



Union Medical Healthcare Limited

Incorporated in the Cayman Islands with limited liability
(Stock Code: 2138)

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT For the year ended 31 March 2018



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ABOUT THIS REPORT

Union Medical Healthcare Limited (“UMH” or the “Company” or, together with its subsidiaries, the “Group”) is pleased to present our annual Environmental, Social and Governance report for the year ended 31 March 2018 (the “Report”).

We sincerely believe sustainability to be our long-term core strategy for maintaining the Group and procuring its development, whereby our corporate and social responsibility will be fulfilled to contribute to the community with positive values. In addition to emphasis the communication with key stakeholders, the Group commits to integrating business ethics and integrity in line with international standards into our corporate governance codes by applying them throughout the codes. We endeavour to materialize the sustainability in both social and environmental aspects by recognizing it as a part of our operations and corporate governance. We make efforts to care for all the development projects within the community during our business expansion, so as to fulfill our inherent social responsibility.

Basis of Preparation

The Report is prepared based on the “Environmental, Social and Governance Reporting Guide” (the “ESG Guide”) in Appendix 27 of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited with related topics and data reported according to their importance with the principals of quantification, balance and consistency. We also complied with the “comply or explain” provisions set out in the ESG Guide to disclose our administration, strategies, focus issues and data in relation to the environment and the society.

Scope and Reporting Period

This Report covers the Group’s major operations in Hong Kong including medical, quasi-medical, health management and traditional beauty services as well as the sale of skincare, healthcare and beauty products. Policies and measures of the Group in respect of the sustainable development of the environment and the society are revealed in the Report. Please refer to the annual report of the Group dated 18 July 2018 for corporate governance practices.

Information, data and content extracted in the Report have taken into account the documentation, questionnaires and statistics as well as studies of the Group. The reporting period of this report is from 1 April 2017 to 31 March 2018 (the “Reporting Period”), for which our progress and performance regarding the environment, the society and our corporate governance are presented, and have aligned with the financial period mentioned in the Group’s 2017/18 annual report.

The Report was reviewed and approved by the board of directors on 26 September 2018.

Contact Information

Should you have any questions or enquiries about this Report or its content, you are welcome to contact us via the following channels:

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OUR VISION – THE CHAIRMAN’S STATEMENT

As a leading provider of medical healthcare service in the industry, the service motto of UMH is derived from five core values, “Safety”, “Professional”, “Commitment”, “Care” and “Excellence”. We strive to gather excellent medical equipment and technologies from all over the world, provide professional training, and offer supreme medical healthcare service. We genuinely believe that there should be a balance between economic development, the society and the environment. Therefore, we have incorporated our concept of corporate social responsibility into the Group’s operations, attempting to realize the perpetual development of community.



During the Reporting Period, we invited various types of internal and external stakeholders including employees, customers and suppliers in order to understand the important environmental and social issues of concern to them through the questionnaire, while resources were injected appropriately into our sustainability policies and measures. In addition, we have actively encouraged our staff to participate in environmental protection activities such as the recycling of waste batteries and solid wastes. Meanwhile, volunteer activities such as elderly visits and giveaway event hosted by Lok Sin Tong, a charity, have been organized regularly, as a return to the society. During the Reporting Period, we co-operated with the Hong Kong University of Science and Technology in organizing a competition relating to medical service so as to deepen students’ knowledge on the development trend of the medical service industry as well as share with them the business model of UMH.

During our ordinary course of operation, we shall continue our regular exchanges and communication with different stakeholders, spare no effort in seeking possible methods to ramp up our business sustainability and generate cohesion for our stakeholders aiming at contributing to the society. Last but not least, I hereby appreciate the contribution from our staff in the past year for their efforts in protecting our environment, and also the long-term support from our business partners, suppliers and customers, since they have enabled us to formulate a better plan for the sustainable development. With these regarded as our bases, we shall proceed to further the industry sustainability and innovation in return for the trust and support which UMH has received from the parties.

Tang Chi Fai

Chairman and Chief Executive Officer

26 September 2018

STAKEHOLDERS ENGAGEMENT

In order to understand the aspiration and concerns from the stakeholders in connection with the environmental and social activities of UMH, we have invited the stakeholders to provide strategic comments on our measures and policies in terms of the environment, society and governance. We have kept interacting with them by various effective communication channels, with a view to perfecting our sustainability strategies in the interest of stakeholders and our ability to grow progressively. The Group's identified stakeholders and our main communication channels are listed in the following table:

	Types of stakeholders	Topics of concerns	Main communication channels
Internal stakeholders	Directors	<ul style="list-style-type: none"> - Risk management - Enterprise reputation - Operation 	<ul style="list-style-type: none"> - Telephone or email - Meetings
	Employees	<ul style="list-style-type: none"> - Vocational training and development - Remuneration and benefits - Health and safety - Working environment 	<ul style="list-style-type: none"> - Intranet - Meetings - Annual appraisal - Training
External stakeholders	Shareholders/ Investors	<ul style="list-style-type: none"> - Steady investment return - Information disclosure and transparency 	<ul style="list-style-type: none"> - Annual and interim reports - Announcements and circulars - Shareholders' meetings - Company website - Investor relationship survey - Performance roadshow
	Customers	<ul style="list-style-type: none"> - Product safety and quality control - Aftersales service - Refined complaint system 	<ul style="list-style-type: none"> - Annual and interim reports - Company website - Telephone or email - Customer satisfaction survey
	Suppliers	<ul style="list-style-type: none"> - Contract fulfillment morality - Supply chain management system and procurement process under regulation 	<ul style="list-style-type: none"> - Annual and interim reports - Telephone or email - Meetings
	Government and regulatory authorities	<ul style="list-style-type: none"> - Operational and corporate compliance - Commitment to social responsibility - Taxation 	<ul style="list-style-type: none"> - Annual and interim reports - Meetings - Tax returns filing
	Educational Institutes	<ul style="list-style-type: none"> - Employment opportunities - Pre-employment training 	<ul style="list-style-type: none"> - Campus seminars - Management trainee programme
	Community	<ul style="list-style-type: none"> - Community development and contribution 	<ul style="list-style-type: none"> - Volunteer activities - Cooperation with communities
	Banks	<ul style="list-style-type: none"> - Good credit - Solid financial position 	<ul style="list-style-type: none"> - Annual and interim reports - Meetings

IMPORTANCE ASSESSMENT

Based upon our business and daily operation, the Group has compiled a list of sustainability-related topics, which are potentially important, and invited stakeholders to participate in this assessment. The assessment was founded upon the level of concern from both the internal and the external stakeholders with respect to the related topics, resulting in the importance matrix with the topics listed in the chart below.

By virtue of it, we have confirmed that there are five topics which have attracted most of our stakeholders' attention, namely (i) customer satisfaction survey, (ii) right of privacy and data protection, (iii) employee education and training, (iv) occupational safety and (v) hygiene and product safety as well as quality check and management. Closely keeping in touch with all stakeholders, the Group continues to respond to and improve on the focus topics, which will be treated as the centre of the Group's management on the environmental, social and governance issues.



A	Environmental management policies and measures	I	Information on greenhouse gas emission	Q	Resource management
B	Emission management and regulation compliance	J	Total amount and disposal of hazardous wastes	R	Employee education and training
C	Waste management and recycling methods	K	Energy efficiency and management	S	Forbidding child labour or forced labour policies
D	Water resource consumption and sewage measures	L	Occupational safety and hygiene	T	Supply chain management policies
E	Staff interests and turnover	M	Staff benefits and remuneration	U	Customer satisfaction survey
F	Donation and participation in community interests	N	Right of privacy and data protection		
G	Product safety and quality check and management	O	Emission reduction measures and effects		
H	Anti-corruption policies	P	Total amount and disposal of non-hazardous wastes		

ENVIRONMENTAL ASPECTS

EMISSIONS

The operation of the Group is in compliance with the relevant local environmental protection laws, including the “Air Pollution Control Ordinance” (Chapter 311 of the Laws of Hong Kong), the “Waste Disposal Ordinance” (Chapter 354 of the Laws of Hong Kong), the “Water Pollution Control Ordinance” (Chapter 358 of the Laws of Hong Kong), the “Noise Control Ordinance” (Chapter 400 of the Laws of Hong Kong) and the “Product Eco-responsibility Ordinance” (Chapter 603 of the Laws of Hong Kong). In order to ensure that the relevant business complies with the above-mentioned environmental regulations, we have implemented different measures in the following areas:

Air Emission

Due to the nature of the Group’s business, the Group has no significant direct exhaust or direct greenhouse gas emissions. However, electricity consumption in offices and medical service centres can cause indirect greenhouse gas emission. We also encourage employees to use public transports to reduce the use of non-renewable energy resources, such as gasoline and diesel. The Group has already been using electric vehicles to reduce the burden on the surrounding environment.

Sewage

The sewage generated by the Group is mainly the water consumption in offices and medical service centres, which can be discharged and treated through sewage pipes.

Waste Management

As the Group’s principal business is the provision of medical, health and wellness services, we will produce chemical waste and medical waste and treat relevant wastes under the “Waste Disposal Ordinance” (Chapter 354 of the Laws of Hong Kong) and “Waste Disposal (Clinical Waste) (General) Regulation” (Chapter 354O of the Laws of Hong Kong). For example, we use yellow packaging to label containers collecting medical waste and red packaging for hazardous medical wastes, and have engaged a qualified waste recycling company licensed by the Environmental Protection Department to dispose of medical wastes. During the Reporting Period, medical wastes were approximately 2.07 tonnes. The Group generates general non-hazardous wastes, which include paper, face masks, plastic gloves and plastic bottles. These non-hazardous wastes are collected and handled by the relevant property management. During the Reporting Period, these non-hazardous wastes were approximately 95.72 tonnes. The Group’s internal policies also ensure the safety of the disposal process of hazardous and non-hazardous wastes.

The main air pollutant emissions generated by the Group’s vehicles are as follows:

Vehicle exhaust emissions	Unit	Emissions during the Reporting Period
Carbon dioxide (CO ₂) emissions	tonnes	2.60
Methane (CH ₄) emissions	tonnes	0.00016
Nitrous oxide (N ₂ O) emissions	tonnes	0.0008
Nitrogen oxide (NO _x) emissions	tonnes	0.0098
Sulfur oxide (SO _x) emissions	tonnes	0.00002
Particulate matter (PM) emissions	tonnes	0.00086

The greenhouse gas emissions generated by the Group's operations are as follows:

Total greenhouse gas emissions	Unit	Emissions during the Reporting Period
Greenhouse gas emissions of vehicles	tonnes CO2-e	2.85
Greenhouse gas emissions generated by electricity consumption	tonnes CO2-e	765.82
Other indirect greenhouse gas emissions	Unit	Emissions during the Reporting Period
Carbon dioxide emissions generated by air travel	tonnes	10.85
Greenhouse gas emission intensity per capita	Unit	Emissions during the Reporting Period
Greenhouse gas emissions of vehicles	tonnes CO2-e	0.0023
Greenhouse gas emissions generated by electricity consumption	tonnes CO2-e	0.61
Carbon dioxide emissions generated by air travel	tonnes	0.0086

USE OF RESOURCES

The Group has always attached importance to energy conservation, so we have maintained an efficient resource management strategy to reduce energy consumption and create a more environmentally friendly business atmosphere. We are honored to be awarded the "Green Office" Label by the World Green Organization, the "Better World Company" Label of the United Nations Sustainable Development Goals and become the core support organization of the Junior Chamber International Hong Kong. The Group will continue to actively promote the e-operation and e-commerce and has incorporated 150 feasible green criteria from the World Green Organization into our business philosophy, including: energy savings, water savings, waste reduction, paper or printing reduction, green procurement, IT use and disposal, transportation, education and awareness, and green innovation. We regularly promote relevant recycling programs to our staff to enhance their environmental awareness and encourage them to save paper, water and electricity.

In order to reduce the use of paper by staff, we encourage them to process daily documents electronically and when necessary, set the default printing as double-sided black and white printing. We also recommend staff to adopt telephone or video conference to reduce the number of business trips, thereby reducing the Group's overall carbon emissions and sulfur dioxide emissions. We also set waste paper and used toner cartridge recycling bins in offices to manage paper resources properly and to reduce the burden laid on the environment by waste.

In regard to energy equipment, the Group has installed LED lights in offices and warehouses to save electricity. We also regularly clean the filters in air-conditioners to ensure their normal operation and set recycling bins to collect rechargeable batteries in the office building.

In terms of water resources, in order to encourage staff to save water, we have put up signs in offices and medical service centres to remind employees to reduce water consumption. During the Reporting Period, as the Group utilized the local water supply system, we did not find any problems in obtaining suitable water sources.

Due to the nature of the Group's business, there is no significant concern about the packaging materials required for finished products.

The resources consumption of the Group is as follows:

Categories of resources consumed	Unit	Consumption during the Reporting Period
Total electricity consumption	kWh	1,162,479
Total water consumption	m ³	2,127
Greenhouse gas emission intensity per capita	Unit	Consumption during the Reporting Period
Total electricity consumption	kWh	918.96
Total water consumption	m ³	1.68

THE ENVIRONMENT AND NATURAL RESOURCES

The Group is committed to reducing the environmental burden caused by our business and implementing various environmental protection procedures to save energy, water and other raw materials. We believe that the implementation of these policies and measures will at the same time reduce our operational costs, bringing about a win-win situation for both the environment and the Group's business, and fulfill the philosophy of sustainable development.

Unless otherwise stated, we did not have a significant impact on the environment and natural resources in our daily operation during the Reporting Period.

SOCIAL PERFORMANCE

The Group has always attached importance to corporate social responsibility and sought to provide different fundings for staff, product management and community welfare areas. The Group believes this management policy will bring positive returns to the Group in the long run.

EMPLOYMENT AND LABOUR PRACTICES

EMPLOYMENT

The effective use of human resources is one of the Group's most important projects. Therefore, the Group strictly abides by the "Employment Ordinance", the "Sex Discrimination Ordinance", the "Disability Discrimination Ordinance", the "Family Status Discrimination Ordinance" and the "Race Discrimination Ordinance". In addition, the Group also makes and regularly updates relevant internal policies and regulations to ensure that each employee is treated equally and free from discrimination. During the Reporting Period, the Group did not notice any significant violations of the relevant laws and regulations listed above.

During the recruitment process, the Group ensures that candidates will not be treated unfairly because of their family status, sexual orientation, religion and ethnicity. We will also employ ethnic minorities to give them an equal opportunity to serve the community. In addition, the Group will also provide clear career guidance to employees, and communicate regularly with them to listen to their opinions on their positions.

The Group makes an internal staff manual for all employees in relation to matters such as salary, promotion, working hours, benefits and codes. All employees will also enjoy the leave entitlements set out in the "Employment Ordinance", including annual leave, sick leave, volunteer work leave, maternity leave and paternity leave. We also fulfill our responsibilities as an employer in terms of the MPF, including creating MPF accounts for staff and making contributions.

The Group provides different employee benefits, such as medical allowance, corporate discounts for employees and their immediate relatives. These benefits help to develop employees' sense of belonging. In addition, the Company has established a share option scheme and a share award scheme to provide incentives and rewards to eligible employees who have made outstanding contributions to the Group's operation.

As at 31 March 2018, the total number of employees of the Group was 1,265, of which 1,019 employees were women and 246 employees were men. In terms of age distribution, there were 33 employees under 20 years old, 524 employees between 21 and 30, 392 employees between 31 and 40, 192 employees between 41 and 50, 82 employees between 51 to 60, and 42 employees over 60 years old.



Best Sales & Customer Services Employee Award

HEALTH AND SAFETY

The Group is engaged to provide a safe and healthy working environment for employees and visitors. Our offices and medical service centres implement safety procedures and good housekeeping practices in accordance with applicable regulations.

All employees will receive a 150-hour training before they officially start to work to ensure that all medicines and apparatuses will be operated safely. In order to address such situations and provide a safe and healthy working environment, the "Healthy Work Guidelines", "Working Instruction Manual", "Medical Contingency Plan" and "Infectious Disease Management and Customer Health Ordinance" were formulated. Unless professionally accredited, the guidelines clearly state that all employees must not use the equipment for any treatment on his/her own to reduce any work-related risks. The Group also strictly abides by the "Medical Clinics Ordinance" and the "Occupational Safety and Health Ordinance" along with other relevant laws to ensure that our employees are working under a safe environment. We have clearly stated several measures for our employees so as to prevent infection, including ensuring hand hygiene, requiring the staff not to wear accessories such as artificial nails or rings and providing each employee with personal protective equipment. We also provide clear guidelines for staff, including the procedures for handling any injection-related treatments and disposal of the waste.

The Group is committed to fully complying with relevant occupational health and safety laws in Hong Kong, Mainland China and Macau. The Group has also purchased suitable insurance plans for employees covering medical care and accidents.

DEVELOPMENT AND TRAINING

Development and training have always been an important part of the Group's business development. We attach great importance to ensuring the safety of employees and providing our customers with safe and superior medical services. Therefore, the Group has been providing different training courses and resources to employees and promoting employee development.

Our internal training department will arrange for new employee training with respect to the Group's profile, laws including the "Trade Descriptions Ordinance", the "Undesirable Medical Advertisements Ordinance" and the "Personal Data (Privacy) Ordinances", daily operation of the Group, all operational procedures and practice of treatments. After 150 hours of training, all new employees are required to take and pass an examination before officially performing relevant duties.

In addition, we arrange for our employees to receive different types of trainings, including sponsored training programs, seminars, workshops and conferences, peer study programs, on-the-job coaching, and tuition fee subsidy scheme for external training courses. During the Reporting Period, the Group conducted medical conference and invited our registered practitioners and our management, to explore the Group's development and future direction on the one hand and on the other hand, to promote the experience sharing and communication among doctors, and encourage cooperation among teams. We also conducted monthly staff meetings, in which employees of the sales department, including consultants and sales managers, were invited to conduct sales data analysis and to analyze and review the performance of each month. Celebrities were also invited to share their success stories. The Group believes the above activities will not only enhance employees' professional knowledge and improve their efficiency and executive capacity on the technical level, but also increase their sense of belongings and reduce employee turnover rate.

The Group regularly informs the Company's directors of the latest listing rules and other applicable legal and regulatory requirements and rules in relation to matters required when performing their duties.



Regular medical conference



Monthly staff meeting

LABOUR STANDARDS

The Group strictly complies with the “Employment Ordinance” (Chapter 57 of the Laws of Hong Kong), the “Mandatory Provident Fund Schemes Ordinance” (Chapter 485 of the Laws of Hong Kong), the “Occupational Safety and Health Ordinance” (Chapter 509 of the Laws of Hong Kong) and the “Minimum Wage Ordinance” (Chapter 608 of the Laws of Hong Kong) and their respective subsidiary legislations in Hong Kong. Furthermore, recognizing the requirements under the “Employment of Children Regulation”, the Group has never hired any child labour or forced labour in compliance with the related Hong Kong laws and regulations. During our recruitment process, relevant staff from the human resources department would screen out candidates who fail to meet the age requirement for employment. The Group was not aware of any violation of relevant child and forced labour laws and rules during the Reporting Period.

OPERATION PRACTICES

SUPPLY CHAIN MANAGEMENT

Reliable and quality suppliers are equally important in facilitating our provision of services with high standard of safety and professionalism. The Group has established procurement management and review policies to enable the procurement department to conduct research and appraisal for suppliers’ performance. We review our policies annually in order to meet the latest industry standards and improve ourselves.

The Group has stringent policies for selecting suppliers. We consider, including but not limited to, suppliers’ reputation, safety records, past performance records, supply quality, price competitiveness, delivery punctuality, relationship with the Group, completeness of certificates and evidence provided, service quality and types of products supplied. We shall review and assess suppliers’ performance and qualifications regularly to ensure their quality by ensuring that relevant suppliers have obtained applicable permits (if any), apart from updating the approved supplier list accordingly.

By virtue of the business expansion of the Group, the numbers of suppliers and partners in co-operation are leaping, arousing the Group’s awareness of strengthening our supplier management relative to their performance on corporate social responsibility such as whether they have applied any environment-friendly technology or implemented any environment management system. We will also rate our partners in co-operation according to the “Supplier Assessment Chart” that we have designed and conduct follow-up. It coincides with our future management direction which emphasises more on the suppliers’ performance in this aspect.

PRODUCT RESPONSIBILITY

As a leading provider of medical healthcare service in the industry, we make great efforts to minimize the potential risks for all our products and services, bearing in mind the commitment of UMH to provide services to our customers with integrity. No false information is allowed for any promotional uses.

- All the content, including wordings and pictures, of the Group's advertisements is required to be reviewed stringently in accordance with the "Trade Descriptions Ordinance" and the "Undesirable Medical Advertisements Ordinance" before being published;
- Registered medical practitioners hired by the Group are required to follow the "Code of Professional Conduct", and are not allowed to do advertisement for their services;
- All medical projects are carried out in compliance with professional medical procedures, including: customers have to sign a consent before treatments to ensure their understanding of the risks involved in our medical services;
- One-off medical supplies are utilized;
- Medical equipment in compliance with medical regulations is chosen; and
- Websites of the brands under the Group must set out the terms and conditions for customers to understand the Privacy Policy Statement of such brands alongside service hotline and email for customers' enquiry.

The Group is also committed to abide by the "Personal Data (Privacy) Ordinance", while personal information should be highly safeguarded. Our employees have committed not to disclose any confidential information related to our suppliers and customers orally or in writing or through other non-public media.

Protection of Intellectual Property Rights

Aiming at protecting the intellectual property rights of our products, the Group has enacted a variety of ancillary measures to escort the Group's businesses strictly complying with the "Copyright Ordinance" (Cap. 528). During the new employee training, new staff will also be provided with explanation and clear illustration that every staff must protect the confidential information of the Group and should take up specific responsibility related to intellectual property rights. If violations are found, the Group will take legal action or intervene by means of conciliation.

Besides, the Group has implemented the following measures:

- Electronic sales ancillary measures are promoted, whereby all the booklets regarding matters such as introduction of products and services are displayed with specific tablets only, to prevent such information from being stolen;
- Trademarks for the brands under the Group are registered at the Trade Marks Registry; and
- Websites of the brands under the Group are registered according to the applicable domains.

Product Quality Assurance Process

After our suppliers' products have arrived at the Group's warehouses, warehouse supervisors will manage the goods receiving procedures, inventory transfer, inventory safety rules, dangerous drug disposal, written-off of expired or damaged inventory and impairment measures with reference to the "Inventory Management System". The management document explicitly states the working procedures in relation to our inventory officers and system updates for internal management. To ensure product quality, registered medical practitioners are responsible for handling dangerous drugs in compliance with the requirements of the "Pharmacy and Poisons Ordinance". Based upon the "Stocktaking Methods and Guidelines" proposed by the Group, our staff has to conduct monthly stocktaking and fill in a "Monthly Consumption Log".

ANTI-CORRUPTION

The Group advocates honesty, integrity and a sense of responsibility as our corporate culture and “Code of Conduct”. We would never allow any form of corruption, including bribery, extortion, fraud and money laundering. Regulations on anti-bribery, fraud and money laundering are explicitly stipulated in the Group’s “Code of Conduct”. For instance, staff and agents are prohibited to:

- offer or accept money, gifts, loans or other benefits which may affect business decisions or interfere with independent judgment;
- offer or receive kickbacks, remuneration or secret commissions for UMH;
- bribe government officers to obtain favorable terms or conditions; and
- insider dealings.

The Group has implemented a whistle-blowing policy with effect from June 2015. Our staff have been invited by email to express themselves and provide opinions of their positions or the Company anonymously. Our staff can also provide their contact information to our senior management, who will follow up the matters on a confidential basis. Only the chief executives of the Company are authorized to assess such emails.

The Group encourages our staff to submit inquiries or report on suspicious behaviours, with two reporting channels in place for illegal or suspicious behaviours:

- i. For commercial bribery and fraud, directly submit reports to the chief operating officer or the chief financial officer by email.
- ii. For other behaviours violating the “Code of Conduct”, directly submit reports to the senior operations manager or the human resources manager by email.

If any violation of the “Code of Conduct” was discovered, the Group will take immediate actions to investigate and report to government authorities legally. Once confirmed, the violation may render the employees involved to be penalized depending on the severity of the breaches or, in a worse case, to have their employment contract terminated.

During the Reporting Period, the Group was not aware of any breach of laws and regulations relative to anti-bribery, extortion, fraud and money laundering, but it is confirmed that the “Prevention of Bribery Ordinance” (Cap. 201) and “Anti-Money Laundering and Counter-Terrorist Financing (for Authorized Institutions) Ordinance” (Cap. 615) has been strictly followed.

COMMUNITY

COMMUNITY INVESTMENT

The Group is committed to caring for our community, and contributing back to the community in different ways. We hope that we can improve the quality of life of the community and promote the message of caring for community to our employees. We encourage our employees to participate in community services and make a positive impact in all areas of our businesses. The Group has been honoured as a “Caring Company” by The Hong Kong Council of Social Service for three consecutive years.

During the Reporting Period, the Group made charitable and other kinds of donations amounting to HK\$4,777,050, including the sponsorships for Po Leung Kuk Charity Walk and Yan Oi Tong.

During the Reporting Period, the Group organized a number of charity and community activities, including:

1. Lok Sin Tong giveaway event

We have invited our management trainees and human resources department to join the giveaway event held by Lok Sin Tong and to vitalize our staff's care for the underprivileged with their blessings and showing their kindness through the event.



2. Visiting elderly activity

In mid-August 2017, the Group's management trainees, human resources department and marketing department have participated in the elderly visit at Lok Sin Tong nursing home. Our staff is able to establish positive relationships with the elderly through such event, it is also our aims to promote the message of respecting and caring the elderly as well as to promote social harmony between the old and the young by understanding the background and life experience of the elderly and showing them our care.



3. Cooperation project with the Hong Kong University of Science and Technology

During the Reporting Period, the Group has organized a competition with the Hong Kong University of Science and Technology for students. The project was about “Improving Patient Journey for Union Medical Healthcare”. Through this course, we hope that the new generation of students will understand the management model of the medical industry in Hong Kong. They can practice their interactive skills on social media platform, which were learnt in the classroom, for market testing by providing them with a real business model. Students in the course have been invited to define “GP 2.0 Design Concepts” focusing on clinical facilities and functions that can bring patience experience to the next level. We believe that the cooperation with the local educational institutions can train more management talents and encourage students to make use of their creativity to our society, thereby enhancing their competitiveness.



4. Sharing about marketing strategy by using Artificial Intelligence (“AI”)

The Group held a free talk related to marketing strategy by using AI on 2 March 2018, to share the techniques to participants for how to make use of Google Analytics and apply AI on marketing strategy in order to achieve a higher rate of return on investment. The Group’s representative speakers were performance marketing’s experts. The speakers would also share how to apply AI techniques to manage the advertisement products in Google, including shopping advertisement and remarketing.



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“Environmental, Social and Governance Reporting Guide” Aspect and General Disclosure		Description	Page(s)
B. Social			
Employment and Labour Practices			
<i>Aspect B1: Employment</i>			
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