



# 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)

ENVIRONMENTAL, SOCIAL AND  
GOVERNANCE REPORT

**2023/24** 環境、社會及管治報告

# Environmental, Social and Governance Report 2023/24

## 2023/24年度環境、社會及管治報告

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### ABOUT THE GROUP

Good Fellow Healthcare Holdings Limited (the “Company”) engaged in the provision of general hospital services in the Mainland China and operate a general hospital located in Beijing with its subsidiaries (collectively referral to as the “Group” or “We”). The Group operated services included but are not limited to medical wards, surgical wards, medical checkup and examination. We have considered a wide range of hospital services being available to fulfill public needs in the future, treatments from common illnesses to rare and complex ailments. The Group will continue to devote resources to the development of such services, either with our own facilities or in conjunction with strategic partners.

The Group was established in May 2001 and was listed on the GEM of The Stock Exchange of Hong Kong Limited on 10 May 2002 (stock code: 8143).

### ABOUT THE REPORT

This is the Company’s seventh Environmental, Social, and Governance (“ESG”) Report (the “Report”), which details the progress and development direction for the Group’s operations and sustainable development for all stakeholders.

This Report shall be promulgated on the website of the Stock Exchange of Hong Kong Limited (the “Stock Exchange”) and the Company (<http://www.gf-healthcare.com>) in both Chinese and English.

### 關於本集團

金威醫療集團有限公司(以下簡稱「本公司」)於中國內地從事提供一般醫院服務，並經營位於北京的一家總醫院及其子公司(統稱為「本集團」或「我們」)。集團運營的服務包括但不限於醫療部門、外科部門、醫療檢查和檢驗。我們已經考慮了廣泛的醫院服務，以滿足未來從常見疾病到罕見和複雜疾病的治療的公共需求。不論是通過集團的設施，還是與戰略合作夥伴一起，我們將繼續將資源用於發展這些服務。

本集團於二零零一年五月成立並於二零零二年五月十日在香港聯合交易所有限公司GEM上市(股份代號：8143)。

### 關於本報告

這是本公司的第七份環境、社會及管治(「環境、社會及管治」)報告(「本報告」)，向我們的所有持份者呈報了集團運營和可持續發展進程及發展方向。

本報告將以中英文版本於香港聯合交易所有限公司(「聯交所」)網站及本公司網站(<http://www.gf-healthcare.com>)刊發。



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### SCOPE AND REPORTING PERIOD

The reporting scope of this report is compatible with the annual report for the same year. This Report covers the period from 01 April 2023 to 31 March 2024 (the “Reporting Period”), details in the Group’s overall ESG performance and selected key performance indicators (the “KPIs”).

### REPORTING PRINCIPLES

The content of the ESG Report were prepared based on the Reporting Principles as follows:

Materiality	By analyzing the opinions of the Company’s stakeholders, the Company identified the environmental and social issues with higher materiality and made key disclosures according to their rankings.
重要性	通過分析公司持份者的意見，識別重要性較高的環境與社會議題，並根據其排序進行重點披露。
Quantitative	By collecting data on environmental and social KPIs to monitor and evaluate the Company’s progress in fulfilling the Company’s environmental and social responsibility practices with relevant standards.
量化	透過收集環境及社會關鍵績效指標數據，以監測和評估公司履行其環境及社會責任措施的進度。
Consistency	Consistent statistical methodologies have been taken to allow for meaningful comparisons of ESG data over time. If there are changes in the methods used and reporting scope, the Group will explain through notes as reference for stakeholders.
一致性	採用了一致的統計法令環境、社會及管治數據日後可作有意義的比較。倘若使用的方法和匯報範圍有變，本集團將在附註中解釋以供持份者參考。

### CONFIRMATION AND APPROVAL

This report has been approved by the Board of the Company in June, 2024. Information included in this report is sourced from official documents and statistics of the Groups, management and operation information are collected according to the Group’s systems.

### 範圍及報告期間

本報告的報告範圍與同年年報一致。涵蓋本集團於二零二三年四月一日至二零二四年三月三十一日期間（「報告期間」），在環境、社會及管治方面的整體表現以及選定的關鍵績效指標（「關鍵績效指標」）。

### 報告原則

本環境、社會及管治報告內容根據以下報告原則編製：

### 確認及批准

本報告已於二零二四年六月經公司董事會批准。本報告所載資料均來自本集團正式文件、統計資料，及根據本集團制度收集的管理及營運資料。

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### SUSTAINABILITY GOVERNANCE

We are aware of the necessity and importance for us to fulfil the environmental and social responsibilities, therefore our business operations (such as policy establishment and internal control) have constantly take into account environmental and social issues. We have fulfilled the Group's environmental and social responsibilities by achieving the Group's environmental and social objectives and complying with all relevant legal requirements.

The Board of Directors (the "Board") has overall responsibility for the ESG strategy and reporting. The Board is responsible for evaluating and determining the Group's ESG-related risks and ensuring that appropriate and effective ESG risk management and internal control systems are in place.

Information relating to the Group's governance section can be found in the Corporate Governance Report in the Company's annual report for the year ended 31 March 2024.

### STAKEHOLDERS ENGAGEMENT AND MATERIALITY

Stakeholder engagement is indispensable to our continuous effort in improving our ESG standard as all stakeholders have a significant impact in the Group's business. We have developed various communication platforms for internal and external stakeholders, accurate and up-to-date information about our approaches to ESG issues and business operation are circulated through those platforms.

### 可持續發展管治

我們意識到履行環境及社會責任的必要性及重要性，因此我們的業務運營（如政策制定及內部控制）始終考量環境及社會問題。我們通過達致本集團的環境及社會目標以及遵守所有相關法律規定來履行本集團的環境及社會責任。

董事會（「董事會」）全權負責環境、社會及管治策略及匯報工作。董事會負責評估及釐定本集團在環境、社會及管治方面的風險，並確保設有合適有效的環境、社會及管治風險管理及內部監控系統。

有關本集團管治章節的資料，請參閱本公司截至二零二四年三月三十一日止年度之年報內的企業管治報告。

### 持份者參與及重要性

持份者參與對於我們提高環境、社會及管治的標準至關重要，因為所有持份者對集團業務都有重大影響。我們已建立並推行與內部及外部持份者之不同溝通渠道，通過這些溝通渠道傳播了有關環境、社會及管治之方針以及業務營運的準確及最新資料。

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The table below demonstrates channels we used to communicate with our major stakeholders: 下表展示了我們與主要持份者溝通的渠道：

Stakeholders	Channels of communication
持份者	溝通渠道
<p data-bbox="328 590 416 655"><b>Patient</b> 患者</p> 	<ul style="list-style-type: none"> <li>• Company website, brochures, interim reports, annual reports, announcements 公司網站、宣傳冊、中期報告、年報、公告</li> <li>• Email and customer service hotline 電子郵件和客戶服務熱線</li> <li>• Feedback and report 反饋和報告</li> <li>• Regular meetings 定期會議</li> <li>• International certification 國際認證</li> </ul>
<p data-bbox="209 1058 536 1123"><b>Shareholders and Investors</b> 股東及投資者</p> 	<ul style="list-style-type: none"> <li>• Annual general meeting and other shareholder meetings 週年股東大會及其他股東大會</li> <li>• Public information disclosed in the Stock Exchange (such as: interim reports, annual report, ESG Report, and announcements) 在聯交所披露的公開信息，如：中期報告、年報、環境、社會及管治報告及公告</li> <li>• Meeting with investors and analysts 與投資者和分析師會議</li> <li>• Company website 公司網站</li> </ul>
<p data-bbox="197 1543 547 1608"><b>Management and Employees</b> 管理層及僱員</p> 	<ul style="list-style-type: none"> <li>• Town-hall meetings 僱員大會</li> <li>• Staff performance appraisal and survey 員工績效評估和調查</li> <li>• Mentorship programs 導師計劃</li> <li>• Hotline and social media chat room 熱線和社交媒體聊天室</li> <li>• Customer/patient survey 客戶／病人調查</li> <li>• Website and social media page 網站和社交媒體頁面</li> </ul>

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### Stakeholders

持份者

### Channels of communication

溝通渠道

#### Suppliers/Partners

供應商／業務夥伴



- Business meetings, supplier conferences, phone calls and interviews  
商務會議、供應商會議、電話和面談
- Regular review, assessment, and survey  
定期審查、評估和調查

#### Governance Authorities and Regulators

政府機構及監管機構



- Hospital visits  
醫院拜訪
- Official liaison and meetings  
官方聯繫和會議

#### Community and Non-Governmental Organizations (NGOs)

社區及非政府組織



- Volunteer and collaboration projects  
志願者與合作項目
- Media enquiries  
媒體調查

#### Public and Media

公眾及媒體



- Press release  
新聞發佈會
- Media enquiries  
媒體調查
- Company website  
公司網站

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### FEEDBACK

We welcome opinions on the Group's approaches on the ESG aspects upon reading the ESG Report. If you are in any doubt or have any opinion or recommendation about the content or form of reporting of this Report, please feel free to contact the Group by the following means:

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

Tel No.: (852) 2722 4388

Fax No.: (852) 2543 8865

Email: [info@gf-healthcare.com](mailto:info@gf-healthcare.com)

### 反饋

歡迎閣下於參閱本環境、社會及管治報告後，對本集團之環境、社會及管治層面發表任何意見。如閣下對本報告的內容或匯報形式有任何疑問或意見或建議，請隨時透過以下方式聯絡本集團：

地址：香港干諾道中168-200號  
信德中心西座33樓3309室

電話：(852) 2722 4388

傳真：(852) 2543 8865

電郵：[info@gf-healthcare.com](mailto:info@gf-healthcare.com)



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### ENVIRONMENTAL ASPECT

The Group adheres to energy conservation, pollution prevention, environmental protection, and sustainable development while upholding the pertinent environmental laws and regulations in the nation and regions where it operates. These laws and regulations include, but are not limited to:

- The Environmental Protection Law of the People's Republic of China ("the PRC")
- The Water Pollution Prevention and Control Law of the PRC
- The Administrative Measures for Medical Wastes of Medical and Health Institutions
- The Management Measures for Environmental Emergencies
- The Regulation on the Administration of Medical Wastes
- The Environmental Protection order of the PRC (No. 34)
- The Regulation on Urban Drainage and Sewage Treatment
- The Administrative Measures for Urban Garbage

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

### 環境層面

本集團堅持節約能源、污染防治、環境保護及可持續發展理念，同時遵守其經營所在之國家及地區遵守相關環境法律及法規。這些法律和法規包括但不限於：

- 《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》
- 《中華人民共和國環境保護令》(第34號)
- 《城鎮排水與污水處理條例》
- 《城市生活垃圾管理辦法》

本集團已設立全面機制以迅速、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。

# Environmental, Social and Governance Report 2023/24

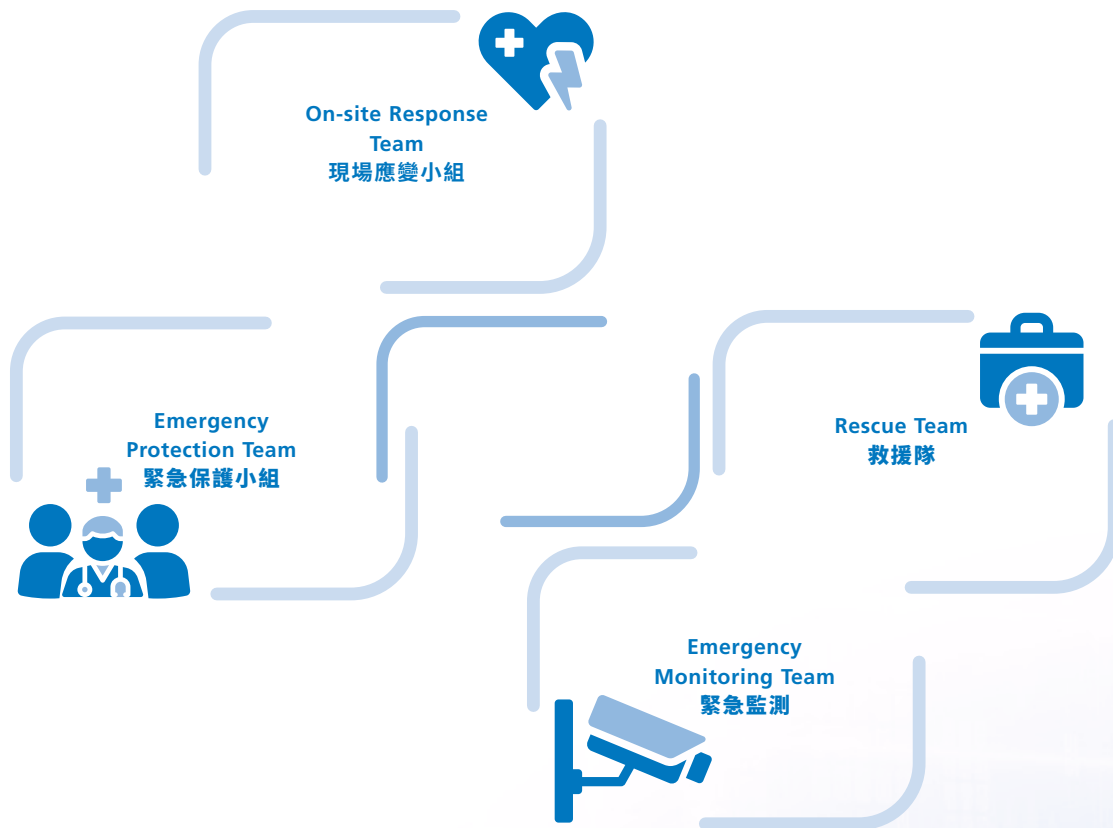
## 2023/24年度環境、社會及管治報告

When carrying out and throughout the Group's investment, construction and operation, the Group adheres to the objective of "benefiting the society and the populace". Throughout the years, the Group has been committed to improving its management and execution levels, upgrading its production facilities, to minimize pollution during its daily operation.

本集團在開展投資、建設和經營時並在整個期間內，堅持「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之污染。

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, the Group was not aware of any 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.

於報告期間，本集團並未發現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有關環境法律及法規的事件。

### EMISSION

#### Air Emissions

The Group constantly devote effort in identifying and discovering new ways to reduce its greenhouse gas emissions such as by way of upgrading its medical equipment. Without the necessity to operate large machineries, the carbon emission generated from our daily operations is mainly from the consumption of energy and resources, such as electricity power and fuel used for vehicles.

In accordance with government regulations, the Group has adopted a green hospital development policy and implemented low-carbon strategies across all facets of our business. By putting plants that can absorb some poisonous and hazardous gases in hospital areas, we are dedicated to maintaining a green zone. Through facility upgrades and new hospital construction, for example, using “green roof” systems and adopting eco-friendly designs in conjunction with solar direction and prevailing wind, hoping to achieve carbon-neutral building operation.

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 proper utilization will also help in 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 use 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 unnecessary travel by the customers significantly.

### 排放

#### 廢氣排放

本集團不斷努力識別及探索降低溫室氣體排放，例如升級其醫療設備。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。

根據政府法規，本集團採納了綠色醫院發展政策，並在業務的各個方面實施了低碳戰略。通過將吸收有毒和危險氣體的植物放入醫院區域，致力維護綠色區域。通過升級設施和新的醫院建設，例如使用「綠色屋頂」系統，採用環保設計，並結合太陽能 and 風，希望實現碳中和建築操作。

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）及視頻及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。該等措施有望大幅減少客戶的非必要差旅。

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When it comes to the mobility component of our supply chain management, we frequently buy or procure from local vendors and vendors who use fuel-efficient vehicles. Additionally, we work to reduce the frequency of supply transportation by improving inventory management.

### Waste Management

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 reduce 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 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.

在供應鏈管理的運輸方面，我們傾向於從當地供應商及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環境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監督整個流程，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，並由第三方收集商收集及重用。我們與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。



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The clinical wastes are disposed in strict accordance with the Medical Waste Management Regulations and the Administrative Measures for Medical Wastes of Medical and Health Institutions. 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, 1.1 tonnes of clinical wastes were generated.

We will continue to look for and apply different waste management strategies in the appropriate growth stage, such as implementing environmentally friendly purchasing practices and avoiding or using harmful materials as little as possible. Mercury, PVC, and unneeded disposable goods are a few examples.

### 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 microbial contaminants, as well as cross-infection of diseases among patients inside the hospitals. All the ventilation systems are evaluated and examined regularly by 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1.1公噸。

我們將繼續在適當的階段尋找和應用不同的廢物管理策略，例如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、執照及相關知識的僱員或第三方供應商定期進行評估及檢查。

# Environmental, Social and Governance Report 2023/24

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### Proper Sewage Discharge

We have complied with the Disinfection Specifications. 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, and is sanitized with hydrochloric acid and sodium chlorate. To limit or avoid our employees' exposure to infectious fluid waste, we implemented fluid waste management and strictly monitor the processes.

3,503 cubic meters of wastewater were discharged during the Reporting Period. Our water pollution output was below the maximum limit as determined by the Discharge Standard of Water Pollutants for Medical Organization.

### 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 qualified handlers to disposal in a safe manner.

The Group will keep carefully observing and managing the environmental work, as well as reducing the effects of our operations on the environment. To ensure compliance with the most recent revisions to the pertinent laws, rules, and regulations as well as to increase our commitment to environmental preservation, measures will be examined and put into place.

### 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3,503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》准許的最高水平內。

### 與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。

本集團將繼續仔細觀察和管理環境工作，並減少業務對環境的影響。我們將審查並實施措施，以確保遵守有關最新的相關法律、標準及法規，加強我們對環境保護的承諾。

# Environmental, Social and Governance Report 2023/24

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### 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.

### 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翻新或建築工程產生的噪音。

### EMISSION DATA

### 排放數據

Type of Emissions 排放類型	Unit 單位	2023/24	2022/23 <sup>1</sup>
Nitrogen Oxides (NO <sub>x</sub> ) 氮氧化物(NO <sub>x</sub> )	g 克	27,350.0	28,594.0
Sulphur Oxides (SO <sub>x</sub> ) 硫氧化物(SO <sub>x</sub> )	g 克	490.0	579.0
Particulate Matter (PM) 顆粒物(PM)	g 克	960.0	1,352.6

Type of Emissions 排放類型	Unit 單位	2023/24	2022/23
Scope 1 (Direct Emission) 範圍1 (直接排放)	Tonnes (CO <sub>2</sub> e) 公噸 (二氧化碳當量)	98.1	111.7
Scope 2 (Indirect Emission) 範圍2 (間接排放)	Tonnes (CO <sub>2</sub> e) 公噸 (二氧化碳當量)	250.4	288.7
Total 總量	Tonnes (CO <sub>2</sub> e) 公噸 (二氧化碳當量)	348.6	400.4
Intensity 密度	Tonnes (CO <sub>2</sub> e)/m <sup>2</sup> of gross floor area 公噸 (二氧化碳當量) / 平方米總建築面積	1.0	1.2

Note:

附註：

(1) The data of year 2022/23 were restated in order to increase the comparability.

(1) 2022/23年度的數據已作出重列以增加可比性。

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Type of Emissions 排放類型	Unit 單位	2023/24	2022/23
<b>Non-hazardous Waste</b> 無害廢棄物			
Waste Generated 產生的廢棄物	Tonnes 公噸	28.6	6.8
Intensity 密度	Tonnes/m <sup>2</sup> of gross floor area 公噸／平方米總建築面積	0.1	0.0
<b>Hazardous Waste</b> 有害廢棄物			
Waste Generated 產生的廢棄物	Tonnes 公噸	1.1	11.1
Intensity 密度	Tonnes/m <sup>2</sup> of gross floor area 公噸／平方米總建築面積	0.0	0.0

### USE OF RESOURCES

The Group is responsible for preserving the nature for the next generations, therefore 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.

During the Reporting Period, the Group was not aware of any problems with obtaining water that is fit for use.

### 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，以不斷改善我們的環保工作為目標及遵守《中華人民共和國環境保護法》。

在報告期間，本集團於求取適當水源方面並未發現任何問題。



# Environmental, Social and Governance Report 2023/24

## 2023/24年度環境、社會及管治報告

### Our Energy Efficiency Program

- Research renewable and clean energy sources and use them as necessary in operations.
- Priority is given to purchasing equipment with energy-saving features.
- Conduct routine equipment inspections and maintenance to make sure all systems and machines are in good working order.
- Despite during Summer, keep the air conditioners at a minimum temperature of 24 Degrees Celsius.
- Turn off any electronic devices, office equipment, lights, elevators, and escalators that aren't in use.
- Invest in electric vehicles to replace those powered by fossil fuels.
- Encourage people to use public transit or video or telephone conferencing technology to cut down on work travel.
- Conduct routine energy audits to raise awareness and update our policies.

### 能源使用效益計劃

- 研究可再生和清潔能源，並根據需要在運營中使用它們。
- 優先購買具有節能功能的設備。
- 進行常規設備檢查和維護，確保所有系統和機器都處於良好的工作狀態。
- 儘管在夏季，保持空調的最低溫度為24攝氏度。
- 關掉未使用的任何電子設備、辦公設備、燈光、電梯和扶手電梯。
- 投資電動汽車，取代用化石燃料驅動的汽車。
- 鼓勵人們使用公共交通或視頻或電話會議技術來減少工作旅行。
- 進行常規能源審計以提高意識並更新我們的政策。

# Environmental, Social and Governance Report 2023/24

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### Our Water Conservation Program

- Reduce water pressure, especially in bathrooms and other high-use areas.
- Pay close attention to how much water is being used, install water-saving appliances and technology like faucets and toilets.
- Use recycled water and rainwater harvesting.
- Inspect plumbing and pipelines on a regular basis to prevent leakage.

### Our Waste Reduction Program

- To recycle and reuse paper, utilize wastepaper recycling boxes.
- To reduce paper consumption, switch printers to double-sided printing mode.
- To encourage the use of electronic filing systems and email.
- To avoid using single-use cups and plates.

### 節水計劃

- 降低水壓，特別是在浴室和其他高用途區域。
- 密切關注使用的水量，安裝節水設備和技術，如水槽和廁所。
- 使用回收水和雨水採集。
- 定期檢查水管和管道，以防止滲漏。

### 減廢計劃

- 要回收和重複使用紙張，使用廢紙回收箱。
- 為了減少紙張消耗，切換印表機到雙面列印模式。
- 鼓勵使用電子檔案系統和電子郵件。
- 避免使用一次性杯子和盤子。

# Environmental, Social and Governance Report 2023/24

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### RESOURCE CONSUMPTION DATA

### 資源消耗數據

Type of Resources Consumption 資源消耗類型	Unit 單位	2023/24	2022/23 <sup>(1)</sup>
<b>Energy Consumption</b>			
<b>能源消耗</b>			
Direct Energy			
直接能源			
Fuel	kWh	<b>398,004.8</b>	426,685.4
燃料	千瓦時		
Indirect Energy			
間接能源			
Electricity	kWh	<b>437,209.7</b>	473,233.0
用電	千瓦時		
Total Energy Consumption	kWh	<b>835,214.5</b>	899,918.4
能源消耗總量	千瓦時		
Intensity	kWh/m <sup>2</sup> of gross floor area	<b>2,395.9</b>	2,581.5
密度	千瓦時／平方米總建築面積		
<b>Paper</b>	kg	<b>2.0</b>	3.0
<b>紙張</b>	千克		
<b>Water</b>			
<b>用水</b>			
Total Water Consumption	m <sup>3</sup>	<b>3,503.0</b>	4,024.0
耗水總量	立方米		
Intensity	m <sup>3</sup> /m <sup>2</sup> of gross floor area	<b>10.1</b>	11.5
密度	立方米／平方米總建築面積		

Note:

附註：

(1) The data of year 2022/23 were restated in order to increase the comparability.

(1) 2022/23年度的數據已作出重列以增加可比性。

# Environmental, Social and Governance Report 2023/24

## 2023/24年度環境、社會及管治報告

### THE ENVIRONMENTAL 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 to remind the staff of our environmental protection measures. We also raise environmental awareness by organizing waste collection activities and environmental protection-oriented trekking and walking events for employees to participate in. We have assigned responsible staff 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. During the Reporting Period, there were no significant impacts of activities of the Group on the environment and natural resources.

### CLIMATE CHANGE

We are constantly cognizant of climate change and understand that it poses a significant danger to our communities and business activities. To manage and mitigate the associated risks, we make the most of our efforts.

### 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。我們亦通過組織僱員參與廢物收集活動及環保為主題的遠足及徒步活動來提升環保意識。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，以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。於報告期間，本集團的活動沒有對環境及天然資源造成重大影響。

### 氣候變化

我們意識到氣候變化，並了解它對我們的社區和商業活動構成重大危險。我們盡最大努力管理和減輕相關風險。



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In the aspect of physical risks, we notice that in recent years adverse weather events have become much more frequently occurred, the adverse weather could paralyze transportation and electricity supply systems, causing a shortage of operation resources and energy. This would threaten the operation of hospital and patients' lives.

Concerning the risks mentioned above, we address climate change beforehand at different levels. Such as, we have already formulated a set of policies and procedures to ensure the supply of electricity and medicine. Meantime, we have also established a set of policy to manage our manpower, to ensure patients' need could be fulfilled at any time. In administration perspective, we have established a working group, review and reinforce our performance on climate change related risk management.

### SOCIAL ASPECT

#### EMPLOYMENT

##### Employment and Labour Practices

We work hard to be a dependable employer who cares about each of our workers. To safeguard the legal interests of the Group and the employees, the Group strictly complies with the Employment Ordinance (Chapter 57 of the Laws of Hong Kong), the Labour Law of the PRC, the Labour Contract Law of the PRC, and any other applicable laws and regulations of the nation and regions where our business is located. Orientation sessions are provided to all new hires and cover topics such as terms of employment, compensation packages, working hours, rest periods, and holidays, termination, confidentiality, work ethics, and other topics. A written employment contract is only used to formalize the work relationship once both parties have agreed and fully understood their rights and obligations.

在實體風險方面，我們注意到近年來惡劣天氣事件頻繁發生，惡劣天氣可能導致交通及供電系統癱瘓，造成運營資源及能源短缺。這將威脅到醫院的運作及患者的生命。

針對上述風險，我們在不同層面提前應對氣候變化。例如，我們已制定一套政策及程序來保證電力及藥品的供應。同時，我們亦制定一套政策來管理我們的人力，確保隨時滿足患者的需求。在行政方面，我們已成立一個工作組，審查並加強我們在氣候變化相關風險管理方面的表現。

### 社會層面

#### 僱傭

##### 僱傭及勞工常規

我們致力於成為值得信賴的僱主，並對我們的每一位員工負責。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，方可透過書面僱傭合同確認僱傭關係。

## Environmental, Social and Governance Report 2023/24 2023/24年度環境、社會及管治報告

We adhere to the principle that the more our 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 relevant countries and regions, we care for the needs of our employees in various aspects, through enriching their leisure time and guiding them to achieve work-life balance and alleviate work pressure with staff activities.

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.

Employees, in our opinion, are crucial to our success and keeping us competitive. We give our employees a fulfilling and satisfying work environment and give them chances to learn, develop, and achieve.

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.

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、侍产假及病假。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。

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。

我們認為員工對我們的成功和保持競爭力至關重要。我們為員工提供令人滿意及有回報的工作環境，並為他們提供學習、發展和實現機會。

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。

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## 2023/24年度環境、社會及管治報告

As at 31 March 2024, the Group employed a total of 137 employees<sup>1</sup>, including 130 full-time employees and 7 part-time/contract employees, the demographics of the Group's workforce are summarized below:

於二零二四年三月三十一日，本集團僱用合共137名僱員<sup>1</sup>，包括130名全職僱員以及7名兼職／合約僱員，本集團的僱員統計數據概述如下：

### Full-time Employees Employed

as at 31 March 2024

於二零二四年三月三十一日僱用的全職僱員

Unit

單位

2023/24

2022/23

#### By Gender

##### 按性別劃分

Male	Person	63	67
男性	人		
Female	Person	74	72
女性	人		

#### By Employment Category

##### 按僱員類型劃分

Executive	Person	18	19
行政人員	人		
Operation Staff	Person	119	120
一般員工	人		

#### By Age Group

##### 按年齡劃分

Below 30	Person	37	71
30歲以下	人		
30-39	Person	47	27
30-39歲	人		
40-49	Person	27	24
40-49歲	人		
50-59	Person	18	12
50-59歲	人		
60 or above	Person	8	5
60歲或以上	人		

#### By Region

##### 按地區劃分

Hong Kong	Person	8	11
香港	人		
Mainland China	Person	129	128
中國內地	人		

# Environmental, Social and Governance Report 2023/24

## 2023/24年度環境、社會及管治報告

Note:

- (1) The employee number includes employees at the general hospitals operated in Mainland China (i.e., Beijing) and Hong Kong office.

### 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, depending on the severity of the situation, may receive verbal or written warnings, or, 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 the relevant 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.

附註：

- (1) 僱員數目包括於中國內地（即北京）經營之綜合性醫院及香港辦事處。

### 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有關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。

# Environmental, Social and Governance Report 2023/24

## 2023/24年度環境、社會及管治報告

During the Reporting Period, the turnover<sup>(1)</sup> of the Company was as follows:

於報告期間，本公司的流失率<sup>(1)</sup>如下：

Turnover Rate during the Reporting Period 報告期間本公司的流失率	Unit 單位	2023/24	2022/23
<b>By Gender</b>			
<b>按性別劃分</b>			
Male 男性	Percentage 百分比	<b>79.4</b>	0.0
Female 女性	Percentage 百分比	<b>70.3</b>	22.2
<b>By Age Group</b>			
<b>按年齡劃分</b>			
Below 30 30歲以下	Percentage 百分比	<b>83.8</b>	19.7
30-39 30-39歲	Percentage 百分比	<b>80.9</b>	7.4
40-49 40-49歲	Percentage 百分比	<b>55.6</b>	0.0
50-59 50-59歲	Percentage 百分比	<b>83.3</b>	0.0
60 or above 60歲或以上	Percentage 百分比	<b>37.5</b>	0.0
<b>By Region</b>			
<b>按地區劃分</b>			
Hong Kong 香港	Percentage 百分比	<b>37.5</b>	0.0
Mainland China 中國內地	Percentage 百分比	<b>76.7</b>	12.5

Note:

附註：

(1) Turnover rate = Number of resigned employees in the category/total number of employees in the category at the end of the Reporting Period.

(1) 流失率=該類別離職僱員數目／報告期間結束時該類別僱員總數。



# Environmental, Social and Governance Report 2023/24

## 2023/24年度環境、社會及管治報告

### Equal Opportunities and Diversity

We strive to establish and uphold a varied, equitable, and inclusive working environment and value diversity, inclusiveness, and respect for human rights. Given the nature of our business, women made up a larger portion of our entire workforce since we need a lot of nurses, who are overwhelmingly female. We do not, however, have any regulations or customs regarding gender, age, or race in the workplace. Our hiring policy standards state that we do not discriminate on the basis of gender, disability, pregnancy, marital and family status, racial background, religious belief, age, or sexual orientation. Instead, we base our hiring decisions on a candidate's experience and expertise.

### OCCUPATIONAL 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, Work Safety Law of the People's Republic of China 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 can 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.

### 平等機會及多元化

我們致力於建立和維護多樣化、公平和包容的工作環境，並重視多樣性、包容性和尊重人權。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，我們對於工作場所的性別、年齡或種族沒有特別要求或慣例。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。

### 職業健康及安全

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。倘若發生重大安全風險及事故，我們將採取必要的改進措施。

## Environmental, Social and Governance Report 2023/24

### 2023/24年度環境、社會及管治報告

A fire drill is included in the induction training for new employees, and instructors from fire centers are invited to present fire safety training at least twice a year. In order to protect our in-patients and staff, we have implemented institution-wide policies and practices for handling chemicals and hazardous materials. We also maintain a high level of sanitation through routine pest control and hygiene checks.

During the Reporting Period, there was no significant accident 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.

There were no work-related fatalities occurred in each of the past three years including the Reporting Period.

#### DEVELOPMENT AND TRAINING

The Group places a high priority on attracting and developing talent. A thorough development plan has been built through standardized and systematic management to allow our staff to reach their full potential and equip them with the necessary skillsets to give the finest care possible in order to fulfill the expectations of the industry and patients. Additionally, it aids workers in progressively achieving their objectives for professional growth.

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.

新員工的培訓中包括一項消防演習，我們每年至少兩次邀請消防中心的教練進行消防安全培訓。為了保護我們的患者和員工，我們已經實施了針對處理化學品和危險物質的政策和協議。我們還通過常規害蟲控制和衛生檢查保持高水準的衛生。

於報告期間，沒有發生重大安全及工傷事故，亦無因工傷導致之損失天數。沒有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。

過去三年（包括匯報年度）沒有發生因工亡故的事件。

#### 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 2023/24 2023/24年度環境、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 The Nurses Registration Ordinance, communication skills with patients, and so on. We also subscribe to various qualified external staff training programs to supplement certain professional knowledge and skills that has not been covered by internal training. Our structured development programs 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 programs have seen success over the years.

The Group organizes a number of staff trainings and encourages staff to enhance their abilities through continuous training by the participation in various development and training programs. 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. To build a high caliber 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、《護士註冊條例》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 2023/24

## 2023/24年度環境、社會及管治報告

During the Reporting Period, the statistical summary of our training was as follows:

於報告期間，有關我們培訓的統計概述如下：

Percentage of Staff Trained 受訓員工百分比	Unit 單位	2023/24	2022/23
<b>By Gender</b> 按性別劃分			
Male 男性	Percentage 百分比	92.1	7.5
Female 女性	Percentage 百分比	81.1	1.4
<b>By Employee Category</b> 按僱員類型劃分			
Executive 行政人員	Percentage 百分比	94.4	31.6
Operating Staff 一般員工	Percentage 百分比	84.9	0.0
<b>Average Training Hour Completed Per Employee<sup>(1)</sup></b> 每名員工平均培訓時數 <sup>(1)</sup>			
<b>By Gender</b> 按性別劃分			
Male 男性	Hour 小時	1.3	1.2
Female 女性	Hour 小時	0.5	0.2
<b>By Employee Category</b> 按僱員類型劃分			
Executive 行政人員	Hour 小時	4.7	5.1
Operating Staff 一般員工	Hour 小時	0.3	0.0

Note:

附註：

(1) Average Training Hour Completed Per Employee = Total training hours in the category/total number of employees in the category at the end of the Reporting Period.

(1) 每名員工的平均培訓時數=報告期末該類別培訓總時數/該類別僱員總人數。

# Environmental, Social and Governance Report 2023/24

## 2023/24年度環境、社會及管治報告

### LABOUR STANDARDS

The Group respects and protects human rights and prohibit the use of forced labour and child labour, discriminatory remarks and actions, and other behavior 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, the Regulation on Labour Security Supervision, and other applicable and relevant laws and regulations.

In compliance with the relevant rules and regulations, we engage into employment contracts with employees. All employment-related activities, including hiring and terminating contracts, are subject to a strict internal management system that guarantees strict adherence to all applicable labour management rules. During the hiring process, it is necessary to review and verify the applicant's information, including age, identification, educational background, and job experience. Any applicant who withholds or fabricates such information will not be given consideration.

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。我們亦擁護所有個人的個性、隱私及多元價值觀念，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》及其他適用相關法律及法規。

按照相關規則和法規，我們與員工簽訂勞動合同。所有與就業有關的活動，包括招聘和終止合同，都受嚴格的內部管理體系的約束，保證嚴格遵守所有適用的勞動管理法律。在招聘過程中，需要審查和驗證申請人的資訊，包括年齡、身份、教育背景和工作經驗。任何保留或偽造此類資訊的申請人將不會被考慮。

我們為秉持具備尊重及尊嚴之文化而自豪。我們採納開誠佈公之態度，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。



### SUPPLY CHAIN MANAGEMENT

The Group's primary business is delivering medical services, and it depends on vendors and other providers to keep things running smoothly. We believe that building strong, ongoing, and flexible cooperative connections is closely related to our own growth and our partners. To stabilize and strengthen the management of suppliers through responsible procurement, quality control, open tendering, and contract performance, the Group established and put into place a procurement management policy. We had 20 cooperating suppliers as at March 31, 2024, and they were all based in Mainland China. During the Reporting Period, the Group has evaluated all of our suppliers.

In general, the Group has built the Procurement Management System and applied it in all the hospitals, to outline and standardize the specifications and requirements on day-to-day procurement procedures. 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 endeavor to achieve responsible purchasing and procuring by engaging and prioritizing vendors who follow sustainable and ethical practices; 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 packaging.

### 供應鏈管理

本集團的主要業務是提供醫療服務，依賴供應商和第三方供應商保持營運。我們相信建立強大、持續和靈活的合作關係對我們集團與合作夥伴的成長有密切的關係。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。於二零二四年三月三十一日，我們擁有20間合作供應商，全部均位於中國內地。報告期間，本集團已對全部供應商進行評估。

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。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。我們通過僱用及優先考慮遵循可持續及道德規例的供應商，從而實現負責任的採購；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。

# Environmental, Social and Governance Report 2023/24

## 2023/24年度環境、社會及管治報告

In general, for each procurement, at least three vendors will get invitations to participate in the tendering process. The management of the individual hospitals must review and approve the purchase when there are fewer than three vendors. The supply division is in charge of each supplier's annual review and evaluation. These vendors will be removed from our list of authorized suppliers as soon as non-compliances are found if they don't fulfill our standards.

Through structured vendor selection processes with comprehensive and applicable screening criteria, we attain 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, the Group was not aware of any significant environmental and social risks for our management decision on supply chain management.

### PRODUCT RESPONSIBILITY

#### Compliance with Laws and Regulations

As to consolidate its capability of compliance and corporate governance, the Group has been actively promoting policies to prevent legal risks, engaging 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, Specifications on the Implementation of the Administration of Medical Institutions Management Regulations, the Handling of Medical Accidents, Law on Practicing Doctors of the PRC, and Pharmaceutical Administration Law of the PRC.

一般而言，於每次採購，至少有三個供應商被邀請參加投標。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。供應部門負責每個供應商的年度審查和評估。一旦發現不符合我們的標準的供應商，將從我們的授權供應商列表中剔除。

透過健全之供應商甄選程序（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，本集團並未發現有關供應鏈管理的管理決策存在任何重大環境及社會風險。

### 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》。

### Patient Care

The Group has adhered to the core values of "Patient First" and "Care with Heart" to guarantee that the medical services uphold the toughest safety standards and the highest level of excellence in the industry. Our knowledgeable, experienced, and professional staff members and healthcare practitioners are constantly committed to placing patients' experience and satisfaction above all else in our pursuit of offering the highest-quality general hospital services and to ensure that our patients are at ease when receiving medical treatment and consultation in our hospitals.

Each step in the process must guarantee the patient receives the most suitable cares based on the medical needs. In addition, we will 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.

To ensure the medicines quality, medicines are inspected by warehouse keeper and quality controller, regularly checked by pharmacist in hospital pharmacy. If medicines are reported to change in color, taste or consistency, relevant materials will be discarded according to the Group's guidelines.

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

本集團堅持「病患第一」及「用心關愛」的核心價值觀，以確保維護醫療服務行業最高的安全標準和卓越水準。我們的員工和醫療保健專業人員熟練、經驗豐富和專業，致力將患者的體驗和滿意度放在首位，在我們追求提供最高品質的醫院服務時，我們同樣重視患者在醫院接受治療和諮詢時的舒適度。

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。

為了保證藥品的品質，藥品由倉庫保管員和品質控制員檢查，並由醫院藥店的藥劑師定期檢查。如果藥物的顏色、味道或一致性發生變化，相關藥物將按照集團的指引棄置。

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。

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### Privacy Protection and Intellectual Property Rights

Due to the nature of our business, our employees must manage a tremendous amount of private information on a regular basis. Due to this, the Group carefully adheres to the established rules and relevant legislation. Periodically, the rules 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 forbid our employees from exporting or downloading any form of customer information privately unless permission is obtained.

The Group strictly abides by Patent Law of the PRC and Trademark Law of the PRC in order to standardize the registration and maintenance of trademarks and patents as necessary. We don't run into any problems with third-party intellectual property or patented technologies during the operation.

### ADVERTISING AND LABELLING

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 and Law of the PRC on the Protection of Customer Rights and Interests, which regulates any relevant activities about medical treatment, pharmaceutical products, and medical equipment. We ensure that all our advertising efforts are following 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.

### 私隱保護及知識產權

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指引及相關法律。該等指引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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The Group has complied with all applicable laws and rules that pertain to health and safety, advertising, labelling, and privacy issues and that have a substantial influence on the Group throughout the Reporting Period.

There were no instances of its products sold being subject to recalls for safety and health reasons. During the Reporting Period, the Group received one service-related complaint which was handled properly. In addition, the Group was involved in three litigations relating to labour contracts, of which two have been dealt with in accordance with the judgments and the other is still in progress.

### ANTI-CORRUPTION

The Group is aware that excellent corporate governance depends on effective accountability. We always uphold the highest quality of corporate governance and uphold the ideals of honesty and integrity in order to protect the interests of the shareholders and increase the value of the Company. The Group strictly followed all applicable laws and ordinances, including but not limited to:

- The Company Law of the PRC
- Anti-Unfair Competition Law of the PRC
- The Interim Provisions on Banning of Commercial Bribery
- The Prevention of Bribery Ordinance (Chapter 201 of the Laws of Hong Kong)
- The Criminal Law of the PRC
- The Anti-Money Laundering Law of the PRC

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。於報告期間，本集團收到1宗與服務相關的投訴，並已妥善處理。另外，本集團涉及3宗與勞動合同相關的訴訟，其中2宗已按照判決書處理，另1宗則還在處理中。

### 反貪污

本集團意識到有效的問責對優秀的企業管治至關重要。我們始終堅持最高品質的企業管治和誠信的理念，以保護股東利益及提高公司的價值。本集團嚴格遵守所有適用的法律和法規，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》



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For reinforcing corporate governance, we have formed an audit committee, while employing external legal advisers and auditors to provide opinions on our financial reporting and other compliance issues. Meanwhile, our suppliers are required to sign an Integrity Agreement, 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 Policy

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，同時聘請外部法律顧問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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Our human resources department, the supervisor(s) of the employees who have been accused of misconduct, or independent senior management will look into any accusation of misconduct on behalf of the Group. It is possible to enlist the aid of outsiders, such as legal counsel, to aid in the investigation. The Group pledges to preserve the private information of complainants and whistle-blowers in all investigations and reports. The investigations' findings may include disciplinary or corrective measures, and in more serious circumstances, a report to the appropriate law enforcement authorities.

During the Reporting Period, the Group strictly complied with relevant laws and regulations, and was not aware any material non-compliance with corruption cases.

### Anti-Corruption Education

We think that the Group's stakeholders share our appreciation for the honesty and integrity of our Board and staff. Due to the significance of maintaining our awareness of honesty and integrity, we have implemented programs to train our staff and directors against corruption.

## 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 makes 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.

The Group will continue to contribute to the needy in the community and motivate more employees to make their efforts, such as coordinating or taking part in community events that are appropriate, making donations or offering scholarships, increasing human and material resources for the public good, and sharing with the community the Company's development successes.

我們的人力資源部、被指控不當行為的員工的監事或獨立的高級管理層將代表集團審查任何被指控的不當行為。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。調查結果包括紀律處分或糾正措施及對於更嚴重事宜，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違規腐敗案件。

### 反貪污教育

我們認為本集團的持分者同樣重視我們董事會和員工的誠信和正直。因此，保持我們正直及誠實的意識很重要，且我們已開展計劃，為我們的員工及董事提供反貪污培訓。

## 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。

本集團將繼續組織或參與合適社區活動、捐款或獎學金計劃，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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Subject Areas 報告範圍	Content 內容	Section 章節
Reporting Boundary 匯報範圍	A narrative explaining the reporting boundaries of the ESG report and describing the process used to identify which entities or operations are included in the ESG report. 解釋環境、社會及管治報告的匯報範圍，及描述挑選哪些實體或業務納入環境、社會及管治報告的過程。	Scope and Reporting Period 範圍及報告期間
A. Environmental A. 環境 A1 Emissions A1 排放物		
General Disclosure 一般披露	Information on:  (a) the policies; and  (b) compliance with relevant laws and regulations that have a significant impact on the issuer  relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste. 有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的：	Environmental Aspect 環境層面
A1.1	The types of emissions and respective emissions data. 排放物種類及相關排放數據。	Emission Data 排放數據
A1.2	Direct (Scope 1) and Energy Indirect (Scope 2) Total greenhouse gas emissions (in tonnes) and intensity. 直接(範圍1)及能源間接(範圍2)溫室氣體總排放量(以噸計算)及密度。	Emission Data 排放數據
A1.3	Total hazardous waste produced (in tonnes) and intensity. 所產生有害廢棄物總量(以噸計算)及密度。	Emission Data 排放數據

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Subject Areas 報告範圍	Content 內容	Section 章節
A1.4 A1.4	Total non-hazardous waste produced (in tonnes) and intensity. 所產生無害廢棄物總量 (以噸計算) 及密度。	Emission Data 排放數據
A1.5 A1.5	Description of emissions target(s) set, and steps taken to achieve them. 描述所訂立的排放量目標及為達到這些目標所採取的步驟。	Waste Management 廢物管理
A1.6 A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set, and steps taken to achieve them. 描述處理有害及無害廢棄物的方法，及描述所訂立的減廢目標及為達到這些目標所採取的步驟。	Waste Management 廢物管理
A2 Use of Resources A2 資源使用		
General Disclosure 一般披露	Policies on the efficient use of resources, including energy, water, and other raw materials. 有效使用資源 (包括能源、水及其他原材料) 的政策。	Use of Resources 資源利用
A2.1 A2.1	Total direct and/or indirect energy consumption by type (kWh in '000s) and intensity. 按類型劃分的直接及／或間接能源總耗量 (以千個千瓦時計算) 及密度。	Resources Consumption Data 資源消耗數據
A2.2 A2.2	Water consumption in total and intensity. 總耗水量及密度。	Resources Consumption Data 資源消耗數據
A2.3 A2.3	Description of energy use efficiency target(s) set, and steps taken to achieve them. 描述所訂立的能源使用效益目標及為達到這些目標所採取的步驟。	Use of Resources 資源利用
A2.4 A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water use efficiency targets(s) set, and steps taken to achieve them. 描述求取適用水源上可有任何問題，以及所訂立的用水效益目標及為達到這些目標所採取的步驟。	Use of Resources 資源利用



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Subject Areas 報告範圍	Content 內容	Section 章節
A2.5	Total packaging material used for finished products (in tonnes) and the share of per unit produced.	The Group's operations do not involve the use of packaging materials.
A2.5	製成品所用包裝材料的總量(以噸計算)及每生產單位佔量。	本集團業務不涉及包裝材料使用。
A3	The Environment and Natural Resources	
A3	環境及天然資源	
General Disclosure	Policies on minimising the issuer's significant impacts on the environment and natural resources.	The Environmental and Natural Resources
一般披露	減低發行人對環境及天然資源造成重大影響的政策。	環境及天然資源
A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	The Environmental and Natural Resources
A3.1	描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。	環境及天然資源
A4	Climate Change	
A4	氣候變化	
General Disclosure	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	Climate Change
一般披露	識別及應對已經及可能會對發行人產生影響的重大氣候相關事宜的政策。	氣候變化
A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	Climate Change
A4.1	描述已經及可能會對發行人產生影響的重大氣候相關事宜，及應對行動。	氣候變化



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Subject Areas 報告範圍	Content 內容	Section 章節
B2 Health and Safety B2 健康與安全		
General Disclosure 一般披露	Information on:  (a) the policies; and  (b) compliance with relevant laws and regulations that have a significant impact on the issuer  relating to providing a safe working environment and protecting employees from occupational hazards. 有關提供安全工作環境及保障僱員避免職業性危害的：	Occupational Health and Safety       職業健康及安全
B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	Occupational Health and Safety
B2.1	過去三年(包括匯報年度)每年因工亡故的人數及比率。	職業健康及安全
B2.2	Lost days due to work injury.	Occupational Health and Safety
B2.2	因工傷損失工作日數。	職業健康及安全
B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	Occupational Health and Safety
B2.3	描述所採納的職業健康與安全措施，以及相關執行及監察方法。	職業健康及安全
B3 Development and Training B3 發展及培訓		
General Disclosure 一般披露	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. 有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。	Development and Training 發展及培訓
B3.1	The percentage of employees trained by gender and employee category.	Development and Training
B3.1	按性別及僱員類別劃分的受訓僱員百分比。	發展及培訓

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Subject Areas 報告範圍	Content 內容	Section 章節
B3.2	The average training hours completed per employee by gender and employee category.	Development and Training
B3.2	按性別及僱員類別劃分，每名僱員完成受訓的平均時數。	發展及培訓
B4 Labour Standards B4 勞工準則		
General Disclosure 一般披露	Information on:  (a) the policies; and  (b) compliance with relevant laws and regulations that have a significant impact on the issuer  relating to preventing child or forced labour. 有關防止童工或強制勞工的：	Labour Standards          勞工準則
B4.1	Description of measures to review employment practices to avoid child and forced labour.	Labour Standards
B4.1	描述檢討招聘慣例的措施以避免童工及強制勞工。	勞工準則
B4.2	Description of steps taken to eliminate such practices when discovered.	Labour Standards
B4.2	描述在發現違規情況時消除有關情況所採取的步驟。	勞工準則

# Environmental, Social and Governance Report 2023/24

## 2023/24年度環境、社會及管治報告

Subject Areas 報告範圍	Content 內容	Section 章節
<b>Operating Practices</b> 營運慣例		
B5 Supply Chain Management 供應鏈管理		
General Disclosure 一般披露	Polices on managing environmental and social risks of the supply chain. 管理供應鏈的環境及社會風險政策。	Supply Chain Management 供應鏈管理
B5.1	Number of suppliers by geographical region. 按地區劃分的供應商數目。	Supply Chain Management 供應鏈管理
B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored. 描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目，以及相關執行及監察方法。	Supply Chain Management 供應鏈管理
B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored. 描述有關識別供應鏈每個環節的環境及社會風險的慣例，以及相關執行及監察方法。	Supply Chain Management 供應鏈管理
B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored. 描述在揀選供應商時促使多用環保產品及服務的慣例，以及相關執行及監察方法。	Supply Chain Management 供應鏈管理



# Environmental, Social and Governance Report 2023/24

## 2023/24年度環境、社會及管治報告

Subject Areas 報告範圍	Content 內容	Section 章節
B6 B6	Product Responsibility 產品責任	
	General Disclosure  Information on:  (a) the policies; and  (b) compliance with relevant laws and regulations that have a significant impact on the issuer  relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress. 有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的：	Product Responsibility      產品責任
	一般披露  (a) 政策；及  (b) 遵守對發行人有重大影響的相關法律及規例  的資料。	
B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Advertising and Labeling
B6.1	已售或已運送產品總數中因安全與健康理由而須回收的百分比。	廣告及標籤
B6.2	Number of product and service-related complaints received and how they are dealt with.	Advertising and Labeling
B6.2	接獲關於產品及服務的投訴數目以及應對方法。	廣告及標籤
B6.3	Description of practices relating to observing and protecting intellectual property rights.	Privacy Protection and Intellectual Property Rights
B6.3	描述與維護及保障知識產權有關的慣例。	私隱保護及知識產權
B6.4	Description of quality assurance process and recall procedures.	Patient Care
B6.4	描述質量檢定過程及產品回收程式。	病患看護

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## 2023/24年度環境、社會及管治報告

Subject Areas 報告範圍	Content 內容	Section 章節
B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	Privacy Protection and Intellectual Property Rights
B6.5	描述消費者資料保障及私隱政策，以及相關執行及監察方法。	私隱保護及知識產權
B7 Anti-corruption B7 反貪污		
General Disclosure  一般披露	Information on:  (a) the policies; and  (b) compliance with relevant laws and regulations that have a significant impact on the issuer  relating to bribery, extortion, fraud and money laundering. 有關防止賄賂、勒索、欺詐及洗黑錢的：	Anti-corruption  反貪污
B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the Reporting Period and the outcomes of the cases.	Anti-corruption
B7.1	於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。	反貪污

# Environmental, Social and Governance Report 2023/24

## 2023/24年度環境、社會及管治報告

Subject Areas 報告範圍	Content 內容	Section 章節
B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	Whistle-Blowing Policy
B7.2	描述防範措施及舉報程式，以及相關執行及監察方法。	舉報政策
B7.3	Description of anti-corruption training provided to directors and staff.	Anti-corruption Education
B7.3	描述向董事及員工提供的反貪污培訓。	反貪污教育
<b>Community</b>		
<b>社區</b>		
B8 Community Investment		
B8 社區投資		
General Disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	Community Investment
一般披露	有關以社區參與來了解營運所在社區需要和確保其業務活動會考慮社區利益的政策。	社區投資
B8.1	Focus areas of contribution.	Community Investment
B8.1	專注貢獻範疇。	社區投資
B8.2	Resources contributed to the focus areas.	Community Investment
B8.2	在專注範疇所動用資源。	社區投資



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