



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



2018 Environmental, Social
and Governance Report
環境、社會及管治報告

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



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ABOUT THIS REPORT

關於本報告

REPORTING PURPOSE

報告目的

This report is the third environmental, social and governance report (the “report”) published by Beijing Enterprises Medical and Health Industry Group Limited (“Beijing Enterprises Medical and Health” or “the Company”), together with its subsidiaries (collectively referred to as “the Group” or “we”) with pleasure. The purpose is to review the Group’s sustainable development policies and performance in the past year.

本報告為北控醫療健康產業集團有限公司(「北控醫療健康」或「本公司」)，連同其附屬公司(統稱為「本集團」或「我們」)欣然發表的第三份環境、社會及管治報告(「本報告」)，旨在回顧本集團於過去一年的可持續發展方針及表現。

REPORTING YEAR

報告時間範圍

January 01, 2018 to December 31, 2018

2018年1月1日至2018年12月31日

REPORTING CYCLE

報告發佈週期

This is an annual report and the third environmental, social and governance report issued by Beijing Enterprises Medical and Health Industry Group Limited.

本報告為年度報告，是北控醫療健康產業集團有限公司發布的第三份環境、社會及管治報告。





REPORTING SCOPE 報告組織範圍

Beijing Enterprises Medical and Health Industry Group Limited and the following subsidiaries: 北控醫療健康產業集團有限公司及下列附屬子公司：

1.	Beijing Zhongcheng Hulian Investment Advisory Co., Ltd.;	北京眾成互聯投資諮詢有限公司；
2.	Shanghai Chongyuan Investment Management Company Limited;	上海翀遠投資管理有限公司；
3.	Beijing Inland Port International Logistics Co., Ltd.;	北京陸港國際物流有限公司；
4.	Fujian Fuling Golden Sun Health and Geriatric Company Limited;	福建省福齡金太陽健康養老股份有限公司；
5.	Beijing Weisen Prosperity Furniture Limited;	北京偉森盛業家具有限公司；
6.	Beijing Top-Doctors Technology Company Limited;	北京良醫聯盟科技有限公司；
7.	Shanghai Junbo Textile Co., Ltd.;	上海駿帛紡織品有限公司；
8.	BE Fortune (Shanghai) Investment Management Co., Ltd.;	北控金富(上海)投資管理有限公司；
9.	Beijing Enterprises Shoushan (Shanghai) Medical Management Co., Ltd.; and	北控首善(上海)醫療管理有限公司；及
10.	Beijing Dragon Ground Arts and Crafts Limited.	北京龍地工藝美術品有限責任公司。



REPORT DATA EXPLANATION 報告數據說明

All information and data quoted in this report are from official documents, statistical reports and financial reports of the Group and have been reviewed by relevant departments of the Group.

本報告引用的全部資訊資料均來源於本集團正式文件、統計報告與財務報告，並已通過本集團相關部門審核。

REPORTING BASIS 報告編製依據

This report has been prepared in accordance with the disclosure requirements of Appendix 27 to the listing rules of the Stock Exchange of Hong Kong Limited ("the Exchange"), *Environmental, Social and Governance Reporting Guide*.

本報告依照香港聯合交易所有限公司（「香港聯合交易所」）上市規則附錄二十七《環境、社會及管治報告指引》的披露要求撰寫。

REPORT VERSION AND ACCESS 報告版本與獲取

This report has Chinese and English versions. If the content is not consistent, please refer to the Chinese version of the report. This report is published in electronic form. The electronic version can be downloaded from the official website of the Company (<http://www.bemh.com.hk>) and the website of the Exchange (<http://www.hkexnews.hk>).

本報告具備中文及英文版本。若內容理解不一致，請以報告中文版本為準。本報告以電子版本形式發佈。電子版本可在本公司官方網站（<http://www.bemh.com.hk>）及香港聯合交易所網站（<http://www.hkexnews.hk>）下載閱讀。





REPORTING PRINCIPLES 報告原則

In the preparation process, the Group adheres to the following reporting principles: materiality, quantitative, balance and consistency. Please refer to the table below for details.

在編製過程中，本集團秉持以下報告原則：重要性、量化、平衡性及一致性，詳情請參閱下表。

Principles 原則	Meaning 意思	Group response 集團的回應
Materiality 重要性	The topics covered in the report should reflect the major impact of the group on the economy, environment and society, or the scope of the stakeholder assessment and decision. 報告所涵蓋的議題應反映本集團對經濟、環境及社會的重大影響，或影響持份者評估及決定的範疇。	Through communication with stakeholders and taking into account the nature and development of the Group's business, major sustainable development issues are identified. 透過與持份者溝通，同時考慮本集團的業務性質和發展，識別當前的重大可持續發展議題。
Quantitative 量化	The report should disclose key performance indicators in a measurable manner. 報告應以可以計量的方式披露關鍵績效指標。	Where feasible, disclose the Group's environmental and social key performance indicators in a quantitative manner. 在可行情況下，以量化方式披露本集團的環境和社會關鍵績效指標。
Balance 平衡性	The report should disclose the positive and negative information of the Group from an objective perspective to reflect the overall sustainable development performance of the Group. 報告應以客觀角度披露本集團的正面及負面信息，以反映本集團整體的可持續發展表現。	The Group has identified environmental, social and governance issues that have a significant impact on its business, including its achievements and challenges, and disclosed them in the report. 本集團已識別對於其業務有重大影響的環境、社會及管治議題，當中包括其成果及所面對的挑戰，並於報告中披露。
Consistency 一致性	The Group should confirm that the method of preparing environmental, social and governance reports is consistent with that used in previous years, or state revised reporting methods, or state other relevant factors that will affect meaningful comparisons. 本集團應確認編製環境、社會及管治報告的方法與過往年度所用者一致，或陳述經修訂的匯報方法，又或說明會影響有意義對比的其他相關因素。	The scope and method of the report are basically the same as last year. 報告的報告範圍與匯報方法與去年大體一致。



YOUR OPINION 您的意見

We have always attached importance to the opinions of every stakeholder. If you have any comments on this report or the sustainable development performance of the Group, please contact us through the following contact methods.

我們向來重視每一位持份者的意見，如閣下對本報告或本集團的可持續發展表現有任何意見，歡迎透過以下聯繫方式向我們提出。



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ABOUT US 關於我們

The Group was established in 2001 as a company listed on the main board of the Stock Exchange of Hong Kong (stock code: 2389) under Beijing Enterprises Group Company Limited (hereinafter referred to as "BG"). The Group is mainly engaged in medical, health and geriatric-related services and products in the People's Republic of China ("China").

In line with the policy background of the Chinese government's strong support for the development of health industry, the Group has been adhering to the purposes of "Let health be more intelligent" and "Let life be more respected" and is committed to the deployment and development of health industry and the construction and development of China's health service system. In line with the development direction of national policies, driven by financial capital and supported by high-quality resources, it has rapidly occupied the resources of major cities, expanded the market scale, established leading brands, and is committed to building a first-class comprehensive health industry investment group.

本集團成立於2001年，為北京控股集團有限公司（簡稱「北控集團」）旗下一間於香港聯合交易所主板上市的公司（股份代號：2389）。本集團主要於中華人民共和國（「中國」）從事醫療、健康及養老相關服務及產品。

本集團順應中國政府大力支持發展大健康產業的政策背景，一直秉承「讓健康更智慧」、「讓生命更被尊重」的宗旨，致力於健康產業的開拓和發展，構建與發展中國大健康服務體系。契合國家政策發展方向，以金融資本為驅動，優質資源為支撐，迅速佔領各大城市資源，擴大市場規模，樹立領先品牌，致力於打造一流的綜合型健康產業投資集團。





DEVELOPMENT CONCEPT 發展理念

Mission 使命

Let health be more intelligent,
life be more respected and
"Health Restoration" be realized.

讓健康更智慧，讓生命更被尊重，
實現「健康回歸」。

Culture 文化

Integrity, Innovation, Sharing and
Respect.

誠信、創新、共享、尊重

Vision 願景

Based on people's livelihood services and
driven by financial capital, the creator of a
healthy and happy life has contributed to
"Healthy China".

以民生服務為基礎，金融資本為驅動，健
康、快樂生活的創造者，為「健康中國」貢獻
力量。





OUR SUSTAINABLE DEVELOPMENT STRATEGY 我們的可持續發展戰略

The group will take “Healthy China” as its policy, continue to grasp and make full use of the favourable external environment of China’s geriatric, medical and health industries, take the big health industry as its development direction, actively explore in the field, and speed up the market layout. We vigorously promote urban intelligent care for the aged, integrate the social medical care service system and other health industries; quickly occupy the resources of major cities, continuously expand market share and establish leading brands; fully utilise the power of financial capital to support and promote the rapid development of various businesses; attach and train outstanding talents in relevant fields and continuously create long-term stable returns for shareholders. We will adhere to the concept of “Healthy China, BG First” and fulfil the social responsibility of the Group; as well as to create top brand enterprises as the forward goal, to achieve the sustainable and rapid development of the group’s business, ingenuity casting “Healthy Future”

本集團將以「健康中國」為方針，繼續把握和充分利用中國養老、醫療和健康產業的良好外部環境，以大健康產業為發展方向，在大健康領域積極探索，加快市場布局。我們大力推進城市智慧養老、一體化社會醫養服務體系及其他健康產業；迅速佔領各大城市資源，不斷擴大市場份額，樹立領先品牌；充分發揮金融資本的力量，支撐和推動各項業務的快速發展；吸引和培養相關領域優秀人才，不斷為股東創造長期穩定回報；秉承「健康中國，北控先行」理念，履行集團社會責任；以及以打造頂尖品牌企業為前行目標，實現集團業務的可持續快速發展，匠心鑄造「健康未來」。



OUR RESPONSIBILITY AND MISSION 我們的責任使命

“Let health be more intelligent and life be more respected” is the cornerstone to drive our sustainable development.

「讓健康更智慧，讓生命更被尊重」是驅動我們可持續發展的基石。

Our sustainable value also regards our stakeholders as the core and develops the health industry from four dimensions:

我們的可持續價值亦將我們的持份者視為核心，並從四個維度發展大健康產業：

To customers

- Create Healthy Life

對客戶

- 締造健康生活

To employees

- Appreciate and Respect talents

對員工

- 舉賢任能，尊重互愛

To partners

- Sharing, Win-Win and Co-development

對夥伴

- 共享、共贏、同發展

To society

- Fulfil social responsibility and be an excellent corporate citizen

對社會

- 踐行社會責任，做優秀的企業公民





ENVIRONMENTAL, SOCIAL AND GOVERNANCE RISK MANAGEMENT 環境、社會及管治風險管理

The Board assessed environmental, social and governance risks and opportunities and adopted a series of risk management procedures to ensure that the focus of stakeholders is consistent with the long-term value of the Group. The Board determines the sustainable development content and long-term value that are important to the Group. Various departments of the Group continuously and comprehensively collect internal and external data and stakeholder opinions through different channels, historical data, future forecasts, cases and data of other relevant companies at home and abroad. The Group formulates environmental, social and governance-related control measures to deal with major environmental, social and governance risks, and these control measures operate effectively at the applicable business level. The Board oversees environmental, social and governance issues and strives to create long-term value for stakeholders.

STAKEHOLDER PARTICIPATION 持份者參與

The opinions of the stakeholders lay a solid foundation for the long-term development and success of the Group. We continue to communicate with our employees, suppliers, shareholders, government, customers and users as well as various stakeholders such as communities to understand their views and identify major aspects of sustainable development.

董事會評估環境、社會及管治風險及機遇，採取了一系列風險管理程序，以確保持份者的關注重點與本集團的長期價值保持一致。董事會釐定對本集團屬重要的可持續發展內容及長期價值。本集團各部門通過不同渠道、歷史數據、未來預測、案例以及國內外其他相關公司的資料，不斷地全面收集內外部數據及持份者意見。本集團制定環境、社會及管治相關的控制措施，以應對重大環境、社會及管治風險，而該等控制措施在適用的業務級別有效運作。董事會監督環境、社會及管治事宜，並致力為持份者創造長期價值。

持份者的意見為本集團的長期發展及成功奠定堅實的基礎。我們持續與我們的員工、供應商、股東、政府、客戶及用戶以及社區等各持份者進行溝通，瞭解他們的觀點並確定可持續發展的重大方面。



Major Stakeholders and Regular Communication Channels

主要持份者及定期溝通途徑

Employee 員工	<ul style="list-style-type: none"> • Social media • Internal communication system • Annual meeting • 社交媒體 • 內部通訊系統 • 年會 	<ul style="list-style-type: none"> • Regular meetings • Performance evaluation • 定期會議 • 績效評估
Supplier 供應商	<ul style="list-style-type: none"> • Site visit • Assessment • 實地考察 • 評核 	<ul style="list-style-type: none"> • Continuous audit • Direct communication • 持續審計 • 直接溝通
Investors and Shareholders 投資者及股東	<ul style="list-style-type: none"> • Meetings • Annual report • Investor Briefing • The Group's website • 會議 • 年報 • 投資者簡報 • 本集團網站 	<ul style="list-style-type: none"> • Investor Summit • Direct communication • 投資者峰會 • 直接溝通
Government 政府	<ul style="list-style-type: none"> • Direct communication • Annual meeting • 直接溝通 • 年會 	<ul style="list-style-type: none"> • Forum • Seminars and workshops • 論壇 • 研討會和工作坊
Customers and Users 客戶與用戶	<ul style="list-style-type: none"> • The Group's website • Direct communication • Mass media • 集團網站 • 直接溝通 • 大眾傳媒 	<ul style="list-style-type: none"> • Social media • Customer hotline • 社交媒體 • 客戶服務熱線
Community 社區	<ul style="list-style-type: none"> • The Group's website • Mass media • 本集團網站 • 大眾傳媒 	<ul style="list-style-type: none"> • Social media • Direct communication • 社交媒體 • 直接溝通



INTEGRITY MANAGEMENT 誠信經營

The Group adheres to integrity management and high ethical standards. The Group strictly abides by laws and regulations related to anti-corruption such as the *Criminal Law of the People's Republic of China*.

The Group has adopted a series of measures to deal with commercial bribery, extortion, fraud and money laundering, including strengthening the training of employees, taking anti-corruption and upholding integrity as the focus of training, and conducting regular assessment. To strengthen supervision over the exercise of power by the group's management personnel to prevent abuse of power; as well as the establishment of internal supervision and prevention mechanism, strict implementation of the audit and financial system, strict implementation of the assessment and liquidation of assets system, and etc.

The Group has a reporting channel and welcomes all employees to report any suspected misconduct, fraud and improper or unethical and unfair treatment of others. According to the relevant mechanism, we will promptly and comprehensively investigate all cases. If any misconduct is found, we will refer the case to the relevant law enforcement departments to follow-up.

The Group adheres to integrity management and high ethical standards. The Group prohibits employees from soliciting and accepting benefits without the prior approval of the Group. Every employee must and has the responsibility to abide by this system. We take disciplinary action against any violation of this system. Our customers and suppliers should follow the same guidelines when cooperating with us. During the reporting period, no corruption cases were found against the Group or its employees.

本集團堅持誠信經營，秉持極高的道德規範。本集團嚴格遵守《中華人民共和國刑法》有關反貪污的法律法規。

本集團採取一系列措施對應商業賄賂、勒索、欺詐及洗黑錢等行為，包括加強對員工的培訓，把反腐倡廉作為培訓的重點內容，並定期進行考核；加強對本集團管理人員行使權力的監督，防止權力濫用；以及建立內部的監督預防機制，嚴格執行審計和財務制度，嚴格執行評估和清算資產制度等。

本集團設有舉報渠道，歡迎所有員工舉報任何懷疑行為不當、舞弊，以及以不合適或不道德和不公平方式對待他人的事件。根據有關機制，我們會迅速全面地調查所有個案，倘發現事件涉及不當行為，我們便會轉交相關執法部門跟進。

本集團堅持誠信經營，秉持極高的道德規範。本集團嚴禁僱員未經本集團事先批准索取及接受好處。每名僱員必須且有責任遵守此項制度。我們採取紀律行動打擊任何違反此項制度的行為。我們的客戶及供應商在與我們合作時應遵循相同的準則。於報告期內，並無發現有關針對本集團或其僱員提出的貪污案件。



OUR WILLS UNITE LIKE A FORTRESS TO CREATE VALUE FOR THE ENVIRONMENT

眾心如城•為環境創造價值

As responsible corporate citizens, we understand the importance of environmental protection and have been promoting green operation and energy conservation and emission reduction. We comply with the *Environmental Protection Law of the People's Republic of China* and other laws and regulations, and formulate relevant systems or internal regulations on sewage discharge, waste gas discharge, solid waste management and energy resource management to minimize the impact on the environment caused by all aspects of the business. At the same time, we set an example by encouraging and promoting employees and all parts of the supply chain to work together to create value for the environment.

作為負責任的企業公民，我們明瞭環境保護的重要性，一直推行綠色運營與節能減排。我們遵照《中華人民共和國環境保護法》等法律法規，制定有關污水排放、廢氣排放、固廢物管理及能源資源管理等制度或內部規定，盡量減輕業務各個環節對環境造成的影響，同時以身作則，鼓勵並推動員工以至供應鏈各個部分攜手為環境創造價值。





EMISSIONS OF EXHAUST AND GREENHOUSE GASES 廢氣及溫室氣體排放

The Group is not involved in industrial production, so the direct emissions of waste gas and greenhouse gas mainly come from natural gas and company use vehicles, and also indirectly from office electricity. In order to reduce the use of vehicles, we strictly follow the vehicle use policy and improve the use efficiency of vehicles. In group activities, vehicles are used together. When going out in non-emergency situations, buses are used as much as possible. When the distance is close, shared bicycles are used instead of vehicles. Unified maintenance, refuelling and regular maintenance shall be implemented for vehicles to reduce abnormal losses and strive to reduce oil consumption.

本集團不涉及工業生產，故廢氣及溫室氣體的直接排放主要來自天然氣及公務用車，另外亦間接來自辦公室用電。為了減少用車，我們嚴格按照車輛使用制度，提高車輛的使用效率。在集體活動採取合乘車輛，非緊急情況下外出儘量乘坐公交車，距離較近時使用共享單車，不使用車輛。車輛實行統一維修、加油和定期保養，以減少非正常損耗及努力降低油耗。

Indicators 指標	Unit 單位	Value 數值
Total greenhouse gas emissions (scope 1 and 2) 溫室氣體總排放量(範圍1及2)	tonnes of CO ₂ e 公噸二氧化碳當量	5,477.03
Direct emissions (scope 1) 直接排放(範圍1)	tonnes of CO ₂ e 公噸二氧化碳當量	574.85
Indirect emissions (scope 2) 間接排放(範圍2)	tonnes of CO ₂ e 公噸二氧化碳當量	4,917.29
Total greenhouse gas emission density per square meter (scope 1 and 2) 每平方米的溫室氣體總排放量密度(範圍1及2)	tonnes of CO ₂ e 公噸二氧化碳當量	0.05
Nitrogen oxides (NO _x) 氮氧化物(NO _x)	kg 千克	78.00
Sulfur oxides (SO _x) 硫氧化物(SO _x)	kg 千克	3.08
Particulate matter (PM) 懸浮顆粒(PM)	kg 千克	4.34



WASTE MANAGEMENT 廢棄物管理

The Group's business mainly operates in offices and does not involve production, so no significant industrial waste is generated. Our wastes are mainly divided into hazardous wastes and ordinary wastes. Hazardous wastes mainly include waste ink cartridges and waste selenium drums. Ordinary wastes are divided into two types: recyclable and non-recyclable: recyclable wastes include waste plastics, cartons, and etc. There are household garbage, office garbage, etc. that cannot be recycled. We set up different garbage cans or divide them into hazardous waste storage areas, recyclable waste storage areas and non-recyclable waste storage areas in each workplace according to the classification of waste generated, and make classification marks. The collection of non-recyclable waste will be carried out regularly according to the agreement with the local environmental protection department. For recyclable waste, a recycling agreement will be signed with relevant parties. However, hazardous wastes will be collected centrally and then handed over to qualified units for treatment. Food waste produced during staff meals will be treated as general refuse according to regulations.

本集團的業務主要營運於辦公室，並沒有涉及生產，故沒有產生重大的工業廢棄物。我們的廢棄物主要分為危險廢棄物和普通廢棄物。危險廢棄物主要為廢墨盒、廢硒鼓等。普通廢棄物分為可回收利用和不可回收利用兩種：可回收利用廢棄物包括為廢塑料、紙箱等；不可回收利用的有生活垃圾、辦公垃圾等。我們在各工作場所根據產生的廢物分類設置不同的垃圾桶或以區域來劃分為危險廢棄物貯存區、可回收廢棄物儲存區、不可回收廢棄物儲存區，作好分類標識。不可回收廢棄物收集會依據與地方環保部門訂立的協議，定期外運處理。對可回收廢棄物會與相關方簽訂回收協議。而對危險廢棄物會集中收集後交由有資質單位進行處理。員工用餐中產生的剩餘飯菜會作為生活垃圾按規定處理。





In addition, we manage the collection, transportation, storage, disposal and supervision of medical waste generated by our geriatric service centers in accordance with the requirements of the *Regulations on Medical Waste Management* (revised in 2011). These include:

- Establish a strict waste bag system, and separate different wastes with waste bags of different colours or marks;
 - Ensure that the dirt bag is firm, impermeable to water and the device is not too full. If the waste is easy to penetrate or easy to pollute the bag and leak, a double-layer bag will be used to prevent medical waste from overflowing and polluting the environment;
 - Waste bags are placed in covered waste barrels, which are cleaned and disinfected daily with 0.5% chlorine-containing disinfectant.
- 另外，對於我們旗下的養老服務中心產生的醫療廢物，我們按照《醫療廢物管理條例》(2011年修訂)的要求，管理醫療廢物的收集、運送、儲存、處置以及監督。其中包括：
- 建立嚴格的廢物袋制度，不同廢物用不同顏色或標記的廢物袋分開收集；
 - 確保污物袋結實、不透水，裝置不可過滿，若廢物易被穿透或易污染袋外漏時，會使用雙層袋，防止醫療廢物外溢，污染環境；
 - 廢物袋置於有蓋廢物桶內，廢物桶每日用0.5%的含氯消毒劑清洗消毒。



At the same time, the *Emergency Plan for Medical Waste Leakage* has also been established. 同時還建立了《醫療廢棄物發生泄漏應急方案》。

Indicators 指標	Unit 單位	Value 數值
Total non-hazardous waste 無害廢棄物總量	tonnes 公噸	1,049.86
Total amount of recycled paper 已回收紙張總量	tonnes 公噸	0.5
Other general refuse have been recycled 已回收其他生活廢物	tonnes 公噸	1.50
Total amount of paper disposed 已處置紙張總量	tonnes 公噸	0.07
Total amount of food waste disposed 已處置廚餘總量	tonnes 公噸	4.52
Other general refuse have been disposed 已處置其他生活廢物	tonnes 公噸	1,043.27
Total non-hazardous waste generated per square meter 每平方米的所產生無害廢棄物密度	tonnes/m ² 公噸/平方米	0.01
Total hazardous waste 有害廢棄物總量	tonnes 公噸	0.183
Total of hazardous waste generated per square meter 每平方米的所產生有害廢棄物密度	tonnes/m ² 公噸/平方米	0.00043





WATER AND SEWAGE DISCHARGE MANAGEMENT 用水及污水排放管理

Our water mainly comes from office toilets and vehicle washing. The Group operates mainly for offices. Tap water is purchased from municipal water supply agencies and property management companies. Domestic sewage is discharged through the central drainage pipe. Therefore, we have not encountered any special problems in finding suitable water sources and the water consumption is not significant. Nevertheless, we still try to implement measures to improve the efficiency of water use. We have strengthened the awareness of water conservation, strengthened the daily maintenance and management of water equipment, regularly overhauled water supply facilities, and did not use high-pressure clean water to flush vehicles, so as to eliminate the phenomena of running, leaking and running water and save every drop of water. The washing water for the toilets of affiliated companies is reclaimed water, and the waste water is used for watering flowers, washing mops, and etc. Sewage generated from our operations will be discharged into the sewage system for centralized treatment.

我們的用水主要來自辦公室洗手間和車輛沖洗。本集團主要為辦公室營運，自來水是購自市政供水機構及物業管理公司，而生活污水會經中央排水管排放，故我們在求取適用水源上沒有遇到特別問題，耗水量亦不重大，雖然如此，我們仍設法實施提高用水效益的措施。我們強化節水意識、加強用水設備的日常維護管理，定期對供水設施進行檢修，不用高壓清潔水沖洗車輛，杜絕跑冒滴漏、長流水現象，節約每一滴水。附屬公司洗手間沖洗用水選用中水，廢水用來澆花、洗墩布等。我們營運產生的污水，將排入污水系統作集中處理。

Indicators 指標	Unit 單位	Value 數值
Total water consumption 總耗水量	m ³ 立方米	876,747.22
Total water consumption per square meter 每平方米的耗水量	m ³ /m ² 立方米／平方米	12.63



ELECTRICITY CONSUMPTION MANAGEMENT 用電管理

We actively use various methods to reduce electricity consumption, such as carrying out energy-saving renovation of equipment, LED lights renovation, and etc. In order to reduce the electricity consumption of air conditioning, we set the air conditioning temperature reasonably. When the lowest temperature in winter is 16°C and the highest temperature in summer is 28°C, turn on the air conditioner. Except for the central air conditioner, the indoor air conditioner temperature in summer is not lower than 26°C and in winter is not higher than 20°C. When turning on the air conditioner, make sure that the doors and windows are closed, no one is in the office area, the air conditioner is not turned on during non-working hours and holidays, and one hour less air conditioner is recommended every day. Regularly clean the fan coil, filter screen and other devices of the air conditioning system to improve the air conditioning efficiency. Computers, printers, fax machines, photocopies and other equipment should be switched on or set to an automatic energy-saving state to reduce and prevent electrical equipment from standing by for a long time and turn off all kinds of electrical power supplies after work.

我們積極以各種方法減少用電，比如開展設備節能改造、LED燈改造等。為了減少空調用電量，我們合理設置空調溫度。冬季最低溫度16°C、夏季最高氣溫28°C的情況下開啟空調，除中央空調外，夏天室內空調溫度設置不低於26°C，冬天不高於20°C。開空調時確保關閉門窗，沒有人在辦公區、非工作時間及假節日不開空調，並提倡每天少開1個小時空調。定期清洗空調系統的風機盤管、濾網等裝置，提高空調效能。電腦、打印機、傳真機和複印件等設備要隨用隨開或設置自動節能狀態，減少和避免電器設備處於長時間待機狀態，下班後關閉各類電器電源。





Indicators 指標	Unit 單位	Value 數值
Total energy consumption 能源總耗量	MWh 千個千瓦小時	8,229.64
Purchased power 外購電力	MWh 千個千瓦小時	6,186.63
Diesel oil 柴油	MWh 千個千瓦小時	6.17
Gasoline 汽油	MWh 千個千瓦小時	1,788.60
Liquefied petroleum gas 液化石油氣	MWh 千個千瓦小時	36.26
Natural gas 天然氣	MWh 千個千瓦小時	211.97
Total energy consumption per square meter 每平方米的能源總耗量	MWh/m ² 千個千瓦小時 / 平方米	0.08

OTHER RESOURCES MANAGEMENT 其他資源管理

In addition to electricity and water, we also implement green office work to reduce unnecessary waste of resources. For example, we have strengthened the management of the use of office supplies, strictly equipped with office supplies according to needs, strictly equipped with standards, and try to choose office equipment with low energy consumption and environmental protection. We also implement paperless office, encourage employees to draft, revise and circulate documents and materials on electronic media as much as possible, and reduce the frequency of printing paper documents and using faxes. The distribution of documents, information shall be strictly checked for the number of copies to be issued, and more copies shall be avoided as far as possible, and double-sided printing shall be advocated.

除了用電和用水外，我們亦實行綠色辦公，盡力減少不必要的資源浪費。例如，我們加強辦公用品的使用管理，嚴格依據需要配備辦公用品，嚴格配備標準，儘量選擇能耗小、環保的辦公設備。我們亦實行無紙化辦公，鼓勵員工儘量在電子媒介上進行文件、材料的起草、修改和傳閱，減少紙質文件印發和使用傳真的頻率。文件和信息等的發放，嚴格核定印發的份數，儘量避免多印，提倡雙面印刷。



CREATING VALUE FOR EMPLOYEES WHOLE-HEARTEDLY

一心一意 • 為員工創造價值

The Group regards employees as its most precious asset. We have all along insisted on the cultivation of talents as the top priority of enterprise development, broadening the vision of candidates, adhering to the standards of having both ability and political integrity, putting morality first, appointing people on merit, not sticking to any pattern, and evaluate them only according to their abilities. We believe that without the support and contribution of employees, the Group cannot move forward and achieve success. Therefore, we adhere to the people-oriented concept and strive to establish a multi-inclusive, healthy and harmonious working atmosphere and environment, perfect the systems of recruitment, salary and welfare, promotion, training, employee communication, etc. to fully protect the rights and interests of employees and take care of their physical and mental health, so as to become their ideal employers and attract and retain more talented people.

本集團視員工為最寶貴的資產，一直以來我們堅持把人才的培育當作企業發展的第一要務，拓寬選人視野，堅持德才兼備，以德為先的標準，任人唯賢，不拘一格，唯才是舉。我們相信，沒有員工的支持和貢獻，本集團不可能向前發展並取得成功。因此，我們堅持以人為本的理念，致力建立一個多元共融、健康和諧的工作氛圍和環境，完善招聘、薪酬福利、晉升、培訓、員工溝通等制度，全面保障員工權益，同時照顧他們的身心健康，以冀成為他們的理想僱主，吸引並挽留更多有才之士。





STAFF RIGHTS PROTECTION 員工權利維護

We will abide by the *Labor Law of the People's Republic of China and the Labor Contract Law of the People's Republic of China* and other laws and regulations, formulate and strictly implement relevant management systems and methods, clarify the basic rights and interests of employees and regulate employment behaviour.

我們謹遵《中華人民共和國勞動法》及《中華人民共和國勞動合同法》等法律及法規，制定並嚴格執行相關管理制度及辦法，明確員工基本權益及規範僱傭行為。

Wages	We will organize an annual appraisal every year and adjust the salary of employees according to the results of the annual appraisal. We communicate with employees in two ways, keep abreast of employee trends and understand employees' thoughts on work and salary. We will adjust the salary level according to the situation in the industry and the financial performance of that year.
薪酬	我們每年會組織年度考評，依據年度考評結果，對員工的薪酬給予調整。我們與員工雙向溝通，及時掌握員工動態，瞭解員工對工作與薪酬的想法。我們會根據行業內情況及當年的效益情況調整薪酬水平。
Dismissal	According to the law, when the relevant conditions are fully met, the decision to dismiss employees shall be made prudently.
解僱	根據法律規定，在相關條件充分具備的情況下，審慎做出解僱員工的決定。



Recruitment and prevention of child labor

Position recruitment is applied within the system process according to the company's annual personnel requirements or temporary recruitment requirements. We generally adopt internal and external recruitment methods. Using internal recruitment to fill vacancies is conducive to promoting the rational use and effective flow of human resources in the organization and optimizing the allocation of positions and the competition mechanism. The adoption of promotion or competition to fill vacancies is conducive to mobilizing the enthusiasm of employees and contributing to their personal career development. Filling job vacancies through job exchange or job rotation can help employees master various skills and improve their interest in work. We also recruit candidates from schools, competitors and other companies through announcements, outings, job agencies, recommendations, and etc. Recruitment criteria are mostly based on work experience and work scope. We select talents in a fair, open and impartial way, regardless of their age, gender, faith or race, all have the same opportunity to be employed by the Company and receive corresponding remuneration. According to the *Law of the People's Republic of China on the Protection of Minors* and the *Regulations on Prohibiting the Use of Child Labor*, we do not employ persons under the age of 18, and explicitly prohibit the employment of child labor and forced labor in the recruitment system. It will also check the identity card, contact the police station or check the authenticity of the identity card through the internet to confirm that the employee has reached the legal working age.

招聘及防止童工

職位招聘按公司年度人員需求，或臨時招聘需求，在系統流程內申請。我們一般採用內部及外部招募方式。採用內部招募的方式來填補職位空缺，有利於促進組織人力資源合理利用與有效流動，優化職位配置與競爭機制。採用晉升或競聘的方式來填補職位空缺有利於調動員工的積極性並有助於員工個人職業生涯發展；採用工作調換或工作輪換的方式來填補職位空缺有助於員工掌握多種技能，提高員工的工作興趣。而我們亦透過公告、外出、職業中介機構、推薦等方法，招募來自學校、競爭者和其他公司等候選人。招聘准則多以工作經驗、工作範疇為主。我們以公平、公開、公正的方式選拔人才，不論其年齡、性別、信仰或種族均有同等機會被公司錄用、獲得相應報酬。我們按照《中華人民共和國未成年人保護法》及《禁止使用童工規定》等，不聘用未滿18周歲的人員，並於招聘制度中明確禁止聘用童工和強制勞工。亦會透過核查身份證，並通過聯繫派出所或通過網絡核查身份證的真實性，確認受聘者已滿合法工作年齡。



<p>Promotion</p> <p>晉升</p>	<p>We will organize annual appraisal every year to provide multi-channel development for employee promotion.</p> <p>我們每年會組織年度考評，為員工晉升提供多渠道發展。</p>
<p>Working hours and prevention of forced labor</p> <p>工作時數及防止強制勞工</p>	<p>In principle, we do not advocate working overtime and require employees to finish their work within working hours. If you need to work overtime due to work, you need to submit an overtime application in advance, and you can work overtime only after the application is approved, and you will be given a rest or be issued overtime work compensation.</p> <p>原則上我們不提倡加班，要求員工在工作時間內完成工作。若因工作需要加班者，需事先提交加班申請，審批通過後方可加班，並給予調休或核發加班工資。</p>
<p>Vacations</p> <p>假期</p>	<p>We provide sick leave, personal leave, marriage leave, maternity leave, pregnancy rest/nursing leave, paternity leave, funeral leave, annual leave, legal holidays, special leave, etc. according to the <i>Regulations on Paid Annual Leave for Employees</i>.</p> <p>我們按照《職工帶薪年休假條例》，為員工提供病假、事假、婚假、產假、孕期休息／哺乳假、陪產假、喪假、年休假、法定節假日、特批假等。</p>
<p>Equal opportunities, diversification and anti-discrimination</p> <p>平等機會、多元化及反歧視</p>	<p>We advocate equal opportunities and oppose any discrimination. We will do our best to protect employees' legitimate rights and interests in terms of recruitment, promotion, salary and benefits, working hours and other employment activities, regardless of race, sex, age, physical and family status. Women also enjoy the right to equal employment with men and equal pay for equal work.</p> <p>我們提倡平等機會及反對任何歧視行為，在招聘、晉升、薪酬福利、工時及其他僱傭行為等方面，不論種族、性別、年齡、身體及家庭狀況，我們亦會盡最大所能保障員工能享受其合法權益。婦女亦享有與男性平等就業，同工同酬的權利。</p>
<p>Other benefits and welfares</p> <p>其他待遇及福利</p>	<p>We provide employees with five insurances and one fund (pension insurance, medical insurance, unemployment insurance, industrial injury insurance and maternity insurance, and housing accumulation fund) according to the requirements and regulations of the state. We also provide retirement funds according to the circumstances.</p> <p>我們按國家要求及規定為員工提供五險一金（養老保險、醫療保險、失業保險、工傷保險和生育保險，及住房公積金），亦按情況發放退休金。</p>



PROMOTING PROFESSIONAL DEVELOPMENT OF EMPLOYEES 促進員工專業發展



We are committed to providing continuous training and learning opportunities for our employees, so as to develop their talents and expand the Group's business, so that employees can grow together with us. Employees can choose suitable development channels according to their own career development plans and the company's job setting requirements, so as to ensure that they remain positive and upward. In addition, the Group has continuously increased its investment in personnel training,

paying attention to the growth needs of employees and improving their business skills and management capabilities. In addition to providing professional occupational safety training for employees in geriatric and property management businesses, we also provide different types of professional training for employees, including first aid, industry knowledge, finance, health talks, laws and regulations, and often encourage employees to participate in exchange activities such as large-scale industry forums to enhance their competitiveness. Through three dimensions of "learning at work", "learning from others" and "going out for training", training is carried out to find and train talents.

我們致力為員工提供持續培訓和學習機會，藉此發展他們的才能和拓展集團業務，讓員工與我們共同成長。員工可根據自身職業發展規劃及公司職位設置需求，挑選合適的發展通道，從而確保他們保持積極向上。此外，本集團持續加大對人才培訓的投資，關注員工的成長需求，提升員工的業務技能和管理能力。除了為養老及物業管理業務的員工提供專業的職業安全培訓外，我們亦為員工提供包括急救、行業知識、財務、健康講座、法規等不同種類的專業培訓，亦經常鼓勵員工參與行業大型論壇等交流活動，加強員工的競爭力。通過「工作中學習」、「向他人學習」及「外出培訓」等三個維度開展培訓，發現人才、培養人才。





OCCUPATIONAL HEALTH AND SAFETY 職業健康和安安全

The Group attaches great importance to the occupational safety and health of its employees. Although the occupational health and safety risks involved in the Group's office operations are relatively low, we continue to improve the occupational health and safety system and daily management, and strive to provide employees with a safe, healthy and comfortable working environment.

In addition, our geriatric service center requires employees to undergo fire safety training before joining the service, and only after they pass the training can they officially go to work. The center also organizes employees to carry out fire safety training regularly or irregularly every year according to the *Fire Prevention Law of the People's Republic of China* to ensure that employees are familiar with necessary fire safety knowledge and know the location and performance of fire fighting equipment in the unit. The center has also set up a safety inspection system to arrange personnel to regularly inspect the safety facilities in the center to eliminate potential safety hazards. According to the requirements of the *Regulations on the Management of Medical Wastes* (revised in 2011), we train the personnel and management personnel engaged in the collection, transportation, storage and disposal of medical wastes in relevant laws and professional techniques, safety protection and emergency treatment, take effective occupational health protection measures, equip them with necessary protective articles, and conduct regular health checks. When necessary, the relevant personnel shall be immunized to prevent them from being harmed by health.

本集團重視員工的職業安全與健康。儘管本集團於辦公室的營運涉及的職業健康及安全風險相對較低，我們仍不斷完善職業健康及安全制度與日常管理，全力為員工提供安全、健康及舒適的工作環境。

另外，我們旗下的養老服務中心特別要求員工入職前須經消防安全培訓，合格後才可以正式上班。中心亦按照《中華人民共和國消防法》每年定期或不定期組織員工進行消防安全培訓，確保員工熟知必要的消防安全知識，瞭解本單位滅火器材的位置及性能。中心亦有設立安全工作檢查制度，安排人員經常檢查中心內安全設施情況，排除安全隱患。我們按照《醫療廢物管理條例》(2011年修訂)的要求對從事醫療廢物收集、運送、貯存、處置等工作的人員和管理人員，進行相關法律和專業技術、安全防護以及緊急處理等知識的培訓，採取有效的職業衛生防護措施，為他們配備必要的防護用品，定期進行健康檢查。必要時，對有關人員進行免疫接種，防止其受到健康損害。



For the Group's property management services, in addition to implementing fire safety measures in accordance with the *Fire Prevention Law of the People's Republic of China*, we have established an occupational health management system, implemented the "three simultaneous" review system for construction projects in accordance with the law, and carried out procedures such as pre-assessment, review and approval, assessment of the control effect of occupational hazards, acceptance and approval in accordance with the provisions of the *Occupational Disease Prevention Law of the People's Republic of China*. Technical renovation shall be gradually adopted for workplaces that cause occupational disease hazards, necessary protective facilities and articles shall be provided, various protective measures shall be implemented, and working conditions shall be actively improved. The Group provides employees with occupational health protection facilities and personal protective articles that meet the occupational disease prevention requirements, and organize occupational health education and training on a regular basis. We will require the employees concerned to undergo occupational health examination before, during and after their employment. If any employee is found to have health damage related to his/her occupation, he/she will be removed from his/her original position in time, and be properly placed and arranged for diagnosis and treatment.

對於本集團旗下的物業管理服務，除了按照《中華人民共和國消防法》執行消防安全措施，我們訂立職業衛生管理制度，依法執行建設項目「三同時」審查制度，按照《中華人民共和國職業病防治法》的規定進行職業病危害的預評價、審查認可、職業病危害控制效果評價、驗收認可等程序。對產生職業病危害的工作場所逐步採取技術改造、配備必要的防護設施、防護用品等，落實各項防護措施，積極改善勞動條件。向員工提供符合職業病防治要求的職業衛生防護設施和個人防護用品，並定期組織職業衛生教育與培訓。我們會要求有關員工入職前、在職期間及離職時的職業健康檢查，如發現有與從事的職業有關的健康損害的員工，會及時調離原職位，並妥善安置及安排診療。





WORK-LIFE BALANCE 工作生活平衡

We always organize various staff fellowship dinners, outings, birthday parties, sports, etc. to strengthen staff belonging.

我們不定期組織形式多樣的員工聯誼聚餐、郊遊、生日會、運動等，加強員工歸屬感。



Shanghai Platform Sports Activities

上海平台體育活動

Party Building Activities

黨建活動





Jogging activity

健步走活動

Tour to Yesanpo

野三坡旅遊





Employee Birthday Party

員工生日會

Half Marathon

半程馬拉松





CONCENTRATE ON CREATING VALUE FOR CUSTOMERS 專心致志•為客戶創造價值

We are always committed to improving and continuously improving the quality of our products and services.

一直以來，我們致力精益求精，不斷改進旗下產品和服務的質量。

HIGH-QUALITY SERVICE FOR THE ELDERLY 優質養老服務

The Group's residential care service platform company is committed to becoming a model for social enterprises in the new era. The "nursing home without walls" it has built is unique in the domestic care service industry and has set a new road in exploring the Chinese way of servicing the aged. The service mode of "servicing the aged at home" is not only fully recognized by the government, but also deeply loved by the elderly, and has been certified by ISO 19001:2015 quality management system.

本集團旗下社區居家養老服務平台公司致力於成為新時期社會企業的典範，其所打造「沒有圍牆的養老院」在國內的養老服務業獨樹一幟，在探索中國式養老的道路上走出一條新路。「居家養老」的服務模式不僅得到政府充分認可，也深得長者喜愛，並已獲取ISO 19001:2015質量管理體系認證。





Sanitary control

In order to keep the living environment clean and comfortable, and enhance the health of the elderly, the center effectively carries out daily health management. Each employee of the care center shall consciously maintain the indoor and outdoor sanitation of the care center and keep the center clean, hygienic and comfortable. Clear outdoor sanitary area shall be cleaned once every three days, and the environmental sanitation of each unit building shall be clearly and specially assigned. Indoor environmental sanitation is cleaned by the staff of the care center on their own, insisting on general cleaning every day and thorough cleaning in every three days. Doors and windows are often wiped clean, canteens are often cleaned, tableware is disinfected, and articles for daily use are placed orderly. Personal hygiene, clean room, washing clothes, bathing, quilts, mosquito nets and drying. Indoor garbage shall be sent to the garbage bin with uniform regulations and shall not be piled up at will. In order to keep indoor and outdoor tidy, people outside the care center are not allowed to store any articles in the center. Effective canteen hygiene management, pay attention to food hygiene, beware of disease from the mouth. The management of the care center organizes health assessment once a month to find out the deficiencies and ensure the living environment is clean and tidy.

衛生管理

為了保持居住環境整潔、舒適，增強老人身體健康，中心切實進行日常衛生管理。每位照料中心員工自覺維護照料中心室內外衛生，保持中心內整潔、衛生、舒適。室外明確衛生區三天打掃一次，每幢單元樓的環境衛生明確專人負責。室內環境衛生由照料中心員工自行打掃，堅持一天一小掃，三天一大掃。門窗經常擦拭乾淨，食堂常打掃，餐具消毒，生活用品放置有序。個人衛生，房間整潔，勤洗衣物，勤洗澡，被子、蚊帳勤洗勤曬。室內垃圾一律送往統一規定的垃圾桶，不隨意堆放。為了保持室內外整潔，不接受照料中心以外人員在本中心內存放任何物品。切實食堂衛生管理，注重飲食衛生，謹防病從口入。照料中心管理人員每月組織一次衛生評核，查找不足，確保居住環境整潔衛生。



Access control

Carefully verify the identity of the visiting personnel and pay close attention to the suspicious personnel in and out of the personnel. Vehicles are controlled to enter and leave the discharge area. Except for ambulances, fire engines, police cars, cleaning vehicles, funeral vehicles, delivery vehicles of various commercial outlets and other licensed vehicles, they can enter the residential area only after verification. Carefully check the loaded goods and prohibit dangerous goods and contraband from entering the residential area. Hospitalized elders must wear a pass when taking leave of absence to confirm that they have gone through the removal formalities before leaving the hospital, and to ensure that the hospitalized elders return on time. If they do not return within the specified time, they will communicate with their families in time to ensure the safety of the hospitalized. After dinner, the hospitalized elderly are not allowed to go out to prevent them from getting lost.

出入管理

認真核實來訪人員身份，密切注意進出人員中的可疑人員。控制車輛進出院區，除救護車、消防車、警車、清潔車、殯葬車、各商業網點送貨車等特許車外，一律進行驗證後方可進入住區。認真檢查載入貨品，嚴禁危險品、違禁品進入住區。住院長者請假外出須佩戴出入證，確認已辦理離院手續才可離院，並確保住院長者依時返回。如沒有在規定時間內返回，會及時和家屬溝通以確保住院者的安全。晚餐後，住院長者一律不准外出，以防住院長者走失。





Emergency management

In order to protect the health and personal safety of the hospitalized elderly, effectively deal with various emergencies including sudden diseases, loss, fall, choking, nursing disputes, etc., and minimize casualties, we implement the emergency group responsibility system. After an emergency occurs, the emergency team will be responsible for organizing rescue and after-care work, and report to the relevant departments of the district public security, fire control, food and drug supervision bureau, health, civil affairs bureau, etc. for assistance. In line with the principle of "first control, then handle, saving lives first, reducing casualties", resolutely handle, actively rescue, direct the elderly and staff living in the site to leave dangerous areas, protect valuables, maintain the order of the site, properly maintain the site the accident and do follow-up work. Fire safety seminars and drills are also regularly held.

应急管理

為保障住院長者的身體健康及人身安全，有效處理包括突發性疾病、走失、摔倒、噎食、護理糾紛等的各種突發事件，使傷亡降到最低程度，我們實行應急小組負責制。發生突發事件後，應急小組會負責組織搶救和善後處理工作，並向區公安、消防、食品藥品監督局、衛生、民政局等相關部門報案請求援助。本著「先控制、後處置、救人第一、減少傷亡」的原則，果斷處理，積極搶救，指揮現場的入住老人及工作人員離開危險區域，保護好貴重物品，維護現場秩序，做好事故現場的保護工作，做好善後處理工作。我們亦正期舉行消防安全知識講座及消防演習。



Drug administration

In accordance with laws and regulations such as the *Drug Administration Law of the People's Republic of China*, we have strengthened drug supervision and administration to ensure drug safety. The medicines we purchase are distributed by qualified pharmaceutical wholesale enterprises, and the internal and external packaging, identification and appearance of the medicines are inspected. Drugs found not to meet the quality requirements during the acceptance shall be rejected. Drug storage meets its performance requirements, with measures such as avoiding light, ventilation, moisture, mildew and pollution. Drugs are classified and displayed with classification marks, drugs and non-drugs, internal drugs and external drugs, drugs easy to cross tastes are stored separately from ordinary drugs, and unqualified drugs will be stored separately with red "unqualified" marks. We will regularly check the quality of all drugs and make inspection records. If unqualified drugs are found, they will be registered, promptly reported to the authorities for damage and destroyed. We formulate drugs by prescription, strictly examine prescriptions, and give detailed instructions on usage, dosage, taboos and precautions to prevent errors and accidents.

藥物管理

按照《中華人民共和國藥品管理法》等法例法規，我們加強藥品監督管理，保證用藥安全。我們採購的藥品由具備經營資格的藥品批發企業配送，並對藥品的內外包裝、標識、外觀性狀進行檢查。驗收時發現不符合質量要求的藥品予拒收。藥品存放符合其性能要求，有避光、通風、防潮、防黴、防污染等措施。藥品分類陳列並有分類標誌，藥品與非藥品、內服藥與外服藥、易串味藥與一般藥品分開存放，如有不合格藥品會單獨存放，並有紅色「不合格」標誌。我們會對所有藥品質量進行定期檢查，並作出檢查記錄，發現不合格藥品會登記，及時報損、銷毀。我們憑處方調配藥品，嚴格審核處方，詳細交代用法、用量、禁忌及注意事項嚴防差錯事故發生。





Satisfaction management

We implement the service quality satisfaction survey system, which clearly sets out the survey methods, contents, statistical analysis, implementation of feedback and satisfaction checks of various processes, in order to further strengthen the monitoring of the quality of nursing services, carefully listen to the satisfaction degree and improvement opinions of the elders and their families, continuously improve the sense of responsibility of functional departments, improve the service level and quality, and provide better, efficient, convenient and comfortable services for the elders. We have formulated a sound complaint management system, which contains detailed complaint handling procedures, responsible persons, handling principles and coping methods, in an effort to improve the service quality and service level for the elderly residents, standardize complaint handling procedures and form an effective complaint management mechanism.

滿意度管理

我們執行服務品質滿意度調查制度，當中清晰載列調查方式、內容、統計分析、落實反饋及滿意度抽查各項流程，務求進一步加強對護理服務品質的監控力度，認真聽取入住長輩及家屬對服務的滿意程度及改進意見，不斷提高職能部門的責任意識，提高服務水準和品質，為長輩提供更加優質、高效、便捷、舒適的服務。我們已制訂完善的投訴管理制度，當中載列詳盡的投訴處理程序、負責人、處理原則及應對方法等，力求提高對住院長者服務品質和服務水準，規範投訴處理常式，形成有效的投訴管理機制。



SALES OF HIGH-QUALITY MEDICAL DEVICES 優質醫療器械銷售

According to the *Regulations on Supervision and Administration of Medical Devices* (revised in 2017), when we purchase medical devices from suppliers, we will check the qualifications of suppliers and the qualified certification documents of medical devices, and establish a purchase inspection record system to ensure that the purchased medical devices meet the mandatory national standards. When arranging the transportation and storage of medical devices, it will ensure that the requirements of medical device instructions and labels are met. If there are special requirements for environmental conditions such as temperature and humidity, corresponding measures will be taken to ensure the safety and effectiveness of medical devices.

ADVERTISING MANAGEMENT 廣告宣傳管理

We manage and check business advertisements in accordance with the *Advertising Law of the People's Republic of China* to ensure that the advertisements are true and legal and do not contain false, exaggerated or misleading contents.

按照《醫療器械監督管理條例》(2017年修訂)，我們從供貨商購進醫療器械時，會查驗供貨商的資質和醫療器械的合格證明文件，並建立進貨查驗記錄制度，確保購進的醫療器械符合強制性國家標準。安排醫療器械運輸及貯存時，會確保符合醫療器械說明書和標籤標示的要求。對溫度、濕度等環境條件有特殊要求的，會採取相應措施，保證醫療器械的安全、有效。

我們按照《中華人民共和國廣告法》對業務宣傳廣告作出管理及核查，確保廣告真實合法，不含有虛假、誇大、誤導性的內容。





PROTECT CUSTOMER PRIVACY 保障客戶私隱

The Group attaches great importance to the protection of customers' privacy and data. All obtained customer data will never be disclosed to third parties or used for other purposes without knowing the customers. For example, some subsidiaries have established the data management principle of "who collects, who stores, who uses, and who is in charge". In the process of collecting customer information, strengthen the management of customer real name registration, so as to ensure the accuracy and authenticity of customer information; In customer information storage, customer information data must be entered into the information management system in a timely and accurate manner. In the use of customer information, we will further improve the safety management standards for the use of information systems and equipment. It is strictly prohibited to retain or transfer customer information without authorization, nor to disclose or illegally provide customer information.

本集團極為重視保障客戶的私隱和資料，所有獲得的客戶資料均絕不會透露予第三方或在未知會客戶的情況下作其他用途。舉例而言，有附屬公司確立了「誰收集誰負責、誰存儲誰負責、誰使用誰負責、誰主管誰負責」的資料管理原則。在客戶資訊收集環節，加強客戶實名登記管理，從而保障客戶資訊準確和真實；在客戶資訊存儲環節，要求客戶資訊資料必須及時、準確錄入資訊化管理系統；在客戶資訊使用環節，進一步完善資訊化系統及設備的使用安全管理規範，嚴禁擅自留存或外傳客戶資訊，不得洩露、非法提供客戶資訊。



SUPPLIER MANAGEMENT FOR MEDICAL AND NURSING FURNITURE SALES 醫、養家俱銷售的供應商管理



Our sales of medical and nursing furniture do not involve production. In order to provide customers with high-quality home products, the Group attaches great importance to the management of suppliers. We carry out supplier filing management, cooperate with enterprises with normative and legal qualifications and no bad reputation records, and conduct supplier qualification examination, including confirmation of business license, account opening license, quality/environmental system certification (e.g. ISO 9001 quality system certification and ISO 14001 environmental management system certification, main product inspection report, etc.), while agents need to provide brand agency certificate or authorization. We manage the suppliers through regular evaluation, unscheduled visits and other forms, and maintain and update the inventory of the suppliers in real time. In addition, we hold supplier meetings and supplier reviews every year, and continuously conduct comprehensive evaluation on the quality, quantity, service, production capacity and cooperation of suppliers.

我們醫、養家俱銷售業務不涉及生產。為了為客戶提供優質的傢品，本集團重視供應商的管理。我們進行供應商備案管理，與有規範合法資質並無不良信譽記錄的企業合作，並作出供應商資格審查，包括確認營業執照、開戶許可證、質量／環境體系認證（例如 ISO 9001 質量體系認證及 ISO 14001 環境管理體系認證、主營產品檢測報告等，而代理商則需提供品牌代理證書或授權書。我們對供應商通過定期評估，不定期訪查等形式進行管理，實時維護更新供應商庫存。另外，我們每年舉辦供應商會議及進行供應商評審，持續對供應商的產品質量、服務、生產能力及配合方面進行綜合評價。



The 10th Aging Industry Expo Shandong

第十屆山東老齡產業博覽會

The 10th China International Exhibition of Senior Care Rehabilitation Medicine and Healthcare CHINA AID

第十屆中國國際養老輔具及康復醫療博覽會





AWARDS AND HONOURS 獎項及殊榮

The Group's efforts have also been successfully recognized widely. Our comprehensive service center for the elderly and the medical and nursing furniture sales company have obtained ISO 9001:2015 quality management system certification. During the reporting period, they have also obtained "18 provinces and cities in China Furniture Industry 2018 Integrity Enterprises" and "10 provinces and cities in China 2018" Environmental Protection "Furniture Famous Brands". "Beijing Honestly Finds Enterprises", "2018 Top Ten Brands of Chinese Furniture for the Aged", "2018 Top Ten Brands of Chinese Hospital Furniture", "2018 Top Ten Brands of Chinese School Furniture", "2018 Green Brands of Chinese Distinguished Public Furniture" and "High-tech Enterprises" and other honors.

本集團的努力亦成功獲得廣泛的認同，我們的老年綜合服務中心以及醫、養家具銷售公司已獲取ISO 9001:2015質量管理體系認證，而報告期間亦獲得「中國十八省市傢俱行業2018年誠信企業」、「中國十省市2018年「環保」家具知名品牌」、「北京市誠信創建企業」、「2018中國養老專用傢俱十大品牌」、「2018中國醫院傢俱十大品牌」、「2018中國學校傢俱十大品牌」、「2018中國辦公傢俱綠色品牌」及「高新技術企業」等殊榮。





JOIN HANDS TO CREATE VALUE FOR SUPPLY CHAIN 同心一意 • 為供應鏈創造價值

Suppliers are an indispensable part of our value chain. If they maintain responsible operation, it will help the Group to provide better service and improve its reputation. We have a comprehensive supply chain management system to effectively monitor and evaluate suppliers' performance in areas ranging from service and quality to business ethics. We require suppliers to comply with the Group's environmental protection and occupational health and safety policies to ensure a better future.

The Group's business is mainly to provide services and does not involve production. Therefore, the items to be purchased are mainly office supplies, office equipment and office furniture, while the medical and nursing furniture sales departments will purchase finished furniture products and the medical equipment sales departments will purchase finished medical equipment products.

We are aware of the potential environmental and social risks related to the supply chain. In order to manage and reduce the risks, the Group has implemented a "procurement management system". We carefully select suppliers and maintain a stable relationship with qualified suppliers through strict selection criteria and supplier evaluation.

供應商在我們的價值鏈中屬不可或缺的部分。倘他們維持負責任營運，則有助本集團提供更優質的服務並提高聲譽。我們訂有全面的供應鏈管理制度，有效監察並評估供應商在服務和產品質素以至商業操守等範疇的表現。我們要求供應商遵從本集團的環保及職業健康與安全政策，確保攜手創建更美好將來。

本集團的業務主要為服務提供為主，並不涉及生產，故需要採購的物品主要為辦公用品、辦公設備、辦公家具，而醫、養家俱銷售業務的會採購傢具成品，醫療器械銷售業務的會採購醫療器械成品。

我們知悉與供應鏈有關的潛在環境及社會風險，為管理及降低有關風險，本集團已實施「採購管理制度」。我們審慎選擇供應商，憑藉嚴格的甄選標準及供應商評估，與合資格供應商維持穩定關係。



STRIVE FOR UNITY AND CREATE VALUE FOR THE COMMUNITY

戮力齊心 • 為社區創造價值

The Group actively promotes a variety of community activities, including welfare for the elderly, vulnerable groups and sports development. These activities complement the Group's commitment to sustainable development, and the Group's management team also plays an important role in mobilizing participation in these activities.

本集團積極推廣多種社區活動，涵蓋長者福利、弱勢社群及體育發展。該等活動與本集團可持續發展之承諾相輔相承，而本集團管理層團隊在動員參與此等活動方面亦擔任重要角色。







The Group formally signed a contract with the China Athletic Association to start strategic cooperation. In the future, the Group will adopt a corporate operation mode to cooperate in various fields of the track and field industry. We will earnestly promote the participation of the whole people in track and field, innovate in the integration and commercial operation of the sports industry, fully demonstrate the charm of sports and release its value, jointly explore and

gradually realize the benign interaction between mass sports, competitive sports and sports industry in track and field, jointly make more contributions to the development of China's sports industry and international sports industry, and further enhance China's track and field competitive level and international influence.

本集團與中國田徑協會正式簽約開始戰略合作，未來將採取公司化運營的模式在田徑產業多領域展開合作。切實推進全民參與田徑運動，在體育產業整合及商業化運作方面進行創新，全力展現出體育的魅力並釋放其價值，共同探索並逐步實現田徑項目群眾體育、競技體育、體育產業的良性互動，共同為中國體育事業以及國際體育事業的發展做出更多的貢獻，進一步提升中國田徑競技水平及國際影響力。

Golden Sun joined with Fuzhou Ophthalmology Hospital, Beijing Tongrentang Nanxing Mall Chinese Medicine Clinic, Dent Stomatology Hospital and Cangxia Xincheng Community to carry out a "Care for Health, Care for Empty Nest Elderly" free clinic at Cangxia Jiaxing Garden Home Care Service Station, providing medical consultation, free clinic, moxibustion and other services for the elderly in the community, bringing health services and humanistic care to the residents of the community.



金太陽携手福州眼科医院、北京同仁堂南星商城中醫診所、登特口腔醫院以及蒼霞新城社區，在蒼霞嘉興苑居家養老服務站開展了「關注健康，關愛空巢老人」義診活動，為社區內長者提供醫療諮詢、義診、艾灸等服務，為社區居民送來了健康服務和人文關懷。



With the help of the community day care center platform and in conjunction with community helpers, Golden Sun has launched two community activities in Fuji Community and Gulou Apartment for the Elderly in Fuzhou to encourage the organization of community participation by the elderly and their families.

金太陽借助社區日間照料中心這個平台，聯合社區助老員，在福機社區和福州鼓樓老年公寓開展了兩場社區活動，鼓勵組織長者及其家庭的社區參與。

Golden Sun walked into Minjiang Century City's Linhu Garden, sending love and warmth to the elders in the community and carrying out the theme activity of "Our Festival-Chongyang" to help and respect the elderly. At the activity site, we also added a booth for the handmade soap bazaar, where small handmade soap was placed and distributed to our elders, and sent small gifts for the Double Ninth Festival. We also introduced the origin of making handmade soap and the place where the money for the bazaar went to residents in the community, hoping to raise donations to help some elderly people living in poverty.

金太陽走進閩江世紀城臨湖苑，為社區長者送去關愛和溫暖，開展「我們的節日－重陽」助老敬老主題活動。活動現場，我們還增加了一個手工皂義賣的攤位，擺放小手工皂，發放給我們的長者，送去我們重陽節的小禮物，並向社區居民介紹製作手工皂的由來以及義賣款項的去處，希望可以籌集善款幫助一些生活貧困的長者。





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香港交易所環境、社會及管治報告指引索引

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Key performance indicators 關鍵績效	Chapter/Omission reason 章節／省略原因
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