

Beautiful Ambition

SASA 2025

Making Life
Beautiful



Joint Statement

The last 12 months have been a period of unprecedented change and disruption for Sa Sa. Winning the Hong Kong Awards for Environmental Excellence Gold Award in the Shops and Retailers Sector, an award scheme led by the Environmental Campaign Committee alongside the Environmental Protection Department and in conjunction with nine organisations, is especially encouraging during this tough time.

Just when everyone including Sa Sa has been struggling to cope with the socio-economic impact brought about by COVID-19, a silver lining to this global crisis is the profound positive impact on the environment due to the drastic reduction of transportation and industrial activities in many parts of the world.

Let's not forget, therefore, that the economy, human health and wellbeing, and the environment are all inter-related and inter-dependent, and the world we live in can only be sustainable if we treat it well.

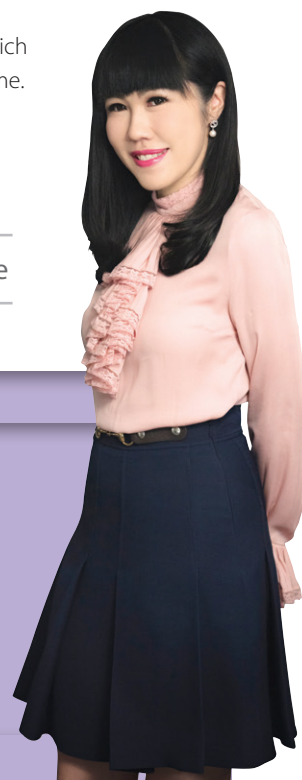
In the year 2019/20, Sa Sa established a five-year sustainability framework "Beauty Ambition: SASA 2025", which we hope will guide our sustainable development in our mission to "making life beautiful" in the years to come.



Ms KWOK Sze Wai Melody



Chairlady of Sustainability Steering Committee



Dr KWOK Siu Ming Simon, SBS, JP



Chairman of the Board



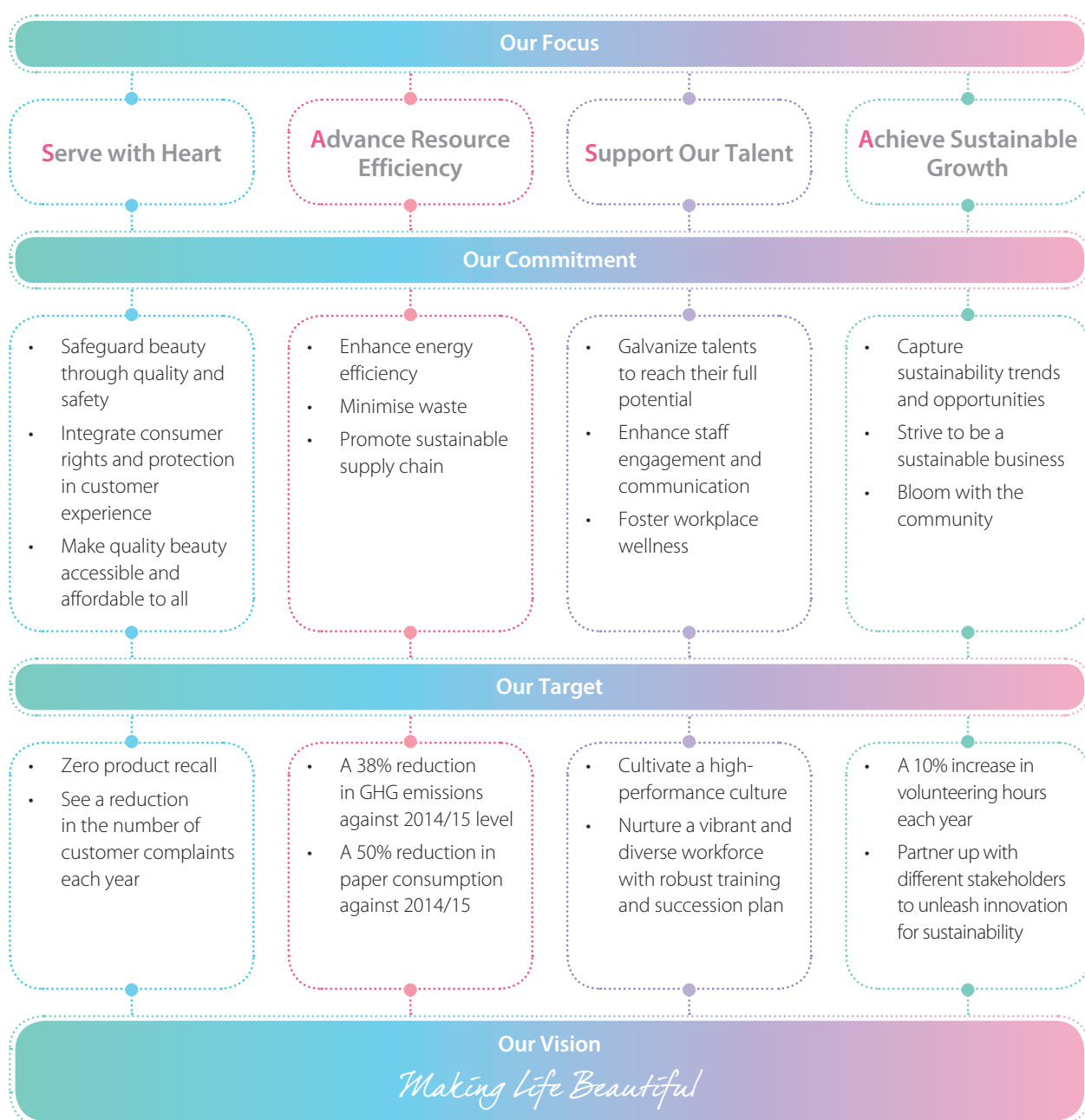
Our Approach to Sustainability

Our Approach to Sustainability

Introduction to Our Sustainability Framework

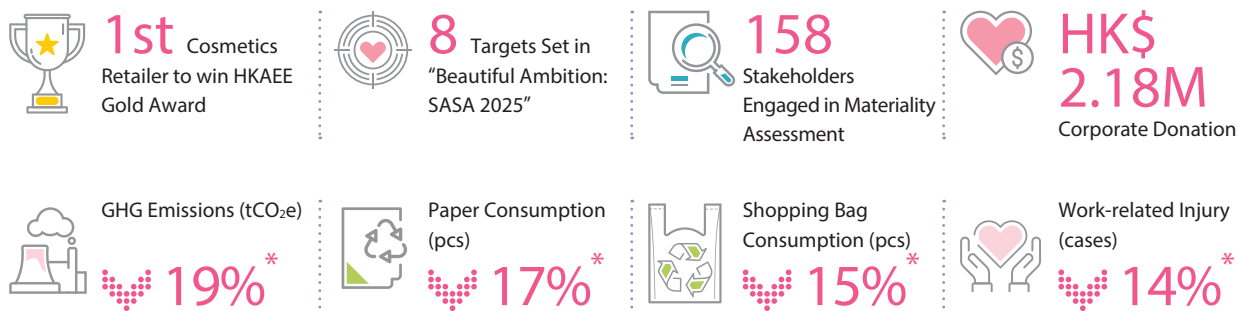
"Beautiful Ambition: SASA 2025" represents our ambition to deliver Sa Sa's purpose on sustainable development – making life beautiful for our customers, our talents, our environment and community, in the next five years. Building on our heritage as a caring company, it connects to our strategic priorities and guides us to be a responsible and sustainable business.

Beautiful Ambition: SASA 2025



Our Performance Highlights

Aside from the establishment of our sustainability framework, we have made the below achievements in 2019/20:



Our Sustainability Governance Structure

We believe a robust governance structure – committed leadership, clear direction and strategic influence – is vital to successful integration and effective management of sustainability at Sa Sa.

Our governance structure centres on the Sustainability Steering Committee (the SSC) which is directly accountable to the board of directors. Chaired by one of our executive directors, Ms Kwok Sze Wai Melody, and with different department heads as members, the SSC meets quarterly to deliberate on the focus areas of our strategic sustainability development, its direction and goals. The driving principle behind is to develop specific policy recommendations, enhance efficiency, minimise costs and engage staff in sustainability.

For each of us to pull the weight to integrate sustainability into our daily business operations, our sustainability governance structure also aims to create accountability for sustainability at every level.



* Against 2018/19 level.

Sustainability Benchmark and Commitment

Sa Sa is committed to transparency in our sustainability performance. Being open about it motivates us to go the extra mile to be a sustainable business. In addition to keeping up with the latest market trends, we continue to participate in different sustainability benchmarks to upgrade ourselves by recognizing our strengths and weaknesses.

- Constituent of the Hang Seng Corporate Sustainability Benchmark Index for the ninth consecutive years with a rating of A+
- MSCI's ESG Rating improved from "BBB" to "A"
- Awarded with "Caring Company for 15 years plus" status by the Hong Kong Council of Social Service



Hang Seng Corporate
Sustainability Index
Series Member 2019-2020



Stakeholder Engagement

As a leading cosmetic retailer, our company performance depends on direct and frequent engagement with our customers, employees, investors, suppliers and contractors, as well as local communities, NGO partners, the governmental departments, academia, media and industry peers and associates. Their perspectives and feedback not only help us to better understand our stakeholders needs and expectations, but also improve the relevance and effectiveness of our current and future sustainability strategies.

Our Stakeholders	Communication Channels
Employees	Daily communications, performance appraisal and talent development programme
Investors, Shareholders and ESG Research Analysts	Sustainability reporting, benchmarks and indices, interviews and annual general meeting
Customers	Social media, Sa Sa websites, Mystery Shoppers Programme
Suppliers and Contractor	Regular project meetings and performance evaluation
Communities	Donations, community programs and events
NGOs, Academia and Industry Associations	Collaboration and conferences
Governmental Departments and Regulators	Ongoing dialogues and information disclosure
Media	Interviews and press release

The Material Issues of Sa Sa



Living in an ever-changing world, understanding and responding to the views and expectations of our stakeholders play a critical role in the success of our business. Thus, we conduct a materiality assessment regularly to assess the evolving sustainability landscape and to verify, rank and report the sustainability topics that matter most to our business and stakeholders.

Identification

This year, we identified 47 industry specific topics for prioritization based on our materiality assessment conducted in 2016/17, industry research, benchmarking analysis of competitors and peers and stakeholder input.

Prioritisation

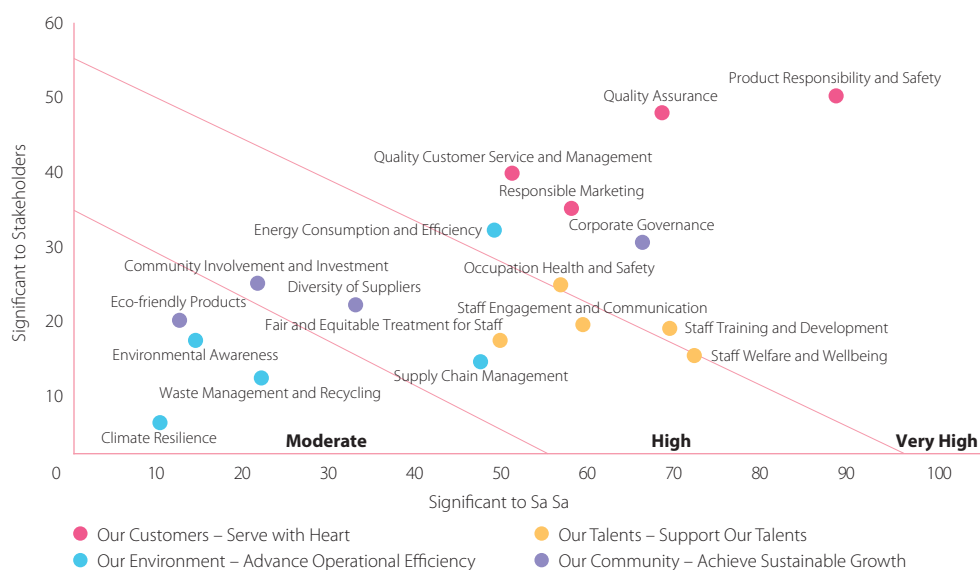
We prioritized the 24 industry-specific topics based on feedbacks from 158 internal and external stakeholders through interviews, surveys and other forms of engagement.

Validation

The list was narrowed to 18 topics specific to our business after validation of the results with the Sustainability Steering Committee members and the Board of Directors. The names of some topics were modified to bring greater clarity.

Most importantly, the 2019/20 materiality assessment led to the development of our Beautiful Ambition: SASA 2025 framework and its focus areas: "Serve with Heart", "Advance Resource Efficiency", "Support Our Talents" and "Achieve Sustainable Growth".

Overall, the results were consistent with previous years. We list and report the 18 moderate, high and very high priority topics identified in the matrix below.



Our Customers

SERVE WITH HEART



When customers choose to shop at Sa Sa, they have cast their vote of confidence in the quality of our products. To reciprocate this trust, we serve wholeheartedly to satisfy their needs and expectations by offering a diverse range of high-quality products, providing attentive shopping experiences, and supporting our customers to pursue beauty.

Key Challenges

1. Evolving Retail Landscape

- Disruption of E-commerce and digitalization brings opportunities but also competitions
- Customers are getting more vocal on social media

2. Customer Demands and Expectations

- Apart from product range and price, customers have high expectations on the entire end-to-end experiences
- Product safety is of paramount importance to customers as they become more sophisticated on the ingredients and composition of cosmetic products

3. Customer Wellness

- Rising consciousness of healthy and sustainable lifestyle may influence purchase decisions

Beautiful Ambition: SASA 2025

Our Commitment

- Safeguard beauty through quality and safety
- Integrate consumer rights and protection in customer experience
- Make quality beauty accessible and affordable to all

Our Target

- Zero product recall
- See a reduction in the number of customer complaints each year

Our Key Development This Year

- Continued to be recognized for our service excellence
- Cooperated with HKTVmall to grow local market
- Launched WeChat mini-programme to share beauty trend and boost sales

Safeguard Beauty through Quality and Safety

Responding to the needs of customers of all ages and background, Sa Sa houses around 18,000 SKUs. Quality and safety is our top priority. Our teams in category management and product development, quality control, frontline sales and customer service go the extra mile to ensure the quality and safety of each and every product we carry. As in the past year, there are no incidents of product recall or non-compliance due to safety or health issues this year.



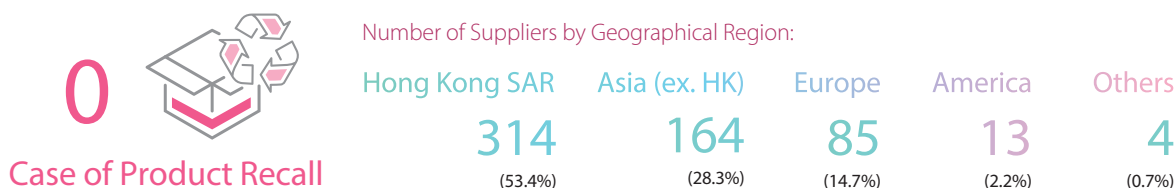
The Hong Kong Q-Mark Council presented us with the "Q-Mark Elite Brand 2019 (Cosmetic Category)" to recognise our continuous efforts in upholding the "serve with heart" commitment and the delivery of the best products and shopping experiences for customers.

Many of our key supply chain processes, including logistics, category management and product development, as well as marketing and customer service, are certified by independent third parties, meeting requirements such as ISO quality control standards (ISO 9001:2015).

Here are some of the measures we have adopted to ensure product quality and safety:

- ✓ Most of our products are manufactured in jurisdictions which have in place stringent regulations governing cosmetic and personal care products such as the European Union, the United States, Japan and South Korea.
- ✓ We commit to having products with at least six months of shelf life for sale in our stores (except food and pharmaceutical products, which have shorter shelf life due to their nature).
- ✓ Through various methods including vendors' evaluation, contractual measures, quality control undertaken at the warehouse and monthly checking conducted at the shops, we guarantee that only authentic and quality products with a reasonable shelf life are offered to customers.
- ✓ We provide our suppliers with updated lists of ingredients that are prohibited or restricted in major jurisdictions.
- ✓ When it comes to product safety and authenticity, we prefer to err on the side of caution. Products with potential issues will first be removed from the shelves, and return to the shelves only when those issues are resolved after thorough investigation. Sa Sa's senior management will manage and participate in the investigation of all products with potential safety or other issues.

Apart from strict safety and quality monitoring of our products, we encourage our suppliers to continuously improve their performance in respecting the environment and serving the wider society. We also require warranties on the protection of intellectual property and third-party rights* in most of our contracts with suppliers and service providers.



* We have strict policies to prohibit downloading movies, music and pirated software.

Integrate Consumer Rights and Protection in Customers Experiences

We endeavour to provide high-quality and worry-free services to our customers, through these measures:

- ✓ 30-Day Purchase Guarantee to ensure a satisfying purchase experience for customers across all our sales platforms.
- ✓ Mystery shoppers programme across all stores to objectively assess the quality of service, providing us with not only service assurance but also room for improvement of our customer service.
- ✓ Customer experience training for frontline staff, providing on-site guidance and up-to-date product and other information to improve customer service.
- ✓ Customer complaints and investigation process* is immediately on whenever we receive complaints regarding the quality of products or services or incidents reports so that we can respond to the customers in a timely manner.
- ✓ Privacy of personal data is safeguarded by strictly complying with the Personal Data (Privacy) Ordinance. We commit to using the customer information we collect only for the purpose intended and notified.

Mystery Shopping Programme Score

90%

8.3% against 2018/19

Make Quality Beauty Accessible and Affordable to All

In response to the changing retail landscape, Sa Sa has adopted the “New Retail” model as the core of our strategic development in the medium to long term. Aside from combining consumers, goods, mode of delivery and supply chain, we use our online presence to provide multiple customer touchpoints. We also have partnered up with various renowned e-commerce platforms, including HKTVmall, Shopee, Tmall Global, JD Group, Xiaohongshu, Kaola and WeChat mini-programme to further enhance our interactions with customers and product sales to make shopping convenient for our customers.

Sa Sa's WeChat Mini-Programme garnered “WeChat Power – Annual Smart Service Award”. Sa Sa interacts with customers through WeChat mini-programme to share information about beauty trends and reinforce customer's loyalty, while tapping into the vast traffic of WeChat to boost sales.



* During this financial year, we received a total of 96 complaints and 255 compliments.

Move towards Sustainable Beauty

Green beauty has exploded in popularity over the last few years. The eco-beauty trend scene in Asia has also started to pick up the pace. In addition to carrying microbead-free cleansing and exfoliating products, we offer our customers a wide selection of green beauty products that may include one or more of these descriptions: non-animal testing, eco-cert, paraben-free, GMO-free and so on.

Together, We Fight the Virus

At Sa Sa, we take the safety and wellbeing of our customers, community and staff members very seriously. Given the high demand for anti-epidemic products recently, our sourcing team has been actively replenishing our stocks via multiple sources around the globe while our logistics team has been industriously packing and delivering goods to stores and customers.



Did You Know.....

To ensure our customers have the face masks on hands as quickly as possible, as soon as the shipment of face masks arrives in Hong Kong, our logistics team immediately goes the extra mile to conduct quality control and then send them to stores within the same day.

Our Category Management and Product Development Team also sets strict quality requirements to ensure no defective products are sold to customers.

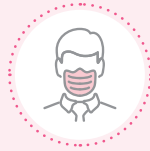


Practice Safe Retail

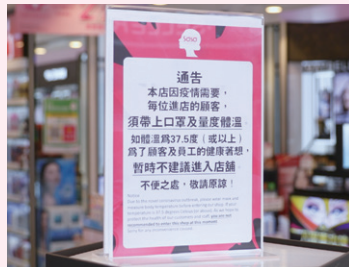
Safety and wellness of our frontline staff and customers matters the most to Sa Sa. To protect them from coronavirus, we have carried out a series of sanitisation measures at our stores:



Regular sanitisation of shop displays



Require customers to wear disposal face masks



Hand sanitiser dispenser available at shop entrance



Measure body temperature for customers



Hand sanitiser before product trials



Sanitise hands again after checkout



Cater to Different Customers' Needs

As our customers are getting more vocal on social media, we listen and respond quickly too. Since the early days of the COVID-19 pandemic, we have been working hard to fulfil the increased demand of anti-epidemic products. To ensure our customers have what they need to stay safe, we have also taken these measures:

- Coordinate with stores, logistics center and suppliers so that the anti-epidemic products are fast-tracked through the supply chain and prioritised for re-stocking.
- Place purchase limits on in-demand anti-epidemic products to ensure fairness.
- Support safe retailing by selling disposable face masks on different platforms: stores, sasa.com, GULU, and Alipay e-shop.
- Hold in-store flash sales for the less tech-savvy.

- Fulfill everyone's need by providing different types and price range of protective face masks.
- Support local brands while sourcing face masks from Japan, South Korea, Vietnam, Europe and the USA.
- Offer our best-value prevention care packs for the VIPs and affected districts with immediate risk.

Types of Disposable Face Masks Available:



72

Types of Clean Wipes Available:



55

Types of Hand Sanitisers Available:



71

All Types of Anti-epidemic Products Available:



265

Our Key Achievements in 2019/20

Hong Kong Retail Management Association (HKRMA) "Service and Courtesy Awards" 2019

- Top 10 Outstanding Service Retail Brands Award
- Excellent Service Star – 3 award winners
- Gold Award – Supervisory Level
- Gold Award – Junior Frontline Level
- Silver Award – Junior Frontline Level

Mystery Shopper Programme

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

Headline No.1 Awards 2019

- No. 1 All-round Beauty Chain Cosmetics Shop

WeChat

- WeChatPower – Annual Smart Service Award

Hong Kong Q-Mark Council

- Q-Mark Elite Brand 2019 (Cosmetic Category)

Sa Sa's Next Step

To empower our customers in pursuing beauty, we will continue to:

- Proactively listen and respond with our heart to rising consumer expectations on being socially and environmentally responsible, from data protection to product safety and responsible marketing.
- Stay transparent and authentic in our approach to activate the power of beauty sustainably and responsibly together with our customers.

ADVANCE RESOURCE EFFICIENCY



Making life beautiful, Sa Sa aspires to protect the environment by integrating environmental considerations into our decision-making process. We implement appropriate measures to advance energy efficiency to minimise the impacts on the environment brought about by our daily operations.

Key Challenges

1. Climate Change

- The world calls for collective action to limit global temperature increase to below 2°C
- Extreme weather events can affect our sales, products supply and the reliability of our supply chain
- The need for transition to a low carbon economy is growing

2. Waste

- Hong Kong is facing a gigantic waste crisis with record-high disposal rate but record-low recycling rate ever

3. Supply Chain

- As supply chain is complex in nature, there is a greater call for collective action and transparency

Beautiful Ambition: SASA 2025

Our Commitment

- Enhance energy efficiency
- Minimise waste
- Promote sustainable supply chain

Our Target

- A 38% reduction in GHG emissions against 2014/15 level
- A 50% reduction in paper consumption against 2014/15 level

Our Key Development This Year

- Established and disclosed our reduction targets on greenhouse emissions and waste
- Designated November as Sa Sa Green Month to hold green events and promote eco-consciousness
- Installed smart meter to monitor electricity use in real-time
- Participated in CLP's Peak Demand Management Programme

Enhance Energy Efficiency to Reduce Our Carbon Footprint

Tackling climate change has already been listed as a priority in Sa Sa's Environmental Policy. As a responsible corporate citizen, we aim to reduce GHG emissions by 38% below 2014/15 baseline level by 2025 contributing to the transition to a low-carbon economy.

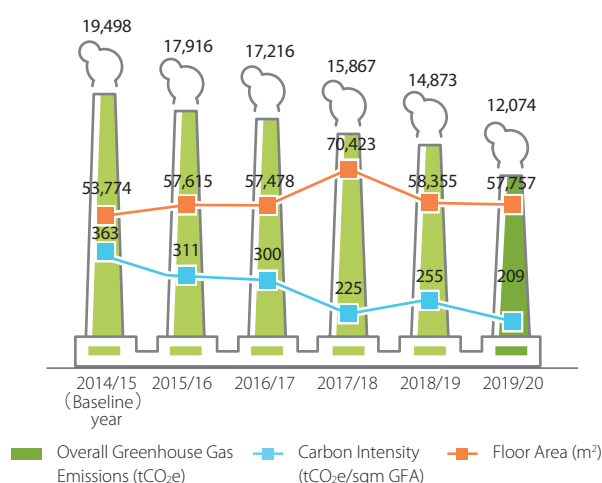
In 2019/20, Sa Sa operated a total of 112 stores in Hong Kong and Macau. Our operations generated 12,074 tonnes of carbon dioxide equivalent (CO₂e). Our GHG emissions were down a significant 19% year-on-year due largely to temporary store closures, reduced operating hours or the permanent closing of some of our retail stores in the midst of social unrest and COVID-19 from June 2019 onwards. Compared to the emissions generated in our baseline year 2014/15, there has been a 38% reduction but we expect GHG emissions to rise again post COVID-19. Inspired by this exceptional year 2019/20, we have set an ambitious target that by 2025, in the post COVID-19 era, we will still be able to maintain this 38% cut.

Energy consumption through electricity (Scope 2 emissions) is the source of more than 96% of our total carbon emissions. Among Sa Sa's main operation facilities, retail stores are responsible for most of the energy consumed, accounting for 79% of the total, followed by logistics facilities (14%) and offices (7%). In 2019/20, our overall electricity consumption dropped by 19% compared to the previous financial year.



Environmental Policy

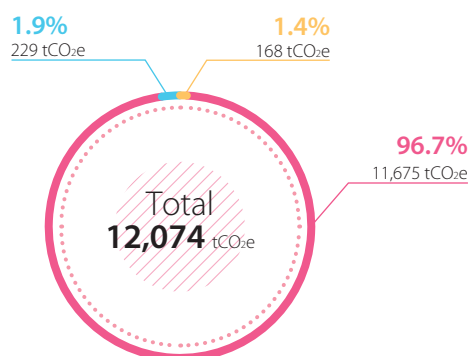
GHG Emissions and Intensity



Our GHG Emissions Target:

38%
against 2014/15*

GHG Emissions by Scope 1,2,3



Scope 1: Direct GHG emissions

Company-owned transport fleet and employee-owned vehicles used for business purposes

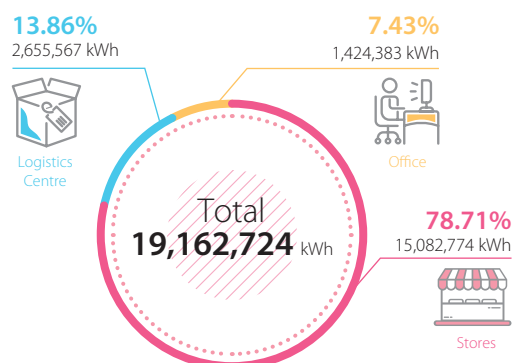
Scope 2: Electricity indirect GHG emissions

Electricity consumed in our stores, headquarters and logistics facilities

Scope 3: Other indirect GHG emissions

Paper disposal in landfill, business air travel, fresh water supply and sewage treatment, and transport fleet owned by external logistics operators

Energy Consumption by Facility Type



2019/20 Energy Consumption

19%
vs. 2018/19

2019/20 Energy Intensity

332 kWh/m²

* 2014/15 is our baseline year for comparison

Conserve Water

Sa Sa's operations are not water intensive and represent just 0.1% of our carbon footprint, but we still actively monitor our water consumption. We have placed signs next to the water faucets to remind our staff to conserve water. Affected by coronavirus this year, we became more conscious about hygiene and thus consumed nearly 21% of water more than last year.



Did You Know.....

- Sa Sa is among the early adopters and signatories of the Environment Bureau's Charter on External Lighting. Signatories to the Charter are required to switch off unnecessary external lighting at a preset time to minimise light nuisance and energy wastage. This year, 48 stores received gold awards for recognition.
- Beginning in mid 2019, our stores are required to switch off their card readers during non-operational hours to save up to 3% of our total energy.
- Our installation rate of LED light raised from 84% (2018/19) to 90% (2019/20).



Minimise Waste at Source to Support Our City's Waste Target

The HKSAR Government has set a goal to lower the amount of waste generated at 292 kg per person per year to alleviate the landfill's saturation problem. Sa Sa is committed to helping our city achieve this goal. During the year, we continued to implement our strategy to reduce, reuse and recycle across our logistics centre, retail stores and offices, in an effort to minimise waste disposal to landfill.

We understand that a substantial source of our waste comes from the packaging materials that protect our products during transportation: most of the products we procure are first sent to our logistics centre before being distributed to individual retail stores. While we are relentlessly exploring new ways to lessen the waste generated through this distribution processes, and have employed a number of measures to reduce, reuse and recycle in our logistics center.



Reduce

- Continuous evaluation to identify opportunities for reduction of packaging material, e.g., in 2019/20, we began to use double instead of triple wall corrugated carbon box to reduce waste. Although each box is 31% lighter, it still protects products well.
- Pallet wrap machines are employed to reduce stretch film consumption in the wrapping of loaded pallets for transportation.
- Whenever our stores replenish our 20 best-selling products, the order must be a multiple of the quantity contained in a carton box to avoid the need for re-packaging. Not only does it benefit the environment, it also saves us time and cost.



Reuse

- Each carton box is used on average four times before being recycled.



Recycle

- Our recycling service provider collects and recycles our used cardboards, stretch film and pallets

Carton box recycled:



148 tonnes

Wooden Pallet recycled:



4.7 tonnes

Stretch film and air packing recycled:



3.2 tonnes

Proper Waste Classification and Handling

Waste classification is important in the development of a robust waste management system. Damaged or expired goods which need to be disposed of are classified into solid, liquid or chemical waste and are disposed of in the following manner:

- When we reached a certain quantity of solid and liquid waste, we submit a Disposal of Special Waste at Landfills Admission Ticket to the Environmental Protection Department. The waste is only sent to landfill through our service provider after we receive approval. In 2019/20, we disposed 19.2 tonnes of solid waste (e.g. paper masks) and 15.7 tonnes of liquid waste (e.g. shampoo).
- When our chemical waste (such as perfume) reaches a certain quantity, we notify the Chemical Waste Treatment Centre (CWTC) to make arrangements for disposal. This year, we did not dispose of any chemical waste.

Responsible Waste Management at Stores

While our waste management working group will continue to coordinate the waste reduction effort across our stores, the below are some measures in place:

- Offer incentives to reinforce reduce, reuse and recycle at stores.
- Coordinate with relevant property management companies and cleaning service providers to facilitate recycling efforts.
- Return carton boxes from stores to logistics centre for reuse purpose.
- Deliver orders to stores in suppliers' carton boxes to save carton boxes.
- Provide our subcontractors with guidance to ensure that waste generated during renovations should be properly handled.



Our staff takes environmental protection seriously.

Minimise Our Customers' Impacts on the Environment

We are in compliance with the Product Eco-responsibility Ordinance (Cap. 603) of Hong Kong and the Restrictions on the Supply of Plastic Bags (Law No. 16/2019) of Macau. For every shopping bag*, Sa Sa charges customers HK\$0.50 in Hong Kong and MOP\$1 in Macau. During the year 2019/20, Sa Sa distributed around 2.37 million plastic bags to its customers, 15% less than last year. While more customers brought their own shopping bags, the reduction was partly due to the drop in number of transactions this year. With the inclusion of Macau's transactions this year, the average number of shopping bag per transaction was 0.168, a 6.7% reduction as compared to the previous year.

* Our shopping bags are made of paper sourced from sustainably and responsibly managed forests and certified by the Forest Stewardship Council (FSC). The plastics content of the shopping bags is made from oxo-biodegradable material to lessen their impact on the environment.

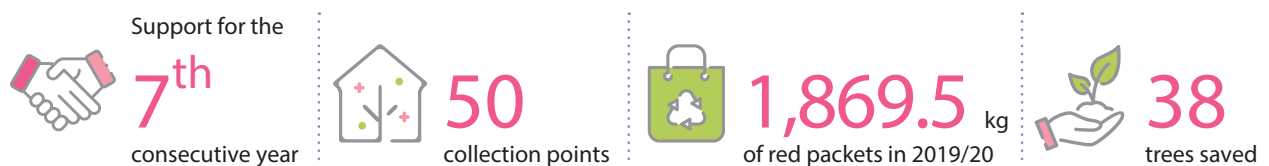
Our Environment

Since 2015, we have invested around HK\$3.9M to inspire our people and community to preserve the beauty of our planet among employees and consumers every year. Over HK\$1M of this green investment was from the plastic bag levy collected.

Unfortunately, most of the activities originally planned for this financial year were cancelled due to the social unrest and COVID-19. Nevertheless, Greeners Action's red packet recycling program aiming to promote environmental awareness and re-use went ahead as planned.

Provide Convenience to Customers in Recycling Their Red Packets

In 2020, Sa Sa sponsored and participated in the Red Packet Reuse and Recycling Programme organised by Greeners Actions for the seventh consecutive year. We placed collection boxes at our offices and across 50 retail stores. We collected 1,869.5 kg of red packets after Chinese New Year. With an average of 400 red packets per kilogram, this amounted to approximately 747,800 red packets, equivalent to saving 38* trees.



Mr Angus Ho and Ms Man Yip from Greeners Action checked the red packets with our Senior Logistics Manager, Ms Doris Wong

Save Paper

Noticing paper waste was the second constituent of municipal solid waste, we target to reduce our paper usage by 50 percent as compared to 2014/15 baseline levels by 2025. Aside from installing paper recycling bins, we launched "follow me printing" in which our printers only print out the documents if users scan their staff card. Apart from minimising the weekly circulation materials, we also encourage frontline staff to read them on devices.

No Single-use Utensil at Sa Sa

Since the "bring-my-own-utensils" culture has been formed in Sa Sa, we stopped providing single-use utensils in our internal social gatherings. This year, the Company even purchased extra re-usable dishes and utensils to ensure this culture at Sa Sa can sustain when some of us forget to bring our own set to work.

Additionally, we collected 158 items from the office and from colleagues' donations for recycling through Caritas Computer Workshop this year.

* According to the organising group, consuming 320 million red packets are equivalent to cutting 16,300 trees down. Therefore, collecting 747,800 red packets for reuse purpose are equivalent to 38 trees saved.

Create a Strong Corporate of Sustainability



Since Sa Sa understands advancing energy and resources efficiency requires every staff to act as a collective force today, Sa Sa has been consistently enhancing their sustainability awareness through active engagement. We believe that when our people are inspired to live sustainably, they make gradual changes to their working habits to positively impact not only the surroundings around them but also our business.



Dr Guy Look

Chief Financial Officer and Executive Director



Key Development in 2019/20

Sa Sa Green Month: Waste Less, Recycle and Reuse More

To create an influential corporate culture of sustainability, we designated November as Sa Sa Green Month for everyone in the company to acquire the practical environmental knowledge, advice and help they need through our “live green” events and activities this year. Built on last year’s momentum, we chose responsible waste management as our central theme again this year to inspire our staff to reduce, reuse and recycle waste at home and at work.



Sa Sa supports green-read culture.

Week 1: Give a Book, Take a Book

Sa Sa introduced the first book exchange corner for colleagues to “give a book” and “take a book” in November. It not only helped nurture a reading habit in colleagues but also revive their old books. Most importantly, reusing a book over and over from bookcrossing reduces the book’s carbon footprint per “read”.



Mr Hahn Chu shared his thoughts on “Not Waste, but Resources!”.

Week 2: The Annual Green Lunch and Learn “Not Waste, but Resources!”

We organised the annual green lunch and learn to pamper our frontline, logistics and office colleagues with a vegetarian buffet while updating them with the pressing environmental challenges and consequences that are relevant to their life and health during lunch.

This year, Mr. Hahn Chu from The Green Earth, shared his insights on “Not Waste, but Resources!”. Our Chief Financial Officer and Executive Director, Dr Guy Look, also passed on his experiences and tips of reducing waste at home and at work.



Week 3: Cook Smart, Eat well and Waste Less

Knowing that food waste was the largest constituent of Municipal Solid Waste in 2018, we held “Cook Smart, Eat Well and Waste Less” culinary classes to encourage colleagues cherish and make the best use of food. Through these activities, they learnt not only how to cook smart, eat well and waste less, but also enjoyed a relax break from cooking while bonding with one another.



Green DIY workshop helps unleash the creativity of our colleagues to go green at Sa Sa.

Week 4: Turn Outworn Cloth into Beewax Wrap

Noticing that our colleagues have embraced our “disposable plastic free” culture, we hosted two workshops for them to turn outworn cloth into beewax food wrap, a great substitute for plastic cling films or aluminium foil to keep food fresh. Everyone not only brought home with a set of eco wraps but also the skills to make more.



Our Environment

Put the Environment at the Heart of Our Communications

Apart from the designation of Sa Sa's Green Month, we continued to leverage on several internal communication channels to share Sa Sa's environmental commitments, aspirations and challenges with our staff:

- Our quarterly newsletter has hosted a Green & Gorgeous column to share environmental news and daily green tips with all staff since 2012.
- Updates on environmental policies and procedures are circulated internally through various digital means.
- All new hires receive training on Sa Sa's environmental policies to learn about the company's ethos and how everyone can play a part in minimising our operations' environmental impacts, sharing our commitment to preserve the beauty of the planet.



We spread the words internally about Food Angel's Mooncake Donation Program every year

Promote Sustainable Supply Chain

Sa Sa is committed to addressing the environmental and social impacts of our business within our operations and across our supply chain. We trust operating a sustainable business will enable us to serve our customers for generations to come. Operating over a hundred retailer stores in Asia, we also aspire to use our influence to engage our stakeholders to promote sustainable supply chain and thus strengthen the resilience of our business.

Climate Change Mitigation

Sa Sa believes mitigating the effects of climate change requires every stakeholder in the supply chain to do their parts too. Thus, we have committed to pursue ambitious emissions and waste reduction to inspire those across the product supply chains to join us. Due to the complex nature of supply chain, we also continue to work with suppliers, NGOs, customers and others to contribute to create business, social and environmental values through building a sustainable supply chain together.

Choose the Right Partners Referencing to International Standards

We encourage our suppliers to adopt responsible and sustainable practices with respect to a range of environmental and social issues outlined in our Responsible Product and Supply Chain Policy. We have included these expectations in our current ISO-certified process of engaging with new suppliers. This process gives preference to suppliers which integrate considerations for environmental conservation, protection of endangered species, protection of labour rights and welfare, equal opportunities, non-participation in animal testing, and responsible sourcing into their own operations. When selecting logistics partners for the distribution of goods from our central warehouse to our stores, environmental protection is one of our selection criteria.



Responsible Product and Supply Chain Policy

Source Responsibly in the Pursuit of Beauty

As part of our commitment to the quality of our consumer products, it is important that we take into consideration their environmental impacts. One impact attracting global scrutiny is plastic waste: a devastating problem for the world's oceans and marine life. We are concerned about the use of plastics in our business operations and have implemented measures to reduce the impact on biodiversity and the environment, thereby preserving the beauty of the ocean.

In 2016, Sa Sa introduced a policy to ban the use of microbeads* in all our cleansing and exfoliating products by the end of 2018, regardless of whether the products are manufactured or distributed by us. This allowed us to join hands with our customers in protecting marine life and people's health. Sa Sa was among the first cosmetic retailers in Hong Kong that pledged to phase out the use of microbeads in the cleansing and exfoliating products we carry. This exemplary move set an example for industry peers to follow, and fostered discussions among governmental authorities and industry to regulate the sale of these products.

Sa Sa seeks to maintain a balance between providing quality products for our customers to pursue their personal beauty and preserving the beauty of the ocean. We would continue to monitor international studies on the environmental impacts of personal skincare and cosmetic products and regularly review our policy.



We are committed to maintaining high quality of our products

Key Achievement in 2019/20

Sa Sa Honoured with Prestigious HKAEE Gold Award

Sa Sa was proud to be the first local cosmetic retailer to win the 2019 Hong Kong Awards for Environmental Excellence (HKAEE) Gold Award in the Retailer Sector category.

Recognised as the most prestigious environmental award scheme in Hong Kong, the HKAEE encourages businesses and organisations to embrace green management and innovation with the opportunity to benchmark their environmental performance and commitments towards best practices within their sectors.



Our Executive Director Ms Kwok Sze Wai Melody received the HKAEE Gold Award on behalf of Sa Sa

Deeply rooted in Hong Kong, this winning was a tremendous encouragement to Sa Sa because the Award has recognised our commitment, determination and drive to achieving environmental excellence to make Hong Kong and our planet a sustainable place to live and work. Aside from the involvement of green leadership, the acknowledgement has also included our teamwork to sustain progressive environmental improvements and our collaboration with partner organisations to establish synergies in greening our operation.

Sa Sa's Next Step

To further advance resource efficiency at Sa Sa, we plan to:

- Continue to look for opportunities to reduce energy use and waste across the Company
- Conduct a climate change impact scenario analysis to better understand the nature of climate change and its potential implications for the retail sector
- Develop Supplier Sustainability Risk Assessment

* Microbeads are plastics of less than 5mm in length or diameter. In the past few decades, microbeads were widely introduced in cleansing and exfoliating products for facial and body use. Recent research studies showed that microbeads put marine life and people's health at risk. Some countries and multinational brands have banned, or are taking steps to eliminate, the use of microbeads in exfoliating and cleansing products.

Our People

SUPPORT OUR TALENTS



To create beautiful experiences for our customers, we must first build beautiful experiences for our talents. Aiming to empower every talent to realise their full potential to grow and shine, Sa Sa has for years spared no effort in equipping our talents with relevant skills and opportunities to become the leading lights of the cosmetic retail sectors.

Key Challenges

1. Retail Opportunity

- Affected by global and local circumstances, a prolonged recession is expected to cloud the growth of Hong Kong's retail industry

2. Staff Engagement

- Transforming staff to changing needs with limited resources without sacrificing quality is uneasy

3. Workplace Wellness

- Expectations on work-life balance and workplace health and safety keep evolving

Beautiful Ambition: SASA 2025

Our Commitment

- Galvanize talents to reach their full potential
- Enhance staff engagement and communication
- Foster workplace wellness

Our Target

- Cultivate a high-performance culture
- Nurture a vibrant and diverse workforce with robust training and succession plan

Our Key Development This Year

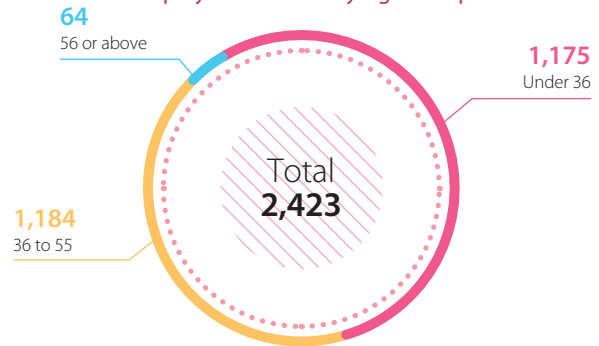
- Set up 24-hour stress management hotline for our talents at every level to speak with an external expert privately and freely when necessary
- Successfully applied for accreditation for our Junior Beautician Training courses
- Upgraded the Company medical insurance for our talents at every level

Employee Profile

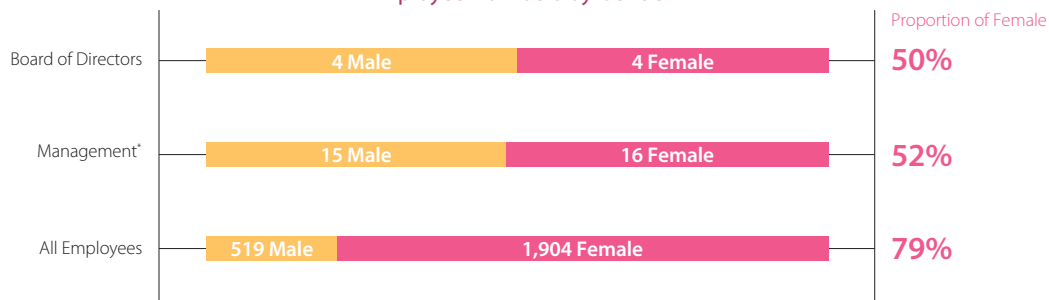
Employee Numbers by Employment Type



Employee Numbers by Age Group



Employee Numbers by Gender



Employment Policy



Training and People Development Policy



Health and Safety Policy

Galvanize Talents to Reach Their Full Potential

Our talents are the very heart of Sa Sa. Our business and future rely on these ambassadors of ours. For Sa Sa to flourish and shine, we are committed to making life beautiful for our talents, and so they feel connected to our vision and can actively contribute to our shared success. We thus offer diverse opportunities for them to learn and thrive, gain confidence and satisfaction, and take pride in carrying out their roles.

Transform from Dreamer to Beauty Expert

Growing Sa Sa's professional Beauty Consultants is one of our key missions. We take it seriously to train those who aim to devote to the cosmetic and retailing industry, providing our customers with excellent service and realising our "Making Life Beautiful" vision as well as long-term business goals.

We have well-established learning and development plans and programmes to ensure our staff to embrace the knowledge and skills to fulfil their potential and serve with heart. We provide a clear career development path for our frontline talents. On average, it takes six years for a Sales Trainee to become Assistant Shop Supervisor, Shop Supervisor or Sales Supervisor.

* For the purpose of this ESG report, "management" refers to senior management on page 55 to 60 of this annual report, all department heads, department directors and associate director.

Frontline Development Path



Junior Beautician Trainee
175 hours

Sales Trainee

~80 hours

We target high school graduates with no prior work experience in similar roles. The 4-month training includes:

- Basic knowledge of cosmetics
- Sales and communication techniques
- Opportunities to conduct sales

We hire candidates with one to two years of work experience for this role, and provide 6 months' training which includes:

- Make-up techniques
- Sales techniques
- Practical English
- Customer service
- Product knowledge

Beauty Consultant

Core: 35 hours
Advanced: 37 hours
Total: 72 hours

It takes about 12 months to be promoted from Sales Trainee to Beauty Consultant, and continuous training will be provided:

- Advanced product knowledge
- Advanced customer service
- Sales techniques and customer psychology

Big Sister and Brother

Core: 18 hours
Advanced: 3 hours
Total: 21 hours

Aiming to develop our experienced colleagues into coaches to train junior colleagues, this scheme enables the transfer of valuable knowledge and mentorships to junior staff. While each Big Brother or Big Sister will guide one or two of their junior colleagues, through coaching, our Big Brothers and Sisters can also acquire new skills to prepare themselves for the shop supervisor role. Currently, we have over 200 Big Sisters and Big Brothers in Sa Sa.

Outstanding Big Sister and Brother / Shop Trainer Programme

Core 30 hours
Advanced: 3 hours
Total: 33 hours

Big Brothers and Sisters can further develop their skills with the aim to become a team leader or shop supervisor at Sa Sa. They gain knowledge of personnel management in preparation for promotional or other opportunities.

This year, 106 staff members have completed the curriculum of Junior Beautician Trainee during the year and are ready to spread their wings in their beautiful career.



Incubate Sa Sa's Future Leaders

Sa Sa is dedicated to training university graduates and senior members of staff with the potential to become future leaders at Sa Sa, making life beautiful under the company's mission.



I am happy that I graduated, and Sa Sa recognised my dedication. Through the JBT and MT programmes, my service skills, sales abilities and product knowledge have improved a lot. Putting them into practice at work benefits me from not only greatly enhancing my self-confidence but also effectively solving customer queries. Most importantly, I understand more about Sa Sa's strategic decisions, and this allows me to prepare myself better to connect with the Company's goals and its long-term development plans.

Kathryn Yau
JBT and MT graduate

Management Trainee (MT) Programme

- A 24-month programme
- Running for 17 years since 2004
- For fresh graduates who are ready for a challenging career
- Provides training on adaptability, team-work and problem-solving skills

Management Trainee Programme, catering to the different aspirations of future talents:



Sales & Operations:

- Retail shop operation focus
- Deep insight on products and customer relations management



Marketing, Category Management and Product Development

- Product sourcing and management focus
- Opportunity to gain insight in operation and product buying



Logistics

- Business and process optimization focus
- Chance to engage in projects aiming at best in class fulfilment solution



Finance and Account

- Principally finance and accounting focus
- Exposure to all aspects of transaction and financial reporting

Applications

507

Final Intake

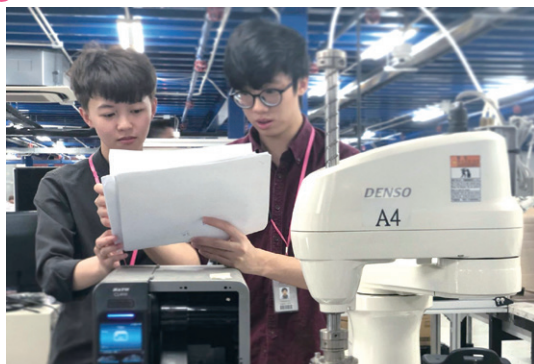
8

Rounds of selection and screening required

3

Programme Duration

24 months



most valuable experience during the training period. I feel lucky that I have picked the right company to further my career, a work place that brings happiness and sense of job satisfaction. Don't forget you on average spend one third of your time at work. Hence, it is somehow as important as finding your "lifetime partner".

Allison Chan
Business Analyst



Placement Opportunity outside Hong Kong

Staff with proven skills that we think could be replicated outside Hong Kong would have an opportunity to be placed outside Hong Kong to assist with the business development in other markets to broaden their horizons. In the past, staff have been placed in the Mainland, Macau and Malaysia.

Corporate Successor Programme

Sa Sa values staff as our major asset, to nurture them, we have recently launched a Corporate Successor Programme. Department heads select appropriate middle management staff to attend structural program developed by our Training and People Development team, this is to boost their performance to climax and equip them to become the company's future leaders.

Continued Education and Professional Development

Sa Sa provides upskill training to help our talents acquire professional qualification and become the most all-rounded talents in the beauty industry. In this way, we raise the bar for the wider cosmetic retail sector and have others to follow us. We also partner up with post-secondary institution to attract and nurture talents for our industry.

Recognition of Professional Qualifications under Qualification Framework

Some of our professional beauty consultants have served our customers for more than a decade. To better recognise their expertise in the beauty industry, Sa Sa has joined the Recognition of Prior Learning (RPL*) programme, a mechanism under Qualification Framework (QF). It provides an alternative route for beauty practitioners to obtain recognised qualifications based on their work experiences and enables them to facilitate their on-going professional development.

We have put forward

197 staff members

for the RPL (QF Levels 3 & 4)



100% success rate: all

123 staff members

put forward were awarded qualifications under the RPL

* Assessment under the RPL in Retail and Beauty Industry are conducted by the Vocational Training Council.

To further enhance the career potential of our talents, Sa Sa Beauty Academy has successfully applied for the QF accreditation recognized by the Hong Kong Council for Accreditation of Academic and Vocational Qualification (HKCAAVQ) in July 2019. Four* of selected subjects in our Junior Beautician Trainee programme are now level-2-QF credits.

Honorary Fellowship and Professional Membership Awarded by The Professional Validation Centre of Hong Kong Business Sector

The Professional Validation Centre of Hong Kong Business Sector (PVCBS) conferred an Honorary Fellowship on Ms Melody Kwok, Executive Director of Sa Sa, at its Award Presentation Ceremony in Honour of Honorary Fellows, Fellows, Associate Fellows and Professional Member 2019, in recognition of her outstanding achievement in the Hong Kong business sector as well as positive contribution to the cosmetic industry and society. Additionally, nine of our frontline talents were granted Professional Membership in the same ceremony.



Ms Melody Kwok and the nine frontline talents congratulated one another on their achievement

E-Learning platform

Sa Sa Beautiversity is an internal multimedia training e-platform to ensure our talents are attuned to our customers' ever-changing needs and expectations and are continually equipped to serve them with heart.

Continued Education Subsidy

In addition to the structured training programmes offered by our Training and People Development and Human Resources department, a subsidy of HK\$10,000 or 30% of their salary is offered to each employee for pursuing courses of their choice**.

* The below four subjects of our Junior Beautician Training Programme are now Level-two-QF credits: 1) identify various types of skin and skin care; 2) use general cosmetic products and tools; 3) build up relationship with customers; and 4) use good communication skills to facilitate transactions.

** The conditions supplied are that:

a. The course should be deemed relevant to their duties by their supervisors.

b. If an individual's employment with Sa Sa is voluntarily terminated within 12 months after reimbursement, it becomes the individual's obligation to pay back Sa Sa any monies received through the subsidy during the 12 months' period preceding the termination date.

Nurturing talents for the future sector



students were awarded internship opportunities.

The Business-School Partnership Programme (BSPP) of the Education Bureau

Provides students with internship opportunities, allowing them to gain two-days of frontline experience, deepening their understanding of the industry.



students received training.

VTC Earn & Learn Scheme

Provides paid internship opportunities or tuition sponsorship for students to receive on-the-job training while studying, nurturing a new generation of retail specialists.

Make Sa Sa a Beautiful Place to Work through Engagement, Remuneration and Wellbeing

At Sa Sa, we acknowledge that our business grows stronger when we invest in our talents. We actively seek to infuse the pursuit of beauty into different aspects of our employees' experience, from their compensation and benefits to our workplace and internal communications. Our ultimate goal is to make Sa Sa the perfect workplace where everyone in this big corporate family feels valued and supported to deliver their best to make every day beautiful for Sa Sa including themselves and our customers.

Staff Engagement

Listening and learning from first-hand experience is precious; our management take their insight into the account of developing new business strategies. Two-way internal communications via different channels to engage our staff. With this, we understand their needs and expectation in order to provide adequate and immediate responses.



Objective Communications Meeting 2019

Channel	Participants	Details
Board meetings	Board of Directors	We held four Board and 15 Board Committee meetings this year to ensure that the interests of major stakeholders were addressed and key strategic priorities were clearly defined.
Management meetings	Management team	Monthly management meetings ensure continuous alignment of operations to the Company's strategic priorities and weekly meetings involving core business units ensure continuous alignment of efforts between business units.
Objective communications meeting	All frontline staff, and senior and middle management from the office	An annual meeting where all frontline staff from over 100 shops of Hong Kong and Macau led by different line managers gathered to interact with senior and middle management from the office, to share major strategic directions for the year and reinforce the support provided by the backend office to the customer-facing frontline. Aiming to improve ourselves and stay competitive in the market, the topic this year is 'United for success'.
Supervisor meetings	All shop supervisors and representatives from key business units	All shop supervisors and the management team met monthly so that regular realignment of priorities could be discussed and followed.
Line meetings of each Operation Managers	Frontline staff, heads or representatives from core business units in the office	Led by Operation Managers, we held line meetings for three times this year to enable shop staff to meet and exchange ideas and share experiences.
Internal Newsletters	All staff members	We send an internal e-newsletter to share ESG updates to all staff members every quarter and all frontline staff every month.
Staff Recreation Club	All staff members	All staff members are invited to join a broad range of recreational activities each year, such as movie night, barbecues, and cooking workshops.
ESG workshop and activities	All staff members	We organise various green-themed activities every year to inspire our staff members to care for our environment.

Remuneration and Benefits

We review Sa Sa's remuneration package annually. We offer discretionary bonuses as well as sales bonuses, commissions, share options, and share awards to reward superb performance. Relevant details are set out in the Employment Policy and Employee Handbook.* In the fiscal year 2019/20, the Group invested around HK\$1,027 million in employees compensation and benefits, representing about 18% of annual sales turnover of the entire Group.

Sa Sa also evaluates staff welfare policies regularly. Aside from offering shuttle buses to make commuting during peak hours less of a hassle for our employees, we have upgraded the Company medical insurance plan at every level in this financial year.

Our human resources department meets with frontline staff from time to time to gather their feedback and report their views to the management team.

* Which includes:

- a. Recruitment, remunerations and welfare
- b. Performance reviews and promotion
- c. Working hours and rest periods
- d. Staff dismissal and end of contract arrangements

Foster Employee Wellness

Work-Life Balance

Sa Sa recognises the hard work of our people and strongly believes in the philosophy of “happy staff, happy company”. Every year, we organise different recreational activities outside of work for our people to cultivate a robust communal environment and healthy work-life balance within the Company.

Denim DIY Workshop

With the guidance of professional denim artists, our people got to experience the fun and joy textile printing, splash painting and laser printing at work. Everyone was so proud of their unique denim tote bags that we saw some of them used them the next day.



Moon Lamp Workshops

A several rounds of moon lamp workshops were held for colleagues to craft their own creative and stylish moon lamps that could illuminate the room with colours. At the end of the workshop, colleagues brought home with warm wishes and the moon lamp to celebrate the Mid-autumn festival with their loved ones.

July

August

September



Movie Night with Coworkers, Friends, and Family

Sa Sa values the importance of spending fun time with family and friends. Last August, Sa Sa sponsored a movie night for us to share with our family and friends how Sa Sa appreciated our positive contributions. While we enjoyed a movie called “The Current War” with free popcorns and soft drinks, having an electrifying night together with our beloved ones helped us wind down after a hectic day.



Staff Recreational Activities

Total no. of activities organised:

6

Total no. of participants:

591



Partnered up with a local florist, SaFleur, we held a mindful Christmas wreath DIY workshop for our colleagues right before Christmas. With all fresh evergreen, mixed leaves and dried fruit provided by SaFleur, our colleagues created their own majestic Christmas wreath with professional florists.



November

Zentangle Workshop

To bring peaceful moments to coworkers, our Human Resources Department held an array of "Mindful Drawing – Basic Zentangle" workshops in both November and December. With the basic Zen drawing skills and steps, participants could relax in the meditative self-reflection and enjoy the mindfulness practice to understand ourselves better through the zentangle art.



December

Christmas Carnival 2019

Our annual Christmas party was held in the form of carnival this year for the very first time, colleagues bring their family members and kids to enjoy the Christmas feast in food stalls, fun in booth games and lucky draw in the festive season. Again, this was the second year we stopped providing single-use utensils and 100% of our staff managed to use non-disposable utensils.

Our People

Sense of Sa Sa Family

Sa Sa hopes that each colleague can work happily, feeling that working at Sa Sa is as warm as 'home' to achieve the goal of 'Joy at Sa Sa' and 'Flying High'.



Monthly Birthday Lunch Party

Sa Sa believes creating a harmonic work environment for our staff is a way to enhance a sense of belonging. We hold a birthday lunch each month to celebrate with all birthday stars with a meal prepared by our in-house chef with non-disposable utilities and birthday cakes.



Mooncakes for Mid-Autumn Festival

Like family, Sa Sa celebrates festive seasons too. Our Chairman and Vice-Chairman sent their warmest greetings to each department, including frontline and back-office staff, with boxes of mooncakes to share the festival joy.



Team Building Fund

As a token of appreciation for their hard work, Sa Sa sponsors every department to organise activities on their own for team building purpose.

Create a Safe, Healthy and Inclusive Work Environment

Led by the head of human resources together with members from various departments, the Health and Safety Committee is responsible for monitoring the implementation of Sa Sa's Health and Safety Policy. The policy sets out the roles of employer and employees in maintaining a safe and healthy work environment and is reviewed periodically to ensure regular updates and improvements. To minimise workplace injury, we also include a module on workplace safety in our staff induction. In 2019/20, there was zero non-compliance with health and safety regulation.

Keep Stress at Bay

We understand stress is from all around. Our Human Resources Department held seven workshops for staff at every level to learn how to manage stress and a total of 169 participants attended. In each workshop, a professional social worker shared tips and exercises to help them relax. Moreover, a 24-Hour Counselling and Consulting Hotline was available this year for all staff members to express themselves to an external expert privately and freely.

Protect Our Talents from COVID-19

The safety of our talents matters. During this unprecedented time, we have implemented many measures to keep them safe, healthy and supported, including:

- Provide all our staff with high quality, disposable face masks to wear and hand sanitisers to use at work.
- Supplied daily necessities, such as, rice, tissue rolls and hand sanitisers, to ensure our people are fully geared to fight against this coronavirus.
- Reserve quota for our staff members to buy face masks to cater the needs of their family members.
- Clean and sanitise common areas frequently.



Protect our talents from COVID-19



Stress management talk at Sa Sa

- Follow the HKSAR Government's mandatory quarantine measures for those who traveled outside Hong Kong and encourage healthy hygiene habits as guided by Centre for Health Protection.
- Compulsory body temperature check for twice every day.
- Remote office arrangement and shift duty policy are applied to the vulnerable groups at work.
- Special seat arrangements are applied to our offices while monitoring and metering is applied to our stores.
- All stores are closed by 8 p.m.

Pursue Respect and Fairness

We believe the different experiences and skillsets of our staff inspire us to better serve and engage our diverse customers and communities. Thus, Sa Sa is also committed to creating and maintaining a fair and inclusive workplace. The Employment Policy* clearly states the importance of maintaining an inclusive and harmonious workplace that is free of discrimination, physical or verbal harassment against any individuals with regards to race, religion, colour, gender, physical or mental disability, age, birthplace, marital status, sexual orientation or any other status protected by applicable law.

Sa Sa's anti-bribery policy and practices** help to ensure a fair and upright work environment. We recorded zero non-compliance incidents relating to anti-corruption and bribery during the year. Our Internal Audit and Management Services department is responsible for the implementation of the policy. More details can be found in the Enterprise Risk Management Report.

Key Achievement in 2019/20

Won the Best Employee Wellness Award

Sa Sa received the "Best Employee Wellness Award – Platinum" at Best HR Awards 2019 organised by CTgoodjobs in recognition of the Group's effort in caring overall employee wellbeing with improved staff engagement and performance, boosting productivity in the long run.

Honoured with LinkedIn's "Most Engaging Employer Brand 2019"

To attract the right talents, Sa Sa strives to build awareness and engage our ideal talents to get a sense of what life is like for our talents at Sa Sa and the available career opportunities here. In recognition of our best-in-class branding strategies and contents that have differentiated us from other industry peers, LinkedIn Hong Kong awarded us with the "Most Engaging Employer Brand 2019" this financial year.



Sa Sa's Next Step:

To continue to have our talents feel respected and empowered at Sa Sa, we plan to:

- Revamp Sa Sa's e-platform Beautiversity to make internal training more accessible to every level of our staff members.
- Continue to collectively and systematically review and formulate initiatives to improve employee retention and wellness through the talent development working group and health and safety committee.

* We condemn all forms of exploitation of children, do not recruit child labour, and adhere to the minimum age provisions of applicable laws and regulations. The Company also supports the elimination of all other forms of forced, compulsory or bonded labour.

** Our Whistleblowing Policy provides the necessary mechanisms for employees to report misconduct within the company. Our Gifts and Entertainment Policy, Conflict of Interest Policy and Guidance on Prevention of Bribery Ordinance manage and prevent possible bribery and conflicts of interest.

Our Community

ACHIEVE SUSTAINABLE GROWTH



A thriving community is a prerequisite to the success of our business as it provides the markets, resources and infrastructure that support our business to flourish. As a socially responsible corporate citizen, we must strive for sustainable growth to help bridge economic, social and environmental gaps.

Key Challenges

- 1. A 10-year High Poverty rate**
 - Over 1.41 million of Hong Kong residents live under poverty line
- 2. Increasing Number of Elderly Living in Poverty and Isolation**
 - Elderly poor population surges to 516,600 and some live alone with struggling income
- 3. Gender Equality**
 - Support equal opportunities and rights for female (SDG 5) is part of the UN's Sustainable Development Goals
- 4. Millennials Call for Responsible Companies**
 - Ignoring the rising expectations of the millennials on social responsibility when we conduct business means we are at risk of losing our appeal to them as their potential employer, beauty expert or community partner

Beautiful Ambition: SASA 2025

Our Commitment

- Blossom with the community
- Capture the sustainability trends and opportunities
- Strive to be a responsible business

Our Target

- A 10% increase in voluntary hours each year
- Partner up with different stakeholders to unleash innovation for sustainability

Our Key Development This Year

- Created a "Beautiful Ambition: SASA 2025" to build a more sustainable, responsible and responsive business
- Aligned social and environmental risks with our enterprise risks
- Sa Sa Making Life Beautiful Charity Fund donated HK\$2.18 million in 2019/20 to foster social harmony by empowering the people in needs.

Join Hands to Inspire Beauty in Our Community

Empowering our community to make life beautiful is our responsibility and a tradition long embraced by Sa Sa. We support the development of communities throughout our business operations, tapping into the resources we have, as well as engaging the talents of our people and the expertise of our community partners.

Empower Women to Make Life Beautiful for Themselves

About 80% of Sa Sa's employees are women, and most of our sales trainees are secondary school graduates without any prior work experience. Their career choices might be limited by not having a formal qualification from a tertiary education institute. We offer them comprehensive on-the-job training, and a clear development path, with the potential to progress from a Sales Trainee to a Junior Beautician Trainee, then become a Beauty Consultant, Senior Beauty Consultant, Big Sisters or Big Brothers, Assistant Shop Supervisor, Shop Supervisor, and finally Shop Manager. For our talents whose education level is not high, what we provide is not just a job. At Sa Sa, our talents not only gain confidence to shine for life but also a profession with prospect and a life-long career path.

Women of Hope 2019 Entrepreneur Award

In recognizing Sa Sa's leadership and continuous commitment to 'Making Life Beautiful' towards the communities, underprivileged and women, our Founder and Vice-Chairman Dr Eleanor Kwok was awarded the "Women of Hope 2019 Entrepreneur Award" by Hong Kong Adventist Hospital Foundation. The "Women of Hope Entrepreneur Award" selects and honors outstanding women leaders who have made inroads into carving out their own businesses. These women use their position of influence and power to further the hope and future of other women through economic or culture empowerment.



Every woman should acknowledge she has the power of making life beautiful for herself if she wants to, especially when it comes to career. Thus, since its establishment, Sa Sa is strongly committed to helping women fulfill their potential. And I believe when women are economically empowered, our society will become a fairer, merrier and more beautiful place to live for everyone and that our business and economy will flourish in it too.

Dr Eleanor Kwok
Sa Sa Founder and Vice-chairman

Our Community

Create Social Impact Through Employee Volunteering and Charitable Giving

Community engagement has long been one of Sa Sa's core values. Although some programmes were cancelled due to local circumstances such as the recent COVID-19 outbreak, we still had 426 employees across the company who joined our 11 employee charitable giving and volunteering programmes and devoted a total of 436 hours altogether to give a helping hand to those in need in our society.

May, Aug, Nov 2019

Love for the Elderlies – As a long-term sponsor and supporting organisation of the Po Leung Kuk (PLK) Elderly Home Visit, it is a tradition for our family members and us to cheer up the group of elderlies who live alone in Tseung Kwan O regularly. This year, we visited our senior friends for three times.



Aug 2019

Raise Fund for Social Services to the Underprivileged – We continued to participate in Po Leung Kuk Flag Day, one of PLK's major income streams, to support a wide range of services, including children and youth services, education services, elderly services and rehabilitation services.



Oct 2019

Go Casual for A Cause – Sa Sa joined The Community Chest's "Dress Casual Day" once again. Our colleagues dressed in casual wear to support the needy in the community.



Dec 2019

Support Dental Health with Sparkling Teeth: Sa Sa has supported the Love Teeth Day for the 5th consecutive year. It aims to draw attention to dental care while helping the Community Chest to enhance oral health for the needy in Hong Kong.



Jan 2020

Put Our Best Foot Forward for Charity: Aside from being one of the prize sponsors of Po Leung Kuk Charity Run, our coworkers also ran to raise fund for PLK's children and youth services and its medical assistance fund-raising programme.



Jan 2020

Walk for Millions – To recognize its work in helping the needy, Sa Sa continued to play an active role in supporting the Community Chest this year, through both donations and participation in one of its significant programmes – Hong Kong and Kowloon Walk for Millions.



Bridge the Generation Gap

Since last year, our long-term partner, Po Leung Kuk and we have been working together on a two-year community project to foster cross-generation communication and collaboration via the STEAM (Science, Technology, Engineering, Arts and Mathematics) education. Due to the COVID-19 outbreak and other local circumstances, the planned STEAM activities and engagement among elderly and youth were postponed for safety reason. However, our company ambassadors together with some youth from the neighbourhood still managed to send prevention care packs to the elderly in needs in Tsuen Wan while sharing with them the right knowledge on preventing COVID-19 during this difficult time.

Moreover, to support the concept of 'Suspending Classes without Suspending Learning', Po Leung Kuk F.S.F.T. Children and Youth Development Centre offers various self-learning STEAM classes for 800 participants, including DIY classes and science lessons via an online learning platform.



Po Leung Kuk F.S.F.T. Children and Youth Development Centre was the place I went every day with my friends after school for extra curriculum before the pandemic. I was very excited to join the online classes provided by the Centre. Although I was not physically sitting in the classroom, I was still able to learn via the screen and catch up with the latest STEAM programme. Apart from the scientific theory of washing hands, I also learnt how to make my own hand disinfectant. This online arrangement not only enhanced my self-discipline and self-learning ability at home, it also introduced me to a flexible e-learning mode which I believe is becoming a big thing for our generation.



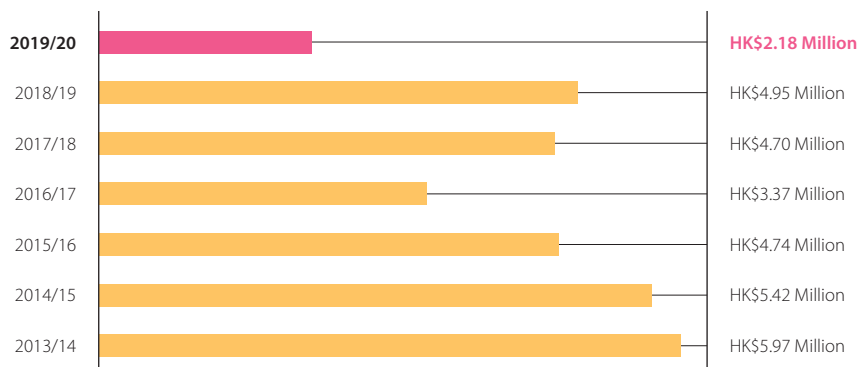
Sa Sa Sincere

Sa Sa Sincere is the corporate volunteer team that aims to bring colleagues who share the passion of caring for the community together to make a difference in our society. To encourage staff to join us, our colleagues and their family and friends are awarded certificates of attendance and supermarket coupons as our token of appreciation for their support.

Our Charity Committee is made up of representatives from different departments and is a platform for exchange of ideas on how we may work together to create more positive impacts in the community.

Sa Sa Making Life Beautiful Charity Fund

Sa Sa recognises our community contributes to our success. Since its establishment in 2013, Sa Sa Making Life Beautiful Charity Fund has been relentlessly providing financial assistance to empower the people in need and foster social harmony in our society. Under the leadership of our Chairman Dr KWOK Siu Ming Simon and Vice-chairman Dr KWOK LAW Kwai Chun Eleanor, the fund donated HK\$2.18 million in 2019/20 to worthy causes promoting the wellbeing of the community.



COVID 19 Feature Story



Total number of disinfectant donated:

 **748,500** ml

Total number of wet wipe donated:

 **6,250** pieces

Total number of disposable face masks donated:

 **90,060** pieces

Total number of disinfectant spray donated:

 **5,000** ml

Total number of organisation benefited:

 **11**

Our Anti-COVID19 work:



Support the Vulnerable Groups to Fight against Coronavirus

Since 1978, Sa Sa and Hong Kong have stood together, backing each other through thick and thin. Seeing how our fellow residents have battled hard to safeguard their health, especially during the early days of COVID-19 outbreak, our team has been going all out to do what they can to help. While taking care of our talents and customers, Sa Sa has also devoted our corporate resources and networks to support our community partners and vulnerable groups during this tough time. We genuinely hope that our presence in the community brought relief to individuals through different channels in this critical moment. Driven by our belief of "making life beautiful", as a community, we trust we can make life beautiful together by fighting the coronavirus together.

Team up with The Community Chest

Sa Sa donated anti-epidemic products to the Community Chest. Our Chairman joined Mr Leon Lai and the packing team of the Community Chest to prepare the health kits, which included disposable face masks and hand sanitizers, for people in need.



Our Dedication towards Po Leung Kuk

As a dedicated supporter to Po Leung Kuk, apart from monetary support, Sa Sa has been very involved in hands-on support to the community.

We Are in This Together

Sa Sa has never ceased our efforts in community engagement even COVID-19 has hit us hard too. We partnered with Po Leung Kuk to distribute protective disposal face masks to the vulnerable groups.



Hand in Hand for a Stronger Community

When anti-epidemic products were in short supply in the local community, Sa Sa allocated our resources with a priority to Po Leung Kuk for the packing of anti-epidemic kits. These kits were then distributed directly to the vulnerable groups via different Po Leung Kuk centres. Our Vice-Chairman and representatives from TVB Artist Volunteer Team, Mr Pakho Chau, Ms Shiga Lin and Ms Hana Kuk, spent an afternoon together to pack and distribute the kits at one of the centres.



Bring Hope to the Education Sector

Today's youth is the cornerstone of tomorrow's society. Sa Sa donated disposable face masks to six local primary schools to lessen their administrative stress in sourcing anti-epidemic products for students before schools resume.

Protect Our Elders with Love

Senior citizens of Hong Kong have made a tremendous contribution to our city and we believe it is our duty to ensure they can enjoy their twilight years in a peaceful and healthy way with love.

Honour Our Seniors by Helping Enhance Their Wellness

Adhering to its motto of "Respecting Life · Impacting Life", Sa Sa sponsored the Haven of Hope Christian Service with hand sanitisers and wet wipes to express our care and love to the elderly during this rough period.

Special Offer for Senior Citizens

We understood senior citizens were unfamiliar with online shopping and social media, so we offered 140,000 pieces of disposal face masks at 'the warmest senior price' of HK\$1 each for every holder of senior citizen card to purchase.

Complimentary In-store Printing Service for All HKDSE Candidates

To ensure the health and wellbeing of all HKDSE candidates, the Hong Kong Examinations and Assessment Authority (HKEAA) required every exam-taker to submit a health declaration form before entering the examination centre. Sa Sa offered free printing service to support all HKDSE students by making printing easier for them.

Stay ahead of Trends and Opportunities for Sustainability

As a leading cosmetic retailer, Sa Sa has been staying on top of the market. Not only do we provide our customers with the latest cosmetic and beauty products, before the rise of ESG trend, we have also been developing ourselves as a forerunner in Hong Kong's cosmetic retail sector. Our efforts have brought us prestigious awards and ratings and set an example for other business to follow us. Reflecting from the below two bold moves of ours, as the society's expectations of business increases, to shine and glow for the next decade, Sa Sa must continue to keep ahead of the curve and capture opportunities for sustainability to create lasting impacts for our community in which we operate.

Microbeads: We Banned, Others Followed

2014: Discussed with Plastic Free Seas (ENGO) about the issue of microbeads

2016: Hong Kong's 1st cosmetic retail chain to introduce a policy to ban the use of microbeads* by 2018

2018: Completed phase-out of microbeads and others joined our movement

2019 and onward: The HKSAR Government is looking into ways to lessen the impacts of microbeads

Carry a Variety of Green Beauty Products

Back in 2016, we started featuring green beauty products at Sa Sa. Each year, we provide more and more green beauty products for our customers. This year, we have been internally looking into ways to empower our customers to know more about green beauty at a deeper level, and so they can have the beauty they want with the ingredients they choose.

Strive to Be a More Responsible Business

From environmental footprints to social impacts, investor demands and all in between, businesses are anticipated to display responsible and responsive behaviour in these areas and be accountable to an ever-broader group of stakeholders. If we are behind in any aspect, we will lose two costly commodities: reputation and trust. To remain competitive in our sector, Sa Sa strives to be a more responsible and responsive business.

To achieve so, as the first of project of the newly formed Sustainability Steering Committee, the Committee worked closely together with the Board to create a five-year plan "Beautiful Ambition: SASA 2025" to build a more sustainable, responsible and responsive business.

Sa Sa's Next Step

To achieve sustainable growth for our business and community, we plan to:

- Offer annual ESG training at every level to further raise ESG awareness at Sa Sa and so our talents will incorporate sustainability in their work routine too
- Engage different stakeholders to unleash innovation for sustainability
- Inspire lasting beauty and harmony in our community with a focus on employee volunteering

* As there is currently no substitute for microbeads in cosmetic products like eyeshadow, eyeliners and foundation, the ban of microbeads applies to all our cleansing and exfoliating products at present

About this Report

Scope of this Report

The Scope of the Report This is the seventh ESG Report of Sa Sa International Holdings Limited, covering Sa Sa's progress and highlights in sustainable development from 1 April 2019 to 31 March 2020.

Unless otherwise stated, the ESG Report covers Sa Sa's operations in Hong Kong and Macau only. These markets represent the core of all our operations, contributing to more than 80% of the Group's turnover in the year that ended on 31 March 2020.

The Standards and Assessment of the Report

This Report is prepared in accordance with the 'Comply or Explain' and 'General Disclosure' provisions in the ESG Reporting Guide, which can be found under Appendix 27 to the Listing Rules of HKEx. We confirm that this Report has adopted, and is in full compliance with, the 'Comply or Explain' and 'General Disclosure' provisions. Reference to the relevant KPIs can be found in the HKEx ESG Reporting Guide Content Index (pages 134 to 135).

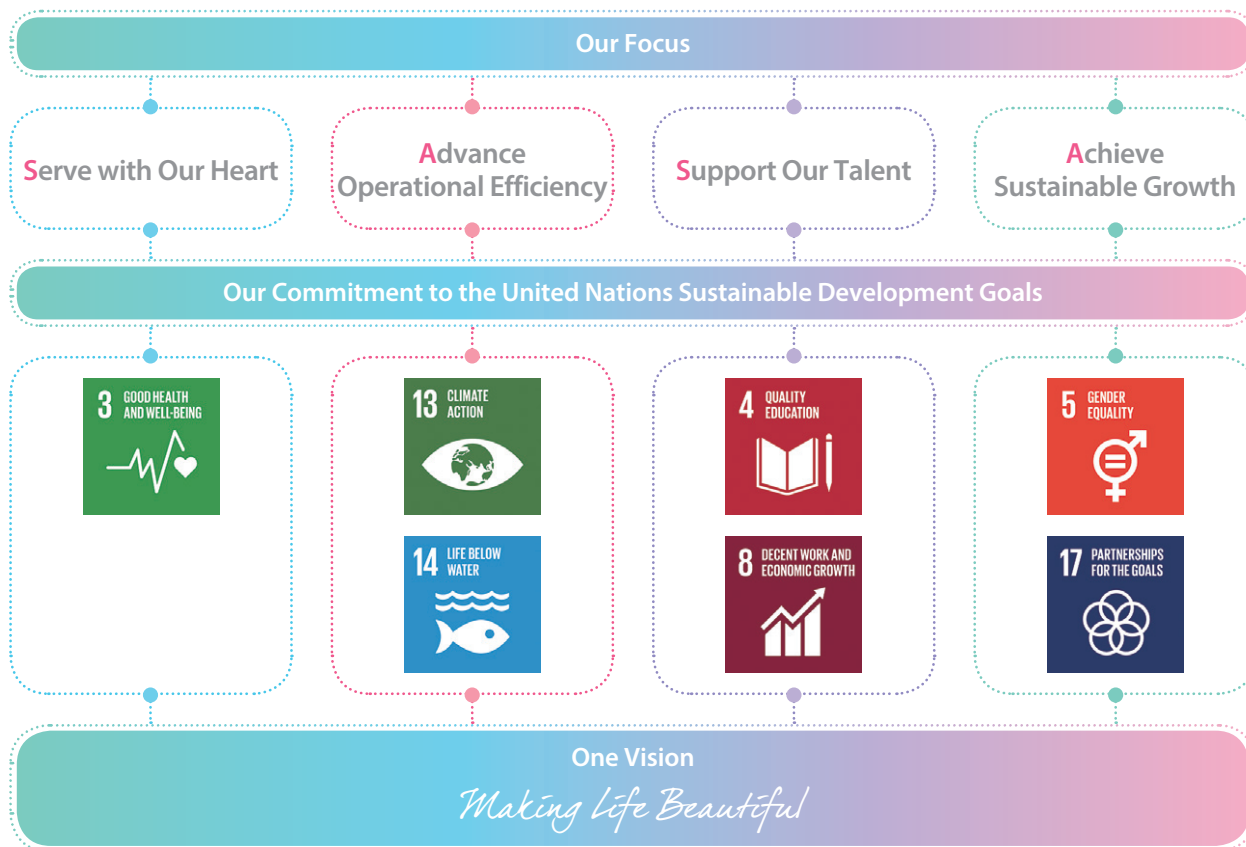
Feedback

Readers are invited to share their thoughts and suggestions on our ESG Report or our sustainability performance by filling out the online survey, or emailing us at esg@sasa.com.



Beautiful Ambition: SASA 2025

This sustainability framework demonstrates our commitment to the United Nations Sustainable Development Goals and the action needed to tackle the problems facing our society today. We may have no perfect solution to every challenge identified and cannot succeed on our own, but we are committed to collaborating with different stakeholders to achieve continuous improvement and to be transparent about what we learn on this journey to sustainable beauty.



Social ¹		2018/19	2019/20
Total Headcount	nos.	3,049	2,423
by Gender	nos.		
Male		640	519
Female		2,409	1,904
by Age Group	nos.		
Under 36		1,635	887
36-55		1,282	1,184
Over 55		132	64
by Employment Type	nos.		
Full-time		2,653	2,262
Part-time/Temporary		396	161
Average Hours of Training per Employee and Percentage (%) of Employees who Received Training²	hrs.	13.6 (59%)	19.7 (67%)
By Gender	hrs.		
Male		12 (58.9%)	14.6 (51.4%)
Female		14.1 (58.4%)	20.8 (70.9%)
By Employee Category	hrs.		
Management ³		4.4 (33.3%)	4.3 (38.3%)
Managers		2.5 (57.2%)	3.7 (52.6%)
All other employees		15.7 (59.2%)	22.2 (68.4%)
Fatality	nos.	0	0
Work-related injuries	nos.	35	30
Lost day due to work injury	days	1,133.5	1,588
Average days of sick leave taken by employee per month	days	0.25	0.27

	2018/19		2019/20	
	Overall	Excluding employees who left during probation period	Overall	Excluding employees who left during probation period
Total Turnover Rate	36.5%	21.5%	35.6%	28.1%
By Gender				
Male	16.5%	10.0%	34.9%	27.3%
Female	54.3%	31.8%	36.1%	28.4%
By Age Group				
Under 36	45.8%	29.0%	45.1%	32.4%
36 – 55	27.6%	13.4%	23.1%	15.4%
Over 55	11.7%	11.7%	124.4%	137.8%

Data Footnotes:

¹ In line with our ESG reporting scope, the scope of social data only covers employees from Hong Kong and Macau operations.

² "Training" refers to all types of vocational training and workshops, conferences or seminar on industry development.

³ "Management" refers to senior management on page 55 to 60 of this annual report, and all vice-presidents, department directors and associate directors.

Environmental		Unit	2019/20	2018/19	2017/18	2016/17	2015/16	Baseline 2014/15
GHG emissions¹		tCO ₂ e	12,074	14,897 ²¹	15,867	17,216	17,916	19,498
Scope 1	Company-owned transport fleet and employee-owned vehicles used for business purposes	tCO ₂ e	170	156	151	159	148	137
Scope 2	Purchased electricity used in our offices, logistics centres and stores ³	tCO ₂ e	11,675	14,364	15,303	16,619	17,511	19,063
Scope 3	Business air travel	tCO ₂ e	61	66	85	92	125	143
	Fresh water supply and sewage treatment	tCO ₂ e	12	10	16	17	19	18
	Paper disposal at landfills ^{3,4}	tCO ₂ e	86	88	99	72	112	137
	Transport fleet owned by the external logistics operators	tCO ₂ e	70	213	204	–	–	–
Carbon Intensity⁵		kg CO ₂ e/sqm GFA	209	255	225	300	311	363
		kg CO ₂ e/HK\$1m revenue	2,547	2,097	2,347	2,747	2,858	2,663
		kg/CO ₂ e/headcount	4,982	–	–	–	–	–
Electricity consumption		MWh	19,162	23,534	24,329	24,941	26,406	26,392
Stores		MWh	15,082	18,876	19,996	20,919	22,504	23,105
Offices		MWh	2,656	1,564	1,584	1,623	1,629	1,407
Logistics centres		MWh	1,424	3,094	2,750	2,399	2,273	1,880
Electricity intensity		kWh/sqm GFA	332	403	345	434	458	491
		kg CO ₂ e/HK\$1m revenue	4,044	2,025	2,263	2,652	2,793	2,604
Water consumption		cu.m	19,517	16,198	26,495	28,495	33,515	30,691
Water intensity		cu.m/sqm GFA	0.34	0.28	0.38	0.50	0.58	0.57
		kg CO ₂ e/HK\$1m revenue	4.12	1.34	2.30	2.67	3.03	2.44
Vehicle Fuel Consumption		'000L	84,628	130,697	127,364	140,458	54,323	50,119
Company-owned transport fleet and employee-owned vehicles used for business purposes		'000L	61,908	61,683	55,224	58,658	54,323	50,119
Transport fleet owned by the external logistics operators		'000L	23,520	69,014	72,140	81,800	–	–
Vehicle fuel efficiency		L/sqm GFA	1.47	2.24	1.81	2.44	0.94	0.93
		kg CO ₂ e/HK\$1m revenue	50	51	54	64	24	19
Vehicle Sulphur Oxides (SOx) emissions		g	1,272	1,972	1,915	2,115	–	–
Paper consumption		kg	31,020	37,510	41,544	43,176	47,771	47,056
		'000 pcs	6,265	7,508	8,304	8,631	9,547	9,316
Paper use intensity		pcs/headcount	2,586	2,462	2,713	2,757	3,028	2,872
		kg CO ₂ e/HK\$1m revenue	12	10	15	14	18	19
Business air travel		'000 km travelled	435	447	578	595	804	929
Business air travel intensity⁵		km travelled/headcount	174	147	189	190	255	286
		kg CO ₂ e/HK\$1m revenue	13	9	13	15	20	20
Carton box consumed		'000 pcs	436	376	405	411	305	–
Shopping bag consumption⁶		'000 pcs	2,373	2,805	2,529	2,646	2,866	3,010
Shopping bag consumption intensity⁶		Pcs/transaction	0.168	0.180	0.178	–	–	–
Natural resources recycled								
Paper	Office	kg	19,514	22,412	20,816	24,894	24,369	18,602
	Logistics Centre	kg	148,000	232,600	–	–	–	–
Plastic	Office	kg	241	294	161	102	38	–
	Logistics Centre	kg	3,200	20,702	–	–	–	–
Aluminium		kg	114	91	102	87	65	–
General waste	Office	kg	21,971	22,308	25,143	26,043	23,907	–
	Stores	kg	494,684	581,660	–	–	–	–
Hazardous waste		kg	–	–	–	1,696	3,874	–

Data Footnotes:

- ¹ GHG Emissions are calculated in accordance with the Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings in Hong Kong (2010 Edition) issued by EMSD & EPD.
- ² Last year, we reported a total of GHG emissions of 14,873 tCO₂e. It should be 14,897 tCO₂e instead.
- ³ Emissions associated with electricity purchased are calculated based on the latest available emissions factors provided by the power companies.
- ⁴ Figures cover the printing paper used in office, logistics center and stores only. Carton box used for logistics purpose and the other printing materials (e.g. promotion leaflet) are not included. Emissions avoided by recycling paper have been incorporated.
- ⁵ Carbon intensity in the unit of kg/CO₂e/headcount is newly added this year.
- ⁶ The quantity of shopping bags consumed at stores in Hong Kong and Macau only with respect to the levy on plastic shopping bag under the Product Eco-Responsibility Ordinance (Cap. 602) and the Restriction on the Supply of Plastic Bag (Law No. 16/2019).

Subject Areas, Aspects, General Disclosure and KPIs	Description	Reference/Explanation
A. Environmental Aspect		
A1: Emissions		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and GHG emissions, discharges into water and land, and generation of hazardous and non-hazardous waste	P. 105 Environmental Policy
KPIA1.1	The types of emissions and respective emissions data	P. 105 and 133
KPIA1.2	Greenhouse gas emissions in total and, where appropriate, intensity	P. 105 and 133
KPIA1.3	Total hazardous waste produced and, where appropriate, intensity	P. 133
KPIA1.4	Total non-hazardous waste produced and, where appropriate, intensity	P. 133
KPIA1.5	Description of measures to mitigate emissions and results achieved	P. 105 to 108
KPIA1.6	Description of how hazardous and non-hazardous waste is handled, reduction initiatives and results achieved	P. 108 to 111
Aspect A2: Use of Resources		
General Disclosure	Policies on the efficient use of resources including energy, water and other raw materials	P. 105 Environmental Policy
KPIA2.1	Direct and/or indirect energy consumption by type in total and intensity	P. 105 and 133
KPIA2.2	Water consumption in total and intensity	P. 106 and 133
KPIA2.3	Description of energy use efficiency initiatives and results achieved	P. 105 to 107 and 111
KPIA2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved	There is no issue in sourcing water that is fit for purpose.
KPIA2.5	Total packaging material used for finished products and, if applicable, with reference to per unit produced	P. 106, 107, 133
Aspect A3: The Environment and Natural Resources		
General Disclosure	Policies to minimise the issuer's significant impact on the environment and natural resources	P. 105 Environmental Policy
KPIA3.1	Description of significant impacts of activities on the environment and natural resources and the actions taken to manage them	P. 110 to 111
B. Social Employment and Labour Practices Aspect		
B1: Employment		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare	P. 113 Employment Policy
KPIB1.1	Total workforce by gender, employment type, age group and geographical region	P. 113
KPIB1.2	Employee turnover rate by gender, age group and geographical region	P. 132
Aspect B2: Health and Safety		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards	P. 113 Health & Safety Policy
KPIB2.1	Number and rate of work-related fatalities	P. 132
KPIB2.2	Lost days due to work injury	P. 132
KPIB2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored	P. 122
Aspect B3: Development and Training		
General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities	P. 113 to 118 Employment Policy, Training and Development Policy
KPIB3.1	The percentage of employees trained by gender and employee category	P. 132
KPIB3.2	The average training hours completed per employee by gender and employee category	P. 132

Subject Areas, Aspects, General Disclosure and KPIs	Description	Reference/Explanation
Aspect B4: Labour Standards		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour	P. 113 Employment Policy
KPIB4.1	Description of measures to review employment practices to avoid child and forced labour	P. 113 Employment Policy
KPIB4.2	Description of steps taken to eliminate child and forced labour practices when discovered	P. 123
Operating Practices		
Aspect B5: Supply Chain Management		
General Disclosure	Policies on managing environmental and social risks of the supply chain	P. 110 Responsible Product and Supply Chain Policy
KPIB5.1	Number of suppliers by geographical region	P. 99
KPIB5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored	P. 99 to 100 and 111
Aspect B6: Product Responsibility		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress	P. 110 Responsible Product and Supply Chain Policy
KPIB6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons	P. 99
KPIB6.2	Number of products and service related complaints received and how they are dealt with	P. 100
KPIB6.3	Description of practices relating to observing and protecting intellectual property rights	P. 100
KPIB6.4	Description of quality assurance process and recall procedures	P. 99
KPIB6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored	P. 100
Aspect B7: Anti-corruption		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering	P. 123
KPIB7.1	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	P. 123
KPIB7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored	P. 123
Community		
Aspect B8: Community Investment		
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	P. 124 Environmental, Social and Corporate Governance Policy
KPIB8.1	Focus areas of contribution	P. 125 to 130
KPIB8.2	Resources contributed to the focus areas	P. 127