



Bossini International Holdings Limited
堡獅龍國際集團有限公司



Our vision is to be the most preferred **EVERYDAY WEAR BRAND**

我們的願景 — 成為顧客首選的 日常服飾品牌

Bossini International Holdings Limited (the “Company”; stock code on The Stock Exchange of Hong Kong Limited (“stock code”): 592) and its subsidiaries (the “Group” or “Bossini”) is a renowned apparel brand owner, retailer and franchiser in the region.

Headquartered in Hong Kong, Bossini launched its first retail store in 1987. Over the past three decades, it rapidly established an extensive international operating platform and distribution network that extended to a total of 982 stores worldwide. Among these, the Group operated 209 directly managed stores in Hong Kong and Macau, mainland China, Taiwan and Singapore. As for other overseas markets, the Group cooperated with its business partners to establish a total of 773 export franchised stores in 25 countries, spanning from Southeast Asia, the Middle East, Europe to as far as Central America.

Internationally renowned for its comfortable, easy to mix-and-match, colourful and energetic style, Bossini offers, casual wear apparel products including men’s, ladies’ and kids’ wear, which are designed to fit a wide range of customer needs.

堡獅龍國際集團有限公司（「本公司」；香港聯合交易所有限公司之股份代號（「股份代號」）：592）及其附屬公司（「本集團」或「堡獅龍」）是區內馳名的服裝品牌擁有人、零售商和特許經營商。

堡獅龍總部設於香港，自一九八七年開設首間零售店舖以來，經過三十多年的迅速發展，已建立了一個龐大的國際營運平台及分銷網絡。本集團全球共設有982間店舖，其中209間位於香港及澳門、中國大陸、台灣及新加坡的零售店舖由本集團直接管理。海外市場方面，本集團與商業夥伴結盟，設有773間出口特許經營店舖，分佈於東南亞、中東、歐洲及遠至中美洲等25個國家。

堡獅龍供應的休閒服產品包括男士、女士及兒童系列，所有產品設計緊貼不同顧客需要，並因其舒適、易於配襯、色彩豐富又充滿活力而享譽各地市場。

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In developing an unique corporate culture, the Group launched “the bossini way” in mid 2002 to share with all staff its vision, mission and core values, cultivating proactive and positive working attitudes. Bossini has been providing “Seven Habits for Highly Effective People®” training for employees since May 2004.

We believe a corporate culture embracing “the bossini way” together with “7 Habits®” would align the vision and thus the direction of the Group as a whole.

為建立堡獅龍獨特之企業文化，本集團於二零零二年中推出「堡獅龍之道」，與員工分享公司願景、使命及核心價值，藉以培養員工積極正面的工作態度。自二零零四年五月起，堡獅龍為員工提供「高效能人士的七個習慣®」的培訓。

我們深信以「堡獅龍之道」及「七個習慣®」為主導的企業文化，可配合集團願景，邁向共同目標。

“the bossini way” 「堡獅龍之道」

Vision 願景

To be the most preferred
everyday wear brand
成為顧客首選的日常服飾品牌

To create appealing,
competitive and quality
everyday wear for happy living
為快樂生活創造具吸引力、
出眾和優質的日常服飾

Mission 使命

Core Values 核心價值

1. Customer Oriented
以客為本
2. Innovate to Excel
創新求進
3. Execute for Success
執行以達
4. Work with Passion
熱愛工作
5. Live the 7 Habits
活出七習

- 1 Be Proactive®
主動積極®
- 2 Begin with the End in Mind®
以終為始®
- 3 Put First Things First®
要事第一®
- 4 Think Win Win®
雙贏思維®
- 5 Seek First to Understand, then to be Understood®
知彼解己®
- 6 Synergize®
統合綜效®
- 7 Sharpen the Saw®
不斷更新®

7 Habits® 「七個習慣®」

ABOUT THIS REPORT 關於本報告

Reporting framework and scope

The Group hereby presents the environmental, social and governance (“ESG”) report for the year ended 30 June 2020 in accordance with the requirements set out in Appendix 27 of the Rules Governing the Listing of Securities (the “Listing Rules”) on the Stock Exchange of Hong Kong Limited (the “Stock Exchange”). Since Hong Kong and Macau accounts for the largest portion of the Group’s revenue and the headquarters is located in Hong Kong, this ESG report would primarily focus on the Group’s business and operations in Hong Kong and Macau. Disclosures relating to the identified ESG aspects which are considered as material have been included in this ESG report.

The board of directors of the Company (the “Board”) is responsible for evaluating and determining the ESG risks of the Group, and ensuring that relevant risk management and internal control systems are in place and operate effectively. The Group is committed to making continuous improvements on the aspects of corporate environmental protection and social responsibility and has taken measures to supervise and implement policies to manage ESG issues for the sustainable development of the Group. In particular, the Group aims to reduce greenhouse gas emissions, minimise disposal of waste in its ordinary course of business and provide a safe environment for its employees. Through meetings and discussions with the ESG working group, various policies and guidelines were set to address environmental and social matters. Moreover, key performance indicators will be identified, tracked and closely monitored with an intention to achieve continuous improvement. Work progresses and results of key performance indicators will be regularly reported to the Board.

Stakeholder Engagement

To achieve sustainable business development, it is important to maintain effective communication with stakeholders. Our major stakeholders in our business include customers, staff, investors, government and regulatory authorities, suppliers and community partners. We have established a mechanism for cooperation and communication with stakeholders through various channels and believe that their opinions are beneficial to the Group’s business development.

Materiality Assessment

We have conducted an internal review and identified the main concerns of the internal and external stakeholders in environmental and social aspects, based on the Stock Exchange ESG Reporting Guide, that have material effects on our stakeholders’ and the Group’s sustainable development.

報告框架及範圍

本集團謹此根據香港聯合交易所有限公司(「聯交所」)證券上市規則(「上市規則」)附錄27所載規定，提呈截至二零二零年六月三十日止年度的環境、社會及管治(「環境、社會及管治」)報告。由於香港及澳門佔本集團收益的最大部份，而總部亦位於香港，故本環境、社會及管治報告將主要集中本集團於香港及澳門的業務及營運。已識別為重大環境、社會及管治層面有關的披露已載於本環境、社會及管治報告內。



本公司之董事局(「董事局」)負責評估及釐定本集團在環境、社會及管治方面的風險，確保已設有相關的風險管理及內部監控系統，並有效地運作。本集團致力從公司環境保護及社會責任方面不斷改進，並採取措施監督及實行政策，管理環境、社會及管治的事宜，以促進本集團的可持續發展。尤其本集團致力於減少溫室氣體排放，在其日常的業務過程中儘量減少棄置廢物，並為其員工提供一個安全的環境。通過與環境、社會及管治工作小組的會議及討論，制定了各種政策及指引來處理環境及社會事宜。此外，工作小組將確定、跟進及密切監測關鍵績效指標，以期達致持續改善。工作進展及關鍵績效指標的結果將定期向董事局匯報。

持份者參與

為了達致可持續的業務發展，與持份者維持良好的溝通是其中重要的一環。在我們的業務中，主要的持份者包括顧客、員工、投資者、政府及監管機構、供應商及社區夥伴。我們已透過各種渠道與持份者建立合作及溝通的機制，並深信他們的意見對集團的業務發展有莫大裨益。

重要性評估

我們已根據聯交所環境、社會及管治報告指引，對我們的持份者及本集團的持續發展有重要影響的環境及社會方面，進行內部檢討及識別內部及外部持份者之主要關注事項。

The Group supports environmental protection and is committed to using resources wisely and efficiently and reducing waste generation within our operations. We have progressively implemented different resource-saving measures to address the saving of energy, water, paper and other office supplies. The Group has placed enhanced efforts on managing the potential impact of our operations on the environment. Greenhouse gas emissions are the major causes of global warming. The Group principally engages in retail operations in Hong Kong and Macau and its greenhouse gas emissions are mainly constituted by emissions of carbon dioxide (“CO₂”).

During the year under review, the Group was not aware any non-compliance relating to environmental laws and regulations in its Hong Kong and Macau retail operations. In addition, no significant water and hazardous wastes discharges were noted.

Energy Consumption

We are committed to making the best use of energy to reduce greenhouse gas emissions. Given the Group’s extensive retail network in Hong Kong and Macau, saving electricity will help reduce CO₂ emissions. Currently, all our shops in Hong Kong and Macau which are using energy-saving LED lights, contribute to the reduction of electricity use and CO₂ emissions. In addition, the “en-trak” energy system has been installed in our Hong Kong headquarters to facilitate the control of energy consumption and to enhance energy efficiency and productivity by leveraging real-time data recorded in the workplace. The Group encourages employees to set the office’s air conditioner thermostat at 25°C. We have also produced short video clips and placed sticker reminders around the office to encourage employees to “turn off the lights when not in use”, “print in black and white”, “use double-sided printing” and “reduce the use of tissue paper”.

The main theme of “Earth Hour 2020” is “Change the way we live”. All our stores in Hong Kong participated again in the event to switch off unnecessary lighting for an hour, and pledge to treasuring the world’s natural resources, adopting sustainable consumption pattern, reducing waste particularly single-use plastics, as well as promoting and using renewable energy wherever possible.

本集團支持環境保護，致力於善用及有效地使用資源，在我們的營運中減少產生廢物。我們一直逐步實施不同節約資源措施，以針對節約能源、水、紙張及其他辦公室用品。本集團致力管理營運對環境帶來的潛在影響。溫室氣體排放為全球暖化的主要成因，本集團主要在香港及澳門從事零售業務，而其溫室氣體排放主要來自二氧化碳（「二氧化碳」）排放。

回顧年內，本集團並無獲悉其香港及澳門零售業務違反相關環保條例。此外，亦無發現重大排水及有害廢物排放。

能源使用

我們致力善用能源以減少溫室氣體排放。鑑於本集團在香港及澳門擁有廣闊零售網絡，節約用電將有助減少二氧化碳排放。現時香港及澳門地區所有店舖正使用節能LED燈，令電力使用及相關二氧化碳排放量有所減少。此外，香港總部已安裝「en-trak」能源系統，以便控制能源使用，並透過利用工作場所內錄得的實時數據提高能源效益及產能。本集團鼓勵僱員保持房間的空調溫度於攝氏二十五度。我們亦制作了辦公室短片及環保貼紙，在辦公室播放及張貼，以輕鬆形式提醒員工「隨手關燈」、「黑白打印」、「雙面打印」及「向抹手紙說不」。

2020年「地球一小時」活動主題為「改變生活，變好世界」。我們於香港的所有店舖均再次參與，把非必要的燈關掉一小時，並承諾珍惜自然資源以守護地球的未來、實踐可持續的消費模式、減少浪費，尤其是即棄塑膠製品，同時盡量使用可再生能源，將這概念推而廣之。



CARING ABOUT OUR ENVIRONMENT 關顧環境

Reduce Paper Usage

The Group is proactively reducing its usage of papers. We have formulated a paper-saving policy to minimise the use of paper. We encourage reusing papers for printing and double-sided printing is set as default mode of all network printers. Separate recycling bins are set up to collect used papers, cardboard boxes and packing materials for reuse or recycle. Internal memorandum and reports are circulated in e-format.

Packaging

It is inevitable to use plastic bags as shopping bags or wrapping material for consumer products. Since the implementation of Environmental Levy Scheme on plastic shopping bags in Hong Kong, the Group has reduced its procurement of plastic bags.

Waste Management

We pledge to produce as little waste as possible. We have set up administrative measures to govern the use of office and computer supplies to minimise wastage. Toner cartridges and other wastes are collected separately for recycling in order to reduce the environmental impact from disposal.

Business Trips

Business trips to participate in exhibitions and to visit manufacturers and material suppliers at various cities are unavoidable. It is the Group's policy for all staff to take the economy class for business trips.

減少使用紙張

本集團正在積極減低紙張使用量，我們已制定節約用紙政策，盡量減低紙張使用量。我們鼓勵使用回收紙張列印，而所有網絡打印機均預設為雙面打印，並設置專用回收箱收集已使用的紙張、紙箱、包裝物以作重複使用或回收。內部備忘錄及報告均以數碼方式發送。

包裝

作為零售商，我們不可避免地使用塑膠袋作為購物袋或商品的包裝材料。自香港推出塑膠購物袋環保徵費計劃後，本集團已減少採購塑膠袋。

廢物管理

我們承諾盡可能減少產生廢物。我們已建立行政措施以監管辦公室及電腦用品之使用，旨在盡量減少浪費。我們分開收集碳粉盒及其他廢物來循環再用，以減低棄置物對環境的影響。

商務公幹

商務公幹往各個城市參與展覽及到訪製造商及材料供應商乃無可避免。本集團政策規定所有員工於商務公幹時乘坐經濟艙。



Paperless Stocktaking System

We fully implemented the paperless stocktaking system, the progress of which was smooth and the results were significant. It substantially reduced paper usage, facilitating energy saving and waste reduction as well as optimising the management process. Our staff are able to perform inventory taking more efficiently, creating more services and added-values to the corporation.

Environment and Natural Resources

The nature of the Group's business operations does not result in any significant pollution or destruction of the environment and natural resources. The most material environmental impact is from the use of electricity, vehicles and other office supplies. Relevant principles and policies have been disclosed above.

A brand new eco-friendly reversible jackets and jeans are launched this year. The collection employs the US patent fiber REPVEVE, which is made from recycled plastic bottles and discarded materials. REPVEVE helps emitting fewer greenhouse gases and conserving water and energy in the process.

The following table summarises the Group's environmental performance (Note 1):

無紙化盤點系統

我們已全面使用無紙化盤點系統，過程順利，效果顯著，大大減少紙張的使用率，有利於節能降耗，優化管理流程。員工更有效率地完成盤點工作，為企業創造了更多服務和價值。

環境及天然資源

本集團之業務營運性質，並不會對環境及自然資源造成任何重大污染或破壞。對環境影響較大的主要來自使用電、汽車及其他辦公室用品。相關原則及政策已於上文披露。

今年推出了全新的環保棉雙面外套和牛仔褲。我們採用了美國專利的環保再生纖維REPVEVE，它是由回收的塑膠瓶和廢棄的材料製成的。REPVEVE有助於減少溫室氣體的排放，並在此過程中節約水和能源。

下表總結本集團的環境表現(附註1)：

For the year ended 30 June
截至六月三十日止年度

	2020	2019
	二零二零年	二零一九年

1. Greenhouse Gas (GHG) Emissions (Note 2) 溫室氣體排放(附註2)		
Scope 1 – Direct emissions and removals 範圍1 – 直接排放及減除 (tCO ₂ e 噸二氧化碳當量) (Note 3 附註3)	20	21
Scope 2 – Energy indirect emissions 範圍2 – 能源間接排放 (tCO ₂ e 噸二氧化碳當量) (Note 4 附註4)	3,011	3,249
Scope 3 – Other indirect emissions 範圍3 – 其他間接排放 (tCO ₂ e 噸二氧化碳當量) (Note 5 附註5)	39	97
Total GHG emissions (direct and indirect) 溫室氣體排放(直接及間接) (tCO₂e 噸二氧化碳當量)	3,070	3,367
Total GHG emissions intensity 溫室氣體排放總量強度 (tCO₂e/HK\$ million of revenue 噸二氧化碳當量/港幣百萬元收入) (Note 7 附註7)	4.29	3.20

CARING ABOUT OUR ENVIRONMENT
關顧環境

For the year ended 30 June

截至六月三十日止年度

2020 2019

二零二零年 二零一九年

2. Non-hazardous waste 無害廢棄物		
Total non-hazardous waste produced 所產生無害廢棄物總量 (tonnes 公噸) (Note 6 附註6)	1,429	1,441
Total non-hazardous waste produced intensity 所產生無害廢棄物總量強度 (tonnes/HK\$ million of revenue 公噸/港幣百萬元收入) (Note 7 附註7)	2.00	1.37
3. Energy consumption 能源耗量		
Direct energy consumption 直接能源耗量		
- Fuel consumption 燃油消耗量 (litres 公升)	7,521	7,899
- Fuel consumption intensity 燃油消耗量強度 (litres/HK\$ million of revenue 公升/港幣百萬元收入)	10.50	7.51
Indirect energy consumption 間接能源耗量		
- Electricity consumption 電力消耗 (MWh 兆瓦時)	3,934	4,808
- Electricity consumption intensity 電力消耗強度 (MWh/HK\$ million of revenue 兆瓦時/港幣百萬元收入) (Note 7 附註7)	5.49	4.57
4. Water consumption 耗水量		
Total water consumption 總耗水量 (m ³ 立方米) (Note 8 附註8)	8,390	7,594
Total water consumption intensity 總耗水量強度 (m ³ /HK\$ million of revenue 立方米/港幣百萬元收入) (Note 7 附註7)	11.72	7.22
5. Packaging materials consumption 包裝物料消耗量		
Price tag 價格標籤 (tonnes 公噸)	12	12
Plastic packaging bag 塑料包裝袋 (tonnes 公噸)	779	995
Carton box 紙箱 (tonnes 公噸)	311	294
Copy Paper 拷貝紙 (tonnes 公噸)	77	100
Total packaging material used 包裝物料總量 (tonnes 公噸)	1,179	1,401
Intensity of packaging material used 包裝物料強度 (tonnes/HK\$ million of revenue 公噸/港幣百萬元收入) (Note 7 附註7)	1.65	1.33
6. Shopping bag consumption 購物袋消耗量		
Total shopping bag used 購物袋總量 (tonnes 公噸)	24	33
Intensity of shopping bag used 購物袋強度 (tonnes/HK\$ million of revenue 公噸/港幣百萬元收入) (Note 7 附註7)	0.03	0.03
7. Paper Consumption 紙張消耗量		
Total paper 紙張總量 (tonnes 公噸)	4	7
Intensity of paper used 紙張強度 (tonnes/HK\$ million of revenue 公噸/港幣百萬元收入) (Note 7 附註7)	0.01	0.007

Notes:

1. Unless otherwise specified, the environmental data covers our Hong Kong and Macau operations comprising the department stores, retail shops, warehouses and offices.
2. Greenhouse gas emissions data is presented in tonnes of carbon dioxide equivalent (tCO₂e) and the calculation methodology is based on (i) the "Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purposes) in Hong Kong" issued by Electrical and Mechanical Services Department and Environmental Protection Department; and (ii) the sustainability reports of the Hong Kong Electric Company Limited, the China Light and Power Company Ltd, the Companhia de Electricidade de Macau.
3. Scope 1 refers to direct GHG emission such as fuel consumption by a delivery truck (excluding the vehicle fleets of our contractors).
4. Scope 2 refers to indirect GHG emission such as consumption of electricity (excluding electricity consumed in some retail outlets in department stores and/or shopping malls where electricity is not separately charged).
5. Scope 3 refers to indirect GHG emission such as consumption of paper, water usage and business air travel.
6. Non-hazardous waste produced mainly included paper, shopping bags and packaging material.
7. The Group's revenue from Hong Kong and Macau operations was used as the denominator to calculate intensity for each indicator. The Group's revenue from Hong Kong and Macau operations for the years ended 30 June 2020 and 30 June 2019 was HK\$716 million and HK\$1,052 million respectively.
8. Sourcing water that is fit for purpose and water efficiency initiatives are not considered to be material issues in the Group's operations.
9. In view of our business nature, we are not aware of any significant generation of hazardous waste.
10. Some retail stores operate in shopping malls and/or department stores where water supply and discharge are controlled by the building management so the retrieval of the relevant data is not feasible.

附註：

1. 除另有指明外，環境數據涵蓋本集團香港及澳門業務，包括百貨店、零售店舖、貨倉及辦公室。
2. 溫室氣體排放數據以噸二氧化碳當量（噸二氧化碳當量）表達，計算方法是根據(i)機電工程署及環境保護署刊發的《香港建築物（商業、住宅或公共用途）的溫室氣體排放及減除的核算和報告指引》計算及(ii)香港電燈有限公司，中華電力有限公司及澳門電力有限公司的年度報告。
3. 範圍1所指之直接溫室氣體排放，如貨車之燃油消耗（不包括我們承包商的車隊）。
4. 範圍2所指之間接溫室氣體排放，如電力消耗（不包括部份在百貨公司和／或商場內的零售點，其電費並非單獨收取）。
5. 範圍3所指之間接溫室氣體排放，如用紙、用水及員工乘搭飛機海外公幹。
6. 所產生無害廢棄物主要包括紙張、購物袋及包裝物料。
7. 本集團於香港及澳門業務之收入用作分母計算每一指標之密度。本集團於截至二零二零年六月三十日及二零一九年六月三十日止年度於香港及澳門業務收入分別為港幣七億一仟六百萬元及港幣十億五仟二百萬元。
8. 求取適用水源及提升用水效益計劃並非本集團運作上之重大問題。
9. 鑑於業務性質，我們沒有發現產生任何重要的有害廢棄物。
10. 一些零售點在百貨公司和／或商場經營，該處的用水供應及排放由大廈管理處控制，故未能收集有關資料。

Employment and Labour Practices

The Group recognises that human resources are its valuable asset and takes measures to provide a safe and congenial working environment for its staff. The Group also encourages career development and training, and promotes a healthy living style with work-life balance.

Safe Working Environment

Providing a safe working environment for our employees is our priority. Apart from seminars to warehouse staff to raise their awareness of occupational safety, we also provide them with proper tools such as ladders and trolleys for safe operations. Notices are posted at the workplaces to remind both shop and warehouse staff of safety hazards. Retail managers and shop supervisors regularly carried out spot checks to ensure the execution of safety requirements.

Prohibits Child and Forced Labour

The Group strictly prohibits child and forced labour. We effectively monitor our recruitment process to ensure due compliance. During the year under review, there were no significant non-compliance cases of the Group in Hong Kong and Macau in relation to applicable laws and regulations on employment, health and safety as well as labour standards.

僱傭及勞工常規

本集團認為人力資源為其寶貴資產，並採取措施為其員工提供一個安全及愉快友善的工作環境。本集團亦鼓勵職業發展及培訓，並提倡健康的生活方式，促進工作與生活之間的平衡。

安全工作間

為僱員提供安全的工作環境是本集團優先事項。我們除了為貨倉員工安排研討會以提高員工的職業安全意識外，亦有為員工配備梯子及手推車等合適工具以保障操作安全，亦已於工作場所張貼告示以提醒店舖及貨倉員工相關的安全隱患。零售經理及店舖主管亦會定期進行抽查，以確保安全規定得以落實。

禁止童工及強制勞工

本集團嚴格禁止童工及強制勞工。我們有效地監督招聘流程以確保妥善合規。回顧年內，本集團在香港及澳門概無與適用僱傭法律及法規、健康及安全以及勞工標準有關的重大違規案例。



Supply Chain Management and Product Responsibility

As a responsible member of the society and to ensure product safety and service quality, the Group maintains a procurement policy to ensure that all goods and services are procured in an honest, competitive, fair and transparent manner in order to deliver the best value for money. We are committed to providing our customers with products of the best qualities and ensuring that our suppliers' production process meet the local environmental standards. All our apparels are required to meet product safety standards, including but not limited to GB 18401-2010 National General Safety Technical Code For Textile Products, before being sold to customers. We also provide an easily accessible and responsive customer services hotline and email, and clearly state our product exchange policy on the back of each sales receipt.

We expect all our suppliers and contractors to respect our core values and beliefs in business ethics and normal practices. The Group performs regular site visits and annual reviews to ensure that they abide by our requirements, meaning that no toxic material is used to ensure product safety; no child and forced labour is employed; no workplace is unsafe for workers; no toxic waste is inappropriately disposed of; and no toxic gas is illegally emitted. Suppliers and contractors are clearly informed that any violation of these requirements may result in cancellation of orders.

There were no major non-compliance cases of the Group in Hong Kong and Macau in relation to applicable laws and regulations on product responsibility during the year under review.

供應鏈管理及產品責任

作為社會負責任的一份子，及確保產品安全及服務質素，本集團的採購政策乃確保所有商品及服務都以誠實、具競爭力、公平及透明的方式採購，以達到最物有所值。我們承諾向客戶提供最優質的產品及力求確保供應商的生產過程符合當地環保標準。本集團所有服裝須於售予客戶前符合產品安全標準，包括但不限於GB 18401-2010國家紡織產品基本安全技術規範。我們亦提供方便聯繫且適時回應的客戶服務熱線電話及電郵，並於各銷售單據的背面清楚載列產品退換政策。

我們預期所有供應商及承包商尊重我們的核心價值及商業道德常規的理念。本集團定期進行實地視察並每年作出檢討，以確保彼等均已遵守規定，即並無使用有毒物質以確保產品安全；並無僱用童工及強制勞工；並無危及工人安全的工作場所；並無不當處置有毒廢物；及並無非法排放有毒氣體。供應商及承包商獲明確告知，違反任何該等規定可能導致取消訂單。

回顧年內，本集團在香港及澳門概無與適用的產品責任法律及法規有關的重大違規案例。



Anti-corruption

Free and fair competition is not only the basis of all commercial activities but also a core value of Hong Kong. We always stress the importance of integrity and honesty as we conduct our business and adopt a business philosophy of integrity and fairness. We expect our staff to report and decline any monetary offers, gift and favours from suppliers. It is therefore of utmost importance to nurture our employees with a strong sense of integrity and ethics. The Group is strictly in compliance with its policies and practices in relation to connected transactions, conflict of interests and business ethics.

During the year under review, the Group was not aware of any significant non-compliance cases in its Hong Kong and Macau operations in relation to applicable laws and regulations on bribery, extortion, fraud and money laundering.

Channels for Whistleblowing

In addition to upholding the standard of integrity and ethical conduct, a designated email address directed to the Chief Executive Officer is open to all staff in filing reports or complaints when necessary, as a means of strengthening the governance of the Group. This channel is established for the reporting of not only suspected corruptions, but also any non-compliances, abuses or malpractices.

Customer Services

The Group has earned trust from its customers through providing dedicated customer services.

During the year under review, 69 (2019: 139) complaints were received in respect of quality of goods or services. The Group made every effort to promptly and fairly investigate and resolve all disputes and complaints lodged by the customers, according to clearly written internal procedures. We strive to minimise the number of customer complaints. We have received suggestions from many customers through the hotline or email. During the year under review, the Group received 410 (2019: 369) appreciations regarding our services. We took their sincere advices and improved our training contents accordingly. We treasure every comment from our customers and review our customer service training from time to time with a view to improving our frontline services.

反貪污

自由公平的競爭不僅是所有商業活動的基礎，亦是香港的核心價值。我們一直強調誠信及正直對我們經營業務的重要性，並恪守廉潔公平的營商理念。我們希望員工能告發並拒絕供應商的任何金錢、禮品及恩惠。因此，至為重要的一點是我們培養員工具有強烈的誠信及道德觀念。本集團恪守其有關關連交易、利益衝突以及商業道德常規的政策及常規。

回顧年內，本集團並未發現其香港及澳門業務存在與適用於賄賂、勒索、欺詐及洗錢法律及法規有關的重大違規案例。

舉報渠道

除維持執行誠信及道德行為的標準外，我們特別開設一個讓員工在有需要時直接向行政總裁提出舉報或投訴的專用電郵地址，以作為加強本集團管治的方式。該渠道不僅供員工舉報涉嫌貪污事宜而設，員工亦可藉以告發一切違規事項、濫用職權或舞弊行為的情況。

客戶服務

本集團透過提供其專門的顧客服務，贏得顧客的信任。

回顧年內，本集團接獲69宗（二零一九年：139宗）有關產品或服務質素的投訴。本集團根據清晰的書面內部程序，力求迅速及公平地調查及解決所有糾紛及顧客所提出的投訴。我們承諾會努力減少顧客投訴次數。許多顧客透過熱線電話或電郵提出建議。回顧年內，本集團就我們的服務接獲410宗（二零一九年：369宗）嘉許，我們採納彼等誠摯的建議，相應地改進培訓內容。我們珍惜顧客的每一個意見，並不時檢討客戶服務培訓以改進前線服務。

Data Privacy Policy

The Group places utmost importance on protecting the privacy of its customers in the collection, processing and use of their personal data. The Group adheres to the applicable data protection regulations and ensures that appropriate technical measures are in place to protect personal data against unauthorised use or access. The Group also ensures that customers' personal data is securely kept and processed, and is used only for the purposes for which the data is collected.

資料私隱政策

本集團在收集、處理及使用顧客的個人資料時，非常重視保護顧客的私隱。本集團堅守適用的資料保護法規，並確保執行適當的技術措施，以保護個人資料免受未經授權的使用或存取。本集團亦確保安全地保存及處理顧客的個人資料，及僅用於為其收集的目的。



Attract and Retain the Best Fit People

To create and sustain a great workplace in Bossini, we set out different employment policies for our employees. All employees are treated equally and fairly, no matter in recruitment and staff development planning.

- **Treat our Employee with Fairness**

We are committed to provide an equal opportunity in recruitment and assess all potential candidates based on their knowledge, skills and qualifications, to ensure that the right caliber staff are recruited.

The promotion review process is established to select employees for recognizing their good work performance and achievements. The review process must be fair and objective.

- **Remuneration**

Bossini offers a competitive remuneration package to attract and retain talents, including base salary, performance-based bonus and stock options. This is determined based on the job responsibilities and scope of different levels of position.

- **Building Workplace Resilience**

To ensure our employees to cope with unprecedented challenge after the outbreak of COVID-19, we initiated different preventive measures in our workplace in order to provide a safety workplace to our staff. In addition, we also adjusted our existing work arrangement and allowed our staff to work from home. We respond quickly during the times of uncertainty and formulate flexible work arrangements to our staff.

- **Anti-discrimination**

We create a family-friendly and diversity in our work environment, ensuring that our employees are free from discrimination and harassments. We are committed to promoting a positive and optimistic life attitude "be happy" in our workplace.

- **Benefits and Welfare**

Our employees enjoy a wide range of benefits such as medical and life insurances, provident fund, education subsidy scheme and staff discount.

吸引及挽留人才

為建立及維持堡獅龍的良好工作環境，我們為僱員訂立各項僱傭政策。無論在招聘及員工發展上，也會一視同仁，為員工提供平等、公平的發展機會。

- **公平地對待員工**

我們在招聘時致力提供平等機會，並按求職人士的知識、技能及資歷進行評估，確保合適人選獲聘。

已設有升職審核程序，藉此嘉許工作表現優秀的員工，審核程序必須公正客觀。

- **薪酬**

為吸引及挽留人才，堡獅龍提供具競爭力的薪酬待遇，當中包括基本薪金、績效花紅，以及購股權，此乃基於不同職級的職責及工作範疇而釐定。

- **建立彈性工作環境**

新型冠狀病毒爆發後，為確保員工能應對前所未有的挑戰，我們採用了不同的防護措施，使員工能在安全的環境下工作。此外，我們調整了現行的工作安排，讓同事可在家工作。在這個變幻莫測的時期，我們迅速應變，為員工制定彈性的工作安排。

- **反歧視**

我們建立家庭友善及多元的工作環境，以保障員工免受歧視及騷擾。我們致力在工作環境內推廣正面樂觀「就是快樂」的人生態度。

- **優惠及福利**

我們的員工可享不同福利，包括醫療及人壽保險、公積金、教育津貼計劃及員工折扣等。

Care our Employees' Development

People are Bossini's most important asset and source of competitive advantage. Our success depends on the strength of our talents and teamwork across different functions. Enhancing employees' sense of belonging, empowering employees' competencies and building effective teams are our key strategies for continuous business growth. The Group's efforts and commitment in human capital development are well recognised, as exemplified by the award of the "Manpower Developers 1st" by the Employees Retraining Board for ten consecutive years.

a/ Foster and Sustain Employee Engagement

- *Live the 7 Habits*

A strong corporate culture is one of the key success factors of an organisation. We believe employees and the Group are bound by a commitment to serve each other's interests in the best way possible. Since 2004, we have adopted the certified programme "Seven Habits for Highly Effective People" for employees at all levels to cultivate a proactive and ever-improving culture.

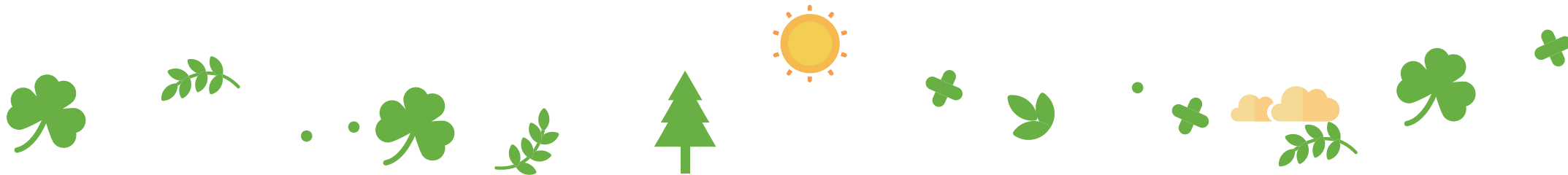
關顧員工的發展

員工是堡獅龍成功的關鍵及最重要的競爭優勢。本集團的成功取決於我們的人才和團隊的綜合實力。加強員工的歸屬感、提升員工能力及建立高效的團隊，向來是我們推動業務持續發展的重要策略。本集團在人力資本發展方面的努力和承諾備受認同，並於過去連續十年榮獲僱員再培訓局頒發「人才企業1st」殊榮。

a/ 培養及延續僱員投入度

- *活出七習*

深厚的企業文化是集團成功的關鍵因素之一。我們相信員工和集團能夠上下一心是因為大家能將彼此的利益放在首位。自二零零四年迄今，我們為各職級的辦公室和店舖員工提供「高效人士的七個習慣」工作坊，以培養主動積極，不斷更新的企業文化。



CARING FOR OUR EMPLOYEES 關愛員工

- *Bossinian Day and Bossinian Buddies Sharing*

Social connection is important for the newly joined employees. Starting from 2015, we launch the “Bossinian Day” to provide the social networking platform for them. They meet colleagues of different departments, to share their thought and ideas. It is a vital step to build an effective working relationship with each others in a short period of time.



Bossinian Day looks after the staff’s social connection while the “Bossinian Buddies Sharing” focuses on their feeling and emotion. They can share their happiness or concern through the one on one coaching session. Besides, an onboarding survey was implemented to collect the newly joined employee’s perspective on the onboarding experience and gather constructive suggestions, to strive for continuous improvement.

- *Bossinian Day及Bossinian Buddies Sharing*

工作夥伴關係對於新入職的員工而言非常重要。我們自二零一五年開始舉辦「Bossinian Day」，為他們提供社交平台。員工可藉此機會與各部門的同事接觸，並分享想法及意見。這是於短時間內建立良好工作關係的重要一步。

Bossinian Day關顧員工的工作夥伴關係，而「Bossinian Buddies Sharing」則著重於他們的感受及情緒。透過單對單的面談，員工能夠分享各自的喜悅或憂慮。此外，我們亦會透過意見調查，了解新入職員工對入職體驗的看法及收集具建設性的建議，以推動我們不斷進步。

- *Cross Functional Team Orientation for newly joined Department Heads*

A systematic orientation for newly joined Department Heads was launched out this year. Based on the 4C framework (Compliance, Clarification, Culture and Connection), all closely working partners have a one on one sharing session with the new Department Head. With this onboarding guideline, it makes the whole process more systematic and fruitful.

b/ Enhancing Staff Competencies

Bossini believes a vibrant and competent workforce is indispensable in driving business growth. We place great effort on our talents' growth and development. We provide a variety of leadership and professional skills training through the "Bossini Academy" (堡獅龍學院), with the aim to well-equip our employees for the challenges ahead.

- *Classroom Training*

Through the "Bossini Academy", we provide over twenty different classroom trainings for our office, warehouse and shop employees, to equip them with various skills required at work.

- *E-Learning Platform*

To fulfill the learning needs of the new generation, we have been actively promoting the E-Learning platform since 2016. Four years passed by, our E-Learning platform is comparatively mature and sound. We designed a series of fundamental E-Learning courses for our regional frontline employees (Hong Kong and Macau, Mainland China, Taiwan and Singapore), and supported the overseas markets at the same time.

We never stop enriching the content of this platform. This year, a new E-Learning course "Effective Performance Appraisal Workshop" has been launched for the office employees, in the hope to use more interactive and practical way to explain the PMS concept.

- *為新加入的部門主管提供跨職能團隊到職面談*

於本年度開始為新加入的部門主管提供有系統的到職面談，各緊密合作的工作夥伴會按照4C框架（合規(Compliance)、清晰(Clarification)、文化(Culture)及連繫(Connection))，與新加入的部門主管進行單對單的面談，藉此令整個面談過程更有系統及高效。

b/ 提升員工能力

擁有能幹而充滿活力的工作團隊，是業務增長的原動力。我們重視人才的成長與發展，我們透過「堡獅龍學院」提供了不同的領導力課程及專業技能訓練，讓我們的員工好好裝備自己以應付接踵而來的挑戰。

- *實體課程*

我們透過「堡獅龍學院」這個學習平台，為辦公室、貨倉及店舖員工提供共二十多個不同的實體課程，以裝備自己各種工作所需的技能。

- *電子學習平台*

為滿足年青一代員工的學習需求，我們自二零一六年開始積極推動電子學習平台。經過四年時間，我們的電子學習平台日臻完善。我們為各地區（香港及澳門、中國大陸、台灣及新加坡）的前線員工設計一系列基礎電子學習課程，同時亦支援海外市場。

我們不斷豐富此平台的內容。於本年度，我們為辦公室員工推出全新的電子學習課程「績效評核(PMS)工作坊」，希望透過更互動及實用的方式講解PMS概念。

CARING FOR OUR EMPLOYEES 關愛員工

- *Mobile Learning*

Mobile learning is also the key in this year. An easy digest and borderless digital learning is very suitable for our shop employees, especially under the circumstance of epidemic. We have designed more than ten mobile learning courses to update their products knowledge, mix and match skills anytime, anywhere.

- *Field Observation and Follow-up*

We conducted on-site observation and demonstrations to ensure the frontline employees can apply what they have learned. This initiative has further enhanced their customer service, product knowledge and selling skills.

- *移動學習*

移動學習亦是本年度的重點項目。在疫情爆發的情況下，一些簡單易學及不受區域限制的數碼學習方式非常適合我們的店舖員工，於本年度我們設計超過十個移動學習課程，讓他們能夠隨時隨地更新產品知識及配襯技巧。

- *到店舖觀察及跟進*

透過親身到店舖進行現場觀察及示範，藉此提升前線員工在服務、產品以及銷售的知識和技巧，希望他們可以學以致用，鞏固學習經驗。



c/ Develop Future Leaders and Functional Expertise

We believe that employees are our most valuable asset, and leaders are our key to success. We devote our efforts to foster the talents and build effective teams.

- *Leveraging Internal Expertise*

Utilizing internal expertise is another way to facilitate employee's learning and development. We have invited different Department Heads or leaders to share their expertise in different training initiatives. This kind of knowledge exchange not only benefits to the recipients, but also further enhance the internal experts' skill set and boost up their confidence and morale.



c/ 培育未來領袖及職能專才

我們相信員工是我們最寶貴的資產，而領袖是我們成功的關鍵。我們一直努力培育人才，建立高效的團隊。

- *善用內部專才*

善用內部專才亦是促進員工學習及發展的另一種方式。我們邀請各部門主管或經理於不同培訓活動中分享他們的專業知識。這種知識交流不僅受益於受訓者，更能強化內部專才的技能，並提升他們的信心及士氣。



CARING FOR OUR EMPLOYEES 關愛員工

• *Shop In-charge Development*

Knowledge sharing meeting conducts regularly for the shop in-charge. Through various case studies, data analysis, group discussions and on-site follow-up, their management and motivation skills have been enhanced.

To nurture the 2nd and 3rd leadership pipeline, a “Leadership Program” has been conducted this year. Shop supervisors joined this course to learn the basic concept of leadership, for instance, the roles, attitudes, skills and knowledge of an effective leader.

• 店舖主管發展

我們定期為店舖主管提供知識分享會。我們透過案例分享、數據分析、小組討論及實地跟進等培訓內容，以提升他們的管理及激勵技巧。

為培養第二及第三階梯的領袖人才，於本年度已舉辦「領導力課程」，店舖主管參與此課程，學習領導力的基本概念：如學習主管的角色、應有的態度、技能及知識。



• *Building Effective Teams*

We promote team collaboration and breakthroughs. A variety of innovative and tailor-made team activities were held for the employees to promote effective teamwork and create synergy within and across teams.

• 建立高效團隊

我們促進團隊間的協作和突破。為員工提供各類適切的團隊活動，以促進團隊內部和跨部門間的有效合作。

d/ Happy Bossinians

To promote a positive and optimistic life attitude, “be happy” is bossini’s brand value. We believe that the smiling faces of our staff is an important driver in providing a happy shopping experience to our customers. Thus, except providing training and development opportunities, the Group also looks after employee’s well-being. We constantly review the employee benefits policy in hope of providing the employees with quality work lives, and various activities have been organised to promote happy working atmosphere.

- *Healthy and Safety Working Environment*

In the outbreak of the Coronavirus, we were confronted with the shortage of face mask, the Sustainability Task Force (STF) put their great effort on searching and distributing cloth mask and filter to all employees in shops, warehouse and office.

In addition, the STF also provided lunch order service for employee, encouraging them to have lunch at office to minimize the possibility of the social contact.

Under the impact of the epidemic, we implemented different measures to protect the shop employees. Except providing sufficient supplies of face mask, alcohol-based hand rubs and disinfectant sprays for all shops, we also care our pregnant workers, who are vulnerable to infection, and offer special leave for them.

In addition, all shops are equipped with a moderate height chair to minimise the impact on health caused by prolonged standing. Shop in-charge reminds shop employee to take breaks if necessary.

d/ 快樂員工

為推廣正面樂觀的人生態度，「就是快樂」是堡獅龍的品牌價值。我們相信，員工的笑容是為顧客帶來愉快購物體驗的主要動力。因此，除為員工提供培訓及發展的機會外，集團還關注員工的身心健康。我們定期檢視員工的福利政策，祈盼他們能擁有優質的工作及生活質素，並舉辦各類型活動以供員工參與，讓他們可以在快樂及和諧的氣氛下工作。

- *健康安全的工作環境*

於爆發冠狀病毒期間，面對口罩供應短缺，可持續發展工作小組(STF)致力搜羅及派發布製口罩及濾芯予店舖、貨倉及辦公室的所有員工。

此外，STF更為員工提供訂購午餐服務，鼓勵員工留在辦公室用膳，盡量減少社交接觸。

在疫情的影響下，我們採取多項措施以保護店舖員工。除了為所有店舖提供足夠口罩、酒精搓手液及消毒噴霧外，公司體恤懷孕員工疫情期間會憂慮外出工作而受到感染，故特別安排假期予她們。

此外，為了減少因長期站立工作對健康的影響，所有店舖增設了一張高度適中的椅子。店舖主管亦因應工作情況而提醒店員適時休息。



CARING FOR OUR EMPLOYEES 關愛員工

• Values Recognition

This year is not an easy year, an unforeseeable and overwhelming epidemic is swapping over the world. We believe the sustainability of business growth relies on the contribution of every employee.

In the “33 years Thankful Week” (33週年感謝祭), the cumulative sales amount reached a new peak. To appreciate for our employees dedication and effort, all staff received a gift voucher and enjoyed tea treat together.

Besides, a recognition and appreciation sharing for shop in-charge was launched. The newly designed “Give Yourself a Compliment” greeting card was distributed, to encourage self-affirmation and self-appreciation of their hard work and great effort.

• 重視對員工的認同

本年度是難艱的一年，不可預見及持續的疫情正在世界各地蔓延。我們相信，可持續業務發展實有賴每位員工的貢獻。

於「33週年感謝祭」中，累計銷售額再創新高。為嘉許員工的竭誠服務及努力，所有員工均獲贈禮券及一同享受茶點「Hi-Tea鬆一鬆」。

此外，我們為店舖主管舉辦分享會，並派發特意設計的「給自己一個讚」讚賞卡，鼓勵他們記下過去多月覺得自己做得好的地方，藉以給予自我肯定及讚賞。



For the office staff, whenever a colleague is get promoted, a thoughtfully designed “Thank You” card and gift will be presented to the promoted staff to appreciate his/her efforts.

辦公室員工方面，但凡員工升職，我們都特意設計心意咭，並送上小禮物以嘉許他們的努力。

- *Share Happy Moment*

1. Festive Celebration

To celebrate the joyous festivals, activities including Mid-Autumn Festival “Guess the Riddles” activity, and departmental Christmas Party are organised this year.



- *共度美好時光*

1. 節日慶祝

希望讓員工能感受節日快樂的氣氛，於本年度曾舉辦中秋節「猜燈謎」及部門聖誕派對等活動。



CARING FOR OUR EMPLOYEES 關愛員工

2. “Work-life Balance Week”

We encourage the employees to maintain a balance between work and living. The “Work-life Balance Week” is scheduled every year, and events such as “Leave early 2 hours” 「鬆一鬆。一齊放早兩個鐘」 and healthy snacks were distributed to all staff in shops, warehouses and offices.

3. Fit at Work

Hotel fitness memberships are provided for our employees and Friday is designated as “Healthy Friday”, where employees can enjoy gym room facilities during working hours.

For Warehouse, Bossini and Occupational Safety and Health Council (OSHC) joined hands for a workplace wellness workshop. The workshop provided health checks for the warehouse employees including measuring blood pressure and body fat, together with a “10-minute stretch Exercise” introduced by a fitness trainer.

2. 「工作與生活平衡周」

為鼓勵員工保持工作與生活的平衡，每年都會訂立「工作與生活平衡周」，例如「鬆一鬆。一齊放早兩個鐘」等活動，並於店舖、貨倉及辦公室向所有員工派發健康零食。

3. Fit at Work

提供酒店健身會籍，並將星期五定為「Healthy Friday」，員工可以於工作時間享用酒店的健身設備。

貨倉員工方面，堡獅龍與職業安全健康局(OSHC)攜手舉辦工作場所健康工作坊。工作坊為貨倉員工提供身體檢查，包括量血壓及體脂，以及由健身教練講解「10分鐘伸展運動」。



Recalling the past year, the Group organised different social events in regions to show our support for the underprivileged and activities that encourage environmental consciousness.

- *Recycling Red Packets*

Before the Chinese New Year, we have distributed the red packets that collected last year to colleagues for reuse. Besides, we placed a recycling box once again at the reception area to collect red packets during the period of Chinese New Year. Part of the collected red packets were sent to the "Green Collar Action", while the remaining were distributed to our staff. This is to encourage employees to reuse and to reduce festive wastage.

- *Clothes Donation in Taiwan*

This year we donated 1,800 items of clothing to the Hung Hua Tung Hsin-Society of Taiwan (台灣弘化同心共濟會) and 200 items of children clothing were donated to the Harmony Home Taiwan (台灣關愛之家) for children in need.

We believe that corporate social responsibility is an ongoing commitment. With full support of the management, we will continue to put forth our best effort in helping people and work hand in hand with our staff to contribute to the community we love.



回顧年內，本集團於核心地區舉辦了不同的回饋社會活動，包括關懷弱勢社群以至環保活動：

- *回收利是封*

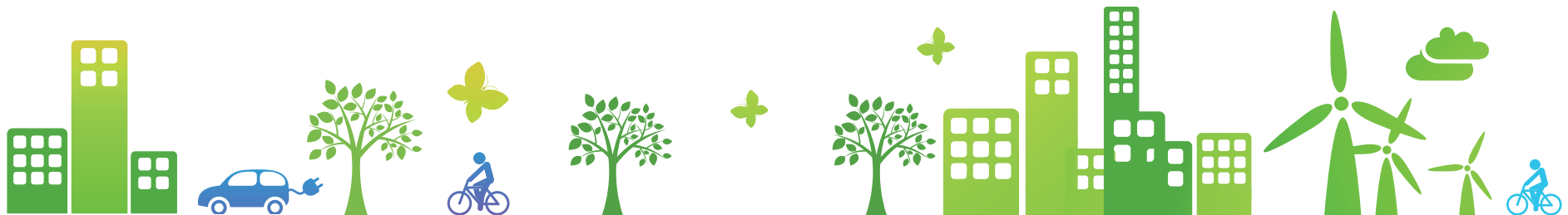
於農曆新年前，我們將去年所收集的利是封派發予同事以循環再用。此外，我們再次於農曆新年期間在辦公室接待處放置利是封回收箱。部份所收集的利是封已交予「綠領行動」，餘下的會派發給同事使用，藉此鼓勵大家重用利是封，減少節日浪費。



- *台灣捐贈衣服*

於本年度，我們已捐贈1,800件衣物予台灣弘化同心共濟會，並已捐贈200件童裝衣物予台灣關愛之家，以幫助有需要的兒童。

我們相信企業社會責任是一個持續的承諾，在管理層的全力支持下，我們將繼續與全體員工攜手努力，竭盡所能，致力幫助有需要人士，為我們所關愛的社區作出貢獻。



KEY ACHIEVEMENTS 主要獎項



Hong Kong Licensing Awards (2019)
Best Licensee Award
– Merit Award
(By Asian Licensing Association)

香港授權業大獎2019
最佳被授權商獎 – 優異獎
(由亞洲授權業協會頒發)

Top 10 Favorite Brands (2019)
Parent-Child Favourite
Clothing Brand
(By Parenting Headline)

十大最愛品牌2019
親子最愛服裝品牌
(由親子頭條頒發)

Hong Kong Brand (2019)
Gold Brand
(By Hong Kong Chamber of
Commerce & China (overseas)
Corporate Reputation
Association)

香港名牌2019
金獎品牌
(由香港商務總會及中華
(海外)企業信譽協會頒發)

Caring Company (since 2004)
16 consecutive years
(By Hong Kong Council of Social
Service)

商界展關懷 (自2004年開始)
連續16年
(由香港社會服務聯會頒發)

Asia eCommerce Awards (2019)

- Best e-Commerce – Retail (Gold)
- Best Omni-Channel Process (Silver)
- Best e-Commerce Website Design (Silver)
- Best e-Commerce Strategies (Bronze)
- Best e-Commerce Business of the Year (Bronze)

(By Marketing Magazine)



Asia's Best E-Tailing Awards (2019)
The Best Practice of eCommerce Alliance

- Best e-commerce – Enterprises session (Silver)
 - Best Omni-Channel
- (By The Hong Kong Trade Development Council)

Manpower Developer 1st (since 2010)
9 consecutive years
(By Employees Retraining Board)

人才企業1st
(自2010年開始)
連續9年
(由僱員再培訓局頒發)

Good Employer Charter (since 2018)
(By Labour Department)

好僱主約章
(自2018年開始)
(由勞工處頒發)

Happy Company (since 2014)
7 consecutive years
(By Promoting Happiness Index Foundation)

開心企業 (自2014年開始)
連續7年
(由香港提升快樂指數基金有限公司頒發)

The Loyalty & Engagement Awards (2020)

- Best Loyalty Campaign – Launch (Silver)
 - Best Loyalty Campaign – Fashion & Beauty (Silver)
 - Best CX/UX Strategy (Bronze)
- (By Marketing Magazine)



Bossini International Holdings Limited

堡獅龍國際集團有限公司

(Incorporated in Bermuda with limited liability)

(於百慕達註冊成立之有限公司)

(Stock code 股份代號: 592)

www.bossini.com