

**H.BROTHERS** | ENTERTAINMENT

# 華誼騰訊娛樂

華誼騰訊娛樂有限公司  
**Huayi Tencent Entertainment Company Limited**

*(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：419)

ENVIRONMENTAL

環境



SOCIAL

社會



GOVERNANCE

管治



2015

REPORT

報 告



# About the Report

## 關於本報告

During year 2015, Huayi Tencent Entertainment Company Limited (formerly known as China Jiu hao Health Industry Corporation Limited) (the “Company” or “Huayi Tencent”) was engaged in operations of two major sectors: investing in programmes, film productions and the media business of Travel Channel as well as providing one-stop online to offline (O2O) health management solutions in China. Huayi Tencent is pleased to present the first ever Environmental, Social and Governance Report (the “Report”) of the Company and its subsidiaries (together, the “Group”).

Adhering to the corporate philosophy of “Integrity Comes First”, the Group is committed to the core values of “innovation, efficiency, advancement and elevation” in its effort to make contribution to the society. In addition to actively taking on environmental and social responsibilities, the Group also views such responsibilities as the cornerstone for developing its strategies, operations and management. We endeavour to achieve harmonious, long-term and sustainable development for the Group, the society, the environment and the economy as a whole.

於2015年內，華誼騰訊娛樂有限公司（前稱中國9號健康產業有限公司）（「本公司」或「華誼騰訊娛樂」）主營業務分為兩大領域，其中包括投資節目及電影製作及投資於旅遊衛視的媒體業務，以及於中國提供一站式O2O健康管理解決方案。華誼騰訊娛樂欣然發表本公司及其附屬公司（合稱「本集團」）的首份環境、社會及管治報告（「本報告」）。

本集團秉承「誠信至上」的企業理念，堅守：「創新、高效、進取、超越的核心價值觀」，真誠回報社會。本集團積極承擔在環境及社會的責任，並以此作為本集團發展策略、營運及管理的重要基石，謀求本集團與社會、環境和經濟達致和諧、長遠和可持續發展。

# Reporting Framework and Scope

## 彙報框架及範圍

This Report is prepared in accordance with the Environmental, Social and Governance Reporting Guide (the “ESG Guide”) set out in Appendix 27 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (the “Listing Rules”). The main purpose of this Report is to report on and provide information about the performance of the Group’s operations in the healthcare sector during year 2015 in terms of its environmental and social responsibilities. The Report covers the Group’s online healthcare service, “Kangxun 360” service platform for chronic disease and health management, as well as its offline healthcare and wellness services, “Beijing Bayhood No. 9 Club”.

For details about our corporate governance, please refer to the Group’s website (<http://www.huayitencent.com>).

本報告根據香港聯合交易所有限公司證券上市規則（「上市規則」）附錄二十七所載《環境、社會及管治報告指引》（「環境、社會及管治報告指引」）編寫。本報告主要彙報描述本集團所擁有的健康管理產業於2015年度在環境及社會責任方面的表現。報告涵蓋本集團線上健康服務 — 慢病健康管理服務平台「康迅360」，以及線下健康及養生服務 — 「北湖9號俱樂部」。

有關我們企業管治方面的詳情，可參閱本集團網站(<http://www.huayitencent.com>)。

# Foreword from the Management

## 管理層前言

Huayi Tencent promotes sustainable development through the duly performance of its corporate governance, environmental and social responsibilities.

Committed to building an “eco-friendly” business, we centre our operations on a green and healthy society to reduce the environmental impact of our daily operations by integrating environmentally friendly measures.

We aim to build a harmonious and prosperous community environment. Focusing on areas such as employment and labour regulations, supply chain management, customer relations, community investment and helping our communities address unemployment issues, we set out to build a mutually beneficial relationship with relevant social organisations and individuals, including our investors, staff members, clients, suppliers, communities as well as the public and governing authorities. The Group remains committed to maximising corporate benefits, which form a part of comprehensive benefits for the society.

華誼騰訊娛樂憑藉良好的企業管治、環境和社會責任的履行以推動可持續發展。

我們致力於打造「環境友好型」產業，以建設綠色健康為宗旨，通過採取環境保護措施減少日常營運對環境的影響。

我們意在營造一個和諧共榮的社區環境，從僱傭及勞工常規、供應鏈管理、客戶關係及社區投資和幫助社區解決勞動力等方面，促進集團與投資者、員工、客戶、供貨商、社區、公眾及政府等在內的社會攸關組織和個體的和諧共榮，實現包括企業收益最大化在內的社會綜合效益。

Adhering to a “people-centric” principle, we strive to create a work environment for our staff, with a view to ensuring their health and safety. We have always attached utmost importance to individual career development of our staff; therefore, we have developed and implemented our staff training and management systems as well as relevant training mechanism and processes. Aimed at helping our staff members adapt to the changes in social settings and demands arising from corporate development, we encourage them to achieve higher levels of professional and technical performance.

Not only are we on a quest for constantly delivering quality products and services to our clients, we also direct dedicated efforts to deal with complaints about relevant products and services; as a result, we have established procedures for handling complaints. The Group has also assigned dedicated personnel to investigate complaint cases and provide timely feedbacks to clients, all in an effort to safeguard their benefits.

We have provided guidance and training on all aspects of policies and strategies in respect of the Group’s environmental, social and governance management as well as their relevance to the Group’s operations. Such guidance and training are provided in accordance with the latest requirements under the ESG Guide as set out in Appendix 27 to the Listing Rules.

Huayi Tencent Entertainment Company Limited  
*Chairman*  
**WANG Zhongjun**

Hong Kong, 16 June 2016

我們堅守「以人為本」的理念，為員工營造良好的工作環境，保障員工健康、安全。我們一直重視員工的個人職業發展，制定和實施員工培訓管理制度、培訓體系和流程，並鼓勵員工提升專業技術水平，以應對社會變化和企業發展的需要。

我們不斷致力為客戶提供優質產品及服務，對有關產品及服務的投訴更是高度重視，並已制定處理投訴的程序。本集團亦設有專責人員對投訴事件進行調查，並對客戶提供及時回饋，以致力保障客戶利益。

我們根據上市規則附錄二十七所載《環境、社會及管治報告指引》的最新要求，對本集團環境、社會及管治的管理方針、策略以及與本集團業務的關聯度進行指導和培訓。

華誼騰訊娛樂有限公司  
*主席*  
**王忠軍**

香港，二零一六年六月十六日

# Stakeholders and Materiality Assessment

## 權益人與重要議題評估

We communicate with our stakeholders as we value their expectations about our environmental and social responsibilities. We utilise multiple channels to enhance stakeholders' participation in the development of our business strategies, including but not limited to on-going communication, meetings and training programmes. We will also maintain active and honest communication with our stakeholders to live up to their expectations and objectives; in addition, we aim to maximise the long-term benefits for all of our stakeholders by effectively balancing their respective expectations, opinions and goals.

我們重視與權益人的溝通，也十分關注權益人對我們環境及社會責任的期望。我們通過不同渠道以加強權益人對我們制訂業務策略方面的參與，包括但不限於持續溝通、會議、和培訓課程等。我們也將繼續與各權益人保持積極坦誠的溝通，使我們能夠達致他們的期望與要求，以有效平衡各方的期望、意見和目標，為各權益人爭取最佳的長遠利益。

### Stakeholders 權益人

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>Channels of Participation<br/>參與渠道</li> </ul> | <ul style="list-style-type: none"> <li>Expectations and Objectives<br/>期望與要求</li> </ul> |
|--|---|

#### Clients 客戶

- Client events  
客戶活動
- Membership services  
會員服務
- Daily operations / communication  
日常營運/交流
- High-quality healthcare products and services  
高品質健康產品與服務
- Protection and management of client information  
客戶信息保護及管理
- Integrity and business conduct  
誠信和商業行為

#### Shareholders / Investors 股東/投資者

- General meetings  
股東大會
- Annual reports, financial reports and announcements  
年度報告、財務報告和公告
- Direct communication  
直接溝通
- Group website  
集團網站
- Financial results  
財務業績
- Sustainable development of operations  
業務可持續發展
- Social investment and contribution  
對社會的投資及貢獻
- Corporate transparency  
公司透明度

#### Employees 僱員

- Training programmes  
培訓課程
- Work-life balancing activities  
工作與生活的平衡活動
- Volunteer and charitable activities  
義工及慈善公益活動
- Regular performance reviews  
定期績效考核
- Meetings and close communication  
會議和密切溝通
- Career development  
職業發展
- Health and safety  
健康與安全
- Remuneration and benefits  
薪酬與福利
- Equal opportunities  
機會平等

**Governing /  
Regulatory  
authorities**  
政府/監管機構

- Direct communication  
直接溝通
- Compliance management  
合規管理
- Meetings  
會議

- ▶ Compliance with policies  
遵守政策
- ▶ Development strategies for operations  
業務發展策略
- ▶ Local laws and practices  
當地法規和實際做法
- ▶ Business ethics  
商業道德
- ▶ Community participation  
社區參與

**Suppliers  
供應商**

- Site visits and assessments  
實地考察和評核
- Close communication  
密切溝通
- Execution of orders/contracts  
訂單/合同執行

- ▶ Corporate reputation  
企業信譽
- ▶ Product quality  
產品質量
- ▶ Environmental responsibilities  
環境責任

**Communities  
社區**

- Employment promotion  
促進就業
- Volunteer works  
義工活動
- Community investment and  
donation  
社區投資和捐獻

- ▶ Social contribution  
對社會的貢獻
- ▶ Environmental responsibilities  
環境責任

Huayi Tencent values materiality identification and assessment in relation to environmental and social responsibilities. We put continuing efforts to develop a stakeholder communication system which enables us to understand stakeholders' expectations and objectives in a timely manner, and compare them with the guidelines set out in the ESG Guide so as to determine materiality in relation to environmental and social responsibilities that should be included in this Report. During 2015, most of our efforts in environmental and social responsibilities were centred on the identified materiality; while in 2016, we plan on carrying out a thorough materiality analysis on the concerns of our stakeholders. Setting out to achieve sustainable development of its operations, the Group will continue to prioritise matters concerning its stakeholders while following through with its operational objectives and strategic goals.

華誼騰訊娛樂重視環境及社會責任重大議題的識別與評估。我們不斷致力建立與權益人的溝通系統，及時瞭解他們的期望與要求，並比對由環境、社會及管治報告指引提供的綱領，以確定本報告所需的環境及社會責任的重要議題。2015年，我們重點圍繞這些議題展開環境及社會責任相關工作，我們也將於2016年進行深入的權益人關注事項的重要性分析。本集團將會繼續以權益人關心的優先事項作目標，同時貫徹本集團的業務目標和戰略抱負，實現業務可持續發展。

# Environmental 環境

The Group undertakes environmental protection as part of its corporate responsibilities, and it is fully aware of the importance of sustainable environmental development in achieving sustainability in its operations. The Group has implemented a number of measures such as reducing carbon emission, increasing energy efficiency and conserving water resources in order to deliver our commitment to environmental protection. Devoted to operational excellence, higher efficiency and reduced environmental impact, the Group guides its online and offline healthcare operations under a group-wide environmental policy.

In addition to strictly abiding by the environmental laws and regulations in force in China, the Group also complies with local regulations for the prevention and control of air pollution, as well as local wastewater discharge requirements for the places where it operates. During year 2015, the Group was not aware of any material non-compliance with relevant standards, rules and regulations.

## Emissions

The Group has enhanced its management of emissions through technological and recycling solutions that seek to reduce the emission of relevant pollutants and greenhouse gases, waste discharged into water and land, as well as the generation of hazardous and non-hazardous waste.

Major types of emissions discharged by the Group's online and offline healthcare operations during year 2015 are as follows:



本集團以保護環境作為企業責任，亦深明環境的可持續發展對業務可持續營運的重要性。本集團在減低碳足跡、能源使用效益和水資源節能等方面採取了多項措施來貫徹我們保護環境的承諾。本集團線上健康及線下健康業務板塊秉承本集團的環保方針，致力在營運上精益求精，提高效率，以及減低對環境的影響。

本集團嚴格遵守中國關於環境的法律及法規，以及營運所在地有關防止及控制空氣污染標準及污水排放標準的不同規則及標準。於2015年內，就本集團所知，並無任何相關標準、規則及法規的重大違規事宜。

## 排放物

本集團加強排放物的管理，通過技術措施、循環利用等方法減少有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢物的產生。

於2015年內，本集團線上健康及線下健康業務板塊主要的排放物種類如下：



## Reducing pollutants, greenhouse gases and sewage discharged

Environmental management measures implemented by the Group's online and offline healthcare operations during year 2015 to reduce the amount of pollutants, greenhouse gases and sewage discharged are as follows:

- Installing fume purifiers at cafeterias to ensure that fumes discharged have been filtered and purified
- Encouraging staff in Beijing to take public transportation instead of private vehicles on alternate no-drive days, with a view to supporting local transportation measures
- Reducing unnecessary business trips by staff members (e.g. by hosting video conferences instead) after taking into account the environmental impact
- Substituting natural gas for coal as the energy source for heating systems in staff dormitories to reduce air pollution caused by coal-burning
- Installing water-saving devices and posting water-saving notices in offices to reduce the amount of domestic sewage discharged

## 減低廢氣、溫室氣體及污水排放

於2015年內，本集團線上健康及線下健康業務板塊實施減低廢氣、溫室氣體及污水排放量的環境管理措施如下：

- 餐廳安裝油煙淨化裝置，以確保排煙經過過濾淨化
- 鼓勵北京員工在單雙號限行日乘坐公共交通上班，以配合當地交通措施
- 顧及員工公出對環境的影響，善用例如電話會議等方法，減少不必要的公幹旅程
- 對員工宿舍的供暖設施採取了煤改天然氣裝置，降低燃煤引起的大氣污染
- 辦公區域安裝節水設備，並張貼節水標識，降低生活污水的排放量



## Waste Management

In addition to being committed to taking on its responsibilities for waste disposal, the Group is also keen on optimising its resource utilisation. Professional bodies are entrusted to recycle hazardous waste (such as packaging for pesticides and fertilisers), while non-hazardous waste (such as kitchen waste, green waste, paper and used clothes) is recycled and reused by qualifying bodies. Internally, the Group encourages the establishment of a waste-classification system and the disposal of general waste on a regular basis.

During year 2015, the Group's healthcare operations implemented the following measures to dispose waste and reduce waste generation:

- Plant and food waste are recycled by designated municipal departments
- Recycles a portion of grass clippings from pastures for composting
- Formulating quality standards for purchased pesticides and fertilisers, prohibiting the use of unqualified fertilisers and pesticide, as well as purchasing organic fertilisers and pesticides from accredited organic suppliers
- Strictly controlling the amount and frequency of fertilisers and pesticides applied during daily operations
- Utilising used fertiliser bags as covers for pastures and plants during winter, and as flood control sandbags during summer

During year 2015, the Group was not aware of any material non-compliance with relevant standards, rules and regulations; and it did not record any major incident related to environmental pollution.

## 廢物處理

本集團致力在處理廢物時肩負責任，亦務求優化資源的運用。在處理有害廢物（如農藥化肥的包裝物等）時，會委託專門機構進行回收處理。無害廢物（如餐廳廢物、綠化廢物、紙、舊衣物等）由合資格單位回收再用。集團對內倡導垃圾分類，並定期清理一般垃圾。

於2015年內，本集團健康業務板塊實施了以下廢物處理及減低廢物產生量的措施：

- 植物性、食物性垃圾由市政部門專門回收再利用
- 草場部分草屑用於堆肥，循環再用
- 制定了採購農藥化肥質量的標準，不使用不達標的化肥和農藥，並向擁有有機認證的供應商採購有機化肥及農藥
- 日常營運過程中嚴格控制化肥和農藥的使用量及使用頻次
- 使用過的化肥袋冬季用於覆蓋草坪、植物，夏季用於防洪沙袋

於2015年內，本集團並無獲悉相關標準、規則及法規的任何重大違規事宜，且概無有關環境污染的重大事故記錄。



## Use of Resources

The Group values and encourages the economic and efficient use of resources, while enhancing its recycling efforts to prevent the waste of resources.

### Energy Use Efficiency

The Group considers “energy source” as one of the key elements to achieve sustainable development. Improving energy consumption efficiency not only can enhance the environmental performance of the Group’s operations, but also reduce operating cost and improve operational efficiency in the long run.

The Group advocates for environmental protection among its employees on a regular basis so as to raise their awareness about environmental protection and energy conservation. By encouraging its staff to economise on electricity and paper in daily operations, the Group aims to incorporate low-carbon workplace into its organisational culture.

In addition, the Group’s online and offline healthcare operations implemented the following measures to save energy in their daily operations during year 2015:

- Completing the preliminary formulation of its energy consumption efficiency scheme, the objective of which is to ensure that every staff is environmentally conscious and gets into the habit of turning off electronic appliances and lights when not in use
- Installing LED lighting in all office areas and certain business areas to further reduce energy consumption
- Controlling usage of air conditioners in places of business and offices, monitoring their temperature settings to save energy
- Switching relevant office equipments and electronic appliances to energy-saving mode; for example, enabling the printers and computers to automatically power down after a period of inactivity
- Double-sided printing and recycling used paper; scrap paper is reused for notepads

### Water Use Efficiency

The Group endeavours to enhance water efficiency by setting up its own water-saving scheme, using water-efficient equipment in offices, monitoring and controlling water flow level, posting water-saving notices and cultivating water-saving habits.

In addition, “Beijing Bayhood No. 9 Club” harvests rainwater for daily gardening and watering purposes by building an artificial lake in its park. Furthermore, the club has also adopted water-saving techniques to use reclaimed water, further enhancing the recycling and reuse of water, and hence improving water recycling rates and reducing overall water consumption.

## 資源使用

本集團重視並鼓勵節約、高效利用資源，並加強回收循環利用，防止資源浪費。

### 能源使用效益

本集團認為，「能源」是其中一項可持續發展重點，改善營運的能源使用效益不僅提升環保效果，長遠而言亦減低成本及改善營運效率。

本集團對內部員工進行日常環保宣導，以加強員工的環保及節約意識，在日常營運中倡導節約用電、用紙，建立低碳辦公的企業文化。

此外，本集團線上健康及線下健康業務板塊於2015年內在日常營運中實施的節能措施如下：

- 初步制定了能源使用效益計劃，每位員工都具備良好的節能意識，隨手關閉不再使用的電子產品和電燈
- 辦公區及部分營業區域採用LED燈具，進一步減低能量消耗
- 控制營業區、辦公區空調開啟時間，檢查空調溫度，以節約能源
- 相關辦公用品及電子產品設置節能功能，例如，設定複印機、計算機在閒置時限過後自動關機
- 辦公用紙雙面打印，並循環利用使用過的紙張；使用過的廢紙裝訂成冊，作為記事本使用

### 用水效益

本集團通過制定水資源節能計劃，在辦公區域使用節水設備，通過加強對水龍頭的水流控制，張貼節水標識，培養節約用水的習慣，提升用水效益。

此外，「北湖9號俱樂部」通過在園林區建設人工湖，儲蓄雨水用作日常綠化灌溉；同時建設再生水使用工程，採用節水技術，加強水的回收和循環利用，以提高水的循環利用率，降低水的消耗。

# Social 社會

The Group aims to build a harmonious and prosperous community environment. Focusing on areas such as employment and labour regulations, operational practices and social participation, we set out to build a mutually beneficial relationship with relevant social organisations and individuals, including our investors, staff members, clients, suppliers, communities as well as the public and governing authorities. The Group remains committed to maximising corporate benefits, which form a part of comprehensive benefits for the society.

## Employment and Labour Regulations

Adhering to a “people-centric” principle, the Group endeavours to create a work environment for its staff and ensure their health and safety. We encourage our staff to apply innovative ideas, realise their potential and achieve individual advancement through corporate development, all with a view to promoting shared development between staff members and the Group.

本集團意在營造一個和諧共榮的利益共同體，從僱傭及勞工常規、營運慣例及社區參與等方面促進公司與投資者、員工、客戶、供貨商、社區、公眾及政府等在內的社會攸關組織和個體的和諧共榮，實現包括企業收益在內的社會綜合效益。

## 僱傭及勞工常規

本集團堅持「以人為本」的理念，為員工營造良好的工作環境，保障員工健康、安全。集團鼓勵員工發揮其創造力和潛能，將個人發展融入到企業發展中，促進員工與企業共同發展。



## Employment

The Group firmly believes in high-quality talent as an important asset and a cornerstone of sustainable development. The Group has developed a number of rules and regulations (e.g. Code of Conduct) to provide provisions on remuneration, dismissal, recruitment and promotion, working hours, holidays, equal opportunities, diversity and other benefits as well as welfare for employees. In addition to providing staff with reasonable and competitive compensation packages, the Group also aims to create a fair and non-discriminatory atmosphere where male and female staff are equally entitled to employment and promotion opportunities.

The Group strictly abides by all of its internal rules and regulations, as well as labour laws and relevant guidelines applicable in places where its operations are located. During year 2015, the Group was not aware of any material non-compliance with relevant standards, rules and regulations.

As at 31 December 2015, the Group's online and offline healthcare operations had a total of 535 employees, whose details are set out below:

## 僱傭

本集團深信優秀的人才是企業的重要資產，也是集團達致持續發展的基石。本集團制定了各項規章制度（如員工手冊等），對薪酬、解僱、招聘及晉升、工作時數、假期、平等機會、多元化以及其他待遇及福利等進行了規定，致力為員工提供合理及具競爭力的薪酬待遇，營造公平、無歧視的氛圍。男性員工與女性員工擁有一樣平等的就業和晉升機會。

本集團嚴格遵守集團內部的各項規章制度、營運所在地區的勞工法例及相關指引。於2015年內，就本集團所知，並無任何相關標準、規則及法規的重大違規事宜。

於2015年12月31日，本集團線上健康及線下健康業務板塊共有僱員535人，僱員詳情如下：

### By Nature of Employment 按僱傭類別分佈



Full Time 全職	83%
Internship & part time 實習及兼職	17%

### By Gender 按性別分佈



Female 女性	53%
Male 男性	47%

### By Age Group (Age / Number of Employees) 按年齡組別分佈 (年齡/僱員人數)



30 and below / 327 30及以下	
31 to 50 / 168 31-50	
51 and above / 40 51及以上	

## Health and Safety

During year 2015, the Group was primarily engaged in the provision of online and offline healthcare and wellness services. The Group is committed to maintaining high levels of occupational safety and health; a number of measures have therefore been put in place to provide staff members with a safe work environment, including the distribution of slip-resistant shoes at cafeterias and sun care products to those working outdoors. Clear guidelines on occupational health and safety are set out in the Group's internal rules and Code of Conduct, which are also communicated to new employees through proper training. Relevant qualifications are required for workers for particular tasks.

The Group provides centralised guidance and supervision on its subsidiaries' workplace health and safety in accordance with the laws and regulations of China related to occupational health and safety as well as industry standards. In addition, the Group defines rules about occupational health and safety by formulating various manuals for daily operations, with a view to raising the awareness about occupational safety and health among its entire staff. During year 2015, the Group was not aware of any material non-compliance with relevant standards, rules and regulations.

During year 2015, the Group's online and offline healthcare operations adopted the following measures to address health and safety concerns:

- Organising quarterly training on occupational health and safety for new employees;
- Setting different objectives for educational training on safety and health, as well as organising a wide range of training activities based on the types of work; checking on staff to ensure workplace safety and requiring relevant qualifications for workers for particular tasks;
- Preparing first-aid kits, as well as performing inspection on the types and expiry dates of medicines on a monthly basis to ensure the Company has a sufficient supply of medication to meet the first-aid needs of its staff.

## 健康與安全

於2015年內，本集團主要提供線上及線下健康及養生服務。本集團致力維持較高的職業安全及健康水平，為員工提供安全的工作環境，如發放食堂防滑鞋、戶外工作防曬用品等。本集團內部制度和員工手冊列明職業健康和安全的指引，並將指引向所有新入職員工傳遞並進行培訓，特殊工種必須持證上崗。

本集團依照中國關於職業健康與安全的法律法規及行業標準，對附屬公司的安全經營進行統一指導和監督，並通過制定員工日常工作操作手冊來規範職業健康和安全的職業安全健康意識。於2015年內，就本集團所知，並無任何相關標準、規則及法規的重大違規事宜。

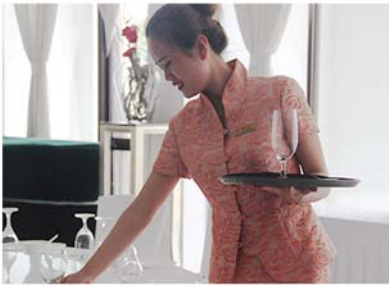
於2015年內，本集團線上健康及線下健康業務板塊採取了以下多項健康與安全措施：

- 每季度對新入職員工進行一次職業健康與安全培訓；
- 根據不同工種訂立不同的安全健康教育培訓目標及籌辦多項不同培訓活動；並對員工安全上崗進行檢查，特殊工種必須持證上崗；
- 設置急救箱，每月檢查藥品的種類及有效期等，以確保公司藥品能夠滿足員工急救需求。

# Training Highlights

## 培訓活動花絮

Training for the F&B Department  
餐飲部培訓



Training for the Club Department  
會館部培訓



Training for the Driving Range Staff  
練習場培訓



Training for the Golf Department  
高球部培訓



Training for the Back Office & Support Department  
後勤保障部培訓



Training for the Golf Course Maintenance Department  
場務部培訓





## Development and Training

The Group attaches great importance to the development and training of its staff. In order to enhance the overall achievement and the professional and technical performance of its entire staff, not only has the Group formulated and implemented a system governing staff training, it has also introduced a set of training systems and procedures. Having incorporated orientation training, vocational training and performance training, we aim to promote shared advancement between staff members and the Group, with a view to helping staff members adapt to changes in social settings and demands arising from corporate development.

### Orientation Training

The Group's online and offline healthcare operations regularly organise monthly basic training for new employees. Through various forms of training, such as educational programmes, field experience and outdoor activities, new employees come to a quick understanding of the Company and its organisational culture as they ease into the Company.

The Group also regularly provides its staff with training on the Code of Conduct and work ethics, aiming to promote ethical conduct and raise ethics awareness.

### Professional Training

In addition to encouraging its staff to achieve higher levels of professional and technical practice, the Group also offers them professional training delivered across multiple internal and external channels, with a view to enhancing individual professional competence and productivity for staff members.

## 發展及培訓

本集團重視員工的發展與培訓，為提高全體員工的整體素質和專業技術水準，制定和實施員工培訓管理制度，並建立了一套包括入職培訓、職業技術培訓和素質培訓的培訓體系和流程，促進員工與企業的共同提升，以應對社會變化和企業發展的需要。

### 入職培訓

本集團線上健康及線下健康業務板塊每月定期組織新入職員工基本培訓，通過培訓課程、現場體驗和戶外活動等多種方式讓新員工快速瞭解公司和企業文化，並迅速融入公司團隊。

本集團亦定期對員工進行員工手冊及道德方面的培訓，提高員工的道德行為及意識。

### 專業化培訓

本集團鼓勵員工提升專業技術水平，並為員工提供內部和外部多種渠道的專業化培訓，以提升員工的個人專業素養和工作效率。



During year 2015, the Group's online and offline healthcare operations organised internal professional training for their staff in the following areas:

於2015年內，本集團線上健康及線下健康業務板塊對員工進行內部專業化培訓包括以下方面：

Training Name/Type	Summary of Training	培訓名稱/種類	培訓內容概述
Operational analysis training	Training on the operation and analysis of "Kangxun 360"	營運分析培訓	針對「康迅360」的營運方式及分析培訓
Marketing training	Training on business etiquette, business negotiations, corporate service standards for the Marketing & Healthcare Operations Department	營銷培訓	針對市場營運及健康管理事業部商務禮儀、商務談判、公司服務標準統一等的培訓
Management training	Professional training sessions under the theme of <i>Thinking Behaviours of the Management and Corporate Transformation</i>	管理培訓	《管理者的思維模式與企業轉型》專業培訓課程
Fire safety training	Training on fire prevention	消防安全培訓	火災預防培訓
Customer Service training	Case studies on the uses of the Internet in the traditional service industry	客戶服務培訓	互聯網如何應用於傳統服務行業案例分享
Departmental training	Training on operational standards, job specifications, work procedures and customer service etiquette for each department of the Company	部門內部培訓	公司各部門操作規範、崗位要求、工作流程、服務禮儀等培訓

By engaging external lecturers and collaborating with China Women's University, the Group provides staff members with diversified professional training programmes, with a view to helping them work in a professional and efficient manner. For example, aimed at enabling its staff to gain a systematic view about marketing basics, product differentiation and marketing case studies, the Group engages external lecturers from time to time to teach marketing programmes. Through its collaboration with China Women's University, the Group also offers staff the opportunity to be educated in business administration and receive academic credentials. From now on, the Group will continue to enhance the performance of its executives and provide greater development opportunities for its staff members through systematic training and management, thereby encouraging every staff member to grow with Huayi Tencent.

本集團亦通過聘請外部講師、與中華女子學院合作等方式，為員工提供多樣式的專業知識培訓課程，促進員工專業高效地工作。例如，集團不定期聘請外部講師開設《市場營銷》課程，使員工對市場營銷基礎、產品差異化設計、市場營銷案例進行系統性地學習。集團亦與中華女子學院合作，為員工提供工商管理的進修機會並獲取學歷證書。今後，本集團將會繼續通過系統化的培訓管理工作，提升管理人員素質和給予員工更多發展機會，推動每位員工與華誼騰訊娛樂共同成長。

## Labour Standards

With a view to supporting the works related to human resources, the Group has formulated a comprehensive set of HR policies stipulating rules on compensation, recruitment, dismissal, promotion, holidays, training and welfare.

In order to safeguard benefits for its employees, the Group abides by Labour Law of the PRC and employment laws applicable to relevant jurisdictions where its operations are located. The Group also complies stringently with relevant local laws on equal employment opportunities, as well as the prevention of child labour and forced labour. Moreover, the Group regularly monitors information and data related to employment to prevent non-compliance with rules on child labour and forced labour.

## 勞工準則

本集團在薪酬、招聘、解僱、晉升、假期、培訓及福利等方面制定了全面的人力資源政策，支持我們在人力資源方面的工作。

本集團遵守中國勞動法及業務所在相關司法權區的僱傭法規，保障僱員權益。我們亦嚴格遵守不同地區有關公平就業機會、防止童工及強迫勞工的相關法例。同時，本集團定期監察僱傭相關信息及數據，以防範使用童工及強迫勞工等任何違規事宜。

## Operational Practices

As a leading domestic supplier of health management services in China, Huayi Tencent provides its clients with healthcare solutions while adhering to the corporate philosophy of “Integrity Comes First”, which leads the Group to thoroughly understand its clients and operations, and to follow operational practices based on local and international laws. All staff members of Huayi Tencent are required to abide by internal and external codes of integrity and conduct; any form of bribery, fraud, competitive conduct and corruption is strictly prohibited. Corporate reputation and product liability are of great importance to the Group, which is why the Group insists on purchasing from its shortlisted suppliers.

## Supply Chain Management

The Group has established and operated a material procurement management system and a supplier management system. Based on the material requirement plans developed by the respective production departments and the categories of materials required, the Group usually purchases materials through price rationing and sentinel procurement; the Group will shortlist and handpick suppliers through a screening and evaluation process based on quality and price. Furthermore, the Group also carries out field investigations on its suppliers when necessary, with a view to ensuring that its suppliers are well equipped to provide guaranteed quality and are able to manage safety and other environmental issues. Such investigations cover productivity, technical standards, quality assurance, supply capability, as well as safety and environmental management credentials, all of which are essential in ensuring the safety of its supply chains.

## 營運慣例

作為國內一流健康管理服務提供商，華誼騰訊娛樂為客戶提供健康生活解決方案的同時，秉承「誠信至上」的企業理念，用心瞭解客戶及其業務並遵守符合本地及國際法律的營運慣例。員工須遵守內外部操守及行為守則，嚴禁賄賂、欺詐、競爭行為及貪污。本集團聲譽以及產品責任至為重要，故此本集團強調必須從內部篩選後的供應商採購。

## 供應鏈管理

本集團已制定並執行物資採購管理制度和供應商管理制度，根據生產部門的物資需求計劃和物資種類，一般採用詢比價、定點採購方式進行物資採購；通過質量、價格對供貨商篩選及評估以挑選供貨商。此外，為確保供貨商在質量保證、安全及其他環境管理等方面的能力，按需要到供貨商現場調查，對其生產能力、技術水平、質量保證能力、供貨能力、安全環境管理資質等方面進行實地調查，確保了供應鏈安全。



## Product Liability

“Kangxun 360” service platform, independently developed by Huayi Tencent for chronic disease and health management, provides users with a range of data-supported, systematic, specialised and customisable online health management services. In addition, Huayi Tencent is open to supervision from its clients and the public and is committed to offering quality, healthy and safe products and services to its clients in accordance with applicable local and international laws. The Group sets out to deliver on its commitment to quality products and services, and undertakes not to profiteer through fraudulent or deceitful actions targeting consumers.

“Kangxun 360” provides clients with health management services in accordance with relevant PRC rules and regulations; daily operations relating to healthcare products are carried out under relevant rules about quality standard and inspection reporting as issued by the China Food and Drug Administration. During year 2015, the Group was not aware of any material non-compliance with relevant standards, rules and regulations.

The Group attaches utmost importance to its product quality and reputation. To ensure the provision of safe and quality products to its clients, the Group has implemented a number of measures, including standardising its quality assurance procedures, product return and exchange procedures, setting up a Quality Appraisal Committee, and performing stringent quality examination on outsourced healthcare devices. During year 2015, the Group sold or gifted a total of approximately 50,000 healthcare devices.

Not only is the Group on a quest for constantly delivering quality products and services to its clients, it also directs dedicated efforts to deal with complaints about its products and services. As a result, the Group has established procedures to handle complaints by appointing designated staff to investigate complaint cases and implement corrective measures, with a view to preventing the reoccurrence of similar complaints.

## 產品責任

華誼騰訊娛樂自主研發的「康迅360」慢病健康管理服務平台為用戶提供數據支持、系統化、專業和度身定制的在線健康管理服務，並自覺接受客戶和公眾的監督，致力遵照適用的當地及國際法律向其客戶提供優質、健康及安全的產品和服務，履行對客戶在產品質量和服務質量方面的承諾，不以欺詐或隱瞞消費者的手段來謀取暴利。

根據中國相關規則及法規，「康迅360」為客戶提供健康管理服務，相關健康產品按國家食品藥品監督管理局質量標準及檢驗報告等相關規定進行日常經營管理。於2015年內，就本集團所知，並無任何相關標準、規則及法規的重大違規事宜。

本集團十分重視產品的質量和信譽，通過規範質量保證程序及退換貨程序，設立質量鑒定委員會等措施，對外購健康管理設備執行嚴格的質量檢驗，以確保向客戶提供安全、優質的產品。於2015年內，本集團所採購並已售或已贈送的健康管理設備總數約為5萬台。

本集團不斷致力為客戶提供優質產品及服務，對其產品及服務的投訴更是高度重視，並已制定處理投訴的程序，設有專責人員負責調查並採取若干糾正措施，防止日後再出現有關投訴。

## Product Liability (Continued)

The Group plays an active part in protecting intellectual property rights. Prior to proceeding with the “Kangxun 360” project, not only did the Group conduct market surveys on Internet-based medical applications and the building of relevant online platforms, it also inquired about the application of relevant intellectual property rights. Through market surveys, online statistics, and the execution of standing proxy agreements with law firms, the Group aims at ensuring that its projects is not in violation of intellectual property rights of its competitors. “Kangxun 360” is an industry-leading healthcare product based on mobile Internet, Internet of Things and a health management platform that adopts cloud computing. Leveraging on systemic and cutting-edge cloud technology and an extensive team of registered general practitioners, the “Kangxun 360” platform provides users with a range of data-supported, systematic, specialised and customisable online health management services. The “Kangxun 360” service platform for chronic disease and health management was granted indigenous intellectual property rights in 2015, with four patents approved.

The Group exercises caution in its daily operations to safeguard client information, protecting client information from unauthorised access, usage and leakage through various safety technologies and procedures. Usage of personal data is only permitted as legally prescribed under the Personal Data (Privacy) Ordinance, and only for related purposes. We make sure that the personal and business data of our clients are properly applied, for authorised business purposes only, and accessible only by staff members to whom such information is deemed necessary. Furthermore, the Group adopts client management measures while appointing designated staff to be in charge of client data maintenance.

## 產品責任 (續)

本集團積極捍衛知識產權。集團在開展「康迅360」項目前，對互聯網醫療APP及相關線上平台搭建進行市場調查和知識產權相關申請瞭解，並通過市場調查、互聯網數據統計、與律師事務所簽訂常年代理協議等措施以確保項目實施未侵犯其他競爭對手知識產權。「康迅360」是基於移動互聯網、物聯網、雲計算技術健康管理平台推出的行業領先的健康產品，依託系統化而先進的雲端科技及龐大的註冊全科醫生團隊支持，為用戶提供數據支持、系統化、專業和度身定制的在線健康管理服務。「康迅360」慢病健康管理服務平台已於2015年獲得自主知識產權，並有4項專利申請獲得批准。

集團在日常營運當中注重對客戶信息資源的保護，並通過各種安全技術和程序來保護用戶信息資源不被未經授權的訪問、使用和洩漏。個人資料只會根據個人資料私隱條例下合法使用，並只作相關用途。我們確保客戶個人及商業數據乃妥善運用，僅限於獲授權的商業用途，並僅需要知情的員工才可獲取。同時採取客戶管理措施，並設有專責人員負責維護客戶數據。

## Anti-corruption

To ensure honest, loyal behaviours and ethical conduct among staff members, the Group has adopted its own Code of Ethics and Anti-Corruption Regulations, so as to enable employees' conduct and behaviour to be monitored throughout daily operations. The Group performs annual self-evaluation to look at the implementation of its Code of Ethics and relevant regulations, the objective of which is to ensure their thorough and consistent execution in actual operations and management practices, with a view to balancing and safeguarding interests of the Group and its stakeholders, and establishing long-term partnerships. The Group also employs independent auditors to carry out external audits on the Group, aiming to prevent and control corruptive or unethical behaviours within the Group through internal supervision and external audits. In addition, the whistleblowing policies set out in the Anti-Corruption Regulations provide channels and guidelines for the reporting of any malpractice, misconduct or illegal action within the Group. Upon discovery of any misconduct, any employee may inform his/her supervisor, or otherwise report the misconduct directly to the Chairman of our Audit Committee. The Group has set up a whistleblowing email and a hotline to deal with all whistleblowing reportings in a prudent and confidential manner. The Chairman of the Audit Committee is responsible for following up on such complaints and deciding on further investigations.

The Group and its staff strictly abide by all relevant laws, regulations and the Code of Ethics. During year 2015, the Group was not aware of any material non-compliance with relevant standards, rules and regulations. Furthermore, there were no complaints of corruption against the Group or any of its staff during 2015.

## 反貪污

本集團為確保員工誠實、忠誠及遵守良好的道德行為，採用了道德守則及反舞弊管理規定，以監察本集團的僱員在日常營運中的操守及行為。每年，本集團通過自我審查，檢討守則和規定的實施情況，務求守則和規定在實際營運及管理慣例中貫徹執行，平衡及維護本集團與權益人的利益，建立長期夥伴關係。本集團亦聘請獨立審計師對集團進行外部審計，通過內部監察和外部審計預防和控制本集團發生舞弊或不道德行為。反舞弊管理規定中的舉報政策為報告本集團內任何失當、不當行為或不法行為提供渠道及指引。僱員如發現不當行為，可通知相關上司或直接向審核委員會主席作出舉報。本集團已成立電子舉報郵箱及熱線。所有舉報將會獲審慎保密的方式處理。審核委員會主席將複查該投訴及決定如何進行調查。

本集團及員工嚴格遵守相關法律規範和道德準則。於2015年內，就本集團所知，並無相關標準、規則及法規的重大違規事宜。此外，於2015年並未發生牽涉本集團或其僱員關於貪污方面的訴訟個案。

## Our Community

The Group strives to build a corporate-community relationship that promotes harmony and prosperity; not only does the Group try to understand the needs of the community in which it operates by actively participating in community activities, it also takes concrete actions to ensure that community interests are considered when carrying out operational activities of the Group.

## Community Investment

### *Community support*

The Group stays proactive in fulfilling its responsibilities as a corporate citizen and making contribution to the society; it also encourages staff members to participate in a variety of charitable works aimed at benefiting the society and offering further assistance to those in need. The Group takes the building of a corporate-community relationship that promotes harmony and prosperity seriously; as a result, it has set up a Client Operations Department responsible for client activities and client maintenance, as well as the promotion and maintenance of community relations. In addition to studying the needs in relation to diabetes at a community level by actively involving itself in community affairs, the Group also takes concrete actions (such as spreading healthcare knowledge, distributing devices, providing guidance on the use of software and hardware, brand promoting) to ensure that community interests are considered when carrying out operational activities of the Group.

## 社區

本集團重視與所在社區建立和諧共融的企業和社區關係，通過積極參與所在社區的活動瞭解社區需求，並以實際行動確保本集團的業務活動考慮社區利益。

## 社區投資

### 社區幫助

本集團積極履行企業公民責任，主動回饋社會，並推動員工參與各種社會公益事務，為社區作出貢獻，同時為有需要人士提供更多援助。本集團設立用戶營運部門，負責用戶活動及維護，負責社區關係推廣與維護，重視與所在地區社區建立和諧共融的企業和社區關係。集團通過積極走進社區瞭解社區關於糖尿病相關需求，並以實際行動（健康知識宣導、設備發放、軟硬件使用指導、品牌宣傳等）確保本集團的業務活動考慮社區利益。



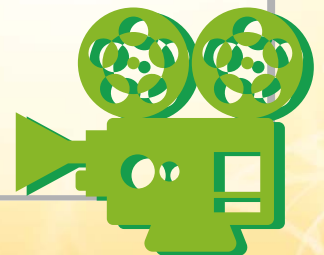


In 2015, the Group organised a campaign titled “Visiting the Ancient City of Handan, Caring for Diabetic Patients”. Volunteers created a stronger sense of being cared for among diabetic patients through one-on-one educational sessions on diabetes.

2015年，本集團舉辦“走進邯鄲古都，關愛糖尿病人”活動，志願者通過對糖尿病人一對一的普及治療糖尿病的知識，加強對糖尿病人群的關愛。

In 2015, the Group regularly organised its staff to visit and help families relying on minimum social welfare support that lived in communities where its operations were located; by granting subsidies to these families, the Group did its part to help villagers overcome difficulties in life.

2015年，本集團定期組織員工向營運所在社區的低保戶進行慰問，通過為低保戶發放生活補貼等方式，幫助低保村民度過生活難關。







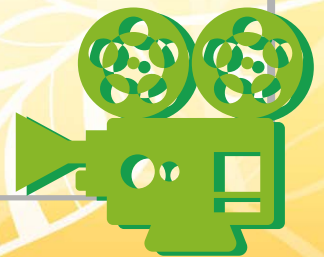
In 2015, the Group organised offline promotional campaigns to care for local communities in Beijing; by extending a helping hand to community members with diabetes and actively introducing its products and services to various communities, not only was the Group able to demonstrate its dedication to the healthcare management of residents of the community, it also seized the opportunity to promote its operations.



In 2015, the Group collaborated with 28 diabetes hospitals to promote blood glucose management and relevant services to those living with diabetes. In addition, the Group donated blood glucose monitors to hospitals and patients, aiming to help patients better understand, record and monitor their conditions

2015年，本集團與28家糖尿病專科醫院合作，進行糖尿病血糖管理宣傳及服務，並向醫院和患者贈送血糖儀設備，使患者更好地瞭解、記錄和監測病情發展。

2015年，本集團在北京社區開展線下推廣送關愛活動，關心所在地區社區糖尿病患者，積極推進產品和服務進社區，不僅為社區居民健康管理提供了關愛，也有利於業務推廣。



## Labour Needs

The Group gives priority to recruit staff from communities where its operations are located, an approach that not only relieves the local employment pressure and increases incomes for the villagers, but also helps establish a beneficial relation by bringing enterprises and villages closer.

## Education

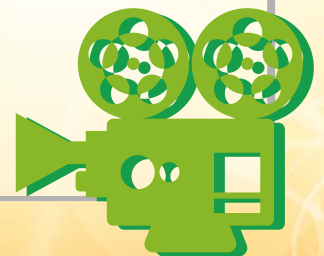
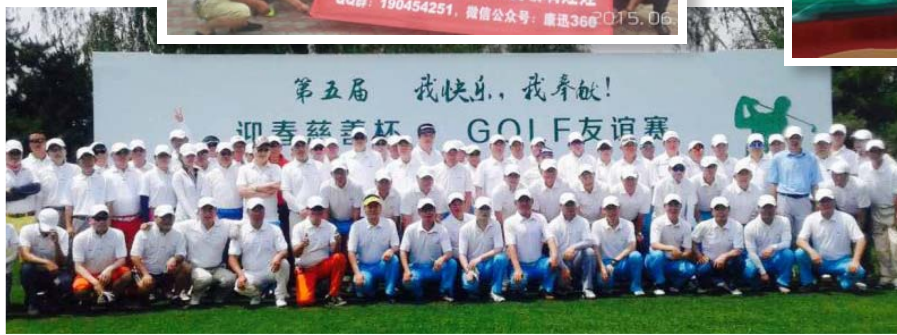
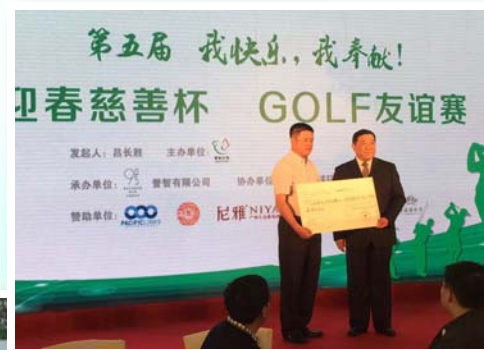
Through its charity fund named “Little Birdie” founded in 2011, the Group supports the on-going effort to provide education at remote mountainous areas in mainland China. The Group offers financial aid every year, with 20 designated staff spending about 4 days to organise charitable donations. Through continued donations to poverty-stricken children from the Bo'ai Orphanage at Xulun Hoh Banner, Inner Mongolia and Xirigaga Village at Horqin Right Middle Banner, Inner Mongolia, the Group helps keep these children in school, giving them the opportunity to change their lives with knowledge.

## 勞工需求

本集團優先從業務所在社區招聘所需員工，這不僅解決了當地勞動力就業問題，促進村民增收，也有助於形成「村企一家」的良好關係。

## 教育

本集團於2011年創建小鳥慈善基金，持續支持中國內地山區教育，每年，本集團提供經濟資助，並派出20名員工花費約4天時間進行慈善捐助活動。通過對內蒙古正藍旗博愛兒童福利院和內蒙古科右中旗西日嘎嘎村的貧困兒童的持續捐助，讓他們能繼續學習，用知識改變命運。



**H.BROTHERS** | ENTERTAINMENT

**華 誼 騰 訊 娛 樂**

華 誼 騰 訊 娛 樂 有 限 公 司  
Huayi Tencent Entertainment Company Limited

