



**HUA XIA HEALTHCARE HOLDINGS LIMITED**

**華夏醫療集團有限公司\***

(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**  
環境、社會及管治報告

**2017/2018**



### ABOUT THIS REPORT

This is the second annual Environmental, Social and Governance (“ESG”) report (the “ESG Report”) by Hua Xia Healthcare Holdings Limited’s (the “Company”, together with its subsidiaries, the “Group”) (stock code: 8143). This ESG Report is published in accordance with the ESG Reporting Guide (the “ESG Reporting Guide”) as set out in Appendix 20 to the Rules Governing the Listing of Securities on GEM of The Stock Exchange of Hong Kong Limited (the “Stock Exchange”) and the “comply or explain” provisions contained therein.

### SCOPE, MATERIALITY, AND REPORTING PERIOD

The content of this ESG Report focuses on material sustainability areas, based on our most significant economic, environmental and social impacts, as well as the areas that are of the greatest interest or concern to stakeholders.

As identified by the materiality assessment, the ESG Report covers the overall performance, risks, strategies, measures and commitments of the Group in four areas, namely, working environment quality, environmental protection, operating practices and community investment, for the Group’s principal business operation (i.e. provision of general hospital services in the People’s Republic of China (the “PRC”)) during the reporting period for the year ended 31 March 2018 (the “Reporting Period”).

All the information contained herein comes from official documents or statistical reports of the Group. This report has been reviewed and approved by the board of directors of the Company.

Regarding the corporate governance structure of the Group and other relevant information, please refer to pages 26 to 42 of the Company’s annual report for the year ended 31 March 2018.

### 關於本報告

本報告是華夏醫療集團有限公司（「本公司」，連同其附屬公司，統稱為「本集團」）（股份代號：8143）之第二份年度環境、社會及管治（「環境、社會及管治」）報告（「環境、社會及管治報告」）。本環境、社會及管治報告乃根據香港聯合交易所有限公司（「聯交所」）GEM證券上市規則附錄20所載環境、社會及管治報告指引（「環境、社會及管治報告指引」）而刊發，當中載有「不遵守就解釋」之條文。

### 適用範圍、重要性及報告期

本環境、社會及管治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，本環境、社會及管治報告涵蓋截至二零一八年三月三十一日止年度之報告期（「報告期」）內，本集團之主營業務（即於中華人民共和國（「中國」）提供綜合性醫院服務）在工作環境質素、環境保護、營運慣例及社區投資四方面之整體表現、風險、策略、措施及承諾。

本環境、社會及管治報告內所有資料均來自本集團之正式文件或統計報告。本報告經由本公司董事會審閱及批准。

就本集團之企業管治架構及其他相關資料，請參閱本公司截至二零一八年三月三十一日止年度之年報第26至42頁。

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT 2017/18

## 二零一七／一八年環境、社會及管治報告

### STAKEHOLDER ENGAGEMENT

We understand that stakeholder engagement plays a pivotal role to our continuous effort in improving our ESG standard. Therefore, we have built and maintained for our shareholders, customers, employees, suppliers, other stakeholders and all interested parties various communication channels. We also endeavour to provide our stakeholders with clear information about our approaches to business operation and ESG issues. These include, but are not limit to, statutory announcements, circulars, financial reports, shareholders' meetings, corporate websites and electronic correspondence.

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

Postal address: 19/F, New Wing, 101 King's Road, Hong Kong  
Tel No.: (852) 2722 4388  
Fax No.: (852) 2543 8865  
Email: info@huaxia-healthcare.com

### A. ENVIRONMENTAL ASPECTS

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. Setting its sights on growing in harmony with the environment, the Group is committed to improving its management and execution levels, upgrading its production facilities, so as to minimise pollution in any form caused during the Group's daily operation and contribute to the healthy and sustainable development of the environment.

During the Reporting Period, there was no incident of non-compliance with local relevant environmental laws and regulations relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous wastes that have a significant impact on the Group, and therefore no penalties was imposed on the Group during the Reporting Period.

### 持份者參與

本集團明白持份者之參與對本集團持續提升本集團之環境、社會及管治水平尤為重要。因此，本集團已建立並維持與股東、客戶、員工、服務供應商等持份者之不同溝通渠道。本集團亦致力就本集團對業務營運及環境、社會及管治範疇之方針，為持份者提供清晰之資訊。有關渠道包括但不限於，法定公告、通函、財務報告、股東大會、企業網站及電子通訊等。

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：

郵寄地址：香港英皇道101號新翼19樓  
電話：(852) 2722 4388  
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電郵：info@huaxia-healthcare.com

### A. 環境層面

本集團在其經營所在之國家及地區維護相關環境法律法規，同時秉持節約能源、污染防治、環境保護及可持續發展。本集團著眼於與環境和諧共處，致力提升其管理及執行水平、改良生產設施，以盡可能減低本集團日常營運所造成任何形式之污染，為健康及可持續之環境發展作出貢獻。

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法規而對本集團產生重大影響的事件；因此於報告期間本集團並無被施加罰則。

### 1. Emissions

Throughout the years, the Group has adopted the green hospital development policy and implemented low carbon strategies in all aspects of operations in compliance with the requirements by the government. We ensure that we fully comply with the Environmental Protection Law of the PRC (《中華人民共和國環境保護法》).

In the course of investment, construction and operation, the Group has consistently carried out the operation objective of “benefiting the society and the populace” and focused on sustainable development. With reliability, professionalism and safety as its principal objectives, the Group possesses advanced IT program management and technical support of modern information technology network and strives to facilitate paperless office and old stuff reuse.

#### Waste treatment

General non-hazardous and domestic wastes are classified and stored properly before being collected and disposed of by authorised contractors of municipal environmental sanitation services.

Kitchen waste is collected and treated separately. We have assigned staff to oversee the arrangement of kitchen waste collection and treatment, which includes detailed and comprehensive records of waste categories, amount, and ways of treatment and so on. All these records are reviewed regularly. In particular, food scraps and leftover are put into designated containers or buckets, and are collected and reused by third-party collectors, who we have entered into agreement, to ensure all food scraps and leftover are only used for farming and breeding purposes. Other food waste in the form of raw food or semi-processed food, such as vegetables, peels and organ meats, is treated as domestic waste.

### 1. 排放

多年來，本集團已遵照政府要求採納綠色醫院發展政策及於營運之所有方面實施低碳策略。本集團確保本集團完全遵守《中華人民共和國環境保護法》。

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，注重可持續發展。以可信賴、專業、安全為主要目標，擁有先進的IT程式管理和現代資訊科技網絡支持，並致力於推行無紙化辦公和舊物利用等事項。

#### 廢物處理

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，其已妥善分類及存放。

廚餘的收集及處理是分開進行。我們已指派工作人員監督收集及處理廚餘的安排，其中包括廢物種類、數量及處理方法等詳細而全面的記錄。所有這些記錄均會定期審閱。特別是將食物殘渣及吃剩的食物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農業及養殖用途。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。

Clinical waste is treated in strict accordance with the Medical Waste Management Regulations (《醫療垃圾管理條例》). Clinical waste is separated and collected to minimise hazardous and poisonous waste with risks of contagion.

### **Maintaining indoor air quality**

In order to prevent cross-infection among patients inside the hospitals, we have strict guidelines for maintaining indoor air ventilation. All ventilation systems are evaluated and examined regularly by employees with professional skills and licenses or third-party professional vendors. The Group believes that keeping improved indoor air quality helps reducing indoor air pollutants and thereby reducing air pollution.

### **Proper sewage discharge**

We have complied with the Disinfection Specifications (《消毒技術規範》). Water consumed at our hospitals shall be discharged to the designated water treatment facilities. We also place high importance to fluid waste management as it limits our employees' exposure to infectious fluid waste. Fluid waste is contained in suction canister or other designated containers before being discarded into proper locations.

### **Concerted efforts with suppliers and business partners**

We have formulated and adopted a management mechanism with our suppliers and business partners, where all medical wastes in the form of drugs and medicines are sorted and stored in designated areas. They are separated from other domestic waste before being collected and handled by qualified vendors. We, together with our suppliers and business partners, aim at safeguarding the environment against the exposure to hazardous medical wastes.

臨床廢物乃嚴格按照《醫療垃圾管理條例》處理。臨床廢物的收集是分開進行，以盡量減少有害及有毒廢物傳染的風險。

### **保持室內空氣質素**

為了防止醫院內病人之間出現交叉感染，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。本集團相信，保持改善室內空氣質素有助減少室內空氣污染物，從而減少空氣污染。

### **妥善的污水排放**

我們已遵守《消毒技術規範》。在我們的醫院用水，須排放至指定的水處理設施。我們還非常重視液體廢物管理，限制僱員接觸具傳染性的液體廢物。液體廢物存放於吸罐或其他指定容器後，方可棄置於適當地點。

### **與服務供應商及業務合作夥伴齊心協力**

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分開後，方可由合資格服務供應商收集及處理。我們與服務供應商及業務合作夥伴共同致力於保護環境，避免危險醫療廢物對環境造成損害。

The Group will continue to closely monitor and manage its environmental efforts and minimise its environmental impacts caused from its operations. It will take necessary measures to improve its contribution to the environmental protection and observe all applicable laws, standards and regulations.

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，旨在加強環境保護並遵守所有適用的法律、標準及法規。

During the Reporting Period, the emission amounts were as follows:

報告期間，排放量如下表所示：

Types of emissions 排放類型	Unit 單位	
Greenhouse gas emissions 溫室氣體排放	Tonne of carbon dioxide equivalent (CO <sub>2</sub> e)	
– Direct emissions	噸二氧化碳當量(CO <sub>2</sub> e)	180
– fuel consumption		
– 直接排放		
– 燃料消耗		
– Indirect emissions		2,482
– electricity consumption		
– 間接排放		
– 電力消耗		
Exhaust gas		
廢氣		
– sulfur oxides (SO <sub>x</sub> )	Kilogram	913
– 硫氧化物(SO <sub>x</sub> )	千克	



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Summary of KPI disclosure of Aspect A1 under the ESG Reporting Guide:

根據環境、社會及管治報告指引的關鍵績效指標披露層面A1概要：

KPI A1.1	Our principal business operations do not involve activities that directly emit greenhouse gases or other air pollutants. The types of emissions and respective emissions data (if applicable) are set forth in the above data highlights.
關鍵績效指標A1.1	主要業務營運並無涉及直接排放溫室氣體或其他空氣污染物的活動。排放物類別及相關排放數據（如適用）載於上文數據摘要。
KPI A1.2	Emissions of indirect greenhouse gases are set forth in the above data highlights.
關鍵績效指標A1.2	間接溫室氣體排放量載於上文數據摘要。
KPI A1.3	The hospitals of the Group generate biological, chemical and clinical wastes, which are regarded as hazardous due to their infectious and reactive nature, during the Reporting Period.
關鍵績效指標A1.3	報告期間，本集團醫院所產生的生物、化學及臨床廢物，由於其具傳染性及反應性而被視為有害物質。
KPI A1.4	The non-hazardous waste generated by the Group mainly consist of kitchen waste, paper and toner containers during the Reporting Period.
關鍵績效指標A1.4	報告期間，本集團所產生的無害廢物主要包括廚餘、紙張及炭粉容器。
KPI A1.5	Measures to mitigate emissions can be referred to in the above paragraphs.
關鍵績效指標A1.5	減低排放量的措施載於上文段落。
KPI A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives can be referred to in the paragraph headed "Use of resources — Waste reduction" below.
關鍵績效指標A1.6	處理有害及無害廢棄物的方法、減低產生量的措施的說明載於下文「資源利用－減廢」一段。

### 2. Use of Resources

As our key approach to managing indirect carbon emissions and other air emissions, we have formulated a series of administration plans in each hospital, encompassing energy and water conservation, waste reduction and efficient use of resources and so on. Pursuant to these plans, we have implemented various measures to continually improve our environmental efforts, as well as to comply with the Resources Conservation Law of the PRC (《中華人民共和國資源保護法》).

#### Energy and water conservation

- Maintain a minimum air-conditioners' temperature to 24 °C even in the summer;
- Switch off all idling electrical appliances, lights and office equipment, as well as elevators and escalators;
- Lower water pressure, particularly in washrooms and other areas with high usage rate, to save water;
- Use energy-saving electrical appliances;
- Perform regular inspections on equipment to ensure all equipment and machines function properly;
- Encourage the use of video or telephone conferencing systems to avoid business travel, or encourage the use of public transportation

### 2. 資源利用

我們已於各間醫院制定一系列行政計劃（包括節約能源及用水、減廢及有效使用資源等等）作為管理間接碳排放及其他氣體排放之主要方法。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《中華人民共和國資源保護法》。

#### 節約能源與用水

- 即使於夏天，仍維持冷氣溫度為最低24 °C；
- 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；
- 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；
- 使用節能電器；
- 定期檢查設備，以確保所有設備及機器運作正常；
- 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



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### Waste reduction

- Promote the use of electronic mailing and electronic filing system
- Reuse and recycle paper, and use double-sided and avoid colour printing
- Recycle ink cartridges, copier toner containers

During the Reporting Period, the consumption amounts were as follows:

### 減廢

- 推廣使用電子郵件及電子檔案管理系統
- 重用及回收紙張，以及使用雙面影印及避免彩色影印
- 回收墨盒、影印機碳粉盒

於報告期間之消耗量如下：

Types of consumption 消耗類別	Unit 單位	
Water 水	Tonne 噸	62,124
Electricity 電力	kWh 千瓦時	3,699,845
Fuel – transportation 燃油–運輸	Litre 公升	76,096
Fuel – equipment and machineries 燃油–設備及機器	Litre 公升	87

Summary of KPI disclosure of Aspect A2 under the ESG Reporting Guide:

環境、社會及管治報告指引項下A2層面的關鍵績效指標披露概要：

KPI A2.1 關鍵績效指標A2.1	Details of electricity consumption are set forth below in the above data highlights. 耗電詳情載於上文數據摘要。
KPI A2.2 關鍵績效指標A2.2	Details of water consumption are set forth below in the above data highlights. 耗水詳情載於上文數據摘要。
KPI A2.3 關鍵績效指標A2.3	Description of energy use efficiency initiatives can be referred to in the above paragraphs. 描述能源使用效益計劃，可參閱上文段落。
KPI A2.4 關鍵績效指標A2.4	Description of water use efficiency initiatives can be referred to in the above paragraphs. 描述用水效益計劃，可參閱上文段落。
KPI A2.5 關鍵績效指標A2.5	There is no applicable data of packaging material as we do not involve the use of any packaging material. 由於我們並無涉及使用任何包裝材料，故概無包裝材料之適用數據。

### 3. Environment and Natural Resources

The Group actively enhances the environmental awareness of its staff in addition to enhancing environmental measures, including issuing of internal environmental guidance and sharing of relevant environmental information in relation to green office. We often put up various notices to remind them of our environmental protection measures and provide updates and information about environmental issues and the Group's latest environmental initiatives. We also have designated staff to ensure effective implementation of the above initiatives. Constant review of our policies and practices are conducted for improvement of our environmental approaches and identifying relevant risks.

### 3. 環境及天然資源

除了加強環保措施，本集團亦積極提升其員工之環保意識，包括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。我們通常會張貼各種通知，提醒員工我們的環保措施及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。我們亦已委派員工確保有效實行上述措施。我們持續檢討我們的政策及常規，以改善我們的環保方法及識別出相關風險。

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Some of our awareness efforts include organising employees to participate in waste collection activities and environmental protection-oriented trekking and walk events.

我們有關意識的工作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。

Summary of KPI disclosure of Aspect A3 under the ESG Reporting Guide:

環境、社會及管治報告指引項下A3層面的關鍵績效指標披露概要：

KPI A3.1 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them can be referred to in the above paragraphs.

關鍵績效指標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，可參閱上文段落。

## B. SOCIAL ASPECTS

### EMPLOYMENT AND LABOUR PRACTICES

#### 1. Employment

As at 31 March 2018, the Group had 1,038 employees, who 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.

## B. 社會層面

### 環境及勞工常規

#### 1. 僱傭

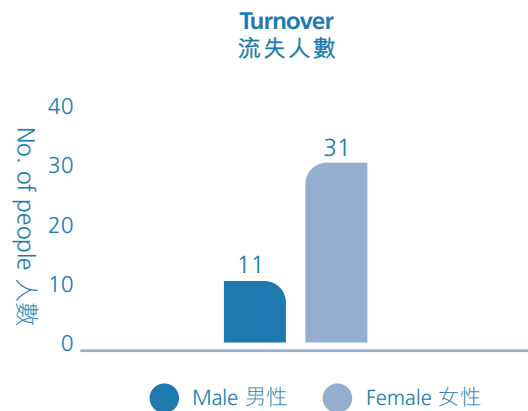
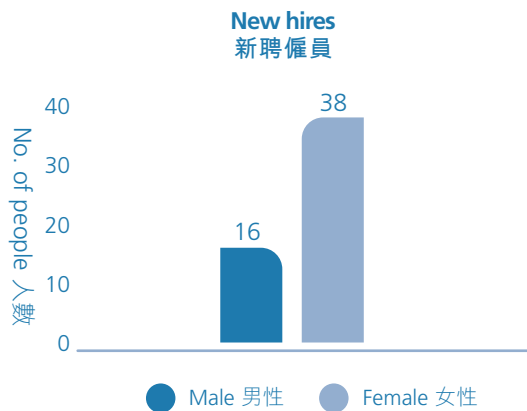
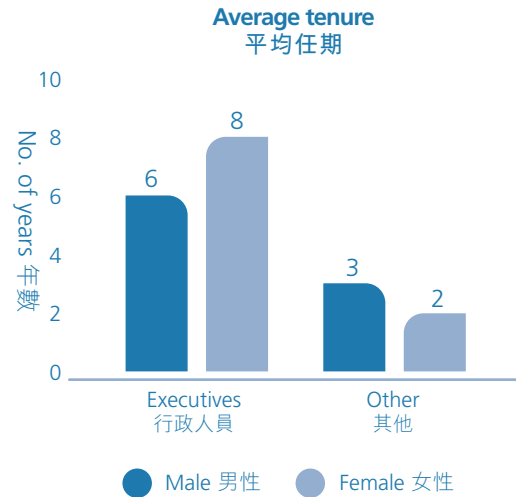
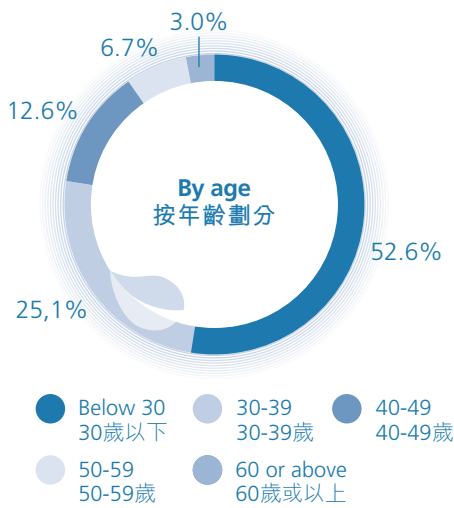
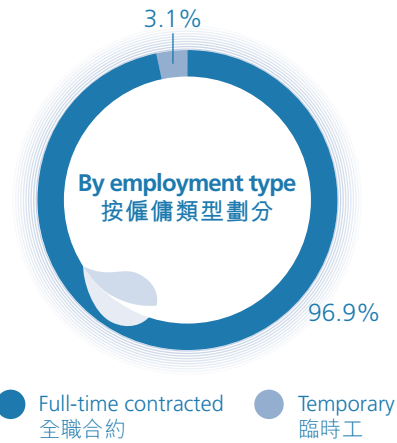
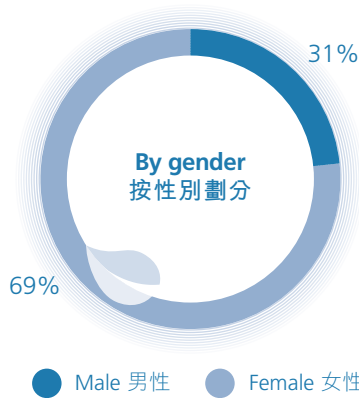
於二零一八年三月三十一日，本集團擁有1,038名僱員，彼等為我們邁向成功及維持競爭力之關鍵。我們致力為僱員提供滿意及有回報之工作場所，並向彼等提供學習、成長及成功之機會。

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法規之不合規事件。



# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT 2017/18

## 二零一七／一八年環境、社會及管治報告



Total employees 僱員總數: 1,038

### *Recruitment and remuneration policies*

We strictly comply 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 relating to employment. All employees, upon joining the Group, are given orientation sessions, which cover terms of employment, remuneration packages, working hours, rest periods and holidays, termination, confidentiality, work ethics and other areas.

The Group has 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.

We offer employees a fair and competitive package of remuneration and benefits, which encompasses 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, financial results of the Company and market conditions.

Doctors, nurses and pharmacists are all required obtain all necessary certificates before assuming their respective duties in the capacity of the employees of our hospitals. We also encourage other staff in supporting roles to obtain relevant certificates through trainings and examinations.

### *招聘及薪酬政策*

我們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》及其他有關僱傭之適用法律及法規。所有僱員於加入本集團後均有迎新會，當中涵蓋僱傭條款、薪酬待遇、工時、休息時間及假期、終止僱傭、保密、職業道德及其等方面。

本集團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。

我們向僱員提供公平及具競爭力之薪酬及福利組合，當中包含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。

所有醫生、護士及藥劑師均須取得全部必要證書，方可以我們醫院僱員之身份承擔彼等各自之職務。我們亦鼓勵其他擔任支援角色的員工透過培訓及考試，取得相關證書。

#### *Dismissal policies*

In situations where an employee violates the Group's regulations or consistently perform his or her duties below an acceptable level, our human resources department will follow a range of procedures to terminate his or her employment contract. Terms and conditions relating to dismissal are enumerated in employment contract and other employment policy manual.

#### *Equal opportunities, diversity and inclusion*

We embrace diversity and inclusion. 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 that we recruit candidates based on their 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.

## 2. Health and Safety

The Group is always committed to providing a safe, efficient and comfortable workplace for its staff, and endeavours to eliminate potential hazards. 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, whilst providing physical check-ups and education on occupational health. In case of significant safety risks and accidents, we will make necessary improvement measures.

During the Reporting Period, there was no significant incident of safety and work-related injury. There was no incident of noncompliance 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.

#### *解僱政策*

倘僱員違反本集團之規定或其職務表現持續低於可接受水平，人力資源部將遵循一系列程序終止其僱傭合約。有關解僱之條款及條件載於僱傭合約及其他僱傭政策手冊內。

#### *平等機會、多元化及共融*

我們擁護多元共融。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，我們基於求職者之經驗及專業知識作招聘，求職者不會因性別、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。

## 2. 健康及安全

本集團始終致力為員工提供安全、高效及舒適的工作環境，並致力消除潛在危險。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、培訓及安全指引，同時提供各種職業健康體檢及教育資訊。倘發現重大安全風險及事故，我們將作出必要改善措施。

於報告期間，概無發生重大安全事件及工傷。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法規之不合規事件。



### 3. Development and Training

The Group puts a strong emphasis on the recruitment and nurturing of talents. 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 industry's and patients' expectations.

The Group places a strong emphasis on staff training and encourages staff to enhance their abilities through continuous training by the participation in various development and training programmes to be provided by the Group on a yearly basis, so as to build a high-calibre team of management personnel and professionals compatible with the Group's business development.

Our development plans include diversified on-the-job training based on the requirements of respective job positions and the strengths of employees. These 40 training sessions including training on Nurse Regulations (《護士條例》), Communication skills with patients, and so on. We will also subsidise various external staff training programmes.

Induction training and staff handbook are provided for new joiners so that they can 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 within the Group. 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.

### 3. 發展及培訓

本集團重視吸納和培養人才。本集團已制定全面發展計畫，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。

本集團重視員工培訓，每年度均為員工制定各項發展及培訓計劃，鼓勵員工通過持續培訓提升自身質素，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。

我們的發展計劃包括建基於相關職位及僱員強項之多元在職培訓。該等40項培訓課程包括《護士條例》培訓、與病人之溝通技巧等等。我們亦將資助外界不同的員工培訓課程。

新入職員工獲提供入職培訓及員工手冊，從而可更清楚了解我們公司的文化及彼等之職務。為挽留人才及獎勵表現良好及潛力高之僱員，我們於本集團內提供內部晉升機會。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。

#### 4. Labour Standards

We are committed to protecting human rights and forbid the use of forced labour and child labour in our business operations. We are 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 laws and regulations, all relevant laws and regulations.

We prohibit recruitment of child labour and does not tolerate forced labour. We enter into employment contracts with our employees in accordance with relevant laws and regulations. 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 forges such information will not be employed.

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

#### 4. 勞工準則

我們致力保障人權及禁止我們的業務營運使用強迫勞工及童工。我們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、所有相關法律以及法規。

我們禁止招聘童工，亦不容忍強迫勞工。我們根據相關法律及法規與員工訂立僱傭合約。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獲僱用。

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，允許僱員報告任何須受調查及處分（包括解僱）之不合規或不當行為。

### OPERATING PRACTICES

#### 5. Supply Chain Management

The Group is principally engaged in providing general hospital services and relies on vendors and third party suppliers to support our business. We had 556 suppliers as at 31 March 2018 and all of them are located in the PRC.

The Group adheres to fair operating practices through structured vendor selection processes, which lay down screening criteria, and identify potential risks along our supply chain. We also maintain close communication with our suppliers and business partners as we understand that building trusting relationships with our suppliers helps us manage our environmental and social risk while enhancing our operating efficiency.

In general, all hospitals adopt the Procurement Management System, which outlines the specifications and requirements on day to day procurement procedures. Since our hospitals are located in different provinces, besides quality and costs of products and services, we also tend to hire suppliers which are closer to our hospitals to reduce transportation costs and risks.

Three or more suppliers are invited to tender process for each time of procurement. In cases where we can only select less than three suppliers, such procurement is required to be reviewed and authorised by the management of respective hospitals. Supply division is responsible for the annual examination and evaluation of each supplier. Those suppliers who fail to provide products and services that meet our required standards will be removed from our authorised supplier list.

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

### 營運慣例

#### 5. 供應鏈管理

本集團主要從事提供綜合性醫院服務，我們的業務依賴賣方及第三方供應商支援。於二零一八年三月三十一日，我們擁有556間供應商，全部均位於中國。

本集團透過健全之賣方甄選程序（當中列出篩選準則）奉行公平營運慣例，以及識別我們供應鏈的潛在風險。我們明白與供應商建立信任關係有助我們於管理環境及社會風險的同時，提升營運效率，故亦與供應商及業務夥伴維持緊密溝通。

一般而言，所有醫院均採納採購管理制度，當中概括日常採購程序之規格及要求。由於我們的醫院位於不同省份，除產品及服務質素及成本外，我們亦傾向僱用離我們的醫院較近之供應商，以減低運輸成本及風險。

每次採購均會邀請三間或以上之供應商投標。倘我們僅可選擇少於三間供應商，有關採購須由各間醫院之管理層審閱及授權。供應部門負責向各間供應商進行年度審查及評價。該等未能提供符合我們規定標準之產品及服務之供應商，將於我們的授權供應商名單中除名。

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。



## 6. Product Responsibility

### *Patient care*

The Group has adopted the policy of the Patient First and Care with Heart to ensure the highest quality of medical services protected with the strictest safety standards. This policy has been built into the service procedures applying to all patients from the first admission to the long term care. Each step during the process has to ensure the patient receives care as medically needed to maximise the benefits as deemed appropriate. The patient care services require our professionals and facilities to adhere to all the requirements and standards to reflect the value and spirits that we believe in. In addition, we shall utilise all assessments to monitor the progress of the care and to evaluate the outcomes that we have provided to the patient.

### *Intellectual property and data privacy*

Due to our business nature, our staff deals with an enormous amount of personal data. Therefore, the Group complies with relevant laws and has developed guidelines to ensure data privacy and protection. Such guidelines are communicated to our employees and are reinforced from time to time.

We do not encounter issues with third-party intellectual property or patent technology in our daily operation.

### *Advertising and labeling*

We do not engage marketing and promotional works in an extensive manner. However, 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 authorised by senior supervisors before carried out.

## 6. 產品責任

### *病患看護*

本集團採取「病患第一」及「用心關愛」之政策，以用最嚴格之安全標準保障確保最高質素之醫療服務。該政策植入從收納至長期護理全套服務程序，適用於所有病患。過程中之每一步須確保病患得到醫學上所需要之護理，以得到被視為合適之最大好處。病患看護服務要求我們的專業人員及設施遵守所有規定及標準，以反映我們所信奉之價值觀及精神。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患提供之產物。

### *知識產權及資料私隱*

鑑於我們的業務性質，我們的員工處理大量個人數據。因此，本集團遵守相關法律並已制定指引，以確保資料私隱及保障。有關指引乃傳達予我們的員工，並不時作出加強。

我們於日常營運中並無遇到第三方知識產權或專利技術之問題。

### *廣告及標籤*

我們並無廣泛從事市場推廣及宣傳工作。然而，我們所有的廣告工作於進行前均由高級主管審視及授權，以確保符合政府及行業協會制定之所有適用法律及準則。

### *Compliance with laws and regulations*

The Group fully complies with all laws and regulations and regularly monitors and gathers information about changes in laws, rules and regulations relevant to the Group's businesses to ensure the Group's observance of those applicable laws, rules and regulations, 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》).

The Group has been actively promoting policies for the prevention of legal risks, and the engagement of legal advisors and deepening the building of a system for in-house legal workflow is to consolidate its capability of compliance and corporate governance. The Group complies with the relevant laws and regulations to operate its businesses.

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.

### *遵守法律及法規*

本集團全面遵守所有法律法規、定期關注與搜集與本集團業務有關之法律、規則及法規的變動資訊，以確保本集團遵守該等適用法律、規則及法規，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》。

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，以鞏固其合規及企業管治能力。本集團依循相關法律法規經營其業務。

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。

## 7. Anti-Corruption

The Group upholds the highest standard of corporate governance and adhere to the values of honesty and integrity. The Group requires its employees to conform to business ethics and put effort to prevent corruption and comply with 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》) and the Anti-Money Laundering Law of the PRC (《中華人民共和國反洗錢法》), and other applicable anti-corruption laws and regulations. To reinforce corporate governance, we have formed an audit committee, while hiring external lawyers and auditors to offer opinions on our financial reporting and other compliance issues. While we have complied with Stock Exchange's corporate governance requirements on listing companies, we will continue to review and improve our internal control and corporate governance.

We have a zero-tolerance policy on corruption, bribery, extortion, fraud and money laundering. Anti-money laundering and anti-corruption manual and procedures are set out based on the relevant laws and regulations to ensure the Group operates at the highest integrity level. Conflict of interest needed to be reported in order to avoid any insider dealing or any criminal regime in client or supplier transactions.

### *Whistle-blowing policies*

The Group encourages its employees, suppliers, customers and other stakeholders to report any misconduct through our reporting boxes and hotline. We will promptly carry inspection and take necessary measures, including reporting to relevant law-enforcement authorities, while protecting the identity of the whistleblower.

## 7. 反貪污

本集團堅持企業管治之最高準則及秉承誠實正直之價值。本集團規定其僱員遵從商業道德行事，力防貪污，並遵守香港法例第201章《防止賄賂條例》、《中華人民共和國刑法》及《中華人民共和國反洗錢法》以及其他適用反貪污法律及法規。為加強企業管治，我們組成審核委員會，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。我們堅守聯交所對上市公司之企業管治要求，同時將會繼續審查及完善內部監控及企業管治。

我們對於貪污、舞弊、敲詐、詐騙及洗黑錢行為採取零容忍政策。我們根據相關法律及法規設立反洗錢及反貪污手冊及程序，以確保本集團以最高誠信水準營運。員工須舉報利益衝突，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。

### *舉報政策*

本集團鼓勵其僱員、供應商、客戶及其他持份者透過我們的舉報信箱及熱線報告任何不當行為。我們會在保護舉報者身份的同時，及時進行調查並採取必要措施，包括向有關執法機關報告。

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT 2017/18

## 二零一七／一八年環境、社會及管治報告

During the Reporting Period, we had not identified any non-compliance in relation to corruption, bribery, extortion, fraud and money laundering, which had a significant impact on the Group. The Group will regularly review its internal anti-corruption system and improve it when necessary.

### COMMUNITY

#### 8. Community Investment

Caring for community is a shared value by the Group and in the society. The Group strives to fulfill our responsibilities as a corporate citizen and undertake 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 operating 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 look into ways of promoting the spirit of corporate social responsibility within the Company by organizing or participating in appropriate community activities, donations or scholarship programs.

於報告期間，我們並未發現任何對本集團產生重大影響之違規行為，如貪污、賄賂、勒索、欺詐及洗錢等。本集團將定期檢討其內部反貪污制度，並在必要時進行改善。

### 社區

#### 8. 社區投資

關懷社區為本集團與社會之共同價值。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的營運對市場的社會影響，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。

本集團將繼續透過組織或參與合適社區活動、捐款或獎學金計劃，促進本公司內企業社會責任之精神。



### Appendix I: ESG Reporting Guide of The Stock Exchange of Hong Kong Limited

### 附錄一：香港聯合交易所有限公司環境、社會及管治報告指引

Subject Areas 主要範疇	Content 內容	Section in This ESG Report 本環境、社會及管治報告章節
A. Environmental Aspect A. 環境層面		
A1 Emissions A1 排放物		
General Disclosure 一般披露	Information on the policies; and 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政策；及遵守對發行人有重大影響的相關法律及規例的資料。	Environment – Emissions 環境層面 – 排放物
A2 Use of Resources A2 資源利用		
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。	Environment – Use of Resources 環境層面 – 資源利用
A3 Environment and Natural Resources A3 環境及天然資源		
General Disclosure 一般披露	Policies on minimising the issuer's significant impact on the environment and natural resources. 減低發行人對環境及天然資源造成重大影響的政策。	Environment – Environment and Natural Resources 環境層面 – 環境及天然資源
B. Social Aspect B. 社會層面		
<i>Employment and Labour Practices</i> 僱傭及勞工常規		
B1 Employment B1 僱傭		
General Disclosure 一般披露	Information on the policies; and compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare. 有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的政策；及遵守對發行人有重大影響的相關法律及規例的資料。	Employment and Labour Practices – Recruitment and remuneration policies; – Dismissal policies; – Equal opportunities, diversity and inclusion 僱傭及勞工常規 – 招聘及薪酬政策； – 解僱政策； – 平等機會、多元化及共融

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## 二零一七／一八年環境、社會及管治報告

Subject Areas 主要範疇	Content 內容	Section in This ESG Report 本環境、社會及管治報告章節
B2 Health and Safety B2 健康與安全		
General Disclosure 一般披露	Information on the policies; and 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政策；及遵守對發行人有重大影響的相關法律及規例的資料。	Employment and Labour Practices – Health and safety 環境及勞工常規 – 健康與安全
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。	Employment and Labour Practices – Development and training 環境及勞工常規 – 發展及培訓
B4 Labour Standard B4 勞工準則		
General Disclosure 一般披露	Information on the policies; and compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour. 有關防止童工或強制勞工的政策；及遵守對發行人有重大影響的相關法律及規例的資料。	Employment and Labour Practices – Labour standards 環境及勞工常規 – 勞工準則
<i>Operating Practices</i> 營運慣例		
B5 Supply Chain Management B5 供應鏈管理		
General Disclosure 一般披露	Policies 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。	Operating Practices – Supply chain management 營運慣例 – 供應鏈管理
B6 Product Responsibility B6 產品責任		
General Disclosure 一般披露	Information on the policies; and 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政策；及遵守對發行人有重大影響的相關法律及規例的資料。	Operating Practices – Product responsibility 營運慣例 – 產品責任

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## 二零一七／一八年環境、社會及管治報告

Subject Areas 主要範疇	Content 內容	Section in This ESG Report 本環境、社會及管治報告章節
B7 Anti-corruption B7 反貪污		
General Disclosure 一般披露	Information on the policies; and 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、欺詐及洗黑錢的政策；及遵守對發行人有重大影響的相關法律及規例的資料。	Operating Practices – Anti-corruption 營運慣例 – 反貪污
<i>Community</i> 社區		
B8 Community Investment B8 社區投資		
General Disclosure 一般披露	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. 有關以社區參與來了解發行人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。	Community – Community investment 社區 – 社區投資





**HUA XIA HEALTHCARE HOLDINGS LIMITED**

華夏醫療集團有限公司\*