



北控醫療健康產業集團有限公司
Beijing Enterprises Medical And Health Industry Group Limited



北控醫療健康產業集團有限公司 環境、社會及管治報告

Environmental, Social
and Governance Report of Beijing Enterprises
Medical and Health Industry Group Limited

About this report

報告編制說明

◎ Reporting period

The report covers the period from January 1, 2017 to December 31, 2017, with some referring to previous years.

◎ Reporting scope

The report covers Beijing Enterprises Medical and Health Industry Group Limited and its subsidiaries. For readability purposes, Beijing Enterprises Medical and Health Industry Group Limited is referred to as "BEMH", "the Group", or "we".

◎ Periodicity of release

This is an annual report, and is the second CSR report released by Beijing Enterprises Medical and Health Industry Group Limited.

◎ Information sources

Reviewed by the Group's relevant departments, all information and data in this report are derived from the Group's official documents, statistical reports and financial reports.

◎ Compilation guidelines

HKEx: Environmental, Social and Governance Reporting Guide
Global Reporting Initiative (GRI) Sustainability Reporting Guidelines (G4)

International Organization for Standardization (ISO) Social Responsibility Guide (ISO 26000:2010)

◎ Access to this report

This report is published in both Chinese and English. Should there be any discrepancy between the two language versions, the Chinese version shall prevail. It is available to the public in printed and PDF versions. For the PDF version, please visit the official website of BEMH (<http://www.bemh.com.hk>) or the website of HKEX (<http://www.hkexnews.hk>).

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◎ 報告時間範圍

2017年1月1日–2017年12月31日，部分內容適當追溯到以往年份。

◎ 報告組織範圍

北控醫療健康產業集團有限公司及附屬子公司。為方便表述，北控醫療健康產業集團有限公司在報告中簡稱“北控醫療健康”、“本集團”、“我們”或“公司”。

◎ 報告發佈週期

本報告為年度報告，是北控醫療健康產業集團有限公司發佈的第二份《環境、社會及管治報告》。

◎ 報告數據說明

本報告引用的全部信息資料均來源於集團正式文檔、統計報告與財務報告，並已通過集團相關部門審核。

◎ 報告編制依據

香港聯合交易所《環境、社會及管治報告指引》
全球報告倡議組織(GRI)《可持續發展報告指南》(G4)
國際標準化組織 ISO 26000: 2010《社會責任指南》國際標準。

◎ 報告版本與獲取

本報告有中文、英文兩個版本。若內容理解不一致，請以報告中文版本為準。本報告以紙質版、PDF 電子文件形式，向社會公共發佈。PDF 電子文檔可在北控醫療健康產業集團有限公司官方網站(<http://www.bemh.com.hk>)下載閱讀，亦可以在香港聯合交易所網站(<http://www.hkexnews.hk>)下載閱讀。

◎ 聯系方式

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北控醫療健康產業集團有限公司
Beijing Enterprises Medical And Health Industry Group Limited

2017

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

Build a Healthy China, Put Responsibility First
健康中國，責任先行

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Chairman's message

主席致詞



Adhering to the theme of "making health more intelligent" and "making lives more honorable", BEMH has been committed to the service system of general health. In the past year, faced with the changes in the market, we have kept our social responsibility mission in mind, actively responded to the "Healthy China 2030" plan, and achieved all-win sustainable development based on general health business structure and ecological industry development.

In 2017, the Group has been serving 773,000 elderly members, running 439 community service centers, and providing 1,750 beds in our elderly care institutions with an increase of 33%, 20%, and 50% respectively. In 2017, the Group has invested in city cardiovascular hospitals and introduced high-end medical resources from Beijing to promote the upgrading of local medical care. We have achieved growing sales of medical and elderly care furniture and provided intelligent medical and elderly care solutions for more seniors. In 2017, the Group has invested in four plots of land in Dali city for the health business (one is used for public medical and health services, one is for commercial land, and the last two for residential land). We promoted sports and culture industry actively and provided solutions for the construction of city stadiums and venues.

We will adhere to general health industry development mode, and forge ahead while keeping the original aspiration in mind to bring health back to the society.

Chairman
Zhu Shixing



本集團一直秉承“讓健康更智慧”“讓生命更被尊重”的宗旨，致力於大健康服務體系的構建與發展。在過去的一年中，面對市場的變遷，我們始終牢記社會責任使命，積極響應“健康中國”的號召，立足大健康產業布局與生態產業發展，實現多方可持續發展格局。

2017年，本集團在養老業務方面服務老人會員數達77.3萬人，增加33%；社區站點達439個，增長20%；機構床位數達1750張，增長50%。2017年本集團投入建設城市心血管病醫院，引進北京高端醫療資源，帶動當地醫療水準升級；醫養家具產品銷售保持良好增長趨勢，為更多老人提供智能醫養傢俱解決方案。2017年本集團在大理成功投得健康產業土地4幅（其中一幅為醫衛慈善用地，一幅為商業用地，兩幅為住宅用地），積極發展體育文化產業，提供城市場館建設解決方案。

本集團堅持發展大健康產業不動搖，不忘初心，砥礪前行，讓健康回歸！

主席
祝仕興



About us 關於我們

COMPANY PROFILE

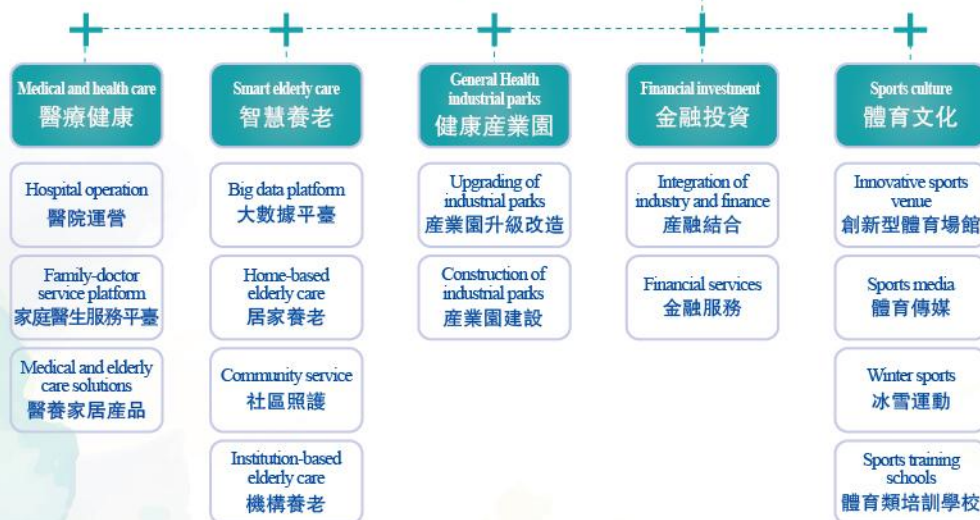
+ 公司簡介

Beijing Enterprises Medical and Health Industry Group Limited (hereinafter referred to as BEMH, the Group, we or the Company) was founded in 2001, listed on the Main Board of HKEx (Stock Code: HK02389). It is an affiliate of Beijing Enterprises Group Company Limited (hereinafter referred to as BG). BG is a large state-owned enterprise funded by People's Government of Beijing Municipality. As an investment and financing platform of Beijing Enterprises Group Company Limited principally engaged in the general health sector, BEMH has been adhering to the theme of "making health more intelligent" and "make lives more honorable", and committed to the establishment and development of the general health service system. In compliance with the policies of Chinese government to support the healthy industry, BEMH conforms to the trend of general health business and is striving to be a world-class medical and health industry investment group with the driving force of financial capital, support of quality resources and the goal of public health.

北控醫療健康產業集團有限公司（簡稱“北控醫療健康”或“集團”）成立於2001年，是香港聯合交易所主板上市公司（股票代碼HK02389），隸屬於北京控股集團有限公司（簡稱“北控集團”）。北控集團是北京市人民政府出資設立的市屬大型國有企業集團。北控醫療健康作為北控集團主力從事大健康領域的投融資平臺，一直秉承“讓健康更智慧”“讓生命更被尊重”的宗旨，以“讓健康回歸”為使命，致力於大健康服務體系的構建與發展。契合中國政府大力支持發展健康產業的政策方向，以金融資本為驅動、優質資源為支撐、國民健康為目標，順應大健康產業時代潮流，旨在成為世界一流的健康產業投資集團。

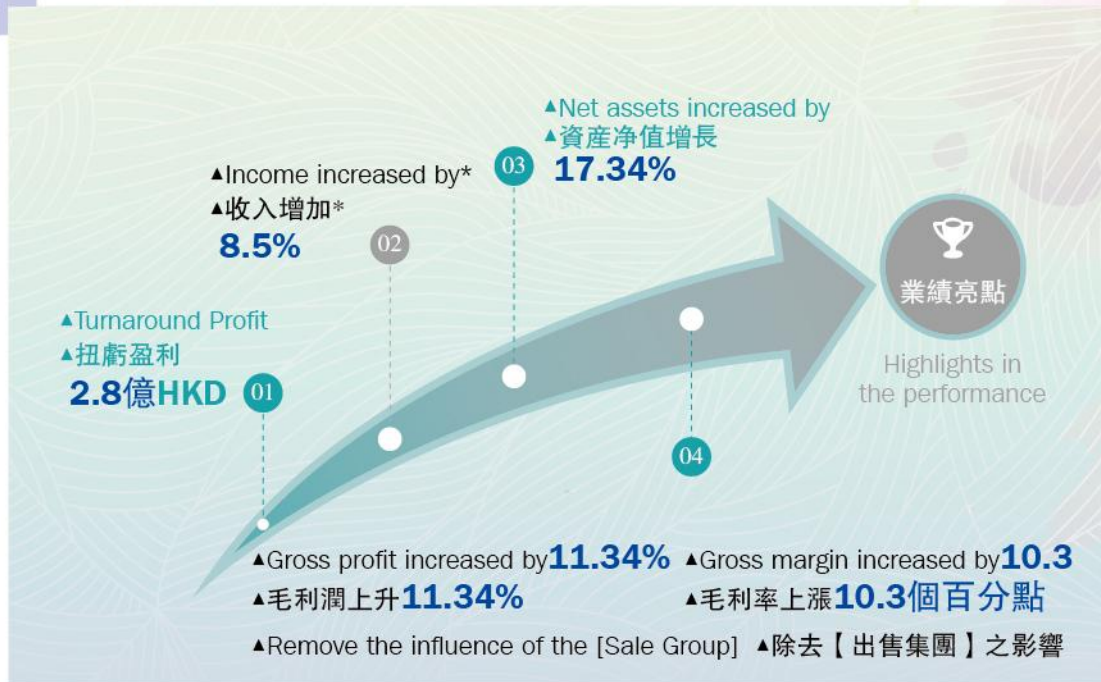


北控醫療健康 (HKA02389)

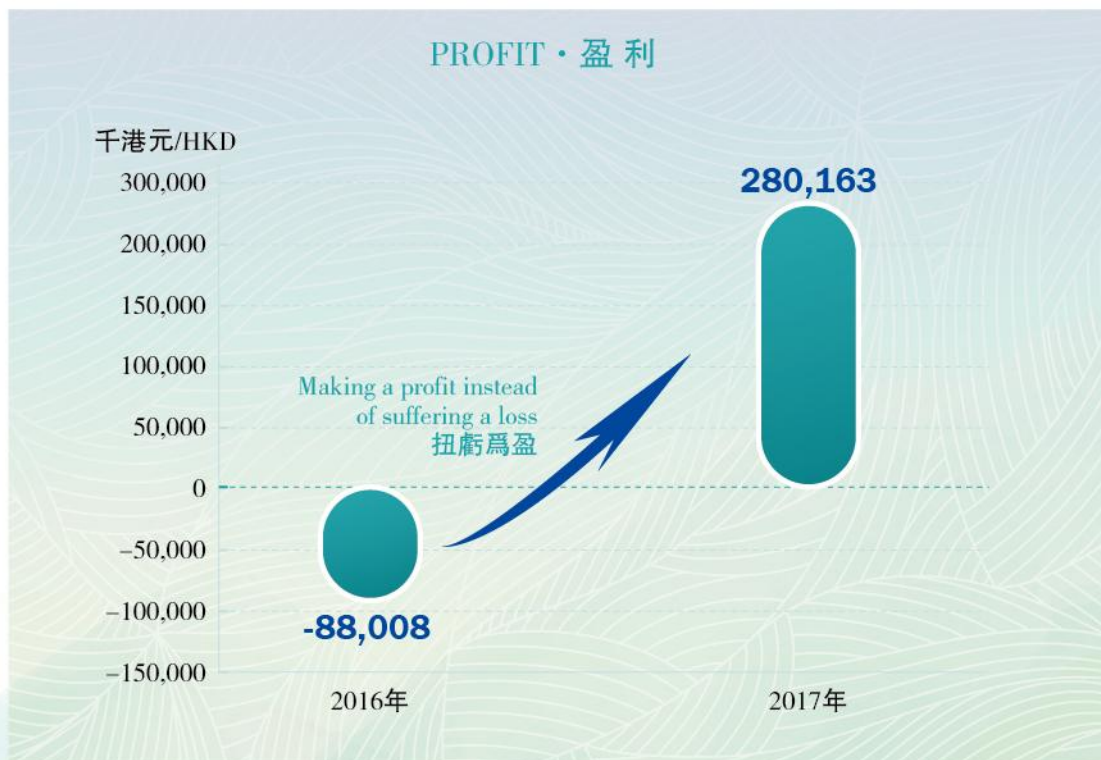


PERFORMANCE IN 2017

+ 2017年績效



PROFIT · 盈利



Context of sustainable development 可持續發展背景

NEW OPPORTUNITIES

+ 面臨的機遇

In 2017, as Premier of the State Council stated in the Report on the Work of the Government, it will be a priority of the year to “make continued progress in building a Healthy China”. “Healthy China”, an important strategy concerning people’s livelihood attracted public attention. From the “Healthy China 2020” strategy in 2012, to the upgraded “Healthy China 2030” strategy in 2016, the guiding principle is as follows: pursuing the improvement of people’s health as the primary goal and driven by the reform and innovation of systems and mechanisms, we will focus on five major tasks including promoting healthy lifestyle, optimizing health services, improving health security, building a healthy environment and developing health industries, include health enhancement into all policies, and accelerate the transformation of development mode in the health sector. By doing this, we strive to comprehensively promote and protect people’s health in the full cycle, greatly improve public health and enhance health equality, so as to lay a solid foundation for realizing the two centenary goals and the Chinese Dream of national rejuvenation.

By 2030, major health indicators of China are expected to meet the standards of those of high-income countries, citizens’ average life expectancy is expected to be 79 from 73 in 2005, and expenses incurred will be increased to 6.5 % to 7% of the GDP, up by 2 percentage points. The government will invest more in medical and health care, and the health industry will expand greatly.

China’s general health business has a good policy environment. According to the Research Report of Market Operation and Industry Development Trend of China’s General Health Industry from 2016 to 2021, it is expected that:

2017年，國務院總理在政府工作報告中明確將“推進健康中國建設”列為年度工作的重點。“健康中國”這一保障民生的重要戰略規劃再次受到社會各界的廣泛關注。從2012年的“健康中國2020”戰略明確提出，到2016年升級為“健康中國2030”，其指導思想為：以提高人民健康水準為核心，以體制機制改革創新為動力，以普及健康生活、優化健康服務、完善健康保障、建設健康環境、發展健康產業為重點，將健康融入所有政策，加快轉變健康領域發展方式，全方位、全周期維護和保障人民健康，大幅提高健康水準，顯著改善健康公平，為實現“兩個一百年”奮鬥目標和中國民族偉大復興的中國夢提供堅實健康基礎。

到2030年我國主要健康指標達到高收入國家行列，人均預期壽命將從2005年的73歲增加至79歲，衍生費用占GDP的比例增加到6.5%~7%，提高兩個百分點，未來政府醫療健康投入將持續增加，健康產業規模顯著增大。

中國大健康產業發展面臨良好的政策環境，根據《2016-2021年中國大健康產業市場運行暨產業發展趨勢研究報告》預計：



General health business encouraged by the “Healthy China 2030” strategy is expected to reach RMB 10 trillion and exceed RMB 16 trillion by 2030, which is twice more than that of the present market. This is a great opportunity for the general health industry.

“健康中國”帶來的大健康產業市場規模有望達到人民幣10萬億元，2030年將超過人民幣16萬億，是目前市場的3倍，這對於大健康行業來說是一個巨大的商機。

OUR ACTIONS 我們的行動

Adhering to the brand strategy of steady development, BEMH gives priority to its customers and services, and develops smart elderly care, medical and health industry based on its international and innovative quality products as well as cooperation resources through multiple platforms. In active response to the national policy of “promoting national health through collaboration and sharing”, BEMH explores the general health sector with the support of shareholders, constantly promotes the research of customer needs, seeks good partners at home and abroad, and integrates high-end health resources in the world, striving to develop health business with a higher starting point and a big platform.



北控醫療健康始終堅持穩扎穩打的品牌戰略，以客戶為先、服務為先，以國際化、高品質的創新產品及多平臺的合作資源，打造智慧養老、醫療健康產業。北控醫療健康積極回應國家“共建共享，全民健康”號召，在各股東的大力支持下，在大健康領域積極探索，不斷加強對客戶需求的研究，尋求全國乃至全球優質合作夥伴、整合國際化尖端健康資源，力求打造高起點、大平臺的健康產業。

CSR Management 責任管理

CSR PHILOSOPHY

+ 社會責任理念

▲ Purpose

Make health more intelligent
Make lives more honorable

▲ Mission

Bring health back to the society!

▲ Vision

With the goal of public health, BEMH conforms to the trend of general health business to create healthy and happy life. It strives to become a world-class medical and health industry investment group.

▲ 宗旨

讓健康更智慧
讓生命更被尊重

▲ 使命

讓健康回歸！

▲ 願景

以國民健康為目標，順應大健康產業時代潮流，成為健康、快樂生活的創造者。
旨在成為世界一流的健康產業投資集團。



PROGRESS IN CSR FULFILLMENT

+ 社會責任工作推進

▲CSR management

Based on future development, BEMH takes as its own duty to practice CSR, push forward and lead CSR fulfillment. While furthering our social responsibility performance, we have gradually established a CSR management system that consists of CSR philosophy, organizational structure, CSR communication and CSR practices. The CSR philosophy is integrated step by step into the Group's business practices and everyday operation, which promotes CSR management to be a normal part of our work.

▲Integration of CSR

In line with industrial characteristics, our own advantages and social responsibility practices, the Group integrates CSR indicators into management and operation to pursue mutual development and harmonious win-win cooperation with stakeholders, and to maximize the function of our projects to promote economic growth, environmental protection and harmonious community relations.

In 2017, according to the HKEx: Environmental, Social and Governance Reporting Guide, we have released our first Environmental, Social and Governance Report, which was well recognized by stakeholders.

Following the "result-oriented" principle, BEMH creates value for stakeholders, and develops its capacity to promote sustainable development and address different risks and challenges. With sincere and open mind, BEMH serves stakeholders sincerely and takes the interests and requirements of all the stakeholders into account, aiming to "benefit each other and achieve win-win cooperation".

▲社會責任管理

北控醫療健康立足未來發展，以成為企業社會責任的實踐者、推動者和引領者為己任，深入推進社會責任工作，在實踐中逐漸形成了一套以社會責任理念、組織體系、社會責任溝通、社會責任實踐為主要組成部分的社會責任管理體系，逐步將社會責任理念融入企業各項業務和日常運營的各個環節，推動社會責任工作的常態化治理。

▲社會責任融入

本集團結合行業特色、自身優勢和責任實踐，將社會責任指標融入企業管理和運營的各個環節，努力實現與各利益相關方共同發展、和諧共贏，保障項目最大限度地發揮促進經濟發展、環境保護和社區關係和諧的作用。

2017年，依據香港聯合交易所《環境、社會及管治報告指引》，發布首份《環境、社會及管治報告》，獲得利益相關方的好評。

北控醫療健康堅持以“結果為導向”原則為利益相關方創造價值，構建起可持續發展的企業實力和抵禦各種風險挑戰的能力。以真誠開放的態度，服務利益相關方，兼顧各方利益和訴求，實現“彼此成就，合作共贏”。

ORGANIZATIONAL STRUCTURE OF CSR 社會責任組織體系

The Group has a well-established organizational structure for CSR implementation and strives to normalize CSR governance. The Comprehensive Management Department led by the Board of Directors is responsible for CSR implementation. It appoints CSR coordinators to instruct and put into effect CSR issues with support from other departments and employees to jointly integrate CSR implementation into the Group's everyday management. In the meantime, the Group employs elderly care apartments, service centers and stations as windows for demonstration and communication with the public to enhance communication with stakeholders.

本集團建立健全社會責任組織體系，落實社會責任工作的常態化治理。在公司董事會領導下的綜合管理部負責牽頭社會責任工作，設置社會責任工作專員，負責指導和落實各項社會責任事務，其他各部門和員工全力配合，共同推進社會責任融入企業日常管理。

MATERIAL ISSUE IDENTIFICATION 實質性議題識別

Based on the needs of stakeholders and the demand for our own development, the Group summarizes information from stakeholders, refers to domestic and overseas CSR guidelines and standards, dynamically identifies the Group's material issues related to sustainable development, optimizes the materiality matrix, and integrates key material issues into our management and operation for the Group's sustainable development.

本集團立足于利益相關方的需求和公司自身發展兩個維度，梳理來自利益相關方的信息，對標國內外社會責任指南、標準，動態識別集團可持續發展實質性議題，調整優化責任議題重要性矩陣，將實質性議題工作重點落到融入管理和運營中，為實現企業可持續發展提供依據。



CSR ISSUE IDENTIFICATION 社會責任議題識別

Identification 議題識別	<ul style="list-style-type: none"> Domestic and overseas environments for development 國內外發展環境 Reference to the ESG of HKEx, ISO 26000, GRI G4, CASS 3.0, GB/T 36001, etc. 參考港交所ESG、ISO26000、GRI、G4、CASS3.0、GB/T 36001等社會責任標準 Key points for corporate development strategy and operation 企業發展戰略與運營重點 Focuses of stakeholders 利益相關方關注點
Prioritization 明確優先級	<ul style="list-style-type: none"> Issues that influence the sustainable development of a company 影響企業可持續發展的議題 Issues that the corporate strategy endeavors to tackle 公司戰略著力解決的議題 Issues that key stakeholders pay high attention to 關鍵利益相關方高度關注的議題
Reviewing and validation 審核確定	<ul style="list-style-type: none"> Reviewing by company leaders 公司領導層審核 Reviewing by functional departments and business units 各職能部門和業務系統審核 Reviewing by CSR experts 社會責任專家審核

Through the above process, the Group identified 17 material issues, which were prioritized by analyzing their “importance to stakeholders” and “impact on the business”.

通過上述方式，梳理出本集團17項社會責任實質性議題，對比分析“對利益相關方的重要性”和“對企業經營的重要性”，制定出可持續發展的議題序列。



Communication with stakeholders

The Group attaches great importance to communication with stakeholders. We draw on experience from leading corporations and continuously expand communication channels to make known the Group's CSR philosophy, practices and achievements. To enhance our communication with stakeholders, we listen to all parties' demands and give active responses.

Stakeholders	Expectations and demands	Communication and responses
Shareholders and investors	<ul style="list-style-type: none"> Return of profits Satisfactory market value Protection of rights and interests Knowledge of the Group's business 	<ul style="list-style-type: none"> Improving profitability Disclosing information timely Enhancing compliance and the internal control system
the State	<ul style="list-style-type: none"> Law abidance Tax contribution according to law Employment promotion Boosting local economic and society development 	<ul style="list-style-type: none"> Accepting instruction and supervision Holding communication activities Lawful and compliant management Proactively contributing tax Providing jobs
Customers	<ul style="list-style-type: none"> Honoring agreements with integrity Information transparency High-quality products High-quality services 	<ul style="list-style-type: none"> Honoring agreements Study market needs Building an all-round service network Protecting customer privacy
Partners	<ul style="list-style-type: none"> Mutual development Win-win cooperation Resource sharing Openness and fairness Responsible procurement Keeping commitments Payment according to agreements 	<ul style="list-style-type: none"> Honoring agreements High-level visits Regular meetings Multi-channel cooperation and communication Suggestion and support Disclosing procurement information Negotiation and communication
Employees	<ul style="list-style-type: none"> Mutual growth Salary and welfare Health and safety Humanistic care 	<ul style="list-style-type: none"> Protecting rights and interests Democratic communication Education and training Setting up labor union Balancing life and work
The environment	<ul style="list-style-type: none"> Energy saving and emission reduction Resource saving Clean energy Ecological protection and restoration 	<ul style="list-style-type: none"> Publicizing environmental protection Green construction Developing new energy industries Green office
The industry	<ul style="list-style-type: none"> Promoting industrial development Mutual benefit 	<ul style="list-style-type: none"> Strategic partnership Participating in standard formulation Holding and attending industrial exhibitions
Communities and the public	<ul style="list-style-type: none"> Contribution to public welfare Community engagement Promoting community development 	<ul style="list-style-type: none"> Localized operation Improving social livelihood Public services

利益相關方溝通

本集團重視利益相關方溝通，學習領先企業先進經驗，不斷拓展溝通渠道，傳播集團的社會責任理念、實踐和成效，加強集團與各利益相關方溝通交流，深入瞭解各方訴求，並積極回應。

主要利益相關方	期望與要求	溝通與回應
股東與投資者	<ul style="list-style-type: none"> ● 收益回報 ● 滿意市值 ● 權益保護 ● 瞭解公司經營情況 	<ul style="list-style-type: none"> ● 持續提高盈利能力 ● 及時披露信息 ● 強化合規和內控體系
國家	<ul style="list-style-type: none"> ● 遵紀守法 ● 依法納稅 ● 帶動當地就業 ● 促進運營所在地經濟社會發展 	<ul style="list-style-type: none"> ● 接受指導和監督 ● 開展溝通活動 ● 依法合規管理 ● 積極主動納稅 ● 提供就業機會
客戶	<ul style="list-style-type: none"> ● 誠信履約 ● 信息透明 ● 高質量產品 ● 高品質服務 	<ul style="list-style-type: none"> ● 合同執行 ● 需求調查 ● 建立全方位服務網絡 ● 保護客戶隱私
合作夥伴	<ul style="list-style-type: none"> ● 共同發展 ● 合作共贏 ● 資源共享 ● 公開公正 ● 責任採購 ● 信守承諾 ● 按約付款 	<ul style="list-style-type: none"> ● 協議合同執行 ● 高層互訪 ● 定期會議 ● 多渠道合作與溝通 ● 建議與支持 ● 公開採購信息 ● 談判與交流
員工	<ul style="list-style-type: none"> ● 共同成長 ● 工資與福利保障 ● 健康與安全 ● 人文關懷 	<ul style="list-style-type: none"> ● 權益保護 ● 民主溝通 ● 教育培訓 ● 建立工會 ● 工作生活平衡
環境	<ul style="list-style-type: none"> ● 節能減排 ● 節約資源 ● 清潔能源 ● 生態保護和修復 	<ul style="list-style-type: none"> ● 環保宣傳 ● 綠色施工 ● 發展新能源產業 ● 綠色辦公
行業	<ul style="list-style-type: none"> ● 推動行業發展 ● 實現互利共贏 	<ul style="list-style-type: none"> ● 開展戰略合作 ● 參與標準制定 ● 舉辦、參加行業展會
社區與公眾	<ul style="list-style-type: none"> ● 推動公益慈善 ● 社區參與 ● 推動社區發展 	<ul style="list-style-type: none"> ● 屬地化運營 ● 改善社會民生 ● 開展公益行動

Steady and sustainable development 穩步可持續發展

▲ Law abidance and compliance

An effective governance mechanism plays an important role in CSR Fulfillment. BEMH attaches much importance to internal management mechanism. The Group has constantly improved the governance structure, strengthened risk management, pursued compliance operation with integrity, and steadily promoted business development to create more value and returns for shareholders.

Right after being listed, the Group set up the Audit Committee to ensure every movement of the Board of Directors is strictly and independently reviewed. At the same time, the Group has formulated a policy that guides employees to report potential improper conducts in a right way, and solves the problem.

▲ Corporate governance

The Group has an experienced management team, which always acts in line with the best international practices and well-established corporate governance standards.

▲ 守法合規

有效的治理機制是履行社會責任的重要因素，北控醫療健康注重內部管理機制。本集團不斷完善治理結構，強化風險管理，合規誠信運營，穩健推進業務發展，為股東創造更多價值與回報。

本集團於上市之初即成立審核委員會確保董事會的工作得到嚴格及獨立的審查。同時，集團制定了《雇員舉報不正當行為政策》，建立正確渠道以使雇員能夠就有可能發生的不正當行為提出關注，並解決此等關注。

▲ 公司治理

北控醫療健康的管理隊伍資歷豐富，一直按照國際行業最佳實踐及健全的企業管治標準運作。



▲ Risk management

The Group has formulated the Risk Management Guide, conducted self-inspection of subsidiaries and on-site inspection from the Group, and combined internal inspection and audit, which effectively improves the internal control and risk prevention capacity of the company. The Group has also made countermeasures to promote the sustainable, sound and steady development of the company. As confirmed by the Board, it is responsible for establishing the risk management and internal control system. It will continuously monitor the implementation of relevant regulations and make sure conduct an inspection on the effectiveness of risk management and internal control.

In 2017, the Group has conducted inspections in five enterprises, and completed Risk Assessment Report and Internal Control Report, which were presented to the Audit Committee.

▲ 風險管理

北控醫療健康建立了《風險管理手冊》，通過子公司自查與集團現場檢查相結合、內控檢查與內部審計相結合的方式，有效提升公司的內控管理水準和風險防範能力，制定應對措施，促進公司持續、健康、穩定發展。

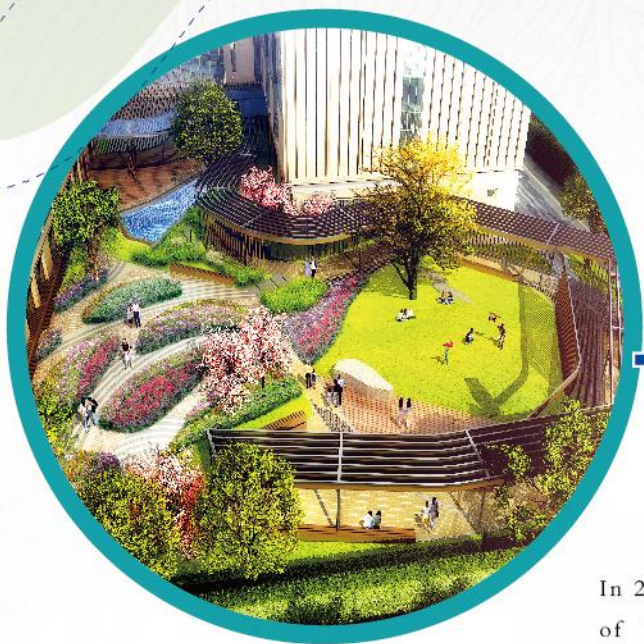
董事會確認，其有責任建立風險管理及內部控制系統，並會持續監督有關規定，確保每年檢查一次風險管理及內部控制的有效性。

2017年抽查企業5家，出具《風險評估報告》和《內部控制報告》并向審核委員會匯報。



+ 用心 守護健康生活

CAREFULLY
Promoting Healthy Life



In 2017, the Group's "Golden Sun" brand won the title of "National Award for Respecting the Elderly", and was awarded as "Demonstration Enterprise in Smart Elderly Care" by the Ministry of Industry and Information Technology and "AAAAA-level Social Organization" by Ministry of Civil Affairs.

2017年，本集團旗下“金太陽”品牌榮獲全國老齡工作委員會頒發“全國敬老文明號”榮譽，並相繼被國家工信部評為“智慧健康養老示範企業”、國家民政部評為“5A級社會組織”。



PROTECTING the health of seniors 呵護老人健康

Focusing on the social elderly care mode that is encouraged by the government, we have developed the elderly care service brands with strong competitiveness in China's elderly care industry such as "Golden Sun" and "Hong Tai". We have applied the idea and technology of "Internet +" to elderly care service system, and established the "city-based smart elderly care" service system, which covers an integrated information platform, home-based care, community-based care, and institution-based medical and elderly care, thus providing systematic smart elderly care solutions for the city (government) and one-stop elderly care services for seniors.

In 2017, the government held an open bidding for elderly care services in communities. The services may be directly purchased by the government, or receive subsidies from the government or purchased by charities. With the brand influence of the "Golden Sun" as well as professional and comprehensive elderly care services, the Group has totally won purchase orders of RMB 53 million from the government by the end of 2017. The Group won the bids of 3 elderly care institution projects with 547 beds in total, and 8 community care center projects with 151 beds in total, which would be constructed by the government and operated privately by the Group.

As of the end of 2017, the Group has been serving 773,000 elderly members, running 439 community service centers (including 41 community care centers with 291 beds), and providing 1,750 beds for elderly care (including beds of institutions and community care centers), up by 33%, 20%, and 50% respectively on a year-on-year basis.

我們重點發展國家鼓勵的社會化養老模式，建立在國內養老產業中具備強大競爭優勢的“金太陽”及“宏泰”養老服務品牌，將“互聯網+”概念和技術應用於養老服務體系中，構建了集信息平臺、居家關懷、社區照護及機構醫養的全生態鏈城市智能養老系統，為城市（政府）提供系統化智能養老解決方案、為老齡群體提供一站式養老服務。

2017年政府對社區居家養老服務進行公開招標，包括政府直接購買服務、政府財政補貼及公益組織購買等。憑着“金太陽”的品牌影響力及專業的全方位養老服務，截至2017年底，累計獲得政府採購金額達到人民幣5300萬。新中標政府公建民營養老機構項目3個，共計床位547張，新中標政府公建民營社區照料中心8個，共計床位151張。

截至2017年底，公司服務老人會員人數達77.3萬人，增長33%；社區養老服務站點達439個（包括41個社區照料中心，共計床位291張），增長20%；養老床位達1750張（包括養老機構和社區照料中心*），增長50%。

20/21

社會責任
REPORT

Note: Community care centers are small community elderly care institutions that provide daytime care, short-term care, home-based elderly care services, etc.

*注：小區照料中心是指為老人提供日間照料、短期照護、居家關懷等服務的小型小區養老機構。

LEADER SOLICITUDE

+ 領導關懷

On February 22, 2017, Zhang Chunxian, member of the Political Bureau of the CPC Central Committee visited Junmen Community and gave guidance on elderly care services.

2017年2月22日，時任中央政治局委員、中央黨建工作領導小組副組長張春賢一行蒞臨金太陽軍門社區指導養老服務工作。



On June 19, 2017, Minister Huang Shuxian of Ministry of Civil Affairs inspected the elderly care service of the Fujian Xinyuan Golden Sun elderly care home and Junmen Golden Sun elderly care home.



2017年6月19日，國家民政部部長黃樹賢等領導蒞臨金太陽福機新苑長者照護之家與金太陽軍門長者照護之家視察。

On June 20, 2017, Wu Yushao, deputy director of the national Aging office, visited Fuji Xinyuan Golden Sun elderly care home.



2017年6月20日，全國老齡辦副主任吳玉韶蒞臨金太陽福機新苑長者照護之家視察。



On October 26, 2017, Huang Qiyu, vice-governor of Fujian province and director of Fujian working committee on aging population, Chi Qiuna, secretary Party Leadership Group and director of Department of Civil Affairs of Fujian province, and You Mengjun, mayor and vice secretary of the Fuzhou Municipal Committee of the CPC, visited Machang Golden Sun elderly care home in Duihu street.



2017年10月26日，福建省副省長、省老齡委主任黃琪玉，省民政廳黨組書記、廳長池秋娜，福州市委副書記、市長尤猛軍等一行領導走訪慰問金太陽對湖街道馬廠照料中心。

IMPROVING SERVICE QUALITY 提升服務品質

Supported by the intelligent cloud platform, Golden Sun provides services such as life care services, rehabilitation nursing, and emergence assistance, thus building “nursing homes without walls”. The services cover housekeeping, food, medical care, supplies, elderly-oriented safe design, trainings for nursing workers, and daytime care, which solves the problems of seniors and residents in the communities about food, medical services, as well as nursing and housekeeping services, and improves their life quality.

金太陽以智慧雲平臺為支撐構建生活照料、康復護理、應急救助等服務，用科技為長輩構建“沒有圍牆的養老院”。如家政、餐飲、醫療、生活用品、適老居家安全、護工培訓、以及日間照料等服務，方便和解決社區老人、社區居民吃飯難、就醫難、護理與家政服務難等生活難題，同時提高社區老人與居民的生活質量。



6+1 elderly care services
6+1 養老生活服務

EXPANDING SERVICES

+ 豐富服務內容

We promote the “linkage among communities, social organizations and social workers”, set up community service centers, cooperate with public service organizations, social groups as well as large enterprises, and provide quality services and products for seniors, aiming to fully meet their needs for convenience, medical care, assistance and comfort.

我們推動社區、社工、社會組織“三社聯動”，依托社區，建立社區養老服務站點，聯合公益組織、社會團體和大型商業企業，為社區老人提供優質的服務和產品，充分滿足老年人的生活便利服務、醫療健康服務、安全救助服務和精神慰藉服務等方面的需求。



Assistants from Dadao community elderly care center in Yangzhong street did handwork with empty-nest grandmas.

洋中街道達道社區站點助老員陪伴空巢奶奶做手工活動。

▲Case: Home-based elderly care— emergency assistance

At 00:14 on the morning of September 8, 2017, the “968885” hotline for 24-hour/365-day service of Golden Sun rang. Lin Shaojun, an elderly member felt unwell and asked for assistance. The receptionist started the contingency plan immediately and informed our assistants and the families of Lin.

The receptionist on duty contacted Huang Qiuzhen and Tang Aiping, who were assistants from the hot spring team of the Golden Sun and stayed closest to Lin. They got to Lin’s house at 00:28 (within 14 minutes). They found that Lin had a fall and her chest hurt. After close examination, the assistants told the receptionist about the serious problem and to call the ambulance, and then helped Lin to lie down and calmed her down.

At 00:48, the ambulance came. The assistants accompanied Lin to the hospital and helped her do examinations. It was diagnosed as sternum fracture and Lin needed to stay in hospital. The assistants helped to go through the admission procedure. At 01:53, the nephew of Lin arrived from Changle. The assistants told him about the accident and left at 02:03 as she was in a stable condition.

This was the third assistance we provided for Lin. Golden Sun will always provide them with efficient and considerate services. It is our pleasure that when seniors need help their first thought is Golden Sun. We are grateful for their trust and will give them better services, so as to act as filial children, protect our elderly parents and spread love.

▲案例：居家養老服務之緊急救援

2017年9月8日凌晨00:14分，金太陽365天*24小時全天候保持暢通的“968885”助老服務熱綫響起，會員長輩林紹君阿姨說自己身體不適需要助老員幫助，臺席人員立即啓動緊急預案通知助老員以及長輩家屬。

值班臺席人員迅速聯系離林阿姨最近的金太陽溫泉組黃秋珍、唐愛平兩位助老員前往。00:28分（用時14分鐘）助老員趕到林紹君阿姨家中，經詢問林阿姨剛才不小心摔了一跤胸部疼痛，助老員細心察看後覺得問題比較嚴重，立即反饋臺席聯系120救護車，並扶長輩躺下，安撫長輩情緒。

00:48分120救護車到場，兩位助老員協助醫生將林阿姨送上救護車并陪同前往醫院。到達醫院後助老員陪伴林阿姨做各項檢查，後經醫生拍片診斷是胸骨骨折需立即住院，助老員立即幫忙辦理各項手續。01:53分林阿姨的外甥從長樂趕到，助老員向其交待情況并且確認長輩暫無大礙後於02:03離開醫院。

這是林紹君阿姨近期來第三次求助，金太陽始終以高效的速度、貼心的服務對待長輩。在長輩出現困難需要求助時，第一通電話打給了金太陽，這讓我們倍感榮幸。我們感恩長輩給予我們的信賴，也會用更好的服務回報長輩，真正做到子女的行孝者、父母的守護者、純愛的傳播者。



PROTECTING CUSTOMER PRIVACY

+ 保護顧客隱私

We protect the legitimate interests and rights of customers. Personnel that who are responsible for management and use of data have the obligation of maintaining confidentiality. They cannot misuse, sell, leak the data, nor conduct any other actions against the legitimate interests and rights of customers.

- Timely communication: We provide timely elderly care services for customers, and to timely learn about their needs we have three or four communications with them.
- Polite communication: If customers refuse communication, we should not disturb them. It is not allowed to call or visit customers when they are at rest or at any inconvenient time for them.
- We need to learn about the health condition and consuming power of customers and hard sell is not allowed.

我們保護顧客的合法權益，所有管理和使用數據的人員均負有為顧客保密的義務，不濫用數據，不私自轉讓，不危害顧客的合法權益。

- 及時溝通：及時給顧客提供養老服務，及時了解顧客需求，每月必須與顧客溝通三至四次。
- 禮貌溝通：如果顧客不願被打擾，不得騷亂顧客，不得在顧客休息或其他不方便時間電話或上門拜訪。
- 瞭解顧客的健康狀況及個人消費能力，不得向顧客強行推銷。

HANDLING CUSTOMER COMPLAINTS

+ 處理客戶投訴

Once customers make complaints, we respond to the complaints promptly, and listen to customers' opinions. We find and explain the problems, take proper emergency measures and provide a satisfying solution. Then we inform relevant departments of the solution, which will deal with the problems. We then give feedback and thanks to customers. Finally, we make improvements to avoid any similar complaints.

當客戶提出投訴時，我們及時響應，接受客戶投訴，認同客戶的感受，同時了解具體原因，澄清問題，採取適當應急措施，提出雙方滿意的解決方法。之後將解決方案反饋相關部門來解決問題，之後反饋客戶，並表示感謝。最後，我們將改善不足預防再次發生同類投訴。



DEVELOPING smart medical care 打造智慧醫療

In 2017, the Chinese government has strongly supported medical care development by issuing policies, and allowed doctors to have a license to work in more than one hospital and run clinics, which provides more talents for clinics. The Chinese government expects to promote a series of private hospitals and to gradually develop a new pattern of multi-level and diversified medical services.

Starting from Internet medical care, BEMH has realized a closed-loop of “quality medical resources + access to medical services at the grass-root level + direct communication with customers” with the O2O mode, and established an industrial structure “with hospital operation as the core, the family-doctor service platform as the support and medical and elderly care home solutions business as a complement”.

Resources are important for the medical industry. The Group promoted cooperation on hospital management with experts in best hospitals. As for the development of the family-doctor platform, we have an excellent IT team and products awarded national prizes. As for medical and elderly care products, we have the sole agency of the Krueger International (KI) in Asia-Pacific market, which is a well-known medical and elderly care furniture company in the world.

2017年，中國政府大力支持醫療發展，先後推出多項政策，允許在職醫生多點執業，開辦診所，為診所提供充足的人才供給；中國政府期望逐漸打造一批有較強服務競爭力的社會營辦醫療機構，逐步形成多層次、多樣化醫療服務新格局。

北控醫療健康以互聯網醫療為切入，利用O2O模式，實現“優質醫療資源+基層診療入口+直接對接客戶”的閉環格局，已形成了“以醫院運營為核心、家庭醫生服務平臺為支撐、醫養家居銷售為補充”的產業構架。

醫療產業是資源的產業，本集團在醫院管理方面，與頂尖醫院的專家合作；在家庭醫生平臺建設方面，擁有優質的IT團隊，產品獲得國家級獎項；在醫養產品方面擁有國際知名醫養傢俱品牌KI亞太區獨家代理權。



HOSPITAL OPERATION AND MANAGEMENT

+ 醫院運營管理

BEMH has invested in and set up “Xuancheng City Cardiovascular Hospital” in Xuancheng city of Anhui province, which is expected to focus on cardiology, oncology, and rehabilitation with 350 beds, 4 operating rooms and 6 intensive care units. By inviting experts from great hospitals such as Peking Union Medical College Hospital, Fuwai Hospital and Beijing Anzhen Hospital, we aim to make “Xuancheng City Cardiovascular Hospital” a medical center for cardiovascular diseases in southern Anhui, which is expected to come into service in the second quarter of 2019.

北控醫療健康在安徽省宣城市投資建設“宣城市心血管專科醫院”，專注於心內科、腫瘤科及康復科等疾病治療，規劃設置床位350張、4個手術室及6個加護病房，通過引入北京協和、阜外、安貞等醫院的優質專家資源，將其打造成為皖南區域心血管疾病治療中心，預期2019年二季度投入使用。

THE FAMILY-DOCTOR PLATFORM

+ 家庭醫生平臺

In close cooperation with Yiwu municipal government, Zhejiang province, the Group has established and operated the online platform of the hierarchical medical system and family-doctor services, setting up the first domestic payment platform docking with the government's medical insurance. It serves as an innovative “Internet + Medicare” product in China, which promotes the use of big data in the medical and health industry. With the successful experience in Yiwu City, the Group has launched the hierarchical urban medical platform and started the planning and implementation of family doctors contracted services. It has also tried to provide family-doctor management services including both medical services and elderly care in those cities.

本集團與浙江省義烏市政府開展深度合作，搭建運營分級醫療和家庭醫生服務信息化平臺，並實現國內第一家與政府醫療保險對接的收費支付合作平臺，成為全國創新型“互聯網+醫療”的產品，推進健康醫療大數據應用。

憑着義烏市的成功經驗，本集團已經啟動了城市分級診療平臺及家庭醫生簽約服務的佈局和實施，同時嘗試在落地城市展開醫養結合家庭醫生管理服務。

MEDICAL AND ELDERLY CARE HOME SOLUTIONS

醫養家居

Beijing VISSAM Co., Ltd., a subsidiary of BEMH, provide comprehensive home solutions for elderly care, education and business sectors as well as hospitals. It has the sole agency of the Krueger International (KI) in Asia-Pacific market, which is an internationally well-known medical and elderly care furniture, and becomes a leading furniture brand for medical and elderly care as well as education furniture.

As of the end of 2017, the company has launched high-end medical care projects covering an area of 2.51 million square meters with over 20,000 beds. We have signed and carried out supply contracts with 30 hospitals and medical and elderly care institutions, and the sales of medical and elderly care home solutions reached RMB 100 million. Recognized as a high-tech enterprise, it has won the honor of “Top 10 Hospital Furniture Brands in China” and “Top 10 Elderly Care Furniture Brands” in 2017.

北控醫療健康所屬公司偉森盛業涉及養老、醫院、教育、商業等領域，提供全方位家居解決方案，擁有國際知名醫養家居品牌KI亞太區獨家代理權，已成為中國醫養及教育家居的領軍品牌。

截至2017年底，服務高端醫療項目建築面積251萬平方米，服務床位2萬多張，全年共簽訂并執行30家醫院、醫養機構供應合約，醫養家居銷售收入1億元。偉森盛業為高新技術企業，2017年獲得“中國醫院傢俱十大品牌”、“中國養老傢俱十大品牌”等系列稱號。

All products of Beijing Weisensheng Industry have five years' warranty, and the sales staff call or visit users regularly, communicating with customers in the process of the product quality problems, and have a national unified after-sales hotline: 400-606-9522, timely answer customer feedback and complaints.

為保證產品質量，從前期產品設計深化，到中期生產過程中，都會有質檢人員不定時到工廠抽檢。偉森盛業公司所售產品均享有五年質保，并有銷售人員會定期電話或上門回訪，與客戶交流使用過程中的出現的產品質量問題，并有全國統一售後熱線：400-606-9522，及時接聽解決客戶反饋及投訴，來保證產品及服務質量。



Case: Developing elderly-oriented furniture

It is necessary to understand the physical condition of the elderly before developing and designing elderly-oriented furniture, which influences the size, material, style and colour of the furniture. Before developing the products, Beijing VISSAM Co., Ltd. has further studied the behavior of seniors to make sure that each product meets their needs and is good for their health.

User-friendly design of elderly-oriented sofa:

An angle of $95^{\circ} - 100^{\circ}$ between the back and the seat: strengthening support to the lower back and neck of the elderly, and thus expanding the chest and making breathe easier.

Adjustable seat that can be adjusted to 400 mm or higher: the elderly can adjust the support to their lower back according to their needs.

Arms made by wood: avoiding bruising caused by metal and creating a cozy atmosphere

The filling should not be too soft: the elderly can easily stand up from the seat.

案例：打造適老化傢俱產品

適老化傢俱產品的研發設計與老年人的身體狀況是不可分割的，需要充分考慮到傢俱的尺寸大小、材料選擇、造型設計和色彩搭配。北京偉森盛業公司在投入產品之前，對老年人的活動行為習慣進行了深入研習，確保每一款產品都充分符合老年人生活需求和身體安全。

適老沙發的人性化設計：

靠背和座面形成 $95^{\circ} - 100^{\circ}$ 的背斜角：加強對老年人腰部和頸部的支撐，幫助打開老人的胸腔，使呼吸更加順暢

座深可以調節至400mm以上：方便不同體型的老人自己進行腰部支撐調節

沙發扶手設計採用木材：既避免了金屬碰撞造成的皮下淤傷，又在視覺上營造溫暖舒適感

沙發的填充材料不宜過軟：方便老人起立



GENERAL health industrial parks 大健康產業園

In 2017, the Chinese government has issued policies to encourage the development of influential health service industry clusters with characteristics, as well as green real estate industry that promotes green construction and protects eco-environment. During construction, extensive roof greening and wall greening should be adopted to reduce energy consumption.

JUNBO PROJECT

駿帛項目

Using energy saving and environmentally friendly products: As the acceptance standards for energy saving and environmental protection are higher than other regions, we have adopted advanced energy saving materials.

Safe and standard construction: We have conducted standardized management of the construction, safety, and environmental protection and made sure that no safety accidents occurred.

Data management platform: We conducted communication and made effective decisions through Internet, and thus avoided changes of the construction plan, and saved time and costs.

2017年，我國政府出臺政策，希望形成若幹具有影響力的特色健康服務產業集聚區，走引領綠色建築和關注生態環境的綠色地產路綫。在施工中，充分利用屋頂綠化、牆面綠化，減少建築能源消耗。



- 采用節能環保產品：上海節能環保驗收標準比其他地區同行業要高，在材料的選材上，均采用先進的節能產品。
- 安全文明施工：在工程進度、安全、文明環保等方面，執行標準化管理，未發生一例安全責任事故。
- 數據化管理平臺：利用互聯網溝通交流，實現有效決策，從而減少施工變更，縮短工期，控制成本。

PROJECT IN DALI 大理項目

In 2017, the Group has invested in four pieces of land in Haidong New Area of Dali city, which is a flagship project for BEMH's general health business plan. With the geography and climate advantages of Dali and our resources, we aim to develop a health travel destination.



2017年，本集團成功投得4幅位于大理市海東新區的土地使用權，該地塊是北控醫療健康佈局大健康產業的旗艦式項目，將依托大理地理和氣候優勢以及本集團的資源優勢，打造健康旅遊目的地。

In future, the Project will annually bring 1 million visitors and create almost a thousand jobs, thus driving the economic development of Dali.

未來，項目將為當地帶來每年100萬人次到訪，解決就業崗位上千個，帶動大理經濟可持續增長。

DEVELOPING sports culture industry 發展體育文化產業

The coming Beijing 2022 Winter Olympics arouses rising interest over the winter sports and entertainment industry, and growing needs for the development of indoor winter sports and venues. The Group conducts sports business through Beijing Sports and Entertainment Industry Group Limited (hereafter referred as “BSEI”, a publicly listed company on the Hong Kong Stock Exchange, Stock Code 01803. HK), which focuses on the development and operation of sports venues and ice-snow amusement parks.

In 2017, BSEI purchased MetaSpace (Beijing) Air Dome Corporation. With the cold insulation and ice-making air dome technology, it can operate a large ice-snow amusement park with lower costs. By now, only a few big theme parks have winter sports such as the Disneyland and CHIMELONG Paradise, so it is a great opportunity for BSEI to operate air dome venues and develop winter sports facilities.

In 2017, BSEI officially initiated the “One Thousand Venues Program” on China SportShow in Shanghai, aiming to build 1,000 new sports venues with air-supported structure around China.



借著2022北京冬季奧運會的東風，冰雪娛樂產業備受關注，各地對於室內冰雪項目及場館建設的需求也日益增強。本集團通過北京體育文化產業集團有限公司（“北京體育”，香港主板上市公司，股票代碼HK01803）開展體育相關業務，而北京體育定位於體育場館建設及冰雪樂園的建造及營運。

2017年北京體育成功完成收購北京約頓氣膜建築技術股份有限公司，利用氣膜保冷和制冰技術，可以實現大型冰雪樂園項目的低成本營運。目前國內祇有少部分大型主題樂園備有冰雪項目，如迪士尼、長隆等，因此北京體育運營的氣膜體育館和冰雪設施業務將擁有巨大機遇。

2017年，北京體育在上海國際體博會正式發起“千館計劃”，目的是通過五年的時間，在全國範圍內建設1000個以氣膜建築為主要載體的新型體育場館。





+ 齊心 創造共贏合作

TOGETHER
Promoting Win-win Cooperation



Our development lies in great cooperation with other parties. Adhering to the idea of “integrating resources efficiently and pursuing win-win cooperation and mutual development with partners” as well as the principle of integrity, BEMH maintains a good relationship with all stakeholders including the government, hospitals, investors, suppliers and customers. It provides quality products for customers, creates value together and enhances the capability of providing services to achieve sustainable development in a long term.

By the end of 2017, BEMH had no serious or major disputes with suppliers and customers.

我們的發展壯大，是與各方通力合作所取得的成果。北控醫療健康秉持“高效整合資源，與合作夥伴共贏、同發展”的理念，堅持誠實守信的原則，與政府、醫院、投資方、供貨商及客戶等各利益相關方保持良好關係，為客戶提供優質產品，共同創造價值，增強服務項目供給能力，以獲得長期的可持續發展。

截至2017年底，北控醫療健康與供貨商、客戶之間無重要及重大糾紛。



SUPPLY chain management 供應鏈管理

BEMH attaches much importance to the selection of suppliers. Encouraging fair and open competition, we foster mutual trust and seek long-term cooperation with suppliers. In line with domestic laws and regulations, as well as international quality management requirements, we have formulated our own management regulations. We implement process control and carry out management of the third-party service providers to ensure product and service quality.

Access: We adhere the principle of "priority access" for suppliers. The suppliers those having new technologies, new technologies, new products, new materials or energy conservation and environmental products approved by the relevant government departments, and the products with independent intellectual property rights, should be given priority access. The Group set up a supplier evaluation team, and after the approval of the team, cooperation can be established.

Cooperation: All third-party product providers must provide corresponding product quality certifications or others alike. Relevant departments of the Group will collect them and place them on file.

Service: Should there be any quality problem or customer complaint, the Group would firstly warn the third-party service provider; the third-party provider would handle the issue proactively, and the Group would decide whether to continue cooperation according to the severity.

Inspection and exit: The evaluation of "process supervision and survival of the fittest" is carried out on the supplier management. According to the results of the evaluation, the suppliers are divided into four grades of "A" "B" "C" "D", and "D" as unqualified suppliers, and cannot be accessed within 5 years.



北控醫療健康十分重視對供貨商的選擇，鼓勵公平及公開競爭，本着互信原則，與優質供貨商建立長遠的合作關係。我們根據國家法律法規、國際質量管理要求制定管理規則，實施嚴格的過程化管控，開展對第三方服務商的產品質量管理，提升產品和服務品質。

準入階段：供應商準入執行“擇優準入”的原則。經政府有關部門認可的新技術、新工藝、新產品、新材料或節能環保型產品、與集團理念一致、具有自主知識產權產品的供應商應優先準入。公司組建供應商評審組，經評審組通過後方可建立合作。

合作階段：所有產品第三方服務商需提供相應的產品質量認證或其它相關認證，公司相關部門統一收集後存檔。

服務階段：如出現質量問題遭到投訴，公司首先採取警告措施，并由第三方服務商積極處理，公司視情節嚴重情況再決定是否繼續合作。

考核與退出階段：對供應商實行“過程監督、擇優汰劣”的考評管理，依據考評結果將供應商分為“A”“B”“C”“D”四個由高到低的資信等級，“D”為不合格供應商，5年內不得重新準入。

FURTHER industrial cooperation 深化產業合作

While planting the seed of “integrity” into each product and service, we cooperate with all our partners, integrate social resources, and promote synergies to explore the general health sector and foster the sustainable development of the industry.



我們將“誠信”的種子深植到每一件產品、每一次服務當中，聯合各方合作夥伴，整合社會資源，發揮協同效應，在大健康領域積極探索，助力行業可持續發展。

COOPERATION WITH THE GOVERNMENT

+ 政企合作

In 2017, in close cooperation with Yiwu municipal government, Zhejiang province, the Group established and operated the online platform of the hierarchical medical system and family-doctor services, and set up the first domestic payment platform docking with the government's medical insurance, serving as an innovative "Internet + Medicare" product in China. By the end of 2017, the platform covered all the 14 health care centers and 182 health care stations, as well as some of the Grade 3 municipal hospitals in Yiwu City, thus establishing a three-level linkage mechanism. The number of contracted family doctors exceeded 1,230 and the number of contracted residents reached 200,000.

With the successful experience in Yiwu, the Group has launched the city hierarchical medical platform and started the planning and implementation of family doctors contracted services. It has also tried to provide family-doctor management services including both medical services and elderly care in those cities.

In March 2017, in the "2017 China Innovation Competition of IT Application in Health Care at the Grass-Root Level", held by National Health Commission of the People's Republic of China and Jian Kang Bao, the "Internet + contracted general practitioners" of Top-Doctors won the second prize.

According to the policies of the central and local governments about land planning adjustment, we have launched five land projects in Beijing, Shanghai and Dali. By promoting transformation and upgrading and introducing advanced development idea, we satisfy the needs of the government and users, and focus on building new businesses — health industrial parks. We have covered an area of about 436,200 square meters so far, and the total area is expected to reach about 710,000 square meters.



2017年，我們與浙江省義烏市政府開展了深度合作，搭建運營分級診療和家庭醫生服務信息化平臺，並實現了國內第一家與政府醫療保險對接的收費支付合作平臺，成為全國創新型“互聯網+醫療”的產品。截至2017年底，該平臺已覆蓋義烏市全部14個衛生服務中心、182個衛生服務站、部分市級三級醫院，並形成三級聯動機制，簽約家庭醫生超過1230名，簽約服務居民達20萬人。

憑着義烏市成功經驗，北控醫療健康啟動了城市分級診療平臺及家庭醫生簽約服務的布局 and 實施，同時嘗試在落地城市展開醫養結合家庭醫生管理服務。

2017年3月，由國家衛計委和《健康報》等單位主辦的“尋找基層的力量”——“2017年全國基層衛生信息化應用創新大賽”中，良醫聯盟開發的義烏市“互聯網+全科醫生簽約”服務平臺項目獲得全國二等獎。

我們根據國家和各地方政府對土地規劃調整的政策和方向，在北京、上海及大理共有5個土地項目，通過轉型升級、引入先進的產業建設理念，全面滿足政府、市場用戶的需求，重點建設健康產業園新型業態。目前總占地約43.62萬平方米，預計規劃總建築面積約71萬平方米。

COOPERATION WITH ENTERPRISES

+ 企業合作

Our cooperation philosophy is
“benefiting each other and achieving win-win cooperation”.

“彼此成就，合作共贏”是與企業合作的理念

Beijing VISSAM Co., Ltd., which is a subsidiary of BEMH, has conducted long-term project cooperation with Taikang Community, Taiyichun Senior Care Center, and Huichen Elderly Care Service Company, cooperated with experienced designers at home and abroad, participated in top domestic and overseas elderly care meetings, and done research about famous medical and elderly care furniture brands. With these efforts, we have established a unique product service system about medical and elderly care furniture and a strict quality management system, and provided the best furniture products for elderly care institutions.

In 2017, we conducted cooperation on medical and health care furniture and launched high-end medical care projects with JiaHui International Hospital, Medical Care Town in Binhe New District of Yinchuan, Advanced Dental Group as well as Lanhai Medical, with an area of 2.51 million square meters and over 20,000 beds. We have signed and carried out supply contracts with 30 hospitals and medical and elderly care institutions.



北控醫療健康所屬偉森盛業公司與泰康之家養老社區、泰頤春養老中心、匯晨養老等機構建立長期項目合作關係，與國內外資深設計師合作，參與國內外頂尖養老會議，以及對國內外著名養老傢俱、醫療傢俱品牌的考查，最終形成了獨有的養老傢俱和醫療傢俱的產品服務體系和嚴格的質量管理體系，為養老機構提供最優質的傢俱產品解決方案。

2017年，醫養傢俱產品新增客戶包括上海嘉會國際醫院、銀川濱河新區醫療城、茁悅口腔項目、覽海醫療項目等高端醫療項目，覆蓋建築面積251萬平方米，服務床位2萬多張，全年共簽訂并執行30家醫院、醫養機構供應合約。

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社會責任
REPORT



INTEGRATION OF INDUSTRY AND FINANCE

產融合作

BEMH has established the investment and financing platform to develop fund management, asset management, equity investment, and finance lease business through its subsidiary, Beijing Enterprises Fortune (Shanghai) Investment Management Company (hereafter referred as “BG Fortune”). Through developing financial funds and investment platforms, the Group fosters the implementation of the “industry + finance” two-wheel driving strategy and promotes the integration of industry and finance.

· “Finance powers up industry”: We provide financing solutions and capital for industrial development through developing investment fund and finance lease.

· “Industrial development facilitates financial services”: While developing financial services and carrying out capital operation and value investing, we promote the supply chain to be a part of the value chain, and expand financial business with advantages in our large customer group.

BG Fortune set up “Guangzhou Aviation Industry Fund Management Company” jointly with Guangzhou Konggang Investment and Construction Group, under the management of Guangzhou Konggang Economic Zone. The joint-venture has launched three funds as the fund manager, including the Guangzhou aviation industry private equity fund, Guangzhou Konggang Economic Zone infrastructure private equity fund and Guangzhou Konggang industry private equity fund.

北控醫療健康通過其下的北控金富（上海）投資管理有限公司（簡稱“北控金富”）在中國設立投融資平臺，進行基金管理、資產管理、股權投資、融資租賃等業務。通過發展產業基金和投資平臺業務，加快推進集團“產業+金融”的雙輪驅動戰略，實現產融結合的整體布局。

· “以融促產”，利用產業基金、融資租賃等提供融資解決方案，為產業發展解決資金需求。

· “以產促融”，開展金融服務業務，開展資本運作、價值投資，促進產業企業的供應鏈向價值鏈轉化，借助集團龐大的客戶群體，協助金融業務拓展經營範圍。

北控金富與廣州三大樞紐之一的“航空樞紐”——廣州空港經濟區下屬廣州空港投資建設集團合資設立了“廣州航空產業基金管理有限公司”，該合資公司以基金管理人身份已發起設立了叁隻基金：廣州航空產業股權投資基金、廣州空港經濟區基礎設施股權投資基金、廣州空港產業股權投資基金。

INVESTOR RELATIONS 投資者關係



The Group believes that it is important to maintain effective communication with shareholders so as to improve relations with investors and their understanding about our business and strategies.

The Group pursues continuous communication with shareholders especially through the annual general meeting or other meetings of shareholders. The directors (or their representatives as the case may be) will meet the shareholders and respond to their questions on the annual general meeting.

The Group has adopted the Shareholder Communication Policy to make sure that shareholders can get access to fair and readable materials about its financial performance, strategic goals and plans, major progress as well as corporate governance and risks. The Board is committed to presenting clear and comprehensive materials about the Group for shareholders by issuing notices, announcements, circular letters, as well as interim and annual reports.

The Group emphasizes timely, fair, accurate, true and complete disclosure of data so that shareholders, investors and the public can make informed decisions. The Memorandum and Articles of Association has been uploaded on the websites of the Group and Hong Kong Exchanges and Clearing. Also, shareholders and other stakeholders can get access to more materials about us at the Investor Relations page on the official website.

Apart from these efforts, the Group also promoted investor relations in 2017 by:

- Meeting with analysts and holding roadshows
- Opening the WeChat Account of BEMH to update the latest news of the Group
- Hiring a professional PR team to deal with investor relations more professionally

本集團深信，與股東保持有效溝通，對促進投資者關係及加深投資者對本集團業務表現及策略的了解而言至為重要。

本集團竭力保持與股東之間的持續對話，尤其是通過股東周年大會及其他股東大會，董事（或其代表，視情況而定）均會在股東周年大會上會見股東并響應其詢問。

本集團已採納《股東通訊政策》，以確保股東可方便地取得不偏不倚而容易理解的集團資料，包括財務表現、策略性目標及計劃、重大發展、管治及風險狀況。董事會亦會通過刊發通告、公告、通函、中期與年度報告，致力為股東提供有關本集團清晰及全面之資料。

本集團注重確保數據披露及時、公平、準確、真實及完整，以便股東、投資者及公眾作出合理知情決定。本集團的組織章程大綱及細則已登載于集團與香港交易所之網站。此外，股東與利益相關方亦可登入本集團網站“投資者關係”分頁取得更多有關本集團之資料。

除此以外，本年度，本集團已完成下列投資者關係工作：

- 1) 定期與分析員及股評家會面及進行路演；
- 2) 開通本集團微訊公眾號，不時發放本集團之最新動向；及
- 3) 聘用專業投資者公關團隊，提升本集團投資者關係的專業性。



+ 有心 保護綠色環境

CONSCIOUSLY
Promoting Environmental Protection



The Group regards environmental protection as an important part of a promising future. We establish the environmental protection management system according to the business field, advocate green products, energy conservation, emission reduction and green office to maximally reduce pollution, and abate the impact of business operations on the environment. Through our own environmental practices, we disseminate environmental concepts to the public.



北控醫療健康將環境保護作為構建美好未來的重要內容，在各相關領域建立了與之相應的環境保防管理體系，倡導綠色產品、節能減排與綠色辦公，最大限度減少污染，降低經營活動對環境的影響，投身環保實踐，以自身行動傳遞環保理念。



GREEN MEDICAL and elderly care home solutions 綠色醫養家居

The Group is committed to production and promotion of green products. We have persisted in the concept of “green development”, made continuous efforts to explore and accumulate, and gradually developed and improved the green product portfolio. Moreover, we have obtained the accreditation of Environmental Management System (EMS) and endeavored to build a green product brand.

Beijing VISSAM Co., Ltd. has gained ISO9001: 2008 Quality Management System certification, ISO14001: 2004 Environmental Management System certification, GB/T28001 Occupational Health and Safety Management System certification, China Certification for Environmental Labeling Products as well as China Certification for Environmental Products (CCEP). The company has been admitted as a member of China National Furniture Association, a member and governing unit of Beijing Furniture Association, and was recommended for the “Famous Brand of Eco-Friendly Business Furniture” by the Furniture Industry Chamber of Commerce. Since 2005, the company had won the honor of well-known “Eco-Friendly” furniture enterprise and “Credible” enterprise in China for consecutive years.

KI Healthcare Furniture Co., Ltd., a subsidiary of Beijing VISSAM Co., Ltd. adopts Pallas textiles for medical or elderly care use, which meets the strict standards for disinfection and have a fine texture and look. The company uses materials with certifications from international environmental protection and safety organizations for its medical and elderly care furniture, thus ensuring zero emission of pollutants and preventing secondary pollution in the room.

我們致力於綠色產品的生產及推廣，堅持“綠色開發”理念，不斷摸索、不斷積累，逐步開發完善綠色產品體系，並取得環境管理體系認證，努力打造綠色品牌。

北京偉森盛業傢俱有限公司通過了ISO 9001: 2008質量管理體系認證、ISO 14001: 2004環境管理體系認證、GB/T 28001職業健康安全管理體系認證、中國環境標志產品認證和中國環保產品認證，並被批准為中國傢俱協會會員、北京傢俱協會會員、北京傢俱行業協會理事單位，被傢俱行業商會推薦為“辦公傢俱環保知名品牌”。2005年至今連續多年獲得十八省市“環保”傢俱知名企業和“誠信”企業殊榮。

北京偉森盛業下屬美國康愛專業醫養傢俱配合使用美國 Pallas 專業醫養面料，既可以適應醫療消毒的嚴格要求，還可以為使用者提供良好的觸感和觀感。所有醫養傢俱上採用的材料均通過了國際各大環保和安全機構的認證，確保傢俱產品零排放，杜絕空間的二次污染。



GREEN operation

踐行綠色運營

As we follow the asset-light strategy, our green operation focuses on spreading the idea of environmental protection to all the stakeholders. We also fully implement national policies related to environmental protection, make environmental protection a part of daily management, strengthen energy management and develop a green industry with the idea of “Internet +”.

While building new health industrial parks, we stick to “safety” “healthy” “environmentally friendly” and “energy saving and emission reduction” principles in construction, promote green buildings, and thus improve city environment. The Shanghai Health Industrial Park Project has responded to and carried out Shanghai Technical Specification for Green Roof (Trial) released by Shanghai Afforestation Administration, this project applied a green roof design, which contributed to improving ecological environment, beautifying the city, and reducing greenhouse effect.

As for home-based and community-based elderly care, by using advanced IT information management technology, we have set up a community-based information network platform (call center, data center, service terminal), and promote the integration of the Internet, telecommunication network and television networks. Residents can interact with our engineering platform, their children and service providers through telephone, APP, website, WeChat and one-touch calling device. Place an order online, and service will arrive at your home.

Through “Internet + Medical”, we can upload and share patient cases. Online sharing of patient cases avoids unnecessary repeated examinations, reduces medical waste, improves medical efficiency, and saves energy resources such as water and electricity.

由於我們自身為輕資產運營，因此在綠色運營方面，更多的是注重將環保的理念傳遞給各利益相關方，全面貫徹落實國家的環保政策，將環境保護納入日常管理之中，加強能源管理，並用“互聯網+”思想，構建綠色產業。

我們在新型健康產業園建設方面，始終堅持將“安全”“健康”“環保”“節能減排”作為建設施工的重要理念，大力推廣綠色建築，為美化城市環境添磚加瓦。上海健康產業園區項目積極響應並落實上海市綠化管理局關於《上海市屋頂綠化技術規範（試行）》的規定，採用屋頂綠化設計，為改善城市生態環境，美化城市屋面，降低溫室效應做出貢獻。

在家居養老、社區養老方面，我們使用先進的IT信息管理技術，搭建社區信息網絡平臺（呼叫中心、數據中心、服務應用終端），推進互聯網、電信網、電視網信息資源整合，居民通過電話、APP、網站、微信、一鍵呼叫器等服務終端，實現與工程平臺、子女、服務商的多方互動，在線下單，服務上門。

我們通過“互聯網+醫療”實現病例的上傳與共享，避免了不必要的重複檢查，減少醫療垃圾，提高醫療效率，節約水、電等資源能源使用。





Case: Environmental gas film
案例：節能環保的氣膜

The unique material of gas film can ensure its excellent properties of constant temperature and humidity. Compared with traditional buildings, the stadium covered with gas film can substantially save the air conditioning and heating costs, with significant reduction in the annual energy consumption.

氣膜獨特的材質保證其優秀的恒溫、恒濕特性。與傳統建築相比，氣膜覆蓋的體育場館在空調與采暖費用上大幅降低，全年能耗節省十分顯著。

	Wind Turbine 風機	Air Conditioner 空調	Heating 采暖	Total Annual Cost 總費用（全年）
Traditional Building 傳統建築	6KW/H	275W/H	¥ 60/m ³	612226
Gas Film Building 氣膜建築	10KW/H	62W/H	¥ 20/m ³	214278

Source: Yuedun Gas Film Tennis Stadium of Chaoyang Park Tennis Center
數據來源：朝陽公園網球中心約盾氣膜網球場館

- The stadium uses environmental material and the air quality in membrane will meet Control Standard of Indoor Environmental Pollution for Civil Architecture after its completion;
- With factory prefabrication, the site work is minimal and there is no damage to surrounding environment;
- Low energy consumption for refrigeration and heating, low carbon and energy-saving.

- 均選用環保材料，建成後膜內空氣質量滿足《民用建築室內環境污染控制規範》；
- 工廠預制，現場作業量極小，對周圍環境沒有任何損壞；
- 冷暖能耗低，低碳節能。



GREEN office 開展綠色辦公

It is the responsibility for each citizen and enterprise to participate in and take actions for the environmental protection of mountains, cities and countryside. We promote energy saving and emission reduction and attach much importance to environmental protection and harmony between human and nature in socialist modernization.

The Group has actively integrated environmental responsibility into day-to-day corporate operation and introduced the concepts of environmental protection, resource conservation into routine work. From saving one kWh, one piece of paper, one drop of water, and one drop of oil, we have practiced low-carbon environmental protection, promoted green transport and implemented paperless office. We have adopted the OA intelligent office system in order to build a green office environment.

每一個公民、企業都要自覺成為綠化山川、綠化城市、綠化鄉村的參與者、踐行者。我們倡導節能減排，把保護環境、人與自然和諧發展現代化建設放在重要的位置。

我們積極將環境責任融入到企業日常經營行為中，將保護環境、節約資源的理念引入到日常工作方式及辦公細節中。從節約一度電、一張紙、一滴水、一滴油出發，踐行低碳環保、推廣綠色出行；開展無紙化辦公，全面採用 OA 智能化辦公系統，打造綠色辦公環境。

Protecting Natural Resources 保護生態環境

There are not significant impacts of activities on the environment and natural resources as we follow the asset-light strategy. We have arranged the actions taken to manage the affection when we build general health industrial parks. We develop green real estate industry that promotes green construction and protects eco-environment. During construction, extensive roof greening and wall greening should be adopted to reduce energy consumption, and using energy saving and environmentally friendly products.

我們的業務活動由於屬於輕資產運營，所以對環境及天然資源無重大影響。在未來的健康產業園建設方面，我們已採取管理有關影響的行動，走引領綠色建築和關注生態環境的綠色地產路線。在施工中，充分利用屋頂綠化、牆面綠化，減少建築能源消耗，採用節能環保產品。



+ 愛心 營造和諧社區

BUILDING
A HARMONIOUS COMMUNITY WITH LOVE



Adhering to people-oriented idea, BEMH has built up a healthy working environment and community atmosphere, created material and cultural conditions for the development and harmony of employees and communities, strived to realize sustainable development of the Group, employees and communities, thus building a harmonious and happy home together.

北控醫療健康堅持以人爲本的理念，營造健康的工作環境和社區發展氛圍，爲員工和社區的和諧發展創造物質條件和精神條件，努力實現企業、員工與社區共同的可持續發展，共同構建和諧幸福家園。

PROTECTING employees' rights and interests 維護員工權益

Attaching much importance to the protection for employee's rights and interests, the Group provides equal opportunities for employees, develops a market-based, comprehensive and multilevel remuneration and welfare system as well as a competitive incentive mechanism, and maintains unblocked communication channels to promote harmonious labor relations.

IMPROVING RECRUITMENT MANAGEMENT

規範僱傭管理

Strictly observing all labor laws and regulations such as *Labor Law*, *Labor Contract Law* and *Provisions on the Prohibition of Using Child Labor* the Group respects human rights, adopts equal and non-discriminatory policies, and forbids any discrimination to employees due to their race, nationality, gender, age, and religious belief. BEMH has established a recruitment management system, upheld the principle of labor equality, and formulated strict employment procedure to give equal opportunities to the candidates and sign labor contracts with employees based on the principle of voluntariness, equality and negotiation. There are no cases of child labor, forced labor and related violations in the workplace under the Group. The Group participates in social security in accordance with the law and pays social insurance for every employee according to laws. By the end of 2017, BEMH had 1,081 on-the-job employees (including employees back to work after retirement). Both labor contracts and social insurance covered 100% employees.

北控醫療健康重視員工權益保護，為廣大員工提供平等的就業機會，構建市場化、多層次、較全面的薪酬福利體系和有競爭力的激勵機制，建立與員工之間良好的溝通渠道，努力構建和諧的勞動關係。

北控醫療健康嚴格遵守《中華人民共和國勞動法》、《中華人民共和國勞動合同法》及《禁止使用童工規定》等與勞動用工相關的法律法規，尊重人權，奉行平等、非歧視的勞動用工政策，平等對待不同種族、民族、性別、年齡、宗教信仰的員工。北控醫療健康設有招聘管理制度，秉持平等用工原則，制定嚴格的招聘流程，給予每一位候選人平等的僱傭機會，與員工在自願平等、協商一致的基礎上簽訂勞動合同；公司所轄的工作場所並無僱傭童工、強迫勞動的情形及相關違規事件。依法參與社會保障，為員工足額繳納社會保險。截至2017年底，北控醫療健康在崗員工有1081人（含退休返聘人員），員工勞動合同簽訂率為100%，員工社保繳納率100%。

Gender structure of employees in BEMH
北控醫療健康員工性別構成（單位：人）

年份 Year	總人數 Total Number	性別/Gender	
		男/Male	女/Female
2017	1081	347	734
2016	879	343	536

IMPROVING REMUNERATION AND WELFARE 完善薪酬福利

BEMH provides various social security and welfare programs, which can motivate employees and improve their sense of belonging. We constantly improve remuneration and welfare management, and provide competitive salaries in the industry to retain and attract talents. We implement targeted performance assessment, and make sure that remuneration is related to position value and employee performance, thus providing equal and fair salaries for employees. Salaries for senior management are decided based on market research and overall business performance of the Group. We protect employees' legitimate right of paid leave, improve employee satisfaction about remuneration and welfare and make them enjoy happy life.

北控醫療健康為員工提供豐富的社保福利，在激發員工工作積極性的同時，也增強了員工的歸屬感。我們不斷加強薪酬福利管理，提供業內富有競爭力的薪酬，保留和吸納優秀人才。實行目標績效考核，使薪酬與崗位價值、員工業績結合，為員工提供公平合理的薪酬待遇；公司高級管理人員的薪酬，在市場調查的基礎上，根據本集團整體經營業績情況確定。我們重視保障員工合法帶薪休假的權利，提高員工對薪酬福利的滿意度，保障員工的幸福生活。



Team-building activity themed
“Yihe Gongshe · Wonderful Summer”
“頤和工社精彩一夏”團建活動



Outdoor training
戶外拓展活動

CONDUCTING DEMOCRATIC MANAGEMENT

開展民主管理

The Group respects opinions of employees and conducts democratic management by protecting rights and interests of employees, guaranteeing employees' right to know and the right to participate, and providing unblocked communication channels. We set up the trade union according to the government's requirements to ensure employees engagement. We also formulated the Policy of Employee Reporting Inappropriate Behavior to elaborate on specific rules. BEMH has been constantly improving the democratic management system to protect employees' rights of democratic participation and management.

北控醫療健康尊重員工意見，實行民主管理，切實維護員工利益，充分保障員工的知情權和參與權，保持暢通的溝通渠道。我們按照政府要求建立工會組織，確保員工民主參與，並制定了《員工舉報不正當行為政策》，對員工舉報不正當行為進行詳細規定。北控醫療健康不斷推進和完善民主管理體系的建設，進一步保障員工民主參與、民主管理的權益。

CARING FOR OCCUPATIONAL HEALTH

關注職業健康

The daily work and working sites pose relatively fewer occupational health and safety risks to our staff, but we continue improving the system and routine management of employee health and safety in order to create a safe, healthy and comfortable working environment for all employees.

- Improving ventilation and installing central ventilation systems in working sites with potential occupational hazards.
- Using health and eco-friendly equipment.
- Providing physical examinations once a year and adding more examination items each year.

北控醫療健康所有員工從事的日常業務及工作場所中涉及到職業健康及安全風險相對較低，但我們仍不斷完善員工健康及安全方面的制度與日常管理，為所有員工營造安全、健康、舒適的工作環境。

- 對存在一定職業危害的工作場所加強通風，安裝新風系統；
- 使用安全、環保的設備；
- 每年體檢一次，且每年增加更多的體檢項目。

PROMOTING the development of employees 助力員工成長

Understanding that employees are precious for an enterprise, we know that it will help achieve the goal of the Group by realizing and improving the value of employees. The Group pays much attention to exploring the value of employees, constantly fosters development and cultivation of talents and optimizes the training system in order to maximize their enthusiasm and creativity. We have built unblocked occupational development channels and a growth stage for employees, aiming to pursue mutual development of employees and the company.

PROVIDING TRAININGS FOR EMPLOYEES

開展員工培訓

The Group has created a good career development environment for employees, improved the talent pool mechanism and the talent structure as well as the training system, and built the core talent team and the talent flow mechanism. Also, we continue enhancing investment in talent cultivation, satisfying employees' needs for development, and improving their business skills and management ability, so as to realize mutual development of the Group and employees.

Committed to improving the professional skills of employees, the Group has carried out internal training courses about accounting and finance, risk management as well as China's tax law. In 2017, the Group totally invested RMB 306,500 in training programs, organized 175 trainings with 1,731 participants and 930.5 training hours in total.

我們深明員工為寶貴資產，員工價值的實現與提升，會有助於本集團整體目標的實現。北控醫療健康注重挖掘員工價值，不斷加強對人才的開發與培養，優化培訓體系，最大限度調動員工的積極性和創造性；建立通暢的職業發展路徑，為員工搭建成長舞臺，實現員工自身發展與企業發展的有機統一。



北控醫療健康為員工營造良好的職業發展環境，完善人才儲備機制，健全合理的人才結構，打造關鍵人才隊伍，建立人才流動機制，完善人才培訓體系，不斷加大人才培養的投入力度，滿足員工成長需求，提升員工業務技能、管理能力，努力實現企業和員工的共同進步。

北控醫療健康致力提升員工的專業技能，為不同職級之員工舉辦內部培訓課程，培訓課程題材包括會計財務、風險管理及中國稅法。2017年公司培訓總投入達30.65萬元，組織培訓175場，員工參與培訓人次達1731人次，累計培訓時長930.5小時。

GOOD CAREER DEVELOPMENT CHANNELS

暢通發展渠道

Striving to build up core competitive advantages in top talents of the industry, the Group creates a transparent and open career development environment and provides good career development channels. The Group also helps employees with their career development plans and establishes a career development form with great opportunities so as to promote the sustainable development of employees and the company. Employees can choose the appropriate development channel according to their own occupational development plans and the Group's position vacancies. Thus, the vitality of our employees is guaranteed.

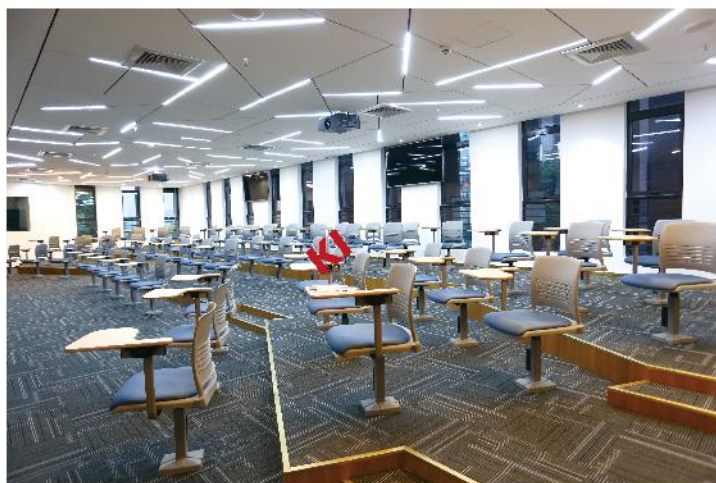
北控醫療健康致力于打造產業精英和行業領軍人才的核心競爭優勢，營造透明公開的發展環境，為員工開辟暢通的職業發展晉升通道，幫助員工建立合理的職業發展規劃，為員工打造廣闊的職業發展平臺，促進員工與公司的可持續發展。員工根據自身職業發展規劃，結合公司崗位設置需求，選擇相應的發展通道，確保員工保持向上的活力。

FOSTERING development of communities

助力社區發展

Education is crucial for the future development of a nation or country. During its business development, the Group pays much attention to the education development in communities and takes actions to provide support. According to the concerns and needs of local people and based on our business development, we promote local cultural and education development, thus contributing to the sound development of local communities.

教育關乎民族和國家的未來，北控醫療健康在自身發展運營中，重視並採取切實行動支持社區教育的發展，根據當地居民關切和需求，依托自身業務優勢，助力社區文化、教育等事業發展，為社區的健康發展做出貢獻。





Case: Donation to Baibankou School
案例：柏板口學校愛心捐贈

With the original aspiration to promote quality education and equal education, Beijing VISSAM Co., Ltd., which is a subsidiary of BEMH and a top brand in educational, medical and elderly care furniture, gave fully to its strengths by donating new desks, chairs and lockers to students and teachers from Baibankou School. It helped to create a better learning environment for the students and a comfortable working environment for the teachers, thus contributing to the balanced development of education in China.

秉持打造優質教育、平等教育的初衷，北控醫療健康旗下的北京偉森盛業傢俱有限公司作為國內教育、醫療、養老專業傢俱第一品牌，獻其所長，為柏板口學校的師生們提供了嶄新的課桌椅以及辦公桌椅、儲物櫃等，為每位學生提供優良的學習環境；也為辛苦耕耘的教師打造一個舒適的辦公環境，為中國教育的平衡發展盡一份自己的力量。



Donation
愛心捐贈

PARTICIPATING in public welfare activities

參與公益活動

The Group actively shoulders corporate social responsibilities, engages in public welfare cause, and regularly carries out public welfare activities such as legal assistance, social assistance, emergency rescue. In 2017, the Group and its subsidiaries participated in volunteer activities of various forms to serve residents in communities, such as lectures on safety at home, voluntary medical services and social assistance. In 2017, we provided services for communities for 2,387 person-times.

北控醫療健康積極承擔社會責任，熱心社會公共事業，常態化開展公益活動，在法律援助、社會救助、應急救援等諸多方面開展一系列公益活動。2017年，北控醫療健康及各下屬企業積極開展形式多樣的志願活動，如開展居家安全知識講座、愛心義診、公益救助等多種形式活動，服務社區居民。2017年，開展社區服務累計2387人次。



Community service
社區活動現場



In 2017, the project organized by the Fujian Fuling Golden Sun Elderly Care Foundation attracted much attention and participation of kind-hearted people from the society. During the activity, the program themed “Drawing rainbows—presenting beautiful nursing home” not only enriched the life of the seniors, but also recorded their memories of youth and explored the everlasting meaning of life. The photos were taken around the Mother’s Day (from May 13 to May 28), and were exhibited for half a month in the POPARK plaza of Guangzhou.

2017年，福建省福齡金太陽養老基金會籌辦的項目得到了社會各界孝愛人士的關注與參與。其中“畫出彩虹——美化養老院”項目不但豐富了長輩的晚年生活，而且通過視頻記錄了老人關於青春的回憶，挖掘不會過期的生命意義。活動的影像記錄于母親節期間（5月13日至28日），在廣州東方寶泰廣場進行了為期半個月的展覽。





⁺2018 Outlook 展望





In 2018, we will keep on carrying out the mission of building a “healthy China”, continue making use of external conditions favorable to elderly care, medical care, and health sectors in China, and develop general health business and accelerate market expansion. We will strengthen CSR fulfillment and take actions to achieve harmony with environmental and social development, thus contributing to the sustainable development of China’s health service industry.

As for economic development, we will strive to achieve the goal of building a top brand and promote the idea of “Restoring Health”. With years of experience and resources in health sector covering medical services, elderly care services, family-doctor platform and sports, we will further explore China’s health service system, establish the health service platform and build a health service eco-chain. We aim to improve the health of the 300 million sub-healthy people in China, achieve the sustainable and rapid development and earnestly build a “healthy future”.

As for environmental development, we will continue to optimize our business structure so as to reduce total energy consumption. We will strengthen environmental assessment in the project and take measures to minimize its impact on the environmental. We will actively spread the idea of environmental protection and organize and participate in environmental protection activities.

As for social development, we will continue to improve our communication with the government and strictly follow national laws and regulations as well as government regulations. We will continue to improve the employee cultivation mechanism and training system and strengthen the training of skills of the management and employees, thus improving the overall quality of the team. We will keep fostering fair competition among partners and conduct responsibility management while promoting responsible procurement and improving the procurement bidding procedure.





2018年，我們將繼續以“健康中國”為使命，充分把握和利用中國養老、醫療和健康產業良好的外部環境，以大健康產業為發展方向，加快市場布局；繼續加大社會責任履責力度，採取積極措施，與環境、社會構建和諧發展氛圍，為推動中國健康服務產業可持續發展作出積極貢獻。

經濟方面

我們將以打造頂尖品牌企業作為前行目標，推行“健康回歸”概念。利用多年來布局醫療服務、養老服務、家庭醫生及體育運動等健康領域積累下來的經驗及資源，深耕中國健康服務體系，搭建健康服務平臺，形成健康服務生態鏈，致力於改變中國三億亞健康人群的健康狀態，實現集團業務的可持續快速發展，匠心鑄造“健康未來”。

環境方面

我們將持續優化業務結構，進一步降低能源消耗總量；加強項目建設中的環境評估工作，並採取積極措施將項目建設對環境的影響降到最低。積極組織、參與環保公益活動，踐行環保理念。

社會方面

我們將繼續加強與政府溝通，嚴格遵守國家法律法規及政府監管規定。持續完善員工培養機制，豐富企業培訓體系，加強管理人員及員工的技能培訓，提升隊伍整體素質；我們將繼續推動合作伙伴公平競爭，推行責任採購、完善採購招標流程中的責任制度管理。

KEY Performance 關鍵績效表

INDICATOR NAME / 指標名稱		Unit / 單位	2017 data 2017年數據
Economic performance 經濟績效	Revenue / 營業收入	100 million HKD / 億元	1.31億元港幣
	Profits / 利潤	100 million HKD / 億元	2.80億元港幣
	Taxes / 納稅	100 million HKD / 億元	
Innovation and R&D 創新研發	number of new intellectual properties (including patents and literary properties) 新增知識產權數量 (含專利、著作權)	piece / 個	7
	number of employees in the R&D team 研發團隊人數	piece / 個	26
Stationary source energy use and emissions 固定源能源使用和排放	gas / 煤氣	m ³ /立方米	0
	liquefied petroleum gas / 液化石油氣	m ³ /立方米	966
	natural gas / 天然氣	m ³ /立方米	34379
	diesel / 柴油	litre/升	0
	kerosene / 煤油	litre/升	0
	charcoal / 木炭	ton / 噸	0
Mobile source energy use and emissions 移動源能源使用和排放	passenger vehicles / 乘用車	km / 公裏	233921
	light trucks (<=2.5tons) 輕型貨車 (<=2.5噸)	km / 公裏	0
	light trucks (<=2.5tons) 輕型貨車 (2.5-3.5噸)	km / 公裏	0
	light trucks (3.5-5.5tons) 輕型貨車 (3.5-5.5噸)	km / 公裏	0
	medium and heavy trucks (5.5-15tons) 中型及重型貨車 (5.5-15噸)	km / 公裏	0

INDICATOR NAME / 指標名稱		Unit / 單位	2017 data 2017年數據
Mobile source energy use and emissions 移動源能源 使用和排放	medium and heavy trucks (≥ 15 tons) 中型及重型貨車 (≥ 15 噸)	km / 公裏	0
	gasoline / 汽油	litre/升	85130
	diesel / 柴油	litre/升	1938
	liquefied petroleum gas / 液化石油氣	m ³ /立方米	0
Indirect energy consumption 間接能源消耗	power consumption / 用電量	1,000 KWH / 千千瓦時	584089
	gas / 煤氣	m ³ /立方米	0
Waste gas emissions 廢氣排放	volatile organic compound (VOC) 揮發性有機物 (VOC)	kg / 千克	0
	氮氧化物 (NO _x)	kg / 千克	1945
	二氧化硫 (SO ₂)	kg / 千克	52
Greenhouse gas emissions 溫室氣體排放	二氧化碳 (CO ₂)	ton / 噸	919
Wastewater discharge 廢水排放	chemical oxygen demand (COD) 化學需氧量 (COD)	kg / 千克	0
	discharge of wastewater / 廢水排放量	ton / 噸	0
Resource utilization 資源使用	water consumption / 耗水量	ton / 噸	234846
Hazardous exhaust 有害廢棄物	waste chemical materials and the packaging containers 廢化工材料及其包裝容器	piece / 個	0
	waste paint buckets and oil drums 廢油漆桶、油桶	piece / 個	0
	oil resistant gloves / 油手套	kg / 千克	0
	waste chemical coatings / 廢化工塗料	kg / 千克	0
	waste rubber / 廢膠類	kg / 千克	0
	waste asphalt dreg / 廢瀝青渣	kg / 千克	0
	waste cartridges (including waster toner) 廢墨盒 (包括廢粉)	piece / 個	68
	waste toner cartridges / 廢硒鼓	piece / 個	180

INDICATOR NAME / 指標名稱		Unit / 單位	2017 data 2017年數據
Hazardous exhaust 有害廢棄物	e-wastes such as waste batteries 廢電池等電子廢棄物	kg / 千克	0
	waste fluorescent bulbs / 廢日光燈	kg / 千克	0
Non-hazardous exhaust 無害廢棄物	paper / 紙類	kg / 千克	7646
	kitchen garbage / 厨餘垃圾	kg / 千克	0
	plastics / 塑料	kg / 千克	0
	metals / 金屬	kg / 千克	0
	wood / 木制品	kg / 千克	0
Consumption of packaging materials 包裝材料總量	paper / 紙類	kg / 千克	338
	plastics / 塑料	kg / 千克	0
	metals / 金屬	kg / 千克	0
Employees 員工類型	female employees / 女性	person / 人	734
	male employees / 男性	person / 人	347
	senior management / 高層	person / 人	62
	middle management / 中層	person / 人	92
	junior staff / 基層	person / 人	927
	aged 30 and below / 30歲及以下	person / 人	169
	between 31 and 40 / 31-40歲	person / 人	211
	between 41 and 50 / 41-50歲員工	person / 人	303
	aged 51 and above / 51歲及以上	person / 人	398
Employee turnover rate (monthly) 員工流失率 (月度)	female employees / 女性	%	5
	male employees / 男性	%	11
	senior management / 高層	%	5
	middle management / 中層	%	11
	junior staff / 基層	%	10

INDICATOR NAME / 指標名稱		Unit / 單位	2017 data 2017年數據
Employee turnover rate (monthly) 員工流失率 (月度)	aged 30 and below / 30歲及以下	%	7
	between 31 and 40 / 31-40歲	%	8
	between 41 and 50 / 41-50歲員工	%	4
	aged 51 and above / 51歲及以上	%	0
Health and safety of employees 員工健康安全	work-related deaths / 因公死亡人數	person / 人	0
	weekdays lost by work injuries 因工傷損失工作日數	day / 天	0
Trainings for employees 員工培訓	total investments in trainings / 培訓總投入	RMB10,000/萬元	30.65
	training hours / 培訓時長	hours/小時	930
	number of trainings / 培訓次數	times/次	1731
Number of suppliers 供應商數量	Shanghai / 上海	piece / 個	12
	Jiangsu / 江蘇	piece / 個	1
	Zhejiang / 浙江	piece / 個	2
	Guangdong / 廣東	piece / 個	4
	Anhui / 安徽	type / 種類	1
	Beijing / 北京	type / 種類	3
	Fujian / 福建	type / 種類	9
Product quality 產品質量	types of recalled products / 召回產品種類	type / 種類	0
Investments in communities 社區投資	total donations / 對外捐贈總額	RMB 10,000 / 萬元	2
Participation in public welfare activities 參與公益活動	service hours of employee volunteers 員工志願服務時間	hour / 小時	11695
	number of employee volunteers 員工志願服務規模	person-time / 人次	2387

FEEDBACK FORM

Dear readers:

This is the second Environmental, Social and Governance Report released by Beijing Enterprises Medical and Health Industry Group Limited. For further improvement in our social responsibility performance, we sincerely hope to receive your opinions or suggestions. Thank you for offering your feedback in following aspects.

1. Do you think the report reflects BEMH's impacts on the economy, society and environment?(Please tick "√" for your answer)

☐ Yes ☐ Fairly ☐ No

2. Do you think the report presents accurate and comprehensive analysis about the relations between BEMH and the stakeholders? (Please tick "√" for your answer)

☐ Yes ☐ Fairly ☐ No

3. Do you think the information, data and indicators disclosed in the report are clear, accurate and comprehensive? (Please tick "√" for your answer)

☐ Yes ☐ Fairly ☐ No

4. Do you think the content structure and layout design of the report are friendly for readers? (Please tick "√" for your answer)

☐ Yes ☐ Fairly ☐ No

What part of the report are you most satisfied with?

Is there any information that you want not disclosed in the report?

What suggestions do you have for our future CSR work and the ESG report?

YOUR INFORMATION

Name: _____ Company/Organization: _____ Phone: _____

Address: _____ E-mail: _____

意見反饋表

尊敬的讀者：

您好！

本報告是北控醫療健康產業集團有限公司發布的第二份《環境、社會及管治報告》，為了不斷提高和改進本集團履行社會責任的工作，我們真誠地希望聽取您的意見和建議，感謝您在百忙之中針對以下問題提出寶貴的意見：

1. 您認為本報告是否能够反映北控醫療健康對經濟、社會、環境的影響？（請在相應的位置選擇打“√”）

☐ 是 ☐ 一般 ☐ 否

2. 您認為本報告所列出的利益相關方與北控醫療健康的相互關係分析是否準確、全面？（請在相應的位置選擇打“√”）

☐ 是 ☐ 一般 ☐ 否

3. 您認為本報告所披露信息、數據和指標是否清晰、準確、完整？（請在相應的位置選擇打“√”）

☐ 是 ☐ 一般 ☐ 否

4. 您認為本報告的內容安排和版式設計是否有利于您的閱讀？（請在相應的位置選擇打“√”）

☐ 是 ☐ 一般 ☐ 否

您認為本報告最讓您滿意的方面是什麼？

您認為是否還有您需要的信息在本報告中沒有反映？

您對我們今後發布可持續發展報告有何建議？

請告訴我們關於您的信息

姓 名：_____ 工作單位：_____ 聯系電話：_____

聯系地址：_____ E-mail：_____

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