



# GOOD FELLOW HEALTHCARE HOLDINGS LIMITED 金威醫療集團有限公司

Incorporated in the Cayman Islands with limited liability  
於開曼群島註冊成立之有限公司  
(Stock Code 股份代號 : 8143)



2020/21

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



# Environmental, Social and Governance Report 2020/21

## 二零二零／二一年環境、社會及管治報告

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### DEFINITIONS

### 釋義

|                              |   |   |
|------------------------------|---|---|
| “Board”<br>「董事會」             | 指 | The board of directors of the Company or a duly authorised committee thereof;<br>本公司董事會或其正式授權之委員會；  |
| “Company”<br>「本公司」           | 指 | Good Fellow Healthcare Holdings Limited (Stock Code: 8143), a company incorporated in the Cayman Islands with limited liability, the shares of which are listed on GEM (“GEM”) of the Stock Exchange;<br>金威醫療集團有限公司 (股份代號：8143)，一間於開曼群島註冊成立之有限公司，其股份於聯交所GEM (「GEM」) 上市； |
| “COVID-19”<br>「COVID-19」     | 指 | Coronavirus disease;<br>新型冠狀病毒病；  |
| “ESG”<br>「環境、社會及管治」          | 指 | Environmental, Social & Governance;<br>環境、社會及管治；  |
| “Group”<br>「本集團」             | 指 | The Company and its subsidiaries;<br>本公司及其附屬公司；   |
| “Hong Kong”<br>「香港」          | 指 | The Hong Kong Special Administrative Region of the PRC;<br>中國香港特別行政區；   |
| “PRC” or “China”<br>「中國」     | 指 | The People’s Republic of China, which for the purpose of this Report shall exclude Hong Kong, the Macau Special Administrative Region of the PRC and Taiwan;<br>中華人民共和國，就本報告而言，不包括香港、中國澳門特別行政區及台灣；  |
| “Report”<br>「本報告」            | 指 | The ESG Report 2020/21 presented by the Group;<br>本集團呈報之二零二零年／二一年環境、社會及管治報告；  |
| “Reporting Period”<br>「報告期間」 | 指 | From 1 April 2020 to 31 March 2021;<br>自二零二零年四月一日起至二零二一年三月三十一日；   |
| “Stock Exchange”<br>「聯交所」    | 指 | The Stock Exchange of Hong Kong Limited; and<br>香港聯合交易所有限公司；及   |
| “subsidiary(ies)”<br>「附屬公司」  | 指 | A company which is for the time being and from time to time a subsidiary (within the meaning of the Companies Ordinance) of the Company.<br>現時及不時為本公司附屬公司 (定義見公司條例) 之公司。  |

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### ABOUT THIS REPORT

This is Good Fellow Healthcare Holdings Limited's (Stock Code: 8143) annual ESG report for the year ended 31 March 2021. The Company is principally engaged in the provision of general hospitals services in the PRC.

### SCOPE, MATERIALITY AND REPORTING PERIOD

During the year ended 31 March 2021, the Group principally engaged in the provision of general hospitals services in the PRC, and operated two general hospitals in Putian and Beijing (2020: three general hospitals in Jiaying, Zhuhai, and Beijing). We do not consider any substantial changes in our business nature during the Reporting Period. Therefore, we adopted the same ESG reporting approach as before. Unless otherwise specified, the ESG performance data of the Company mentioned does not include the Hong Kong office. To the understanding of the directors of the Company, our impacts in ESG were within the stipulated levels identified by the relevant laws and regulations and aligned with the industry level as well.

The Report was prepared in accordance with the ESG Reporting Guide in Appendix 20 to the Rules Governing the Listing of Securities on GEM (the "Guide"). The content of this Report focuses on material sustainability areas, based on our most significant economic, environmental and social impacts, as well as the greatest interest or concern areas to the stakeholders. As identified by the materiality assessment, the Report covers the performances, overall accomplishments, commitments, strategies, measures, and risks and challenges of the Group.

### 關於本報告

本報告是金威醫療集團有限公司(股份代號：8143)截至二零二一年三月三十一日止年度之年度環境、社會及管治報告。本公司主要於中國從事提供綜合性醫院服務。

### 範圍、重要性及報告期間

截至二零二一年三月三十一日止年度，本集團主要於中國從事提供綜合性醫院服務，及於莆田及北京經營兩間綜合性醫院(二零二零年：於嘉興、珠海及北京經營三家綜合性醫院)。我們認為我們於報告期間的業務性質並無發生任何重大變動。因此，我們採納與此前相同的環境、社會及管治報告方法。除非另有註明，所述本公司的環境、社會及管治數據不包括香港辦事處。據本公司董事所了解，我們於環境、社會及管治方面的影響乃於相關法律及法規規定的水準之內，並且與行業水準相符。

本報告乃根據GEM證券上市規則附錄二十的環境、社會及管治報告指引(「指引」)編製。本報告之內容主要闡述從經濟、環境及社會之重大可持續性層面上對本集團最為重要，以及有關持份者之最大利益或其所關注之議題。根據重要性評估，本報告涵蓋本集團之表現、整體成果、承諾、策略、措施以及風險及挑戰。

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Being one of the communication approaches to connect with our stakeholders, this Report contains relevant information that is meaningful and critical to their decision-making. In this regard, the Group prepared this Report based on four reporting principles set out in the ESG Reporting Guide, i.e., materiality, quantitative, balance and consistency.

This Report has been reviewed and approved by the Board. The qualitative and quantitative information for managing the Group's material ESG aspects are from the Group's official documents and statistical reports.

In regard to the corporate governance structure of the Group and other relevant information such as risk management and internal control, please refer to pages 25 to 41 of the Company's annual report for the year ended 31 March 2021.

### STAKEHOLDER ENGAGEMENT

We truly understand that the Group's stakeholders include groups and individuals, have a significant impact on our business and vice versa. Thus, stakeholder engagement plays an essential role to our continuous effort in improving our ESG standard. We have built and launched various communication channels for our internal and external stakeholders, in order to provide them with clear information about our approaches to business operation and ESG issues.

作為與我們持份者的溝通方式之一，本報告載列對彼等之決策而言屬有意義且重要的相關資料。就此而言，本集團乃根據環境、社會及管治報告指引載列之四個報告原則（即重要性、量化、平衡性及一致性）編製本報告。

本報告經由董事會審閱及批准。有關本集團如何管理其重大環境、社會及管治層面之定性及定量資料來自本集團之正式文件及統計報告。

就本集團之企業管治架構及風險管理與內部控制等其他相關資料而言，請參閱本公司截至二零二一年三月三十一日止年度之年報第25至41頁。

### 持份者參與

我們深知本集團之持份者包括不同團體及個人，對我們的業務具有重大影響力，反之亦然。因此，持份者之參與對本集團持續提升環境、社會及管治水平尤為重要。我們已建立並推行與內部及外部持份者之不同溝通渠道，旨在向彼等提供有關業務營運以及環境、社會及管治範疇之方針的清晰資料。

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The main communication channels of the Group with stakeholders are detailed as follows: 本集團與持份者之主要溝通渠道詳述如下：

### Stakeholders

#### 持份者

### Communication Channels

#### 溝通渠道

Management and Employees

管理層及僱員

- Town-hall meetings  
僱員大會
- Staff performance appraisal and survey  
僱員表現評估與調查
- Weekly/daily meetings  
每週／每日例會
- Mentorship programmes  
導師計劃
- Website and social media page  
網站及社交媒體頁面
- Hotline and social media chat room  
熱線及社交媒體聊天室
- Customer/patient survey  
客戶／病人調查

Shareholders and Investors

股東及投資者

- Annual general meetings  
股東週年大會
- Stock Exchange website and company website  
聯交所網站及公司網站
- Investor meetings/briefings  
投資者會議／簡報
- Financial reports and ESG reports  
財務報告以及環境、社會及管治報告



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## 二零二零／二一年環境、社會及管治報告

### Stakeholders

#### 持份者

### Communication Channels

#### 溝通渠道

Media and general public

媒體及公眾

- Press release  
新聞發佈會
- Media enquiries  
媒體查詢
- Website and social media page  
網站及社交媒體頁面

Suppliers and business partners

供應商及業務夥伴

- Supplier meetings and visits  
供應商會晤與拜訪
- Supplier review, assessment and survey  
供應商審查、評估及調查

Government authorities and regulators

政府機構及監管機構

- Hospital visits  
醫院拜訪
- Official liaison and meetings  
官方聯絡及會晤

Community and non-governmental organizations

(NGOs)

社區及非政府組織

- Volunteer and collaboration projects  
志願者及合作項目
- Media enquiries  
媒體查詢

We welcome opinions on the Group's approaches on the ESG aspects upon reading the ESG Report. Please share with us via:

如參閱本環境、社會及管治報告後，對本集團之環境、社會及管治方針有任何意見，歡迎透過下列方式與本集團分享：

Address: Unit 3309, 33rd Floor, West Tower, Shun Tak Centre,  
168-200 Connaught Road Central, Hong Kong

地址： 香港干諾道中168-200號  
信德中心西座33樓3309室

Tel No.: (852) 2722 4388

電話： (852) 2722 4388

Fax No.: (852) 2543 8865

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Email: info@gf-healthcare.com

電郵： info@gf-healthcare.com

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## 二零二零／二一年環境、社會及管治報告

### ENVIRONMENTAL ASPECT

The Group upholds the relevant environmental laws and regulations in the country and regions where it operates, whilst adhering to energy saving, pollution prevention, environmental protection and sustainable development. These laws and regulations include, but not limited to:

- the Environmental Protection Law of the PRC (《中華人民共和國環境保護法》)
- the Water Pollution Prevention and Control Law of the PRC (《中華人民共和國水污染防治法》)
- the Administrative Measures for Medical Wastes of Medical and Health Institutions (《醫療衛生機構醫療廢物管理辦法》)
- the Management Measures for Environmental Emergencies (《突發環境事件應急管理辦法》)
- the Regulation on the Administration of Medical Wastes (《醫療廢物管理條例》)
- the Environmental Protection Order No.34 (《環境保護部令34號》)
- the Regulation on Urban Drainage and Sewage Treatment (《城鎮排水與污水處理條例》)
- the Administrative Measures for Urban Living Garbage (《城市生活垃圾管理辦法》)

### 環境層面

本集團在其經營所在之國家及地區遵守相關環境法律及法規，同時秉持節約能源、污染防治、環境保護及可持續發展理念。該等法律及法規包括(但不限於)：

- 《中華人民共和國環境保護法》
- 《中華人民共和國水污染防治法》
- 《醫療衛生機構醫療廢物管理辦法》
- 《突發環境事件應急管理辦法》
- 《醫療廢物管理條例》
- 《環境保護部令34號》
- 《城鎮排水與污水處理條例》
- 《城市生活垃圾管理辦法》



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## 二零二零／二一年環境、社會及管治報告

The Group has launched a comprehensive and well-functioning mechanism to handle and respond to hospital emergencies promptly, efficiently and in an orderly approach, with the purpose to minimize any adverse impact and losses to the environment.

In the course of investment, construction and operation, the Group carries out the objective of “benefiting the society and the populace” through to the end. Throughout the years, the Group is committed to improving its management and execution levels, upgrading its production facilities, so as to minimize pollution during its daily operation.

An environmental emergencies command division has been established as part of the mechanism, to coordinate and command any responsive actions and works. The division consists of four teams, including:

本集團已設立全面運作良好的機制以迅速、有效及有序處理及應對醫院突發事件，盡可能降低對環境的任何不利影響及損失。

本集團在投資、建設和經營過程中，始終貫徹「惠予社會，好及百姓」的經營宗旨。多年來，本集團致力提升其管理及執行水平、改良生產設施，以盡可能減低其日常營運所造成任何形式之污染。

本集團已成立環境突發事件指揮處作為機制之一部分，以協調及指揮任何應變行動及工作。該部門由四個團隊組成，包括：



During the Reporting Period, there was no incident of non-compliance with relevant environmental laws and regulations concerning the air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste which have a significant impact to the Group.

於報告期間，並無發生任何不遵守與空氣及溫室氣體排放、排入水土及產生有害及無害廢棄物相關的當地環境法律及法規而對本集團產生重大影響的事件。

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### Emissions

#### Air Pollution

The Group keeps identifying and discovering potential benefits of climate mitigation efforts which reduce our greenhouse gas emissions and local public health risks, such as upgrading the medical equipment. Without the necessity to operate large machineries, the carbon footprint generating from our daily operations is mainly from the consumption of energy and resources, such as electricity power and fuel used for vehicles.

The Group has adopted the green hospital development policy and applied low carbon strategies in all aspects of our operation which comply with the requirements by the government. We are committed to maintain green zone in hospital's areas by deploying plants which absorb certain toxic and hazardous gas. we are researching and aspiring to carbon-neutral building operation through upgrading the facilities and new hospital construction, for instance, using "green roof" system, adopting eco-friendly design in accordance with solar orientation and prevailing wind.

Employees are encouraged to take public transportation. Meanwhile, our hospitals only provide a limited number of parking lots for in-patients and clients to restrict the traffic flow. Also, we understand that a well-designed arrangement in terms of the ambulances, hospitals vehicles, supply chain transportation is critical to the transportation-related carbon footprint reduction, whilst a proper utilization will also help for minimizing unnecessary travel.

The existence of social media (E.g., WeChat), video and web conferencing technologies consolidate the fundamental and facilitate a wider application of telemedicine. We will continue to explore and improve our uses of telemedicine as an alternative of face-to-face encounter in the fields such as remote patient monitoring and online medical consultation. These measures are expected to reduce the unnecessary travel by the customers significantly.

### 排放

#### 空氣污染

本集團不斷識別及發掘氣候變化減緩工作(例如升級醫療設備)可減少溫室氣體排放、降低本地公共健康風險。我們的經營無需使用大型機器，日常經營碳排放主要來自於能源及資源消耗，如電源及汽車耗用之燃料。

本集團已採納綠色醫院發展政策並將低碳戰略應用於我們經營的各個方面，以符合政府的要求。我們透過配置吸收若干有毒有害氣體的植物，致力維持醫院區域內的綠色空間。我們正在研究並渴望透過升級設施及新醫院建設(例如，使用「綠色屋頂」系統並根據朝陽方位及盛行風採用環保設計)追求碳中和樓宇營運。

本集團鼓勵員工乘坐公共交通工具。同時，我們的醫院僅為住院病人及客戶提供有限數量的停車位以限制交通流量。此外，我們明白，根據救護車、醫院車輛及供應鏈運輸作出合理設計的安排乃減少運輸相關碳足跡的必要之舉，而合理使用技術亦有助於將不必要的差旅減少至最低。

社交媒體(例如微信)及視頻或網絡會議技術的存在鞏固遠程醫療的基礎並促進遠程醫療得到更為廣泛的應用。我們將繼續探索及改進遠程醫療作為面對面接觸的替代方法，應用於遠程患者監護及線上醫療諮詢等領域，此將有望大幅減少客戶的非必要差旅。

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Regarding the supply chain management of transportation, we tend to purchase or procure from the local suppliers and suppliers who use fuel-efficient transportation. Furthermore, we endeavour to minimize the frequency of supply transportation via better management on inventory control.

### Waste Management

In order to contribute to healthy and sustainable environment development and focus on growing in harmony with the environment, we have put great effort in finding solution to reducing our carbon footprint. Before the authorized municipal environmental sanitation services contractors collect and dispose the general non-hazardous and domestic wastes, responsible staffs are appointed to classify and store them properly.

The collection and disposal of food scraps are separately managed and the assigned staff will oversee the whole process including the recording of waste categories, amount and treatment approaches detailly and comprehensively. The records will be reviewed regularly. In particular, food wastes and leftover are put into designated containers or buckets, and will be collected and reused by the third-party collectors. An agreement is entered with the third-party collectors to ensure all food wastes and leftover are used for breeding and farming purposes only. Other food wastes such as vegetables, peels, organ meats, which are in the form of raw food or semi-processed food will be treated as domestic waste.

Through the World Health Assembly, the world's governments have called for greater action on medical waste due to the underestimation of the environmental and public health threat by its toxic and infectious properties.

在運輸的供應鏈管理方面，我們傾向於從當地供應商或使用節能運輸方式之供應商購買或採購。此外，我們致力透過更好的存貨控制管理盡量減少供應運輸的頻率。

### 廢物管理

為有助於環境的健康和可持續發展及專注於與環境和諧共存，我們付出了巨大的努力來尋找解決方案，以減少碳足跡。在獲授權的市政環境衛生服務承包商收集及處理一般無害廢物及生活廢物之前，負責工作人員被指派進行廢物分類及妥善地存放廢物。

食物殘渣的收集及處理是分開管理及獲指派工作人員將整個流程，其中包括廢物種類、數量及處理方法等詳細而全面地記錄。所有這些記錄均會定期審閱。特別是食物殘渣及吃剩的食物，會被放入指定的容器或桶內，並由第三方收集商負責收集及重用。我們與有關的第三方收集商已訂立協議，確保所有食物殘渣及吃剩的食物僅作為養殖及農業用途。其他生食品或半加工食品的食物垃圾，例如蔬菜、果皮及內臟等，則當作生活廢物處理。

世界各國政府已透過世界衛生大會呼籲對醫療廢物採取大力行動，原因為醫療廢物的毒性及傳染性對環境及公共健康的威脅被低估。



# Environmental, Social and Governance Report 2020/21

## 二零二零／二一年環境、社會及管治報告

The clinical wastes are disposed in strict accordance with the Medical Waste Management Regulations (《醫療廢物管理條例》) and the Administrative Measures for Medical Wastes of Medical and Health Institutions (《醫療衛生機構醫療廢物管理辦法》). Clinical wastes such as infectious waste, pathological waste, surgical waste, medicine waste and chemical waste must be collected and disposed by professional and qualified waste management service providers. The clinical wastes must be treated and transported separately, and temporarily stored in designated storage facilities. The designated storage facilities shall be sanitized and cleaned thoroughly afterwards. All employees are strictly required to comply with the procedures and regulations to response of contagion and infection risks. During the Reporting Period, 10.5 tonnes of clinical wastes were generated.

We will keep seeking and adopting various waste management measures in the suitable development stage, including implementation of environmentally preferable purchasing procedures, avoiding and minimizing the use of toxic materials. For example, mercury, PVC and unnecessary disposable products.

### Maintaining Indoor Air Quality

Indoor air quality is one of the significant factors affecting human health as people spend most of the time in indoor area nowadays. Therefore, continuing to improve indoor air quality to reduce indoor air pollutants and thereby reducing air pollution is essential to the employees, clients and other stakeholders. Long-term exposure to microbial contaminants will increase the chance of respiratory symptoms, allergies and asthma, as well as affect the immune system. Therefore, we established strict guidelines for maintaining indoor air ventilation, for the purpose of eliminating the microbial contaminants, as well as cross-infection of diseases among patients inside the hospitals. All the ventilation systems are evaluated and examined regularly by the professional and licensed employees with relevant knowledge or third-party vendors.

臨床廢物乃嚴格按照《醫療廢物管理條例》及《醫療衛生機構醫療廢物管理辦法》處理。臨床廢物(如感染性廢物、病理性廢物、外科廢物、醫藥廢物及化學廢物)須由專業、合資格廢物管理服務供應商進行收集及處理。臨床廢物須分開處理及運輸並臨時存放於指定存儲設施內。指定存儲設施在清空之後應進行徹底消毒及清潔。所有員工應嚴格遵守該等程序及規例以應對傳染及感染的風險。於報告期間內，我們的臨床廢物排放量為10.5噸。

我們將於合適發展階段持續研究並採納多種廢物管理措施，包括實施環保型採購程序、避免及減少使用有毒物質(例如水銀及PVC)及不必要的一次性產品。

### 保持室內空氣質素

室內空氣質素乃與人類健康相關的重要因素之一，皆因現今人們大部分時間都在室內區域度過。因此，持續改善室內空氣質素以減少室內空氣污染物，藉此減少空氣污染對員工、客戶及其他利益相關者至關重要。長期暴露於微生物污染物將增加患呼吸道症狀、過敏及哮喘的機會並影響免疫系統。因此，為消除微生物污染物以及醫院內患者之間的疾病交叉感染，我們設有嚴格的保持室內空氣通風指引。所有通風系統均由具有專業技能及執照的僱員或第三方專業服務供應商定期進行評估及檢查。

# Environmental, Social and Governance Report 2020/21

## 二零二零／二一年環境、社會及管治報告

### Proper Sewage Discharge

We have complied with the Disinfection Specifications (《消毒技術規範》). Water consumed at our hospitals would be treated by the wastewater treatment facilities built in the hospitals. Before being discharged to the municipal wastewater treatment facilities, the wastewater goes through the grilles, retention basins, septic tanks and sanitizing facilities, as well as is sanitized with the hydrochloric acid and sodium chlorate. To limit or avoid our employees' exposure to infectious fluid waste, we implemented a fluid waste management and strictly monitor the processes.

During the Reporting Period, we have discharged 3,398 cubic meter of wastewater. According to the Discharge Standard of Water Pollutants for Medical Organization, our emission of water pollutants was under the maximum level.

### Concerted Efforts with Suppliers and Business Partners

With the aim of safeguarding the environment against the arising of the hazardous medical wastes, we have established and adopted a management mechanism with our suppliers and business partners. All medical wastes in forms of drugs and medicines were sorted and stored in designated areas. The medical wastes and domestic wastes are stored separately before being collected and handled by the qualified handlers to disposal in a safe manner.

The Group will continue to closely monitor and manage the environment-related work, and to minimize the impacts to the environment from our operations. Necessary measures will be taken to improve the contribution to environmental protection and comply with all the relevant laws, standards and regulations.

### Noise Management

We have installed sound and vibration insulation and absorption screens or walls, to deaden the noise generated by the operation of certain medical equipment and machines, and renovation or construction works carried out in the hospital area occasionally.

### 妥善的污水排放

我們已遵守《消毒技術規範》。我們醫院消耗的水資源須由醫院建立的污水處理設施進行處理。廢水排入市政污水處理設施之前通過地漏、滯留池、化糞池及淨化設施，並利用鹽酸及氯酸鈉進行消毒。為限制或避免我們的員工接觸傳染性液體廢物，我們實施液體廢物管理並嚴格監控流程。

於報告期間，我們排放約3,398立方米廢水並將水污染物排放控制在《醫療機構水污染排放標準》准許的最低水平內。

### 與服務供應商及業務合作夥伴齊心協力

為保護環境免受危險醫療廢物產生的損害，我們已與服務供應商及業務合作夥伴制定並採用一套管理機制，所有藥物及藥品形式的醫療廢物均於指定區域進行分類及存放。醫療廢物與其他生活垃圾在合資格處理方收集及處理前分開存放至以安全方式處置。

本集團將繼續密切監察及管理其環保工作，將其營運對環境的影響減至最低水平。我們將採取必要措施，以加強環境保護並遵守所有適用的法律、標準及法規。

### 噪音管理

我們已經安裝聲音及振動的隔離及吸收屏幕或牆壁，以消除若干醫療設備及機器操作，以及偶爾在醫院區域進行的建築或翻新工程產生的噪音。

# Environmental, Social and Governance Report 2020/21

## 二零二零／二一年環境、社會及管治報告

### Emission Data

### 排放數據

| Types of emissions<br>排放類型                                    | Unit<br>單位   | 2020/21<br>二零二零／二一年 | 2019/20<br>二零一九／二零年    |
|---|--|---------------------|------------------------|
| <b>Air emissions</b>  |  |                     |                        |
| <b>氣體排放</b>   |  |                     |                        |
| Nitrogen Oxides (NOx)<br>氮氧化物(NOx)                            | g<br>克   | 7,670               | – <sup>(1)</sup>       |
| Sulphur Oxides (SOx)<br>硫氧化物(SOx)                             | g<br>克   | 0.22                | – <sup>(1)</sup>       |
| Particulate Matter (PM)<br>顆粒物(PM)                            | g<br>克   | 702.0               | – <sup>(1)</sup>       |
| <b>Greenhouse gas emissions</b>                               |  |                     |                        |
| <b>溫室氣體排放</b>   |  |                     |                        |
| Total GHG emission (Scope 1 and scope 2)<br>溫室氣體排放總量(範圍1及範圍2) | Ton CO <sub>2</sub> e<br>公噸二氧化碳當量  | 215.8               | 1,692.3 <sup>(2)</sup> |
| Scope 1 Direct emission<br>範圍1直接排放                            | Ton CO <sub>2</sub> e<br>公噸二氧化碳當量  | 11.3                | 117.1 <sup>(2)</sup>   |
| Scope 2 Indirect emission<br>範圍2間接排放                          | Ton CO <sub>2</sub> e<br>公噸二氧化碳當量  | 204.6               | 1,575.1 <sup>(2)</sup> |
| Intensity (Scope 1 and scope 2)<br>密度(範圍1及範圍2)                | Ton CO <sub>2</sub> e/m <sup>2</sup> of gross<br>floor area<br>公噸二氧化碳當量／<br>平方米總建築面積 | 0.01                | – <sup>(1)</sup>       |



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## 二零二零／二一年環境、社會及管治報告

| Types of emissions<br>排放類型            | Unit<br>單位   | 2020/21<br>二零二零／二一年 | 2019/20<br>二零一九／二零年 |
|---------------------------------------|--|---------------------|---------------------|
| <b>Hazardous wastes</b><br>有害廢棄物      |  |                     |                     |
| Total hazardous wastes<br>有害廢棄物總量     | Ton<br>公噸  | 10.5                | 13.9                |
| Intensity<br>密度                       | kg/m <sup>2</sup> of gross floor area<br>千克／平方米總建築面積 | 0.47                | – <sup>(1)</sup>    |
| <b>Non-hazardous wastes</b><br>無害廢棄物  |  |                     |                     |
| Total non-hazardous wastes<br>無害廢棄物總量 | Ton<br>公噸  | 13.0                | – <sup>(1)</sup>    |
| Intensity<br>密度                       | kg/m <sup>2</sup> of gross floor area<br>千克／平方米總建築面積 | 0.57                | – <sup>(1)</sup>    |

Note:

附註：

- (1) The data is starting to be disclosed from this Reporting Period.
- (2) The significant change of the data is due to the disposal of relevant general hospitals in the Reporting Period.

- (1) 該數據於本報告期間開始披露。
- (2) 該數據發生重大變化乃由於報告期內出售有關綜合醫院所致。

# Environmental, Social and Governance Report 2020/21

## 二零二零／二一年環境、社會及管治報告

### Use of Resources

The Group is responsible for preserving the nature for the next generations, so environmental management is one of the key topics in our operation. We have formulated a series of administration plans in each hospital and office, including waste reduction, conservation of energy and water, and efficient use of resources and so on. Pursuant to these plans, we have executed various measures to continually refine our environmental efforts, as well as to comply with the Environmental Protection Law of the People's Republic of China (《中華人民共和國環境保護法》).

The Group did not experience any issue in sourcing water that is fit for purpose during the Reporting Period.

### Our Energy Efficiency Programme

- Study sources of clean and renewable energy, utilize in the operation when applicable
- Equipment with power saving feature is prioritized in procurement
- Perform regular equipment inspection and maintenance works to ensure all systems and machines function properly
- Maintain a minimum air-conditioners' temperature of 24 Degree Celsius, despite the summer
- Switch off all non-used electrical appliances, lights and office equipment, as well as elevators and escalators
- Purchase electric vehicles to replace traditional energy vehicles
- Encourage use of video or telephone conferencing systems to reduce business travel, or encourage the use of public transportation
- Conduct regular energy audits to improve the awareness and retrofit our measures

### 資源利用

本集團有責任為下一代保護自然環境，因此環境管理乃我們營運中的重點課題之一。我們已於各間醫院及辦公室制定一系列行政計劃（包括減廢、節約能源及用水及有效使用資源等等）。根據該等計劃，我們已實施多項措施，不斷改善我們的環保工作及遵守《中華人民共和國環境保護法》。

於報告期間，本集團於求取適當水源方面並無遭遇任何問題。

### 能源使用效益計劃

- 研究清潔及可再生能源的來源，於經營中利用（適用時）
- 優先採購具有省電功能的設備
- 定期檢查設備及開展維修工作，以確保所有系統及機器運作正常
- 即使於夏天，仍維持冷氣溫度為最低24攝氏度
- 關掉所有非使用中的電器、燈及辦公室設備以及電梯及扶手電梯
- 購買電動汽車替代傳統能源汽車
- 鼓勵使用視像或電話會議系統以避免公幹，或鼓勵使用公共交通工具
- 進行常規能源審計，以提高意識並改進措施

# Environmental, Social and Governance Report 2020/21

## 二零二零／二一年環境、社會及管治報告

### Our Water Conservation Programme

- Lower water pressure, particularly in washrooms and other areas with high usage rate, to save water
- Closely monitor the use of water, installing water-efficient fixtures and technologies such as faucets and toilets
- Harvesting rainwater and recycling water
- Carry out periodic check on plumbing and pipes to prevent leaks

### Our Waste Reduction Programme

- Use wastepaper recycling boxes for paper recycling and reuse
- Set double-sided printing mode in printers to improve the efficiency of paper use
- Promote the use of email and electronic filing system
- Avoid using disposable tableware

### 節水計劃

- 降低水壓，尤其於洗手間及其他使用率高的地方，以節省水量
- 密切監控水源利用，並安裝節水裝置及技術，例如水龍頭及坐便器
- 收集雨水及回收水
- 對管道及水管進行常規檢查以防止滲漏

### 減廢計劃

- 使用廢紙回收箱進行紙張回收及重用
- 在打印機中設置雙面打印模式，以提高紙張使用效率
- 推廣使用電子郵件及電子檔案管理系統
- 避免使用一次性餐具



# Environmental, Social and Governance Report 2020/21

## 二零二零／二一年環境、社會及管治報告

### Resource Consumption Data

### 資源消耗數據

| Types of resource consumption<br>資源消耗類型  | Unit<br>單位  | FY2020/21<br>二零二零／<br>二一財年 | FY2019/20<br>二零一九／<br>二零財年 |
|--|---|----------------------------|----------------------------|
| <b>Energy consumption</b><br><b>能源消耗</b> |   |                            |                            |
| Total energy consumption<br>能源消耗總量       | kWh<br>千瓦時  | <b>398,949.3</b>           | – <sup>(1)</sup>           |
| Direct energy<br>直接能源                    |   |                            |                            |
| <i>Fuel</i><br>燃料                        | kWh<br>千瓦時  | <b>63,669.3</b>            | 333,411.2                  |
| Indirect energy<br>間接能源                  |   |                            |                            |
| <i>Electricity</i><br>用電                 | kWh<br>千瓦時  | <b>335,280</b>             | 1,841,041 <sup>(2)</sup>   |
| Intensity<br>密度                          | kWh/m <sup>2</sup> of gross floor area<br>千瓦時／平方米總建築面積                                  | <b>17.7</b>                | – <sup>(1)</sup>           |
| <b>Paper</b><br><b>紙張</b>                | Kg<br>千克  | <b>503.0</b>               | – <sup>(1)</sup>           |
| <b>Water</b><br><b>用水</b>                |   |                            |                            |
| Total water consumption<br>耗水總量          | Cubic meter (m <sup>3</sup> )<br>立方米  | <b>9,858</b>               | 38,309 <sup>(2)</sup>      |
| Intensity<br>密度                          | Cubic meter (m <sup>3</sup> )/m <sup>2</sup><br>of gross floor area<br>立方米／<br>平方米總建築面積 | <b>0.44</b>                | – <sup>(1)</sup>           |

Note:

附註：

<sup>(1)</sup> The data of is starting to be disclosed from this Reporting Period.

<sup>(1)</sup> 數據於本報告期間開始披露。

<sup>(2)</sup> The significant change of the data is due to the disposal of relevant general hospitals in the Reporting Period.

<sup>(2)</sup> 數據的重大變動乃由於報告期間出售有關綜合性醫院所致。

# Environmental, Social and Governance Report 2020/21

## 二零二零／二一年環境、社會及管治報告

### Environment and Natural Resources

The Group has increased the awareness of environmental protection of our staff by issuing internal environmental guidance and sharing relevant environmental information in relation to green office. We often post different notices to provide updates and information regarding environmental issues and the latest environmental initiatives of the Group for reminding the staff of our environmental protection measures. Some of our awareness improvement include organizing employees to participate in waste collection activities and environmental protection-oriented trekking and walk events. We have assigned responsible staffs to monitor and ensure the above initiatives are successfully implemented.

In addition, on International Days such as World Environment Day, we have internally delivered relevant information and messages through the intranet, social media, and so on. In relation to the procurement of office paper, we have chosen products which are certified by the Forest Stewardship Council ("FSC"). To ensure the products come from the forest which has been evaluated and certified as being managed through the updated social, economic and environmental standards.

### 環境及天然資源

本集團已提升其員工之環保意識，方法為發出內部環保指引及分享有關綠色辦公室之相關環保資訊。我們通常張貼不同通知，以提供有關環境問題及本集團最新環保措施之最新消息及資訊及提醒員工我們的環保措施。我們的意識提升部分包括組織僱員參與廢物收集活動及環保為本的遠足及步行活動。我們已委派負責員工監督及確保成功實行上述措施。

此外，於世界環境日等國際日，我們透過內部網絡、社交媒體等方式於內部傳遞相關資訊及訊息。於採購辦公用紙方面，我們選擇獲得森林管理委員會（「森林管理委員會」）認證的產品。為確保產品來自經評估及認證為透過最新的社會、經濟及環境標準進行管理的森林。

## SOCIAL ASPECT

### Employment and Labour Practices

We are responsible for each of our employees to becoming a trustworthy employer. The Group strictly complies with the Employment Ordinance (Chapter 57 of the Laws of Hong Kong), Labour Law of the PRC (《中華人民共和國勞動法》), Labour Contract Law of the PRC (《中華人民共和國勞動合同法》), and other applicable laws and regulations of the country and regions in which our business locates, to protect the legal interests of the Group and the employees. All employees, upon joining the Group, are given orientation sessions, which cover the information relating to terms of employment, remuneration packages, working hours, rest periods and holidays, termination, confidentiality, work ethics and other areas. The employment relationship is confirmed by a written labour contract only after both parties fully understand their rights and obligation, and agree the relevant employment terms.

We adhere to the principle that more employees develop, the more competitive our talent team will be, and it is essential to the Group's future business development. We provide competitive and attractive remuneration packages to attract and retain talents, encompassing basic salary and overtime compensation, staff welfare and rights such as Mandatory Provident Fund and medical insurance. Employees are also entitled to paid rest periods including annual leave, maternity leave, paternity leave and sick leave. These remuneration and benefits are determined and adjusted based on job nature, experience, job performance of employees, as well as financial results of the Company and market conditions. In addition, to satisfy the applicable benefit requirements and remuneration of the country and regions, we concerned the needs of employees in various aspects, through enriching their leisure time and guiding them to achieve work-life balance and alleviate work pressure with staff activities.

## 社會層面

### 僱傭及勞工常規

我們對每名僱員負責，以成為值得信賴之僱主。本集團嚴格遵守香港法例第57章《僱傭條例》、《中華人民共和國勞動法》、《中華人民共和國勞動合同法》及我們業務所在國家及地區的其他適用法律及法規，以保護本集團及員工的合法權益。所有僱員於加入本集團後均有迎新會，當中涵蓋與僱傭條款、薪酬待遇、工時、休息時間及假期、終止僱傭、保密、職業道德及其他方面有關的資料。雙方充分了解其權利及義務並同意相關僱傭條款後，方可透過書面勞動合同確認僱傭關係。

我們堅持僱員成長越多、我們的人才團隊越具競爭力的原則，其對本集團之未來業務發展至關重要。我們提供具競爭力及吸引力的薪酬方案以吸引及挽留人才，包括基本薪金及超時工作補償、強制性公積金及醫療保險等員工福利及權利。僱員亦有權享有有薪休息假期，包括年假、產假、待產假及病假。該等薪酬及福利乃根據工作性質、經驗、工作表現、本公司財務業績及市況而釐定及調整。此外，為達到相關國家及地區的適用福利要求及薪酬待遇，我們從多方面關注僱員需求，透過豐富僱員之休閒時間、引導其透過員工活動實現工作與生活之平衡及緩解工作壓力。



# Environmental, Social and Governance Report 2020/21

## 二零二零／二一年環境、社會及管治報告

We have established a comprehensive management system of remuneration, motivation and performance appraisal. Salary is commensurate with employees' position value, competence and performance and with reference to the prevailing market conditions. Staff performance is assessed in an appropriate manner and the outcome of which will be reflected in remuneration and promotion.

### Employment

We believe employees are key to bringing us success and maintaining our competitiveness. We are dedicated to providing a gratifying and rewarding workplace to our employees and offering them with opportunities to learn, grow and succeed.

During the Reporting Period, there was no incident of non-compliance with the relevant laws and regulations that have a significant impact on the Group relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination and other benefits and welfare.

As at 31 March 2021, the Group employed a total of 340<sup>(1)</sup> full-time employees, the demographics of the Group's workforce are summarized below:

Notes:

<sup>(1)</sup> The employee number including the general hospitals operated in the PRC (i.e., Putian and Beijing) and Hong Kong office.

我們已建立完善的薪酬管理、激勵機制和績效評核體系。僱員的薪酬乃根據其崗位價值、能力及工作表現，並參考現行市況而釐定。每年度均會對員工的工作表現給予恰當的評價，並將評價結果與薪酬及職位晉升掛鉤。

### 僱傭

我們認為，僱員為我們邁向成功及維持競爭力之關鍵。我們致力為僱員提供滿意及有回報之工作場所，並向彼等提供學習、成長及成功之機會。

於報告期間，本集團概無有關薪酬及解僱、招聘及晉升、工時、休息時間、平等機會、多元化、反歧視以及其他待遇及福利且對本集團產生重大影響之相關法律及法規之不合規事件。

於二零二一年三月三十一日，本集團僱用合共340<sup>(1)</sup>名全職僱員，本集團勞工之人口統計數據概述如下：

附註：

<sup>(1)</sup> 僱員數目包括於中國（即莆田及北京）經營之綜合性醫院及香港辦事處。

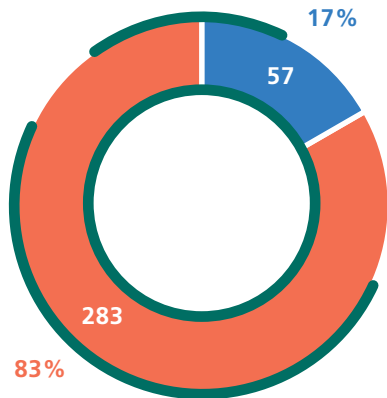
# Environmental, Social and Governance Report 2020/21

## 二零二零／二一年環境、社會及管治報告

Employment Data:  
FY 2020/21

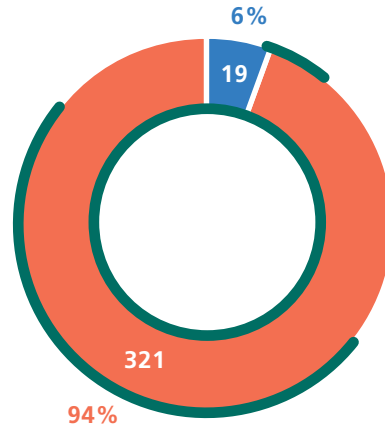
僱員數據：  
二零二零／二一財年

BY EMPLOYEE CATEGORY  
按僱員類型劃分



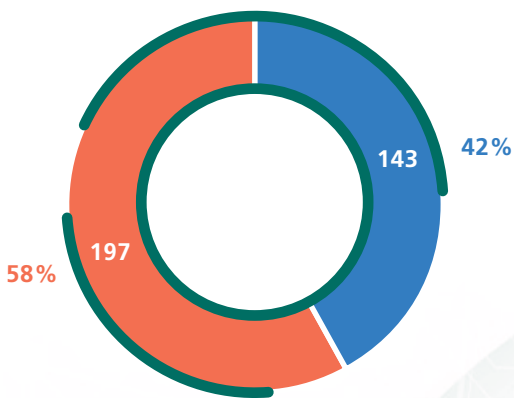
● Executive 行政人員 ● Operating staff 一般員工

BY GEOGRAPHICAL REGION  
按地區劃分



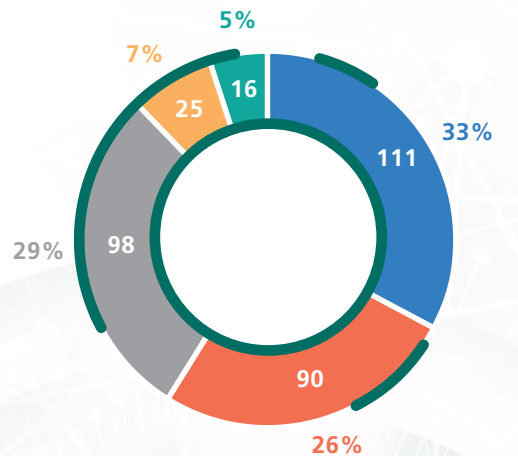
● Hong Kong 香港 ● The PRC 中國

BY GENDER  
按性別劃分



● Male 男性 ● Female 女性

BY AGE  
按年齡劃分



● Below 30 30歲以下 ● 30-39 30-39歲 ● 40-49 40-49歲  
● 50-59 50-59歲 ● 60 or above 60歲或以上

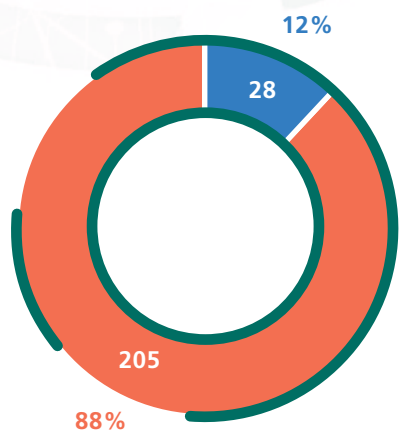
# Environmental, Social and Governance Report 2020/21

## 二零二零／二一年環境、社會及管治報告

FY 2019/20 <sup>(1)</sup>

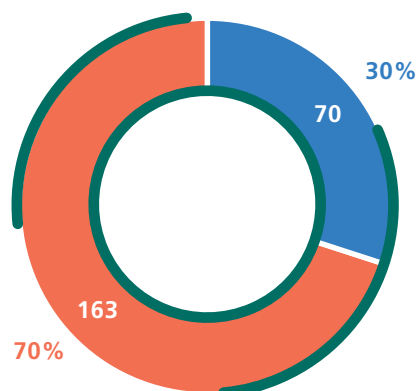
二零一九／二零財年<sup>(1)</sup>

**BY EMPLOYEE CATEGORY**  
按僱員類型劃分



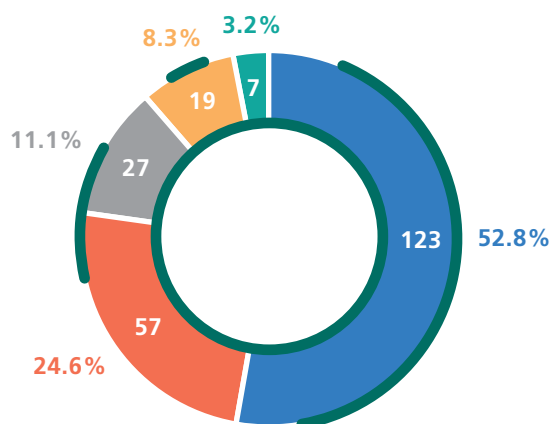
● Executive 行政人員 ● Operating staff 一般員工

**BY GENDER**  
按性別劃分



● Male 男性 ● Female 女性

**BY AGE**  
按年齡劃分



● Below 30 30歲以下 ● 30-39 30-39歲 ● 40-49 40-49歲 ● 50-59 50-59歲 ● 60 or above 60歲或以上

Note:

<sup>(1)</sup> The employment data which divided by geographical region is starting to be disclosed in this Reporting Period.

附註：

<sup>(1)</sup> 按地區劃分的僱傭數據開始於本報告期間披露。



# Environmental, Social and Governance Report 2020/21

## 二零二零／二一年環境、社會及管治報告

| Indicators<br>指標  | FY 2020/21<br>二零二零／<br>二一財年 | FY 2019/20<br>二零一九／<br>二零財年 |
|---|-----------------------------|-----------------------------|
| Total turnover rate <sup>(1)</sup> (%)<br>總流失率 <sup>(1)</sup> (%) | <b>29.4</b>                 | 293.6 <sup>(2)</sup>        |
| By gender (%)<br>按性別劃分(%)   |                             |                             |
| Male<br>男性  | <b>28.7</b>                 | 285.7 <sup>(2)</sup>        |
| Female<br>女性  | <b>30.0</b>                 | 296.9 <sup>(2)</sup>        |
| By age group (%)<br>按年齡組別劃分(%)                                    |                             |                             |
| Below 30<br>30歲以下   | <b>24.3</b>                 | — <sup>(3)</sup>            |
| 30-39<br>30-39歲   | <b>43.3</b>                 | — <sup>(3)</sup>            |
| 40-49<br>40-49歲   | <b>32.7</b>                 | — <sup>(3)</sup>            |
| 50-59<br>50-59歲   | <b>8</b>                    | — <sup>(3)</sup>            |
| 60 or above<br>60歲或以上   | <b>0</b>                    | — <sup>(3)</sup>            |
| By geographical region (%)<br>按地區劃分(%)                            |                             |                             |
| Mainland China<br>中國內地  | <b>31.2</b>                 | — <sup>(3)</sup>            |
| Hong Kong<br>香港   | <b>0</b>                    | — <sup>(3)</sup>            |

Note:

- (1) Turnover rate = Number of resigned employees in the category/total number of employees in the category at the end of the Reporting Period.
- (2) The significant change in the employee's turnover rate is due to the disposal of relevant general hospitals in the Reporting Period.
- (3) The data is starting to be disclosed from this Reporting Period.

附註：

- (1) 流失率=該類別辭任僱員數目／報告期間結束時該類別僱員總數。
- (2) 僱員流失率之重大變動乃由於報告期間出售有關綜合性醫院所致。
- (3) 數據於本報告期間開始披露。

# Environmental, Social and Governance Report 2020/21

## 二零二零／二一年環境、社會及管治報告

### Dismissal Policies

Terms and conditions relating to dismissal are enumerated in employment contract and other employment policy manuals. Any individual who breaches the Group's policies, procedures and guidelines or consistently perform his or her duties below an acceptable level, may receive verbal or written warnings, or, depending on the severity of the situation, be summarily dismissed. Human resources department will follow a range of procedures, monitor and identify applicable laws and regulations which have significant impact on the Group's dismissal policies, before terminating that particular individual's employment with the Group. Several measures are in place to raise staff awareness in accordance with the Group's policies, including internal controls, approval procedures and training.

### Equal Opportunities, Diversity and Inclusion

We understand and embrace diversity, inclusion and respect human rights and seek to create and maintain a diverse, fair and inclusive working environment. Given our business nature, female staff accounted for a higher proportion in our total workforce as we require a large number of nursing employees, who are mostly female. However, we have no specific requirements or conventions on gender, age and race in employment. Our recruitment policies stipulate our employment decision based on a candidate's experience and expertise, and do not discriminate on grounds of gender, disability, pregnancy, marital and family status, racial background, religious belief, age or sexual orientation.

### 解僱政策

有關解僱的條款及條件於僱傭合約及其他僱傭政策手冊詳述。任何人凡違反本集團的政策、程序及指引，其職務表現持續低於可接受水平的僱員，視乎其違規的嚴重程度，有可能遭到口頭或書面警告，又或即時解僱。人力資源部將在終止個別僱員與本集團的僱傭關係之前，根據一系列程序監控及識別對本集團的解僱政策有重大影響的適用法律及法規。根據本集團的政策，已制定若干措施以提高員工的意識，包括內部監控、審批程序和培訓。

### 平等機會、多元化及共融

我們理解並擁護多元共融及尊重人權及尋求創造及維護多元化、公平及包容的工作環境。鑑於我們的業務性質，我們需要大量護理員工（大部分為女性），故女性員工佔員工總數之比例較高。然而，我們於僱用時對性別、年齡及種族並無特別要求或慣例。我們的招聘政策規定，我們須基於候選人之經驗及專業知識作出招聘決定，並不會因性別、殘疾、懷孕、婚姻及家庭狀況、種族背景、宗教信仰、年齡或性取向而受歧視。

# Environmental, Social and Governance Report 2020/21

## 二零二零／二一年環境、社會及管治報告

### Health and Safety

A working environment where employees feel safe and secure is vital for employees to perform their jobs properly and efficiently. The Group is always committed to providing a safe, efficient and comfortable working environment in accordance with the Law of the People's Republic of China on the Prevention and Control of Occupational Diseases (《中華人民共和國職業病防治法》), Work Safety Law of the People's Republic of China (《中華人民共和國安全生產法》) and other laws and regulations which concerning occupational health and safety. Also, to eliminate potential hazards, we enhanced the level of occupational health management to provide more comprehensive health protection to our staff. To safeguard the well-being of our employees, we identify potential safety risks from time to time, take preventive measures and make rational arrangements, training and guidelines to eliminate foreseeable hazards which may result in property damage, accidents, or personal injury and illness.

Through regular medical check-ups, employees are able to be aware of their health status in a timely manner and arrange their own health management plans. The management and all employees are held equally responsible for minimizing accidents and risks within our facilities and work sites as we believe that the responsibility for health and safety are shared and accidental loss can be controlled and contained through sound management and awareness improvement. In case of significant safety risks and accidents, we will make necessary improvement measures.

Instructors from fire centres are invited at least twice every year to provide fire safety training, whilst fire drill is included as part of the induction training for new employees. We also maintain a high level of hygiene by means of regular pest control and hygiene check, and have developed institution-wide chemicals and hazardous materials-handling policy and protocols to protect our in-patients and employees.

### 健康及安全

一個令僱員感到安全有保障的工作環境對僱員妥善及有效完成工作至關重要。本集團始終致力根據《中華人民共和國職業病防治法》、《中華人民共和國安全生產法》及與職業健康及安全有關的其他法律及法規提供安全、高效及舒適的工作環境。此外，為消除潛在危險，我們提升職業健康管理水平，為員工提供更加全面的健康保障。為保障僱員健康，我們不時識別潛在安全風險、採取預防措施以及作出合理安排、培訓及指引，以消除可能導致財產損失、事故或人身傷害及疾病的可預見危害。

透過定期體檢，僱員可及時了解自身健康狀況並安排自身健康管理計劃。管理層及全體僱員同樣對減少我們設施及工作場所內的事務及風險負有責任，因為我們相信健康及安全的責任共擔，並且可透過合理的管理及增強意識來遏制並控制意外損失。倘發生重大安全風險及事故，我們將採取必要的改進措施。

我們每年邀請消防中心指導員提供至少兩次消防安全培訓；而消防演習是新員工入職培訓的一部分。我們亦透過定期害蟲防治及衛生檢查等措施維持高衛生水平並已制定整個機構範圍內的化學品及有害物質處理政策及協議，以保障我們的住院病人及僱員安全。



# Environmental, Social and Governance Report 2020/21

## 二零二零／二一年環境、社會及管治報告

During the Reporting Period, there was no significant incident of safety and work-related injury nor loss days due to work injury. There was no incident of non-compliance with the relevant laws and regulations that have a significant impact on the Group relating to providing a safe working environment and protecting employees from occupational hazards.

### COVID-19

With the outbreak of COVID-19 in 2020, to safeguard our patients and employees, we have actively responded to the requirements by the governments and taken timely and comprehensive control measures to eliminate the spread of the virus in the operation.

- Registration, health code and temperature checking before entering the office or production areas every time
- Recommend using video or telephone conferencing systems to avoid going to densely populated occasions
- Impose beneficial packages and measures to encourage vaccination
- Increase the frequency of health checking of the employees and the close contacts
- Employees at work are provided with pandemic prevention supplies such as masks, alcohol-based hand sanitizers, etc.
- Public areas and escalators are sterilized regularly
- Implement different measures to strengthen the information mobility in order to identify infected personnel as soon as possible

於報告期間，概無發生重大安全及工傷事件，亦無因工傷導致之損失天數。概無有關提供安全工作環境及保護僱員免受職業性危害且對本集團產生重大影響之相關法律及法規之不合規事件。

### COVID-19

隨著二零二零年COVID-19的爆發，為保障我們的病人及僱員安全，我們積極響應政府的要求，及時採取全面控制措施，以消除病毒於運營中的傳播。

- 每次進入辦公室區域或工作區域前進行登記、健康碼檢查及體溫檢測
- 建議使用視頻或電話會議系統，避免前往人口密集的情況
- 實施有益的一攬子計劃及措施以鼓勵疫苗接種
- 增加僱員及密切接觸者的健康檢查頻率
- 為在職僱員提供防疫用品，如口罩、含酒精的搓手液等
- 公共區域及扶手電梯定期消毒
- 採取不同措施加強信息流動，以盡快識別受感染人員

# Environmental, Social and Governance Report 2020/21

## 二零二零／二一年環境、社會及管治報告

### Development and Training

The Group puts a strong care on the recruitment and nurturing of talents. Through standardized and systematic management, a comprehensive development plan has been established to enable our employees to develop themselves to their fullest potential and to equip them with the essential skillsets to deliver the best to meet the expectation of the industry and patients. It also helps employees to gradually achieve their career development goals.

We also do our best to maintain open dialogue with employees, and encourage discussion about working condition, promotion and career goal, with a view to supporting their development and growth with the Company, as well as strengthen their sense of belonging. Induction training and staff handbooks are given to new employee to better understand our company culture and their job duties. To retain talent and reward employee with good performance and high potential, we offer internal promotion prospects.

### 發展及培訓

本集團重視吸納和培養人才。透過規範、系統的管理，本集團已制定全面發展計劃，以供僱員盡展潛能及裝備必要技能，以盡力符合行業及病人之期望。其亦幫助僱員逐步實現職業發展目標。

為支援僱員於本公司之發展及成長以及加強彼等之歸屬感，我們亦致力與僱員保持公開對話，並鼓勵討論工作狀況、晉升及事業目標。新入職員工獲提供入職培訓及員工手冊，可更清楚了解我們的公司文化及彼等之職責。為挽留人才及獎勵表現良好及潛力高之僱員，我們提供內部晉升機會。

# Environmental, Social and Governance Report 2020/21

## 二零二零／二一年環境、社會及管治報告

Our development plans encompass comprehensive on-the-job training depending on the requirements of respective job positions and the strengths of employees. The training topics cover, but are not limited to, leadership, team management, training on Nurse Regulations (《護士條例》), communication skills with patients, and so on. We also subscribe various qualified external staff training programmes in order to supplement certain professional knowledge and skills that has not been covered by internal training. Our structured development programmes in operations, financial and clinical functions are made to help individuals with career aspirations of hospital executive leadership positions for the development of their skillset and such programmes have seen success over the years.

The Group organizes a host of staff training and encourages staff to enhance their abilities through continuous training by the participation in various development and training programmes. We always encourage our supporting staffs to obtain relevant certificates through trainings and examinations to gain more opportunities in their career. By fostering opportunities for development and education, employees are able to practice and enhance their skills. So as to build a high calibre team of management personnel and professionals compatible with the Group's business development.

我們的發展計劃包括基於相關職位及僱員強項之多元在職培訓。該等培訓主題包括但不限於領導力、團隊管理、《護士條例》培訓、與病人之溝通技巧等等。我們亦訂閱外界不同的合資格員工培訓課程，以補充內部培訓尚未涵蓋的若干專業知識及技能。我們於營運、財務及臨床職能方面作出結構化發展計劃，幫助以醫院行政領導為職業理想的人發展技能及該等計劃於過往年度已取得成功。

本集團組織大量員工培訓，鼓勵員工通過參與各類發展及培訓計劃持續進修從而提升自身質素。我們一直鼓勵我們的後勤員工透過培訓及考試獲得相關證書，以於彼等之職業生涯中獲得更多機會。透過培育發展及教育的機會，僱員能夠練習並提高技能，以打造一支符合本集團業務發展的高質素管理團隊和專業隊伍。



# Environmental, Social and Governance Report 2020/21

## 二零二零／二一年環境、社會及管治報告

### Training Statistic

### 培訓統計資料

| Indicators<br>指標   | FY 2020/21<br>二零二零／<br>二一財年 | FY 2019/20<br>二零一九／<br>二零財年 |
|--|-----------------------------|-----------------------------|
| <b>Trained employee of total staff (%)</b><br>受訓僱員佔僱員總數的百分比(%)                         | <b>22.7</b>                 | 70.5                        |
| <b>Percentage of trained employee - by gender (%)</b><br>受訓僱員百分比—按性別劃分(%)              |                             |                             |
| Male<br>男性   | <b>21.7</b>                 | 70.0                        |
| Female<br>女性   | <b>23.4</b>                 | 70.6                        |
| <b>Percentage of trained employee - by employee category (%)</b><br>受訓僱員百分比—按僱員類別劃分(%) |                             |                             |
| Executive<br>行政人員  | <b>64.9</b>                 | — (3)                       |
| Operating staff<br>一般員工  | <b>14.1</b>                 | — (3)                       |
| <b>Average training hours <sup>(1)</sup></b><br>平均培訓時數 <sup>(1)</sup>                  | <b>4.1</b>                  | — (3)                       |
| <b>Average training hours – by gender</b><br>平均培訓時數—按性別劃分                              |                             |                             |
| Male<br>男性   | <b>4.0</b>                  | 2.6 <sup>(2)</sup>          |
| Female<br>女性   | <b>4.1</b>                  | 3.1 <sup>(2)</sup>          |
| <b>Average training hours – by employee category</b><br>平均培訓時數—按僱員類別劃分                 |                             |                             |
| Executive<br>行政人員  | <b>5.4</b>                  | — (3)                       |
| Operating staff<br>一般員工  | <b>3.8</b>                  | — (3)                       |

Note:

<sup>(1)</sup> Average training hours = Total training hours in the category/total number of employees in the category at the end of the Reporting Period.

<sup>(2)</sup> The data has been restated.

<sup>(3)</sup> The data is starting to be disclosed from this Reporting Period.

附註：

<sup>(1)</sup> 平均培訓時數=報告期末該類別培訓總時數／該類別僱員總人數。

<sup>(2)</sup> 數據已經重列。

<sup>(3)</sup> 數據於本報告期間開始披露。

# Environmental, Social and Governance Report 2020/21

## 二零二零／二一年環境、社會及管治報告

### Labour Standard

The Group respects and protects human rights, and prohibit the use of forced labour and child labour, discrimination remarks and actions, and other behaviour that infringe basic human rights in our operations and recruitment. We also embrace the individuality, privacy and a diverse set of values from all individuals, and refrain any illegal or unethical violations within the Group such as physical violence, sexual harassment and abuse of power. The Group is in strict adherence to the Employment Ordinance (Chapter 57 of the Laws of Hong Kong), the Labour Law of the PRC (《中華人民共和國勞動法》), the Regulation on Labour Security Supervision (《勞動保障監察條例》), the Labour Standards Law (《勞動基準法》) and other applicable and relevant laws and regulations.

We enter into employment contracts with employees in accordance with the relevant laws and regulations. From recruitment to the termination of labour contract, all forms of employment related works are governed by stringent internal management system, to ensure strict compliance of relevant laws of labour management. Review and verification of applicant's information, including age, identity, academic qualification and working experience is required during the recruitment process. Applicant who fails to provide or forge such information will not be considered.

We are proud to uphold a culture of respect and dignity. An open-door approach is adopted to allow employees to raise any non-compliance or malpractice concerns or issues, which are subject to investigation and disciplinary action including dismissal.

### 勞工準則

本集團尊重及保護人權，於我們的營運及招聘中禁止使用強迫勞工及童工、歧視性言論及行為以及其他侵犯基本人權的行為。我們亦擁護個性、隱私及所有個人的多元價值觀念，並於本集團內部避免任何非法或不道德違規行為，例如人身暴力、性騷擾及濫用權力。本集團嚴格遵守香港法例第57章《僱傭條例》、《中華人民共和國勞動法》、《勞動保障監察條例》、《勞動基準法》及其他適用法律及法規。

我們根據相關法律及法規與僱員訂立僱傭合約。自招聘至終止勞動合約，所有形式的僱傭相關工作均受嚴格的內部管理制度約束，以確保嚴格遵守相關勞工管理法律。於招聘過程中須審查及核證求職者之資料，包括年齡、身份、學歷及工作經驗。未能提供或偽造有關資料之求職者將不予考慮。

我們為秉持具備尊重及尊嚴之文化而自豪。我們採納開誠布公之態度，允許僱員提出任何須受調查及處分（包括解僱）之不合規或不當行為的擔憂或問題。

### OPERATING PRACTICES

#### Supply Chain Management

The Group is mainly engaged in providing hospital services and relies on vendors and third-party suppliers to support the operation. We always believe our own growth is closely related with our partners by building up stable, continuous and flexible cooperative relationships. The Group has established and implemented the procurement management policy to stabilize and strengthen the management of suppliers via responsible procurement, quality control, transparent tendering and performance of contracts. As at 31 March 2021, we had 93 cooperating suppliers and all of them are situated in the PRC.

In general, the Group has built the Procurement Management System and applied it in all the hospitals, in order to outline and standardize the specifications and requirements on day-to-day procurement procedures. However, due to our hospitals being situated in different provinces, besides the consideration of quality and costs of products and services, we tend to choose the suppliers which are closer to our hospitals to reduce transportation costs, risks, as well as carbon footprint.

We are aware that healthcare procurements could lead to great impacts on environment, human rights and public health. We endeavour to achieve responsible purchasing and procuring according to engaging and prioritizing vendors who follow sustainable and ethical practices whenever possible; third-party certified products that meet specified medical standards and pass safety tests; advocating the supplier to take more responsibility so that products are designed to be less disposable and hazardous, and with less wastes and packagings.

#### 營運慣例

##### 供應鏈管理

本集團主要從事提供醫院服務，我們的營運依賴賣方及第三方供應商支援。我們始終相信，透過建立穩定、持續及靈活的合作關係，我們自身的成長與合作夥伴息息相關。本集團已制定及實施採購管理政策，透過負責任的採購、質量控制、透明的招標及履約等方式，穩定及加強對供應商的管理。於二零二一年三月三十一日，我們擁有93間合作供應商，全部均位於中國。

一般而言，本集團已建立採購管理制度並將其應用於所有醫院，以概括及規範日常採購程序之規格及要求。然而，由於我們的醫院位於不同省份，除考慮產品及服務質素及成本外，我們傾向選擇離我們的醫院較近之供應商，以減低運輸成本、風險及碳足跡。

我們了解，醫療保健採購會對環境、人權及公共健康產生重大影響。我們無論何時均考慮遵循可持續及道德規例的供應商，作為合作及優先選擇的依據來實現負責任的採購；採購符合指定醫學標準並通過安全測試的第三方認證產品；提倡供應商承擔更多的責任，其產品應減少一次性及危害性設計，並減少廢物及包裝。



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Invitation will be given to at least three suppliers in tender process for each procurement. In cases that only have less than three suppliers, the management of respective hospitals need to review and authorize the procurement. Supply division oversees the annual assessment and evaluation of each supplier. Once non-compliances are identified or the supplier fails to meet our required standard, such suppliers will be removed from our authorized supplier list.

Through structured vendor selection processes with comprehensive and applicable screening criteria, we attain the fair operating practices and identify potential risks along the supply chain. We communicate and work closely with our suppliers and business partners as we cling to the belief that this helps to identify potential risks, understand their sustainability strategies and optimize each other's operating efficiency.

During the Reporting Period, we did not identify any material risks and issues on supply chain management.

### Product Responsibility

#### Compliance with Laws and Regulations

In order to consolidate its capability of compliance and corporate governance, the Group has been actively promoting policies to prevent legal risks, engaging the legal advisors, and deepening and optimizing the in-house legal workflow system. The Group strictly complies with all the laws and regulations, and ensure observance of those applicable laws, including but not limited to Regulations on the Administration of Medical Institutions (《醫療機構管理條例》), Specifications on the Regulations on the Administration of Medical Institutions Management Regulations (《醫療機構管理條例實施細則》), Regulations on the Handling of Medical Accidents (《醫療事故處理辦法》), Law on Practicing Doctors of the PRC (《中華人民共和國執業醫師法》), and Pharmaceutical Administration Law of the PRC (《中華人民共和國藥品管理法》).

每次採購均會邀請至少三間供應商投標。倘我們僅可選擇少於三間供應商，各間醫院之管理層須對有關採購作出審閱及授權。供應部門監察各間供應商的年度評估及評價。一經發現不合規現象或供應商未能達到我們規定之標準，相關供應商將於我們的授權供應商名單中除名。

透過健全之賣方甄選程序(具有全面、適用之篩選準則)，我們可實現公平的營運慣例及識別供應鏈的潛在風險。我們與供應商及業務合作夥伴密切溝通及合作，概因我們堅信此舉有助於識別潛在風險、了解其可持續發展戰略及優化彼此之營運效率。

於報告期間，我們並無發現供應鏈管理有任何重大風險及問題。

### 產品責任

#### 遵守法律及法規

為鞏固其合規及企業管治能力，本集團不斷積極推動法律風險防範政策、法律顧問委聘制度和內部法律工作體系建設深化及優化。本集團嚴格遵守所有法律及法規，及確保遵守該等適用法律，包括但不限於《醫療機構管理條例》、《醫療機構管理條例實施細則》、《醫療事故處理辦法》、《中華人民共和國執業醫師法》及《中華人民共和國藥品管理法》。

# Environmental, Social and Governance Report 2020/21

## 二零二零／二一年環境、社會及管治報告

### Patient Care

The Group has upheld the core value of “the Patient First and Care with Heart” to ensure the medical services maintain the strictest safety standard and quality at industry-leading level. In pursuit of providing the best-quality general hospital services, to make certain that our patients are comfortable when receiving medical treatment and consultation in our hospitals, our knowledgeable, experienced and professional staff and healthcare practitioners are always committed to place patients’ experience and satisfaction above all else.

Each step in the process must guarantee the patient receives the most suitable cares based on the medical needs. In addition, we utilize all assessments to monitor the progress of the care and to evaluate the outcomes that we have provided to the patient. We will re-examine the patient’s condition, provide alternative treatment and recall involved drugs for further investigation and destruct them when necessary, in case of any adverse drug reactions of a patient.

Furthermore, in order to response to emergency events and medical incidents in an efficient way and resolved as quickly as possible to minimize impacts, such as mass outbreak of disease, extreme weather events and disasters, medical malpractice, etc., the Group has formulated emergency control measures and protocols encompassing independent investigations, quarantine measures, notification to the local health department, contingency and cooperation plan with the government and the country’s health care system, and so on.

### 病患看護

本集團秉持「病患第一」及「用心關愛」的核心價值觀，確保醫療服務保持最嚴格之安全標準及行業領先水平的質量。為提供最優質的綜合性醫院服務，我們知識廣博、經驗豐富以及專業的員工及醫療從業人員始終致力將患者的體驗及滿意度放在首位，以確保我們的患者在醫院接受治療及諮詢時感到放心舒適。

過程中之每一步須確保病人得到醫學上所需要最適宜的護理。此外，我們將運用所有評估以監控看護進度及評估我們向病人提供之療效。倘病人出現任何藥物不良反應，我們將重新檢查患者的病情，為彼等提供替代的治療方法，並召回涉及的藥物以進行進一步調查及在必要時予以銷毀。

此外，為了有效回應及盡快解決緊急事件及醫療事故，例如疾病的大規模爆發、極端天氣事件及災難、醫療事故等，以將影響減至最低，本集團已制定緊急控制措施及協議，包括獨立調查、檢疫措施、知會當地衛生部門、與政府及國家醫療系統的應急與合作計劃等。

# Environmental, Social and Governance Report 2020/21

## 二零二零／二一年環境、社會及管治報告

### Intellectual Property and Data Privacy

Due to our business nature, our staffs need to handle an enormous amount of privacy information in our daily operation. In view of this, the Group strictly enforces the developed guidelines and relevant laws. The guidelines and policies will be reinforced from time to time.

Decentralized management is applied for the customer information system. Specific permissions are required to access customer data. We have set up several information protection measures at all stages in daily operation and forbidden our employees from exporting or downloading any form of customer information privately unless permission is obtained.

The Group stringently follows the Patent Law of the PRC (《中華人民共和國專利法》) and the Trademark Law of the PRC (《中華人民共和國商標法》), so as to standardize the registration and management of the trademarks and patents when needed. In the operation, we do not encounter issues with third-party intellectual property or patent technology.

### Advertising and Labeling

The Group undertakes to prevent any false and misleading claims for medical treatments provided by its hospitals and it strictly follows the Advertising Law of the PRC (《中華人民共和國廣告法》) and Law of the PRC on the Protection of Customer Rights and Interests (《中華人民共和國消費者權益保護法》), which regulates any relevant activities about medical treatment, pharmaceutical products and medical equipment. We ensure that all of our advertising efforts are in compliance with all applicable laws and standards enacted by the government and industry associations, as they are reviewed and authorized by senior supervisors before delivery. We do not engage marketing and promotional works in an extensive manner. In practice, we concentrate on offering better medical service quality and believe positive word-of-mouth is more vital to the attracting of customers.

### 知識產權及資料私隱

由於我們的業務性質，我們的員工需要在日常運作中處理大量的隱私資料。有鑑於此，本集團嚴格執行制定的準則及相關法律。該等準則及政策將不時地得到加強。

對客戶資料系統實行分散管理。訪問客戶資料需要特定的權限。我們在日常運作的各個階段均設置多項資料保護措施，禁止僱員私自輸出或下載任何形式的客戶資料，除非獲得許可。

本集團嚴格遵守《中華人民共和國專利法》和《中華人民共和國商標法》的規定，以便在需要時對商標及專利的註冊及管理進行規範。在營運過程中，我們並無遇到第三方知識產權或專利技術相關的問題。

### 廣告及標籤

本集團承諾防止醫院提供任何虛假及誤導性醫療索償，及嚴格遵守規管任何有關醫療、醫藥產品及醫療設備相關活動的《中華人民共和國廣告法》及《中華人民共和國消費者權益保護法》。我們確保所有的廣告工作均符合政府及行業協會頒佈的所有適用法律及準則，在交付前須經高級主管審視及授權。我們並無廣泛從事市場推廣及宣傳工作。實際上，我們專注於提供更好的醫療服務質素及相信正面的口碑對吸引客戶而言更為重要。



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## 二零二零／二一年環境、社會及管治報告

During the Reporting Period, the Group has complied with all relevant laws and regulations that have a significant impact on the Group relating to health and safety, advertising, labelling and privacy matters.

There were no instances of its products sold being subject to recalls for safety and healthy reasons, and the Group did not receive any complaints regarding its products and services.

### Anti-corruption

The Group recognizes that effective accountability is essential for good corporate governance. To safeguard the shareholders' interest and enhance the value of the Company, we always uphold the highest standard of corporate governance and adhere to the values of honesty and integrity. The Group strictly complied with the relevant rules and regulations including but not limited to:

- The Company Law of the PRC (《中華人民共和國公司法》)
- Anti-unfair Competition Law of the PRC (《中華人民共和國反不正當競爭法》)
- The Interim Provisions on Banning of Commercial Bribery (《關於禁止商業賄賂行為的暫行規定》)
- The Prevention of Bribery Ordinance (Chapter 201 of the Laws of Hong Kong)
- The Criminal Law of the PRC (《中華人民共和國刑法》)
- The Anti-Money Laundering Law of the PRC (《中華人民共和國反洗錢法》)

於報告期間，本集團已遵守所有有關健康及安全、廣告、標籤及私隱事宜且對本集團產生重大影響之相關法律及法規。

我們並無已售產品因安全及健康原因而召回之情況，且本集團並無收到任何有關其產品及服務之投訴。

### 反貪污

本集團認識到，有效的問責機制對良好的企業管治至關重要。為了維護股東的利益並提高本公司的價值，我們始終堅持最高的企業管治標準，秉承誠實正直之價值觀。本集團嚴格遵守相關的法律及法規，包括但不限於：

- 《中華人民共和國公司法》
- 《中華人民共和國反不正當競爭法》
- 《關於禁止商業賄賂行為的暫行規定》
- 香港法例第201章《防止賄賂條例》
- 《中華人民共和國刑法》
- 《中華人民共和國反洗錢法》

# Environmental, Social and Governance Report 2020/21

## 二零二零／二一年環境、社會及管治報告

For the purpose of reinforcing corporate governance, we have formed an audit committee, while employing external lawyers and auditors to provide opinions on our financial reporting and other compliance issues. Meanwhile, our suppliers are required to sign an integrity agreement, so as to build an institutionalized, standardized and programmed internal audit function. To fulfill our responsibility, the Group has joined some anti-fraud alliances to publish and share relevant information to promote excellence and liquidity of risk resources.

Every human is entitled to the best efforts to save and protect their own lives. We do not refuse the rights of individuals to receive medical treatment due to discrimination in any form and consider corruption as the antithesis of patient-centered care. Thus, we prohibit bribes and any other corrupt practices which help certain patients obtain unethical preferential treatment. A zero-tolerance policy is adopted on corruption, bribery, money laundering, fraud and extortion. Anti-corruption and anti-money laundering manual and procedures are set out based on the relevant laws and regulations to ensure the Group maintains at the highest integrity level.

### Whistle-blowing Policies

Employees are required to report all forms of conflict of interest to avoid any insider dealing or any criminal regime in client or supplier transactions. The Group encourages employees, suppliers, business partners, customers and other stakeholders to report any discovered or suspicious misconduct, through our reporting boxes and hotline, in order to eliminate all corruption resolutely.

為加強企業管治，我們組成審核委員會，同時聘請外部律師及核數師就財務報告及其他合規問題提出意見。同時，我們要求供應商簽訂《誠信協議》，以建立一個制度化、規範化及程序化的內部審計職能。為了履行我們的責任，本集團加入若干反欺詐聯盟，發佈及分享相關資料，以促進風險資源的卓越及流動性。

每個人都有權盡最大的努力挽救及保護自己的生命。我們不會因任何形式的歧視而拒絕任何人接受醫治的權利，但我們認為腐敗乃以病人為中心的護理的對立面。因此，我們不允許賄賂及任何其他有助於某些病人獲得不道德優惠待遇的腐敗行為。我們對於貪污、賄賂、洗黑錢行為、欺詐及勒索採取零容忍政策。我們根據相關法律及法規設立反貪污及反洗錢手冊及程序，以確保本集團以最高誠信水平營運。

### 舉報政策

僱員須報告所有形式的利益衝突，避免客戶或供應商交易涉及任何內幕交易或任何犯罪機制。本集團鼓勵僱員、供應商、業務夥伴、客戶及其他持份者透過我們的舉報信箱及熱線報告任何已發現或可疑不當行為，堅決消除一切腐敗行為。

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Following any report of misconduct, our human resources, supervisor(s) of the employees with alleged misconduct claim, or independent senior management will investigate on behalf of the Group. External parties, such as legal advisers, might be brought in to assist in the investigation. In relation to all investigations and reporting, the Group promises to protect the personal information of complainants and whistle-blowers. Results of the investigations include disciplinary or corrective actions and, for more severe cases, report to relevant law-enforcement authorities.

During the Reporting Period, the Group strictly complied with relevant laws and regulations, and no major corruption cases have been identified.

## COMMUNITY

### Community Investment

Hospital is a vital member of any society and play an essential role in empowering lives. The Group strives to fulfil our responsibilities as a corporate citizen and undertakes to make positive contribution to society. We pursue sustainable development in our community by assessing and managing the social impact of our operations in the marketplace. Through cooperating with the community where our hospitals are situated, we can also help enhance the health awareness among the people within the area.

Also, we continue to look in to ways such as organizing or participating in appropriate community activities, donations or scholarship programme, to contribute and involve more employees to the needs of community, increase human and material resources of public welfare, share with the society of the development successes of the enterprise.

出現任何不當行為檢舉之後，我們的人力資源部、涉嫌不當行為僱員的主管或獨立高級管理層將會代表本集團作出調查。調查過程中可能會引入外部人員(如法律顧問)的協助。本集團承諾在所有調整及報告中保護投訴人及舉報者的個人資料。調查結果包括違規或糾正措施及有關更多嚴重事宜，將提交有關執法部門。

於報告期間，本集團嚴格遵守相關法律及法規，且並無發現任何重大腐敗個案。

## 社區

### 社區投資

醫院是任何社會的關鍵一員，在增強生命力方面發揮重要作用。本集團致力履行作為企業公民之責任及向社會作出積極貢獻。透過評估及管理我們於市場營運的社會影響，我們追求我們社區的可持續發展。透過與我們醫院所在之社區合作，我們亦可協助提升該區居民之健康意識。

此外，我們將繼續透過組織或參與合適社區活動、捐款或獎學金計劃等方式，貢獻社區有需要人士及帶動更多僱員出一份力、增加公共福利的人力及物質資源、與社會分享企業成功發展的成果。



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