



Zhaoke Ophthalmology Limited

兆科眼科有限公司

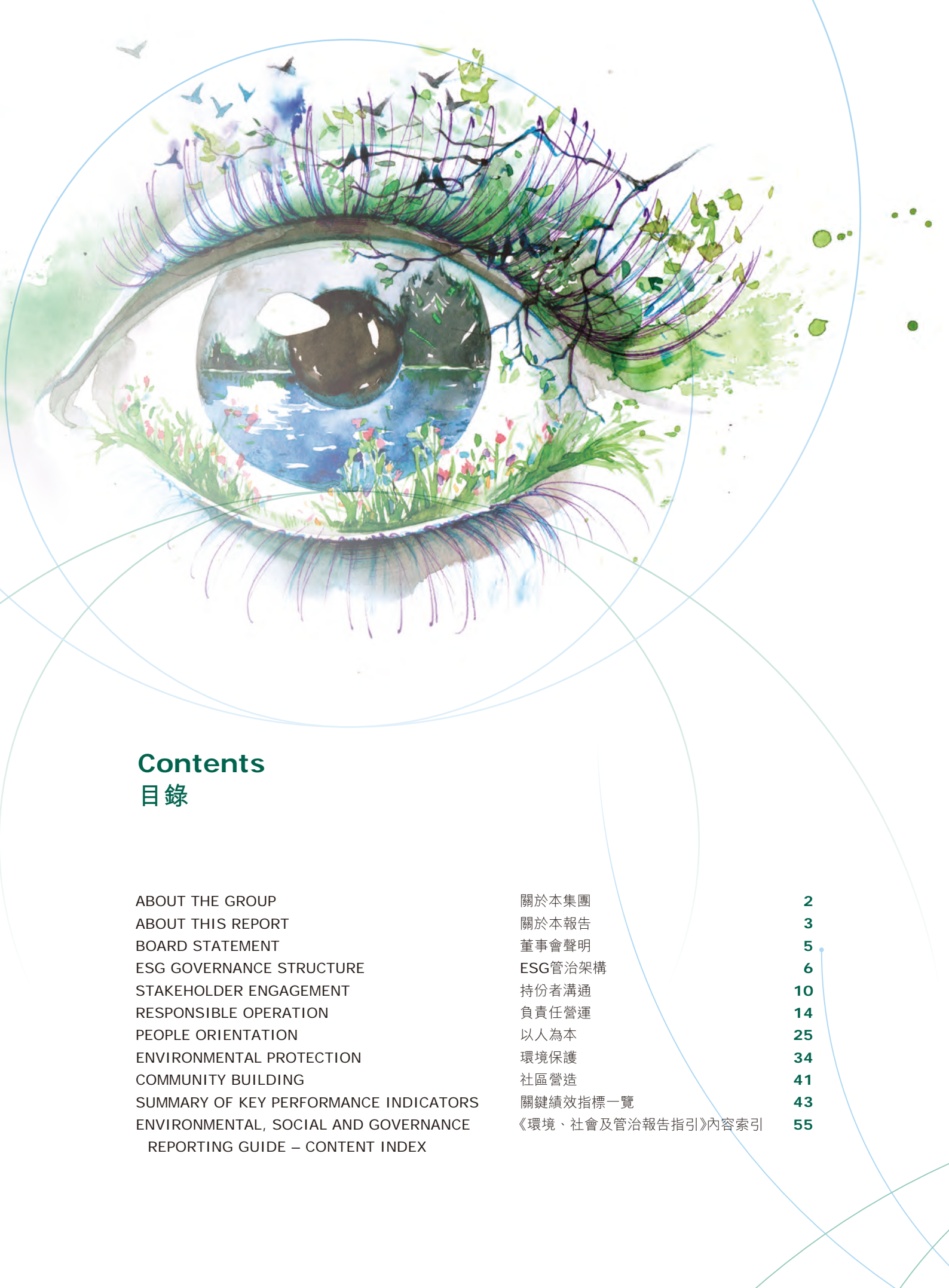
*(Incorporated in the British Virgin Islands with limited liability
and continued in the Cayman Islands)*

(於英屬處女群島註冊成立並於開曼群島存續的有限公司)

(Stock Code 股份代號 : 6622)



Environmental, Social
and Governance Report **2024**
環境、社會及管治報告



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ABOUT THE GROUP

Zhaoke Ophthalmology Limited (the “Company”, together with its subsidiaries, “Zhaoke Ophthalmology”, the “Group” or “we”) is an ophthalmic pharmaceutical company dedicated to the research and development (“R&D”), manufacturing and commercialization of ophthalmic therapies. Leveraging its decades of experience, expertise and know-how in the industry, the Group has built a comprehensive ophthalmic drug pipeline that covers most major ocular indications affecting the front and the back of the eye through either in-house development or in-licensing.

These drugs address six major ophthalmic indications in China, namely dry eye disease, myopia, presbyopia, wet age-related macular degeneration, diabetic macular edema and glaucoma. The Group has a commercial-scale advanced manufacturing facility that performs a full range of functions such as production, dosing, filling, packaging and quality assurance in Nansha. This facility was designed and built in compliance with the Current Good Manufacturing Practice (cGMP) requirements of China, the United States and the European Union. Zhaoke Ophthalmology also insists on expanding its R&D team while establishing an experienced commercialization workforce with the aim of becoming the leader in the global ophthalmic sector.

In addition to business development, the Company also actively promotes sustainable development. Zhaoke Ophthalmology has been recognized with the Wastewise Certificate and Energywise Certificate from the Hong Kong Green Organization, as well as e-Contribution Award and MPF Support Award by the Mandatory Provident Fund Schemes Authority, which honors us as a Good MPF Employer. Furthermore, we have demonstrated our commitment to sustainability by signing the Glass Container Recycling Charter and the Joyful@Healthy Workplace Charter. These achievements encourage us to continue working towards sustainability.

關於本集團

兆科眼科有限公司(「本公司」)連同其附屬公司(統稱為「兆科眼科」、「本集團」或「我們」)為一家致力於研發、生產及商業化有關眼科療法的眼科製藥公司。憑藉數十年行業經驗、專業知識和技術，本集團已通過自主開發或許可引進建立起全面眼科藥物管線，涵蓋包括影響眼前節及眼後節的多數主要眼科適應症。

上述藥物可治療中國六大的眼科適應症，包括乾眼症、近視、老花眼、濕性老年黃斑部病變、糖尿病黃斑水腫及青光眼。本集團於南沙設有一座具商業規模的先進生產設施，涵蓋生產、配藥、灌裝、包裝及質量核證。設施已根據中國、美國及歐盟cGMP的標準而設計及興建。另外，兆科眼科亦會持續擴大研發團隊規模和正在組建一支經驗豐富的商業團隊，致力實現世界眼科的領導者的目標。

除業務發展外，本公司積極推動可持續發展。兆科眼科榮獲香港綠色機構頒發的「減廢證書」和「節能證書」，並獲得強制性公積金計劃管理局頒發的「電子供款獎」和「積金推廣獎」，並表揚我們為「積金好僱主」。此外，我們亦簽署了《玻璃容器回收約章》和《好心情@健康工作間約章》，展示我們對可持續發展的承諾。這些成就激勵我們繼續向可持續發展的方向努力。

ABOUT THIS REPORT

Being the fifth Environmental, Social and Governance Report issued by the Company, this report provides qualitative and quantitative information about the policies, measures and performance of the Group in environmental, social and governance (“ESG”) aspects for the stakeholders to understand the Group’s progress and direction in respect of ESG initiatives. It is published in both English and Chinese on the respective websites of The Stock Exchange of Hong Kong Limited (the “Stock Exchange”) and the Company (<https://www.zkoph.com/>), with the confirmation and approval of the board (the “Board”) of directors (the “Directors”).

The Group values the opinions of its stakeholders. If you have any questions or suggestions about this report and/or any ESG aspects of the Group, please do not hesitate to contact the Group by email at info@zkoph.com.

Reporting Boundary

This report discloses the Group’s ESG performance for the financial year started from 1 January 2024 and ended on 31 December 2024 (the “Reporting Period” or “2024” or “Year”). The reporting boundary of Zhaoke Ophthalmology for the Year is the same as last year and includes the Group’s headquarters in China and ophthalmic drug manufacturing facility in Nansha, Guangzhou, as well as the head office in Hong Kong, which mainly takes up the administrative duties of the mainland headquarters. Zhaoke Ophthalmology has selected its manufacturing sites and offices in Nansha, Guangzhou as the reporting boundary of environmental key performance indicators (“KPIs”), based on materiality. These locations are representative of the Group’s overall operations.

關於本報告

本報告是本公司發佈之第五份《環境、社會及管治報告》，涵蓋本集團在環境、社會及管治(「ESG」)方面的政策、措施和績效等定性及定量的資料，各持份者可透過此報告了解本集團有關ESG工作的進程和方向。本報告以中文和英文編寫，透過香港聯合交易所有限公司(「聯交所」)及本公司網站(<https://www.zkoph.com/>)發佈，報告已獲得董事會的確認及批准。

本集團重視持份者的意見。如閣下對本報告及／或本集團在ESG方面有任何疑問或建議，歡迎透過以電郵方式與本集團聯絡：info@zkoph.com。

報告範圍

本報告披露本集團在二零二四年一月一日至二零二四年十二月三十一日之財政年度內(「報告期」或「2024年」或「二零二四年」或「本年度」)之ESG表現。兆科眼科於本年度的報告範圍與上年相同，涵蓋本集團內地總部，位於廣州南沙區的眼藥製造設施，以及主要分擔內地總部行政工作的香港總部。兆科眼科基於重要性，選擇位於廣州南沙區的生產基地和辦事處作為環境關鍵績效指標的報告範圍。所選擇的報告範圍可大致代表本集團的營運。



Reporting Principle

This report was prepared based on four reporting principles, namely materiality, quantitative, balance and consistency, in accordance with the Environmental, Social and Governance Reporting Guide (the “Guide”) as set out in Appendix C2 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (the “Stock Exchange”). To provide the stakeholders with a comprehensive understanding of the Group’s ESG performance, a content index is set out in the last section of this report for the readers to understand the Group’s specific compliance.

This report complies with and applies four reporting principles as follows:

報告準則

本報告按聯交所上市規則附錄C2《環境、社會及管治報告指引》(「指引」)編寫，並兼顧重要性、量化、平衡及一致性四項匯報原則編寫報告。為了讓持份者全面了解本集團的ESG績效，本報告的最後一章提供內容索引，以便讀者參考具體依循情況。

本報告亦已遵守以下的四個匯報原則，應用如下：

Reporting Principles 匯報原則	The Group’s Response 本集團的回應
Materiality 重要性	Key stakeholders of the Group identified material ESG issues that have significant impacts on the Group’s operations and society, and the Group described its pertinent responses to these identified issues in this report. 本集團的主要持份者識別對本集團營運以及社會有重大影響的重要ESG議題，本集團會按識別的ESG議題在本報告中作出重點的回應。
Quantitative 量化	The Group ensured that all key performance data are measurable and provided historical data for comparison. For example, carbon emissions were assessed in accordance with local guidelines, and calculation standards and methods have been clearly explained. 本集團確保關鍵績效數據可予計算及提供歷史數據作比較，例如在評估碳排放量時會根據本地指引，並會清楚說明計算標準及方式。
Balance 平衡	The Group described its ESG performance and areas for improvement based on the preparation principles of accuracy, objectivity and impartiality for the stakeholders to reasonably evaluate the Group’s overall performance. 本集團以準確、客觀及持平為編寫原則，闡述本集團ESG的表現和改善之處，讓持份者可合理地評估本集團的整體績效。
Consistency 一致性	The Group used consistent methodologies to compile statistics and disclose information, and provided explanations for the changes, if any, that may affect comparison with previously reported information and performance in this report. 本集團會採用一致的數據統計以及披露資訊的方式，如有任何可能影響與過往報告資訊及績效作比較的變更，本報告將作出相應解釋。

BOARD STATEMENT

The Group is dedicated to R&D and commercialization with the aim of rolling out products that can improve the visual health of the public in China. The Group will pay more attention to its sustainable development and advocate for corporate social responsibility while striking a balance with business development. Zhaoke Ophthalmology has been recognized with the Wastewise Certificate and the Energywise Certificate from the Hong Kong Green Organization, as well as the e-Contribution Award and the MPF Support Award from the Mandatory Provident Fund Schemes Authority, which honors us as a Good MPF Employer.

The Board, being the highest decision-making body, takes full responsibility for monitoring the Group's ESG issues. The Board formulates and devises sustainability strategies and management principles that benefit the Group in a top-down approach and delegates the responsibility to implement such strategies and principles to the management and the executive branch. The Board continuously monitors the Group's ESG performance and the latest trends in the industry, and reviews current and future investments in ESG matters by holding ESG disclosure and risk management review meetings twice a year. Furthermore, the Group has identified ESG risks and opportunities to help formulate mitigation and management measures that can procure stable business development. The Group will constantly monitor the level and relevancy of these material risks, and will adjust its risk management measures in a timely manner. We continue to pay attention to the opinions of the stakeholders, particularly our internal stakeholders during the Year, on the Group's ESG performance, and conduct materiality assessments. The Board also gives priority to material ESG issues with reference to the results of such assessments.

Product responsibility is one of the key focuses of the Group, while Zhaoke Ophthalmology continues to advance towards product commercialization. In terms of the environment, we completed the design of a photovoltaic power generation project at our manufacturing facility in Guangzhou during the Year. This project will reduce carbon emissions as well as operating costs by enjoying preferential electricity prices.

Looking forward, the Group will proactively incorporate ESG into its long-term development strategies and daily operations in order to create value for its stakeholders.

董事會聲明

本集團致力發展科研和專注產品商業化，務求推出改善中國大眾視力健康的產品。在平衡業務發展之間，本集團會多加重視本集團的可持續發展，推動企業社會責任。兆科眼科榮獲香港綠色機構頒發的「減廢證書」和「節能證書」，並獲得強制性公積金計劃管理局頒發的「電子供款獎」和「積金推廣獎」，並表揚我們為「積金好僱主」。

董事會作為監督ESG相關事宜的最高決策層，需要承擔全部責任。董事會會以由上至下的方式制訂和規劃對本集團有利在可持續發展方面的策略和管理方針，並由管理層和執行層負責推進工作。董事會可透過每年兩次環境、社會及管治披露和風險管理回顧會議，監督本集團ESG的表現以及了解業界最新的趨勢，以審視現時和未來在ESG範疇的投入。另外，本集團已識別ESG相關的風險及機遇，有助本集團規劃緩解和管理措施，確保維持業務穩健發展。本集團將持續監察這些重大風險的水平 and 有效性，並適時調整風險管理措施。我們繼續重視持份者的意見，本年度重點關注內部持份者對本集團ESG表現的意見，並進行重要性評估活動。董事會亦會參考評估結果，在未來優先管理重要的ESG事宜。

兆科眼科繼續向產品商業化邁進，產品責任為本集團的重點範疇之一。在環境方面，我們於二零二四年完成了位於廣州廠房的光伏發電項目的設計。此項目減少碳排放之餘，更能享有電價優惠，從而降低營運成本。

展望未來，本集團積極將ESG聯繫至長遠策略發展中，反映於日常營運之中，為持份者創造價值。



ESG GOVERNANCE STRUCTURE

Zhaoke Ophthalmology acknowledges the importance of effective corporate governance. An ESG governance structure including the Sustainability Steering Committee (the “SSC”) has been established and refined based on development needs. The Board is responsible for guiding the Group towards compliant and sustainable development while the management and the executives strictly follow its guidance.

ESG管治架構

兆科眼科知悉有效的企業管治至關重要，已建立和按發展需要持續加強ESG管治架構，包括設有可持續發展督導委員會。董事會負責帶領本集團以合規和可持續發展的方向發展，而管理層和執行層則全面配合。

The Board 董事會

Responsibilities 職責

- Fulfill the duties defined in the ESG Policy as the top leader
- Formulate ESG management approach and strategies
- Ascertain ESG-related risks and opportunities and the effectiveness of the mitigation and management measures
- 作為最高領導架構，擔當按《環境、社會管治和政策》所定義的職責
- 規劃ESG管理方針及策略
- 確認ESG相關風險和機遇以及緩解和管理措施的有效性

The Sustainability Steering Committee (SSC) 可持續發展督導委員會

Responsibilities 職責

- Assist the Board in managing environmental and social issues
- Communicate and cooperate with the senior management to ensure the effective implementation of the ESG strategic approach and key measures
- Review ESG action plans, formulate goals in key aspects and track performance indicators
- Report regularly to the Board on the implementation and progress of relevant risk management measures, goals and plans
- 協助董事會管理環境及社會事宜
- 與高級管理人員溝通和配合，確保ESG策略方向和主要措施有效地落實
- 審視ESG的行動計劃，為重點範疇訂立目標和追蹤績效指標
- 定期向董事會匯報相關風險管理、目標、計劃以及執行情況及進展



Risk Management

The Board takes overall responsibility for the Group's risk management and internal control systems as well as the effectiveness thereof in order to establish a clear corporate risk management framework and risk management policies. The Group has set up the audit committee, which meets at least twice a year mainly to review and supervise the risk management and internal control systems so as to assist the Board in its continuous review of the effectiveness of the Group's risk management and internal control systems. Some of the major ESG risks identified by the Group included:

風險管理

為建立清晰的企業風險管理框架及風險管理政策，董事會對於本集團的風險管理及內部監控制度及成效負上全部責任。本集團設有由審核委員會主要審閱及監督風險管理和內部監控系統，每年至少舉行兩次會議，以協助董事會持續審視本集團的風險管理及內部監控制度的成效。以下為本集團所識別的重大ESG風險，包括：

Types and Descriptions of Risks 風險類型以及描述	Management Measures 管理措施
Health and Safety Health and safety are vital for maintaining and enhancing the productivity of the workforce of the pharmaceutical industry. If the Group lacks effective safety management system and the risk of accident increases, the productivity of its workforce may suffer and, in turn, the long-term business operation of the Group may be materially affected. 健康和安 健康和安是製藥業勞動力的可持續性和提高生產力的重要部分。若本集團缺乏有效的安全管理系統，增加事故風險，可能會影響勞動生產力，長遠對業務構成重大影響。	 The Group has formulated policies to clearly define occupational health and safety ("OH&S") targets and responsibilities, and has conducted regular inspections to ensure that its operations comply with the requirements of the OH&S system. 本集團設有政策明確有關職業健康及安全(「職安健」)的目標及職責，並定期進行巡查，確保營運符合職安健體系的要求。
Supply Chain Management An unstable supply chain resulting from, among other matters, climate change, extreme weather conditions and mismanagement of suppliers may impact raw material prices and production and, in turn, the Group as a whole. Such risks may adversely affect the Group's business development, results and financial conditions and may, in turn, harm its reputation and result in regulatory fines. 供應鏈管理 供應鏈對本集團的影響包括氣候變化影響供應鏈的穩定性，極端天氣或會對材料價格、生產成影響；及供應商管理不當等。此等風險可影響本集團發展的業務、對業績及財務狀況構成不利影響並可能會導致聲譽受損，遭受監管罰款。	 The Group is in the process of incorporating the identified environmental and social risks into its procurement management mechanism and plans to choose environmentally preferable products whenever practicable. 本集團正計劃按已識別的環境及社會風險納入採購管理機制內，並在可行的情況下盡量採購環保產品。



Types and Descriptions of Risks 風險類型以及描述	Management Measures 管理措施
<p>Product Quality Management</p> <p>Our product quality risks involve four major aspects, namely procurement, production, inspection and sale. Inadequate control over any one of these aspects may subject the Group to product quality risks, result in life-threatening product quality and safety issues, increase the risk of litigation in relation to safety issues, and jeopardize its reputation.</p> <p>產品質量管理</p> <p>產品質量風險可分為四大方面：採購、生產、檢測、銷售。若任何範疇沒有足夠管控，本集團可面對產品質量風險，並因產品的質量和安全可能會危及生命，增加與安全事項相關的訴訟風險，並且可能會損害聲譽。</p>	<p>Since the Group commenced the sale of products, product quality management has become one of its key focuses. The Group makes sure that all finished products meet both internal and market requirements through well-established control and stringent supervision over its production processes.</p> <p>由於本集團開始進行產品銷售，因此產品質量管理會成為重點關注的範疇之一，本集團透過既定的體系以及嚴格監控生產流程，以確保產品在出品時符合本集團以及市場的要求。</p>
<p>Data Protection</p> <p>Online hackers may attempt to steal valuable and sensitive confidential data of the Group for ransom, sale or other criminal activities.</p> <p>數據保護</p> <p>網絡攻擊者會試圖從本集團竊取有價值的敏感機密數據以換取贖金、出售和進行其他犯罪行為。</p>	<p>The Staff Manual includes management measures that employees have to implement so as to protect information and data and to reduce the risk of data leakage.</p> <p>《員工手冊》包含要求員工對信息及數據的保護管理的措施，減低數據洩漏風險。</p>
<p>Anti-corruption</p> <p>In recent years, the pharmaceutical industry has been subject to some of the high-profile anti-corruption enforcement actions against, among other matters, the offer of benefits to regulators in order to seek product approval. Illegal conducts will not only result in legal risks, but also harm the Group's reputation.</p> <p>反貪污</p> <p>近年來，一些備受注目的反貪污執法行動涉及製藥行業，例如向監管人員提供利益從而獲得產品批准，違規行為不但會為本集團帶來法律風險，亦造成聲譽損失。</p>	<p>The Group adopts a zero-tolerance attitude towards all kinds of corrupt practices. All employees are required to enter into a compliance undertaking upon joining the Group to ensure that they understand the Group's requirements in respect of business ethics.</p> <p>本集團對任何形式的貪污行為採取零容忍的態度，所有員工於入職時簽署合規承諾書，確保知悉本集團有關營商道德的規定。</p>

Compliance Management

The Group strictly complies with the laws and regulations of the places in which it operates, and has established relevant control policies and measures. Our compliance department is responsible for identifying and determining laws and regulations that have a significant impact on Zhaoke Ophthalmology and ensuring that they are being firmly complied with throughout the operation. Any breach of such laws and regulations in the operation will lead to grave consequences, including damages to the Group's reputation as well as litigations and hefty fines. Therefore, the Group requires all departments to stringently comply with and implement policies and measures regulating compliance with such laws and regulations in order to prevent non-compliance. During the Year, the Group did not breach any laws and regulations in the environmental and social aspects. Laws and regulations that have a significant impact on the Group are set out as follows:

合規管理

本集團嚴謹遵循營運地的法律法規，並制定政策及措施以作規管，我們的合規管理部門會負責識別，確定對兆科眼科有重大影響的法律法規，並確保在營運時需要嚴謹遵守。在營運時如違反相關法律法規，將導致聲譽受損，更會引發訴訟及高額の罰款等嚴重後果。因此，本集團需確保各部門嚴格執行和規管各法律法規的政策及措施，以避免違規情況。本年度，本集團並沒有違反與環境和社會相關的法律法規，以下為對本集團有重大影響的法律法規列表：

Aspects 層面	Laws and regulations that have a significant impact on the Group 對本集團有重大影響的法律法規
Emissions 排放物	The Environmental Protection Law of the People's Republic of China and the Energy Conservation Law of the People's Republic of China 《中華人民共和國環境保護法》、《中華人民共和國節約能源法》
Employment and Labor Standards 僱傭及勞工準則	Operation in Hong Kong: the Employment Ordinance, the Employees' Compensation Ordinance, the Employment of Children Regulations Operation in the mainland: the Labor Law of the People's Republic of China, the Labor Contract Law of the People's Republic of China, the Law of the People's Republic of China on the Protection of Minors, the Law of the People's Republic of China on the Protection of Rights and Interests of Women, the Social Insurance Law, the Trade Union Law and the Law of the People's Republic of China on the Prevention and Treatment of Occupational Diseases 香港營運：《僱傭條例》、《員工補償條例》、《僱用兒童規例》 內地營運：《中華人民共和國勞動法》、《中華人民共和國勞動合同法》、《中華人民共和國未成年人保護法》、《中華人民共和國婦女權益保障法》、《社會保險法》、《工會法》、《中華人民共和國職業病防治法》
Health and Safety 健康與安全	Good Clinical Practice, the Production Safety Law of the People's Republic of China, the Drug Administration Law of the People's Republic of China, Good Manufacturing Practice for Pharmaceutical Products, the Regulation on the Supervision and Administration of Medical Devices, the Measures for the Supervision and Administration of Medical Device Business, and the Measures for the Quality Management of Medical Device Business 《藥物臨床試驗質量管理規範》、《中華人民共和國安全生產法》、《中華人民共和國藥品管理法》、《藥品生產質量管理規範》、《醫療器械監督管理條例》、《醫療器械經營監督管理辦法》及《醫療器械經營質量管理規範》
Product Responsibility 產品責任	The Copyright Law of the People's Republic of China, the Intellectual Property Law of the People's Republic of China, the Patent Law of the People's Republic of China and the Trademark Law of the People's Republic of China 《中華人民共和國著作權法》、《中華人民共和國知識產權法》、《中華人民共和國專利法》及《中華人民共和國商標法》
Anti-corruption 反貪污	The Anti-Unfair Competition Law of the People's Republic of China, the Anti-Money Laundering Law of the People's Republic of China, the anti-corruption laws and regulations of the Hong Kong Special Administrative Region, the Foreign Corrupt Practices Act of the United States of America and the Bribery Act of the United Kingdom 《中華人民共和國反不當競爭法》、《中華人民共和國反洗錢法》、香港特別行政區的反腐敗法律法規、美國《海外反腐敗法》、英國《反賄賂法》



STAKEHOLDER ENGAGEMENT

The Group is well aware that its sustainability performance can be continuously enhanced by engaging the stakeholders, collecting their opinions and expectations on ESG matters, and taking these opinions and expectations into due consideration and incorporating them into its operational strategies. We have identified key internal and external stakeholders that may help Zhaoke Ophthalmology promote its business and sustainable development in multiple aspects, and established effective communication with them via various channels as follows:

持份者溝通

本集團明白可以透過持份者溝通收集ESG的意見和期望，經充分考慮後可將重要的意見納入至營運策略，以持續改善可持續發展的表現。我們已識別以下可以從多方面協助兆科眼科促進業務和可持續營運的發展之主要內部和外部持份者，並通過不同的渠道與他們建立有效溝通：

Staff 員工

- | | |
|---|---|
| <ul style="list-style-type: none">• The Group encourages employees in working team to submit their suggestions about how to improve the Group's performance• Communication channels: internal notices and daily emails | <ul style="list-style-type: none">• 鼓勵員工於工作團隊發表有關改進集團表現的意見• 溝通渠道包括內部通知和日常電郵等 |
|---|---|

Investors 投資者

- | | |
|---|---|
| <ul style="list-style-type: none">• The Group provides relevant updates to the investors as required• Communication channels: corporate website, general meetings and announcements, financial reports and circulars published through Hong Kong Exchanges and Clearing Limited ("HKEx") | <ul style="list-style-type: none">• 本集團需要向投資者提供相關的更新資訊• 溝通渠道包括公司網頁、股東會議、於聯交所發佈的公告、財務報告及通函等 |
|---|---|

Suppliers 供應商

- | | |
|---|---|
| <ul style="list-style-type: none">• The Group ensures that the suppliers can provide products of good quality and encourages them to enhance their environmental and social performance• Communication channels: emails and supplier evaluations | <ul style="list-style-type: none">• 確保供應商能夠提供良好質量的產品以及鼓勵供應商提升其環境與社會表現• 溝通渠道包括電郵、供應商評核等 |
|---|---|

Value-chain partners 價值鏈夥伴

- | | |
|--|---|
| <ul style="list-style-type: none">• The Group improves their competitive strength by staying abreast of industry trends• Communication channels: industry forums, exhibitions and industry seminars | <ul style="list-style-type: none">• 緊貼業界趨勢，以提升在行業的競爭力• 溝通渠道包括行業論壇、展覽會和同業研討會等 |
|--|---|

Community organizations 社區團體

- | | |
|---|--|
| <ul style="list-style-type: none">• The Group studies the needs of the communities where it operates and helps those in need in such communities• Communication channels: maintaining amicable communication with non-governmental, governmental and other community organizations | <ul style="list-style-type: none">• 了解營運地區的需要，服務社區有需要人士• 溝通渠道包括與各方非政府團體及政府相關機構等社區組織維持良好溝通 |
|---|--|

Zhaoke Ophthalmology also adjusts the Group's ESG strategies and incorporates them into relevant policies and measures in a timely manner so as to effectively address the stakeholders' concerns.

兆科眼科亦會適時修訂本集團ESG策略，並反映於相應的政策和措施中，以有效回應持份者的意見。



Materiality Assessment

During the Year, Zhaoke Ophthalmology collected opinions from the internal and external stakeholders (such as the management, executives, general staff, suppliers and clients) by way of online questionnaires in order to identify ESG issues that have significant impacts on the Group. The procedures of the materiality assessment are as follows:

重要性評估

本年度，兆科眼科以網上問卷調查方式向內部及外部持份者（例如管理層、行政人員、一般員工、供應商及客戶）收集意見，以識別對本集團有重大影響的ESG議題。重要性評估流程如下：

Updating the List of Issues 更新議題清單

We identified ESG issues that have significant impacts on Zhaoke Ophthalmology in accordance with international trends, industry practices and the results of previous stakeholder engagement exercises. A total of 22 issues covering five major aspects, namely the environment, employment and labor practices, operating practices, community investment and governance, were identified.

我們參考國際趨勢、同行慣例及過去持份者溝通結果，識別對兆科眼科有重大影響的ESG議題，並從中總結22項涵蓋環境、僱傭及勞工常規、營運慣例、社區投資以及管治五大範疇的議題。

Collecting Stakeholder Opinions 收集持份者意見

An online survey was conducted to assess the impact of various issues from the perspective of stakeholders or the Group. The survey applied a scoring scale ranges from 1 to 5 points, where 1 indicates very low impact and 5 indicates very high impact.

我們進行網上調查，從持份者或本集團角度評估各議題的影響程度，評分準則為1至5分，其中1分為極低影響，5分為極高影響。

Ranking Material Issues 識別重要議題

The Materiality Matrix was constructed based on the average scoring results of each issue. Different issues were then prioritised depending on: (1) the impacts to the stakeholders; (2) the impact on the Group.

Based on this process, 11 ESG issues with a score higher than the threshold (i.e. both the average score from the perspective of stakeholders and the Group) were identified as the issues of high materiality.

我們根據每個議題的平均評分結果構建了重要性矩陣。議題根據以下兩個方面進行優先排序：(1)對持份者的影響；(2)對本集團的影響。

基於此過程，11個評分高於重要性閾值（即對持份者和本集團影響程度的平均分數）的ESG議題被確定為重要議題。

Determining Material Issues 確定重要議題

The materiality assessment results were reviewed and verified by the management of the Group and then approved by the Board.

重要性評估結果交由本集團管理層審視及驗證，並由董事會批准。



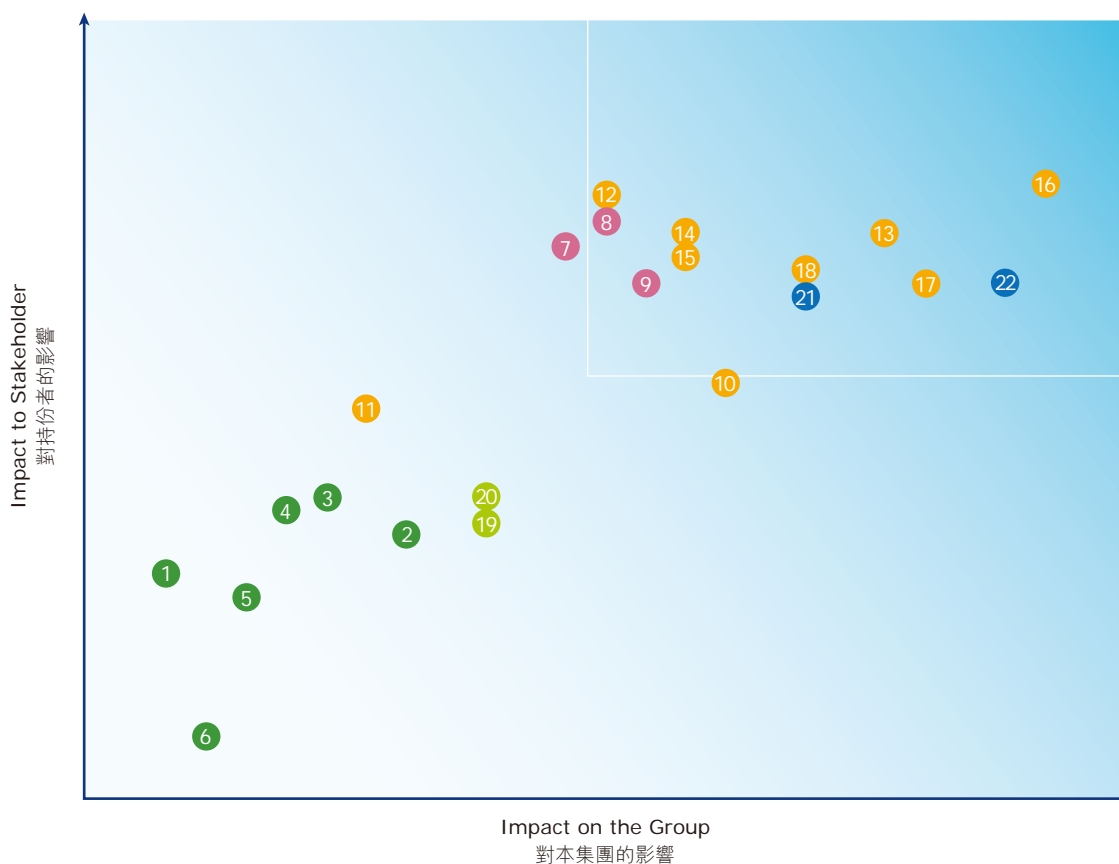
Results

The following materiality matrix shows the level of materiality of the issues:

結果

下圖的重要性矩陣展示了問卷調查所得的議題重要性排序：

ESG Report 2024 – Materiality Matrix
環境、社會及管治報告2024－重要性矩陣



Environment 環境	Employment and Labor Practices 僱傭及勞工常規	Operating Practices 營運慣例	Community Investment 社區投資	Governance 管治
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Aspects of ESG Issues:

ESG議題範疇：

Types 類別	ESG Issues ESG議題	
Issues of high materiality 重要議題	16	Product Research, Development and Innovation 產品研發與創新
	22	Compliance Management 合規管理
	13	Improvement of Product Quality Management 完善產品質量管理
	17	Protection of Intellectual Properties 保障知識產權
	18	Anti-Corruption 反貪污
	21	ESG Governance ESG管治
	14	Protection of Customers' Health and Safety 保障客戶的健康與安全
	15	Management of Customer and Product After-Sales Services 客戶及產品售後服務的管理
	12	Protection of Customers' Information and Privacy 保護客戶資料和私隱
	8	Healthy and Safe Workplace 健康和安全的工作環境
	9	Training and Development 培訓和發展
Other issues 其他議題	10	Supply Chain Management 供應鏈管理
	7	Employment Management System 僱傭管理制度
	20	Investment of Resources in Community Development 投入資源推動社區發展
	19	Ensuring Business Activities Take into Consideration the Communities' Needs and Interests 確保業務活動考慮社區的需要和利益
	11	Sustainable Supply Chain 可持續供應鏈
	2	Energy Management 能源管理
	3	Management of Sewage and Water Use 污水及用水管理
	4	Waste Management 廢物管理
	5	Impacts on the Environment and Natural Resources 對環境及天然資源的影響
	1	Management of Air Pollutants/GHG Emissions 空氣污染物／溫室氣體排放管理
	6	Climate Change 氣候變化



Looking forward, Zhaoke Ophthalmology will continue to engage with internal and external stakeholders, including proactively considering more diversified communication activities, in order to thoroughly understand issues of their concern.

RESPONSIBLE OPERATION

The Group strives to demonstrate business operation with high ethical standards to its strategic partners by promoting global strategic collaborations. As a pharmaceutical company, we give top priority to safeguarding product quality and safety as well as the health and safety of our customers in our supply chain and production lines. Furthermore, the Group manages its staff and value chain with a view to maintaining integrity in its business operation.

Product Quality Management

Safety and Quality Management of Ophthalmic Drugs and Products

Zhaoke Ophthalmology is committed to providing innovative products that can treat diseases while enhancing well-being and the quality of life. To provide safe and effective medicines, the Group governs its quality management in a comprehensive manner by formulating approaches and managing targets in terms of production quality control in accordance with the General Quality Management Standard and the Management Measures for Corporate Quality Approaches and Quality Targets. Our objective is to guarantee the legality and standardization of our production processes of drugs and products.

In 2024, we successfully achieved our goal of a 100% first-time pass rate, reflecting our dedication to quality, safety and operational excellence. Building on this achievement, we have set the target for next year: maintaining a 100% first-time pass rate for our drugs and products.

The production and manufacturing of our products are subject to stringent internal quality standards under our quality management system. Zhaoke Ophthalmology's quality management system is overseen by the Chairman and managed by the Quality Responsible Person and Authorized Person. The Company Responsible Person is tasked with allocating sufficient resources to ensure the quality management system operates independently and effectively. This enables the Company to achieve its quality objectives and consistently produce products that meet all required standards.

展望未來，兆科眼科將繼續與內部和外部持份者進行溝通，包括積極考慮建立更多元的溝通活動，更深入了解他們所關注的議題。

負責任營運

本集團推進全球戰略合作，致力向戰略夥伴展示我們以高標準的商業道德營運。作為製藥公司，在供應鏈和生產線中保障產品質量安全和維護客戶的健康與安全成為我們最為關注的範疇之一。另外，本集團亦規範員工和價值鏈秉持誠信去經營業務。

產品質量管理

眼科藥品及產品的安全與質量管理

兆科眼科致力於提供能治療疾病，又能提升生命及生活質量的創新產品。為提供安全高效的藥物，本集團按照《質量管理總則》和《公司質量方針和質量目標管理規程》在管理生產質量方面建立質量方針和目標的管理，規範全面的質量管理。我們的目標是確保藥品及產品的生產過程合法且規範。

在二零二四年，我們成功實現了100%一次性合格率的目標，體現了我們對質量、安全和卓越營運的承諾。在此基礎上，我們設定了明年的目標：保持藥品及產品100%一次性合格率。

質量管理中設有一系列嚴格的內部品質標準來進行產品生產製造。兆科眼科的質量管理體系由董事長監督，並由質量管理負責人和質量授權人負責管理。企業負責人負責分配和提供必要的資源，以確保質量管理體系獨立且有效地運行，從而讓我們實現質量目標，並持續生產出符合所有要求標準的產品。

In compliance with the *Drug Administration Law of the PRC (2019 Revision)*, *Good Manufacturing Practice for Pharmaceutical Products (2010 Revision)* of the PRC, and the GMP requirements, Zhaoke Ophthalmology's quality management system is structured into two key functions: Quality Assurance and Quality Control. The Quality Assurance Department is responsible for establishing and implementing the quality management system and handling customer complaints. The Quality Control Department is responsible for controlling the quality of materials and products, ensure all the required tests have been completed before release and the results meet the requirements. Additionally, we have established the Pharmacovigilance Department, which is responsible for collecting, recording, evaluating, investigating and handling adverse drug events, implementing control measures to minimize the impact of potential risk, and reporting to drug regulatory authority as required.

Our suppliers and partners are also required to follow such quality standards in order to ensure that all environments, materials, procedures and quality inspections throughout the drug manufacturing process are in compliance with regulatory requirements.

按照《中華人民共和國藥品管理法(2019年修訂)》、《藥品生產質量管理規範(2010年修訂)》以及GMP要求，兆科眼科的質量管理體系劃分為兩大核心職能：質量保證和質量控制。質量保證部門負責建立並實施質量管理體系，同時處理客戶投訴。質量控制部門則負責監控物料及產品的質量，確保物料及產品在放行前完成所有必要的檢測，而檢測結果亦符合相關標準。此外，我們還設立了藥物警戒部門，負責收集、記錄、評估、調查和處理藥品不良反應事故，及時採取措施控制和降低潛在風險，並按規定向藥品監管部門報告。

我們亦要求供應商和合作夥伴遵循相應的品質標準，以保障所有生產藥物的環境、物料、過程及質量檢驗均合乎法規要求。

Measures in Quality Management System

質量管理體系的措施

Drug safety

The safety of the patients is of utmost importance to the Group. The Company complies with laws and regulations in relation to drug safety and quality in its R&D, production, storage, marketing, after-sales services and other activities. The Group's Adverse Drug Reaction Reporting and Monitoring Management Measures and Adverse Drug Reaction Reporting and Testing Standard Operation Measures provide guidance on the management of undesirable side effects in terms of monitoring scope and handling procedures. Zhaoke Ophthalmology also closely monitors the conditions of the patients after using the drugs and consolidates such data so as to provide the basis for the continuous improvement of its products.

Our eye drops and gel products have successfully met the rigorous standards of GMP, underscoring our commitment to excellence in product quality and safety.

藥品安全

保證患者安全是本集團的首要宗旨。本公司在研發、生產、儲存、營銷和售後等各個環節都遵守藥品安全和質量相關法律法規。《藥品不良反應報告和監測管理規程》、《藥品不良反應報告和檢測標準操作規程》，內容包括不良反應監測範圍、處理流程等，用於指導不良反應的管理。兆科眼科亦會密切向患者了解在使用藥物後的最新狀況，整合患者的數據作為持續優化產品的基礎。

我們的滴眼液和眼用凝膠產品已成功通過GMP的嚴格標準，充分體現了我們對產品質量與安全的承諾。



Measures in Quality Management System 質量管理體系的措施	
Product risk management 產品風險管理	<p>The Group has identified product quality management as one of the major ESG risks in its risk assessment. Zhaoke Ophthalmology responds to this risk in accordance with the Quality Risk Management Measures and the Quality Risk Standard Operation Measures, which provide the guidelines for quality risk management in respect of the scope of application, management procedures and key management tools for quality risks. Our approach to quality risk assessment is based on scientific knowledge, with the ultimate objective of protecting patient. This systematic approach enables us to assess, control, communicate, and review quality risks both prospectively and retrospectively throughout the product life cycle.</p> <p>在風險評估中，本集團識別產品質量管理為重大的ESG風險之一。兆科眼科可按照《質量風險管理規程》、《質量風險標準操作規程》應對風險，內容包括質量風險應用範圍、管理流程、主要的風險管理工具等，以用於指導質量風險的管理。我們基於科學知識對質量風險進行評估，並以保護患者為最終目標。通過質量風險管理，我們能系統性地在產品生命週期中以前瞻性或回顧性的方式，對質量風險進行評估、控制、溝通和審核。</p>
Intermediate product management 中間產品管理	<p>The Group has established the Intermediate Product Review and Release Management to oversee the review and release of intermediate products during our medical manufacturing process. Quality reviews will be conducted based on production conditions, material usage, process records, and critical process parameters. Products that do not meet standards will not proceed to the next stage. Investigations, corrective measures and re-audit will then be implemented.</p> <p>本集團已制定《中間產品審核放行管理規程》，以監管醫療產品製造過程的中間產品的審核與放行。質量審核將基於生產條件、物料使用、生產過程記錄及關鍵工藝參數進行評估。未符合標準的中間產品不得進入下一道工序，並將展開調查，在採取糾正措施後重新進行審核。</p>

Measures in Quality Management System

質量管理體系的措施

Quality inspection

The Group has implemented the Self-Inspection Management Measure as its guidelines for the management of self-inspection activities in terms of scope, frequency, planning and implementation. To ensure that the quality control laboratory testing is conducted accurately and orderly, we have established Management Procedures of Quality Control Laboratory to regulate the design, layout and operation of the laboratories.

The Group's Unqualified Product Management Measure governs the management of unqualified products in terms of thresholds, disposal procedures, disposal timelines and requirements. To manage the identification of inconsistent products and guarantee compliance with product requirements, the Group has also devised the Deviation Management Measures that cover the classification and grading of deviation, the investigation into reasons of deviation, the evaluation of their impacts, the formulation of rectifying measures and the acceptance of deviation. Production quality related personnel should receive deviation-related training and be able to correctly identify deviation events.

Furthermore, the Group has formulated the Management Measure for Quality Incidents to provide guidance on the management of quality incidents by governing the classification, handling and investigation of such incidents.

質量檢閱

本集團設有《自檢管理規程》，內容包括自檢範圍、自檢週期、自檢計劃的制定及實施等，用於指導自檢的管理。為確保質量控制實驗室的檢測工作能夠準確且有序地進行，我們制定了《質量控制實驗室管理規程》，以規範實驗室的設計、佈局及運作流程。

本集團的《不合格品管理規程》規範了對於不合格產品的管理，如不合格品範圍、處理流程、處理期限及要求等。為識別產品偏差的管理，本集團亦設有《偏差管理規程》，內容包括偏差分類和分級、偏差原因調查、偏差影響性評估、糾正預防措施的制定、偏差事件放行等，以確保產品符合規格。生產質量相關人員應接受偏差管理相關培訓，以具備正確識別偏差事件的能力。

另外，本集團的《質量事故管理規程》規範質量事故分類、處理及調查程序等，用於指導質量事故的管理。

Corrective and preventive actions management

To ensure that corrective and preventive measures are implemented in response to any incidents identified in complaint investigations, recalls, deviations, supplier audits, self-inspections, or external inspection findings, the Group has established the Management Procedure for Corrective and Preventive Actions (CAPA). This procedure outlines the principles and processes for developing, establishing, implementing, and verifying corrective and preventive actions. By addressing issues proactively, we aim to prevent the recurrence of incidents and foster continuous improvement, thereby reinforcing our unwavering commitment to quality.

糾正與預防措施管理

本集團制定了《糾正與預防措施管理規程》，確保任何在投訴調查、產品召回、偏差事件、供應商審核、內部自檢或外部檢查結果中識別的問題均能及時採取糾正與預防措施。規程列明制定、建立、實施及驗證糾正與預防措施的原則與流程。我們積極主動地處理問題，旨在防止問題再次發生，並推動持續改進，進一步體現我們對質量的堅定承諾。



Measures in Quality Management System 質量管理體系的措施	
Product recall	The Group has formulated the Product Recall Management Measure and the Finished Product Return Management Measure to clearly define the criteria and classification of product recalls in order to guarantee the effectiveness of such procedures. Zhaoke Ophthalmology has established a recall taskforce to coordinate different departments in case of recalls so as to record the problems, investigate and trace the reasons as well supervise the destruction and other processes.
產品召回	<p>The Group did not have any products sold or shipped subject to recalls for safety and health reasons during the Year.</p> <p>本集團已制訂《產品召回管理規程》和《成品退貨管理規程》，明確定義召回的要求和分級，以及確保召回工作的有效性。兆科眼科設立召回小組，在有召回個案時會與各部門配合，包括記錄問題、調查和追溯原因、監督銷毀等程序。</p> <p>本集團於本年度並沒有已售或已運送產品因安全與健康理由而須回收。</p>
Trials and R&D activities	All research activities (including but not limited to pre-clinical and clinical research) are designed, reviewed and executed in strict compliance with all laws, regulations, practices, moral standards and ethical requirements. When a research project is completed, the Group will conduct an independent review and verification of the results and then apply for relevant patents, or manage them as unpatented proprietary technologies or commercial secrets.
試驗和研發活動	所有研究活動(包括但不限於臨床前研究、臨床研究)均需嚴格遵循所有的法律、法規、規範和道德標準、倫理要求進行設計、審查和執行。研究項目結束後，本集團會對研究成果進行獨立評審和驗收，並進行專利申請或作為非專利技術、商業秘密等管理。
Product storage	The Group has devised the Finished Product Inspection and Acceptance Standard Operation Measures, the Finished Product Stock-in, Storage and Release Management Measures, the Finished Product Stock-in, Storage and Release Standard Operation Measures and the Finished Product Release and Delivery Management Measures to provide guidance on the inspection, acceptance, stock-in, storage, release and delivery of finished products. These measures stipulate the duties of the relevant departments and provide detailed guidance and flow charts as well as solutions to potential scenarios for the staff to follow. The employees are also required to follow the Group's practices to keep detailed records of all the processes and go through approval and documentation procedures so that Zhaoke Ophthalmology can track and review the information whenever necessary. These measures help prevent contamination of our drugs and products during storage and transportation.
產品儲存	本集團建立了《成品審核放行標準操作規程》、《成品入庫、儲存、發放管理規程》、《成品入庫、儲存、發放標準操作規程》、《成品發運管理規程》用於指導成品的審核放行、入庫、儲存、發放和發運。規程規範相關部門的職責，亦提供予員工詳細的指引和流程圖以供跟隨以及在潛在情況下的處理方法。員工亦需配合本集團的慣例，在各階段需要進行詳細記錄、並經過批核和歸檔的流程，以供兆科眼科在有需要時追蹤和查核資料。這些措施有助於防止我們的藥品和產品在儲存和運輸過程中受到污染。

Measures in Quality Management System

質量管理體系的措施

Product stability testing

The Group has implemented Stability Studies Operating Procedures to define the processes for conducting stability research for pre-market products and ongoing stability assessments for market-released drug products (such as continuous stability evaluations). These assessments provide a scientific basis for determining the production, packaging, storage, and transportation conditions, and shelf life of products. Additionally, they monitor the quality of marketed drugs within their shelf life to ensure that the products meet quality standards under the specified storage conditions, thereby ensuring the safety and efficacy of clinical medications.

產品穩定性測試

本集團已制定《穩定性考察標準操作程序》，闡述為上市前產品進行穩定性研究以及為已上市藥品進行穩定性考察(如持續穩定性考察)的流程。這些測試為確定產品的生產、包裝、儲存、運輸條件及有效期提供科學依據，並在有效期內對已上市藥品的質量進行監測，確保產品在標示的儲存條件下符合質量標準的各項要求，從而保障臨床用藥的安全性和有效性。

Annual product quality review

Zhaoke Ophthalmology holds annual quality review meetings, at which the relevant departments have to present data and charts for annual quality reviews in accordance with the Annual Quality Review Management Measures. Such meetings allow the management and key personnel to study the cases and recommend corrective and preventive actions correspondingly.

產品年度質量回顧

兆科眼科每年會組織產品年度質量回顧的會議，相關部門需要按照《年度質量回顧管理規程》，匯總年度質量回顧的相關數據、圖表等，以於會議中呈報。管理層和重點員工可透過會議了解案例，並提出相應的糾正與預防措施建議。

Safety and Quality Management of Medical Devices

In addition to manufacturing ophthalmic drugs and products, Zhaoke Ophthalmology also acts as an agent and a wholesale supplier of medical devices. In compliance with the *Regulation on the Supervision and Administration of Medical Devices*, the *Measures for the Supervision and Administration of Medical Device Business*, and the *Measures for the Quality Management of Medical Device Business*, we have established a set of quality management policy to ensure the safety and quality of our wholesale medical devices.

To monitor the quality of our wholesale medical devices from the outset, Zhaoke Ophthalmology has implemented the Medical Device Product Review System to standardize the procurement process, verify the legality of medical devices, and assess their quality to guarantee their safety and efficacy. Additionally, we have introduced a Medical Device Acceptance Management System to regulate the inspection and acceptance process of incoming medical device products, ensuring that all wholesale medical device products meet stringent quality requirements.

醫療器械的安全與質量管理

除了生產眼科藥品及相關產品外，兆科眼科亦代理及批發醫療器械。我們遵循《醫療器械監督管理條例》、《醫療器械經營監督管理辦法》及《醫療器械經營質量管理規範》的要求，制定了一套質量管理政策，以確保所批發的醫療器械的安全與品質。

為了從源頭監控我們批發醫療器械的質量，兆科眼科實施了《醫療器械產品審核制度》，規範採購流程、核實醫療器械的合法性，並評估其質量，以確保其安全性和有效性。此外，我們還引入了《醫療器械驗收管理制度》，對入庫醫療器械產品的驗收流程進行規範，確保所有批發的醫療器械產品均符合嚴格的質量要求。



To enhance the supervision and management of medical devices and ensure the timely recall of non-compliant products, Zhaoke Ophthalmology has established the Medical Device Recall Management System. As an agent and a wholesale supplier, we are committed to actively assisting medical device manufacturers in investigating and evaluating defective products, as well as supporting them in fulfilling their recall responsibilities. Following the manufacturers' recall plans, we will promptly disseminate information regarding medical device recalls, ensuring the effective control and retrieval of defective products. This approach underscores our dedication to protecting the health and safety of patients.

Responsible Marketing

In addition to safeguarding product quality, we are also committed to carrying out marketing activities and responding to customers' opinions in a responsible manner. Zhaoke Ophthalmology has already formulated stringent management measures with high standards for the following aspects:

為加強對醫療器械的監督管理，並確保及時召回不合格的產品，兆科眼科已制定《醫療器械召回管理制度》。作為代理商及批發商，我們致力於積極協助醫療器械生產企業對有缺陷的產品進行調查與評估，並配合其履行召回責任。我們將根據生產企業的召回計劃，及時發布醫療器械召回信息，確保有效控制與回收有缺陷的產品，充分體現了我們對患者健康與安全的決心。

盡責營銷

在保障產品質量後，我們會關注以負責任的方式進行營銷以及處理客戶的意見，兆科眼科已為以下的管理措施制訂了嚴格的準則，包括以下範疇：

Management Measures in Marketing Operations 營銷管理措施	
Advertising and product labelling 廣告及產品標籤	The Group has also devised the Printed Packaging Material Management Measures that set out design, approval, printing, safe-keeping and usage requirements as the guidelines for the management of drug packaging, labelling, instructions, specimens and templates. The Compliance Policy Guide requires the employees to provide customers with impartial, accurate, true, fair and appropriate information. The Group also prohibits sales representatives from making false or misleading statements regarding the effectiveness, effects, quality, sales, users' feedback, awards and other aspects of its drugs in commercial promotional activities. Furthermore, all the Group's drugs can only be launched after obtaining relevant government approval for their labels. 本集團建立了《印刷性包裝材料管理規程》，內容包括設計和批准、印刷、保管和使用要求等，用於指導藥品包裝盒、標籤、說明書及標準樣本、模板的管理。在《合規政策指引》內要求員工向客戶提供持平、準確、誠實、公正和合適的資訊。同時，本集團嚴禁銷售人員對藥物的性能、功能、品質、銷售狀況、用戶評價、曾獲榮譽等作虛假或者引人誤解的商業宣傳行為。本集團的藥物標籤均會通過相關政府部門批准，方可出售。
After-sales services 售後服務	After the launch of the drug, our marketing team is responsible for introducing the use and precautions of the product, as well as providing consultation on the use of the drug, to the doctors and the patients. We make sure that the users have comprehensive information. If any users do not clearly understand any information, our quality department will provide them with further explanations. Abnormalities, such as customer complaints and defects arising from the delivery and consumption of our products, will be handled by Zhaoke Ophthalmology according to the handling mechanism laid down in its After-Sales Service Management Measures. 在推出產品後，我們的市場部團隊會負責向醫生及患者介紹藥品的用途，使用注意事項，接受藥品使用的諮詢工作。我們需確保使用者獲得全面的資訊，如他們對資訊仍不清晰，將由我們的質量部作最終解釋。在面對各類異常情況，包括顧客投訴、運輸及使用過程中出現異常情況，兆科眼科將按照《售後服務管理規程》中的處理機制處理。

Management Measures in Marketing Operations

營銷管理措施

Customer complaints

The Group values the opinions of its customers and responds to them in accordance with the User Interview and User Complaint Management Measures. We regularly devise user interview plans to gauge the level of satisfaction of our customers. We also refine our products and services based on the opinions of our customers. In respect of responding to customer complaints, the Group has strict requirements of keeping records of the complaints after receiving them for the quality department to handle customer complaints and quality problems, carry out investigation and analysis, as well as relay the results to the relevant customers in a timely manner.

In 2024, Zhaoke Ophthalmology successfully achieved our goal of a customer satisfaction rate of over 90% and averaging fewer than one customer complaint per month. These results reflect our dedication to delivering high quality products and services. Building on this success, we have set the target for the upcoming year: maintaining over 90% customer satisfaction rate and less than 1 customer complaint per month for our drugs and products.

To strengthen the safety supervision of our wholesale medical devices, Zhaoke Ophthalmology has established the Quality Inquiry and Quality Complaint Management System. The system includes defined procedures for handling inquiries and complaints related to medical devices, as well as processes for investigating quality issues on medical devices. This approach ensures timely follow-up on quality inquiries and complaints.

No product- and service-related complaints were received during the Year.

客戶投訴

本集團重視客戶的意見，以《用戶訪問和用戶投訴管理規程》規範流程。我們定期制定用戶訪問計劃，以了解客戶的滿意度。我們會按客戶的意見改進產品及服務。有關應對用戶投訴方面，本集團嚴格要求接收投訴後記錄投訴信息，協助質量部門處理顧客投訴和質量問題，展開調查分析和及時將結果反饋予客戶。

在二零二四年，兆科眼科成功實現了客戶滿意度超過90%及每月少於1宗顧客投訴的目標，充分體現我們對提供高品質產品與服務的承諾。建基於此，我們設定了來年的目標：維持藥物及產品的客戶滿意度超過90%，以及顧客投訴每月少於1次。

為進一步加強醫療器械批發的安全監管，兆科眼科已制定《質量查詢、質量投訴管理制度》，包括處理醫療器械相關查詢及投訴的規範程序，以及調查醫療器械質量問題的流程，確保我們能及時跟進質量相關的查詢與投訴。

本年度並沒有收到有關產品及服務的投訴。



Protection of Customers' Privacy and Intellectual Properties

The Group has established the Management Measures for Customer Information File, which set out the requirements for establishing, organizing, keeping and using customer sales information files, as the guidelines for the management. We provide regular training to key personnel on how to handle information in an appropriate and compliant manner in order to protect the customers' privacy.

The Group regards its intellectual properties, such as patents, trademarks, commercial secrets and copyrights, as well as scientific and technological expertise and experience obtained from its business operation, as important assets. The employees must comply with the Group's regulations in relation to confidentiality and are obliged to establish, protect, observe and prevent the infringement of the intellectual properties of the Group and third parties. Any employee in breach of such regulations will face hefty fines, litigation, injunction or criminal punishment.

Business Ethics

The Group regards business integrity and transparency as the core of its corporate governance. It adopts a zero-tolerance attitude towards all kinds of corrupt practices. All employees are required to enter into a compliance undertaking upon joining the Group to make sure that they understand the Group's requirements in respect of business ethics. The Group has the Compliance Policy Guide in place to lay down clear regulations on the management and procedures of compliance in operations, anti-corruption and the protection of intellectual properties. Employees are prohibited from receiving bribes, whether in money or in kind, for maintaining or securing business. In addition, the guide strictly controls the process of offering or making donations, whether in kind or in cash, by employees. Marketing items, medical supplies and educational products should only be offered occasionally to such extent as the law would allow and as is reasonable and necessary. The Group did not have any concluded legal cases regarding corrupt practices brought against the Group or its employees during the Year.

Employees are prohibited from engaging in suspected money laundering activities. All business transactions must be conducted by way of remittance between corporate accounts instead of payment of hard cash. The financial department is responsible for duly filing and recording all transactions as well as reporting any large cash transactions in accordance with the relevant anti-money laundering regulations. The Group also requires its staff to keep confidential information of the Company obtained by them while performing their duties as well as information for which the Company owes a confidentiality obligation strictly in secret. The use of any undisclosed information of the Company in insider trading is strictly forbidden.

保障客戶私隱及知識產權

本集團建立了《客戶資質檔案管理規程》，內容包括銷售客戶資質檔案建立、整理、保存和使用要求等，用於指導銷售客戶資質檔案的管理。我們定期向重點員工提供培訓去教導有關如何以適當和合規的方式處理數據，以保障客戶的私隱。

本集團視知識產權為重要資產，包括專利、商標、商業秘密和著作權、科學和技術上專有的知識以及在業務活動過程中收獲的經驗等。員工需要遵守本集團有關保密的條例，有責任建立、保護、維護和防止侵犯本集團以及他人的知識產權。若員工違反相關規定，將會受到嚴重罰款、訴訟、禁令或刑事處罰。

營商道德

本集團視商業誠信和透明度為企業管治中的重中之重，並對任何形式的貪污行為採取零容忍的態度，所有員工於入職時需簽署合規承諾書，確保知悉本集團有關營商道德的規定。本集團的《合規政策指引》，對合規營運、反貪污和知識產權保障的管理和流程有明確的規範。任何員工不得為維持或獲取業務收受金錢、物品或其他任何財物的賄賂。同時，該指引嚴格規管員工贈予、提供資源或捐款的程序，僅在法律規範允許且合理、必要範圍內偶爾提供推廣輔助用品、醫療物品及教育物品。本集團於本年度沒有收到對本集團或其員工提出並已審結的貪污訴訟案件。

本集團員工嚴禁參與任何涉嫌洗錢的活動。業務所涉資金往來，應通過企業帳戶間資金劃轉方式進行，並避免現金交易。財務部門則需按照反洗錢相關規定做好交易備查登記和大額交易報告。本集團要求員工嚴格遵守在工作過程中所知悉的本公司保密資訊以及本公司負有保密義務的資訊，並禁止員工利用本公司的任何非公開資訊從事內幕交易。

The Business Compliant Committee of Zhaoke Ophthalmology 兆科眼科商業合規委員會

Zhaoke Ophthalmology has proudly set up the second compliant committee, namely the business compliant committee, to act as a communication platform among the compliant, financial, medical as well as sales and marketing departments and facilitate joint management of compliance matters. The business compliant committee held 1 meeting during the Year to discuss the following matters mainly related to compliance:

兆科眼科欣然成立商業合規委員會，成為第二個合規委員會。此委員會旨在為合規、財務、醫學與銷售市場部之間搭建溝通平台，推進合規共同管理。商業合規委員會已於本年度召開共1次的會議，探討以下主要與合規相關的範疇：



Sharing on recent compliance hot topics and case studies;
分享近期合規熱點話題及案例研究；



Feedback on the review of promotional expense; and
推廣費用審核的反饋；以及



Procedures and considerations for receiving visitors and guests.
來訪接待流程及注意事項。

To effectively enlist the help of the employees to keep watch on its anti-corruption efforts, the Group has established a whistle-blowing system for employees to inquire about or report any non-compliance in confidence and without the risk of revenge. The legal and compliance department of Zhaoke Ophthalmology is responsible for organizing compliance training in order to enhance the staff's awareness about business ethics. Training for the Year focused on updates on relevant policies and clarifying anti-corruption matters. During the Year, a total of 168.5 hours of online and offline anti-corruption training were completed by 175 employees. Also, 8 Board members have attended anti-corruption training. Looking ahead, we plan to develop an online training system to deliver anti-corruption training to all employees.

為有效鼓勵員工監督本集團的廉潔工作，本集團設立了舉報溝通渠道，以保密及嚴禁報復為前提，供員工諮詢或舉報任何違規行為。為提升員工對有關營商道德的意識，兆科眼科的法務合規部負責組織合規培訓，本年度的培訓內容以更新政策為主以及提供反貪污相關更清晰的定義。本年度共有175名員工參與線上線下的反貪污培訓，共168.5小時。另外，有8名董事會成員亦接受反貪污培訓。展望未來，我們計劃開發一個線上培訓系統，為全體員工提供反貪污培訓。



Supply Chain Management

The Group has formulated the Supplier Auditing Management Measures and the Supplier Auditing Standard Operation Measures to set out the categories of suppliers, management requirements for each category and audit approaches for the management of suppliers and supplier audit.

供應鏈管理

本集團建立了《供應商審計管理規程》、《供應商審計標準操作規程》，內容包括供應商分類、各類型供應商管理要求、審計方式等，用於供應商、供應商審計的管理。

Procurement Principles 採購原則

Zhaoke Ophthalmology classifies its suppliers and imposes different requirements on them based on the types of materials supplied by them and their impacts on the quality of its products. According to its procurement principles, the Group obtains quotations from at least 3 suppliers and considers, among other matters, the suppliers' credit standing, performance capability, product quality, service standard, pricing and delivery time.

兆科眼科依據物料的類別以及對產品質量的影響對供應商進行分類，並對不同分類的供應商提出不同要求。採購原則至少向三家供應商詢價，當向供應商詢價時會考慮但不限於以下條件，例如：供應商誠信、履約能力、產品質量、服務優良、價格合理及交貨時間等。

Supplier Selection 供應商篩選

Before engaging in any definite cooperation with any potential suppliers or service providers, the Group will firstly ask them for the certificates of their qualifications and then conduct a due diligence review in respect of compliance. For the procurement of key materials, the Group will also request the potential suppliers to provide samples for testing. The Group will only recognize those whose samples have passed the tests as qualified suppliers and then establish supplier quality records for them. The suppliers have to enter into a Quality Agreement. We also require key suppliers to sign a Compliance Undertaking and undertake to strictly comply with the requirements under applicable laws and regulations in relation to anti-corruption and anti-unfair competition as well as other compliance policies.

在與供應商或服務商開展具體合作前，本集團要求潛在供應商提供資質證明，並進行合規盡職調查。對於重點採購的產品更要求供應商提供樣品，在通過試驗後確定為合格供應商以及建立供應商質量檔案，同時要求簽署《質量協議》。我們亦會要求重點供應商簽訂《合規承諾函》，承諾嚴格遵守所適用法律法規中關於反貪污及反不正當競爭的規定和其他合規政策。

Supplier Evaluation 供應商考核

The Group evaluates the performances of all suppliers based on its Supplier Evaluation Form. To carry out dynamic management of the qualified supplier list, all evaluation records are filed and kept in a consistent format and suppliers that offer high prices but poor services will be eliminated and replaced. We have also established a supplier audit team to evaluate the performance of each category of suppliers every year in accordance with established auditing scope. If on-site evaluation is not practical or necessary (for example in the case of overseas suppliers), reasons for not conducting such evaluation will be recorded and filed in writing in the annual review for all departments to review. We maintain close communication with and monitor suppliers in need of improvement in order to ensure that all planned rectification programs are duly implemented.

本集團依據《供應商考核評分表》評核所有供應商的表現，對價格高、服務差的供應商進行淘汰替換，實現合格供方名單的動態管理，並將所有考評記錄統一歸檔保存。我們亦成立供應商審計小組，每年會對各類供應商按既定的審計內容進行評價，若未能為部份供應商進行現場評估，或供應商沒有進行現場評估的需要（例如海外供貨商），便就不進行評估的原因於年度回顧中作出書面記錄，並妥善歸檔供各部門審閱。我們會與需要作出改善的供應商密切的溝通和跟進，確保他們落實已計劃的整改方案。

In terms of material quality management, Zhaoke Ophthalmology has implemented Material Review and Release Management Procedure to ensure that all materials, including Active Pharmaceutical Ingredients (“APIs”), excipients, and packaging materials, comply with the necessary regulatory and quality standards. Before approving the release of any material, we conduct a thorough quality evaluation process, which involves material receiving reviews, material sampling reviews, and material inspection audits, to ensure that the materials meet the specified quality criteria. The personnel involved in this process are required to possess the appropriate qualifications and experience in material release and supplier management, ensuring the reliability and credibility of the evaluation. Through the assessment process, raw materials used in drug production and packaging materials in direct contact with drugs are validated that they have will not have adverse impact on drug quality, reflecting our steadfast commitment to delivering safe and high-quality products.

Looking forward, the Group will incorporate all identified environmental and social risks into its procurement management mechanism and choose environmentally preferable products whenever practicable in order to improve the environmental and social performance of its supply chain.

PEOPLE ORIENTATION

Zhaoke Ophthalmology endeavors to create a respectful and fair working environment for its employees, protect their legal rights and provide them with adequate resources to support their personal and career development. The Group has established policies and measures in respect of employment management system, health and safety, training and development and other relevant matters. We also regularly and carefully evaluate the effectiveness of such policies and measures in order to guarantee effective and timely response to employees’ needs. We are confident of providing a good working environment for our team while promoting their continuous growth and development.

在物料質量管理方面，兆科眼科實施了《物料審核放行管理規程》，以確保所有物料，包括原料、輔料及包裝材料，均符合必要的法規要求和質量標準。在批准任何物料放行之前，我們會進行全面的質量評估流程，包括物料驗收審核、物料取樣審核及物料檢驗審核，以確保物料符合指定的質量要求。參與此流程的人員需具備物料放行及供應商管理方面的相關資格與經驗，從而保證評估的可靠性與可信度。通過評估流程，我們確保用於藥品生產的原輔料及直接接觸藥品的包裝材料不會對藥品質量產生不良影響，體現我們對提供安全及高質量產品的堅定承諾。

展望未來，本集團會將已識別的環境及社會風險納入採購管理機制內，並在可行的情況下盡量採購環保產品，從而推廣加強供應鏈的環境及社會表現。

以人為本

兆科眼科致力於營造一個相互尊重、公平的工作環境。在維護員工的合法權益之餘，亦提供充足的資源來支持員工的個人及職業發展。我們在僱傭管理制度，健康與安全以及培訓與發展等方面制定了相應的政策管理措施。我們會定期並審慎評估這些政策和措施的成效，以確保員工的需求能夠有效並作出適時的回應。我們堅信能為團隊營造一個良好的工作環境，並促進員工的持續成長和發展。



Employment Management System

The Group actively refines its employment management system with the aim of building a diversified and inclusive workplace in order to provide all employees with fair and equal opportunities. To show the Group's care for its employees, we listen to the needs of our staff and review the effectiveness of its policies and measures as and when appropriate.

The Group's Staff Manual sets out the guidelines for staff recruitment and dismissal, remuneration and benefit, working hours, equal opportunity, diversity, anti-discrimination and labor standards as follows:

僱傭管理制度

本集團積極完善僱傭管理體系，致力於建立一個多元化和包容性的工作場所，以確保所有員工都能獲得公平和平等的機會。為展示本集團對員工的關懷，我們會聆聽員工的需求，並適時檢視各項政策及措施成效。

本集團的《員工手冊》，規範於招聘及員工離任、薪酬及福利、工作時間、平等機會、多元化、反歧視及勞工準則的指引：

Labor standards	The Group strictly complies with the requirements of the Employment Ordinance, the Minimum Wage Ordinance and the Employees' Compensation Ordinance of Hong Kong, as well as the Labor Law of the People's Republic of China, the Social Insurance Law of the People's Republic of China, the Employment Promotion Law of the People's Republic of China and the Labor Contract Law of the People's Republic of China in mainland China. It does not employ or use any child and forced labors. It also respects the principles of fairness, liberty and arm's length negotiation when it enters into or amends labor contracts with its staff, and never compels its staff by force.
勞工準則	本集團嚴格遵守香港《僱傭條例》、《最低工資條例》、《員工補償條例》以及中國內地《中華人民共和國勞動法》、《中華人民共和國社會保險法》、《中華人民共和國就業促進法》、《中華人民共和國勞動合同法》要求，不會聘請和使用童工和強制勞工。與員工訂立和變更勞動合同時，均遵循平等自願、協商一致的原則，絕無任何強迫員工的情況。
Working hours	The Group regulates staff's working hours and rest arrangements. Overtime outside of the standard working hours in emergency is only permitted if it is voluntary and approved by the head and manager of the relevant department, and shall be compensated by compensatory leave. Different working hour systems have been applied based on business needs and the employees' job natures. Current working hour systems include standard working hours, the timed work system and the comprehensive working hour system. Employees with standard working hours have 8-hour work days and 40-hour work weeks (excluding meal, commuting and business travel time). They normally work 5 days a week except for statutory holidays.
工作時間	本集團規範員工工作時間及休息安排。如因緊急情況下，員工同意於辦公時間外工作，需由部門主管及經理批核，並給予補假予員工。根據經營需要和員工的工作性質，設有不同工時制度。現時工作時間包括標準工時工作制、不定時工作制及綜合工時制三種。標準工時工作制員工的工作時間為每日工作八小時，每週40小時，不包括用餐時間和上下班或出差途中時間。通常每週五個工作日，法定假日除外。
Recruitment	The Group offers equal employment opportunities and considers applicants and employees equally. It provides a variety of internal career development opportunities for the staff members. The human resource department participates in all recruitment processes to uphold transparency and openness.
招聘	本集團提供平等的就業機會，對應聘者和員工一視同仁，並為內部員工提供多種職業發展機會。招聘過程均有人力資源部參與，確保透明公開。

Diversity, anti-discrimination and equal opportunity	Zhaoke Ophthalmology aims at creating a diversified working environment and provides equal employment opportunities. It strictly prohibits any discrimination and harassment based on gender, race, disability, sexual orientation, age, nationality, religion or faith, marital status, ethnicity, political belief or family responsibility.
多元化、反歧視及平等機會	兆科眼科以建立多元的工作環境為目標，提供平等的就業機會。絕不容許性別、種族、殘障、性取向、年齡、國籍、宗教或信仰、婚姻狀況、族裔、政治觀念或家庭責任的歧視和騷擾行為。
Benefit	In addition to statutory holidays, the Group also offers employees a variety of special leaves, such as Women's Day holiday, Youth Day holiday, compassionate leave, marriage leave, maternity leave, miscarriage leave, paternity leave and leave for contraception. It makes contributions to retirement insurance, medical insurance, unemployment insurance, maternity insurance and work injury insurance for its staff in accordance with national and local government regulations. Other benefits include housing provident funds and additional business protection plans that offer help to employees in case of illness or accident.
福利	本集團為員工提供法定假期和不同特別假期，包括婦女節假期、青年節假期、喪假、婚假、產假、流產假、陪產假及計劃生育假期等。本集團按國家及地方政府規定為員工繳納養老保險、醫療保險、失業保險、生育保險和工傷保險。其他福利包括住房公積金和額外的商業保障計劃，使員工在遇到疾病及意外事故時盡可能得到有力的幫助。
Remuneration	The remuneration of our employees comprises basic salaries, allowances, subsidies, performance-based bonuses, achievement-related wages and sales-based bonuses. A performance appraisal mechanism has been developed as the basis for staff remuneration adjustments, performance-based bonus payment, staff development, training and career development plans, and termination of labor contracts.
薪酬	<p>The Group regularly studies the remuneration and benefit in the foreign invested pharmaceutical industry and other sectors in order to provide market benchmarks for its own remuneration adjustments. Remuneration and adjustments thereof are determined based on the employees' qualifications, position, work experience, educational background, performance and other factors.</p> <p>員工薪酬由基本工資、津貼、補貼、績效獎金、效益工資、銷售獎金等組成。另外，設有員工的績效評估機制，作為員工薪酬調整、績效獎金分配、員工發展、培訓和職業發展規劃的或解除勞動合同的依據。</p> <p>本集團定期進行外資製藥行業及其他行業的薪酬福利調研，為工資調整提供市場參考。員工薪酬和調整均按資歷、職級、工作經驗、教育背景及表現等因素制定。</p>



Prevention of Child and Forced Labors

The Group has formulated its policies to prevent the employment of child and forced labors, including measures to review recruitment practices and steps to be taken to eliminate non-compliance when discovered. During the recruitment process, we duly check the original identification documents of the candidates to ascertain their real identities. In addition, we have established risk assessment procedures to identify risks of inadvertently recruiting child labor and using forced labor. We organized training in the prevention of child labor for the human resources department, particularly recruitment personnel, to strengthen their knowledge about child labor and relevant prevention measures. If any case of non-compliance is discovered, we will carry out rectification procedures to guarantee proper correction of the problem and prevent future occurrence. Furthermore, we have tightened and ensured the effective implementation of our monitoring measures to prevent forced labor. For example, we have established an over-time work management system to provide reasonable working hours for our staff while preventing over-time work.

Diversity and Inclusion

We endeavor to create a respectful and supportive working environment and provide equal and beneficial working experience for our employees. In the recruitment and promotion processes, we take into account the diverse workforce and management in terms of gender, age, nationality, religion, sexual orientation, physical and mental health differences. We protect the equal development opportunities of all staff members and provide them with suitable training and support. Not only do we welcome retirees and the elderly to our team, but we also offer employment opportunities to people with disabilities. Furthermore, we provide appropriate facilities and support for staff members with disabilities or chronic illnesses. To promote diversity and inclusion, we arrange relevant training for the staff and rigorously foster the growth of female management members and talent. We have established grievance channels and investigation mechanisms with respect to discrimination in order to promote fairness. In addition, we have a work appraisal system in place to warrant objective assessment of our employees in the events of promotion, job rotation, training, career development, dismissal and redundancy. The employees are provided with internal guidelines on matters related to equal opportunities, discrimination and harassment. At the same time, we have formulated equal opportunity, human rights and anti-discrimination training plans and standards. We encourage our staff to seek help from their superiors when they encounter any problems in respect of equal opportunity, human rights and antidiscrimination through respective communication channels and grievance mechanism in order to handle and respond to their problems and offer suggestions for improvement in a timely manner.

防止童工或強制勞工

本集團已制定有關防止聘用童工及強制勞工的政策，包括檢討招聘慣例的措施及在發現違規情況時所採取的處理步驟。在招聘過程中，我們嚴格檢查求職者的身份證明文件正本，以確保其真實身份。同時，我們建立了風險評估流程，以識別誤聘童工和出現強制勞工個案的風險。針對人力資源部門，特別是招聘人員，我們開展防止聘用童工培訓，以加強對童工問題的認識和預防措施的學習。如果發現任何違規情況，我們將採取補救行動程序，確保問題得到糾正並避免再次發生。另外，我們已加強監察措施，以防止出現強制勞工，並確保相關措施得到切實執行。例如我們建立了超時工作管理制度，以確保合理安排員工的工作時間，避免發生超時工作的現象。

多元化和包容性

我們致力於營造一個互相尊重和支持的工作環境，並為員工提供平等和有益的工作體驗。在招聘和晉升過程中，我們將考慮到員工和領導層的多元化，包括性別、年齡、國籍、宗教、性取向、身心健全等方面的差異。我們確保給予每個員工平等的發展機會，並提供適當的培訓和支持。我們願意聘用退休人士或年長的員工，亦為殘障人士提供入職機會。同時，我們會為殘障或長期病患的員工提供適用的設施和支援。為了促進多元化共融，我們將為員工提供相關的培訓，並努力促進女性在領導和人才方面的發展。我們建立歧視申訴渠道和調查機制，以促進平等。此外，我們以工作評核制度，確保在晉升、調職、培訓、職業發展、解僱和裁員等方面對員工進行客觀的評核。我們為員工提供內部指引，涉及平等機會、歧視和騷擾相關的事項。同時，我們提供培訓計劃和準則，涉及平等機會、人權和反歧視的相關問題。我們鼓勵員工遇到問題時可向主管直接求助，透過相應的溝通渠道和投訴機制，及時處理和回應員工有關平等機會、人權和反歧視的問題，並提出改善建議。

We have adopted a family-friendly system, under which medical and dental insurances are extended to the family members of our staff. We also offer flexible working hours, family responsibility leaves as well as staff nursing rooms to cater to the family needs of our employees. This Year, we organized the “Growing Happily, Summer in the City” Zhaoke Family Open Day, allowing the children of our staff to visit our R&D and production facilities and experience their parents’ daily working environment in the form of “Educational Tour + Research Learning”, as well as enhancing parent-child relationship.

我們實施家庭友好計劃，已為員工的家庭成員提供醫療和牙科保險。我們也將提供彈性工作安排，家庭友好假期，以及設立員工護理室，以支持員工在照顧家庭方面的需求。本年度，我們舉辦了「快樂成長·City當夏」兆科親子開放活動日，採用「遊學+研學」形式，讓員工的子女們參觀我們的研發與生產設施，親身體驗父母日常工作的環境，同時也增進親子關係。



“Growing Happily, Summer in the City” Zhaoke Family Open Day
「快樂成長·City當夏」兆科親子開放活動日

Health and Safety

Ensuring production safety and protecting the health and safety of our employees are integral parts of showing our care to the staff. The Group has formulated a series of comprehensive policies and measures in respect of, among other things, the prevention of workplace accidents and occupational diseases, the organization of health improvement and education programs and the establishment of emergency response measures. We have designated specific personnel to monitor and handle all matters related to OH&S in order to guarantee compliance and continuous improvement.

健康與安全

確保安全生產以及保障員工的健康和安全是體現關懷員工的其中一環。本集團制定了一系列全面的政策和措施，涵蓋了各個預防工作場所事故和職業病的發生、提供健康促進和培訓計劃、建立緊急應變措施等層面。我們特別指派了專人負責監督和執行所有與職安健相關的事務，以確保合規和持續改進。



Production Safety

With reference to the Good Manufacturing Practice for Pharmaceutical Products, the GMP Pharmaceutical Products Guide, the Production Safety Law of the People's Republic of China, the Administrative Regulations on the Work Safety of Construction Projects, the Measures for the Supervision and Administration of the Construction Safety of Electric Power Projects, the Occupational Health and Safety Management System, and the Environmental Management Systems – Requirements with Guidance for Use, we have devised our own Occupational Health and Safety and Environmental Protection Management Measures, which provide safety production practices based on a "safety-first and prevention-oriented" approach, clear definitions of the responsibilities of our employees at all departments and levels, implementation procedures as well as requirements for continuous improvement in the OH&S and environmental systems. Employees are required to comply with all safety operation measures and regulations, and to use all existing and available protective measures, so as to prevent accidents.

To safeguard production safety, the Group has established the Production Safety Management Measures to lay down its stringent production safety standards, procedures and operational measures. We require our employees to thoroughly study and comply with the rules, remain vigilant at all times and remind others to stay safe. Regular inspections are organized to make sure that all safety requirements are followed. In addition, we have also set up comprehensive incident classification systems and handling procedures to handle various types of incidents. Such procedures include reporting, recording, investigating and analyzing incidents, taking swift and appropriate contingency measures and preventing similar occurrences in the future.

We strive to maintain a good working environment and protect the health and safety of our employees. To maintain high OH&S standards, we have provided environmental and OH&S training programs in respect of public safety, environmental and OH&S management as well as protection against hazardous chemicals during the Year. All employees are required to attend training in relation to drug manufacturing and hygiene requirements.

安全生產

我們參考了《藥品生產質量管理規範》、《藥品GMP指南》、《中華人民共和國安全生產法》、《建設工程安全生產管理條例》、《電力建設安全生產管理條例》、《職業健康安全管理體系規範》以及《環境管理體系—要求及使用指南》等相關法規，建立了《職業健康安全及環境保護管理規程》。該規程制定「安全第一，預防為主」的安全生產方針，並明確各部門和各級人員的職責，工作的實施流程以及持續改進職安健和環境體系的要求等內容。我們要求員工遵守所有安全操作規程和規定，並使用現有和可用的保護措施，以避免事故發生。

為確保生產過程中的安全性，本集團建立《安全生產管理規程》。我們設定嚴格的生產安全標準、程序和操作規程。我們要求員工熟讀和遵守規定，並時刻保持自身高度的警覺性，和提醒他人的安全。我們會定期安排檢查措施，以確保符合安全要求。此外，我們亦建立完善的事故分類和處理程序，以應對可能發生的不同類型事故，包括事故的報告和記錄，進行事故調查和分析，迅速採取適當的應急措施，以防止類似事故再次發生。

我們致力於確保員工在工作中擁有良好的職業環境，並保護他們的健康與安全。本年度，我們提供環境和職安健的培訓課程，內容包括公共安全教育、環境和職安健管理，以及危險化學品的安全防護。這些培訓課程旨在維持高標準的職安健水平。所有員工都需接受與藥品生產和衛生要求相關的培訓。

Employees' Health

We always give top priority to the health and well-being of our staff. Zhaoke Ophthalmology has the Staff Health Management Measures in place to strengthen staff health management and meet drug manufacturing requirements. These measures cover staff health management and requirements for personal hygiene. The Group provides its staff with body check upon joining the Group as well as annual occupational health checks, and compiles staff health files.

The Group did not have any work-related fatalities¹ during the Year, thereby demonstrating the effectiveness of its stringent health and safety management. 37 lost days were recorded due to work injuries² during the Year. We will remain committed to maintaining a good working environment and protecting the health and well-being of our employees.

Zhaoke Ophthalmology has signed the Joyful@Healthy Workplace Charter, reflecting our commitment to fostering a joyful and healthy workforce. We believe that a joyful and healthy workforce is the cornerstone for our long-term success. As part of this commitment, we pledge to promote physical and mental well-being among our employees, with a focus on healthy eating, physical activity and mental wellness.

Throughout the Year, we organized several sports competitions to encourage active lifestyle and strengthen team spirit.

員工健康

我們始終將員工的健康與福祉放在第一位，兆科眼科設有《員工健康管理規程》，旨在加強員工的健康管理，以符合藥物生產要求。該規程涵蓋管理員工健康狀況和個人衛生兩個重要方面。新入職員工必須進行入職體檢，並且每年定期安排職業健康體檢，同時建立員工健康檔案。

本年度，本集團未有發生員工因工死亡個案¹，反映嚴格管理健康和安全的有効性。本年度共有37天因工傷而損失的工作日²。我們將繼續致力於提供良好的工作環境，確保員工的健康和福祉。

兆科眼科已簽署《好心情@健康工作間約章》，承諾致力於打造一個快樂且健康的員工團隊。我們相信擁有快樂和健康的員工是長久成功的基石。作為這項承諾的一部分，我們承諾推廣員工的身心健康，重點關注健康飲食、體能活動及心理健康。

本年度，我們舉辦了多項體育比賽，以鼓勵建立積極的健康生活方式並增強團隊精神。



Zhaoke Basketball Tournament
兆科籃球比賽



Doctor's Cup Badminton Tournament
「博士杯」羽毛球比賽

¹ The Group did not have any work-related fatalities in the past three years.
本集團於過去三年未有發生員工因工死亡事件。

² The Group did not have any work-related injuries in 2022 and 2023.
本集團於二零二二年和二零二三年未有發生員工因工受傷個案。



Training and Development

Making the holistic development of its employees a top priority, the Group has set out training and development opportunities and rules for its staff in the Staff Manual of Zhaoke Ophthalmology. The human resource department is responsible for devising annual training plans and arranging relevant training programs for the staff members with the aim of unleashing their potential.

The Group encourages all staff members to formulate their own personal career development plans according to their personal abilities and career development goals and taking into account the Company's requirements for its staff and their positions. Furthermore, we encourage our staff members to attend professional training with a view to enhancing their professional expertise and skills by covering specific training fees. To guarantee the effectiveness of these personal career development plans, we have set up a feedback and review mechanism, under which the managers will hold regular meetings with the members of their teams to jointly review the progress of their personal development plans and offer guidance and support. The employees can also discuss their career goals, challenges and required training and development support.

Training topics during the Year are set out below:

培訓與發展

本集團重視員工的整體發展，兆科眼科於《員工手冊》列明員工有關培訓與發展的機會及細則。人力資源部負責規劃年度培訓計劃，並安排員工參加相關培訓項目，持續開發員工潛力。

本集團鼓勵每位員工根據自身的能力和職業發展設定目標，並綜合考慮本公司對員工職位的要求制定個人職業生涯規劃。另外，我們會為員工提供專項培訓費用，鼓勵他們參加專業技術培訓，以不斷提升他們的專業水平和技能。為確保有效實施個人職業生涯的規劃，我們建立反饋和回顧的機制。主管經理會與員工定期進行會議，共同回顧個人發展計劃的進展情況，並提供指導和支持。員工能夠討論他們的職業目標、面臨的挑戰以及需要的培訓和發展支援。

以下為本年度的培訓內容：

Types of training 培訓類型	Training topics 培訓內容
Regular training 定期培訓	<ul style="list-style-type: none">Induction training for new employees and regular training for the entire staff in respect of compliance, laws and regulations have been offered.Induction training was organized for new recruits to better understand Zhaoke Ophthalmology's culture, business scope, practices and systems as well as ophthalmology knowledge and expertise to ensure quick understanding of its working environment and requirements.The Group's training plan for the Year encompassed quality management, environment and occupational safety management, compliance management and ophthalmology knowledge. Such training is aimed at enhancing the professional proficiency of the staff members and ensuring that they can comply with the standards and best practices during their work.The Group organized regular anti-bribery and anti-corruption training to cultivate an internal corporate culture of integrity and raise anti-corruption awareness.對全體員工進行合規及法規的培訓，包括新員工和定期培訓。入職培訓內容主要讓新員工了解兆科眼科文化、業務範疇、各項規章制度，眼科知識以及專業技能等，以確保快速了解工作環境和要求。本集團年度的培訓計劃包括：質量管理、環境職業安全管理、合規管理、以及眼科醫學知識等。培訓旨在提升員工的專業能力，確保他們能夠在工作中遵守標準和最佳實踐。本集團定期舉辦反賄賂反腐敗培訓，培養企業內部廉潔文化，加強員工反腐意識。

Types of training 培訓類型	Training topics 培訓內容
Special training	<ul style="list-style-type: none"> Special training in relation to respective departments, jobs, business activities and identified risks has been provided. Special training courses during the Year included training for middle and senior management and sales and marketing staff to satisfy the learning needs of employees of different levels and functions.
專題培訓	<ul style="list-style-type: none"> 根據部門、崗位、業務活動和所識別風險等因素組織專題培訓。 本年度設有中高層以及市場銷售的專題培訓，以滿足不同層級和職能的員工的學習需求。

To foster a culture of continuous learning, we conducted new employee compliance training, middle and senior management training, marketing and sales training, and group-wide monthly regular training during the Year. A total of 294 employees participated in such training with total and average training hours of 9,408 hours and 32.0 hours, respectively.

In addition to providing training programs, we are producing digital educational content for the benefit of our employees to support their professional development. Currently, we are designing learning maps tailored to employees' career progression and role-specific competency requirements. These learning maps integrate content relevant to employees' actual work, addressing both technical skills and management capabilities. The learning maps will serve as an open and transparent platform for career development, empowering employees to take initiative in their learning journey.

Meanwhile, we continued a rotational scheme to provide high-performing individuals with opportunities to gain deeper insights into different aspects of our business. This initiative enhances participants' understanding of the responsibilities of their collaborating departments, and thereby fostering cross-departmental collaboration and improving operational efficiency. Furthermore, it supports the career development of participants. In 2024, a total of 24 employees are participating in the rotation scheme, where they can learn about different areas of our business through job shadowing, attending meetings, or taking on specific work tasks.

During the Reporting Period, we also launched a new cycle of our tiered mentorship program. The program pairs manager grade and above with department heads, while department heads are matched with senior management. Through regular communication and interaction between mentors and mentees, the program aims to foster professional growth of employees.

為培養持續學習的文化，本年度進行了新員工合規培訓、中高層培訓、市場銷售以及每月定期培訓給予全體員工，共有294人參與，投入共9,408培訓小時，平均培訓時數為32.0小時。

除了提供培訓外，我們也正在為員工製作數碼教育內容，以支持他們的專業發展。目前，我們正在針對員工的職涯發展和特定崗位能力要求設計學習地圖。這些學習地圖整合了與員工實際工作相關的內容，涵蓋專業技能和管理能力的發展需求。學習地圖將作為一個開放且透明的職業發展平台，旨在鼓勵員工自發學習。

同時，我們繼續推行崗位輪替計劃，為表現優秀的員工提供機會深入了解其他業務範疇的內部運作。此計劃旨在加強參與者對合作部門職責的認識，從而促進跨部門協作，並提升營運效率。此外，該計劃也支持參與者的職業發展。在二零二四年，共有24名員工參與崗位輪替計劃，他們可透過跟崗學習、參與會議或承擔特定工作任務等形式，了解我們不同的業務領域。

報告期內，我們亦推出新一輪分級導師計劃。該計劃將主任級及以上員工與部門負責人配對，而部門負責人則與高層管理人員配對。透過導師與學員之間的定期溝通與交流，計劃旨在促進員工專業發展。



ENVIRONMENTAL PROTECTION

To advocate for responsible environmental protection, we have a set of Internal Guidelines on Environmental Protection and Use of Natural Resources in place to govern emissions and the use of resources throughout our operation and production and to reduce our negative impacts on the environment and natural resources.

During the Year, our environmental targets to conduct business in an environmentally friendly manner and enhance the sustainability of our business remained unchanged. We will make every effort to minimize our emissions, use and manage resources in an effective manner and adopt other environmentally friendly practices. We have clearly defined our directional goals and regularly monitored and evaluated our progress to make sure that we achieve real results in our environmental protection efforts. As a responsible corporation, we also reserve surplus cash for environmentally friendly projects. For example, we proactively invested in environmentally friendly projects, such as renewable energies and green buildings, by way of green deposits with the aims of supporting green technologies and sustainable development as well as making a positive impact on society and the environment.

Management of Air and GHG Emissions

Emission Targets

排放量目標

The Group strives to reduce its Scope 1 and Scope 2 GHG emissions by implementing a series of low-carbon production measures such as improving production techniques and equipment, using electric vehicles to reduce fossil fuel consumption, and using environmentally friendly refrigerants.

本集團致力於減少範圍1和範圍2的溫室氣體排放，並展開一系列低碳生產的措施，包括改進生產工藝設備，繼續使用電動汽車來減少耗用傳統燃料，及使用對環境更友好的製冷劑等。

The total amount and intensity of GHG emissions produced during the Year were 2,964.9 tonnes of carbon dioxide ("CO₂") equivalent and 0.3 tonne of CO₂ equivalent per square meter ("m²"), respectively. In terms of emission sources, scope 1³, scope 2⁴ and scope 3⁵ GHG emissions amounted to 0 tonne, 2,890.4 tonnes and 155.5 tonnes of CO₂ equivalent, respectively. As scope 2 accounted for 95% of its total emissions, the Group focused on adopting various energy conservation measures to reduce the use of electricity and, hence, curbing GHG emissions and making contributions with respect to environmental protection.

環境保護

為倡導負責任的環境保護行為，我們制定《對環境保護及天然資源使用集團內部指引》。該指引旨在規範在營運和生產過程中的排放和資源使用，以及減少對環境和天然資源的負面影響。

本年度的環境目標繼續致力於以環保的方式開展業務，提高業務活動的可持續性。我們將努力減少排放量，有效使用和管理資源，並採取其他環境友好的措施。我們明確具體的方向性目標，並定期監測和評估進展，以確保在環境保護方面取得實質的成果。此外，作為一個負責任的企業，我們預留現金儲備盈餘用於支持環保項目。我們積極利用綠色存款，將資金投資於可再生能源和綠色建築等環保項目。通過這樣的投資，我們既能支持綠色技術和可持續發展，同時可為社會和環境帶來積極的影響。

廢氣排放及溫室氣體管理

本年度的溫室氣體排放總量為2,964.9公噸二氧化碳當量，排放密度為0.3公噸二氧化碳當量／平方米。其中，根據排放來源的劃分，範圍1³、範圍2⁴及範圍3⁵的溫室氣體排放量分別為0公噸二氧化碳當量、2,890.4公噸二氧化碳當量以及155.5公噸二氧化碳當量。由於計算出範圍2的排放量佔總排放量95%，本集團專注於採取各項節能措施，力求減少電力耗用，從而進一步降低溫室氣體排放，為環境保護貢獻一份力量。

³ Scope 1 comprises the direct GHG emissions associated with the Group's equipment and systems. There were no combustion of fuels in stationary sources and mobile sources, as well as no fugitive emissions of refrigerant and fire extinguishing agent during the Year.
範圍1源自與本集團設備和系統相關的直接溫室氣體排放。本年度沒有固定源和移動源的燃料燃燒，以及沒有製冷劑及滅火劑所產生的逸散性排放。

⁴ Scope 2 comprises the indirect GHG emissions associated with the purchased electricity and steam consumption for the Group's operation of factories, the quality inspection center, the R&D center and offices.
範圍2源自本集團廠房、質檢中心、研發中心和辦公室在生產過程中耗用所消耗外購電力及蒸汽相關的間接溫室氣體排放。

⁵ Scope 3 comprises the indirect GHG emissions associated with the Group's business air travel.

範圍3源自本集團商務航空旅行相關的間接溫室氣體排放。

Total GHG emissions increased by 0.9% as compared with 2023 mainly due to increased electricity consumption, which was highly related to business growth during the Year. In 2024, we continue the progress on product commercialization while our ophthalmic drugs and products have been put into mass production. In addition, the Group does not have any mobile fossil fuel combustion source as it has already adopted electric vehicles for commercial purposes. No air pollutants, namely nitrogen oxide, sulphur oxide and respiratory suspended particles, were recorded as the Group did not consume any fossil fuel during the Year. We will continue to push ahead with green production and protect the environment.

Energy Management

The Group's energy consumption for the Year only comprised indirect energy consumption in the form of electricity and steam. Total indirect energy consumption and energy intensity were 5,364.23 MWh and 0.5 MWh/m², respectively, representing an increase in total indirect energy consumption of 0.6% as compared with last year. Such an increase was mainly due to production ramp-up in 2024, which required higher electricity usage. In the face of this challenge, we will tighten our energy management and enhance our energy efficiency with the aims of reducing energy consumption, cutting emissions and making positive contributions to green development while maintaining its production and operation.

與二零二三年相比，溫室氣體的總排放量上升了0.9%，主要原因是電力消耗增加，而這又與本年度業務的增長息息相關。在二零二四年，我們繼續推進產品商業化進程，同時我們的眼科藥物和產品已投入大批量生產。另外，本集團的商用車早前已轉為電動車，故沒有移動源化石燃料消耗。由於本年度沒有化石燃料消耗，因此沒有氮氧化物、硫氧化物及可吸入懸浮粒子的空氣排放物。我們將持續努力，推動綠色生產，為環保事業貢獻力量。

能源管理

今年集團的能源耗用僅涉及間接能源，包括電力及蒸汽消耗，總共耗用5,364.23兆瓦時，能源密度達到了0.5兆瓦時／平方米。與上一年相比，本集團的總間接能源消耗量增加0.6%，增幅主要因為在二零二四年擴大生產規模，導致電力消耗增加。為應對這一挑戰，我們將進一步加強能源管理，提升能源利用效率，力求在保障生產經營的同時，實現節能減排，為推動綠色發展作出積極貢獻。

Energy Efficiency Targets 能源效益目標	Steps Taken to Enhance Energy Efficiency 提升能源效益的措施
<p>To reduce electricity consumption in an effective manner, the Group will continue to improve its production techniques and equipment, enhance its production efficiency and proactively implement and follow ISO14000 and ISO51000 environment and energy management standards as well as best energy efficiency practices in the industry. As such, we will promote a series of energy conservation measures in our laboratory, production and office operations across all departments. We will also carry on our research and study of other innovative proposals to enhance energy efficiency, such as the adoption of energy-saving control systems and undertaking energy-saving reconstruction projects.</p> <p>本集團致力於持續改進生產工藝設備，以提升生產效率，並積極推行參照ISO14000及ISO51000有關環境和能源管理標準以及行業內的最佳能效措施慣例，從而有效減少耗電量。為此，我們將推動公司各個部門在實驗、生產及辦公等各個環節中，分別展開一系列節能舉措。此外，我們將不斷研究並探討其他提高能源利用效率的創新方案，例如應用節能控制系統、開展節能改造項目等。</p>	<ul style="list-style-type: none">• Prioritize the use of energy-saving equipment and gradually phase out obsolete energy-intensive products to ensure high efficiency in the use of energy.• Reduce electricity consumption by maximizing the use of natural light and minimizing the dependency on artificial lighting during daytime; and control lighted areas accurately and prevent energy wastage by separating different lighting areas with separate light switches.• Remind staff to make sure that they have switched off all unnecessary equipment before leaving the office.• Cultivate employees' awareness about energy conservation through environmental and occupational safety management training, and practice the concept of energy conservation and emission reduction in daily operation.• 優先選用節能設備，逐步淘汰那些耗能較高的落後產品，確保能源的高效利用。• 於白天時盡量多使用自然採光，減少對人工照明設備的依賴，從而節省電力消耗。劃分為不同的照明區域，設置獨立開關，精確控制照明範圍，避免不必要的能源浪費。• 提醒員工，並確保他們在離開辦公室之前關閉所有不必要的設備。• 透過環境職業安全管理的培訓培養員工的節能意識，從日常營運中實踐節能減排的理念。



In 2024, Zhaoke Ophthalmology completed the project design for a distributed photovoltaic power generation project at our manufacturing facility in Guangzhou. This project will be implemented jointly with our partner, Towngas Energy, representing the first photovoltaic power generation plant of Towngas Energy in Guangzhou. Following an on-site assessment, Towngas Energy has preliminarily planned to install approximately 6,500 m² of distributed PV systems at the factory. They will also be responsible for commissioning the system and providing technical support after delivery. Meanwhile, the project duration has been adjusted to 20 years, and we plan to continue utilizing the system beyond this period. This system will effectively reduce carbon emissions as well as operating costs by enjoying preferential electricity prices. It will strongly demonstrate our efforts towards the environment. We are currently awaiting management approvals and will conduct further studies to determine the next steps.

在二零二四年，兆科眼科完成了位於廣州廠房的分佈式光伏發電項目的設計工作。此項目會與港華能源合作，更是合作方在廣州的第一座光伏電站。經過現場評估，港華能源初步計劃在工廠安裝約6,500平方米的分佈式光伏系統，並會負責系統配置和交付後的技術支援。此外，項日期調整為20年，同時我們計劃在項日期完結後繼續使用該系統。此項目有效地減少碳排放之餘，更能享有電價優惠，以降低營運成本，充分展示我們對環境貢獻的努力。目前，我們正等待管理層的批准，並將進行進一步研究，以決定下一步行動。

Waste Management

廢棄物管理

Waste Targets

廢棄物目標

The Group strives to implement a green chemical project that minimizes the use of hazardous chemicals and reduces waste. We are well aware that waste presents potential hazards to the environment. Therefore, we are committed to stringent waste control and management. We focus on waste production, collection, sorting, labelling, recording, storage, transportation, disposal and other related handling procedures with the aim of mitigating the impact of waste on the environment. We continue to explore ways to increase the recycling rate of our waste, particularly medical and other related waste. We strive to minimize the pressure on the environment by maximizing waste reduction, recycling and decontamination.

本集團致力於推動綠色化學項目，以減少使用有害化學物質和減少產生廢物。我們深知廢棄物對環境造成潛在的危險，因此我們在廢棄物管理方面進行嚴格監督和管理。我們關注廢棄物在產生、收集、分類、標籤、記錄、儲存、運輸和處置等環節的每一步，避免廢棄物對環境造成污染。我們持續探討提高廢棄物回收率的方法，特別是在醫療廢棄物等相關領域。我們致力於實現廢棄物的減量化、資源化和無害化，以最大限度地減少對環境的負擔。

Steps Taken to Reduce Waste Generation

減少廢棄物產生量的措施

To collect and handle recyclable industrial waste in an effective manner, the Group has taken the following initiatives:

- Set up designated waste paper, metal and chemical collection areas and work with recyclers and professional chemical waste collectors to deliver recyclable waste to them for professional treatment.
- Centrally collect recyclable waste such as electronic equipment for delivery to and treatment by professional recyclers.
- Cooperate with qualified environmental protection companies to clean up, collect and handle unrecyclable domestic waste; and the Group does not provide bottled water to its staff in order to prevent additional plastic waste.
- Supervise and manage the whole recycling and treatment process to ensure that no waste is lost, verify and record the amount of waste and assure transparency and compliance.

本集團對於可回收的產業廢棄物，採取以下措施，以進行有效回收和處理：

- 設置廢紙、廢金屬及化學的廢物專區，並與資源回收商和專業化學廢料收集商合作，將可回收廢棄物送往專業機構進行處理。
- 對於能夠進行循環再用的廢棄物，例如電子設備，我們一併收集，再交由專業的資源回收商進行處理。
- 對於不可回收的生活廢棄物，我們與合資格的環保公司合作，負責清運和處理。本集團亦不向員工提供瓶裝水，以免產生更多的塑膠廢棄物。
- 我們會對整個回收和處理的過程進行監督管理，確保廢棄物不會遺失，並核實登記廢棄物數量，以確保透明度和合規性。

In addition to managing industrial waste, Zhaoke Ophthalmology has established the Hazardous Waste Management System to strengthen the oversight of hazardous waste generated during our production and operational activities. Designed in compliance with relevant national laws and regulations, this system ensures that hazardous waste is managed in a reasonable, standardized, and effective manner, preventing environmental contamination and safeguarding the health and safety of our employees. As part of our management system, departments that generate hazardous waste are required to develop and submit a hazardous waste management plan, as well as report details on the hazardous waste handling process to our Environment, Health, and Safety (“EHS”) Department.

During the Year, the total amount of hazardous waste produced by the Group amounted to 19.7 tonnes. Of the wide variety of the Group’s hazardous waste, most was liquid waste from chemical reagents, totaling 10.8 tonnes. In addition, 3.0 tonnes were pharmaceutical drug waste, 3.3 tonnes were waste packaging and containers, 2.2 tonnes were used gloves and masks, and 0.4 tonne was medical waste and used fluorescent light fixtures. The Group regularly disposes of such hazardous waste between August and October each year. The quantity of hazardous waste grew slightly as compared with last year⁶, due to the increase in R&D projects. We will closely monitor the generation of each category and remind employees to avoid wastage.

The total amount of non-hazardous waste produced by the Group during the Year was 13.2 tonnes, increasing by 10.0% as compared with last year. Of the wide variety of the Group’s non-hazardous waste, domestic waste was the largest category, then came food waste. All non-hazardous waste was collected by recyclers for recycling and treatment to ensure that all resources are re-utilized. The increase in the total amount of non-hazardous waste was mainly due to production ramp-up, which in turn increased the amount of domestic waste generated by the workers.

除了管理產業廢棄物外，兆科眼科還建立了《危險廢物管理制度》，以加強監管生產和運營活動中產生的有害廢棄物。此制度依據相關國家法律法規設計，確保有害廢棄物得到合理、規範且有效的管控，防止污染環境，並保障員工的健康與安全。作為管理制度的一部分，產生有害廢棄物的部門需制定有害廢棄物管理計劃，並向我們的環境、健康與安全（「EHS」）部門提交相關管理計劃和報告有害廢棄物處理過程的詳細情況。

本集團在本年度所產生的有害廢棄物總量為19.7公噸。在多類有害廢棄物中，大部分為化學試劑廢液，達10.8公噸。此外，廢藥品藥物為3.0公噸，廢包裝容器為3.3公噸，廢手套和口罩為2.2公噸，以及醫療廢物和廢螢光燈燈具為0.4公噸。為處理這些有害廢棄物，我們設定每年的八月至十月為定期進行廢棄物的處理工作。由於研發項目增加，本年度的有害廢棄物的數量較上年度⁶相比略有增長。我們會密切監測各類別廢棄物的產生量，並提醒員工避免造成浪費。

在本年度，本集團所產生的無害廢棄物總量為13.2公噸，相比上一年度增加了10.0%。這些無害廢棄物包括了不同類型的物質，其中最大的部分為生活垃圾，其次是廚餘。我們將所有這些無害廢棄物都交由回收商進行回收處理，以確保資源的再利用。無害廢棄物總量的增加主要是因為生產批次增多，從而使員工的生活垃圾相對增加。

⁶ The data are restated after reviewing and recalculating the relevant data for 2023. In 2023, the total amount of hazardous waste produced by the Group amounted to 19.1 tonnes. Of the wide variety of the Group’s hazardous waste, most was liquid waste from chemical reagents, totaling 9.2 tonnes. In addition, 5.0 tonnes were pharmaceutical drug waste, 2.4 tonnes were waste packaging and containers, 2.1 tonnes were used gloves and masks, 0.2 tonne was medical waste and used fluorescent light fixtures, and 0.3 tonne was activated carbon. Numbers are subject to rounding.

經對二零二三年的相關統計數據進行複核及重新計算後，數據已重列。在二零二三年，本集團所產生的有害廢棄物總量為19.1公噸。在多類有害廢棄物中，大部分為化學試劑廢液，達9.2噸。此外，廢藥品藥物為5.0噸，廢包裝容器為2.4噸，廢手套和口罩為2.1噸，醫療廢物和廢螢光燈燈具為0.2噸，活性炭為0.3噸。數據經四捨五入調整。



The Environment and Use of Natural Resources

The Group places a great deal of importance on the impacts of its operation on the environment and natural resources, and incorporates the concept of environmental protection in its business decisions so as to further alleviate such impacts. We are determined to use resources efficiently so as to minimize the impacts of its operation on the environment. The Group will insist on optimizing the use of resources in every aspect of its business in order to ensure environmentally friendly operation and contribute to sustainable development.

Management of Water Resources

環境及天然資源使用

本集團高度重視營運活動對環境及天然資源所造成的影響，並將環境保護理念融入商業決策之中，力求進一步減少對環境和天然資源的負面效應。我們堅定地將資源的高效利用作為核心目標，以期望減少營運過程對環境的影響。本集團的各個營運點將不斷優化資源利用方式，確保營運活動的環境友好性，為可持續發展貢獻力量。

水資源管理

Water Resource Conservation Targets 保護水資源目標	Steps Taken to Enhance Water Efficiency 提升水資源效益的措施
<p>The Group strictly complies with local laws and regulations at locations where it operates and implements stringent and proactive water resource management systems. We monitor our monthly water consumption, constantly improve our water management and explore feasible ways to reduce water consumption. To do so, we have thoroughly studied major water uses in order to identify and implement relevant water saving measures and conserve water resources.</p> <p>本集團嚴格遵守運營所在地的法律法規，執行水資源管理的相關制度，積極主動地進行管理。我們每月監測耗水量，進一步加強用水管理，並不斷探索可行的方案以減少用水量。為此，我們深入分析耗水量大的源頭，識別並實施相應的節水措施，珍惜水資源。</p>	<ul style="list-style-type: none">• Post notices to remind staff members to turn off faucets immediately after use.• Require the staff members to report dripping or malfunctioning equipment in a timely manner for immediate repair in order prevent further leakage and water wastage.• 張貼告示，提醒員工在使用完水後及時關閉水龍頭。• 員工需要及時報告漏水或設備損壞等事故，並即時安排維修，以防止進一步的滲漏和浪費水資源。

The total amount and intensity of water consumed by the Group as a whole were 19,023 cubic meters ("m³") and 1.8 m³/m², respectively. The water consumed by the Group mainly comprises domestic water use in the offices and quality inspection centre, as well as industry water use in the manufacturing facility. The total amount of water consumed by the Group decreased by 3.8% as compared with last year. The Group did not have any issue in sourcing water that is fit for purpose and enough to maintain normal production and operation.

本集團整體用水總量達到了19,023立方米，耗水密度為1.8立方米／平方米。用水主要集中在辦公室、質檢中心的生活用水以及廠房的生產用水。相比上一年，本集團的總用水量下跌了3.8%。在尋求適用水源方面，本集團並未遇到任何問題，能夠確保生產經營的正常進行。

Steps Taken to Manage Sewage Discharge

管理污水排放的措施

Zhaoke Ophthalmology has established a Wastewater Discharge Management and Control Procedure to regulate the management of industrial and domestic wastewater, prevent water pollution, and ensure compliance with discharge standards. Our EHS Department is responsible for overseeing wastewater and rainwater drainage systems, managing discharge reporting, and monitoring daily wastewater discharge and treatment processes. Additionally, the Department will regularly arrange for qualified organizations to conduct testing on our wastewater discharge. To foster environmental awareness and promote responsible environmental practices, we also provide training to employees in departments that generate wastewater. Furthermore, to prevent oils, chemicals, and waste liquids from entering the drainage system directly, these substances are collected and treated centrally. In addition, Zhaoke Ophthalmology has set up a recycling system to collect and reuse wastewater after treatment in order to reduce unnecessary wastewater discharge. During the Year, the Group discharged 3,995 m³ of wastewater.

兆科眼科制定了《廢水排放管理程序》，以規範生產和生活廢水的管理，防止水污染，並確保排放符合標準。我們的EHS部門負責管理廢水排放及雨水地下管網、申報排污工作，並監控廢水日常排放和處理過程。此外，EHS部門將定期安排有資質的機構對我們的廢水排放進行檢測。為提升環保意識並推動負責任的環境實踐，我們還為涉及產生廢水的部門員工提供相關培訓。此外，我們集中收集並處理油類、化學品和廢液，以防止這些物質直接進入排水系統。另外，兆科眼科亦設有水循環系統收集廢水，經系統處理後回用，以減少不必要的廢水排放。在本年度，本集團共排放3,995立方米的廢水。

Management of Packaging Materials

The total amount and intensity of raw and packaging materials, mainly including synthetic resin (low density polyethylene), vial caps, seal caps for medicinal eye drops, bottles for medicinal eye drops and blister packs, used by the Group in its finished products during the Year were 34.2 tonnes and 0.003 tonne/m², respectively. The total packaging materials used were reduced by 8.3% as compared with last year⁷. In addition, the Group used a total of 0.62 tonne of paper in its daily office operation, mainly for printing documents and production forms.

Climate Change

Climate change is one of the unignorable risks in the environmental aspect. Extreme weather events may damage the Group's assets and affect or even disrupt its business operation. To response to and mitigate this risk, we must stay abreast of national regulations and market developments in order to formulate relevant long-term plans that can reduce operating costs and damage its reputation. In view of the goals of China to achieve carbon peak and carbon neutrality by 2030 and 2060, respectively, the Group has devised a comprehensive Climate Change Policy to tackle climate change from 5 perspectives, namely governance, mitigation, adaptation, resistance and disclosure.

包裝材料的管理

本年度，本集團消耗34.2公噸的原材料及包裝材料，其密度為0.003公噸／平方米。這些材料主要包括合成樹脂低密度聚乙烯、藥用瓶蓋、藥用滴眼劑瓶蓋、藥用滴眼劑瓶以及吸塑盒等。與去年⁷相比，包裝材料使用總量減少了8.3%。此外，本集團在日常辦公室運作中共使用了0.62公噸的紙張，主要用於文件及生產表單的打印。

氣候變化

氣候變化在環境範疇中是不可忽視的風險之一。極端天氣事件可能對本集團的資產和業務營運產生影響，甚至可能導致業務中斷。為應對此風險，我們必須緊貼國家要求和市場轉變，儘量規劃長遠能減低營運成本和聲譽受損的措施，以緩解風險。中國已制定在二零三零年前實現碳達峰和在二零六零年前實現碳中和的目標，本集團就此已制定一份全面的《氣候變化政策》。該政策以五個導向為基礎，包括管治、減緩、適應、抵禦和披露，旨在應對氣候變化。

⁷ The data are restated after reviewing and recalculating the relevant data for 2023. In 2023, the total amount and intensity of packaging materials used were 37.3 tonnes and 0.004 tonne/m².

經對二零二三年的相關統計數據進行複核及重新計算後，數據已重列。在二零二三年，本集團原材料及包裝材料消耗量及密度分別為37.3噸和0.004噸／平方米。



Strategies against Climate Change 應對氣候變化策略		
Governance 管治	•	Refine the sustainability management framework and gradually incorporate climate change considerations into the Group's overall business development strategy. 完善可持續發展的管治框架，逐步將氣候變化的考量納入集團整體業務發展策略。
Mitigation 減緩	•	Implement measures to reduce carbon emissions and monitor their effectiveness in response to the Paris Agreement and the goal of China to achieve carbon neutrality. 響應《巴黎協定》以及中國碳中和的目標，我們落實減少碳排放的措施，並監測措施的有效性。
Adaptation 適應	•	Properly identify and evaluate the risks and opportunities brought by climate change to the Group, thoroughly understand the impacts of climate change on its business operation and financial performance, and incorporate such risks and opportunities in its risk management system. 識別及評估氣候變化為本集團帶來的風險及機遇，深入了解氣候變化對業務營運及相關財務的影響，並將相關風險及機遇納入本集團風險管理系統。
Resistance 抵禦	•	Closely keep track of climate change development across the globe and the industry, study the best practices of the industry against climate risks (such as water shortage), explore the feasibility of applying such practices to the Group, and implement climate change resistant measures to improve Zhaoke Ophthalmology's resilience against climate change. 把握全球及行業相關的氣候變化趨勢，並了解行業在應對氣候風險（如：水資源短缺）的最佳慣例，探討將慣例套用於本集團的可行性。我們致力落實抵禦氣候變化的措施，持續提升兆科眼科抵禦氣候變化的能力。
Disclosure 披露	•	Timely disclose information about climate change management on the Company's website. 及時於本公司網站披露有關管理氣候變化相關事宜的資訊。

Looking forward, we will make every effort to reduce our carbon footprint and prepare ourselves for quantitative disclosures regarding climate issues in the future.

展望未來，我們不斷尋找機會減少我們的碳足跡以及會為未來氣候相關財務披露作好準備。

COMMUNITY BUILDING

Being a responsible corporate citizen, Zhaoke Ophthalmology is dedicated to being socially ethical, respectful of people and the society and conscious of environmental protection. The Group's Community Interest Policy sets out a framework and standards for community investment activities and focuses on charitable activities and promoting local economic development. The Group encourages its staff to participate in voluntary work, provides resources and assistance to people in need and promotes social cohesion by operating an annual reward scheme.

Looking forward, the Group will uphold the spirit of "taken from society, give back to society" and organize various community investment and cooperation projects with different community and charitable organizations based on community needs and expectations with the aim of supporting future community development.

Caring for Children with Myopia

We always make every effort to improve and protect the visual health of the public in China. Zhaoke Ophthalmology has identified myopia among children as a critical social issue in China. Capitalizing on our business strength, we are collaborating with our partners to develop treatments for children with myopia. We are also vigorously disseminating information about visual health of adolescent in China among the public via online channels.

Promoting Ophthalmology Knowledge

Our primary mission is to improve global visual health, reflecting our broader social responsibilities. Zhaoke Ophthalmology focused on building academic exchange platforms in key areas to foster knowledge sharing and professional development. During the Reporting Period, we organized various in-person and online health seminars covering topics around screening, treatment and follow up of conditions including glaucoma and corneal diseases, raising awareness of these important topics.

Zhaoke Ophthalmology has launched three academic exchange platforms: the "Bright Vision" platform, the "Glaucoma Guideline Interpretation" platform, and the "Peak Dialogue" platform. The "Bright Vision" platform addresses topics related to ocular surface diagnosis and treatment, successfully hosting six sessions throughout the Year. The "Glaucoma Guideline Interpretation" and "Peak Dialogue" platforms are dedicated to glaucoma-related discussions, collectively organizing eight sessions. Additionally, in collaboration with private hospitals, five online conferences were held to further explore topics related to ocular surface and glaucoma.

社區營造

作為負責任的企業公民，兆科眼科致力兼顧社會道德，尊重人群，尊重社區，並且維護自然環境。本集團的《社區利益政策》列出社區投資活動的架構和準則，專注範疇包括公益慈善以及促進當地經濟發展。本集團鼓勵員工多參與義工活動，並設有年度獎勵計劃，希望為有需要人士提供資源和協助，並從而提高社會凝聚力。

展望未來，本集團將按社區需要及期望，秉承「取於社會，用於社會」的精神，與不同的社區組織及慈善機構展開不同社區投資合作項目，為未來社區發展盡一分力。

關注兒童近視

我們的業務一直惠及和保衛中國民眾的眼睛健康，兆科眼科識別兒童近視為中國現時需要關注的社會議題。我們結合業務優勢，正在與合作夥伴共同研發治療兒童近視的藥物，亦透過線上的渠道積極向公眾倡導有關中國青少年眼睛健康的資訊。

推廣眼科知識

我們的首要使命是改善全球視力健康，以體現我們的整體社會責任。兆科眼科聚焦在重點領域建構學術交流平台，以促進知識共享和專業發展。我們於報告期內組織多次實體及線上健康研討會，主題涵蓋青光眼及角膜疾病等病況的篩查、治療及跟進，從而提高對此等重要議題的意識。

兆科眼科推出了三個學術交流平台：「明睿視界」平台、「青光眼指南解讀」平台和「巔峰對話」平台。「明睿視界」平台專注於眼表診斷和治療相關主題，全年成功舉辦了六場研討會。「青光眼指南解讀」和「巔峰對話」平台則聚焦青光眼相關討論，共舉辦了八場研討會。我們亦與私立醫院合作，舉辦了五場線上會議，進一步探討眼表和青光眼相關主題。



Online Health Seminars
線上健康研討會

In addition, the Group leveraged on the extensive reach of the “Zhaoke Vision” platform, a professional ophthalmic academic exchange platform that delivers specialized content in the field of ophthalmic diagnosis and treatment. 13 interdisciplinary academic exchange conferences were conducted to promote cross-disciplinary collaboration through this platform. These conferences have played a pivotal role in disseminating the expertise of specialized and senior professionals, enabling primary care doctors and private hospital doctors to enhance their diagnostic and treatment capabilities.

此外，本集團利用專業眼科學術交流平台「兆科博視」平台的廣泛覆蓋性，提供眼科診療領域的專業內容。通過「兆科博視」，我們舉辦了13場跨學科交流學術會議，促進了不同學科之間的合作。會議在傳播專業及資深專家的診療經驗方面發揮了重要作用，幫助基層醫生和私立醫院醫生提升臨床診斷與治療能力。



Interdisciplinary Academic Exchange Conferences
跨學科交流學術會議

Looking ahead to 2025, we plan to continue to organise relevant events, with 8 to 10 sessions per platform, focusing on trending topics in the ophthalmology field. Furthermore, we will maintain a consistent schedule of at least one academic exchange conferences per month through “Zhaoke Vision” platform, ensuring ongoing knowledge sharing and professional growth within the ophthalmology community.

展望二零二五年，我們計劃繼續舉辦相關活動，每個平台將開展8至10場活動，聚焦眼科領域的熱點議題。此外，我們將透過「兆科博視」平台，每月至少舉辦1場學術交流會議，確保持續推進眼科領域的知識共享和專業發展。

Supporting Earth Hour 2024

As part of our sustainability efforts, we pledge to support WWF-Hong Kong's Earth Hour 2024 initiative. By participating in this movement, we aim to raise awareness about environmental conservation among our staff and promote environmental protection practices.

支持「地球一小時2024」

作為可持續發展貢獻的一環，我們承諾支持世界自然基金會香港分會的「地球一小時2024」活動。通過參與這項活動，我們旨在提高員工對環境保護的意識，並積極推廣環保實踐。

SUMMARY OF KEY PERFORMANCE INDICATORS

關鍵績效指標一覽

Environmental Performance

環境績效

GHG emissions

溫室氣體排放

	2024 二零二四年	2023 二零二三年	2022 二零二二年	Unit 單位
Scope 1 ⁸ 範圍1 ⁸	0.0	0.0	0.0	tonnes of CO ₂ equivalent 公噸二氧化碳當量
Scope 2 ⁹ 範圍2 ⁹	2,809.4	2,764.5	2,868.2	tonnes of CO ₂ equivalent 公噸二氧化碳當量
Scope 3 ¹⁰ 範圍3 ¹⁰	155.5	173.4	61.5	tonnes of CO ₂ equivalent 公噸二氧化碳當量
Total GHG emissions 溫室氣體排放總量	2,964.9	2,937.9	2,929.7	tonnes of CO ₂ equivalent 公噸二氧化碳當量
GHG intensity (per area) ¹¹ 溫室氣體密度(以面積計算) ¹¹	0.3	0.3	0.3	tonnes of CO ₂ equivalent/m ² 公噸二氧化碳當量/平方米

Hazardous and non-hazardous waste produced

有害及無害廢棄物產生量

	2024 二零二四年	2023 二零二三年	2022 二零二二年	Unit 單位
Total hazardous waste produced 所產生有害廢棄物總量	19.7	19.1 ¹²	20.3	tonnes 公噸
Intensity of hazardous waste (per area) ¹¹ 有害廢棄物密度(以面積計算) ¹¹	0.002	0.002 ¹²	0.0019	tonnes/m ² 公噸/平方米
Total non-hazardous waste produced ¹³ 所產生無害廢棄物總量 ¹³	13.2	12.0	7.7	tonnes 公噸
Intensity of non-hazardous waste (per area) ¹¹ 無害廢棄物密度(以面積計算) ¹¹	0.001	0.001	0.001	tonnes/m ² 公噸/平方米

⁸ Scope 1 comprises the direct GHG emissions associated with the Group's equipment and systems. There were no combustion of fuels in stationary sources and mobile sources, as well as no fugitive emissions of refrigerant and fire extinguishing agent in 2022, 2023 and 2024. 範圍1源自與本集團設備和系統相關的直接溫室氣體排放。本年度沒有固定源和移動源的燃料燃燒，亦沒有製冷劑及滅火劑所產生的逸散性排放。

⁹ Scope 2 comprises the indirect GHG emissions associated with the purchased electricity and steam consumption for the Group's operation of factories, the quality inspection center, the R&D center and offices. The quantitative process was based on the Guidelines for Accounting and Reporting Greenhouse Gas Emissions – China Public Building Operation Units (Enterprises) (Trial), Guidelines for Greenhouse Gas Emission Accounting and Reporting for Enterprises in Industrial and Other Sectors (Trial) published by National Development and Reform Commission ("NDRC"), Notice from the Ministry of Ecology and Environment on Managing Greenhouse Gas Emission Reporting for Power Generation Industry Enterprises from 2023 to 2025 and the Greenhouse Gas Protocol Scope 2 Guidance published by the World Resources Institute ("WRI"). 範圍2源自本集團廠房、質檢中心、研發中心和辦公室在生產過程中耗用所消耗外購電力及蒸汽相關的間接溫室氣體排放。量化的過程參考國家發展和改革委員會發布的《公共建築運營企業溫室氣體排放核算方法和報告指南(試行)》及《工業其他行業企業溫室氣體排放核算方法與報告指南(試行)》、生態環境部發布的《關於做好2023–2025年發電行業企業溫室氣體排放報告管理有關工作的通知》，以及世界資源研究所發布的《溫室氣體盤查議定書之範圍2計算指引》。

¹⁰ Scope 3 comprises the indirect GHG emissions associated with the Group's business air travel. The quantitative process was based on the International Civil Aviation Organization ("ICAO") Carbon Emissions Calculator. 範圍3源自本集團商務航空旅行相關的間接溫室氣體排放。量化過程參考國際民用航空組織的碳排放量計算器。

¹¹ The total area of the Group's manufacturing sites and offices in Nansha and Guangzhou in 2022, 2023 and 2024 are 10,610 m². 在二零二二年、二零二三年及二零二四年，本集團位於廣州南沙區的生產基地及辦事處的總面積為10,610平方米。

¹² The data are restated after reviewing and recalculating the relevant data for 2023. 經對二零二三年的相關統計數據進行複核及重新計算後，數據已重列。

¹³ Food waste data was newly collected and disclosed starting from 2023. 自二零二三年起，本集團開始收集並披露廚餘的數據。



Energy consumption¹⁴

能源耗量¹⁴

	2024 二零二四年	2023 二零二三年	2022 二零二二年	Unit 單位
Indirect energy consumption ¹⁵ 間接能源 ¹⁵	5,364.2	5,333.8	5,666.4	MWh 兆瓦時
Total energy consumption 能源總耗量	5,364.2	5,333.8	5,666.4	MWh 兆瓦時
Energy intensity (per area) ¹¹ 能源密度(以面積計算) ¹¹	0.5	0.5	0.5	MWh/m ² 兆瓦時／平方米

Water consumption

耗水量

	2024 二零二四年	2023 二零二三年	2022 二零二二年	Unit 單位
Total water consumption 耗水總量	19,023	19,770	22,670	m ³ 立方米
Water consumption intensity (per area) ¹¹ 耗水密度(以面積計算) ¹¹	1.8	1.9	2.1	m ³ /m ² 立方米／平方米

Packaging material used

包裝材料用量

	2024 二零二四年	2023 二零二三年	2022 二零二二年	Unit 單位
Total packaging material used 包裝材料總量	34.2	37.3 ¹⁶	34.8	tonnes 公噸
Intensity of packaging material used (per area) ¹¹ 包裝材料密度(以面積計算) ¹¹	0.003	0.004 ¹⁶	0.003	tonnes/m ² 公噸／平方米

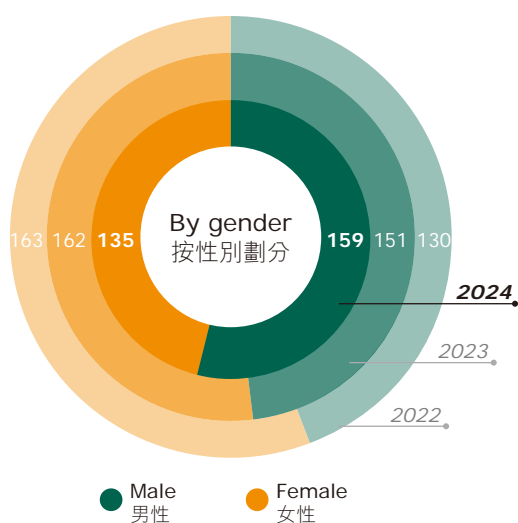
¹⁴ The Group did not have any direct energy consumption.
本集團均未有涉及直接能源耗用。

¹⁵ Indirect energy consumption comprises the purchased electricity and steam consumption for the Group's operation of factories, the quality inspection center, the R&D center and offices. The quantitative process was based on the Guidelines for Greenhouse Gas Emission Accounting and Reporting for Enterprises in Industrial and Other Sectors (Trial) published by NDRC.
間接能源消耗包括本集團廠房、質檢中心、研發中心和辦公室在生產過程中耗用所消耗外購電力及蒸汽。量化過程參考國家發展和改革委員會發布的《工業其他行業企業溫室氣體排放核算方法與報告指南(試行)》。

¹⁶ The data are restated after reviewing and recalculating the relevant data for 2023.
經對二零二三年的相關統計數據進行複核及重新計算後，數據已重列。

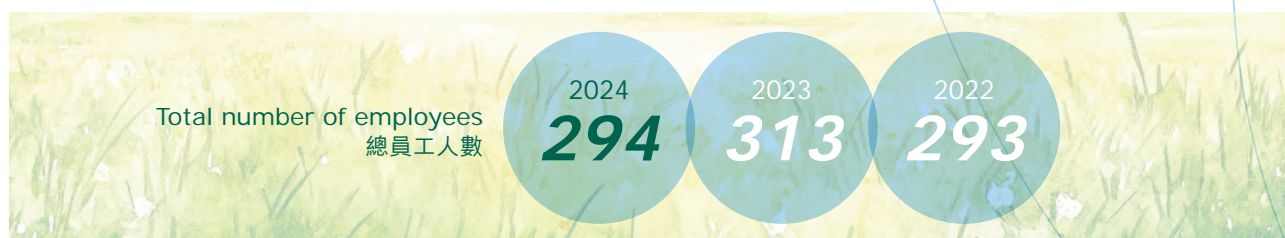
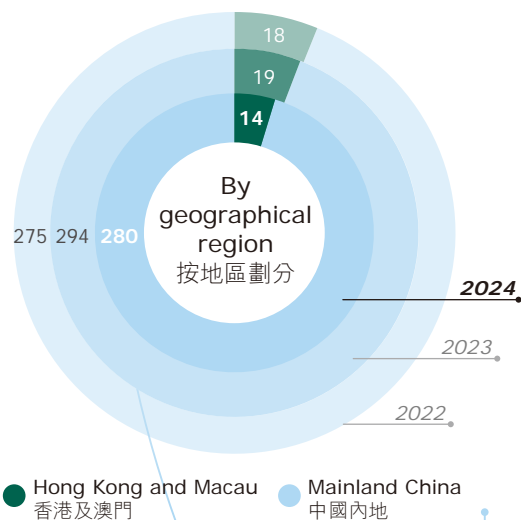
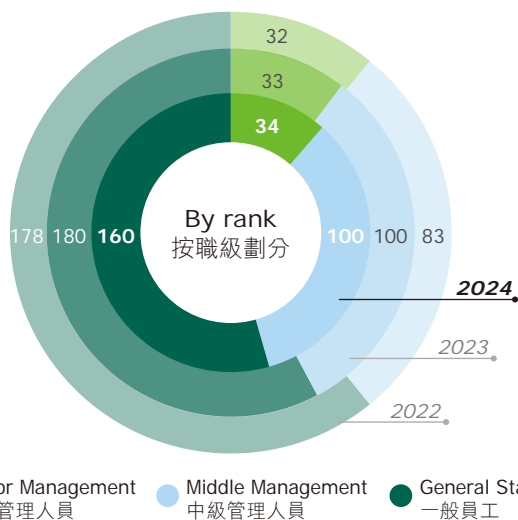
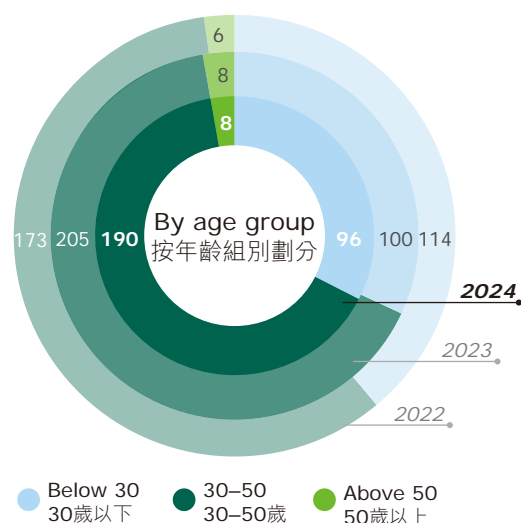
Social Performance¹⁷

Total workforce¹⁸



社會績效¹⁷

員工人數¹⁸



¹⁷ During the Year, 294 staff members were full-time employees, and part-time employees were not included. In 2022 and 2023, all staff members were full-time employees.

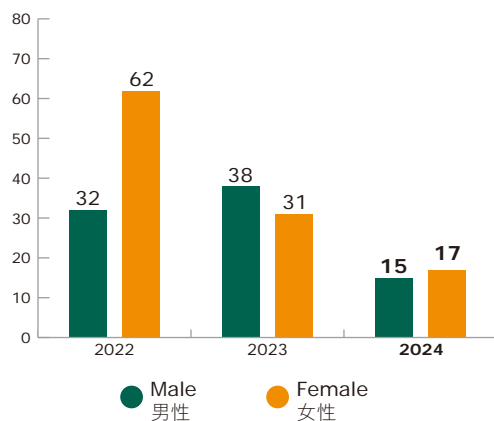
¹⁸ Number of employees as at 31 December of each year.

截至每年度的十二月三十一日的員工人數。



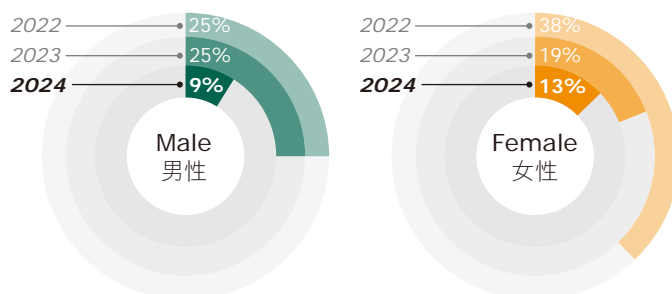
Number and percentage of new recruits¹⁹

Number by gender
按性別劃分人數

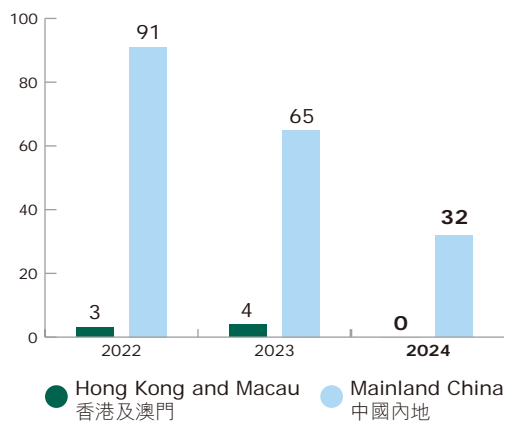


新入職員工人數及比率¹⁹

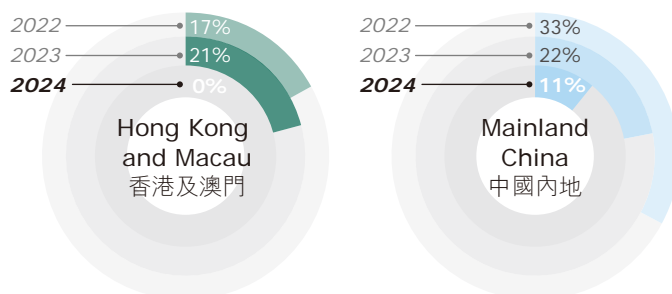
Percentage by gender
按性別劃分比率



Number by geographical region
按地區劃分人數



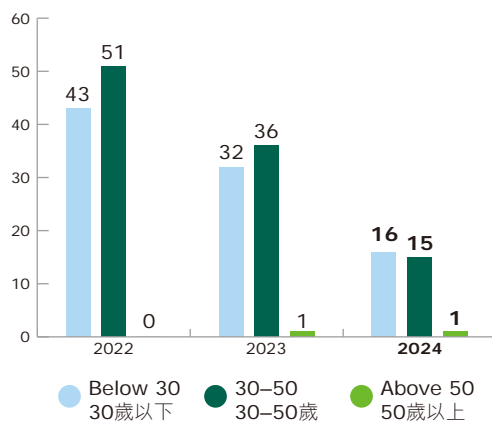
Percentage by geographical region
按地區劃分比率



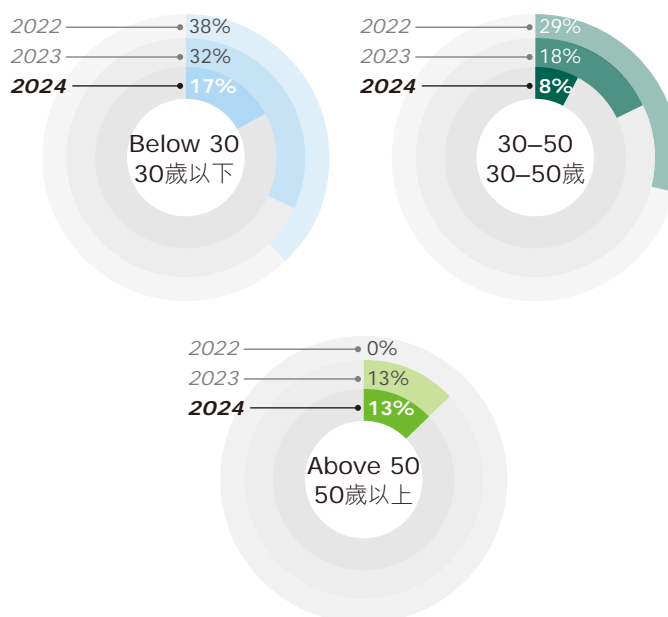
¹⁹ Percentage of new recruits = Total number of new recruits in the specified category/Total number of employees in the specified category as at the end of the reporting period.

新入職員工比率=相關類別的新入職員工總數／報告期末相關類別員工總數。

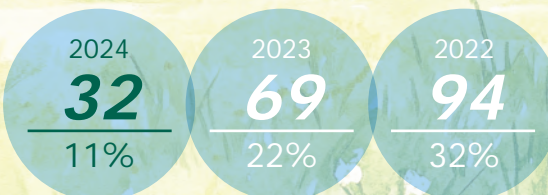
Number by age group
按年齡組別劃分人數



Percentage by age group
按年齡組別劃分比率

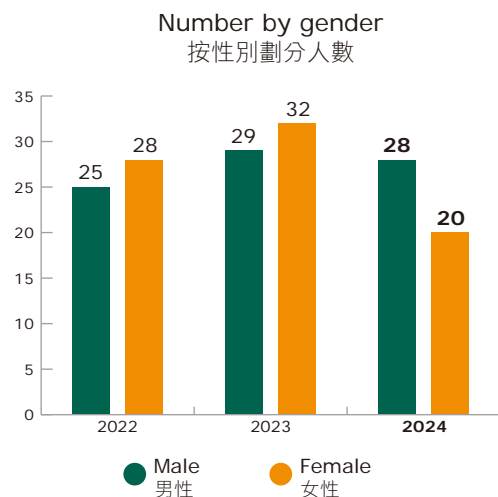


Total number and percentage of new recruits
總新入職員工人數及比率

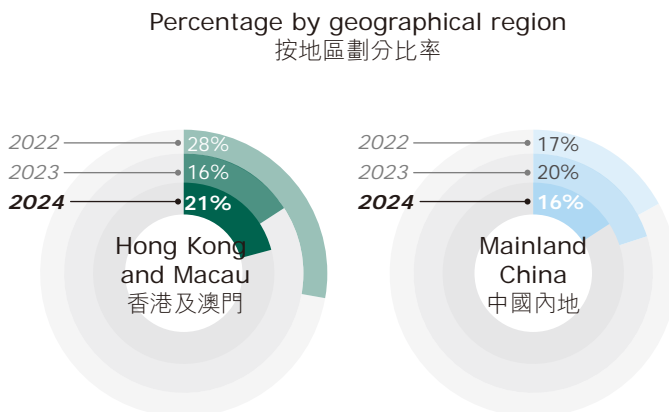
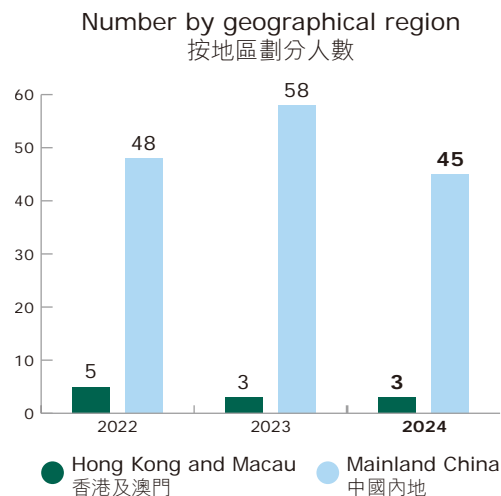
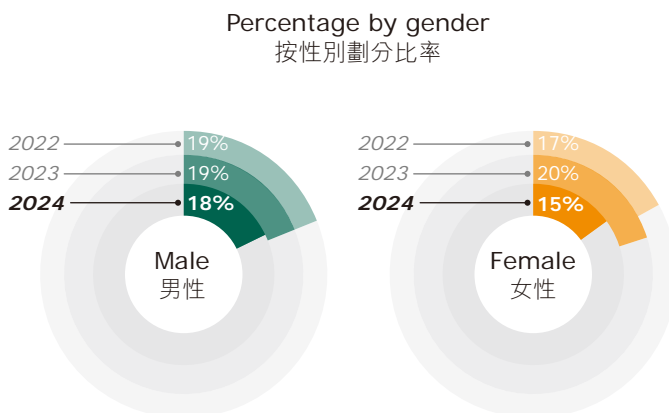




Turnover and turnover rate²⁰

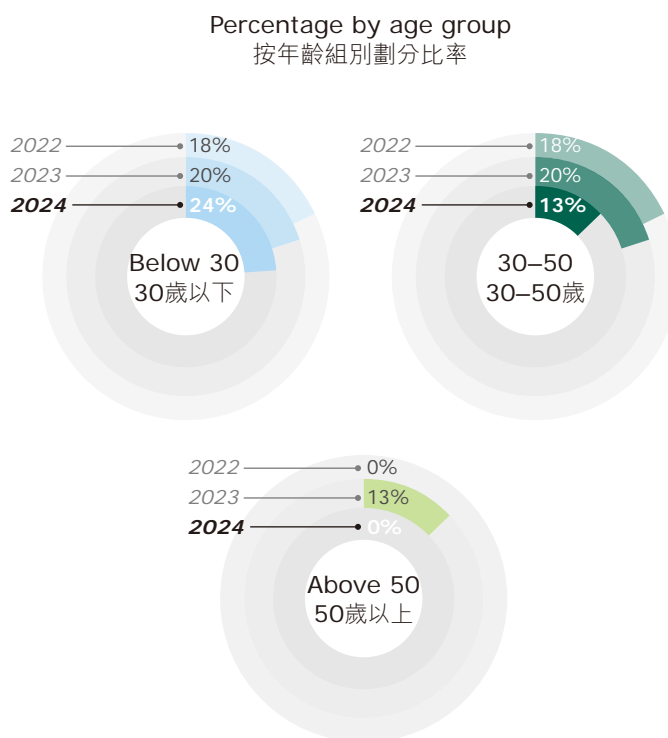
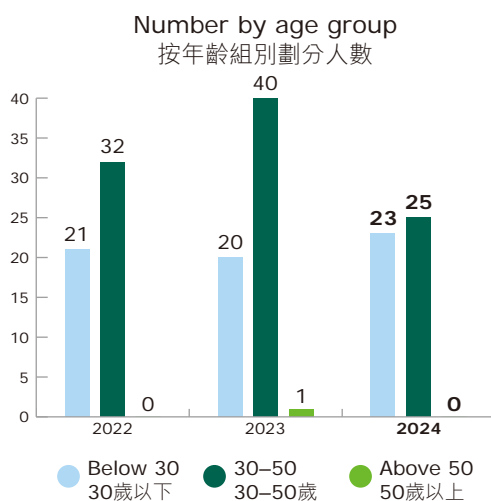


流失員工人數及比率²⁰



²⁰ Turnover rate = Total number of employees leaving employment in the specified category/Total number of employees in the specified category as at the end of the reporting period.

流失員工比率 = 相關類別的流失員工總數 / 報告期末相關類別員工總數。

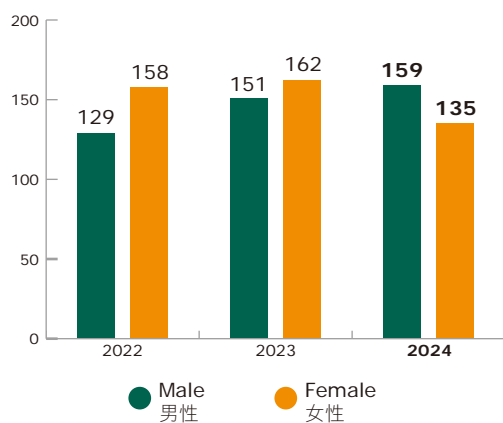




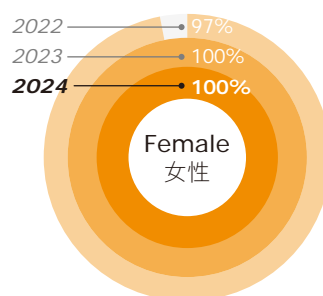
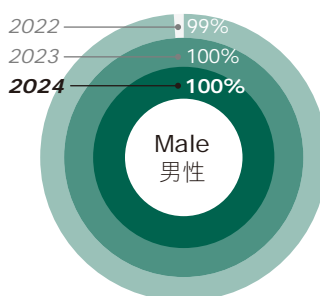
Number and percentage of employees trained²¹

受訓員工人數及比率²¹

Number by gender²²
按性別劃分人數²²



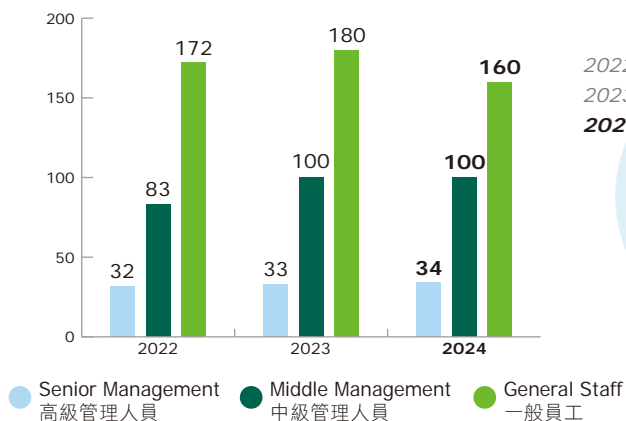
Percentage by gender
按性別劃分比率



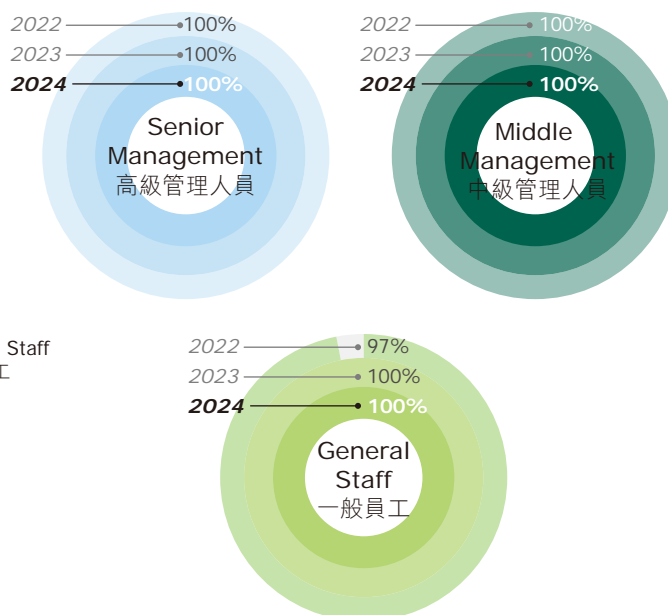
²¹ Percentage of employees trained = Total number of employees who attended training in the specified category/Total number of employees in the specified category as at the end of the reporting period.
受訓員工比率 = 相關類別參加培訓的員工總數 / 報告期末相關類別員工總數。

²² The Group has revised the number of employee trained for 2023.
本集團修訂二零二三年的受訓員工人數。

Number by rank²²
按職級劃分人數²²



Percentage by rank
按職級劃分比率



Total number and percentage of employees trained
總受訓員工人數及比率

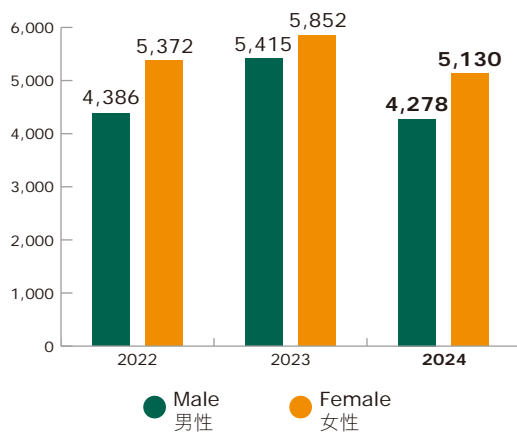




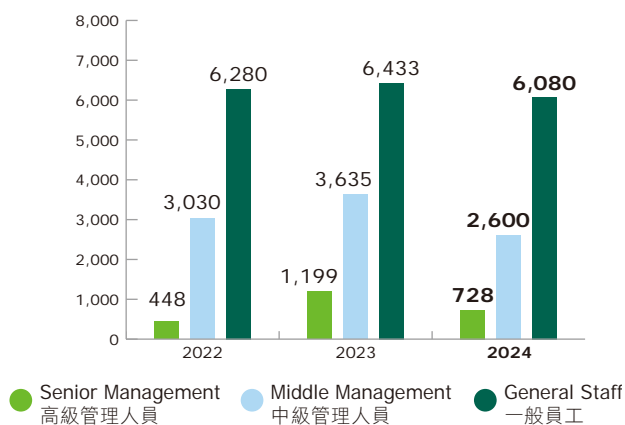
Training hours per employee²³

員工培訓時數(小時)²³

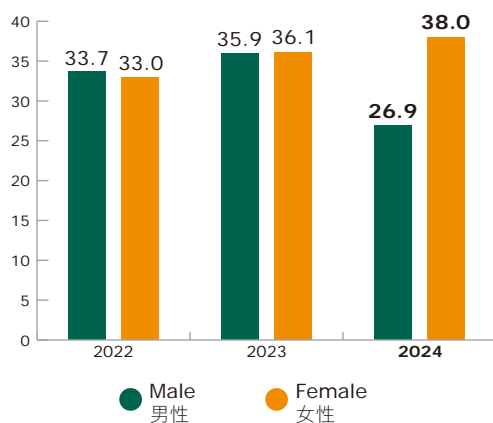
Total training hours by gender
按性別劃分總培訓時數



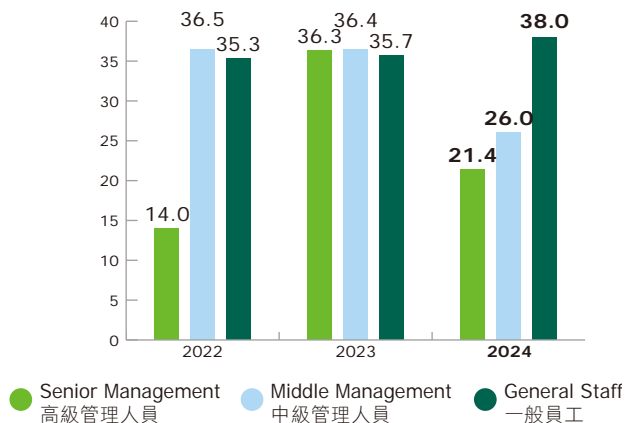
Total training hours by rank
按職級劃分總培訓時數



Average training hours by gender
按性別劃分平均培訓時數



Average training hours by rank
按職級劃分平均培訓時數



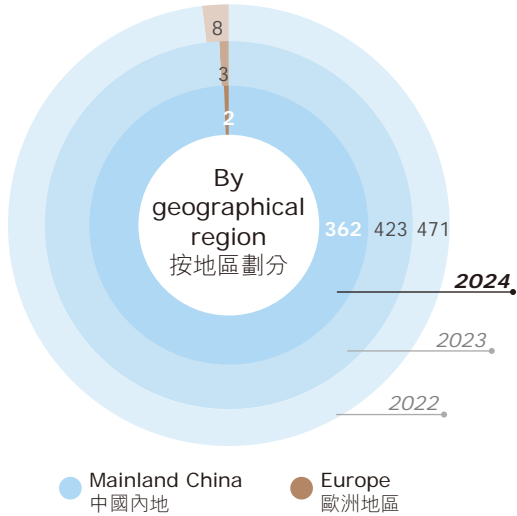
Average hours in total
總平均時數

2024 32.0 2023 36.0 2022 33.3

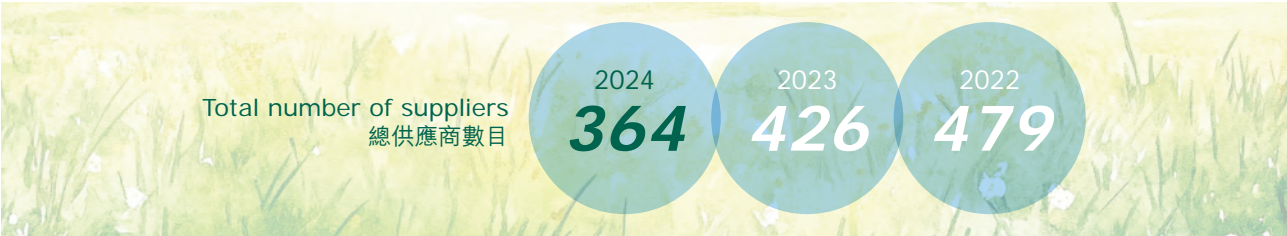
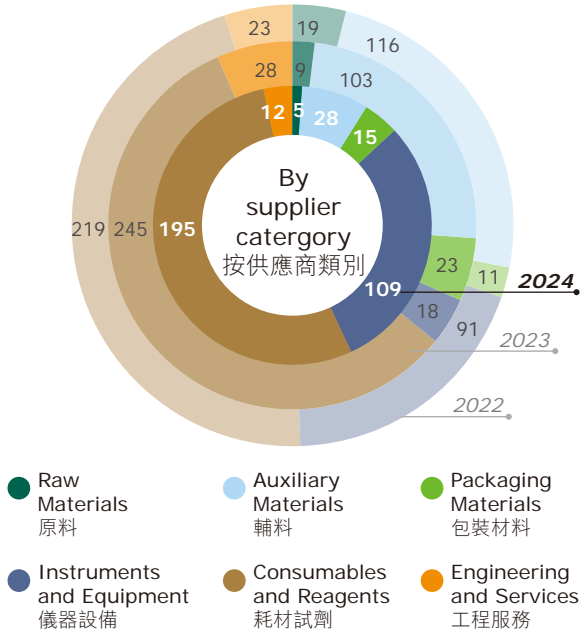
²³ Average training hours per employee = Total training hours completed by the specified category/Total number of employees in the specified category as at the end of the reporting period.

員工平均培訓時數 = 相關類別員工參加培訓的總時數 / 報告期末相關類別員工總數。

Number of suppliers



供應商數目





Number and average training hours of staff members
attended anti-corruption training^{24, 25}

反貪污受訓員工人數及平均時數^{24, 25}

2024 二零二四年				2023 二零二三年				2022 二零二二年		
		Number and percentage by category ²⁶ 分類人數及比率 ²⁶		Average training hours 平均時數 (小時)			Average training hours 平均時數 (小時)	Number and percentage by category 分類人數及比率		Average training hours 平均時數 (小時)
Board members 董事會成員		8	–	0.7	7	–	1.1	1	–	10
By rank 按職級劃分	Senior Management 高級管理人員	34	100%	1.5	33	100%	0.6	32	100%	10
	Middle Management 中級管理人員	76	76%	0.9	85	85%	0.3	83	100%	10
	General Staff 一般員工	65	41%	0.7	165	92%	0.4	172	97%	10

²⁴ Percentage of employees trained = Total number of employees who took part in training in the specified category/Total number of employees in the specified category as at the end of the reporting period.
受訓員工比率 = 相關類別參加培訓的員工總數／報告期末相關類別員工總數。

²⁵ Average training hours = Total training hours completed by the specified category/Total number of employees who took part in training in the specified category.
平均培訓時數 = 相關類別員工參加培訓的總時數／相關類別參加培訓的員工總數。

²⁶ In 2024, the training covered all employees in sales, marketing, and the medical department, but did not include some staff from the factory and clinical laboratories. Looking ahead, we plan to develop an online training system to deliver anti-corruption training to all employees.
二零二四年，培訓涵蓋了銷售、市場及醫療部的所有員工，但未包括部分工廠和臨床實驗室的員工。展望未來，我們計劃開發線上培訓系統，為所有員工提供反貪污培訓。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORTING GUIDE – CONTENT INDEX

《環境、社會及管治報告指引》內容索引

Subject Areas 主要範疇	Descriptions 描述	Section 章節
Mandatory Disclosure Requirements 強制披露規定		
Governance Structure 管治架構	(i) a disclosure of the board's oversight of ESG issues.	Board Statement (P.5) ESG Governance Structure (P.6)
	(ii) the board's ESG management approach and strategy, including process used to evaluate, prioritise and manage material ESG-related issues (including risks to the issuer's businesses).	Board Statement (P.5) ESG Governance Structure (P.6)
	(iii) how the board reviews progress made against ESG-related goals and targets with an explanation of how they relate to the issuer's businesses.	Board Statement (P.5) ESG Governance Structure (P.6)
	(i) 披露董事會對環境、社會及管治事宜的監管。	董事會聲明(P.5) ESG管治架構(P.6)
	(ii) 董事會的環境、社會及管治管理方針及策略，包括評估、優次排列及管理重要的環境、社會及管治相關事宜(包括對發行人業務的風險)的過程。	董事會聲明(P.5) ESG管治架構(P.6)
	(iii) 董事會如何按環境、社會及管治相關目標檢討進度，並解釋它們如何與發行人業務有關連。	董事會聲明(P.5) ESG管治架構(P.6)
Reporting Principles 匯報原則	Materiality: The ESG report should disclose: (i) the process to identify and the criteria for the selection of material ESG factors; (ii) if a stakeholder engagement is conducted, a description of significant stakeholders identified, and the process and results of the issuer's stakeholder engagement.	About this Report (P.4) Stakeholder Engagement (P.10–14)
	Quantitative: Information on the standards, methodologies, assumptions and/or calculation tools used, and source of conversion factors used, for the reporting of emissions/energy consumption (where applicable) should be disclosed.	About this Report (P.4) Summary of Key Performance Indicators (P.43–54)
	Consistency: The issuer should disclose in the ESG report any changes to the methods or KPIs used, or any other relevant factors affecting a meaningful comparison.	About this Report (P.3–4) Summary of Key Performance Indicators (P.43–54)
	重要性：環境、社會及管治報告應披露：(i)識別重要環境、社會及管治因素的過程及選擇這些因素的準則；(ii)如發行人已進行持份者參與，已識別的重要持份者的描述及發行人持份者參與的過程及結果。	關於本報告(P.4) 持份者溝通(P.10–14)
	量化：有關匯報排放量／能源耗用(如適用)所用的標準、方法、假設及／或計算工具的資料，以及所使用的轉換因素的來源應予披露。	關於本報告(P.4) 關鍵績效指標一覽(P.43–54)
	一致性：發行人應在環境、社會及管治報告中披露統計方法或關鍵績效指標的變更(如有)或任何其他影響有意義比較的相關因素。	關於本報告(P.3–4) 關鍵績效指標一覽(P.43–54)
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. If there is a change in the scope, the issuer should explain the difference and reason for the change.	About this Report (P.3)
	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。若匯報範圍有所改變，發行人應解釋不同之處及變動原因。	關於本報告(P.3)



Subject Areas 主要範疇	Descriptions 描述	Section 章節
"Comply or Explain" Provisions 「不遵守就解釋」條文		
A. Environmental A.環境		
Aspect A1: Emissions 層面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： (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。	Compliance Management (P.9) Management of Air and GHG Emissions (P.34) Waste Management (P.36–37) The Environment and Use of Natural Resources (P.39) 合規管理(P.9) 廢氣排放及溫室氣體管理(P.34) 廢棄物管理(P.36–37) 環境及天然資源使用(P.39)
A1.1	The types of emissions and respective emissions data. 排放物種類及相關排放數據。	Management of Air and GHG Emissions (P.35) 廢氣排放及溫室氣體管理(P.35)
A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions and, where appropriate, intensity. 直接(範圍1)及能源間接(範圍2)溫室氣體排放量及(如適用)密度。	Management of Air and GHG Emissions (P.34–35) Summary of Key Performance Indicators (P.43) 廢氣排放及溫室氣體管理(P.34–35) 關鍵績效指標一覽(P.43)
A1.3	Total hazardous waste produced and, where appropriate, intensity. 所產生有害廢棄物總量及(如適用)密度。	Waste Management (P.36–37) Summary of Key Performance Indicators (P.43) 廢棄物管理(P.36–37) 關鍵績效指標一覽(P.43)

Subject Areas 主要範疇	Descriptions 描述	Section 章節
A1.4	Total non-hazardous waste produced and, where appropriate, intensity. 所產生無害廢棄物總量及(如適用)密度。	Waste Management (P.36–37) Summary of Key Performance Indicators (P.43) 廢棄物管理(P.36–37) 關鍵績效指標一覽(P.43)
A1.5	Description of emission 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。	Management of Air and GHG Emissions (P.34–35) 廢氣排放及溫室氣體(P.34–35)
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 (P.36–37) 廢棄物管理(P.36–37)
Aspect A2: Use of Resources 層面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。	Energy Management (P.35–36) 能源管理(P.35–36)
A2.1	Direct and/or indirect energy consumption by type in total and intensity. 按類型劃分的直接及／或間接能源總耗量及密度。	Energy Management (P.35) Summary of Key Performance Indicators (P.44) 能源管理(P.35) 關鍵績效指標一覽(P.44)
A2.2	Water consumption in total and intensity. 總耗水量及密度。	The Environment and Use of Natural Resources (P.38) Summary of Key Performance Indicators (P.44) 環境及天然資源使用(P.38) 關鍵績效指標一覽(P.44)
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。	Energy Management (P.35–36) 能源管理(P.35–36)



Subject Areas 主要範疇	Descriptions 描述	Section 章節
A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(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。	The Environment and Use of Natural Resources (P.38) 環境及天然資源使用(P.38)
A2.5	Total packaging material used for finished products and, if applicable, with reference to per unit produced. 製成品所用包裝材料的總量及(如適用)每生產單位佔量。	The Environment and Use of Natural Resources (P.39) Summary of Key Performance Indicators (P.44) 環境及天然資源使用(P.39) 關鍵績效指標一覽(P.44)
Aspect A3: The Environment and Natural Resources 層面A3：環境及天然資源		
General Disclosure 一般披露	Policies on minimising the issuer's significant impacts 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。	The Environment and Use of Natural Resources (P.38) 環境及天然資源使用(P.38)
A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them. 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。	The Environment and Use of Natural Resources (P.38–39) 環境及天然資源使用(P.38–39)
Aspect A4: Climate Change 層面A4：氣候變化		
General Disclosure 一般披露	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer. 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。	Climate Change (P.39–40) 氣候變化(P.39–40)
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. 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。	Climate Change (P.39–40) 氣候變化(P.39–40)

Subject Areas 主要範疇	Descriptions 描述	Section 章節
B. Social B.社會 Aspect B1: Employment 層面B1：僱傭		
General Disclosure 一般披露	<p>Information on:</p> <p>(a) the policies; and</p> <p>(b) compliance with relevant laws and regulations that have a significant impact on the issuer</p> <p>relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.</p> <p>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：</p> <p>(a) 政策；及</p> <p>(b) 遵守對發行人有重大影響的相關法律及規例的資料。</p>	<p>Compliance Management (P.9)</p> <p>Employment Management System (P.26–29)</p> <p>合規管理(P.9)</p> <p>僱傭管理制度(P.26–29)</p>
B1.1	<p>Total workforce by gender, employment type, age group and geographical region.</p> <p>按性別、僱傭類型、年齡組別及地區劃分的僱員總數。</p>	<p>Summary of Key Performance Indicators (P.45)</p> <p>關鍵績效指標一覽(P.45)</p>
B1.2	<p>Employee turnover rate by gender, age group and geographical region.</p> <p>按性別、年齡組別及地區劃分的僱員流失比率。</p>	<p>Summary of Key Performance Indicators (P.48–49)</p> <p>關鍵績效指標一覽(P.48–49)</p>



Subject Areas 主要範疇	Descriptions 描述	Section 章節
Aspect B2: Health and Safety 層面B2：健康與安全		
General Disclosure 一般披露	<p>Information on:</p> <p>(a) the policies; and</p> <p>(b) compliance with relevant laws and regulations that have a significant impact on the issuer</p> <p>relating to providing a safe working environment and protecting employees from occupational hazards.</p> <p>有關提供安全工作環境及保障僱員避免職業性危害的：</p> <p>(a) 政策；及</p> <p>(b) 遵守對發行人有重大影響的相關法律及規例的資料。</p>	<p>Compliance Management (P.9)</p> <p>Health and Safety (P.29–31)</p> <p>合規管理(P.9)</p> <p>健康與安全(P.29–31)</p>
B2.1	<p>Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.</p> <p>過去三年(包括匯報年度)每年因工亡故的人數及比率。</p>	<p>Health and Safety (P.31)</p> <p>健康與安全(P.31)</p>
B2.2	<p>Lost days due to work injury.</p> <p>因工傷損失工作日數。</p>	<p>Health and Safety (P.31)</p> <p>健康與安全(P.31)</p>
B2.3	<p>Description of occupational health and safety measures adopted, and how they are implemented and monitored.</p> <p>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。</p>	<p>Health and Safety (P.29–31)</p> <p>健康與安全(P.29–31)</p>

Subject Areas 主要範疇	Descriptions 描述	Section 章節
Aspect B3: Development and Training 層面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。	Training and Development (P.32–33) 培訓與發展(P.32–33)
B3.1	The percentage of employees trained by gender and employee category. 按性別及僱員類別劃分的受訓僱員百分比。	Summary of Key Performance Indicators (P.50–51) 關鍵績效指標一覽(P.50–51)
B3.2	The average training hours completed per employee by gender and employee category. 按性別及僱員類別劃分，每名僱員完成受訓的平均時數。	Summary of Key Performance Indicators (P.52) 關鍵績效指標一覽(P.52)
Aspect B4: Labour Standards 層面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 and forced labour. 有關防止童工或強制勞工的： (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。	Compliance Management (P.9) Employment Management System (P.26, 28) 合規管理(P.9) 僱傭管理制度(P.26, 28)
B4.1	Description of measures to review employment practices to avoid child and forced labour. 描述檢討招聘慣例的措施以避免童工及強制勞工。	Employment Management System (P.26, 28) 僱傭管理制度(P.26, 28)
B4.2	Description of steps taken to eliminate such practices when discovered. 描述在發現違規情況時消除有關情況所採取的步驟。	Employment Management System (P.28) 僱傭管理制度(P.28)



Subject Areas 主要範疇	Descriptions 描述	Section 章節
Aspect B5: Supply Chain Management 層面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。	Supply Chain Management (P.24–25) 供應鏈管理(P.24–25)
B5.1	Number of suppliers by geographical region. 按地區劃分的供應商數目。	Summary of Key Performance Indicators (P.53) 關鍵績效指標一覽(P.53)
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 (P.24–25) 供應鏈管理(P.24–25)
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 (P.24–25) 供應鏈管理(P.24–25)
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 (P.24–25) 供應鏈管理(P.24–25)

Subject Areas 主要範疇	Descriptions 描述	Section 章節
Aspect B6: Product Responsibility 層面B6：產品責任		
General Disclosure 一般披露	<p>Information on:</p> <p>(a) the policies; and</p> <p>(b) compliance with relevant laws and regulations that have a significant impact on the issuer</p> <p>relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.</p> <p>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：</p> <p>(a) 政策；及</p> <p>(b) 遵守對發行人有重大影響的相關法律及規例的資料。</p>	<p>Compliance Management (P.9)</p> <p>Product Quality Management (P.14–20)</p> <p>Responsible Marketing (P.20–21)</p> <p>Protection of Customers' Privacy and Intellectual Properties (P.22)</p> <p>合規管理(P.9)</p> <p>產品質量管理(P.14–20)</p> <p>盡責營銷(P.20–21)</p> <p>保障客戶私隱及知識產權(P.22)</p>
B6.1	<p>Percentage of total products sold or shipped subject to recalls for safety and health reasons.</p> <p>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。</p>	<p>Product Quality Management (P.18)</p> <p>產品質量管理(P.18)</p>
B6.2	<p>Number of products and service-related complaints received and how they are dealt with.</p> <p>接獲關於產品及服務的投訴數目以及應對方法。</p>	<p>Responsible Marketing (P.20–21)</p> <p>盡責營銷(P.20–21)</p>
B6.3	<p>Description of practices relating to observing and protecting intellectual property rights.</p> <p>描述與維護及保障知識產權有關的慣例。</p>	<p>Protection of Customers' Privacy and Intellectual Properties (P.22)</p> <p>保障客戶私隱及知識產權(P.22)</p>
B6.4	<p>Description of quality assurance process and recall procedures.</p> <p>描述質量檢定過程及產品回收程序。</p>	<p>Product Quality Management (P.14–20)</p> <p>產品質量管理(P.14–20)</p>
B6.5	<p>Description of consumer data protection and privacy policies, and how they are implemented and monitored.</p> <p>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。</p>	<p>Protection of Customers' Privacy and Intellectual Properties (P.22)</p> <p>保障客戶私隱及知識產權(P.22)</p>



Subject Areas 主要範疇	Descriptions 描述	Section 章節
Aspect B7: Anti-corruption 層面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： (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。	Compliance Management (P.9) Business Ethics (P.22–23) 合規管理(P.9) 營商道德(P.22–23)
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. 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。	Business Ethics (P.22) 營商道德(P.22)
B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored. 描述防範措施及舉報程序，以及相關執行及監察方法。	Business Ethics (P.22–23) 營商道德(P.22–23)
B7.3	Description of anti-corruption training provided to directors and staff. 描述向董事及員工提供的反貪污培訓。	Business Ethics (P.22–23) Summary of Key Performance Indicators (P.54) 營商道德(P.22–23) 關鍵績效指標一覽(P.54)
Aspect B8: Community Investment 層面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 Building (P.41–42) 社區營造(P.41–42)
B8.1	Focus areas of contribution. 專注貢獻範疇。	Community Building (P.41–42) 社區營造(P.41–42)
B8.2	Resources contributed to the focus area. 在專注範疇所動用資源。	Community Building (P.41–42) 社區營造(P.41–42)

