



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

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



ENVIRONMENTAL, SOCIAL
AND GOVERNANCE REPORT

2019/20

環境、社會及管治報告

Environmental, Social and Governance Report 2019/20

二零一九／二零年環境、社會及管治報告

ABOUT THIS REPORT

This is Good Fellow Healthcare Holdings Limited's (referred to in this report as the "Company", together with its subsidiaries, the "Group") (stock code: 8143) annual Environmental, Social and Governance ("ESG") report (the "ESG Report") for the year ended 31 March 2020 (the "Reporting Period").

The Company is principally engaged in the provision of general hospital services in the People's Republic of China (the "PRC").

SCOPE, MATERIALITY AND REPORTING PERIOD

Reporting Principle, Scope and Materiality

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

As identified by the materiality assessment, the ESG Report covers the overall accomplishments and performances, risks and challenges, strategies, measures and commitments of the Group in four areas, namely, working environment quality, environmental protection, operating practices and community investment, for the Group's principal business operation (i.e. provision of general hospital services in the PRC) pursuant to the ESG Reporting Guide of Appendix 20 to the Rules Governing the Listing of Securities on GEM of The Stock Exchange of Hong Kong Limited (the "Stock Exchange").

The Group operated three general hospitals in Jiaxing, Zhuhai and Beijing (during the year ended 31 March 2019: four general hospitals in Chongqing, Jiaxing, Zhuhai, and Beijing), respectively in the PRC. We do not consider any material changes in our business scope during the Reporting Period. Hence, we did not change our ESG reporting approach. No target has been set for any KPIs disclosed herein, except the required standards allowed by applicable laws and regulations. To the best knowledge of the directors, our ESG-related impact was within the levels stipulated by the relevant laws and regulations and was aligned with the industry level.

關於本報告

本報告是金威醫療集團有限公司（本報告稱為「本公司」，連同其附屬公司，統稱為「本集團」）（股份代號：8143）截至二零二零年三月三十一日止年度（「報告期間」）之年度環境、社會及管治（「環境、社會及管治」）報告（「環境、社會及管治報告」）。

本公司主要於中華人民共和國（「中國」）從事提供綜合性醫院服務。

範圍、重要性及報告期間

呈報原則、範圍及重要性

本環境、社會及管治報告之內容主要闡述從經濟、環境及社會之重大可持續性層面上對本集團最為重要，以及有關持份者之最大利益或其所關注之議題。

根據重要性評估，及根據香港聯合交易所有限公司（「聯交所」）GEM證券上市規則附錄二十的環境、社會及管治報告指引，本環境、社會及管治報告涵蓋本集團之主營業務（即於中國提供綜合性醫院服務）在工作環境質素、環境保護、營運慣例及社區投資四方面之整體成果及表現、風險及挑戰、策略、措施及承諾。

本集團分別於中國嘉興市、珠海市及北京市經營三間綜合性醫院（截至二零一九年三月三十一日止年度：四間位於重慶市、嘉興市、珠海市及北京市之綜合性醫院）。我們認為本集團的業務範圍於報告期間並無出現任何重大變動。因此，我們並無變更環境、社會及管治的呈報方法。除適用法律及法規允許的規定標準外，本文並無披露就任何關鍵績效指標設定的目標。就董事所深知，我們的環境、社會及管治相關的影響在相關法律及法規規定的水平之內及符合行業水準。

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The qualitative and quantitative information on how the Group manages its material ESG aspects comes from official documents or statistical reports of the Group. This report has been reviewed and approved by the board of directors of the Company.

Regarding the corporate governance structure of the Group and other relevant information, please refer to pages 27 to 43 of the Company's annual report for the year ended 31 March 2020.

Being one of the communication channels to connect with our stakeholders, this ESG Report contains relevant information that is meaningful and important to their decision-making. In this regard, the ESG report is prepared in accordance with the key reporting principles set out in the ESG Reporting Guide, i.e. materiality, quantitative, balance and consistency.

STAKEHOLDER ENGAGEMENT

We understand that stakeholder engagement plays a pivotal role to our continuous effort in improving our ESG standard. Therefore, we have built and maintained various communication channels for our internal and external stakeholders, so that we are able to provide them with clear information about our approaches to business operation and ESG issues:

Internal stakeholders

內部持份者

The management 管理層

Employees 僱員

- Town-hall meetings
僱員大會
- Staff performance appraisal and survey
僱員表現評估與調查
- Weekly/daily meetings
每週／每日例會
- Mentorship programmes
導師計劃

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

就本集團之企業管治架構及其他相關資料而言，請參閱本公司截至二零二零年三月三十一日止年度之年報第27至43頁。

作為與我們持份者的溝通渠道之一，本環境、社會及管治報告載列對彼等之決策而言屬有意義且重要的相關資料。就此而言，環境、社會及管治報告乃根據環境、社會及管治報告指引載列之主要報告原則（即實質性、量化、平衡性及一致性）予以編製。

持份者參與

本集團明白持份者之參與對本集團持續提升本集團之環境、社會及管治水平尤為重要。因此，我們已建立並維持與內部及外部持份者之不同溝通渠道，令我們能夠向彼等提供有關業務營運以及環境、社會及管治範疇之方針的清晰資料：

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Internal stakeholders

內部持份者

The management

管理層

- Website and social media page
網站及社交媒體頁面
- Hotline and social media chat room
熱線及社交媒體聊天室
- Customer/patient survey
客戶／病人調查

Employees

僱員

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

Media and general public

媒體及公眾

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

Suppliers and business partners

供應商及業務夥伴

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

Government authorities and regulators

政府機構及監管機構

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

Community and NGOs

社區及非政府組織

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

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

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

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

Tel No.: (852) 2722 4388

Fax No.: (852) 2543 8865

Email: info@gf-healthcare.com

地址：香港上環干諾道中168-200號
信德中心西座33樓3309室

電話：(852) 2722 4388

傳真：(852) 2543 8865

電郵：info@gf-healthcare.com

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ENVIRONMENTAL ASPECT

The Group upholds the relevant environmental laws and regulations in the country and regions where it operates, whilst adhering to energy saving, pollution prevention, environmental protection and sustainable development. These laws and regulations include, but not limited to, the Environmental Protection Law of the PRC (《中華人民共和國環境保護法》), the Water Pollution Prevention and Control Law of the PRC (《中華人民共和國水污染防治法》), the Management Measures for Environmental Emergencies (《突發環境事件應急管理辦法》) and the Environmental Protection Order No. 34 (《環境保護部令34號》), the Regulation on Urban Drainage and Sewage Treatment (《城鎮排水與污水處理條例》), the Administrative Measures for Medical Wastes of Medical and Health Institutions (《醫療衛生機構醫療廢物管理辦法》), the Regulation on the Administration of Medical Wastes (《醫療廢物管理條例》) and the Administrative Measures for Urban Living Garbage (《城市生活垃圾管理辦法》). The Group has established a comprehensive and well-functioning mechanism to handle and respond to hospital emergencies swiftly, efficiently and in an orderly fashion, in order to minimise any adverse impact and losses to the environment.

A command post for environmental emergencies has been established as part of the mechanism, to coordinate and command any responsive actions and works. The division consists of four teams, including on-site response team, emergency monitoring team, emergency protection team and rescue team.

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

環境層面

本集團在其經營所在之國家及地區遵守相關環境法律及法規，同時秉持節約能源、污染防治、環境保護及可持續發展理念。該等法律及法規包括（但不限於）《中華人民共和國環境保護法》、《中華人民共和國水污染防治法》、《突發環境事件應急管理辦法》及《環境保護部令34號》、《城鎮排水與污水處理條例》、《醫療衛生機構醫療廢物管理辦法》、《醫療廢物管理條例》及《城市生活垃圾管理辦法》。本集團已設立全面運作良好的機制以迅速、有效及有序處理及應對醫院突發事件，盡可能降低對環境的任何不利影響及損失。

本集團已成立環境突發事件指揮處作為機制之一部分，以協調及指揮任何響應行動及工作。該部門由四個團隊組成，包括現場響應小組、緊急監測小組、緊急保護小組及救援隊。

本集團著眼於與環境和諧共處，致力提升其管理及執行水平、改良生產設施，以盡可能減低本集團日常營運所造成任何形式之污染，為健康及可持續之環境發展作出貢獻。

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

Emissions

We are dedicated to reducing our carbon footprint because we believe that healthier hospitals mean healthier communities. Throughout the years, the Group has adopted the green hospital development policy and implemented low carbon strategies in all aspects of operations in compliance with the requirements by the government. In the course of investment, construction and operation, the Group has consistently carried out the operation objective of “benefiting the society and the populace” and focused on sustainable development. With reliability, professionalism and safety as its principal objectives, the Group possesses advanced IT program management and technical support of modern information technology network and strives to facilitate paperless office and old stuff reuse.

Air Pollution

Without the necessity to operate large machines, carbon footprint arising from our day-to-day operations is mainly from energy and resource consumption, such as electricity power and fuel used for vehicles.

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

排放

我們致力於減少碳足跡，因為我們相信更健康的醫院意味著更健康的社區。多年來，本集團已遵照政府要求採納綠色醫院發展政策及於營運之所有方面實施低碳策略。本集團在投資、建設和經營過程中，始終貫徹「惠予社會，好及百姓」的經營宗旨，注重可持續發展。以可信賴、專業、安全為主要目標，擁有先進的IT程式管理和現代信息科技網絡支持，並致力於推行無紙化辦公和舊物重複利用。

空氣污染

我們的經營無需使用大型機器，日常經營碳排放主要來自於能源及資源消耗，如電源及汽車耗用之燃料。

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We recognise that a well-designed arrangement in terms of our ambulances, hospital vehicles, supply chain transportation is essential to the reduction of transportation-related carbon footprint, whilst the proper use of technology will also help minimising unnecessary travel. To minimise exhaust gas and greenhouse gas generated by our daily operation, there is no underground garage in any of the Group's hospitals. Employees are encouraged to take public transportation, while there is only a limited number of parking lots for in-patients and clients.

As part of our supply chain transportation management, we tend to purchase from local suppliers or/and suppliers who use fuel-efficient transportation when possible. We also endeavour to minimise the frequency of supply transportation by better manage our inventory control.

With the existence of social media (such as WeChat) and video or web conferencing technologies, telemedicine is made possible and is gaining wider application. We will continue to explore and improve our uses of telemedicine as an alternative to face-to-face encounters in areas such as remote patient monitoring and online medical consultation, which are expected to significantly reduce unnecessary travel by our customers,

The Group maintains green zone in the indoor or outdoor area of the hospitals where the Group grows plants which absorb certain toxic and hazardous gas. In addition, there are diesel power generators with low energy efficiency in hospitals which are used as back-up generators only. We avoid using them as they might emit smoke with emission concentration that reach the Level Two of Integrated Emission Standard of Air Pollutants (《大氣污染物綜合排放標準》). In regard to facility upgrade and new hospital construction, we will perform thorough research and aspire to carbon-neutral building operation, including using "green roof" system, adopting eco-friendly design in accordance with solar orientation and prevailing wind.

我們認為根據救護車、醫院車輛及供應鏈運輸作出合理設計的安排乃減少運輸相關碳足跡的必要之舉，而合理使用技術亦將有助於將不必要的差旅減少至最低。為盡可能降低日常經營產生之廢氣及溫室氣體，本集團任何一家醫院均無建立地下車庫。鼓勵僱員搭乘公共交通工具，院內僅為住院病人及客戶提供有限數量之停車位。

作為供應鏈運輸管理之一部分，於可能的情況下，我們傾向於從本地供應商或／及使用低耗油運輸的供應商採購。我們亦竭力透過更好地管理庫存監控以將供應運輸的頻率減少至最低。

遠程醫療因社交媒體（例如微信）及視頻或網絡會議技術的存在而變為可能，並得到更為廣泛的應用。我們將繼續探索及改進遠程醫療作為一種面對面接觸的替代方法於遠程患者監護及線上醫療諮詢等領域的用途，此將有望大幅減少客戶的非必要差旅。

本集團於院內外保持綠色區域，在該等區域種植可吸收若干有毒有害氣體之植物。此外，醫院的低能效柴油發動機僅作為備用發電機之用。我們通常不會使用該等發電機，因為其所排放的煙塵排放濃度達到《大氣污染物綜合排放標準》之二級標準。就設備更新及新醫院建設而言，我們將開展全面調查並追求碳中和樓宇營運，包括使用「綠色屋頂」系統並根據朝陽方位及盛行風採用環保設計。

Noise Management

Operating of certain medical equipment and machines, and renovation or construction works carried out in the hospital area might produce noise occasionally. Therefore, the Group has installed sound and vibration insulation and absorption screens or walls to deaden noise. Our daily operation-related noise was within the maximum level allowed by applicable laws and regulations.

Waste Treatment

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

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

噪音管理

醫院經營涉及使用若干醫療設備及機器，醫院區域進行之翻新或建築工程偶爾會產生噪音。因此，本集團已安裝隔音、隔振及吸振屏幕或牆壁以減弱噪音。我們的日常經營相關的噪音介於適用法律及法規允許的最低水平。

廢物處理

在獲授權的市政環境衛生服務承包商收集及處理一般無害廢物及生活廢物之前，其已妥善分類及存放。

廚餘的收集及處理是分開進行。我們已指派工作人員監督收集及處理廚餘的安排，其中包括廢物種類、數量及處理方法等詳細而全面的記錄。所有這些記錄均會定期審閱。特別是將食物殘渣及吃剩的食物放入指定的容器或桶內，並由第三方收集商負責收集及重用。我們與有關的第三方收集商已訂立協議，確保所有食物殘渣及吃剩的食物僅作為農業及養殖用途。其他生食品或半加工食品的食物垃圾，例如蔬菜、果皮及內臟等，則當作生活廢物處理。

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The world's governments, through the World Health Assembly, have called for greater action on medical waste as the toxic and infectious properties of medical waste represent an underestimated environmental and public health threat. Clinical waste is treated in strict accordance with the Medical Waste Management Regulations (《醫療廢物管理條例》) and the Administrative Measures for Medical Wastes of Medical and Health Institutions (《醫療衛生機構醫療廢物管理辦法》). Clinical waste, such as infectious waste, pathological waste, surgical waste, medicine waste and chemical waste, is separated, transported and collected in sealed wrapping and containers, and stored temporarily in designated storage facilities before being disposed of by professional, qualified waste management service providers. The designated storage facilities shall be sanitised and cleaned thoroughly afterwards. All employees are strictly required to follow these procedures to risks of contagion and infection. During the Reporting Period, our total emission of clinical waste was approximately 13.9 tonnes.

We will continue to study and adopt various waste management measures when possible and appropriate, including implementation of environmentally preferable purchasing procedures, avoiding and minimising the use of toxic materials such as mercury, PVC and unnecessary disposable products.

Maintaining Indoor Air Quality

Indoor air quality is one of the major environmental problems related to human health. Exposure to microbial contaminants might cause respiratory symptoms, allergies and asthma, and affect immune system. Therefore, in order to prevent these symptoms and syndromes, as well as cross-infection of diseases among patients inside the hospitals, we have strict guidelines for maintaining indoor air ventilation. All ventilation systems are evaluated and examined regularly by employees with professional skills and licenses or third-party professional vendors. Besides, we believe that keeping improved indoor air quality helps reducing indoor air pollutants and thereby reducing air pollution.

世界各國政府已透過世界衛生大會呼籲對醫療廢物採取大力行動，原因為醫療廢物的毒性及傳染性對環境及公共健康的威脅被低估。臨床廢物乃嚴格按照《醫療廢物管理條例》及《醫療衛生機構醫療廢物管理辦法》處理。臨床廢物（如感染性廢物、病理性廢物、外科廢物、醫療廢物及化學廢物）分開處理、運輸並由密封包裝及容器進行收集，在由專業、合資格廢物管理服務供應商進行處置之前臨時存放於指定存儲設施內。指定存儲設施在清空之後應進行徹底消毒及清潔。所有員工應嚴格遵守該等程序以應對傳染及感染的風險。於報告期間內，我們的臨床廢物總排放量約為13.9噸。

我們將於可能及適當的情況下研究並採納多種廢物管理措施，包括實施環保採購程序、避免及減少使用有毒物質（例如水銀及PVC）及不必要的一次性產品。

保持室內空氣質素

室內空氣質量乃與人類健康相關的一大環境問題。暴露於微生物污染物可能引發呼吸道症狀、過敏及哮喘並影響免疫系統。因此，為預防該等症狀及綜合征以及醫院內患者之間的疾病交叉感染，我們設有嚴格的保持室內空氣通風指引。所有通風系統均由具有專業技能及執照的僱員或第三方專業服務供應商定期進行評估及檢查。此外，我們相信，保持改善室內空氣質素有助減少室內空氣污染物，從而減少空氣污染。

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Proper Sewage Discharge

We have complied with the Disinfection Specifications (《消毒技術規範》). Water consumed at our hospitals shall be treated by the wastewater treatment facilities built in the hospitals. The wastewater goes through the grilles, septic tanks, retention basins and sanitising facilities, as well as is sanitised with hydrochloric acid and sodium chlorate, before being discharged to the municipal wastewater treatment facilities. We also place high importance to fluid waste management as it limits our employees' exposure to infectious fluid waste.

During the Reporting Period, we discharged approximately 20,731 cubic metres of wastewater and we contained our water pollutants within the maximum level allowed by the Discharge Standard of Water Pollutants for Medical Organization (《醫療機構水污染排放標準》).

Concerted Efforts with Suppliers and Business Partners

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

妥善的污水排放

我們已遵守《消毒技術規範》。我們醫院消耗的水資源須由醫院建立的污水處理設施進行處理。廢水排入市政污水處理設施之前通過地漏、化糞池、滯留池及淨化設施，並利用鹽酸及氯酸鈉進行消毒。我們亦高度重視液體廢物管理，限制僱員接觸具傳染性的液體廢物。

於報告期間，我們排放約20,731立方米廢水並將水污染物控制在《醫療機構水污染排放標準》准許的最低水平內。

與服務供應商及業務合作夥伴齊心協力

我們已與服務供應商及業務合作夥伴制定並採用一套管理機制，所有藥物及藥品形式的醫療廢物均於指定區域進行分類及存放。醫療廢物與其他生活垃圾分開後，方可由合資格服務供應商收集及處理。我們與服務供應商及業務合作夥伴共同致力於保護環境，避免危險醫療廢物對環境造成損害。

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

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

Emission data:

排放數據：

Types of emissions	Unit	Quantity	
		2019/20	2018/19
排放類型	單位	二零一九／ 二零年	二零一八／ 一九年
Greenhouse gas emissions			
溫室氣體排放			
– Scope 1 – direct emission			
– 範圍1 – 直接排放			
Fuel consumption		117,136	129,457
燃料消耗			
– Scope 2 – indirect emission			
– 範圍2 – 間接排放			
Consumption of purchased electricity	kg of CO ₂ e	1,575,142	3,109,846
外購電力消耗	千克二氧化碳當量		
– Scope 3 – indirect emission			
– 範圍3 – 間接排放			
(i) Water consumption		38,309	65,912
(i) 水資源消耗			

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

根據環境、社會及管治報告指引的
關鍵績效指標披露層面A1概要：

KPI A1.1	Our principal business operations do not involve activities that directly emit greenhouse gases or other air pollutants. The types of emissions and respective emissions data (if applicable) are set forth above.
關鍵績效指標A1.1	主要業務營運並無涉及直接排放溫室氣體或其他空氣污染物的活動。排放物類別及相關排放數據（如適用）載於上文。
KPI A1.2	Emissions of indirect greenhouse gases are set forth above.
關鍵績效指標A1.2	間接溫室氣體排放量載於上文。
KPI A1.3	The hospitals of the Group generate biological, chemical and clinical wastes, which are regarded as hazardous due to their infectious and reactive nature. There is no applicable data of hazardous waste produced as waste produced from our operations is collected and handled by designated service provider hired.
關鍵績效指標A1.3	本集團醫院所產生的生物、化學及臨床廢物，由於其具傳染性及反應性而被視為有害物質。由於我們的營運產生的廢棄物由所僱用的指定服務提供商收集及處理，故並無所產生有害廢棄物的適用數據。
KPI A1.4	There is no applicable data of non-hazardous waste produced as waste produced from our operations is collected and handled by designated service provider hired.
關鍵績效指標A1.4	由於我們的營運產生的廢棄物由所僱用的指定服務供應商收集及處理，故並無所產生無害廢棄物的適用數據。
KPI A1.5	Measures to mitigate emissions can be referred to in the above paragraphs.
關鍵績效指標A1.5	減低排放量的措施載於上文段落。
KPI A1.6	Description of how non-hazardous wastes are handled, reduction initiatives can be referred to in the paragraph headed “Minimising Waste” below.
關鍵績效指標A1.6	處理無害廢棄物的方法、減低產生量的措施的說明載於下文「減廢」一段。

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Use of Resources

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

Our energy efficiency programme:

- Maintain a minimum air-conditioners' temperature to 24° C even in the summer;
- Switch off all idling electrical appliances, lights and office equipment, as well as elevators and escalators;
- Use energy-saving electrical appliances;
- Perform regular inspections on equipment to ensure all equipment and machines function properly;
- Encourage the use of video or telephone conferencing systems to avoid business travel, or encourage the use of public transportation;
- Conduct regular energy audits to inform awareness and retrofit our measures

資源利用

我們已於各間醫院及辦公室制定一系列行政計劃（包括節約能源及用水、減廢及有效使用資源等等）作為管理間接碳排放及其他氣體排放之主要方法。根據該等計劃，我們已實施多項措施，不斷改善我們的環保工作及遵守《中華人民共和國資源保護法》。

能源使用效益計劃：

- 即使於夏天，仍維持冷氣溫度為最低 24° C；
- 關掉所有非使用中的電器、燈及辦公室設備以及電梯及扶手電梯；
- 使用節能電器；
- 定期檢查設備，以確保所有設備及機器運作正常；
- 鼓勵使用視像或電話會議系統以避免公幹，或鼓勵使用公共交通工具；
- 進行常規能源審計，以提高意識並改進措施

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Our water conservation programme:

- Lower water pressure, particularly in washrooms and other areas with high usage rate, to save water;
- Closely meter water use, and installing water-efficient fixtures and technologies such as faucets and toilets;
- Carry out regular check on plumbing and pipes to prevent leaks

Our waste reduction programme:

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

In the future, we will not cease to improve our efficiency in terms of use of resources. We will study sources of clean, renewable energy and include its generation in our facilities; identify potential benefits of climate mitigation efforts which reduce our greenhouse gas emissions and local public health risks while saving money at the same time, such as upgrade of medical equipment; consider harvesting rainwater and recycling water.

節水計劃：

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

減廢計劃：

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

未來，我們將不斷提升資源利用效率。我們將研究清潔可再生能源的來源，並將能源生產融入我們的設備；識別氣候變化減緩工作（例如升級醫療設備）可減少溫室氣體排放、降低本地公共健康風險，同時節約金錢的潛在裨益；考慮收集雨水及再生水。

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Resource Consumption Data:

資源消耗數據：

Types of resource consumption 資源耗用類別	Unit 單位	Quantity 數量	
		2019/20 二零一九／ 二零年	2018/19 二零一八／ 一九年
Water 水	Tonne 噸	38,309	65,912
Electricity 電力	kWh 千瓦時	1,841,041	3,887,307
Fuel (including petroleum and gasoline) – vehicles and other transportation tools 燃油（包括石油及汽油） – 汽車及其他運輸工具	litre 公升	36,614	48,944

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

環境、社會及管治報告指引項下A2層面的關鍵績效指標披露概要：

KPI A2.1 關鍵績效指標A2.1	Details of electricity consumption are set forth above. 耗電詳情載於上文。
KPI A2.2 關鍵績效指標A2.2	Details of water consumption are set forth above. 耗水詳情載於上文。
KPI A2.3 關鍵績效指標A2.3	Description of energy use efficiency initiatives can be referred to in the above paragraphs. 描述能源使用效益計劃，可參閱上文段落。
KPI A2.4 關鍵績效指標A2.4	There is no issue in sourcing water that is fit for purpose whereas the Group considers its water consumption level is reasonable. Description of water use efficiency initiatives can be referred to in the above paragraphs. 求取適用水源上概無問題，而本集團認為耗水量屬合理。描述用水效益計劃，可參閱上文段落。
KPI A2.5 關鍵績效指標A2.5	There is no applicable data of packaging material as we do not involve the use of any packaging material. 由於我們並無涉及使用任何包裝材料，故概無包裝材料之適用數據。

Environment and Natural Resources

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

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

Fighting climate change

While further study is required to more comprehensively quantify healthcare sector's impact in terms of climate change, we understand that climate actions are needed, and we can help forge a future with healthy hospitals and healthy people living on a healthy planet. According to *Health Care's Climate Footprint* report co-issued by Health Care Without Harm, the global healthcare sector is one of the major contributor to climate change, emitting 4.4% of global greenhouse gases.

Besides measures that are discussed in the above Emissions and Use of Resources sections, we are keen to working together with healthcare professionals, professional associations, governments and NGOs for exchanging ideas and jointly implementing de-carbonisation strategies to address climate change.

環境及天然資源

除了加強環保措施，本集團亦積極提升其員工之環保意識，包括發出內部環保指引及分享有關綠色辦公室之相關環保資訊。我們通常會張貼各種通知，提醒員工我們的環保措施及提供有關環境問題及本集團最新環保措施之最新消息及資訊。我們亦已委派員工確保有效實行上述措施。我們持續檢討我們的政策及常規，以改善我們的環保方法及識別出相關風險。

我們有關意識的工作部分包括組織僱員參與廢物收集活動及環保為本的遠足及步行活動。

應對氣候變化

儘管我們須作出進一步研究以更加全面地量化氣候變化對衛生保健部門的影響，我們深知我們須採取氣候行動，並能鑄就一個健康醫院及居住在健康星球上的健康人類的未來。根據無害衛生保健組織聯合發佈的《衛生保健行業的氣候足跡》，全球衛生保健部門乃氣候變化的主要貢獻者之一，佔全球溫室氣體排放量的4.4%。

除於上文排放及資源利用等章節討論的措施外，我們渴望與醫療保健專業人員、專業協會、政府及非政府組織一起合作，交換意見、共同實行減碳策略以應對氣候變化。

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Hospitals and healthcare facilities are the first responders to extreme climate events, therefore, resilience strategies are important to climate mitigation, such as easy road access and access to public transportation, stable power and water supplies, solid building and infrastructure maintenance, emergency accommodation for staff trapped on site, and so on. All these relevant measures are consistently being studied and are anticipated to help equip us to cope with severe weather events and secure the healthcare services during such times.

Summary of KPI disclosure of KPI A3.1 under the ESG Reporting Guide:

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

SOCIAL ASPECT

EMPLOYMENT AND LABOUR PRACTICES

Employment

As at 31 March 2020, the Group had 638 employees, who are key to bringing us success and maintaining our competitiveness. We are dedicated to providing a gratifying and rewarding workplace to our employees and offering them with opportunities to learn, grow and succeed.

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

醫院及醫療保健設備為極端氣候事件的首批回應機構，因此，靈活的策略對氣候變化減緩而言屬重要之舉，例如便捷的道路及公共交通、穩定的能源及水源供應、實心樓宇及基礎設施的維護、現場受困員工的緊急庇護等等。所有該等相關措施一直在研究當中，並預期在有關時間內幫助我們應對嚴重的天氣事件及獲得醫療保健服務。

環境、社會及管治報告指引項下關鍵績效指標A3.1的關鍵績效指標披露概要：

描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動，可參閱上文段落。

社會層面

環境及勞工常規

僱傭

於二零二零年三月三十一日，本集團擁有638名僱員，彼等為我們邁向成功及維持競爭力之關鍵。我們致力為僱員提供滿意及有回報之工作場所，並向彼等提供學習、成長及成功之機會。

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

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Employment data:

僱員數據：

Employment statistics	Unit	Quantity	
		2019/20 二零一九／ 二零年	2018/19 二零一八／ 一九年
僱員數據	單位		
Total staff	No. of people	233	720
僱員總數	人數		
By gender			
按性別劃分			
– Male	Percentage	29.8	28.2
– 男性	百分比		
– Female		70.2	71.8
– 女性			
By employment type			
按僱傭類型劃分			
– Full-time permanent	Percentage	50.5	14.6
– 全職永久	百分比		
– Full-time contracted		49.5	85.4
– 全職合約			
By rank			
按級別劃分			
– Executives	Percentage	12.2	12.0
– 行政人員	百分比		
– Others		87.8	88.0
– 其他			

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Employment statistics	Unit	Quantity	
		2019/20 二零一九／ 二零年	2018/19 二零一八／ 一九年
僱員數據	單位		
By age			
按年齡劃分			
– Below 30	Percentage	52.8	59.3
– 30歲以下	百分比		
– 30-39		24.6	21.6
– 30-39歲			
– 40-49		11.1	10.8
– 40-49歲			
– 50-59		8.3	5.8
– 50-59歲			
– 60 or above		3.2	2.5
– 60歲或以上			
Average years of services – by rank			
平均受僱年數－按級別劃分			
– Executives	No. of years	5.4	5.0
– 行政人員	年數		
– Others		2.8	2.0
– 其他			
Average years of services – by gender			
平均受僱年數－按性別劃分			
– Male	No. of years	4.1	4.0
– 男性	年數		
– Female		3.5	4.0
– 女性			

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Employment statistics	Unit	Quantity	
		2019/20 二零一九／ 二零年	2018/19 二零一八／ 一九年
僱員數據	單位		
<hr/>			
New employees			
新聘僱員			
– Male	No. of people	70	104
– 男性	人數		
– Female		127	275
– 女性			
Employee turnover			
僱員流失率			
– Male	No. of people	200	98
– 男性	人數		
– Female		484	299
– 女性			

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Recruitment and Remuneration Policies

We strictly comply with the Employment Ordinance (Chapter 57 of the Laws of Hong Kong), Labour Law of the PRC (《中華人民共和國勞動法》), Labour Contract Law of the PRC (《中華人民共和國勞動合同法》), and other applicable laws and regulations relating to employment. All employees, upon joining the Group, are given orientation sessions, which cover terms of employment, remuneration packages, working hours, rest periods and holidays, termination, confidentiality, work ethics and other areas.

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

We offer employees a fair and competitive package of remuneration and benefits, which encompasses basic salary and overtime compensation, staff welfare and rights such as Mandatory Provident Fund and medical insurance. Employees are also entitled to paid rest periods including annual leave, maternity leave, paternity leave and sick leave. These remuneration and benefits are determined and adjusted based on job nature, experience, job performance, financial results of the Company and market conditions.

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

招聘及薪酬政策

我們嚴格遵守香港法例第57章《僱傭條例》、《中華人民共和國勞動法》、《中華人民共和國勞動合同法》及其他有關僱傭之適用法律及法規。所有僱員於加入本集團後均有迎新會，當中涵蓋僱傭條款、薪酬待遇、工時、休息時間及假期、終止僱傭、保密、職業道德及其他方面。

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

我們向僱員提供公平及具競爭力之薪酬及福利組合，當中包含基本薪金及超時工作補償、強制性公積金及醫療保險等員工福利及權利。僱員亦有權享有有薪休息假期，包括年假、產假、侍產假及病假。該等薪酬及福利乃根據工作性質、經驗、工作表現、本公司財務業績及市況而釐定及調整。

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

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Dismissal Policies

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

Equal Opportunities, Diversity and Inclusion

We embrace diversity and inclusion. Given our business nature, female staff accounted for a higher proportion in our total workforce as we require a large number of nursing employees, who are mostly female. However, we have no specific requirements or conventions on gender, age and race in employment. Our recruitment policies stipulate that we recruit candidates based on their experience and expertise, and do not discriminate on grounds of gender, disability, pregnancy, marital and family status, racial background, religious belief, age or sexual orientation.

解僱政策

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

平等機會、多元化及共融

我們擁護多元共融。鑑於我們的業務性質，我們需要大量護理員工（大部分為女性），故女性員工佔員工總數之比例較高。然而，我們於僱用時對性別、年齡及種族並無特別要求或慣例。我們的招聘政策規定，我們基於求職者之經驗及專業知識作出招聘，求職者不會因性別、殘疾、懷孕、婚姻及家庭狀況、種族背景、宗教信仰、年齡或性取向而受歧視。

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Health and Safety

The Group is always committed to providing a safe, efficient and comfortable work environment for its staff, and endeavours to eliminate potential hazards. To safeguard the well-being of our employees, we identify potential safety risks from time to time, take preventive measures and make rational arrangements, training and guidelines to eliminate foreseeable hazards which may result in property damage, accidents, or personal injury/illness.

Physical check-ups and education on occupational health are also in place. The management and all employees are held equally responsible for minimising accidents and risks within our facilities and work sites as we believe that the responsibility for health and safety are shared and accidental loss can be controlled and contained through sound management and enhanced awareness. A work environment where employees feel safe and secure is vital for employees to perform their jobs properly and efficiently. In case of significant safety risks and accidents, we will make necessary improvement measures.

Besides measures for waste, water and air pollution control discussed in the section headed "Emissions" above, we also maintain a high level of hygiene by means of regular pest control and hygiene check, and have developed institution-wide chemicals- and hazardous materials-handling policy and protocols to protect our in-patients and employees.

健康及安全

本集團始終致力為員工提供安全、高效及舒適的工作環境，並致力消除潛在危險。為保障僱員健康，我們不時識別潛在安全風險、採取預防措施以及作出合理安排、培訓及指引，以消除可能導致財產損失、事故或人身傷害／疾病的可預見危害。

職業健康體檢及教育資訊亦已就位。管理層及全體僱員對減少我們設施及工作場所內的事故及風險負有同等責任，因為我們相信健康及安全的責任共擔，並且可透過合理的管理及增強的意識來遏制並控制意外損失。僱員感到安全及有保障的工作環境對於僱員正確有效地開展工作至關重要。倘發生重大安全風險及事故，我們將採取必要的改進措施。

此外，廢水及空氣污染控制的措施已於上文「排放」章節討論，我們亦透過定期害蟲防治及衛生檢查等措施維持高衛生水平並已制定機構範圍內的化學品及有害物質處理政策及協議，以保障我們的病人及僱員安全。

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Instructors from fire centres are invited at least twice every year to provide fire safety training; whilst fire drill is included as part of the induction training for new employees. Work-life balance also is promoted and encouraged in workplace as we recognise the importance and value of personal well-being.

The beginning of 2020 saw the outbreak of novel coronavirus ("COVID-19"). To help contain the spread of the disease and to safeguard our patients and employees, the Group has taken a host of measures.

During the Reporting Period, there was no significant incident of safety and work-related injury. There was no incident of non-compliance with the relevant laws and regulations that have a significant impact on the Group relating to providing a safe working environment and protecting employees from occupational hazards.

每年邀請消防中心指導員提供至少兩次消防安全培訓；而消防演習是新員工入職培訓的一部分。我們深信個人福祉的重要性及價值，我們亦在工作場所提倡並鼓勵工作與生活的平衡。

於二零二零年初爆發新型冠狀病毒（「COVID-19」），為幫助控制疾病的傳播及保護我們的病人及僱員，本集團已採取多項措施。

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

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Development and Training

Training statistics:

發展及培訓

培訓統計資料

		Quantity 數量	
	Unit 單位	2019/20 二零一九／ 二零年	2018/19 二零一八／ 一九年
Total number of employees participating trainings 參與培訓僱員的總人數	No. of people 人數百分比	164	473
Trained employees as percentage of total staff 受訓僱員佔僱員總數的百分比	Percentage	70.5	65.7
Total training hours – by gender 培訓總時數 – 按性別劃分			
– Male – 男性	No. of hours 總時數	180	540
– Female – 女性		509	1,527
Average training hours – by gender 平均培訓時數 – 按性別劃分			
– Male – 男性	No. of hours 總時數	3.7	11.0
– Female – 女性		4.4	11.0
Total training hours – by rank 培訓總時數 – 按級別劃分			
– Executives – 行政人員	No. of hours 總時數	257	392
– Others – 其他		639	1,917
Average training hours – by rank 平均培訓時數 – 按級別劃分			
– Executives – 行政人員	No. of hours 總時數	3.5	6.2
– Others – 其他		1.4	2.1

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The Group puts a strong emphasis on the recruitment and nurturing of talents. Comprehensive development plan has been established to enable our employees to develop themselves to their fullest potential and to equip them with the essential skillsets to deliver the best to meet the industry's and patients' expectations.

By fostering opportunities for development and education, employees are able to practice and enhance their skills. Therefore, the Group organises a host of staff training and encourages staff to enhance their abilities through continuous training by the participation in various development and training programmes, so as to build a high-calibre team of management personnel and professionals compatible with the Group's business development.

Our structured development programmes in operations, financial and clinical functions are made to help individuals with career aspirations of hospital executive leadership positions for the development of their skillset and such programmes have seen success over the years. Our development plans include comprehensive on-the-job training based on the requirements of respective job positions and the strengths of employees. These training sessions include training on Nurse Regulations (《護士條例》), communication skills with patients, and so on. We will also subsidise various external staff training programmes.

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

本集團重視吸納和培養人才。本集團已制定全面發展計畫，以供僱員盡展潛能及裝備必要技能，以盡力符合行業及病人之期望。

透過培育發展及教育的機會，僱員能夠練習並提高技能。因此，本集團組織大量員工培訓，鼓勵員工通過參與各類發展及培訓計劃持續培訓提升自身質素，以打造一支符合本集團業務發展的高質素管理團隊和專業隊伍。

我們於營運、財務及臨床功能方面作出結構化發展計劃，以幫助具有醫院行政領導職位職業理想的個人發展技能及該等計劃於過往年度已取得成功。我們的發展計劃包括基於相關職位及僱員強項之多元在職培訓。該等培訓課程包括《護士條例》培訓、與病人之溝通技巧等等。我們亦將資助外界不同的員工培訓課程。

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

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Labour Standard

We are committed to protecting human rights and forbid the use of forced labour and child labour in our business operations. We are in strict adherence to the Employment Ordinance (Chapter 57 of the Laws of Hong Kong), the Labour Law of the PRC (《中華人民共和國勞動法》), the Regulation on Labour Security Supervision (《勞動保障監察條例》), the Labour Standards Law (《勞動基準法》) and other applicable laws and regulations, all relevant laws and regulations.

We embrace basic human rights, individuality, privacy, and a diverse set of values from all individuals. We prohibit recruitment of child labour and does not tolerate forced labour. We enter into employment contracts with our employees in accordance with relevant laws and regulations. Review and verification of applicant's information, including age, identity, academic qualification and working experience is required during the recruitment process. Applicant who fails to provide or forges such information will not be employed. We also refrain from other forms of human rights violations such as physical violence, sexual harassment, abuse of power (workplace bullying or harassment), and discriminatory remarks and actions.

We are proud to champion a culture of respect and dignity. We communicate regularly with our internal stakeholders in order to comply not only with the laws and regulations of regions where we operate, but also with the international principles on human rights. An open-door approach is adopted to allow employees to report any non-compliance or malpractice, which are subject to investigation and disciplinary action including dismissal.

勞工準則

我們致力保障人權及禁止我們的業務營運使用強迫勞工及童工。我們嚴格遵守香港法例第57章《僱傭條例》、《中華人民共和國勞動法》、《勞動保障監察條例》、《勞動基準法》及其他適用法律及法規、所有相關法律以及法規。

我們擁護基本人權、個性、隱私及所有個人的多元價值觀念。我們禁止招聘童工，亦不容忍強迫勞工。我們根據相關法律及法規與員工訂立僱傭合約。於招聘過程中須審查及核證求職者之資料，包括年齡、身份、學歷及工作經驗。未能提供或偽造有關資料之求職者將不獲僱用。我們亦避免其他形式的侵犯人權行為，例如人身暴力、性騷擾、濫用權力（工作場所欺凌或騷擾）以及歧視性言論和行為。

我們為秉持具備尊重及尊嚴之文化而自豪。我們定期與內部持份者溝通，以不僅遵守營運所在地區的法律及法規，同時亦遵循有關人權的國際原則。我們採納開誠布公之態度，允許僱員報告任何須受調查及處分（包括解僱）之不合規或不當行為。

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OPERATING PRACTICES

Supply Chain Management

The Group is principally engaged in providing general hospital services and relies on vendors and third-party suppliers to support our business. We had 398 suppliers as at 31 March 2020 and all of them are located in the PRC.

We recognise that our healthcare procurement results in significant environmental, human rights and public health impacts. Responsible purchasing includes engaging vendors who follow sustainable and ethical practices whenever possible; purchasing third-party certified products which meet specified medical standards and are safely tested; advocating for extended responsibility of suppliers for which products are designed to be less disposable and hazardous, and with less waste and packaging.

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

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

營運慣例

供應鏈管理

本集團主要從事提供綜合性醫院服務，我們的業務依賴賣方及第三方供應商支援。於二零二零年三月三十一日，我們擁有398間供應商，全部均位於中國。

我們認識到，我們的醫療保健採購會對環境、人權及公共健康產生重大影響。負責任的採購包括吸納無論何時均遵循可持續及道德規例的供應商參與；採購符合指定醫學標準並經過安全測試的第三方認證產品；提倡供應商承擔更多的責任，其產品應減少一次性及危害性設計，並減少廢物及包裝。

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

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

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

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

Product Responsibility

During the Reporting Period, the Group operated three general hospitals in Jiaxing, Zhuhai and Beijing, respectively in the PRC, and was principally engaged in the provision of general hospital services, including but not limited to medical wards, surgical wards, medical check-up and examination.

Patient Care

In pursuit of offering the best-quality general hospital services, we put patient experience and satisfaction above all else. Our knowledgeable staff and seasoned healthcare practitioners work hard to ensure our patients are comfortable when receiving medical treatment and consultation in our hospitals.

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

於報告期間，我們並無發現供應鏈管理有任何重大風險及問題。

產品責任

報告期間，本集團分別於中國嘉興市、珠海市及北京市營運三間綜合性醫院，主要從事提供綜合性醫院服務，包括（但不限於）醫院病房、手術室、身體檢查及檢驗。

病患看護

為提供最優質的綜合性醫院服務，我們將患者的體驗及滿意度放在首位。我們知識豐富的員工及經驗豐富的醫療從業人員努力工作，以確保我們的病人在醫院接受治療及諮詢時感到舒適。

The Group has adopted the policy of the Patient First and Care with Heart to ensure the highest quality of medical services protected with the strictest safety standards. This policy has been built into the service procedures applying to all patients from the first admission to the long-term care. Each step during the process has to ensure the patient receives care as medically needed to maximise the benefits as deemed appropriate. The patient care services require our professionals and facilities to adhere to all the requirements and standards to reflect the value and spirits that we believe in. In addition, we shall utilise all assessments to monitor the progress of the care and to evaluate the outcomes that we have provided to the patient. In case of any adverse drug reactions of patients, we will re-examine patients' condition, provide them with alternative treatment, and recall involved drugs for further investigation and destroy them when necessary.

We have also formulated an emergency control measures and protocols to handle emergency events and medical incidents, such as mass outbreak of disease, extreme weather events and disasters, medical malpractice. These measures and protocols include independent investigations, notification to the local health department, quarantine measures, contingency and cooperation plan with government and the country's healthcare system, and so on.

Intellectual Property and Data Privacy

Due to our business nature, our staff deals with an enormous amount of personal data. Therefore, the Group complies with relevant laws and has developed guidelines to ensure data privacy and protection. Such guidelines are communicated to our employees and are reinforced from time to time. We do not encounter issues with third-party intellectual property or patent technology in our daily operation.

本集團採取「病患第一」及「用心關愛」之政策，以用最嚴格之安全標準保障確保最高質素之醫療服務。該政策植入從收納至長期護理全套服務程序，適用於所有病患。過程中之每一步須確保病患得到醫學上所需要之護理，以得到被視為合適之最大好處。病患看護服務要求我們的專業人員及設施遵守所有規定及標準，以反映我們所信奉之價值觀及精神。此外，我們將運用所有評估以監控看護進度及評估我們向病患提供之產物。倘病人出現任何藥物不良反應，我們將重新檢查患者的病情，為彼等提供替代治療，並召回涉及的藥物以進行進一步調查及在必要時予以銷毀。

我們亦制定緊急控制措施及協議，以處理緊急事件及醫療事故，例如疾病的大規模爆發、極端天氣事件及災難、醫療事故等。該等措施及協議包括獨立調查、知會當地衛生部門、檢疫措施、與政府及國家醫療系統的應急與合作計劃等。

知識產權及資料私隱

鑑於我們的業務性質，我們的員工處理大量個人數據。因此，本集團遵守相關法律並已制定指引，以確保資料私隱及保障。有關指引乃傳達予我們的員工，並不時作出加強。我們於日常營運中並無遇到第三方知識產權或專利技術之問題。

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Advertising and Labeling

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

Compliance with Laws and Regulations

The Group fully complies with all laws and regulations and regularly monitors and gathers information about changes in laws, rules and regulations relevant to the Group's businesses to ensure the Group's observance of those applicable laws, rules and regulations, including but not limited to Regulations on the Administration of Medical Institutions (《醫療機構管理條例》), Specifications on the Regulations on the Administration of Medical Institutions Management Regulations (《醫療機構管理條例實施細則》), Regulations on the Handling of Medical Accidents (《醫療事故處理辦法》), Law on Practicing Doctors of the PRC (《中華人民共和國執業醫師法》), and Pharmaceutical Administration Law of the PRC (《中華人民共和國藥品管理法》).

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

廣告及標籤

本集團承諾醫院防止提供任何虛假及誤導性醫療索償及其嚴格遵守規管任何有關醫療、醫療產品及醫療設備相關活動的《中華人民共和國廣告法》。我們專注於提供更好的醫療服務質素及相信正面的口碑對吸引客戶而言更為重要。因此我們並無廣泛從事市場推廣及宣傳工作。然而，我們確保所有的廣告工作於進行前均由高級主管審視及授權，以符合政府及行業協會制定之所有適用法律及準則。

遵守法律及法規

本集團全面遵守所有法律及法規、定期關注與搜集與本集團業務有關之法律、規則及法規的變動資訊，以確保本集團遵守該等適用法律、規則及法規，包括但不限於《醫療機構管理條例》、《醫療機構管理條例實施細則》、《醫療事故處理辦法》、《中華人民共和國執業醫師法》及《中華人民共和國藥品管理法》。

本集團不斷積極推動法律風險防範政策、法律顧問委聘制度和內部法律工作體系建設深化，以鞏固其合規及企業管治能力。本集團依循相關法律及法規經營其業務。

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

Anti-corruption

The Group upholds the highest standard of corporate governance and adhere to the values of honesty and integrity. The Group requires its employees to conform to business ethics and put effort to prevent corruption and comply with the Prevention of Bribery Ordinance (Chapter 201 of the Laws of Hong Kong), the Criminal Law of the PRC (《中華人民共和國刑法》) and the Anti-Money Laundering Law of the PRC (《中華人民共和國反洗錢法》), and other applicable anti-corruption laws and regulations. To reinforce corporate governance, we have formed an audit committee, while hiring external lawyers and auditors to offer opinions on our financial reporting and other compliance issues. While we have complied with Stock Exchange's corporate governance requirements on listing companies, we will continue to review and improve our internal control and corporate governance.

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

Meanwhile, every human is entitled to the best medical efforts to save and protect their lives. While we do not refuse their rights to receive medical treatment because of any form of discrimination, we believe that corruption is the very antithesis of patient-centred care. Hence, we do not allow bribes and any other corrupt practices which help certain patients to receive unethical preferential treatment.

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

反貪污

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

我們對於貪污、賄賂、勒索、欺詐及洗黑錢行為採取零容忍政策。我們根據相關法律及法規設立反洗錢及反貪污手冊及程序，以確保本集團以最高誠信水準營運。員工須舉報利益衝突，避免客戶或供應商交易涉及任何內幕交易或任何犯罪機制。

同時，每個人都有權盡最大的努力挽救及保護自己的生命。儘管我們不會因任何形式的歧視而拒絕彼等接受治療的權利，但我們認為腐敗乃以病人為中心的護理的對立面。因此，我們不允許賄賂及任何其他有助於某些病人獲得不道德優惠待遇的腐敗行為。

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Whistle-blowing Policies

The Group encourages its employees, suppliers, customers and other stakeholders to report any misconduct through our reporting boxes and hotline.

Following any report of misconduct, our human resources, supervisor(s) of the employees with alleged misconduct claim, or independent senior management will conduct an investigation on behalf of the Group. External parties, such as legal advisers, might be brought in to assist in the investigation. Results of the investigations include disciplinary or corrective actions and, for more severe cases, reporting to relevant law-enforcement authorities. All investigations and reporting are performed under the most important principle of protecting the identity of the whistle-blowers.

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

COMMUNITY

Community Investment

Caring for community is a shared value by the Group and in the society. The Group strives to fulfil our responsibilities as a corporate citizen and undertake to make positive contribution to society. We pursue sustainable development in our community by assessing and managing the social impact of our operations in the marketplace. Through operating with the community where our hospitals are situated, we can also help enhance the health awareness among the people within the area.

The Group will continue to look into ways of promoting the spirit of corporate social responsibility within the Company by organizing or participating in appropriate community activities, donations or scholarship programs.

舉報政策

本集團鼓勵其僱員、供應商、客戶及其他持份者透過我們的舉報信箱及熱線報告任何不當行為。

出現任何不當行為檢舉之後，我們的人力資源部、涉嫌不當行為僱員的主管、或獨立高級管理層將會代表本集團作出調查。調查過程中可能會引入外部人員（如法律顧問）的協助。調查結果包括違規或糾正措施及有關更多嚴重事宜，將提交有關執法部門。所有調查及報告均以遵循保護舉報者身份這一最為重要原則為前提。

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

社區

社區投資

關懷社區為本集團與社會之共同價值。本集團致力履行作為企業公民之責任及向社會作出積極貢獻。透過評估及管理我們的營運對市場的社會影響，我們追求我們社區的可持續發展。透過與我們醫院所在之社區合作，我們亦可協助提升該區居民之健康意識。

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

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REFERENCES TO HKEX ESG REPORTING GUIDE

參照香港聯交所環境、社會及管治報告指引

Subject Areas 主要範疇	Content 內容	Section in This ESG Report 本環境、社會及管治報告章節
A. Environmental Aspect A. 環境層面		
A1 Emissions A1 排放物		
General Disclosure	Information on the policies; and compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	Environmental Aspect – Emissions
一般披露	有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的政策；及遵守對發行人有重大影響的相關法律及規例的資料。	環境層面 – 排放物
A2 Use of Resources A2 資源利用		
General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	Environmental Aspect – Use of Resources
一般披露	有效使用資源（包括能源、水及其他原材料）的政策。	環境層面 – 資源利用
A3 Environment and Natural Resources A3 環境及天然資源		
General Disclosure	Policies on minimising the issuer's significant impact on the environment and natural resources.	Environmental Aspect – Environment and Natural Resources
一般披露	減低發行人對環境及天然資源造成重大影響的政策。	環境層面 – 環境及天然資源

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Subject Areas 主要範疇	Content 內容	Section in This ESG Report 本環境、社會及管治報告章節
B. Social Aspect B. 社會層面		
<i>Employment and Labour Practices</i> 僱傭及勞工常規		
B1 Employment B1 僱傭		
General Disclosure	Information on the policies; and compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	Social Aspect – Employment and Labour Practices – Recruitment, Remuneration and Dismissal Policies; Equal Opportunities, Diversity and Inclusion
一般披露	有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的政策；及遵守對發行人有重大影響的相關法律及規例的資料。	社會層面 – 僱傭及勞工常規 – 招聘、薪酬及解僱政策； 平等機會、多元化及共融
B2 Health and Safety B2 健康與安全		
General Disclosure	Information on the policies; and compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	Social Aspect – Employment and Labour Practices – Health and Safety
一般披露	有關提供安全工作環境及保障僱員避免職業性危害的政策；及遵守對發行人有重大影響的相關法律及規例的資料。	社會層面 – 僱傭及勞工常規 – 健康與安全

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Subject Areas 主要範疇	Content 內容	Section in This ESG Report 本環境、社會及管治報告章節
B3 Development and Training B3 發展及培訓		
General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	Social Aspect – Employment and Labour Practices – Development and Training
一般披露	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。	社會層面 – 僱傭及勞工常規 – 發展及培訓
B4 Labour Standard B4 勞工準則		
General Disclosure	Information on the policies; and compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	Social Aspect – Employment and Labour Practices – Labour Standards
一般披露	有關防止童工或強制勞工的政策；及遵守對發行人有重大影響的相關法律及規例的資料。	社會層面 – 僱傭及勞工常規 – 勞工準則
<i>Operating Practices</i>		
營運慣例		
B5 Supply Chain Management B5 供應鏈管理		
General Disclosure	Policies on managing environmental and social risks of the supply chain.	Social Aspect – Operating Practices – Supply Chain Management
一般披露	管理供應鏈的環境及社會風險政策。	社會層面 – 營運慣例 – 供應鏈管理

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Subject Areas 主要範疇	Content 內容	Section in This ESG Report 本環境、社會及管治報告章節
B6 Product Responsibility B6 產品責任		
General Disclosure	Information on the policies; and compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	Social Aspect – Operating Practices – Product Responsibility
一般披露	有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的政策；及遵守對發行人有重大影響的相關法律及規例的資料。	社會層面 – 營運慣例 – 產品責任
B7 Anti-corruption B7 反貪污		
General Disclosure	Information on the policies; and compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	Social Aspect – Operating Practices – Anti-corruption
一般披露	有關防止賄賂、勒索、欺詐及洗黑錢的政策；及遵守對發行人有重大影響的相關法律及規例的資料。	社會層面 – 營運慣例 – 反貪污
Community 社區		
B8 Community Investment B8 社區投資		
General Disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	Social Aspect – Community – Community Investment
一般披露	有關以社區參與來了解發行人營運所在社區需要和確保其業務活動會考慮社區利益的政策。	社會層面 – 社區 – 社區投資



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



852 2722 4388



www.gf-healthcare.com/



Unit 3309, 33rd Floor, West Tower, Shun Tak Centre,
168-200 Connaught Road Central, Hong Kong
香港上環干諾道中168-200號
信德中心西翼33樓09室