

**Beijing Tong Ren Tang  
Chinese Medicine Company Limited  
北京同仁堂國藥有限公司**

(incorporated in Hong Kong with limited liability)  
(於香港註冊成立之有限公司)

Stock code 股份代號 : 8138

**Environmental, Social and Governance Report 2016 環境、社會及管治報告**


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# Our Sustainability Values

## 我們的可持續發展價值

### The Value of Sustainable Development

As a renowned brand in China, Beijing Tong Ren Tang (“Tong Ren Tang”) always adheres to the philosophy of “Innovating from the succession and developing from the innovation” and the ways of operation of “making profits by performing good deeds with honesty and trustworthiness” to realize our mission of “Healthy life, Global choice”. Since its inception, Tong Ren Tang has upheld the corporate value of “integrity, quality, innovation and care”, and fulfilled the mission of “Wherever there is a health need, Tong Ren Tang is there”. Following the Tong Ren Tang management principle of “Four Well-Treat” — well treat the society, staff, business partners and investors and combining the history of centuries and cultural heritage with diligent and work ethic, we insist to provide the consumers with the best-in-class products and services. We operate with scientific methods and actively explore overseas markets. We are committed to building an international corporation which combines tradition with modern technology as a whole industry chain integrating procurement, research and development, production, sales as well as culture dissemination, so as to create long-term sustainable value.

### The Reporting Standard and Scope

This environmental, social and governance report (“ESG Report”) is prepared on the basis of the Environmental, Social and Governance Reporting Guide under the Rules Governing the Listing of Securities on the Stock Exchange. Hong Kong is the principal place of business of the Group (referred to as Beijing Tong Ren Tang Chinese Medicine Company Limited (the “Company”) and its subsidiaries) and is also the place where the headquarter of the Group is located, this ESG Report mainly describes the performance and measures in respect of sustainable development in Hong Kong, including the headquarter, our production base located at Tai Po (“Tai Po Production Base”) and the retail outlets for the year ended 31 December 2016 (the “Year”).

### The Stakeholders Engagement

The Group always emphasizes the engagement of stakeholders, which is considered as one of the important ways in enhancing results and business operation. We have been committed to maintaining close relationship with stakeholders for sustainable development. In order to better understand their priority, expectation and perception in sustainable development, the Group invited various stakeholders, including staff, clients, business partners, suppliers and shareholders, to participate in an online survey to provide their valuable opinions on aspects of environment, staff, communities, supply chains and product responsibilities. The survey results reflected that the top concern of the stakeholders about Tong Ren Tang, as the Chinese medicine leader in the industry, is the product quality and safety, followed by our staff development and care, social contribution, and environmental protection. Such opinions helped us to improve the effectiveness of management and disclosure of important issues associated with stakeholders.

### 可持續發展價值

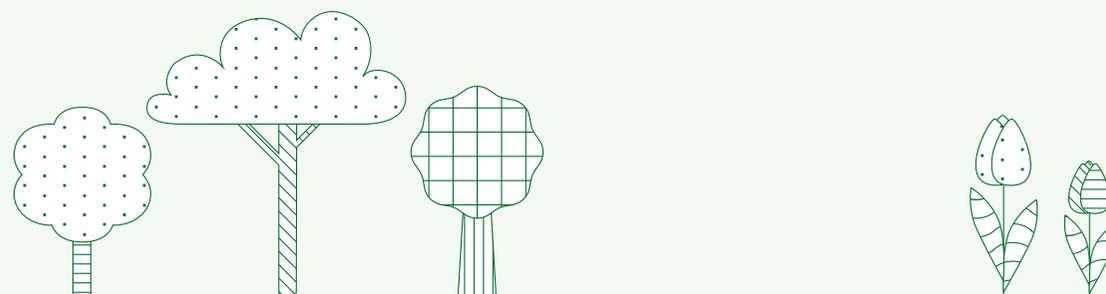
北京同仁堂(「同仁堂」)作為中華老字號，一直秉承「在繼承中創新，在創新中發展」之理念；堅持「以義取利、誠實守信」的經營之道；為「創造健康、全球共享」的夢想砥礪前行。自創立以來，同仁堂懷著「誠信、品質、創新、關愛」的企業價值觀，履行「有健康需求的地方就有同仁堂」的使命，遵循同仁堂「四個善待」的管理原則——善待社會、善待員工、善待經營夥伴、善待投資者，將同仁堂的百年歷史和文化底蘊與嚴謹有序的工作態度有機結合，堅持為消費者提供最高品質的產品和服務。用現代管理經營公司，積極開發海外市場，立志打造集採購研發、生產、銷售、文化傳播為一體，及集傳統內涵與現代科技於一身的國際化企業，務求締造長遠的可持續價值。

### 報告標準與範圍

本環境、社會及管治報告(「環境、社會及管治報告」)依照聯交所證券上市規則之環境、社會及管治報告指引而編製。香港作為本集團(指北京同仁堂國藥有限公司(「本公司」)及其附屬公司)業務之主要據點，亦是本集團總部之所在地，因此本環境、社會及管治報告主要描述香港地區，包括總部、位於大埔的生產基地(「大埔生產基地」)及零售終端，截至2016年12月31日止年度(「本年」)在可持續發展方面的表現和措施。

### 持份者參與

本集團一向重視持份者的參與，並將其視為加強業績和業務運營的重要方式之一。我們一直致力於與持份者維持緊密的關係，共同攜手邁進可持續發展。為了更好地瞭解他們在可持續發展方面的優先次序、期望和看法，本集團邀請各持份者，包括員工、客戶、業務合作夥伴、供應商和股東參與一個線上問卷調查，對環境、員工、社區、供應鏈及產品責任反饋寶貴意見，而調查結果反映持份者對於同仁堂這個中醫藥領軍者，最關注的是我們如何保障產品品質及安全，其次是我們對員工發展及關懷、社會貢獻、及環境保護的工作。此等意見令我們更有效地管理並披露對於持份者重要的議題。



## Selection of Excellent Suppliers 嚴選優秀供應商

From its foundation, Tong Ren Tang has placed great emphasis on the quality of products and assurance on the stringent standard. Yue Fengming, the son of Tong Ren Tang's founder, Yue Xianyang, proposed that "Complexity and quality are not to be forfeited by cost", which has established a stringent selection, medication, proportion and process standard for Tong Ren Tang's production of medicines from generation to generation, and built up Tong Ren Tang quality framework with premium standard. Nowadays, we unhold our "self-discipline" and "two must-do" mottoes. In meeting Hong Kong's GMP certification and requirements under other relevant laws and regulations, we exercise stringent controls in every aspect from the procurement, production to warehousing to provide assurance on the quality of our medicines to the consumers.

The Group is aware of the building of solid partnership with suppliers to ensure products' quality and traceability. The highly experienced inhouse team of the Group performs comprehensive screening and examining of the supply chain so as to select suppliers of upmost excellence. We strictly enforce the principle of "purchase on demand, select the best quality" in the purchase of products. We carefully review the relevant qualifications of suppliers to ensure that the products are purchased from legitimate business with up-to standard quality.

從創立之初，同仁堂就十分重視產品品質，並且以嚴格的標準作為保證。同仁堂創始人樂顯揚之子樂鳳鳴提出了「炮製雖繁，必不敢省人工；品味雖貴，必不敢減物力」，為同仁堂製作藥品建立起嚴格的選方、用藥、配比及工藝規範，代代相傳，成就了同仁堂高標準的質量體系。現今，我們始終堅守同仁堂的「修合無人見，存心有天知」自律信條及秉承前人兩個「必不敢」古訓，在滿足香港GMP認證及其他相關法律法規的要求，從採購、生產、倉儲的每項環節都嚴格把控，確保消費者可以吃到放心藥。

本集團深明應與供應商建立穩固的合作關係，確保產品質量及可追溯性。本集團內部擁有豐富經驗的資深團隊對供應鏈進行全面篩選及審核，與最優秀的供應商合作。我們嚴格執行「按需購進、擇優選購，品質第一」的原則購進產品，嚴格把關供應商的相關資質，確保從合法的企業購進符合規定要求和品質的可靠產品。

“ Our products are hereditary with its unique formulas,  
superior raw materials, superb technical skills  
and distinguished efficacy

“ 配方獨特，選料上乘  
工藝精湛，療效顯著 ”

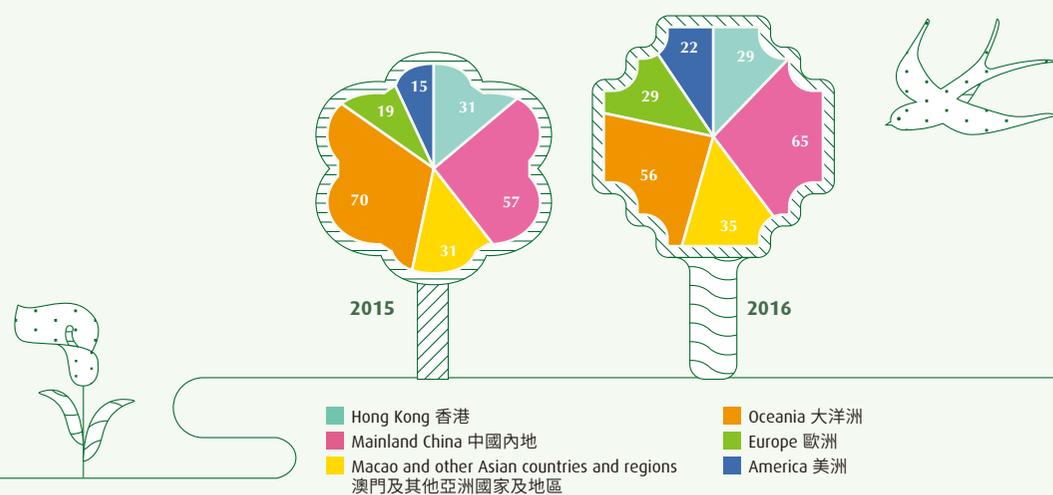


We adopted stringent material and product procurement and inspection procedures. Suppliers are required to submit qualified quality test report for each purchase and our experienced staff examine the quality to ensure the quality of the products is up to standard. For suppliers of raw materials, we will conduct a supplier quality audit every two years to strictly assess their qualification, including the availability of statutory proofs, their supply capacity, warehouse condition, quality control, production environment, production technology, production scale and etc., so as to ensure the compliance with the requirements of relevant regulations and high quality standards.

我們實施嚴格的物料及產品採購及驗收流程。每次的採購，供應商均需提供合格的品質檢驗報告，並由經驗豐富的人員核查品質、確保品質達標才能購進。我們會對原料供應商每兩年進行一次供應商質量審計，嚴謹地評估供應商的資質，包括有關法定的必要證件是否齊全、供應能力、倉儲情況、質量控制、生產環境、生產技術、規模等，確保符合相關條例的要求及高質標準。

In the Year, the Group procured raw materials and commodities from 236 suppliers (2015: 223 suppliers) located in Hong Kong, Mainland China, other Asian countries and regions, Oceania, Europe and America. Details are below:

本年，本集團共向236家（2015年：223家）供應商採購原材料及商品，供應商分佈在香港、中國內地、其他亞洲國家及地區、大洋洲、歐洲及美洲。詳見下圖：



# Production of Excellent Products

## 嚴製優質產品

We are highly committed to providing high quality and safe products to customers. Tai Po Production Base has obtained the certifications from the highest international food safety standard ISO22000:2005 and HACCP. The production is under the guidance of GMP proprietary Chinese medicines quality control system, and the products meet the Chinese Pharmacopoeia Standards and related food safety standards.

To ensure the safety of the products, each batch of Chinese medicines and health care products we manufacture are sent to government recognised third-party laboratories for testing whether the heavy metal residues and pesticide residues in our products are in compliance with the Chinese medicine registration regulations, the requirements under the Food Adulteration (Metallic Contamination) Regulations and the Pesticide Residues in Food Regulation of Hong Kong Government's Centre for Food Safety, and the standards of Hong Kong's Food Safety Ordinance.

We attach great importance to pollution prevention during the course of production. Our Tai Po Production Base has achieved Class D cleanliness production standard. We take effective measures to prevent cross-contamination and microbial contamination in the production process. The operators are required to keep their uniforms clean and tidy and good personal hygiene. The temperature, humidity and pressure at the production site meet production requirements and equipment and measuring instrument is cleaned. Materials and semi-finished products are all labelled and stored tidily by category according to requirements.

Warehouse for storage of our products must be clean and orderly with no pollutants and pollution source. We arrange our products on a "first in first out" basis and a "soon-to-expire" basis. Shelves are set up to facilitate storage and management. Errors are minimized by using computerised management system for storage management and using a computer-controlled manipulator to access goods in our Tai Po Production Base. The existing warehouses consist of normal temperature storage, cool storage and cold storage, which meet the needs of different material storage requirements.

We implemented a management system in handling products soon-to-expire by examining the expiry date before storage and setting expiry alarm period. We exercise sales control over soon-to-expire products, and strictly prohibit the sale of expired products. During the Year, the Company did not sell any expired or substandard products to consumers.

提供高品質及安全的產品給消費者無疑是本集團工作的重中之重。大埔生產基地擁有國際最高標準ISO22000：2005 食品安全管理及HACCP認證，我們根據中成藥生產GMP質量管理體系的相關要求進行生產，產品質量滿足中國藥典及相關食品安全標準。

對於我們生產的中成藥以及保健品，每個批次我們均外送政府認可第三方檢驗機構檢驗產品的重金屬殘留量及農藥殘留量是否符合中成藥註冊法規、香港政府食物安全中心《食物攙雜（金屬雜質含量）規例》、《食物內除害劑殘餘規例》及香港食物安全條例的標準，確保產品的品質安全。

我們非常重視生產過程中的防污工作。大埔生產基地已達D級潔淨生產區標準。生產過程中確保操作人員要保持工作服潔淨整潔、個人衛生符合要求；生產現場溫濕度、壓差符合生產要求；設備及計量器具已清潔；所用物料及半成品均有標籤並符合要求，並按規定的要求，分類擺放整齊，採取有效的措施防止交叉污染及微生物污染。

存放產品的倉庫必須保證環境清潔、有序、無污染物、無污染源，遵循先進先出及有效期先出的原則進行倉儲。倉庫存貨架均按照方便儲存、管理的原則設置。大埔生產基地的立體倉庫通過電腦管理系統進行出入庫管理，並以電腦控制機械手存取貨物，最大限度減少誤差。現有倉庫可分為常溫儲存庫、陰涼儲存庫、冷庫等以滿足不同的物料儲存條件。

我們實施產品近效期管理，在產品入庫時審核有效期，制定有效期報警時間，對於快到效期的產品進行銷售控制，嚴格杜絕過期失效產品的售出。本年內，本公司並無出售任何過效期或者不合格產品給消費者。

### Production Standards 生產標準

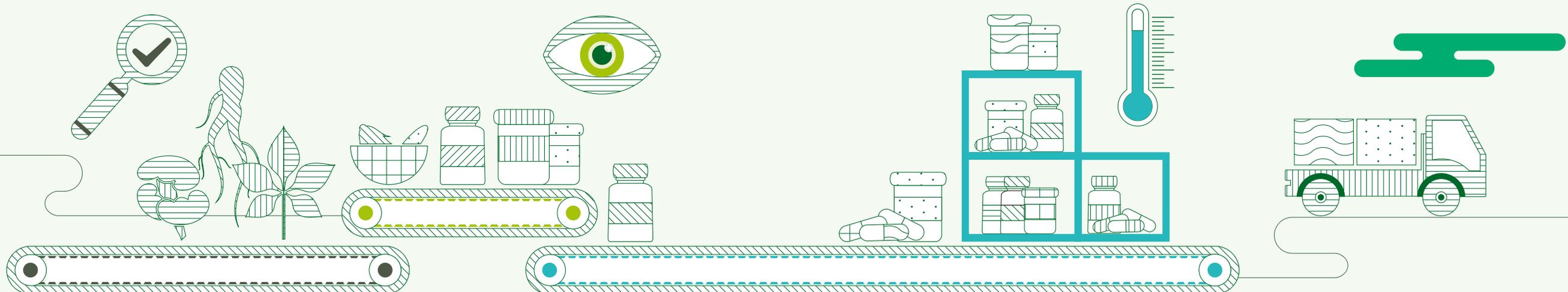
- GMP certification for proprietary Chinese medicines
- 中成藥生產 GMP 認證
- ISO22000 certification for quality management system
- 質量管理體系 ISO22000 認證

### Product Standards 產品標準

- Chinese Pharmacopoeia Standards
- 中國藥典標準
- Hong Kong Registration of Proprietary Chinese Medicines
- 香港中成藥註冊標準
- Hong Kong's food safety standards
- 香港食品安全標準

### Production Environment 生產環境

- General production standard
- 一般生產區標準
- Class D cleanliness production standard
- D 級潔淨生產區標準



# Well Treat our Staff

## 善待員工

Tong Ren Tang is pursuing the culture of “talent-oriented with a prosperity on both people and the business”. From the past to nowadays, Tong Ren Tang has been attached to create a harmonious atmosphere and equal working environment for the staff and provide staff with good conditions to fulfil their needs, thereby helps our business development.

The Group believes that talented staff are an important asset of an enterprise and an important factor for the Company to move towards a success. To attract and retain talented staff, the Group aims to be an excellent employer and create a healthy, comfortable and equal working environment for its employees and make sure that their rights are protected.

### Human Capital

As at 31 December 2016, the employees of the Group are distributed in Hong Kong, Mainland China, other Asian countries and regions, Oceania, America and Europe, with 705 employees (2015: 657 employees) in total, an increase of 7% over the previous year.

The Group operates in many countries. However, labour laws, employment practice codes and cultures differ widely from country to country. We have strictly complied with all applicable labour standards and employment laws and regulations in each of our business locations, and remain sensitive to the cultures and businesses of the countries in which we operate.

During an open recruitment process, the Group strictly complies with the local relevant regulations. We believe that every individual should be treated equally and make sure that employees at work or applicants during recruitment will not be discriminated against in any way. Depending on job requirements, we recruit people through a variety of recruitment channels, including internal referral, internal promotion, job transfer or open recruitment. In addition, to make sure that no child labourers are hired, applicants are required to present their Identity Cards for verification. During the Year, the Group’s employees all met the minimum age requirement for employment under local legislation. No child labourers or forced labourers were employed.

The salaries and the year-end bonus of the employees are reviewed annually based on individual performance, the prevailing salary level in the market and the performance of the Company and etc. In addition to the basic remuneration, the Group also provides other benefits, including medical insurance, free Chinese medical consultation, paid leave longer than statutory leave and shopping concessions at the Group’s stores and etc.. As to the assessment of employees, we respect employees’ diverse backgrounds and abilities, regardless of their age, gender, marital status, race, nationality or religion, and all employees are assessed on their merits, qualifications and performance. We offer promotion and personal development opportunities to align with the ever-changing business needs of the Group. Also, the employment contract has stipulated the terms of termination of employment in the contract. It clearly states that if an employee intentionally violates local laws and company rules, the Group has the right to terminate the contract with the employee.

同仁堂奉行「以人為本，人業共興」的人本文化。歷史上，同仁堂對內對外都以「仁德」著稱，東家不以老闆自居、夥計不以傭人自卑，形成上下和諧的「仁善」氛圍。新時期，同仁堂以「仁愛之心」和「仁德之術」，努力創造條件確保員工的物質和精神需求得到滿足，為企業發展營造和諧的環境。

本集團相信人才是企業的重要資產，亦是公司邁向成功的重要因素。為吸引及保留優秀人才，本集團致力成為優秀僱主，為員工營造一個健康、舒適及平等的工作環境，並確保員工本身的權利得到保障。

### 人才資本

於2016年12月31日，本集團員工遍佈全球，分佈於香港、中國內地、其他亞洲國家及地區、大洋洲、美洲及歐洲，共有705名員工（2015年：657名員工），較上年增加7%。

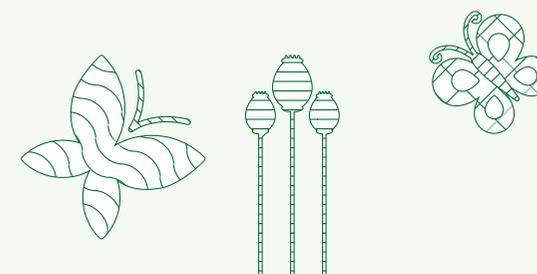
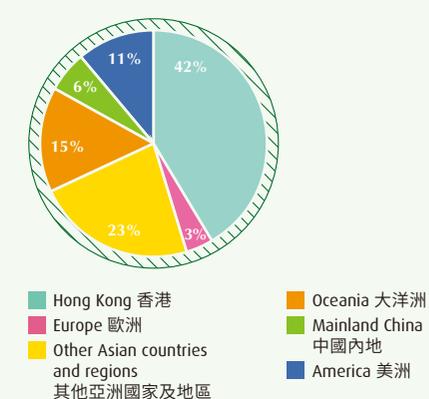
本集團的業務遍佈多國，惟各國的勞工法例、僱傭實務守則和文化大相徑庭。我們已嚴格遵守各個據點所有適用的勞工標準及僱傭法律規定，並對業務所在國家的文化及業務保持敏感。

本集團在進行公開招聘時，嚴格遵照當地之相關條例。我們相信每個人均應受到平等對待，並確保員工在工作期間或應徵者在招聘時不會受到任何形式的歧視。根據職位需要，我們透過多種招聘渠道招募人才，包括內部推薦、內部晉升、工作調動或社會招聘。另外，為確保不會僱用童工，我們規定應聘人士須出示身份證正本進行核實。於本年，本集團旗下員工均符合當地法例所規定的最低工作年齡要求，並無僱用童工或強制勞工。

員工薪酬及年終花紅會按個人表現、當時市場工資水平及公司業績作每年檢討。除基本薪酬外，本集團亦有提供其他福利，包括醫療保險、免費中醫問診、優於法定的有薪假期及於本集團旗下門店之購物優惠等。評核員工方面，我們不論其年齡、性別、婚姻狀況、種族、國籍或宗教等，亦尊重員工的多元化背景和能力，所有員工均以其才能、資歷和表現作為評估因素，及配合本集團不斷轉變的業務需要，提供晉升及個人發展機會。而僱傭合約中已訂明僱傭終止條款，清楚列明如員工蓄意違反當地法律及公司規定，本集團有權與該名員工解除合約。

### Global Distribution of Staff of the Group

#### 本集團全球員工分佈



# Well Treat our Staff

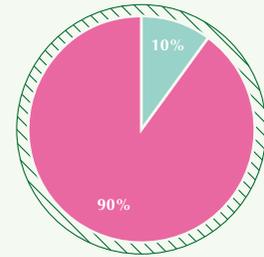
## 善待員工

As the overseas development platform for Tong Ren Tang, our staff are from diversified fields in terms of age, gender, academic qualifications and skills. With regard to gender, we respect gender equality with approximately 70% of our staff worldwide is female, while proportion of female of the Board and senior management accounts for 50%.

作為同仁堂海外發展平台，我們員工來自多元化領域，包括年齡、性別、學歷及技能。在性別方面，我們尊重兩性平等，全球員工約70%是女性，而董事會及高級管理人員的女性比例為50%。

### Proportion of Expatriates

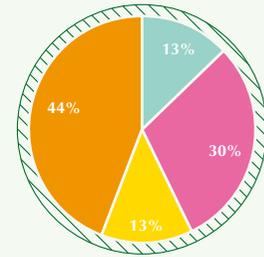
外派人員  
所佔比例



Expatriates 外派人員  
Local staff 本地人員

### Distribution of Academic Background of Staff Worldwide

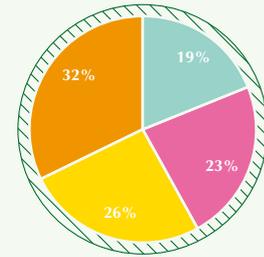
全球員工  
學歷分佈



Postgraduate and above 研究生及以上  
Undergraduate 大學本科  
College 大學專科  
Secondary technical school and below 中專及以下

### Age Distribution of Staff Worldwide

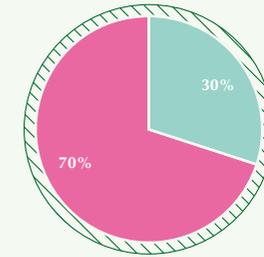
全球員工  
年齡分佈



Below 30 30歲以下  
30-39 30-39歲  
40-49 40-49歲  
50 and above 50歲及以上

### Gender Distribution of Staff Worldwide

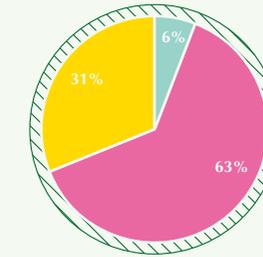
全球員工  
性別分佈



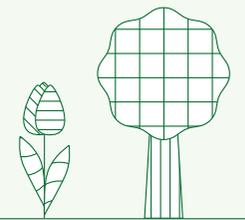
Male 男  
Female 女

### Distribution of Academic Background of Management and Administrative Staff of the Company

本公司管理及行政人員  
學歷分佈



Secondary technical school and below 中專及以下  
Undergraduate 大學本科  
Postgraduate and above 研究生及以上

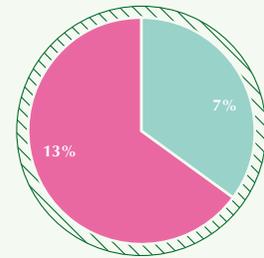


Talent is the most valuable resources of a company, and is also the main force driving business development. We attach great importance to the human capital management and thus attract, foster and retain staff. The low staff turnover rate of the Group is helpful to a steady development of our business.

良禽擇木而棲，本集團深明人才是公司最寶貴的資源，也是推進業務發展的主要動力。我們高度重視人力資本管理，從而吸納、栽培和留住員工。本集團員工流失率偏低，有助業務穩定發展。

### Employee turnover rate by gender during the Year

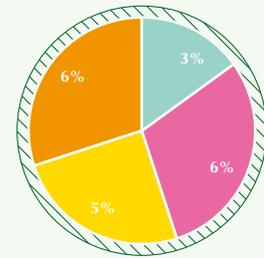
年內按性別劃分的  
僱員流失比率



Male 男  
Female 女

### Employee turnover rate by age group during the Year

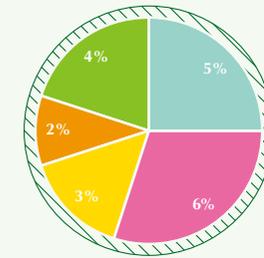
年內按年齡組別劃分的  
僱員流失比率



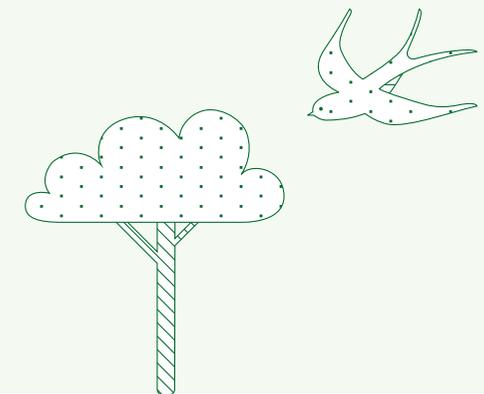
Below 30 30歲以下  
30-39 30-39歲  
40-49 40-49歲  
50 and above 50歲及以上

### Employee turnover rate by region during the Year

年內按地區劃分的  
僱員流失比率



Hong Kong 香港  
Other Asian countries and regions 其他亞洲國家及地區  
Europe 歐洲  
America 美洲  
Oceania 大洋洲



# Well Treat our Staff 善待員工

## Safety and Health Protection

Health and safety of all employee is highly important. The Group aims to create a safe working environment for our employees and undertakes to strictly comply with the occupational health and safety regulations.

To avoid occupational accidents and to enable all employees to work in a safe manner, we conduct occupational health and safety seminars on an irregular basis to enhance employees' awareness of occupational health and safety, in line with different working conditions and various business needs, thereby making it more effective in ensuring employee safety. The Group provides medical and accident insurance to eligible employees and is also concerned about the health of employees by encouraging them to strike a work-life balance in order to maintain good health.

During the Year, the Group maintained a good and safe working environment, and there were no any cases of accidental staff casualty or injury.



Occupational Health Seminar  
職業健康講座



Work Stress Seminar  
工作壓力講座

## Building Team Spirit

We believe that our staff are able to deliver efficient and good work performance with good physical and mental health as well as a work-life balance. The Group has been committed to organizing creative, diversified activities on a continuous basis, hoping to boost staff morale and improve work quality.

During the Year, we organized and carried out a variety of cultural and sports activities that featured the theme "Live healthily; work happily", which diversified our employees' amateur cultural life, promoted their relationships and strengthened team cohesion.



Tong Ren Tang Cultural Manual Contest  
同仁堂文化手冊比賽



Visit to the Huangpu Military Academy  
參觀黃埔軍校活動

## 保障安全與健康

本集團非常重視所有員工的健康和安全，致力為員工創造零意外的工作環境，承諾嚴格遵守有關職業健康和安安全法規。

為免工傷事故及使所有員工在安全的情況下工作，我們按照各項業務不同的工作環境及需要，不定期舉行關於職業健康與安全之講座，以提高員工對職業健康與安全之認知，藉此更有效地保障員工安全。本集團有提供醫療和意外保險給符合條件的員工，並同時關注員工的健康，鼓勵員工作息平衡，以保持良好體魄。

本年內，本集團維持良好及安全的工作環境，並無任何員工因工作關係而導致身故或受傷之個案。



Seminar on Fire-control  
消防講座



Stroke Prevention Campaign  
同仁關愛防中風活動

## 建立團隊精神

我們認為有身心健康、工作與生活兼顧的員工，才能營造高效率、高品質的工作績效。長期以來，本集團致力於持續舉辦有創意、多元化的活動，希望藉此提升員工士氣及提高工作品質。

本年內，我們以「健康生活，快樂工作」為主題，組織和開展了豐富多彩的文體活動，豐富員工的業餘文化生活，增進感情，增強團隊凝聚力。



Hiking  
行山活動



Picnic  
郊遊活動



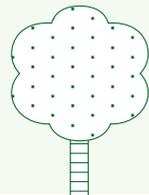
# Well Treat our Staff 善待員工

## Nurturing the Talent

The Group always places emphasis on enhancing the knowledge and skills of employees at work and provides employees with good career development prospects and opportunities. This is also an essential element in building a strong team. During the Year, the Group has provided training courses in response to the different work areas of employees to ensure ongoing improvement in career and personal skills of the employees while enhance the accountability and sense of belonging of the employees towards the Group to establish a sound and harmonious working environment.



Training in New Products  
新產品培訓



Training for Directors and Senior Management  
董事及高級管理人員培訓



Training in Business Etiquette  
商務禮儀培訓

## 培育人才

本集團一向注重提升僱員在工作方面的知識及技能，給予員工良好的事業發展前景及機會，也是建立強大團隊的重要元素。本集團於本年已因應各員工之不同工作範疇提供針對性之培訓活動，確保員工在事業及個人技能上均得以持續提昇，同時有助增強員工對本集團之責任感及歸屬感，建立良好及融洽的工作環境。



Training in Chinese Medicine Products  
中藥產品培訓



Training for Salesman of Retail Outlet  
零售終端銷售人員培訓

## The training hours in Hong Kong during the Year

### 本年於香港的培訓時數



## Fair Working Environment

To maintain a fair and efficient business and working environment, we formulated a range of policies and operation manuals, including:

Employee manual	Elaborate the policies on staff's remuneration package, benefits, holidays and leaves, duties, working hours, rest hours, promotion and dismissal.
Internal control manual	Elaborate the policies and procedures in operation and administration.
Reporting policy	Provide channels for staff to report misconduct within the company.

In the Year, we invited a community relations officer from Hong Kong Independent Commission Against Corruption to provide anti-corruption education and training for our management and staff, and present a talk on the legal knowledge of Hong Kong's Prevention of Bribery Ordinance, common corruption loopholes, risk management, integrity corporate governance and handling of bribery cases for strengthening staff's sense of responsibility and overall situation to cope with commercial bribery.

The Group and the employees have strictly complied with the relevant legal regulations and ethnic codes. During the Year, no legal cases against the Group or our employees concerning corruption, bribery, fraud or money laundering were filed.

## 公平的工作環境

為維持一個公平及高效率的營商及工作環境，我們已制定一系列的政策及操作手冊，其中包括：

員工手冊	闡述有關員工待遇、福利、假期及休假、責任、工時、休息時間、晉升、解聘的政策。
內控手冊	闡述有關經營及行政上的政策及制度流程。
舉報政策	提供渠道供員工舉報公司內部的不當行為。

本年，我們邀請了香港廉政公署的廉政教育專員對管理層與員工進行反腐敗的教育與培訓，講解香港《防止賄賂條例》的法律知識和常見的貪污漏洞、風險管理、誠信治企及遇到受賄情況時的處理方法進行講座，加強員工的應對商業賄賂的責任意識和大局意識。

本集團及員工嚴格遵守相關法律規範和道德準則，本年沒有發生涉及本集團及員工的貪污、賄賂、欺詐及洗黑錢案件。

# Well Treat our Society 善待社會

347 years ago, Tong Ren Tang's founder assigned a mission of "preserving tranquility and wellness" to the Company. In the expansion of business, the Company also launched various charity projects as contributions to the society, which enabled the Tong Ren Tang brand to root in a long history over three centuries. Time-honoured brands form a part of the society, while the society serves as the foundation for these brands to build up and grow. This has to serve and to contribute to the society. Tong Ren Tang's efforts to deliver high-quality products to the society and to bear social responsibility have won recognition from the society and enhanced brand influence.

We participated in the "Hong Kong and Kowloon Walk" and "Christmas Greetings for the Chest" organized by the Community Chest of Hong Kong in the Year. Proceeds from the former event were used to finance needy families while those from the latter went to social welfare organizations which provide "services for mentally-ill and ex-mentally ill people" to help them build self-confidence, overcome psychological barriers and re-integrate into the society. Contributions were also made to the Hong Kong Federation of Women for their fight to protect women's legal status. Moreover, we also sent volunteers to participate in the "flag day" event organized by the Society for the Prevention of Cruelty to Animals, with an aim to publicize animal welfare among the general public in a relaxing, interesting and educational way, and to raise funds for the Society's work on the protection of animal welfare.

In order to raise the awareness of stroke prevention and treatment, 29 October of each year was designated by World Stroke Organization as the World Stroke Day. We initiated the first ever large-scale stroke awareness event in Hong Kong in the Year for the publicity of stroke prevention with the launch of a promotion van, which provided people with common knowledge about stroke, as well as free consultation services. We also organized a free education seminar on the prevention and treatment of strokes with the Hong Kong Brain Foundation, at which professors from School of Chinese Medicine of the University of Hong Kong and specialists in neurosurgery, gave talks on practical information on the prevention and treatment of strokes from the perspectives of Chinese and Western medicine respectively.

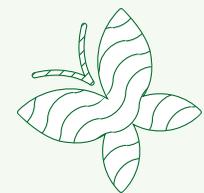
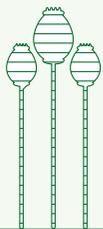
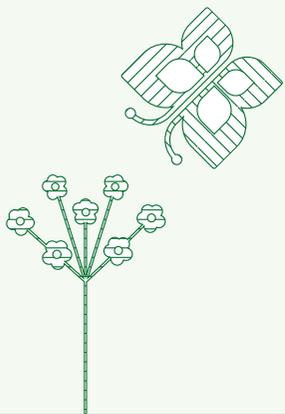
We also received the "Caring Company" award by the Hong Kong Council of Social Service in recognition of our positive commitment to corporate social responsibility in Hong Kong and our outstanding contributions to the care for community, staff, the environment and Hong Kong's sustainable development.

347年前，同仁堂的創立者賦予它「濟世養生」的使命，在擴大經營的同時，廣施善舉，回饋社會，這也鑄造了同仁堂品牌在歷史的長河中穿越三個世紀光陰。老字號品牌是社會的一部分，社會是老字號品牌鑄就的生存基礎。老字號品牌鑄就要扎根社會、服務社會、回饋社會。同仁堂努力為社會提供高品質的產品，努力承擔社會責任，獲得社會的認可，提升品牌影響力。

本年，我們參與了由香港公益金主辦的「港島、九龍區百萬行」活動及「聖誕寄語為公益」活動。前者用於資助有需要的家庭，後者用於資助提供「精神病患者及精神病康復者服務」的社會福利機構，幫助精神病患者及康復者建立自信，克服心理障礙，重投社會；捐助香港各界婦女聯合協進會，用以爭取維護婦女合法地位。同時，我們還派出志願者參與愛護動物協會舉辦的賣旗活動，以輕鬆有趣和富教育意義的形式，向公眾宣傳動物福利，為協會的工作籌募經費，保障動物福利。

為提高預防及治療中風的意識，世界中風組織將每年的10月29日定為世界關注中風日。本年，我們發起香港首個關注中風的大型活動「同心同行三百年，同仁關愛防中風」，推出流動宣傳車，免費向市民普及中風知識外，以及提供免費義診活動，同時亦與香港腦科基金會合辦的免費公眾防治中風教育講座，邀請了香港大學中醫藥學院教授及腦外科專科醫生主講，分別以中西醫不同的角度，詳談防治中風的實用資訊。

我們也榮獲香港社會服務聯會頒發的「商界展關懷」獎項，此獎項充分肯定了本公司在香港積極承擔企業社會責任，在關懷社區、關懷員工、關懷環境及香港可持續發展方面做出的突出貢獻。



# Building a Green Plant

## 打造綠色廠房

Environment is an important factor and a basic prerequisite for human survival and development. The environment and human life are closely related, inseparable as a whole. Environmental pollution will have a great impact on human health and life. Therefore, the prevention and control of environmental pollution is an arduous and urgent task. The most significant impact of our business on the environment is the emission of greenhouse gas generated by the energy use of our manufacturing factories and office premises, water use and waste disposal. To promote the concept of green production, we operate the plant from the three aspects of energy-saving, consumption-reduction and pollution minimization. Tai Po Production Base has formulated and implemented environmental protection policies and measures accordingly pursuant to the requirements of corporate management and relevant environmental legislation in Hong Kong. By improving facilities and encouraging staff to change their behavior and habit, we continued to enhance the effectiveness of environmental protection in our business operation.

### Conservation of Power Resources

(1)	Air-conditioning system	Air-conditioning system within the plant is controlled at 25.5°C, and switched to the daytime and night mode.
(2)	Lighting system at the plant	Energy-saving lamps which can meet the lighting requirements are selected for the interior sections of the plant; timers are set up in the corridors, the surrounding areas and the lobby of the plant; and daytime and night modes are used.
(3)	Lighting system at office	Just switch on some of the fluorescent tubes to make sure there is sufficient lighting; only switch on the fluorescent tubes in other functional rooms or production areas when necessary.
(4)	Light signboards	Timers are set up to switch on the light only within a limited period in the evening.

### Water Conservation

(1)	Production use	<ul style="list-style-type: none"> <li>To make sure that the meters are working normally, a monthly meter reading is carried out regularly. If the water meters are found unusual, they should be promptly repaired or replaced. In line with the changes in the production at the workshop, arrange the use of a rational amount of water, and conduct a review at the end of the month to ensure the rational use of water.</li> <li>To make sure that the water equipment is working normally, water valves are closed timely to make sure that no water is wasted due to running out, seepage, dripping or leakage. If there is a need to repair, carry out maintenance promptly.</li> <li>An outsourcing company is arranged monthly to sample production water for test to make sure that the production water does not contain contaminants such as bacteria. The water is discharged to the fixed locations through the government's laid pipeline, and collected and sampled by the relevant government agencies on a regularly basis.</li> </ul>
(2)	General use	<ul style="list-style-type: none"> <li>Dedicated staff are in charge of checking and maintaining water meters and monthly meter reading to ensure the rational use of water.</li> <li>Household water is sampled annually to eliminate the breeding of bacteria and make sure hygiene standards are met.</li> <li>Water in the loop is used as much as possible in kitchen and office. Single water source is used for multiple purposes and wastewater utilization and other comprehensive measures are carried out to increase the water reuse rate.</li> <li>Effluent sampling is carried out for the water used at the plant every five years and a certificate of approval is issued thereafter.</li> </ul>

環境是人類賴以生存和發展的重要因素與基本前提，環境與人類的生活是息息相關、密不可分的一個整體。環境污染會對人類的健康和生活產生重大影響，所以防治環境污染是一項艱巨而又迫切的任務。我們的業務對環境的最大影響為生產廠房及辦公室的能源使用所帶來的溫室氣體排放、耗水及廢物處理。為了倡導綠色生產理念，我們從節能、降耗、減污三方面出發，打造綠色的廠房。大埔生產基地根據企業管理及香港環保相關法例的要求，制定並實施了相應的環保制度和措施，透過設施改善及鼓勵員工改變行為習慣，持續提昇於業務營運的環保成效。

### 電力資源節約

(1)	空調系統	廠房內空調系統溫度控制在 25.5°C，並採用日間及夜間使用模式。
(2)	廠房照明系統	廠房內部選用既能滿足照明要求的節能燈具；廠房走廊、周邊及大堂，設立時間掣；均採用日間及夜間模式控制。
(3)	辦公室照明系統	開啟部分光管以保障足夠照明便可；其他功能性房間或生產區域有需要才開啟照明。
(4)	亮燈招牌	設立時間掣，只在晚間限定時間亮燈。



### 水資源節約

(1)	生產用水	<ul style="list-style-type: none"> <li>確保水錶正常工作，每月定期進行一次抄表工作，若發現水錶存有異常應及時維修或更換。根據車間生產變化情況合理安排用水，並在月尾進行回顧，確保合理用水。</li> <li>確保用水設備正常工作，各用水閘門及時關好，杜絕跑、冒、滴、漏等水資源浪費現象，有需要及時進行維修。</li> <li>每月安排外判公司抽取生產用水檢驗，保證生產用水不含細菌等污染物，排放水會按照政府已鋪設好的管道流放到固定點，政府相關機構定時收集及抽檢。</li> </ul>
(2)	普通用水	<ul style="list-style-type: none"> <li>有專人負責水錶的日常檢查及維護，並每月一次抄表工作，確保合理用水。</li> <li>每年進行一次用水抽檢，杜絕細菌滋生，確保符合衛生標準。</li> <li>廚房及辦公室儘量採用迴圈用水，一水多用，廢水利用等綜合措施，提高水的覆用率。</li> <li>每5年為廠房用水進行污水抽檢及發合格證。</li> </ul>



# Building a Green Plant 打造綠色廠房

## Waste Management

- |   |   |
|---|---|
| (1) Production and general garbage                | <ul style="list-style-type: none"> <li>Be separated based on whether it is recyclable or toxic. The discard of garbage arbitrarily is strictly prohibited. Follow-up disposal is carried out by the cleaning department and recycling organizations.</li> <li>Refuse from the canteen at the plant is bagged, hand delivered to special trashes on a centralized basis, and timely arranged for delivery out of the plant.</li> <li>Sewage and oil discharged to the oil absorption sump from the kitchen is collected by qualified organization at the plant on a regular basis.</li> </ul>  |
| (2) Chemicals and other toxic and hazardous waste | <ul style="list-style-type: none"> <li>Laboratory management staff are responsible for the management of toxic and hazardous waste as well as supervision and registration of the storage, collection, transportation, disposal and other aspects of the waste.</li> <li>Volatile substances (such as alcohol) are required to be stored in the special area, which is equipped with good ventilation, pumping and fire safety facilities in compliance with safety standards.</li> <li>Contact recycling organizations engaged in lawful recovery of toxic and hazardous waste to carry out discharge at fixed locations.</li> </ul> |

## 廢物管理

- |                 |   |
|-----------------|---|
| (1) 生產及一般垃圾     | <ul style="list-style-type: none"> <li>按可否回收、是否有毒害等進行分類，嚴禁任意丟棄，與清潔部門及回收機構聯繫進行後續處理。</li> <li>廠房食堂的垃圾實行袋裝，專人集中運送至專屬垃圾桶，並及時組織外運。</li> <li>由合資格機構定期到廠房收集從廚房排放到吸油池的污水及油。</li> </ul>            |
| (2) 化學品等有毒有害廢棄物 | <ul style="list-style-type: none"> <li>實驗室管理人員負責有毒有害廢棄物的管理，對其儲存、收集、運輸、處理等環節進行監督及記錄。</li> <li>易揮發性物品(如酒精)需存放在專屬空間，存放空間需設置良好抽風、抽氣及安全防火等設施，符合安全標準。</li> <li>聯繫有毒有害廢棄物合法回收單位，定點排放。</li> </ul> |



## Other Conservation

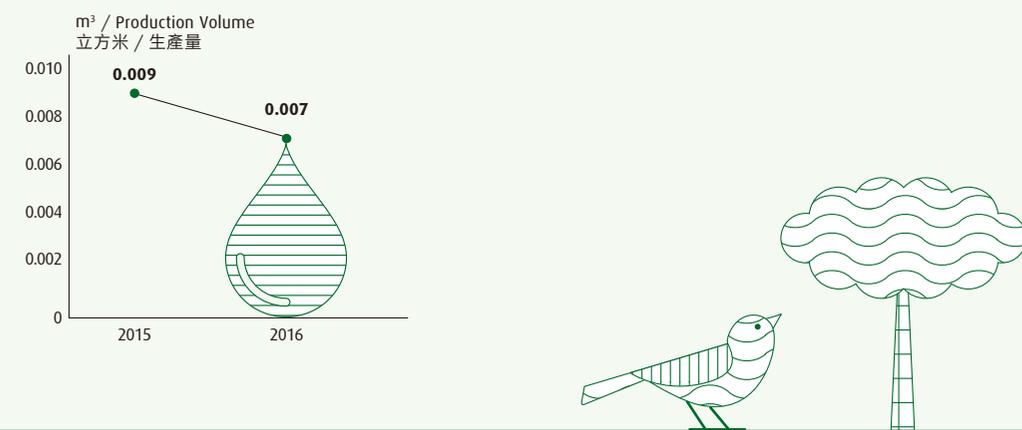
- |                   |   |
|-------------------|---|
| Paper consumption | <ul style="list-style-type: none"> <li>Promote the use of recycled paper</li> <li>Use double-sided printing to reduce paper consumption by half</li> <li>Use email instead of paper for internal communication whenever practical</li> <li>Use recycled paper for printing the Company's annual report</li> </ul> |
| Other aspects     | <ul style="list-style-type: none"> <li>Collect used ink cartridges in office and return to suppliers</li> <li>Recycle batteries to reduce land pollution</li> </ul>   |

## 其他資源節約

- |      |  |
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| 用紙方面 | <ul style="list-style-type: none"> <li>多用循環再用紙</li> <li>使用雙面印刷，可減少一半用紙量</li> <li>如非必要，應以電郵方式取代發放紙張文件作內部溝通</li> <li>公司年報以環保紙印刷</li> </ul> |
| 其他方面 | <ul style="list-style-type: none"> <li>收集各辦公室使用完的墨盒，再退回給供貨商</li> <li>將電池回收，減少造成土地污染</li> </ul>   |

## Water Used in Production

### 生產用水



## Electricity Used in Production

### 生產用電

