

SERVICES



BEAUTIFUL SERVICES

We aim to understand customers better and to interact more closely with them, moving towards the long-term goal of providing a seamless online-to-offline shopping experience.



Our Awards and Recognitions

Corporate Governance and Management



Dr Simon Kwok, our Chairman and CEO was named “Business Person of the Year” at the “DHL/SCMP Hong Kong Business Awards 2018” organised by DHL and South China Morning Post, honouring his outstanding achievement in the business community and positive contribution to society.

Dr Eleanor Kwok, our Founder and Vice-chairman, has been awarded the “Women of Hope 2019 Entrepreneur Award” by Hong Kong Adventist Hospital Foundation (“HKAHF”), in recognition of her outstanding achievement in the Hong Kong business sector, positive contribution to society as well as ceaseless efforts in philanthropy, striving to “make life beautiful” for the underprivileged.



Mrs Melody Kwok-Chan, our Vice President of Corporate Strategy and Development, was conferred an Honorary Fellowship by the Professional Validation Centre of Hong Kong Business Sector (“PVCBS”), in recognition of her outstanding achievement in the Hong Kong business sector as well as positive contribution to the cosmetics industry and society. In addition, nine frontline staff of the Group were awarded Professional Membership in the ceremony.



The Group was awarded the "PVCBS Business Excellence Award 2018" and four other awards by the Professional Validation Centre of Hong Kong Business Sector ("PVCBS"):

- Sincere Service Excellence Award 2018
- Creative Strategy Excellence Award 2018
- Social Service Excellence Award 2018
- Environmental Excellence Award 2018



The Group won "Best IR Company Award" and five other awards in the small-cap category at the 5th Investor Relations Awards organised by Hong Kong Investor Relations Association ("HKIRA").

We received the following prizes in the small-cap category:

- Best IR Company
- Best IR by Chairman / CEO – Dr Simon Kwok, Chairman and Chief Executive Officer
- Best IR by CFO – Dr Guy Look, Chief Financial Officer and Executive Director
- Best Investor Meeting
- Best Investor Presentation Material
- Best Annual Report

Dr Guy Look, our Chief Financial Officer and Executive Director, has been awarded the "Best IR Award" in the "Golden Hong Kong Stocks Awards 2018" co-organised by Zhitongcaijing.com and www.10JQKA.com.cn.

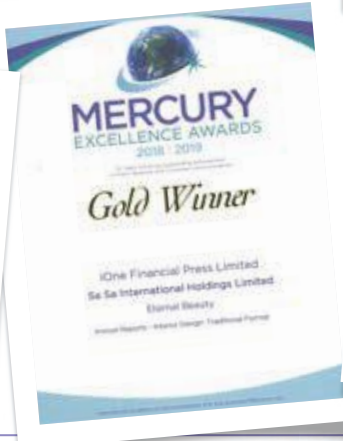


Our Awards and Recognitions



The Group was awarded the “Listed Enterprise Excellence Awards 2018 – Excellent Performance Award” by Capital Weekly. In addition, the Group has garnered the “Best Investment Value Award for Hong Kong Listed Companies under Stock Connect” at the “2018 Gold Wing Awards” by the Securities Times.

The Group was awarded for “Excellence in Financial Reporting” in the “IR Magazine Awards – Greater China 2018” by the internationally renowned IR Magazine.



The Group’s 2017/18 annual report was awarded “Citation for Environmental, Social and Governance Disclosure” in the “2018 Best Annual Reports Awards” by the Hong Kong Management Association, and Gold Award of “Annual Reports – Interior Design” in “Mercury Excellence Awards 2018/19”. Meanwhile, with the theme “Beauty Propagating”, our 2016/17 annual report received “Honours Award” in “2018 International ARC Awards” organised by independent awards organisation MerComm, Inc.





Brand Recognition



Mrs Melody Kwok-Chan, our Vice President of Corporate Strategy and Development, was named “CMO Marketer of the Year” by Hong Kong Institute of Marketing (“HKIM”) at its “HKIM Market Leadership Award 2018/19”, in recognition of her outstanding achievement and contribution in marketing strategy development. Meanwhile, we have once again clinched the “Market Leadership Awards” in the beauty care category.

The Group was awarded the “Q-Mark Elite Brand (Cosmetic Category)” by Hong Kong Q-Mark Council for five years in a row. The Group was also awarded the “Hong Kong Classic Brand Award 2018” organised by East Week Magazine.



Sa Sa was honoured as “Consumer Caring Company” by GS1 Hong Kong in recognition of our efforts in understanding consumer behaviour and caring for employees, as well as our outstanding performance in service excellence, product quality and safety assurance.



The Group was awarded the “Brand of the Year Award” once again at the “World Branding Awards 2018” organised by World Branding Forum.

Our Awards and Recognitions

Service Excellence

The Group has received a total of eight accolades from the Hong Kong Retail Management Association (“HKRMA”) in the 2018 “Mystery Shoppers Programme”, “Service and Courtesy Award” as well as “Quality E-Shop Recognition Scheme”:

Mystery Shoppers Programme

- Excellence Award – La Colline Shop
- Service Retailers of the Year (Beauty Products/Cosmetics Category Award) – La Colline Shop

Service & Courtesy Award

- The Best Team Performance Award – Bronze Award
- Excellent Service Star – three teammates
- Individual Gold Award – Supervisory Level (Cosmetics Stores & Nutritious Category)
- Individual Silver Award – Junior Frontline Level (Cosmetics Stores & Nutritious Category)
- Individual Bronze Award – Junior Frontline Level (Cosmetics Stores & Nutritious Category)

Quality E-Shop Recognition Scheme

- Top 10 Quality E-Shop Awards – Sasa.com



東周刊 香港服務大獎
Hong Kong Service Awards

Sa Sa has been honoured as “Tourists’ Choice” at the “Hong Kong Service Awards 2019” by East Week, marking the 11th win of the Group.

The Group received the several prestigious awards in Cosmetics, Personal Care Products and Specialty Store category at “Outstanding QTS Merchant and Service Staff Awards 2019” organised by the Hong Kong Tourism Board (“HKTB”):

- Outstanding QTS Merchant Award Gold (La Colline Shop)
- Outstanding QTS Merchant Award Silver (Sa Sa Cosmetic)
- Outstanding QTS Merchant Service Staff Award
 - Supervisory Staff (Two Gold and one Bronze)
 - Frontline Staff (One Gold, one Silver and one Bronze)



Corporate Social Responsibility



Hang Seng Corporate Sustainability Index
Series Member 2018-2019

The Group was selected as a constituent member of “Hang Seng Corporate Sustainability Benchmark Index” since 2011.



We have participated in the “Low-carbon Office Operation Programme (LOOP) Labelling Scheme” organised by WWF-Hong Kong for seven years, and have been rewarded the Silver Certified Label, in recognition of our active promotion and execution in energy conservation.



PLUS
HKQAA CSR INDEX

The Group continued to receive the “CSR Index Plus Mark” by Hong Kong Quality Assurance Agency, in recognition of our achievements in sustainability.



HONG KONG
Silver Member
純銀會員2018/19

We continued to be the Silver Member of WWF-HK, and it will further support the organisation in continuing to promote environmental education and conservation programmes within Hong Kong community.



Awarded by The Hong Kong Council of Social Service
香港社會服務聯會頒發

Organised by the Hong Kong Council of Social Service, the Caring Company Scheme aims at promoting corporate social responsibility among local companies and recognising their efforts in caring for the community, employees and the environment. Being awarded the Caring Company logo for 14 consecutive years, Sa Sa received the “10 Year Plus Caring Company Logo” since 2015, in recognition of its contributions in building a cohesive society.



We were accredited as Manpower Developer from 2011 to 2019 by the Employees Retraining Board (“ERB”).

Awards Presented to Sa Sa's Exclusive Products

Hong Kong



**COSMOPOLITAN
Best of the Best Beauty Awards 2018**

- **Best Anti-aging Product – Anti-wrinkle (1st runner up)**
Suisse Programme Caviar Premier Lifting Serum
- **Best Anti-pollution Product (1st runner up)**
Real Barrier Moisture Cream
- **Best Deep Cleansing Mask (1st runner up)**
AHAVA Purifying Mud Mask
- **Best Pore Refining Treatment (2nd runner up)**
Neogence Refining Mask With Nine Essences Of Hyaluronic Acid
- **Best Eye Treatment (2nd runner up)**
La Colline Cellular Eye Contour Definition
- **Best Anti-Aging Product – Anti-Wrinkle (2nd runner up)**
La Colline Matrix R3 Cellular Matrix Mask
- **Best Lotion (2nd runner up)**
Dr.Jart+ Ceramidin Liquid

Marie Claire Best Label Award 2017/18

- **Best Cushion**
Rosy Glow CC Cushion SPF50PA+++
- **Best Lipstick**
Eleanor The Miracle Key Satin Lipstick
- **Best Rejuvenating Serum**
Méthode SWISS Edelweiss Hydrating Serum
- **Best Pre Essence Category**
Suisse Programme Advanced Cellular Boosting Solution

JESSICA My Star-Rated Beauty Award 2018

- **Moisturising Mask**
Eleanor Moisture-Rich Skin Firming Face Mask
- **Pre Serum**
Suisse Programme Advanced Cellular Boosting Solution (3rd)

Singapore



CLEO Body Awards 2018

- **Best Post-Sun Soothing Gel**
Soo Beaute 99% Jeju Green Aloe Vera Soothing Gel
- **Best Waterproof Sunscreen for Body**
Hadatuko UV Cut Spray Face & Body SPF50+ PA++++

NYLON Beauty Hit List 2018

- **Best Liquid Foundation (Winner)**
Cyber Colors Black Label Essence UV Liquid Foundation SPF18 PA++
- **Best Setting Powder (Editor's Pick)**
Cyber Colors Black Label Essence Silky Loose Powder

ZULA Beauty Awards 2019

- **Best Exfoliator**
Dr.G Brightening Peeling Gel
- **Best Mask**
Soo Beaute Pro Vita B5 Moist Mask
- **Best Eyebrow Product**
theBalm Furrowcious Eyebrow Pencil

Malaysia



Female Beauty Awards 2018

- **Best Bronzer**
Artdeco X Claudia Schiffer Contouring Powder

Her Beauty Awards 2018

- **Best Blusher (Editor's Pick)**
Pupa Like A Doll Luminys Blush
- **Best Eyeliner (Editor's Pick)**
Eleanor The Miracle Key Gel Eye Definer
- **Best Firming Lotion/Cream (Editor's Pick)**
Collistar High-Definition Shaping Cream
- **Best Floral Fragrance (Editor's Pick)**
Gianfranco Ferre Rose EDT
- **Best For Brow (Editor's Pick)**
Cyber Colors Stay Brow Powder Dipliner
- **Best Powder Eyeshadow (Editor's Pick)**
theBalm Nude Beach Eyeshadow Palette

CLEO Beauty Hall of Fame 2018

- **Best Body Scrub**
Collistar Reshaping Mud Scrub

Citta Bella Beauty Awards 2018

- **Best Budget Skincare**
Haruhada Hyaluronic Acid Hydrating Skin Lotion
- **Best Eye Care**
Dr. Young Anti Dryness Eye Gel
- **Best Eye Shadow**
MKUP Rosy Nude Eye Makeup
- **Best Hair Conditioner**
Haruhada Ginger Conditioner
- **Best Hydrating**
Dr. G Aquasis Water Soothing Gel Cream
- **Best Make-Up Tool / Brush**
Beter Professional Makeup Double Brush For Eyebrow And Eyelash
- **Best Make-Up Tool / Brush**
Color Combos Fairy Blessings Magnetic Brush Set