保供貨商均符合集團的可持續發展方針。

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During the reporting period, the group had a total of 148 suppliers and 10 suppliers who passed the admission and annual evaluation process mentioned above, and 5 suppliers were disqualified because they did not meet the group's supplier standards. The group mainly sources from domestic suppliers, with others coming from Germany, Switzerland, the United States, Japan, and South Korea. As some imported equipment and products are purchased from domestic agents, they are classified as domestic suppliers. No suppliers were found to have violated the group's ESG supplier indicators.

We believe that the sustainable development of the Group cannot be achieved without the participation of our suppliers. As more than 90% of the products and equipment provided to our customers are imported, reducing greenhouse gas emissions in the group's supply chain is a key area where we need to continue to work with our suppliers. The waste packaging generated from beauty products is also an important factor that affects the sustainability of the Group's development. The Group has always attached great importance to the healthy development of the supply chain and insists on building a competitive supply chain assurance system. While enhancing its own environmental, social, and governance capabilities, the Group also drives the sustainable development of its suppliers and promotes cooperation and win-win outcomes. In the future, the Group will continue to communicate with suppliers on the above issues. We will effectively integrate supply chain resources and deepen cooperation with upstream suppliers, especially international leading suppliers and brands. We hope to work with our suppliers towards a common goal and minimize the impact of both parties on the environment.

於報告期內，本集團分別通過上述准入及年度評審流程的供貨商共有148家及10家，另因不符合集團供貨商標準而被淘汰的供貨商共有5家。集團主要為境內供應商，其餘來自德國，瑞士，美國，日本，韓國，由於部分進口的器械和產品從境內代理處進行採購，故將其分類為境內供應商。當中未有發現任何不符合集團供貨商ESG指標的供貨商。

我們認為集團的可持續發展離不開廣大供貨商的共同參與，由於提供給客戶的90%以上產品和設備源自進口，降低集團供應鏈的溫室氣體排放更是集團需要持續與供貨商合作的重點工作；從美容產品中所產生的廢包裝物亦是影響集團可持續發展進程的重要因素。本集團始終注重供應鏈的良性發展，並堅持打造具有競爭力的供應鏈保障體系，在提升自身環境、社會及管治能力的同時，帶動供貨商的可持續發展，促進雙方的合作與共贏。未來，本集團將針對上述事項，與供貨商持續溝通，我們將有效整合供應鏈資源並深化與上游供貨商的合作，尤其是國際領先供貨商及品牌，冀望能與供貨商達成一致目標，盡力減低雙方對環境的影響。



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## 10. SERVING WITH HEART

### 10.1. Product and Service Standardization

We rely on standardized operations to ensure the consistency of service quality and overall customer experience in our nationwide store network. We have established a comprehensive set of standards and rules that cover key aspects of store operations, including inventory management, service preparation, store hygiene, service processes, staff conduct, and staff training plans. For example, beauty therapists and doctors must follow standardized procedures to ensure that service procedures, displays, quality, and hygiene meet our standards. As a result, customers can enjoy consistently high-quality services at any of our network stores. Standardized operations also enable us to efficiently share knowledge and promote best practices when opening new stores. The Group strictly complies with the relevant laws and regulations on product liability that have a significant impact on us, including the “Law of the People’s Republic of China on Product Quality”, “Law of the People’s Republic of China on the Protection of Consumer Rights and Interests”, “Tort Liability Law of the People’s Republic of China”, “Regulations on the Administration of Medical Aesthetic Services” and “Notice on Further Strengthening the Comprehensive Supervision and Law Enforcement of Medical Aesthetic Services”. During the reporting period, the group did not violate any laws and regulations related to product responsibility. We did not have any incidents of product recalls for sold products.

## 10. 美麗寶典匠心服務

### 10.1. 產品與服務標準化

我們依靠標準化的運營在全國門店網絡中確保我們的服務質量及整體客戶體驗的一致性。我們已建立一套全面的標準及規則，涉及門店運營的關鍵方面，包括庫存儲存、服務準備、門店衛生、服務流程、員工操守以及員工培訓計劃。例如，美療師及醫生必須遵循標準化程序，以確保服務程序、展示、質量及衛生達到我們的標準。因此，客戶可在我們網絡中的任何一家門店享用始終如一的高質量服務。標準化的運營亦使我們在開設新門店時能夠有效率地分享知識及推廣最佳做法。本集團嚴格遵守對我們有重大影響有關產品責任相關法律及法規，包括《中華人民共和國產品質量法》、《中華人民共和國消費者權益保護法》及《中華人民共和國侵權責任法》、《醫療美容服務管理辦法》、《關於進一步加強醫療美容綜合監管執法工作的通知》。於本報告期內，本集團並無違反有關產品責任的任何法律及法規。我們並無已售出產品需要召回的事件。

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#### 10.1.1. Management on New Product Quality

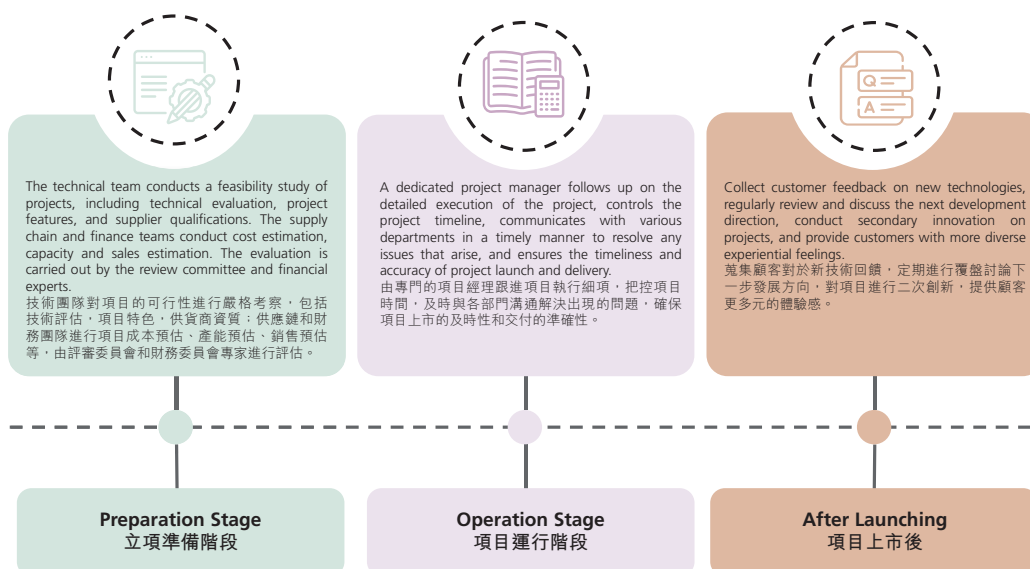
The procurement department of our supply chain has also invested a lot of effort in project sourcing. We participate in 3 to 5 international professional exhibitions every year to accumulate and develop supplier resources, which provides strong support for the company's strategic advancement. Over the past 20 years, the Group has accumulated nearly 200 high-quality suppliers worldwide, mainly distributed in developed countries such as Germany, Switzerland, the United States, Canada, South Korea, and Japan. Leveraging the continuous R&D capabilities of our suppliers, Beauty Farm maintains sustainable competitiveness in the skincare market. The Group has always insisted on selecting high-quality suppliers strictly and controlling the entire product lifecycle. Therefore, we have never had a product recall incident and have not yet established any relevant recall procedures.

To ensure that new products and projects meet market demand, the Group has established a rigorous and standardized new product launch process, conducting reviews and controls at various stages of the project to truly achieve "full lifecycle" management. This has greatly improved the success rate of projects, enabling seamless management of the entire process from technology project incubation, project approval, and market launch.

#### 10.1.1. 新品上市質量管理

供應鏈採購部門在項目尋源上也投入了大量精力，每年參加三至五場國際重要專業展會，待續積累開發供貨商資源，為公司保障公司戰略推進保駕護航。本集團通過20多年的積累，在全世界範圍內積累了近200家優質供貨商，這些供貨商主要分佈在德國、瑞士、美國、加拿大、韓國、日本等發達國家。依託供貨商持續的研發能力，使美麗田園在護膚市場上保持著持續的競爭力。本集團一直堅持嚴格選用高質量供貨商，對產品全生命週期進行把控，故從未發生產品回收事件，且尚未設立相關回收程序。

集團為了保證上市的新產品及項目符合市場需求，我們建立了嚴謹規範的新品上市流程，在項目各個階段進行評審和把控，真正做到了「全生命週期」管理，大大提升了項目的成功率，實現從技術項目孵化、立項和上市的全流程無縫管理。



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#### 10.1.2. Store Operation

We believe that establishing a service quality assurance system to ensure the provision of professional and high-quality services is the basic logic for achieving customer value proposition. We have established over 100 key operational indicators and standards that cover all aspects of store operations. Through strict quality control and periodic special inspections, we ensure standardized operations for all stores. The Group has established a professional quality control department, which ensures the quality of both hardware and software services through store self-inspection (first-level self-check), on-site random inspections by the professional quality control department (second-level inspection), and third-party research company inspections or secret visits (third-level supervision). This ensures stable and high-quality service capabilities.

Beauty Farm adheres to a customer-centric approach and emphasizes “excellent service with sensitivity and warmth above standard procedures”. In addition to reflecting Beauty Farm’s standard service process, we encourage employees to provide personalized services based on customization and without violating company rules and regulations, embodying true “artisanal service”. To this end, we have established a “Beauty Farm Artisanal Service Process”, which details the behavioural requirements for the entire process of serving new customers and members, and provides key reference phrases.

#### 10.1.2. 門店運營

我們認為建立服務質量保障體系，確保提供專業優質服務質量，是實現客戶價值主張的基礎邏輯。我們設立了100多項關鍵運營指標及規範，涵蓋門店運營的方方面面，並通過嚴格的質控和定期的專項檢查，保障所有門店的標準化運營。公司建立有專業質控部門，通過門店自檢（一級自查），專業質控部門現場隨機抽查（二級檢查）及第三方調研公司抽查或者暗訪（三級監督）確保門店服務硬件和軟件質量，以保證穩定的高質量服務能力。

美麗田園堅持以「客戶關懷為中心」，以「標準流程之上有敏感度、有溫度的卓越服務」為宗旨，除了體現美麗田園的標準服務流程，我們提倡員工通過敏感度，並以不違背公司規章制度的前提下提供個性化服務，體現真正的「匠心服務」。為此，我們設立了《美麗田園匠心服務流程》，詳細列明針對為新客戶以及會員服務全流程的行為要求，更提供關鍵話術以作參考。

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To respond to the COVID-19 pandemic, we have raised the hygiene and safety standards of our stores to the highest strategic level through unified organization and proactive response. We have developed an upgraded version of the "Store Hygiene and Disinfection Process During the COVID-19 Pandemic" to strengthen the standard of item disinfection and personnel protection requirements. We strictly enforce more than 130 quality control standards, from space disinfection to customer supplies, ensuring that all items are disinfected and replaced for each customer and adopting multiple classification disinfection methods to minimize the impact of the pandemic on store operations and create a safe service environment for our customers. We have implemented relevant epidemic prevention measures comprehensively for employees, stores, and customers, focusing on "Naturally Busy", "Naturally Detail-oriented", and "Naturally Beautiful" themes. In addition, we have leveraged technology to add an epidemic prevention and disinfection section to the Beauty Farm mini-program, ensuring full control of store disinfection and personnel health information through various channels in real-time. We aim to provide customers with a more exclusive and reassuring beauty experience.

為應對疫情反覆，我們通過統一組織、積極應對，將門店的衛生安全標準提升至最高戰略地位，制定了《針對新型冠狀病毒感染肺炎疫情期間門店衛生消毒流程升級版》，加強物品消毒標準及人員防護執行要求，嚴格執行130餘項質控標準，從空間消毒，到顧客用品，都做到一客一換、一客一消毒，所有物品採用多重分類消毒等等，儘量減低疫情對門店及日常營運的影響，締造一個安心的服務環境予顧客。我們分別面向員工、門店及客戶群體，以「天生愛忙碌」、「天生細節控」和「天生愛美麗」為題全面落實相關的防疫措施，同時透過科技助力，在美麗田園小程序中增添防疫消毒板塊，從各渠道作全面把控，實時掌握門店消毒及人員健康信息，期望為客戶提供更專享安心的美麗。

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#### 10.1.3. Professional Service Team

The qualifications and professional knowledge of our service staff are crucial to our competitiveness and long-term success. We require that all doctors and nurses be registered in accordance with the relevant regulations of China's healthcare administration, including the "Law of the People's Republic of China on Licensed Physicians", the "Law of the People's Republic of China on Physicians", the "Nurse Regulations," and so on. We closely monitor the registration and licensing records to ensure that all doctors and nurses in the Group comply with all applicable regulations and laws of China. During this reporting period, all doctors and nurses have obtained the necessary qualifications and registered with the local authorities in accordance with applicable laws and regulations. According to applicable laws and regulations in China, aestheticians trained by us do not need to obtain licenses or registration, but we provide training for all aestheticians and require them to pass our internal evaluation before starting work.

#### 10.1.3. 專業的服務團隊

服務人員的資格及專業知識對我們的競爭力及長遠成功至關重要，我們要求醫生及護士必須按照中國相關醫療衛生行政部門的規定註冊，包括《中華人民共和國執業醫師法》《中華人民共和國醫師法》《護士條例》等等。我們密切監察資格註冊及執照記錄，以確保集團期下所有醫生及護士均遵守中國法律及法規的所有適用規定。於本報告期內，集團所有的醫生及護士已取得相關所需資格，並根據適用法律及法規向當地機關註冊。根據中國適用法律及法規，經我們培訓的美療師毋須獲得執照或註冊，惟我們將為所有美療師提供培訓，並要求所有美療師於開始工作前通過我們的內部評估。



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We firmly believe that service quality is built on professional training. Beauty Farm has established professional schools with vocational education qualifications in Shanghai, Wuhan, and other places to meet the professional training needs of internal employees throughout the year. The school has 33 senior training teachers and has been commended and awarded by the government on several occasions. Beauty therapists working in stores have undergone three years of formal training in beauty and intensive training for 3-6 months before going on duty. To standardize the operational process and ensure the consistency of service quality, the group has established the "Aesthetician Training Manual," which integrates basic skin knowledge, standard store reception service process, and a series of treatment setting principles and special product introductions, such as "Daniejia Professional Beauty Care," "SPM Firming and Sculpting Care," and "Cellular Positive Energy Care." This ensures that aestheticians are familiar with each product and service, professionally solve customers' care needs, confidently answer customer questions, and demonstrate our professionalism.

To ensure the standardization, continuity, and stability of technical standards in each branch, Beauty Farm uses a three-level technical supervision mechanism: the first level is a professional technical supervision team consisting of German and Chinese experts who have been engaged in professional beauty care for a long time; the second level is the technical supervision center of the Chinese headquarters; the third level is the technical supervision of stores that have undergone professional training in Germany. At the same time, the company's quality inspection department arranges beauty lecturers to visit stores across the country to inspect the work of beauty therapists on a regular basis to ensure the professionalism of services.

我們深信服務質量是依靠專業培訓建立，美麗田園在上海、武漢等地開設具有職業教育資格的專業學校，滿足企業內部員工常年的專業培訓。學校有33名資深培訓老師，並多次受到政府表彰和獎勵。店內工作的美容師都經過三年美容專業正規訓練，並在上崗前3~6個月進行強化培訓。為標準化作業流程以及確保服務質量的一致性，集團設立了《美療師培訓手冊》，其中整合了皮膚基礎知識、門店接待服務流程標準以及一系列療程設置原理和特殊產品介紹，如「丹妮嘉專業美容護理」、「SPM緊緻塑顏護理」和「細胞正能量護理」，確保美療師熟悉每項產品和服務，專業地解決為客戶提供護理服務，自信地解答顧客疑問，展示我們的專業性。

為保證各分店技術的標準、連續和穩定，美麗田園採用三級技術督導機制管理，第一級：德中雙方長期從事專業美容的專業技術督導團；第二級：中國總部技術督導中心；第三級：曾在德國進行過專業深造的店級技術監理。同時，公司的質檢部門定時會安排美容講師到全國巡視門店美容師的工作情況，確保服務的專業性。

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#### 10.1.4. Management on Franchised Stores

The group has introduced the franchise model for more than 15 years, combining the advantages of the franchise model with the existing strengths of the direct store model, greatly increasing our customer coverage. As of the end of this reporting period, the group has a total of 189 franchise-operated stores in multiple cities, with strict selection criteria for franchisees. All of our franchisees have highly matched brand positioning and play a synergistic role in our target markets geographically, using the same operating system as our direct stores. Through strict selection, strong supervision, and continuous training of franchise stores, we achieve consistent high-quality service operations nationwide, not only reducing risks but also safeguarding customer rights. To avoid market cannibalization, we generally do not authorize franchise stores in cities where we have direct stores for our Beauty Farm network, nor do we usually open direct stores in cities where we have franchise stores.

#### 10.1.4. 加盟店管理

集團引入加盟店模式已有超過15年曆史，將加盟店模式的優點與直營店模式發展的現有優勢相結合，大大提升了我們的客戶覆蓋面。截至本報告期末，集團一共有189家由加盟商經營的門店，在多個城市建立據點。我們對加盟商設有嚴格的甄選標準。我們所有的加盟商的品牌定位均高度匹配，在地理上與我們的目標市場發揮協同作用，並使用與直營店相同的運營系統。我們通過對加盟店的嚴格選擇、有力監督及持續培訓，實現全國一致的高質量服務運營，不僅降低風險，更可保障客戶權益。為避免市場自相蠶食，就我們的美麗田園門店網絡而言，我們一般不會在我們擁有直營店的城市授權加盟店，亦通常不會於我們擁有加盟店的 cities 開設直營店，以避免直營店與加盟店之間自相蠶食。

#### 加盟支持



多元化業務支持平台



設計裝修



人員培訓



選址分析



運營管理支持



品牌推廣指導



產品設備配送



技術指導



品牌和會員共享



數據分析

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#### Key measures for managing franchised stores

##### 加盟店管理重點措施

Selection of franchisees 挑選加盟商	<p>We conduct background search and interview on our franchisees and carefully select our franchisees based on a number of criteria, including, among other things, their financial conditions; commitment to our corporate philosophy and brand concept; personal involvement in the operation of franchised store; relevant experience; and local knowledge and resources.</p> <p>我們對加盟商進行背調查及與其會談，並根據若干標準審慎挑選加盟商，其中包括：其財務狀況、對我們的企業理念及品牌概念的承諾、親自參與加盟店的運營、相關經驗及當地知識及資源。</p>
Training and integration 培訓及整合	<p>The employees working at our franchised stores are required to receive technical training from us and meet our requirements through the same training we provide for our direct stores. We reserve the right to retrain such unqualified employee.</p> <p>在加盟店工作的員工須接受我們的技術培訓，並通過我們為直營店提供的相同培訓來滿足我們的要求。我們保留再次培訓未合資格員工的權利。</p>
Review of operating performance 審查運營表現	<p>We set certain franchisees' sales target indicators or reference factors for incentive measures such as average monthly product order and turnover, and review such operating data of our franchised stores through our platform system regularly.</p> <p>我們設定若干加盟商的銷售目標指針或激勵措施的參考因素，如每月平均產品訂單及營業額，並通過平台系統定期審查加盟店的有關運營數據。</p>
Platform system 平台系統	<p>We set certain franchisees' sales target indicators or reference factors for incentive measures such as average monthly product order and turnover, and review such operating data of our franchised stores through our platform system regularly.</p> <p>加盟商應使用統一的會員平台系統，保持品牌的一致形象及理念，該系統讓我們實時監督加盟店的業務表現、存貨水平及客戶回饋。</p>
Operation of the franchised stores 加盟店的運營	<p>The franchisees should follow our operational, service safety and quality control standards. We also provide guide prices which are unified with direct stores.</p> <p>加盟商應遵循運營、服務安全及質量控制標準。我們亦提供與直營店統一的指導價格。</p>
Procurement 採購	<p>The franchisees are required to purchase all products, equipment and consumables from us or suppliers designated by us.</p> <p>加盟商須向我們或我們指定的供貨商購買所有產品、設備及耗用品。</p>
Ongoing quality control and supervision 持續質量控制及監督	<p>We conduct regular site visits to our franchised stores and request periodic reports from our franchisees to ensure their operation meets our standards.</p> <p>我們定期實地考察加盟店，並要求加盟商定期提交報告，以確保加盟店運營符合我們的標準。</p>

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To ensure full control of service quality and maintain brand reputation, we also require all franchisees to sign a "Franchise Admission Commitment Letter" and a "Franchise Agreement", committing to providing truthful and valid application data. The Group has also developed a "Franchise Store Project Quality Control System" to strengthen the standardization of the design of franchise store decoration projects, ensuring that the design, decoration style, and layout of Beauty Farm franchise stores are consistent with the requirements of the Group's style.

#### 10.1.5. Supporting Standardization with Digitalization

We believe that establishing a service quality assurance system to ensure the provision of professional and high-quality services is the basic logic for achieving customer value proposition. Through platform-based management, we comprehensively integrate data information, create comprehensive customer labels, establish a mobile evaluation system, and achieve brand synergy, ensuring that unified operation and service standards are implemented in both company-owned and franchised stores. Our digital platform is supported by standardized operating procedures and digital infrastructure, covering strict quality control, training systems, and supply chain management. The standardization and digitization of our business platform provide us with scale advantages in all aspects of our operations.

為確保充分控制服務質量，維護品牌聲譽，我們亦要求所有加盟商簽署《加盟准入承諾函》及《特許經營協議》，承諾所提供的申請數據均真實有效，集團亦制定了《加盟門店工程質量管控制度》，加強加盟門店裝飾工程設計的規範性，保證美麗田園加盟門店設計、裝修、裝飾風格和平面佈局與美麗田園生美門店要求的風格保持一致。

#### 10.1.5. 數字化平台支持標準化服務

我們認為建立服務質量保障體系，確保提供專業優質服務質量，是實現客戶價值主張的基礎邏輯。通過平台化管理，我們全面整合數據信息、創建全面客戶標籤、建立移動評價系統，並實現品牌協同，將統一的運營及服務標準落實到直營門店和加盟門店。我們的數字化平台得到標準化營運程序及數字化基礎設施的支持，涵蓋了嚴格的質量把控、培訓體系和供應鏈管理。業務平台的標準化及數字化為我們營運的各個方面提供了規模優勢。

##### Regional development model 區域發展模型

Providing in-depth analysis for the group's acquisition strategy, including analyzing indicators such as the purchasing power of members, the number of members to be acquired, and the personnel service capabilities of the acquisition targets.  
為集團收購戰略提供深度分析。分析指標主要包括會員的消費力、將獲取的會員人數、收購目標的人員服務能力等。

##### Store operation support model 門店運營支持模型

Establishing a comprehensive customer label system, integrating and sharing information across different brands, directly operated stores, and franchised stores to achieve efficient synergy and improve the quality of service, enhancing our ability to provide excellent customer experience.  
建立全面客戶標籤，全面整合及共享信息，實現不同品牌、直營店與加盟店之間的高效協同效應，提升高質量服務，增強我們提供卓越客戶體驗的能力。



##### Client Analysis Model 客戶分析模型

Promoting customer lifecycle management by utilizing data mining and data analysis methods to obtain valuable customer data, to understand their transaction patterns, consumption habits, and customer value.  
促進客戶生命週期管理，應用數據勘探及數據分析法獲取寶貴客戶數據，以掌握其交易模式、消費習慣及客戶價值。

##### Employee Development Model 員工發展模型

Tracking employee career development and helping front-line employees improve their performance. For example, automatically recording the training programs and seminars that employees attend, as well as their service time, and positively recognizing employees' talents through comprehensive analysis of customer feedback.  
追蹤員工的職涯，並幫助前線員工提升表現。例如，自動記錄員工參加的培訓項目及研討會、員工的服務時間，同時通過對客戶反饋意見的綜合分析，肯定員工的才能。

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The digital platform has significantly improved the Group's customer relationship management system. As of the end of this reporting period, we have accumulated a large amount of customer data through the customer relationship management system, including 96 customer labels, which can effectively meet customers' existing needs while further exploring and satisfying their potential needs. For example, we have digitized and systematized customers' in-depth information, including service needs, consumption trajectories, and behavioural preferences, enabling us to continuously interact with customers and better understand their other personalized needs in beauty and health management services. This prompts us to provide services based on customer needs and improve service quality.

In the future, the Group will also actively invest more resources to optimize information systems and carry out information interconnection construction based on the combination of external procurement and self-information system development, reaching the advanced level of domestic consumer industries. We will build the information system as the digital nervous system of the enterprise, supporting and monitoring the Group's business operations through the digital nervous system, and building the entire company into an organism that can quickly respond to changes.

數字化平台更大幅提升了集團的客戶關係管理系統。截至本報告期末，我們已通過客戶關係管理系統積累大量客戶數據，其中涵蓋96份客戶標籤，能夠有效滿足客戶的現有需求，同時進一步挖掘及滿足其潛在需求。例如，我們將客戶的深度信息數字化及系統化，包括服務需求、消費軌跡及行為偏好等，讓我們可與客戶持續互動，以更好地理解他們於美麗與健康管理服務方面的其他個性化需要，促使我們能夠根據客戶需求提供服務，提升服務質素。

本集團未來亦會積極投入更多資料優化信息系統，按照外部購置和自我信息系統開發相結合的思路開展信息互聯網化建設，達到國內消費類同行業的先進水平。把信息系統建成企業的數字神經系統，通過數字神經系統來支持和監控公司業務運作，把整個公司建成一個能快速響應變化的有機體。



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#### 10.1.6. Diverse Product Choice

The Group is committed to the research and development of aesthetic and medical services to create its own core competitiveness. Regarding aesthetics, Beauty Farm has accumulated its unique skincare philosophy, the “Periodic Table of Elements,” through years of summarizing successful project experience and analyzing tens of thousands of skin cases. It finely classifies different indications of Asian skin, matches corresponding nursing solutions, and continuously fills gaps, becoming an important guideline for Beauty Farm to investigate and introduce technology, truly achieving precise customer service with exquisite technology.

Beauty Farm also continuously develops more than 30 proprietary brand products, covering all categories of facial skincare, body health, and hair care. We have multiple unique formulas and product appearance patents while maintaining a sensitive market sense, continuously introducing the latest skincare technology and raw materials to bring customers more precise, effective, and professional skincare products. This further meets the high-quality home care needs and demonstrates Beauty Farm’s determination and ability in proprietary brand research and development, creating its own high-end product brand.

The group is also committed to meeting the ever-changing needs of customers throughout their lifecycle. Our beauty and health management service offerings cover aesthetic medical services as well as subhealth assessment and intervention services that are all personalized to serve our clients’ health and beauty desire. We first gain client trust from traditional beauty services, and then extend to more sophisticated services such as aesthetic medical services and subhealth assessment and intervention services. Our industry insight enables us to maintain a strong attachment with our clients, which has helped us to develop and discover additional demands in beauty and health management service industry, enables us to provide services based on our clients’ demands, and further helps us retain clients and increase client spending.

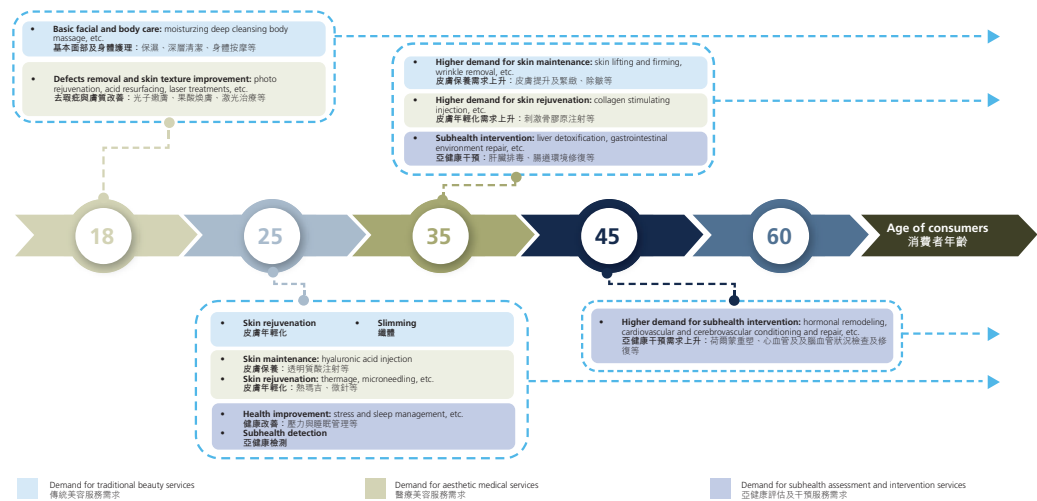
#### 10.1.6. 多元化的產品選擇

公司致力於生美及醫美服務的研發，以打造自身的核心競爭力。就生美而言，美麗田園經過多年不斷地總結成功項目經驗，分析數以萬計皮膚案例後，沉澱下來屬於美麗田園獨有的護膚哲學——《元素週期表》。它把亞洲人皮膚的不同適應症進行精細分類，匹配相應的護理解決方案，並持續不斷填補空白，成為美麗田園考察和引進技術的重要指導方針，真正做到以精湛技術精準服務顧客。

美麗田園亦不斷地研發自有品牌產品30餘款，涵蓋面部護膚、身體保健、洗髮沐浴全品類，擁有多項獨有配方和產品外觀專利，並且保持靈敏的市場嗅覺，持續引入最新的護膚品技術和原料，為顧客帶來更精準、更有效、更專業的護膚產品，進一步填補高質量家居護理需求，也展現了美麗田園在自有品牌研發和建設上的決心和能力，打造屬於自己的高端產品名片。

集團亦致力於滿足客戶生命週期多變的需求，我們的美麗與健康管理服務涵蓋醫療美容服務以及亞健康評估及干預服務，這些服務均從每位客戶的個人需求出發，以滿足其追求健康與美麗的願望。我們通過傳統美容服務初步獲得客戶信任，進而延伸至醫療美容服務以及亞健康評估及干預服務等更複雜的服務。我們對行業的理解讓我們能與客戶保持緊密聯繫，有助於發展及發現美麗與健康管理服務行業新的需求，令我們能夠根據客戶需求提供服務，並進一步幫助我們保留客戶及提高客戶消費水平。

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT 環境、社會及管治報告



### 10.1.7. Promoting Continuous Product Innovation

We understand that Beauty Farm operates in an industry driven by rapid technological advancement. To maintain our competitiveness, we will introduce innovative technologies, promote innovative product development, and cooperate with other institutions to better meet customer needs. Under the group, CellCare continuously improves and expands its product management, new product development, and product delivery quality. In the entire year of 2022, CellCare has developed and launched a total of 8 new medical aesthetic products and holds 5 national medical utility model invention patents. At the same time, 2 national medical technology invention patents have entered the public examination stage, and 2 self-developed technologies are in the patent application stage.

### 10.1.7. 推進產品持續創新

我們明白美麗田園身處受快速技術進步驅動的行業。為保持自身的競爭力，我們將引進創新技術、推進創新產品開發以及與其他機構合作，務求更好地滿足客戶需求。集團期下的秀可兒醫美不斷在產品管理、新產品研發、產品交付質量上不斷精進和開拓。整個2022年度，秀可兒醫美研發並上市了共8項醫美新品，並持有5項國家醫療實用新型發明專利。同時，2項國家醫療技術發明專利已進入公開審驗階段，2項自研技術正處於專利申請階段。



## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

The group will continue to focus on innovation, professional enhancement, and customer needs in all aspects of product and service safety, comfort, and satisfaction. We will refine and scientifically manage product technology levels and marketing levels around the “Small Changes, Big Differences” dual beauty model. We expect to develop and launch 13 new products in 2023, including the “SWAN” series of products that improve and treat neck complexion and skin rejuvenation, the “Vitality Muscle” series of photoelectric energy products that improve and treat facial skin inflammation, the “Comfort Skin Muscle” series of mesodermal injection products and the non-invasive lifting product “Golden Ultrasound Cannon” that improves and solves the problem of facial relaxation. We will also apply for no less than 7 national invention patents for our self-developed medical technology and products, further building a professional barrier for Beauty Farm’s medical aesthetic products.

We value establishing long-term and good cooperative research relationships with qualified industry upstream vendors, research units, and organizations that provide professional medical technology and equipment services. In July 2022, Beauty Farm’s CellCare established a “Super Alliance” cooperative relationship with global medical aesthetic biopharmaceutical company Allergan. During the first Super Brand Day event, we won the title of “Go with Allergan” Brand Award. In October 2022, we reached a strategic cooperation with Imeik Technology Development, the second-largest hyaluronic acid skin filler supplier in China. Our product development center quickly formed a technical research partnership with Imeik’s R&D team. On the product side, we established a standard item classification management system, and on the technology side, we further enriched and improved multiple medical service technologies that have industry differentiation through mutual sharing of technical resources. We also initiated collaborative R&D of multiple new products and treatment services based on this partnership.

集團將繼續在產品和服務在安全性、舒適性、效果滿意度等各方面將會持續專研創新、專業加持、專注需求。圍繞在「微改變，大不同」的雙美模式下，對產品技術等級、產品營銷等級做精細化的打磨和科學管理。我們預計2023年將研發並上市包括改善和治療頸部膚色膚質年輕化的「SWAN」系列產品；改善和治療面部皮膚炎症的光電能量類產品「元氣肌系列」、中胚注射產品「舒膚肌系列」；改善和解決面部鬆弛問題的無創提拉類產品「黃金超聲炮」等在內的13項新品。同時，為我們自研的醫療技術和產品申請不少於7項國家級發明專利，進一步築構美麗田園集團醫美產品的專業壁壘。

我們重視與行業優質上游廠商、提供專業醫療技術及設備服務的科研單位和組織建立長期良好的合作共研關係。2022年7月，美麗田園集團秀可兒醫美與全球醫美生物製藥企業艾爾建公司建立了「超品聯盟」合作關係，在首屆超級品牌日「與艾同行」活動中，榮獲喬雅登喬家族中國領航機構稱號。2022年10月，與中國第二大透明質酸皮膚填充劑供應商愛美客公司達成戰略合作，我們的產品研發中心迅速與愛美客技術研發團隊形成技術共研。在產品端構建了標準品項分級管理體系，在技術端通過雙方技術資源互享，進一步充實提升多項具有行業差異化的醫療服務技術，並以此啟動多項全新產品及治療服務的共創研發。

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

#### 10.1.8. Caring Customer Services

We establish friendly relationships with different types of customers through various methods to ensure continuous and effective communication, and to gain a deeper understanding of customers and obtain more valuable customer information while conveying brand values. We obtain customer information through customer profiles and daily communication, providing personalized and customized services to our customers based on regional differences, age, and different needs. We also establish clear guidelines and require beauty therapists and customer managers to fill in "Customer Care Logs" after each service to identify customers' personalized service needs and preferences and to communicate regularly with customers. We make personalized service preparations before customers arrive, create warm services to meet and exceed expectations, and strive to build long-term relationships with customers. In addition, the group maintains interaction with customers through regular phone calls, WeChat, mini-programs, and other channels, increasing communication opportunities with customers and providing guidance on skin management methods for customers of different regions and ages in different seasons. We strive helping customers better manage and care for their skin by providing targeted nursing project introductions.

In response to the needs of different customer groups, we actively monitor industry trends and understand the latest customer needs through our research and development of products to enrich our service capabilities, so as to better provide customers with considerate services and create synergies with existing services.

#### 10.1.8. 貼心的客戶服務

我們通過不同的方法與不同類型的顧客建立友好關係，進而深入了解顧客，獲得更有價值的顧客信息同時傳遞品牌價值。我們通過顧客檔案和日常溝通獲取顧客信息，針對地域差異，年齡和需求的的不同區分顧客，提供個性化的貼心服務。我們亦設立了清晰指引，要求美療師及客戶經理於每次服務後填寫「顧客護理日誌」，用以識別顧客個性化服務需求和偏好特徵，定期保持和顧客的溝通，提前做好到店前的個性化服務準備工作，創造有溫度的服務滿足並超越期望，致力於與客戶構建長期關係。另外，集團亦透過定期電話，微信，小程序等多渠道保持和顧客互動，增加與顧客的溝通機會，對不同地域、不同年齡的顧客在不同季節皮膚管理的方法進行指導，提供針對性的護理項目介紹，幫助顧客更好管理和保養皮膚。

針對不同客戶群體的需要，我們積極監察行業趨勢，了解客戶最新需求並進行產品研發，豐富我們的服務能力，以更好地為客戶提供貼心的服務，同時與現有服務締造協同效應。

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

#### Case Study — Empowering Women's Vitality with Technology

##### 案例 — 科技賦能女性生命力

Beauty Farm's health and medical brand, Neology, officially established a Special Care Center for Women in 2022 and established the "Fudan-Jinbo Functional Protein Education Base." By integrating international advanced technology, we have launched new products that contribute to women's reproductive health, raising awareness and preventing gynecological diseases, and providing overall reproductive health care for women, building a personalized health management system for women. Ultimately, our goal is to activate women's vitality from the source and improve their quality of life.

美麗田園旗下健康醫療品牌 — 研源醫療，於2022年正式成立女性特護中心，並建立「復旦－錦波功能蛋白教育基地」，通過整合國際先進科技，推出有助於女性生殖健康的新產品，提高女性生殖健康意識、提前預防婦科疾病，為女性整體的生殖健康護航，構建女性個性化健康管理體系。最終實現從源頭激活女性生命活力，達到提升生活品質的目的。

We understand that the Group's marketing strategy needs in responding to the changing consumption patterns of our customers, especially with the trend of younger consumers. To keep up with this trend, we continue to optimize our brand marketing to appeal to younger audiences. We have increased our online innovation and launched various online interactive activities such as live streaming and store exploration to expand our marketing channels and methods. To provide customers with more convenient services, we launched the Beauty Farm mini program in early 2020, which has expanded from online reservations to include information releases, marketing activities, experiential live broadcasts, online shopping malls, online customer service, and other online business scenarios. This has enabled customers to complete the entire online reservation and consumption process, making it easier for consumers to access information about Beauty Farm's services. We understand that consumer demographics are changing, and our marketing strategy must continue to evolve to meet their needs.

同時，我們亦了解到集團的營銷需緊貼客戶消費方式的改變。在消費群體年輕化的驅使下，美麗田園需要繼續優化品牌營銷年輕化。我們加大線上創新，開展了多樣線上互動，通過直播、探店等渠道拓展營銷渠道和方式。為了讓客戶能夠得到更便捷的服務，我們於2020年初上線了「美田在線」小程序，從提供顧客線上預約起步，拓展到信息發佈、營銷活動、體驗直播、線上商城、線上客服等多個線上業務場景，實現顧客線上預約和消費閉環，讓消費者更便捷了解美麗田園服務信息。我們深諳消費者群體在改變，我們的營銷也在不斷改變。



## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

#### 在线預約

隨時隨地預約就約



Customers can check store reservation status and book appointments with their preferred beauty therapists anytime and anywhere using our online reservation system. They can select nearby stores and their desired beauty therapists for appointments through this convenient and hassle-free booking system.

客戶通過預約模塊能夠即時查詢門店預約情況，隨時隨地選取附近門店以及心儀的美療師進行預約。

By keeping track of the customer's consumption history, our customer managers can gain a more accurate understanding of their needs and preferences, and provide personalized and considerate services.

透過記錄消費歷史，讓客戶經理更精準了解客戶的需求和喜好，提供個性化的貼心服務。

#### 消费历史

方便記錄



#### 美遇商城

美遇品牌好物



Through our online shopping mall, consumers can easily view product or service information and participate in online marketing activities.

通過線上商城，消費者可以更便捷地查看產品或項目信息以及參與在線營銷活動。

Real time promotion of discounts and event information through the online channels, providing timely information and enhancing customer participation rate in our events. 實現實時推送優惠和活動資訊，提高客戶參與率，更有效地進行營銷活動。

#### 精彩活动

优惠抢先知



Our Beauty Farm mini-program offers other features to provide customers with more convenient services, such as checking membership benefits, transferring memberships to another preferred store, redeeming promotional codes, providing feedback, etc.

我們的美麗田園小程序更設有其他功能讓客戶能夠得到更便捷的服務，例如查看會員福利、將會籍轉移至另一家屬意門店、兌換促銷碼、反饋意見等等。



My appointment  
我的預約



My order  
我的訂單



Purchase history  
消費歷史



Discount redemption  
優惠兌換



Membership transfer  
會員轉會



Feedback and suggestions  
反饋建議



Award record  
中獎記錄



Contact customer service  
聯繫客服

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

#### Case Study — Customer Experience Project

##### 案例 — 客戶體驗官項目計劃

Recently, we launched the “Chief Tasting Officer” recruitment campaign to establish better interactive connections with our customers and listen to their feedback in order to provide the best possible services. The program involves regular interviews with our target customers, creating a strong bond between our brand and our customers. It also aims to support the continuous iteration of our product care services. We have selected customer experience officers based on different factors such as their spending power, frequency, business structure, tenure, age, and occupation, to ensure that we can cover different customer groups from all walks of life. Through the Chief Tasting Officer program, we hope to gain valuable insights into our customers’ needs and provide them with even better services and experiences.

近期，我們開展了「首席品鑑師」招募活動，意在能更好與消費者之間建立互動聯繫，聽到顧客的心聲，把最好服務帶給顧客。項目通過制定目標客戶的定期訪談機制，建立品牌和客戶的連接，同時旨在支持產品護理項目的不斷迭代。我們根據客戶不同消費力，頻次，業務結構，會齡，年齡，職業組建客戶體驗官，確保能夠涵蓋不同階層的客戶群體。

To participate in the program, the customer experience officer is required to have at least 2 interactions with the brand throughout the year, including offline interviews with our senior executives and insights team, participating in brand surveys, and sharing their feedback after experiencing new products or services. In return, the customer experience officer will receive two free trials of new products or services per year (including medical aesthetics, anti-aging treatments, etc.), priority purchase privileges for new products or services, and the opportunity to participate in one brand event per year. The program has successfully recruited over 150 chief tasting officers to participate in various brand interactions.

參與活動的體驗官年度需要參與至少2次與品牌的互動，包括與品牌高管，洞察組團隊線下訪談、參與品牌的問卷調研以及新品或新項目體驗後感受記錄和分享。而客戶體驗官可以從中獲得每年2次新產品、新護理的免費體驗（含生美，醫美，抗衰）、優先特惠購買新品或新護理的特權、每年1次參與品牌活動的機會等等。此項目已經成功邀請了逾150位品鑑師參與不同的品牌互動。



**30** Experience Officers participate in offline and online interview

**30位** 品鑑師參與面訪和電話訪談



**100** Experience Officers join the brand survey

**7** Experience Officers participate in the brand survey

**100位** 品鑑師參與了品牌問卷調研

**7位** 品鑑師參與「醫美神秘客」檢查



**26** Experience Officers provide feedbacks for new products

**26位** 品鑑師在使用了新品體驗裝後給予了反饋

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

#### 10.1.9. Comprehensive Customer Feedback Mechanism

We value customer feedback and complaints as an important benchmark for improving our services, and have established standardized feedback mechanisms to ensure timely and effective handling of customer feedback. This feedback is used to improve and innovate our services, monitor store operations, and ensure that Beauty Farm provides stable and high-quality services. We have multiple communication channels to receive valuable feedback from our customers, including over 400 customer service platforms, our official website, in-store reception, Weibo, Beauty Farm customer service hotline, Beauty Farm mini-program, and advisor WeChat, among other online and offline channels. Additionally, we also use measures such as secret customer and mobile evaluation systems to gather customer feedback in a timely and effective manner.

#### 10.1.9. 全面覆蓋的顧客反饋機制

我們重視客戶的反饋及投訴，視為改善服務的重要基準，並已制定標準化反饋機制，確保及時有效處理客戶反饋，並將用於改進與創新活動，更好地監督門店運營，保證美麗田園能夠提供穩定的高質量服務。我們設有多個溝通渠道接收客戶寶貴的意見，包括超過400個客服平台、公司官網、門店線下接待、微博、美麗田園客服熱線、美麗田園小程序、顧問微信等線上、線下多種渠道，同時我們也通過神秘客戶的定期走訪，移動評價系統等措施及時有效地獲取客戶反饋。

#### Key Measure in tracking Service Quality

##### 服務質量跟蹤重點措施

Customer Satisfaction survey	Within 1 hour after customers receive services or purchase products in our stores, we will send them a customer satisfaction survey to gather feedback about their experience. This allows us to understand what customers are satisfied or dissatisfied with and improve our services accordingly. We also publish the monthly customer satisfaction index, which is a summary of customers' satisfaction scores, high-value customer referral rates, and customer feedback. This information is shared with relevant management departments and regional operations and used to develop work improvement plans based on customer suggestions and feedback.
顧客服務評價滿意度問卷	顧客到店護理或購買產品後的1小時內，我們會推送顧客服務滿意度問卷，請顧客對本次消費進行評價，了解顧客對服務滿意和不滿意的地方，並且於每月公佈月度顧客滿意指數。月度匯總滿意分值、高價值客戶推薦率分值和顧客之聲亦會同步發送到對應的管理部門和區域運營，將顧客的建議和反饋用於工作改進計劃中。
WeChat mini program	We have set up a suggestion and feedback module where customers can provide real-time feedback, whether it is dissatisfaction, suggestions, or praise. If we receive any complaints or negative feedback, we will include it in our work order system and require our stores to address it within 48 hours by providing a clear improvement plan. This ensures that we can quickly identify and resolve any issues and continuously improve our services based on customer feedback.
微信小程序	我們設立了建議反饋模塊，顧客有任何想法，無論是不滿、建議、表揚，可以作實時的反饋，如接收到任何不滿的意見或投訴，將會納入工單系統，要求門店48小時之內進行處理，給到明確改進計劃，及時發現問題及時解決。

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

#### Key Measure in tracking Service Quality

##### 服務質量跟蹤重點措施

Third-party Customer Satisfaction Survey	Every year, we hire a professional third-party agency to conduct customer satisfaction surveys. Based on the needs of customers in different regions, we set different focus groups for qualitative research and analysis of our services and products. The analysis results are interpreted and studied by our internal management team, and important improvement directions are summarized and allocated to different departments as the focus of our work for the next quarter.
第三方機構顧客滿意度調查	我們每年會聘請專業的第三方機構進行顧客滿意度調查，基於不同區域顧客的需求，設定不同的人群進行焦點訪談，對服務、產品分別進行定性的調研和分析，分析結果在內部管理層進行解讀和學習，總結重要改進方向分配到不同部門作為下一季度的工作重點。
Follow-up visit Mechanism	For new customers after their first treatment and old customers after trying new products or services for the first time, we require a 24-hour follow-up visit to understand their feelings after the treatment and collect feedback on our services and products. This information is recorded in our service log and used as a reference for future treatments to ensure that we provide the best possible services and experiences for our customers.
服務後回訪機制	對於新顧客首次護理後及老顧客首次嘗試新產品或新護理後進行24小時的回訪要求，了解顧客護理後的感受，收集對服務產品的反饋意見，並記錄在服務日誌中，為下一次護理前作為服務指南關鍵點提供信息參考。
Secret Customer	We seek third-party organizations to conduct customer service experience evaluations at our stores, based on our company's evaluation criteria. This provides an objective and comprehensive reflection of our store's service quality and allows us to follow up on any areas that need improvement.
神秘客戶	尋找第三方機構作為顧客去門店進行服務體驗，並根據公司的評價標準進行打分，更客觀、全面反映門店服務質量並作出跟進。

In 2016, Beauty Farm's customer service center successfully entered into a call center operation partnership with New Ji Yu and opened the 4008206142 customer service hotline. In addition to providing consultation and appointment services, the hotline also accepts complaints. Through the outsourcing management of Beauty Farm's customer service hotline, we aim to provide telephone consultation services to our loyal members and experience customers, help them solve any problems encountered during the service process, enhance the brand experience and service perception of Beauty Farm's consumers and customers, and expand the brand's influence and visibility.

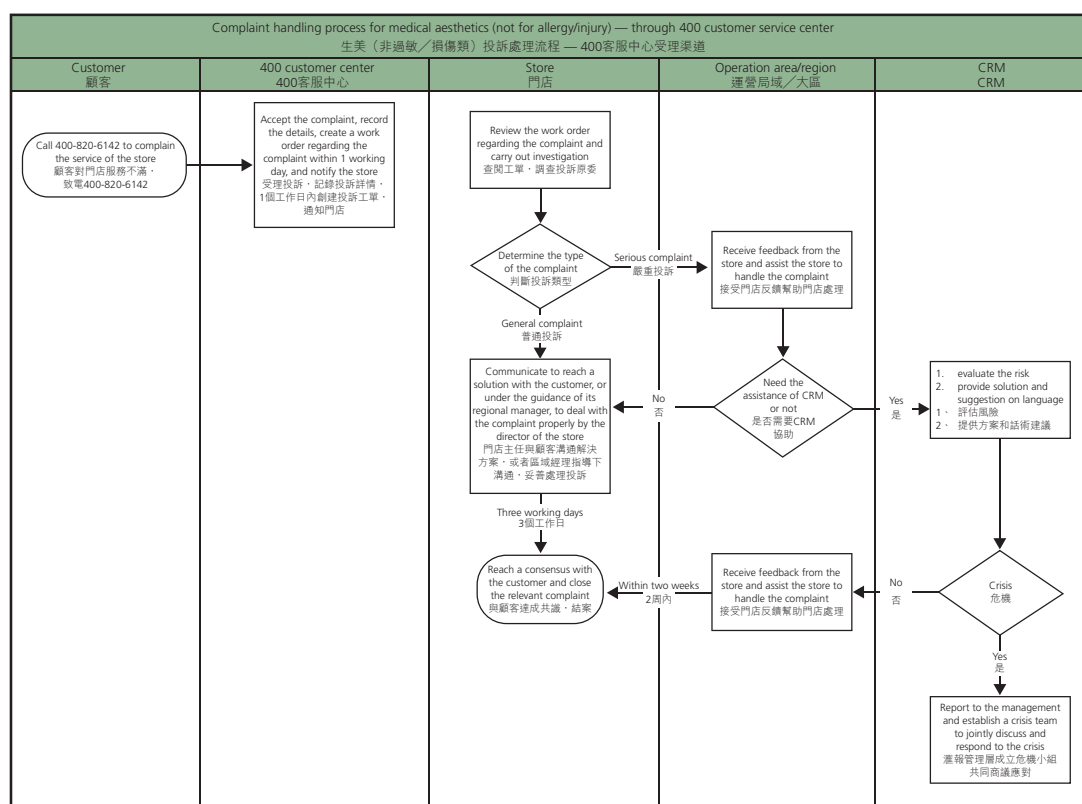
美麗田園顧客服務中心於2016年成功進駐新積域做呼叫中心運營業務，開通了4008206142顧客服務熱線，除了諮詢和預約外，還受理投訴。通過對美麗田園顧客服熱線的外包管理，旨在為美麗田園的忠實會員和體驗客提供電話諮詢服務，幫助解決在服務過程中所遇到的問題，提升美麗田園消費者及顧客的品牌體驗及服務感受，擴大美麗田園的品牌影響力和知名度。

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

To ensure prompt and proper handling of customer complaints, we have implemented strict internal guidelines. Additionally, we have developed a “Customer Complaints Handling Operations Manual” which categorizes complaints into different scenarios such as non-crisis handling for medical aesthetics, crisis handling for medical aesthetics, non-crisis handling for beauty, and crisis handling for beauty. We have established different complaint handling mechanisms and processes to ensure that customer complaints can be resolved effectively and quickly.

為確保迅速及妥善處理客戶投訴，我們已實施嚴格的內部指引。同時我們制定《顧客投訴處理操作手冊》，將投訴分為生美非危機處理、生美危機處理、醫美非危機處理、醫美危機處理等多種情況，建立不同的投訴處理機制及流程，確保顧客的投訴能有效、快速得到解決。



During the reporting period, the Group received a total of 508 customer complaints. After investigation, 150 of these complaints were deemed valid and have been resolved and closed, resulting in a 100% customer complaint handling rate. The operation of our standardized operating procedures and service quality control system has also reflected in our high standards of quality service and has resulted in high customer satisfaction and referral rates.

於本報告期內，集團共接獲508宗客戶投訴，經調查後，150宗屬於有效投訴，並已經結案處理，客訴處理率為100%。在上述標準化運營程序和服務質量控制體系的運行下，我們高標準的優質服務亦體現在客戶的滿意度和推薦率，獲得良好口碑。



## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

#### 2022 Key Indicators

#### 2022年績效指標

**90%**

(On a scale of 100%)  
(以100%為滿分)

High-value customer  
referral rate  
高價值客戶推薦率

**9.73**

(On a scale of 10)  
(以10分為滿分)

Customer  
Satisfaction  
顧客滿意度

**100%**

(On a scale of 100%)  
(以100%為滿分)

Customer complaint  
handling rate  
顧客投訴處理率

#### 10.1.10. Store Design

The Group strives to create a comfortable and warm atmosphere for customers through brand environment design, by improving the consumer service experience in three aspects: space design, color, and function design. We follow applicable laws and regulations of China in designing our stores and submit our design plans to local regulatory authorities for approval. After obtaining approval, we engage third-party contractors to construct and decorate our new stores.

#### 10.1.10. 門店的環境設計

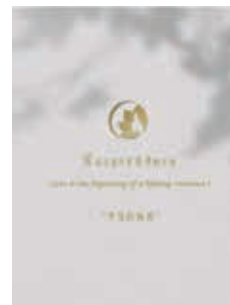
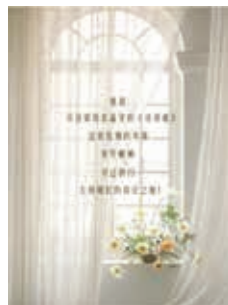
集團力求為品牌環境設計中為顧客營造舒適溫馨的氣氛，於空間設計、色彩設計和功能設計三方面提高消費者服務體驗。我們遵循中國適用法律及法規設計門店，並向當地監管部門提交設計圖則以供審批，待通過有關部門批准設計圖則後，我們將委聘第三方承建商為新門店進行建設及裝修。

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

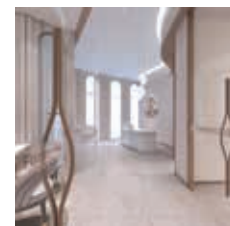
Our design concept is based on the theme of “Romantic Enjoyment”, featuring curved and muted color windows, arched walkways and room entrances, and curved lines throughout. The addition of sheer curtains further creates a soft and warm environment.

我們的設計理念以「羅曼的暢享」為主題線索，弧形素色窗戶、走道拱門與房間拱門，處處可見的弧形線條，加上紗幔，營造環境的柔和溫馨。



The exterior facade of our store design features a weak gray metal curved plate that simulates the pleats of a curtain. The interior design takes on a subtle and low-saturation color scheme, creating a calm and relaxing atmosphere for customers. The addition of visually striking floor patterns, paired with subtle floral decorations on the walls and ceilings, creates a sense of visual harmony throughout the space, as if to say “Loving Oneself is the Beginning of a Lifelong Romance”.

門店設計的外立面採用模擬紗簾褶皺的弱灰色金屬弧形板，內部採用淡雅低飽和度色調為主，整體淡然靜逸的色調，將顧客帶入一個放鬆、安靜的氛圍。而內部增加地面視覺跳躍感，藉粉色花朵圖案與牆面、天花若隱若現的花朵裝飾相呼應，好像在和我們說「愛自己是終身浪漫的開始」。



In the store environment design for our medical beauty brand, CellCare, we focus on improving the consumer service experience through three categories: flow design, space characteristic design, and design elements. We separate the staff office flow and customer service flow, and then use two main flows to lead customers into medical beauty treatment and anti-aging treatment areas, effectively directing traffic flow to the corresponding treatment areas. We also push the entrance wall of the anti-aging area inward, highlighting a sense of ceremony upon entering this area, while also providing customers with a more private and comfortable environment. We are committed to creating a high-quality store environment for our customers and providing them with an excellent experience. Therefore, in our design elements, we use the concept of flowing water to create a beautiful and technological ecological atmosphere, where customers can relax and enjoy every moment of beauty during their treatment.

在集團期下品牌秀可兒的醫美環境設計中，同樣依據三大範疇提高消費者服務體驗，分別是流線設計、空間特點設計和設計元素。我們將員工辦公流線與客人服務流線分開設置，繼而再以兩條主要流線分別將客人引入醫美治療和抗衰治療，有效將人流引入對應治療區。我們更將抗衰區入口牆體往走到內推，凸顯進入此區域的儀式感，同時為客人提供更加私密的舒適環境。我們致力為客人打造優質的門店環境，給予客人良好的體驗，故在設計元素上沿用流水的靈動概念，打造唯美的科技生態意境，輕鬆舒適的氛圍讓客人在診療時享受每一刻美麗。

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

#### 10.2. Customer Safety and Right Protection

##### 10.2.1. Equipment and Consumables Safety

We place great importance on introducing reliable medical equipment and consumables into our stores to ensure that they provide ideal results for our customers. We have developed policies and procedures for reviewing and evaluating medical equipment and consumables. We have also established supplier management rules and supplier qualification management processes to ensure that our suppliers provide qualified medical supplies. When purchasing medical equipment, we select qualified candidate suppliers from our supplier list and require them to provide their qualifications, all necessary licenses, certifications, and regulatory approvals for their medical equipment for review by our legal department. Besides, we serve as the sole agent in China for several leading foreign suppliers. We introduce internationally leading beauty and health management technologies and carefully select products according to high standards. Before launching a product, we spend months screening and testing all imported products.

We use enterprise resource planning systems for overall inventory management, recording inventory levels and past purchasing records. During storage, we adhere to storage regulations and laws and regulations related to medical and non-medical goods. We closely monitor the shelf life of all products and medical equipment, and once any product has expired or medical equipment has reached the end of its useful life, we dispose of it safely in accordance with applicable laws and regulations.

#### 10.2. 顧客安全與權益維護

##### 10.2.1. 器材及耗用品安全

我們非常重視引入門店的醫療器械及醫療耗用品，確保其可靠，能夠為客戶提供理想的效果。為此，我們已制定審查及評價醫療設備及醫療耗用品的政策及程序。同時制定了供貨商管理規則及供貨商資格管理流程，以確保供貨商提供合資格的醫療用品。於採購醫療設備時，我們將從供貨商名單中選擇合格的候選供貨商，並要求供貨商提供其資質及所有所需的執照、認證及醫療設備的監管批准，供我們的法律部門審查。我們亦是多家國外領先供貨商在中國的唯一代理。我們引進國際領先的美麗與健康管理技術，並按高標準挑選產品。我們於推出產品前會用數月時間篩選產品，對所有進口產品進行產品測試。

我們通過企業資源規劃系統進行整體存貨管理，記錄庫存水平及過往採購記錄。在儲存期間，我們遵守與醫療及非醫療商品有關的儲存規定以及法律及法規。我們密切監控所有產品及醫療器材的保質期，一旦任何產品過期或醫療器材達至其使用壽命，我們將根據適用法律及法規安全處置該產品或器材。

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To further ensure the safety of medical equipment and protect the rights of our customers, we have established an instrument service center. Its goals include achieving information-based, dynamic, and refined management of the entire lifecycle of the instruments. This involves multiple business aspects such as instrument selection and procurement, installation and acceptance, asset management, maintenance and repair, standardized use, allocation and transportation, disposal and scrapping, and more. In addition, we strictly implement instrument inspection and maintenance systems, proactively maintaining and servicing instruments on a regular basis. For each store, we develop an annual maintenance plan for our engineers, and in key cities, we carry out no less than 2 annual proactive maintenance and servicing.

為了進一步確保醫療器材安全，保障顧客權益，我們設立了儀器服務中心，其工作目標是實現儀器全生命週期的信息化、動態化和精細化管理。涉及儀器選型採購、安裝驗收、資產管理、保養維修、規範使用、調撥運輸、處置報廢等多項業務。同時，我們亦嚴格執行儀器巡查保養制度，定期主動維護保養儀器，為每個城市每家門店，制定團隊工程師的年度維保計劃，執行重點城市不低於2次的年度主動維護。

#### Example — Self-developed Supply Chain Service Platform

##### 案例 — 自主開發供應鏈服務平台

Stores under the Beauty Farm can quickly report repairs through our independently developed supply chain service platform, and providing a description of the problem. The platform quickly matches engineers in the corresponding area to respond promptly and solve the problem. Additionally, the platform supports the establishment of an online repair case library, enabling real-time retrieval of related information and shortening the time it takes to handle similar problems. We have also established a common fault knowledge base system to enhance employee's ability to independently solve equipment failures, reduce equipment failure rates, and improve safety measures.

美麗田園旗下門店可以通過手機於我們自主開發供應鏈服務平台快速進行報修，提供故障情況說明並快速匹配相應區域的工程師，及時響應並解決問題。平台同時支持建立在線維修案例庫，實現相關信息實時檢索查詢，縮短同類故障處理時間，以及常見故障建立知識庫體系，提升員工自主解決儀器設備故障的初步能力，減低設備故障率，提高安全防線。

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

#### 10.2.2. Store Safety

Beauty Farm places paramount importance on the safety standards of all our stores, and we have meticulously crafted a comprehensive “Fire Safety Management System” to standardize the fire safety practices of all stores in our network. This system provides detailed guidance for the proper use and maintenance of fire safety facilities, ensuring a safe and secure environment for our customers and employees. In accordance with our strengthened in-store fire safety management policies, each store must obtain the necessary fire inspection permit before commencing operations. After the store begins operations, we conduct a fire safety inspection every two months, including the occupancy of fire escape routes, the appropriate position, type, and quantity of fire-fighting equipment, and the fire safety training records of the store. We regularly review the performance of stores regarding fire safety and closely monitor any potential events related to fire safety.

#### 10.2.3. Privacy Protection

At Beauty Farm, we recognize the importance of protecting personal information and will adhere to the requirements of the “Cybersecurity Law of the People’s Republic of China,” the “Personal Information Protection Law of the People’s Republic of China,” the “Civil Code of the People’s Republic of China,” the “Information Security Technology-Personal Information Security Specification (GB/T 35273-2020),” as well as other legal and regulatory requirements and industry-recognized security standards to take appropriate security measures to protect personal information. We have also established a “Beauty Countryside Privacy Policy” to ensure compliance with these requirements. In our daily business processes, we collect customer data to provide our services, including name, gender, contact information, basic health information, consultation and care records, and other service-related records. This information will be handled according to the customer’s consent, or as necessary for us to provide services, or as necessary for us to fulfill our legal obligations.

#### 10.2.2. 門店安全

集團重視期下所有門店的安全標準，我們已制定《消防安全管理制度》，統一整個網絡中每家門店的消防安全慣例，為使用及維護消防安全設施提供詳細指引。根據經加強的店內消防安全管理政策，每家門店均須於開始運營前取得所需消防檢查許可。門店開始運營後，我們將每兩個月進行一次消防安全檢查，包括有關火警逃生通道佔用情況、消防設備的適當位置、類別及數量、門店的消防安全培訓記錄等方面。我們將定期檢討門店有關消防安全的表現，並密切監察有關方面的任何潛在事件。

#### 10.2.3. 隱私保護

美麗田園深知保護個人信息的重要性，並將按照《中華人民共和國網絡安全法》、《中華人民共和國個人信息保護法》、《中華人民共和國民法典》、《信息安全技術個人信息安全規範(GB/T 35273-2020)》以及其他法律法規要求和業界成熟的安全標準，採取相應的安全保護措施保護個人信息，並制定了《美麗田園隱私政策》。於日常業務過程中，我們就所提供的服務收集客戶數據，主要包括姓名、性別、聯絡數據、基本健康信息、諮詢及護理記錄以及其他服務相關記錄。該等信息會按客戶同意的方式處理，或為我們向客戶提供服務所必須，或為我們履行法定義務所必須。



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Furthermore, we have established strict “Beauty Farm Client Information Security Protection Management Policy,” adhering to the work principles of “clear responsibility, reasonable authorization, standardized processes, and the combination of technology and management,” to govern the collection, handling, storage, retrieval, and access of our client’s personal data and records.

我們亦已制定嚴格的《美麗田園客戶信息安全保護管理規定》，遵循「責任明確、授權合理、流程規範、技管結合」的工作方針，以監管收集、處理、儲存、檢索及查閱客戶的個人數據及記錄。

#### Seven Principles of Customer Data Management

##### 客戶信息的管理七大原則

- |                                       |  |
|---------------------------------------|--|
| (1) Clear Responsibility              | Adhering to the principle of “whoever is in charge is responsible, whoever operates is responsible, whoever uses is responsible, and whoever obtains is responsible,” we have established a clear division of responsibilities.  |
| 主體責任明確                                | 按照「誰主管誰負責、誰運營誰負責、誰使用誰負責、誰獲取誰負責」的原則，明確責任分工。   |
| (2) User Acknowledgement              | When collecting and using personal information, we adhere to the principles of legality, legitimacy, and necessity. We make our collection and usage rules public and clearly state the purpose, method, and scope of collecting and using personal information, obtaining the consent of the individual being collected from. |
| 用戶知情同意                                | 收集、使用個人信息時，應當遵循合法、正當、必要的原則，公開收集、使用規則，明示收集、使用信息的目的、方式和範圍，並經被收集者同意。  |
| (3) Classification and grading system | We implement a classification and grading system to manage information based on its sensitivity level. Depending on the level of sensitivity, we apply appropriate management measures and technical means that are commensurate with the information security risks ensuring information security.                            |
| 分類分級管控                                | 對信息進行分類分級，根據敏感程度不同，採取適當的、與信息安全風險相適應的管理措施和技術手段，保障信息安全。  |
| (4) Minimization                      | When sharing information with internal units, platforms, or third parties, we only provide the necessary information attributes, label attributes, and scale required for business purposes, provided that all management requirements are met.  |
| 最少夠用                                  | 在向內部單位、平台、第三方共享開放信息時，在滿足管理要求的前提下僅提供業務開展明確需要的信息屬性、標籤屬性及規模。  |
| (5) Quality Assurance                 | In the process of handling customer information, we rely on management and technical means to ensure the accuracy, authenticity, timeliness, and availability of customer information. We must not tamper with or destroy customer information.  |
| 質量保證                                  | 在處理客戶信息的過程中，應基於管理與技術手段確保客戶信息的準確性、真實性、時效性、可用性，不得篡改、損毀。  |

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

#### Seven Principles of Customer Data Management

##### 客戶信息的管理七大原則

(6) No sensitive data outside Beauty Farm network  敏感數據不出網	Unless explicitly authorized by the user, personal sensitive information of the user cannot be disclosed to others or third-party enterprises. Sensitive data that has not been anonymized cannot leave the Beauty Farm network and computing environment.  除獲得用戶明確授權外，用戶的個人敏感信息不得開放給他人或第三方企業，未經脫敏處理的敏感數據不可離開美麗田園網絡與計算環境。
(7) Traceable  可追溯	We maintain complete and accurate logs of all customer information operations to ensure that all operations can be traced back to specific operators and operational bases. We take measures to prevent unauthorized tampering, deletion of records, or any other violations of regulations.  對於客戶信息操作的日誌應完整準確記錄，確保所有操作可追溯到具體的操作人和操作依據，杜絕擅自篡改、刪除記錄等違規行為。

Beauty Farm has established the “Data Security Management Measures” to improve the data security management system and strengthen data security management. We protect network communications and files with encryption technology to prevent unauthorized browsing or modification. Our information technology network configuration has multiple layers of protection to safeguard databases and servers. We also implement various protocols and procedures, such as regular system checks, password policies, server access logs, network access authentication, user authorization verification, data backup and recovery testing, to protect data assets and prevent unauthorized network access. We require new employees to receive data security training upon joining the company and mandate regular on-the-job training for all employees to strengthen their understanding of relevant data security policies.

集團設有《數據安全管理辦法》，完善數據安全管理體系，加強數據安全管理，規範公司的數據安全管理工作。我們通過保護網絡通訊以及文件加密技術，防止未經授權瀏覽或修改。信息技術網絡配置多重保護，以保護數據庫和服務器。我們亦執行多項協議及程序，例如定期系統檢查、密碼政策、服務器訪問記錄、網絡訪問驗證、用戶授權查核及數據備份以及數據復原測試，以保護數據資產，防止未經授權訪問網絡。我們亦要求新員工接受數據安全方面的入職培訓，並要求員工定期接受在職培訓，以加強相關數據安全政策。

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In addition, the Group's outsourcing service providers include software developers, product suppliers, system integrators, equipment maintenance providers, and security service providers. To standardize information security outsourcing services, the Group has established the "Information Security Outsourcing Operation and Maintenance Management System" to ensure the secure and stable operation of networks and information systems, safeguard our information security, and reduce the risks associated with outsourcing information security services. Information assets required for outsourcing activities are isolated following the principle of "minimum use" and are authorized only after approval following the principle of "minimum authorization." Before third-party personnel can access sensitive information assets of the group, they must sign formal contracts and confidentiality agreements.

During the reporting period, we did not experience any significant violations related to confidential customer information or any other events related to customer information that could have a significant adverse impact on our business, financial condition, or operating performance.

此外，集團的外包服務廠商包括軟件開發商、產品供應商、系統集成商、設備維護商和安全服務提供商等。為規範信息安全外包服務工作，集團制定了《信息安全外包運維管理制度》，確保網絡與信息系統安全、穩定運行，保證我們的信息安全，降低信息安全服務外包引發的風險。外包活動需要使用的信息資產需要按「最小使用」原則進行隔離，經審批後進行「最小授權」。同時，第三方人員獲取集團敏感信息資產前，必須簽訂正式的合同及保密協議。

於本報告期內，我們並無發生任何重大違反機密客戶資料或任何其他與客戶資料有關的事件而可能會對我們的業務、財務狀況或經營業績造成重大不利影響。

### 10.3. Compliance Marketing and Advertising

To strengthen compliance management for the company's advertising and promotion, and standardize the external publicity materials, printed materials and marketing promotion content of the company's headquarters and branches, we have developed the "Compliance Management Measures for Promotional Materials," which clarifies that any promotional material must follow the principles of "truthfulness, accuracy, appropriate graphics and texts, and compliance with laws and regulations," and must be approved for compliance before being released. We strictly adhere to relevant regulations related to medical advertising in China, including the "Advertising Law of the People's Republic of China", the "Temporary Measures on the Administration of Internet Advertising", the "Measures for the Administration of Medical Advertisements" and the "Guidelines for the Governance of False Advertising and Price Violations in the Medical Aesthetics Industry". If it is verified that our promotional materials carry legal risks, the promotional materials of the store concerned must be immediately taken down while retaining relevant evidence.

### 10.3. 合理營銷及宣傳

為加強對公司廣告、宣傳的合規管理，規範公司總部及各地分支機構對外宣傳品、印刷品及市場宣傳推廣內容，結合公司實際情況制定《宣傳品合規管理辦法》，明確任何與本集團有關的宣傳品內容應當遵循「真實準確、圖文得當、合法合規」原則，而且必須經合規性審核後方可發佈。我們嚴格遵守與中國醫療廣告有關的法規，包括《中華人民共和國廣告法》、《互聯網廣告管理暫行辦法》、《醫療廣告管理辦法》、《醫療美容行業虛假宣傳和價格違法行為治理工作指引》等。如經核實後，我們的宣傳品存有違法違規風險，在保留該宣傳內容相關證據後，該門店宣傳品應當立即下架。

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Before publishing any advertising or marketing content, employees in the marketing or legal departments will carefully review the content to ensure that it is truthful, accurate, and compliant with applicable laws and regulations, especially regarding any efficacy-related information. In addition, our legal director supervises and spot-checks our marketing and advertising activities on a weekly basis to prevent false advertising. We also periodically consult with external consulting firms and legal advisers to assess the appropriateness of advertising content, as well as the latest developments in issued or proposed regulations and general regulatory developments. We also organize online and offline training for employees on a regular basis to make them aware of relevant Chinese laws related to false advertising and efficacy-related false statements.

We have also developed strict clinic rules to prevent doctors and employees who face customers from communicating about non-indicative medication. In addition, our stores provide training and guidance to employees, prohibiting them from promoting products and services to customers for unapproved uses or using different dosage levels or formulas than those indicated on the relevant product or service label.

During the reporting period, we did not receive any significant fines or administrative penalties related to marketing and advertising, which could have had a significant adverse impact on our business operations.

於發佈任何廣告或營銷內容前，營銷或法律職能部門的員工會審慎地審閱有關內容，以確保有關內容（特別是任何功效相關資料）真實、準確及符合適用法律及法規。此外，我們的法律總監每週監督及抽查我們的營銷及廣告活動，以防止虛假廣告。此外，我們不時會諮詢外部諮詢公司及法律顧問，以評估廣告內容的適當性、已頒佈或擬定的法規及一般監管發展的最新情況。我們亦定期為員工組織在線及線下培訓，使他們了解有關虛假廣告及功效相關不實陳述的相關中國法律。

我們亦已制定嚴格的診所守則，防止醫生及面對客戶的員工就非適應症用藥進行溝通。再者，我們的門店亦為員工提供培訓及指導，禁止他們向不包括在相關產品或服務卷標的客戶宣傳產品及服務未經批准的用途或採用不同的劑量水平或配方。

於本報告期內，我們並未就營銷及宣傳方面被處以任何重大罰款或行政處罰而對我們業務營運造成重大不利影響。

## 11. GIVING BACK, CREATING A BETTER FUTURE

### 11.1. Social Welfare

Beauty Farm shoulders the responsibility of achieving common prosperity in society. In order to help the Country achieve prosperity, in addition to maintaining the steady development of the enterprise, the Group also actively gives back to society. We regularly communicate with government departments, community organizations, and street offices in various operating areas to understand the requirements and needs of the local community and the impact of the group's operations on the local community. We actively participate in and organize various public welfare activities to achieve the co-development of the enterprise and the community.

## 11. 回饋社會共創美好

### 11.1. 愛心公益

美麗田園肩負著實現社會共同富裕的責任。為了幫助國家實現繁榮，除了保持企業的穩健發展，集團也積極回饋社會。我們與各營運地的政府部門、社區組織與街道辦定期進行溝通，了解當地社區的要求與需要及集團自身營運對當地社區的影響力，透過積極參與及組織各類公益活動，實現企業與社區的共同發展。

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For several years, Beauty Farm has supported the children of “Beauty Farm Primary School” in Panshui, Guizhou. In cooperation with government efforts, the company has helped to repair school buildings, provide access to water and electricity, level roads, build playgrounds, purchase books, and provide computers, among other things. Through ongoing support and assistance, the company has provided a safe and beautiful learning environment for the children, bringing them warmth and care. With continuous aid and unwavering love, the company aims to provide children with a safe and comfortable learning environment, helping them to become pillars of society in the future.

While focusing on its own development, Beauty Farm also participates in the “Village-Enterprise Pairing Precise Poverty Alleviation” plan in Hongkou District, Shanghai, according to its own capabilities, to provide targeted assistance to impoverished villages in Shuining County. The company vigorously promotes the traditional Chinese virtue of helping the poor and practices the core values of socialism, supporting the development of charitable public welfare undertakings. Beauty Farm has established a love fund, which covers not only employees within the system but also will extend further to cover social public welfare undertakings. This year, Beauty Farm has invested RMB180,000 in charitable causes for education and poverty alleviation.

In the future, Beauty Farm will continue to develop public welfare undertakings. We have established a love fund, which will cover not only employees within our system but also extend to social public welfare undertakings to realize common prosperity. Moreover, the Group is committed to becoming a “Leader in Beauty and Health” and will actively promote industry innovation and reform, while also cultivating more elite talents to drive overall progress in the industry.

美麗田園連續多年支助貴州泮水「美麗田園小學」的孩子們。配合政府力量，公司幫助孩子們修校舍、通水電、平道路、建操場、購圖書、配電腦等。持續援建，為孩子們提供安全、優美的學習環境，為孩子們帶去一絲溫暖。持續的援助，不變的關愛，只為讓孩子們擁有安全舒適的學習環境，助力成為未來的棟樑之才。

美麗田園在注重自身發展的同時，根據自身的能力參與上海市虹口區「村企結對精準扶貧」計劃，對口幫扶富寧縣深度貧困村，大力弘揚中華民族濟困傳統美德，踐行社會主義核心價值觀，支持發展慈善公益事業。於本年度，美麗田園共投入18萬元人民幣於助學扶貧公益事業上。

未來，美麗田園將繼續發展公益事業，我們已建立的愛心的基金，除覆蓋體系內員工外，將進一步覆蓋至社會公益事業，實現共同富裕。而且，集團秉持成為「美與健康的領航者」的願景，將積極推動行業的改革創新，同時為行業輸送更多精英人才，帶動行業的整體進步。



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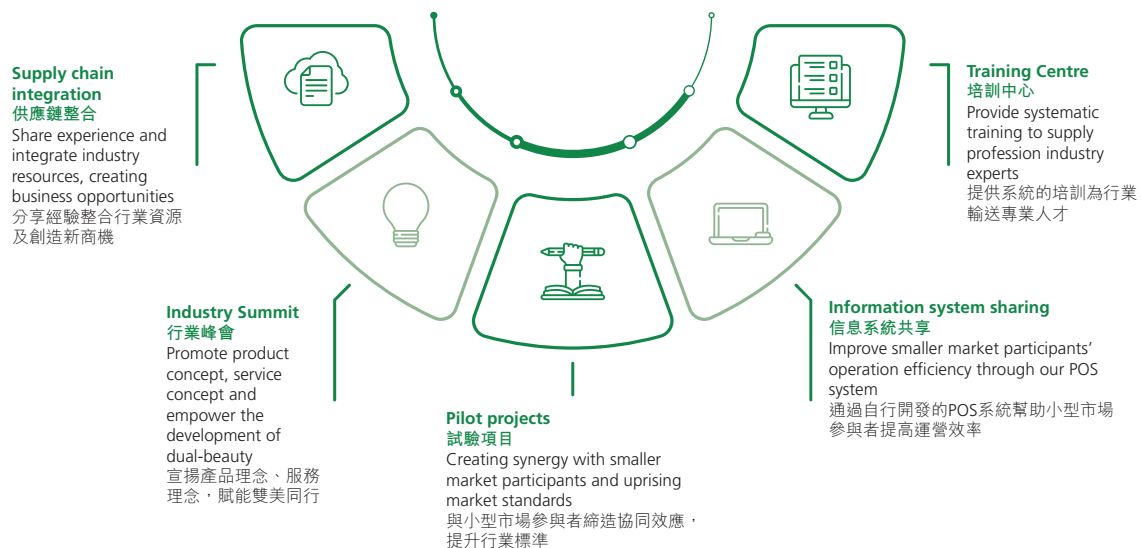
### 環境、社會及管治報告

#### 11.2. Contributing Industry Development

We will effectively integrate our supply chain resources and deepen our cooperation with upstream suppliers, especially the leading international suppliers and brands. For example, we will provide our upstream partners with stable sales channels in exchange for pioneering exposure to advanced technologies in the industry, which technologies will in turn enhance our service quality. In order to integrate industry resources, and to create new business opportunities, we plan to offer support to local traditional beauty service providers, especially smaller standalone community stores with stable client base, by sharing our industry experience and platform management skills. For example, we may explore sharing part of our information system modules and our self-developed point of sales ("POS") system, which was designed with our industry expertise, with small market participants to help them improve their operation efficiency and level of standardization.

#### 11.2. 貢獻行業發展

本集團將有效整合供應鏈資源並深化與上游供貨商的合作，尤其是國際領先供貨商及品牌。例如，我們為上游合作夥伴提供穩定銷售管道，以率先獲取業內的先進技術，而該等技術將會提高我們的服務質量。為整合行業資源及創造新商機，我們計劃通過分享我們的行業經驗及平台管理技巧，為當地傳統美容服務提供商，尤其是有穩定客源的規模較小的獨立小區門店提供支持。例如，我們嘗試與規模較小的市場參與者共享我們的部分信息系統模塊，以及與我們行業專家設計並由我們自行開發的銷售（「POS」）系統，以幫助他們提高運營效率及標準化水平。



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We may also consider providing human resource support to small market participants and help them with recruiting, training and creating an organizational structure. BeautyFarm Training Center is also expected to function as a service personnel hub, which can provide systematical training to traditional beauty service stores beyond our own store network. Moreover, we also plan to actively participate in pilot projects to improve industry standards. By providing support, such as products, services, equipment and technologies, to these smaller market participants, we are better able to create synergies with these small market participants, and identify and differentiate potentially valuable targets for our future acquisitions or investments. In view of the market recognition on our brand and services, we also plan to participate in pilot projects to help developing the industry standards, with the aim of promoting consistent and high quality services, which in turn will help strengthen our brand image and attract more clients and talent.

The Group also values empowering the beauty industry. Currently, we have established a strategic cooperation with Shanghai Wake Me Beauty Management Center, where CellCare provides professional medical beauty diagnosis and treatment services. With the support of transparent data systems, the integration of the two beauty systems has been achieved, promoting the coexistence of new customers. In the industry, we are also expanding our reach. Through various high-end industry summits and technical forums, our system managers continuously empower our dual-beauty concept, product concept, service concept, and other aspects, not only benefiting our dual-beauty peers but also the entire beauty industry, further achieving the goal of leading in beauty and health.

我們亦可能考慮向小型市場參與者提供人力資源支持，協助其招聘、培訓及構建組織架構。預期美麗田園培訓中心亦將作為服務人員樞紐，為我們自有門店網絡以外的傳統美容服務門店提供系統的培訓。我們亦計劃積極參與試驗項目，以提升行業標準。通過為該等規模較小的市場參與者提供支持（例如產品、服務、設備及技術），我們能更好地與該等小型市場參與者締造協同效應，以及為未來的收購或投資識別及區分有價值的潛在目標。鑑於市場對我們品牌及服務的認可，我們亦計劃參與試點項目，協助制定行業標準，旨在促進一致的優質服務，從而幫助我們鞏固品牌形象並吸引更多客戶及人才。

集團同時重視對行業雙美機構的賦能。目前，我們已經與上海Wake Me容顏管理中心達成了戰略合作，不僅由秀可兒醫美提供專業的醫美診療服務，同時也在數據系統透明化的支持下，實現互聯繫統的對接，雙美新客的共融。在行業中，我們也在走出去。通過各種主題的高端行業峰會，技術論壇，我們的各系統管理者將我們的雙美理念、產品理念、服務理念等不斷賦能雙美同行乃至整個美業，進一步實現美與健康領航者的奮鬥目標。

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## 12. SUMMARY OF KEY SOCIAL PERFORMANCE

## 12. 社會績效數據匯總

	ESG Indicator ESG指標	Unit 單位	2022 2022年
<b>Employment and Labor Standard</b> 僱傭及勞工常規			
<b>B1</b>	<b>Employment</b> 僱傭		
	Total number of employees 員工總人數	Headcount 人	3,749
<b>B1.1</b>	<b>Total workforce by gender, employment type, age group and geographical region</b> 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		
<b>Gender</b> 性別	Male 男性	Headcount 人	187
	Female 女性	Headcount 人	3,562
<b>Employment Type</b> 僱傭類型	Full time 全職	Headcount 人	3,433
	Part time 兼職	Headcount 人	42
	Retired employees 退休返聘	Headcount 人	76
	Others such as Interns 實習生等其他人員	Headcount 人	200
<b>Age Group</b> 年齡組別	20 or below 20歲以下	Headcount 人	121
	20-35 20歲-35歲	Headcount 人	2,507
	35-50 35歲-50歲	Headcount 人	1,016
	50 or above 50歲以上	Headcount 人	105
<b>Geographical Region</b> 地區劃分	Hong Kong 香港	Headcount 人	1
	Mainland China 中國內地	Headcount 人	3,745
	Overseas 海外	Headcount 人	3
<b>A1.2</b>	<b>Employee turnover rate by gender, age group and geographical region<sup>1</sup></b> 按性別、年齡組別及地區劃分的僱員流失比率 <sup>1</sup>		
<b>Gender</b> 性別	Male 男性	%	21.94%
	Female 女性	%	26.31%

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	ESG Indicator ESG 指標	Unit 單位	2022 2022 年
<b>Age Group</b> 年齡組別	20 or below 20 歲以下	%	32.97%
	20–35 20 歲–35 歲	%	28.18%
	35–50 35 歲–50 歲	%	18.63%
	50 or above 50 歲以上	%	32.45%
<b>Geographical Region</b> 地區劃分	Hong Kong 香港	%	—
	Mainland China 中國內地	%	26.12%
	Overseas 海外	%	—
<b>B2</b>	<b>Health and Safety</b> 健康與安全		
	Number of work-related fatalities 因工亡故的人數	Headcount 人	2020: 0 2021: 0 2022: 0
	Rate of work-related fatalities 因工亡故的比率	%	2020: 0 2021: 0 2022: 0
	Work-related injury 工傷次數	Case 次	5
	Lost days due to work injury 因工傷損失工作日數	Day 天	269
<b>B3</b>	<b>Training and Development</b> 發展及培訓		
<b>B3.1</b>	<b>The percentage of employees trained by gender and employee category<sup>2</sup></b> 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 <sup>2</sup>		
<b>Gender</b> 性別	Male 男性	%	85%
	Female 女性	%	82%
<b>Age Group</b> 僱員類別	Senior Management 高級管理層	%	95%
	Middle Management 中級管理層	%	91%
	Employee 普通員工	%	82%
	Intern 暑期工／實習生	%	69%

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	ESG Indicator ESG指標	Unit 單位	2022 2022年
<b>B3.2</b>	<b>The average training hours completed per employee by gender and employee category<sup>3</sup></b> 按性別及僱員類別劃分，每名僱員完成受訓的平均時數 <sup>3</sup>		
<b>Gender</b> 性別	Male 男性	Hour 小時	3.07
	Female 女性	Hour 小時	2.52
<b>Age Group</b> 僱員類別	Senior Management 高級管理層	Hour 小時	7.34
	Middle Management 中級管理層	Hour 小時	2.02
	Employee 普通員工	Hour 小時	2.14
	Intern 暑期工／實習生	Hour 小時	6.96
<b>Operation Practices</b> 營運慣例			
<b>B5</b>	<b>Supply Chain Management</b> 供應鏈管理		
<b>B5.1</b>	<b>Number of suppliers by geographical region</b> 按地區劃分的供貨商數目		
	China 中國	Entity 家	139
	Asia (Except China) 亞洲(中國除外)	Entity 家	5
	Europe 歐洲	Entity 家	3
	America 美洲	Entity 家	1
<b>B6</b>	<b>Product Responsibility</b> 產品責任		
<b>B6.1</b>	<b>The percentage of products sold or shipped that need to be recalled due to safety and health reasons</b> 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 products sold or shipped that need to be recalled due to safety and health reasons 因安全理由而須回收的百分比	%	0%
<b>B6.2</b>	<b>Number of products and service-related complaints received</b> 接獲關於產品及服務的投訴數目 Number of complaints/Valid complaints 接獲投訴／有效投訴	Case 起	508/150



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	ESG Indicator ESG指標	Unit 單位	2022 2022年
<b>B7</b>	<b>Anti-corruption</b> 反貪污		
<b>B7.1</b>	<b>Number of concluded legal cases regarding corrupt practices brought against the Company or its employees during the reporting period</b> 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		
	Cases of corruption lawsuits filed and adjudicated against issuers 對發行人提出並已審結的貪污訴訟案件	Case 起	0
	Cases of corruption lawsuits filed and adjudicated against employees 對僱員提出並已審結的貪污訴訟案件	Case 起	0
<b>Community</b> 社區			
<b>B8</b>	<b>Community Investment</b> 社區投資		
<b>B8.2</b>	<b>Resources contributed to the focus area (E.g. Money and Time)</b> 在專注範疇所動用資源(如金錢或時間)		
	Poverty and education donations 扶貧助學	RMB 人民幣	180,000

Notes:

附註:

- 1 Employee turnover ratio = number of employees in that category/total number of employees in that category
- 2 Percentage of employees trained = number of trainees in that category/total number of employees in that category
- 3 The average training hours completed = the number of hours of training in that category/the total number of employees in that category

- 1 僱員流失比率 = 該類別流失人數/該類組別僱員總人數
- 2 受訓僱員百分比 = 該類別受訓人數/該類組別僱員總人數
- 3 僱員受訓的平均時數 = 該類別受訓時數/該類組別已受訓僱員總人數

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

## 13. ESG REPORTING GUIDE INDEX

## 13. ESG報告指引內容索引

### KPIs

### 披露指標

### Reporting Section

### 對應章節

### Environmental

### 環境

### A1: Emissions

### A1：排放物

### General Disclosure

### Emissions Management

(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.

### 一般披露

### 排放物管理

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  
b)遵守對發行人有重大影響的相關法律及規例的資料。

A1.1 The types of emissions and respective emissions data.

### Emissions Management

A1.1 排放物種類及相關排放資料。

### 排放物管理

A1.2 Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions and intensity.

### Emissions Management

A1.2 直接（範圍1）及能源間接（範圍2）溫室氣體排放量及密度。

### Summary of Key Environmental Performance

A1.3 Total hazardous waste produced and intensity.

### 排放物管理

### 環境績效數據匯總

### Medical Waste Management

A1.3 所產生有害廢棄物總量及密度。

### Summary of Key Environmental Performance

A1.4 Total non-hazardous waste produced and intensity.

### 醫療廢物管理

### 環境績效數據匯總

### Other Material Waste and Wastewater Management

A1.4 所產生無害廢棄物總量及密度。

### Summary of Key Environmental Performance

A1.5 Description of emissions target(s) set and steps taken to achieve them.

### 其他廢物廢水管理

### 環境績效數據匯總

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。

### Emissions Management

A1.6 Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.

### 排放物管理

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。

### Emissions Management

### Emissions Management

### 排放物管理

### A2: Use of Resources

### A2：資源使用

### General Disclosure

### Resources Management

Policies on the efficient use of resources, including energy, water and other raw materials. Resources may be used in production, in storage, transportation, in buildings, electronic equipment, etc.

### 一般披露

### 資源使用

有效使用資源（包括能源、水及其他原材料）的政策。資源可用於生產、儲存、運輸、樓宇、電子設備。

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A2.1 Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total and intensity.	Management on Electricity and Other Energy Use Summary of Key Environmental Performance
A2.1按類型劃分的直接及／或間接能源(如電、氣或油)總耗量及密度。	電力及其他能源使用管理 環境績效數據匯總
A2.2 Water consumption in total and intensity	Management on Water Resources Summary of Key Environmental Performance
A2.2總耗水量及密度。	水資源使用管理 環境績效數據匯總
A2.3 Description of energy use efficiency target(s) set and steps taken to achieve them.	Resources Management
A2.3描述所訂立的能源使用效益目標及為達到這些目標所採取的步驟。	資源使用
A2.4 Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	Management on Water Resources
A2.4描述求取適用水源上可有任何問題，以及提升用水效益計劃及所得成果。	水資源使用管理
A2.5 Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Resources Management Summary of Key Environmental Performance
A2.5製成品所用包裝材料的總量及每生產單位佔量。	資源使用 環境績效數據匯總
<b>A3: The Environment and Natural Resources</b>	
<b>A3：環境及天然資源</b>	
General Disclosure	Environment and Natural Resources
Policies on minimising the issuer's significant impacts on the environment and natural resources.	環境及天然資源
一般披露	環境及天然資源
減低發行人對環境及天然資源造成重大影響的政策。	
A3.1 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Environment and Natural Resources
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。	環境及天然資源
<b>A4: Climate Change</b>	
<b>A4：氣候變化</b>	
General Disclosure	Responding to the Climate Change
Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	應對氣候變化
一般披露	應對氣候變化
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。	
A4.1 Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them	Responding to the Climate Change
A4.1描述已經及可能會對發行人產生影響的重大氣候相關事宜，及應對行動。	應對氣候變化

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

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#### 對應章節

#### Social

#### 社會

#### B1: Employment

#### B1：僱傭

##### General Disclosure

(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.

##### 一般披露

有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的a)政策b)遵守對發行人有重大影響的相關法律及規例的資料。

B1.1 Total workforce by gender, employment type, age group and geographical region.

B1.1按性別、僱傭類型、年齡組成及地區劃分的僱員總數。

B1.2 Employee turnover rate by gender, age group and geographical region.

B1.2按性別、年齡組成及地區劃分的僱員流失比率。

Compliance Employment  
Employee Care and Welfare

合規僱傭  
員工關懷與福利

Compliance Employment  
Summary of Key Social  
Performance

合規僱傭  
社會績效數據匯總

Compliance Employment  
Summary of Key Social  
Performance

合規僱傭  
社會績效數據匯總

#### B2: Health and Safety

#### B2：健康與安全

##### General Disclosure

(a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.

##### 一般披露

有關提供安全工作環境及保障僱員避免職業性傷害危害的a)政策b)遵守對發行人有重大影響的相關法律及規例的資料。

B2.1 Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.

B2.1過去三年（包括匯報年度）因工作關係而死亡的人數及比率。

B2.2 Lost days due to work injury.

B2.2因工傷損失工作日數。

B2.3 Description of occupational health and safety measures adopted, and how they are implemented and monitored.

B2.3描述所採納的職業健康及安全措施，以及相關執行及監察方法。

Occupational Health and Safety

職業健康與安全

Summary of Key Social  
Performance

社會績效數據匯總

Occupational Health and Safety  
Summary of Key Social  
Performance

職業健康與安全  
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Occupational Health and Safety

職業健康與安全

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#### B3: Development and Training

##### B3：發展及培訓

##### General Disclosure

Policies on improving employees' knowledge and skills for discharging duties at work.

Description of training activities

一般披露

有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。

B3.1 The percentage of employees trained by gender and employee category.

B3.1按性別及僱員類型劃分的受訓僱員百分比。

B3.2 The average training hours completed per employee by gender and employee category.

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。

Employee Training

多元發展與培訓

Employee Training  
Summary of Key Social  
Performance

多元發展與培訓  
社會績效數據匯總

Employee Training  
Summary of Key Social  
Performance

多元發展與培訓  
社會績效數據匯總

#### B4: Labour Standards

##### B4：勞工準則

##### General Disclosure

(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.

一般披露

有關防止童工或強制勞工的a)政策b)遵守對發行人有重大影響的相關法律及規例的資料。

B4.1 Description of measures to review employment practices to avoid child and forced labour.

B4.1描述檢討招聘慣例的措施以避免童工及強制勞工。

B4.2 Description of steps taken to eliminate such practices when discovered.

B4.2描述在發現違規情況時消除有關情況所採取的步驟。

Labour Standards

勞工準則

Labour Standards

勞工準則

Labour Standards

勞工準則

#### B5: Supply Chain Management

##### B5：供應鏈管理

##### General Disclosure

Policies on managing environmental and social risks of the supply chain.

一般披露

管理供應鏈的環境及社會風險政策。

B5.1 Number of suppliers by geographical region.

B5.1按地區劃分的供貨商數目。

Supply Chain Management

供應鏈常規

Supply Chain Management  
Summary of Key Social  
Performance

供應鏈常規  
社會績效數據匯總



## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

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B5.2 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	Supply Chain Management
B5.2描述有關聘用供貨商的慣例，向其執行有關慣例的供貨商數目、以及有關慣例的執行及監察方法。	供應鏈常規
B5.3 Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Supply Chain Management
B5.3描述有關識別供應鏈每個環節的環境及社會風險的慣例，以及相關執行及監察方法。	供應鏈常規
B5.4 Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	Supply Chain Management
B5.4描述在揀選供貨商時促使多用環保產品及服務的慣例，以及有關慣例的執行及監察方法。	供應鏈常規
<b>B6: Product Responsibility</b>	
<b>B6：產品責任</b>	
General Disclosure	Product and Service Standardization
(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.	Compliance Marketing and Advertising
一般披露	產品與服務標準化
有關所提供產品和服務的健康及安全、廣告、標籤及隱私事宜及補救方法的a)政策b)遵守對發行人有重大影響的相關法律及規例的資料。	合理營銷及宣傳
B6.1 Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Summary of Key Social Performance
B6.1已售或已運送產品總數中因安全與健康理由而需回收的百分比。	社會績效數據匯總
B6.2 Number of products and service-related complaints received and how they are dealt with.	Product and Service Standardization
B6.2接獲關於產品及服務的投訴數目以及應對方法。	產品與服務標準化
B6.3 Description of practices relating to observing and protecting intellectual property rights.	Protection of Intellectual Property Rights
B6.3描述與維護及保障知識產權有關的慣例。	知識產權保護
B6.4 Description of quality assurance process and recall procedures.	Product and Service Standardization
B6.4描述質量檢定過程及產品回收程序。	Enhancing Customer Experience
B6.5 Description of consumer data protection and privacy policies, and how they are implemented and monitored.	Customer Safety and Right Protection
B6.5描述消費者數量保障及私隱政策、以及相關執行及監察方法。	顧客安全與權益維護

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

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#### B7: Anti-corruption

##### B7：反貪污

##### General Disclosure

(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.

##### 一般披露

有關防止賄賂、勒索、欺詐及洗黑錢的a)政策b)遵守對發行人有重大影響的相關法律及規例的資料。

B7.1 Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.

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。

B7.2 Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.

B7.2描述防範措施及舉報程序，以及相關執行及監察方法。

B7.3 Description of anti-corruption training provided to directors and staff.

B7.3描述向董事及員工提供的反貪污培訓。

Anti-Corruption and Anti-Money Laundering

反貪污與反洗錢

Anti-Corruption and Anti-Money Laundering  
Summary of Key Social Performance

反貪污與反洗錢  
社會績效數據匯總

Anti-Corruption and Anti-Money Laundering

反貪污與反洗錢

Anti-Corruption and Anti-Money Laundering

反貪污與反洗錢

#### B8: Community Investment

##### B8：小區投資

##### General Disclosure

Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.

##### 一般披露

有關以小區參與來了解營運所在小區需要和確保其業務活動會考慮小區利益的政策。

B8.1 Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).

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)。

B8.2 Resources contributed (e.g. money or time) to the focus area.

B8.2在專注範疇所動用資源。

Social Welfare

愛心公益

Social Welfare  
Contributing Industry Development

愛心公益  
貢獻行業發展

Summary of Key Social Performance  
社會績效數據匯總