



C-MER EYE CARE HOLDINGS LIMITED 希瑪眼科醫療控股有限公司

(Incorporated in the Cayman Islands with limited liability)
(於開曼群島註冊成立的有限公司)

Stock Code 股份代號：3309



環境、社會及管治報告 **2018**
ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT



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Environmental, Social and Governance Report

環境、社會及管治報告

SCOPE AND BOUNDARY

C-MER Eye Care Holdings Limited (the “Company”, together with its subsidiaries, collectively as the “Group”, “we” or “us”) is pleased to present our Environmental, Social and Governance (“ESG”) Report. The Group is principally involved in ophthalmic services, the ESG Report aims to provide an overview of our practices on environmental protection, social involvement, engagement with stakeholders and sustainable development. Relevant figures are recorded and collected from our offices, clinics, eye center and hospitals in Hong Kong, Shenzhen and Beijing from 1 January 2018 to 31 December 2018 (the “Reporting Period”).

REPORTING STANDARDS

The content of this ESG Report is prepared in compliance with the applicable disclosure requirements of the Environmental, Social and Governance Reporting Guide (the “Guide”) under Appendix 27 of the Rules Governing the Listing of Securities (the “Listing Rules”) on The Stock Exchange of Hong Kong Limited (the “SEHK”).

FEEDBACK AND OPINIONS

We sincerely welcome your feedback on our ESG Report and our sustainability performance, please contact us by any of the following means to share your opinions with us:

Address:

Suite 1515, Central Building
1–3 Pedder Street, Central, Hong Kong
Phone: (852) 3997 3266
Fax: (852) 3996 8212
Email: info@hkcmer.com

範疇及界限

希瑪眼科醫療控股有限公司(「本公司」, 連同其附屬公司統稱「本集團」或「我們」)欣然提呈環境、社會及管治(「環境、社會及管治」)報告。本集團主要從事眼科服務, 而環境、社會及管治報告旨在概述我們有關環保、社會參與、持份者參與及可持續發展的常規。有關數據乃於2018年1月1日至2018年12月31日(「報告期間」)在我們位於香港、深圳及北京的辦事處、診所、眼科中心及醫院收集並記錄。

報告準則

本環境、社會及管治報告的內容乃根據香港聯合交易所有限公司(「香港聯交所」)證券上市規則(「上市規則」)附錄二十七環境、社會及管治報告指引(「指引」)的適用披露規定編製。

反饋及意見

我們誠摯歡迎閣下對我們的環境、社會及管治報告及可持續發展表現作出反饋, 請透過以下任何方式聯繫我們, 與我們分享閣下的意見:

地址:

香港中環畢打街1–3號
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COMPANY PROFILE

C-MER Eye Care Holdings Limited (Stock code: 3309) is one of the leading ophthalmic service providers in Hong Kong and the Guangdong Province established under the brand of “C-MER Dennis Lam (希瑪林順潮)”.

Our services provided in Hong Kong and the People's Republic of China (the “PRC”) are categorised into (i) basic investigations; (ii) consultations; (iii) special investigations; (iv) treatments and procedures; (v) pharmaceuticals and optical prescriptions; and (vi) surgical interventions. We carry out a wide range of ophthalmic surgeries for our patients. In particular, our ophthalmologists and physicians are specialised in performing the following surgeries:

- Cataract and intraocular lens implants
- Refractive correction surgeries
- Corneal and external eye diseases
- Glaucoma
- Vitreo-retinal diseases
- Oculoplastic and orbital diseases
- Squint and paediatric ophthalmology

公司概況

希瑪眼科醫療控股有限公司(股份代號：3309)是香港及廣東省領先的眼科服務提供商之一，其以「希瑪林順潮」品牌成立。

我們在香港及中華人民共和國(「中國」)提供的服務分類為(i)基本檢查；(ii)診症；(iii)特殊檢查；(iv)治療及門診手術；(v)藥物處方及驗光配鏡；及(vi)手術治療。我們可為患者進行多種眼科手術。具體而言，我們的眼科醫生專門進行以下手術：

- 白內障及人工晶體植入
- 屈光矯視手術
- 眼角膜及眼表疾病
- 青光眼
- 玻璃體視網膜疾病
- 眼整形及眼眶疾病
- 斜視及小兒眼科



ENVIRONMENTAL, SOCIAL AND GOVERNANCE

To understand ESG related risks and opportunities, the Board of Directors (the “Board”) is responsible for the stipulation of the overall ESG strategy which incorporates in the internal control system and is evaluated through an annual assessment. In order to implement the ESG strategy into daily operations, the Board has delegated daily ESG management to senior management in controlling and monitoring the ESG performances, and to report to the Board.

The Board is dedicated to improving and developing the ESG strategy which is acting in best interests of our stakeholders. Under the section “Stakeholders’ Engagement”, the mechanism and the idea of stakeholders’ involvement in developing our ESG strategy are clearly stated.

This ESG Report was approved by the Board of the Company on 16 July 2019. For details of the corporate governance of the Company, please refer to the “Corporate Governance Report” on pages 60 to 71 of the annual report of the Company for the year ended 31 December 2018.

環境、社會及管治

為瞭解與環境、社會及管治有關的風險及機會，董事會（「董事會」）負責制定包含內部控制系統的整體環境、社會及管治策略，並透過年度評估進行評估。為於日常營運中落實環境、社會及管治策略，董事會授權高級管理層負責日常環境、社會及管治管理工作，對環境、社會及管治表現進行控制及監察，並向董事會報告。

董事會致力於改進及制定以持份者最佳利益行事的環境、社會及管治策略。「持份者參與」一節當中清晰闡明持份者參與制定環境、社會及管治策略的機制及理念。

本環境、社會及管治報告已由本公司董事會於2019年7月16日批准。有關本公司的企業管治詳情，請參閱本公司截至2018年12月31日止年度的年報第60至71頁的「企業管治報告」。



STAKEHOLDERS' ENGAGEMENT

In order to identify the environmental and social issues that are significant to us, we engage our stakeholders including but not limited to the suppliers, customers, employees, investors and government. Through continuous communication with our stakeholders, we listen to concerns of each of our stakeholders. We would like to align our ESG strategy with the stakeholders' expectations and concerns, and balance the interests among the Group and our stakeholders.

持份者參與

為識別對我們而言屬重大的環境及社會問題，我們邀請持份者（包括但不限於供應商、客戶、僱員、投資者及政府）參與其中。透過與持份者的持續溝通，我們聽取各持份者關注的事宜。我們希望環境、社會及管治策略切合持份者的期望及關注，並平衡本集團與持份者之間的利益。

Stakeholders 持份者	Probable Points of Concern 可能關注點	Communication and Responses 溝通及應對
HKEX 香港交易所	Compliance with Listing Rules, and timely and accurate announcements. 上市規則合規情況及適時準確的公告。	Meetings, training, workshops, programs, website updates, and announcements. 會議、培訓、研討會、項目、網站更新及公告。
Government 政府	Compliance with laws and regulations, preventing tax evasion, and social welfare. 法律及法規的合規情況、防止偷稅漏稅及社會福利。	Interaction and visits, government inspections, and tax returns and other information. 互動及訪問、政府視察、報稅表及其他資料。
Investors 投資者	Transparency, corporate governance, business strategies and performances, sustainable profitability, and investment returns. 透明度、企業管治、業務策略及表現、持續盈利能力及投資回報。	Shareholders' meetings, issue of financial reports or operation reports for investors, and timely disclosure. 股東大會、為投資者刊發財務報告或經營報告及適時披露。
Media & Public 媒體及公眾	Corporate governance, environmental protection, and human rights. 企業管治、環保及人權。	Issue of newsletters on the Company's website. 於本公司網站發佈新聞稿。
Suppliers 供應商	Payment schedule, and stable demand. 付款時間表及穩定需求。	Supplier selection mechanism, and on-time payment. 供應商甄選機制及按時付款。
Customers 客戶	Service quality, reasonable prices, commercial credibility, and personal data protection. 服務質量、合理價格、商業信譽及個人資料保護。	After-sales services, clients' enquiries handling mechanism, clients' privacy policies, and qualified service provider. 售後服務、客戶查詢處理機制、客戶私隱政策及合資格服務提供商。
Employees 僱員	Rights and benefits of employees, compensations, training and development, and working environment. 僱員權利及福利、薪酬、培訓及發展以及工作環境。	Conducting union activities, training, interviews with employees, and employee suggestion boxes. 參與工會活動、培訓、與僱員進行面談及僱員意見箱。
Community 社區	Community environment, employment opportunities, community development, and social welfare. 社區環境、就業機會、社區發展及社會福利。	Development of community activities, employee voluntary activities, and community welfare subsidies. 開展社區活動、僱員義工活動及社區福利補貼。





MATERIALITY ANALYSIS

During the annual assessment of ESG strategy and development, the Board and management would discuss and review the areas of attention especially concerned by our stakeholders which will help the business meet the potential growth and be prepared for the future challenges.

Vital

Health and safety of services
Clients' privacy and data protection
Anti-corruption practices
Hazardous waste management
Safe working environment
Labour standard

Essential

Occupational health and safety
Uses of natural resources
Environmental protection
Employment welfare

Important

Geographic distribution of suppliers
Intellectual property rights
Community investment

SUSTAINABILITY APPROACH

We endeavor to incorporate materiality, quantitative, balance and consistency in the presentation of the information, as required by the Stock Exchange. In the long run, we are committed to enriching our ESG information disclosure in order to enhance the transparency in our sustainability performance.

We take sustainability as our development principle to foster the growth of the Group. In order to uphold sustainability in our daily operations, we are committed to maintaining a high environmental standard and incorporating relevant requirements under applicable laws and ordinances into our daily practices.

重要性分析

於環境、社會及管治策略及發展的年度評估中，董事會及管理層將討論及審閱持份者尤其關注的領域，以便業務跟上潛在增長的步伐和為未來的挑戰做好準備。

至關重要

服務健康與安全
客戶私隱及資料保護
反貪污常規
危險廢物管理
安全工作環境
勞工準則

必要

職業健康與安全
自然資源的使用
環境保護
僱傭福利

重要

供應商的地域分佈
知識產權
社區投資

可持續發展方針

我們按照聯交所規定，努力在呈列資料時結合重要性、定量性、均衡性及一致性。從長遠而言，我們致力於充實環境、社會及管治資料披露以提高可持續性發展績效的透明度。

我們視可持續性發展為促進本集團增長的發展原則。為於日常經營中堅持可持續性發展，我們致力於維持高環境標準和將適用法律及條例項下的相關規定融入日常慣例中。



A. ENVIRONMENTAL

Environmental Compliance

We comply with all relevant laws and regulations that are related to environmental protection in Hong Kong and the PRC which have a significant impact on us, including but not limited to, "Waste Disposal Ordinance" in Hong Kong and "Regulations on the Administration of Medical Wastes (醫療廢物管理條例)", "Measures for Medical Wastes Management of Medical and Health Institutions (醫療衛生機構醫療廢物管理辦法)", "Regulation on Urban Drainage and Sewage Treatment (城鎮排水與污水處理條例)" and "Water Pollution Prevention and Control Law of the People's Republic of China (中華人民共和國水污染防治法)" in the PRC. During the Reporting Period, no confirmed non-compliance incidents or grievances were noted by the Group in relation to environmental issues.

Types of Emissions

As we are performing ophthalmic services, there is no significant air pollutant produced during our daily operations since we do not own or control any stationary or mobile sources that combust fuels which would generate air pollutants. Therefore, no data with regard to air or water pollutants from fuel combustion was recorded during the Reporting Period.

Greenhouse Gas Emission

As mentioned, we do not own or control any stationary or mobile sources that combust fuels; therefore, no data with regard to the direct emission of greenhouse gas under scope 1 of Appendix 2: Reporting Guidance on Environmental KPIs (the "Guidance") of the SEHK was recorded.

During the Reporting Period, greenhouse gas emissions are mainly from the consumption of purchased electricity under scope 2 and the disposal of waste paper at landfills under scope 3 of the Guidance.

Electricity is used in order to support the daily operations of our offices and clinics such as the air-conditioning system, the lighting system, the steam autoclaving system and other electronic equipment. The consumption of purchased electricity leads to indirect greenhouse gas emissions. Besides, other indirect emissions generated are mainly greenhouse gas emitted from the disposal of waste paper at landfills.

In order to reduce the generation of greenhouse gases, we educate our employees on the concept of energy efficiency. For the details of energy efficient practices, please refer to the section headed "Electricity and Energy Efficiency".

A. 環境

環境合規

我們遵守與香港及中國環境保護有關的所有相關法律法規，該等法律法規對我們有重大影響，包括但不限於香港的《廢物處置條例》及中國的《醫療廢物管理條例》、《醫療衛生機構醫療廢物管理辦法》、《城鎮排水與污水處理條例》及《中華人民共和國水污染防治法》。於報告期間，本集團未發現有關環境問題的已確認不合規事件或申訴。

排放物類型

由於我們開展眼科服務，而我們並無擁有或控制任何燃燒燃料從而產生空氣污染物的固定或移動污染源，故於我們的日常營運中不會產生大量空氣污染物。因此，報告期間並無錄得有關燃料燃燒產生的空氣或水污染物的數據。

溫室氣體排放

如上所述，我們並無擁有或控制任何燃燒燃料的固定或移動污染源；因此，並無錄得有關香港聯交所附錄二：環境關鍵績效指標報告指引（「指引」）項下範圍1的直接排放溫室氣體的數據。

於報告期間，溫室氣體排放主要產生自指引範圍2項下對所購電力的消耗及範圍3項下於堆填區處置廢紙。

電力用於支持我們辦公室及診所的日常運營，如空調系統、照明系統、蒸汽高壓滅菌系統及其他電子設備。消耗所購買的電力產生間接溫室氣體排放。此外，其他間接產生的排放物主要為於堆填區處置廢紙而排放出的溫室氣體。

為減少溫室氣體的產生，我們教育員工瞭解能源效率的概念。有關節能措施的詳情，請參閱「電力及能源效率」一節。





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

The following shows the statistics of greenhouse gas emissions recorded during the Reporting Period:

以下列示於報告期間錄得的溫室氣體排放統計數據：

Scope of Greenhouse Gas Emission 溫室氣體排放範圍	Emission Sources 排放源	Year ended 31 December 2018 截至2018年12月31日止年度		Year ended 31 December 2017 截至2017年12月31日止年度	
		Emission (in tonnes of CO ₂ e) 排放量(二氧化碳當量噸數)	Emission per floor area (tonnes of CO ₂ /sq.m.) 每建築面積的排放量(噸二氧化碳/平方米)	Emission (in tonnes of CO ₂ e) 排放量(二氧化碳當量噸數)	Emission per floor area (tonnes of CO ₂ /sq.m.) 每建築面積的排放量(噸二氧化碳/平方米)
Scope 1 範圍1					
Direct Emission 直接排放	N/A 不適用	N/A 不適用	N/A 不適用	N/A 不適用	N/A 不適用
Scope 2 範圍2					
Indirect Emission ¹ 間接排放 ¹	Purchased Electricity 所購買電力	1,014.49	0.1039	647.48	0.1284
Scope 3 範圍3					
Other Indirect Emission 其他間接排放	Paper Consumption 紙張消耗	24.07	0.0025	13.86	0.0027
Total Greenhouse Gas Emission 溫室氣體總排放量		1,038.56	0.1064	661.34	0.1311



Hazardous Waste Management

We comply with all relevant laws and regulations in relation to hazardous waste management that have a significant impact on us, including but not limited to, “Waste Disposal Ordinance” in Hong Kong and “Regulations on the Administration of Medical Wastes (醫療廢物管理條例)” and “Law of the People’s Republic of China on the Prevention and Treatment of Infectious Diseases (中華人民共和國傳染病防治法)” of the PRC. No confirmed material non-compliance incidents or grievances in relation to hazardous waste management were noted by us.

¹ We currently account for Scope 2 carbon emission (indirect emission from consumption of purchased electricity) only. According to the Sustainability Reports published by HK Electric and CLP, the carbon footprint per kWh of electricity sold in 2018 was 0.80 kg and 0.66 kg respectively. According to 2017 Emission Factors for purchased electricity within Mainland China, published by National Development and Reform Commission, the emission factor for Shenzhen and Beijing were 0.8367 t-CO₂/MWh and 0.9680 t-CO₂/MWh respectively (2017: South China Regional Grid was 0.8676 t-CO₂/MWh).

The major hazardous wastes produced in our operations are clinical wastes. The following shows the statistics of clinical waste recorded during the Reporting Period:

危險廢物管理

我們遵守與危險廢物管理有關的所有相關法律法規，該等法律法規對我們有重大影響，包括但不限於香港的《廢物處置條例》以及中國的《醫療廢物管理條例》及《中華人民共和國傳染病防治法》。我們並未發現有關危險廢物管理的已確認重大不合規事件或申訴。

¹ 我們目前僅計入範圍2碳排放(消耗所購買電力的間接排放)。根據港燈及中電所刊發的可持續發展報告，2018年出售的每千瓦時電力碳足跡分別為0.80千克及0.66千克。根據國家發改委公佈的2017年中國內地購電排放系數，深圳及北京排放系數分別為0.8367噸二氧化碳/兆瓦時及0.9680噸二氧化碳/兆瓦時(2017年：華南地區電網為0.8676噸二氧化碳/兆瓦時)。

我們營運過程中產生的危險廢物主要是醫療廢物。以下列示於報告期間錄得的醫療廢物統計數據：

		Year ended 31 December 2018 截至2018年 12月31日止年度	Year ended 31 December 2017 截至2017年 12月31日止年度
Clinical waste generated (in tonnes)	所產生醫療廢物(以噸計)	8.9906	6.8565
Number of surgeries performed	所進行手術數目	10,981	7,070
Clinical waste (tonnes per surgery performed)	醫療廢物(每次手術的噸數)	0.0008	0.0010



In handling hazardous wastes, “Waste Disposal Guidelines” are formulated to describe the standard operating procedures on how to properly deal with the hazardous wastes. Some of the guidelines on hazardous waste disposal are extracted below:

1. Containers of clinical waste should not be filled above the warning line indicating between 70% and 80% of their maximum volumes before sealing.
2. The packaging and sealing should be conducted with care to ensure that no clinical waste adheres to the external surface of the containers.
3. Every container of clinical waste must bear a label which must be securely affixed or pre-printed on a prominent position of the container which allows the information on the label to be read easily.

Pursuant to the “Waste Disposal Ordinance” in Hong Kong and “Regulations on the Administration of Medical Wastes (醫療廢物管理條例)” in the PRC, licensed waste collectors are appointed for the collection, treatment and disposal of the hazardous wastes to safeguard community health and the environment.

Non-hazardous Waste Management

The major non-hazardous waste is produced from the paper consumption for administrative work. The following shows the statistics of paper consumption during the Reporting Period:

在處理危險廢物方面，制定《廢物處置指引》以描述如何妥當處理危險廢物的標準操作程序。部分有關危險廢物處理的指引摘錄如下：

1. 醫療廢物收集箱於封箱前，不應裝至超過顯示其最大容量70%至80%間的警示線。
2. 包裝及封箱時應小心進行，以確保無醫療廢物粘附於收集箱的外面。
3. 每個醫療廢物收集箱均須附有標籤，並須穩妥粘附或提前印在收集箱的顯眼位置，以方便閱讀標籤上的信息。

根據香港《廢物處置條例》及中國《醫療廢物管理條例》，委任持牌廢物收集商收集、處理及處置危險廢物以保護社區健康及環境。

非危險廢物管理

非危險廢物主要產生自行政工作的紙張消耗。於報告期間紙張消耗的統計數據列示如下：

		Year ended 31 December 2018 截至2018年 12月31日止年度	Year ended 31 December 2017 截至2017年 12月31日止年度
Paper consumption (in tonnes)	紙張消耗(以噸計)	4.9451	2.8873
Intensity (tonnes per floor area in sq.m.)	密度(每平方米建築面積的噸數)	0.0005	0.0006



In order to minimize the usage of paper, we cultivate a paperless working environment among our employees. To avoid unnecessary wastage and promote effective use of paper, our employees are encouraged to use electronic copies instead of hard copies. If printing is necessary, we encourage the use of double-sided printing. For any papers that have been used for single-sided printing, they should be reused when there is no confidential information on the printed side of the paper. Other default settings such as the adoption of economic mode, black and white color output, selection of bypass for using recycled paper are also encouraged.

Use of Resources

The Group encourages environmental protection and enhances the environmental awareness among employees. The Group pursues the practices of efficient use of resources, including energy, water and other natural resources and further reduces the negative impacts on the natural environment.

With better use of the resources, the emission per floor area and the intensity of non-hazardous waste were lowered for the year ended 31 December 2018 comparing with the year ended 31 December 2017 as illustrated in the tables on page 8 and page 10 respectively.

Electricity and Energy Efficiency

The following is the statistics of electricity consumption recorded during the Reporting Period:

為盡可能減少紙張的使用，我們向僱員提倡無紙化的辦公環境。為避免不必要的浪費及提高紙張的使用效率，我們鼓勵僱員使用電子副本以代替影印本。倘必須打印時，我們鼓勵使用雙面打印。就已用於單面打印的任何紙張而言，倘該紙張的打印面上並無機密資料，則應予以再利用。我們亦鼓勵其他默認設置，例如採納經濟模式、黑白輸出、選擇使用再生紙的手送進紙匣。

資源使用

本集團鼓勵環保並提高僱員的環境意識。本集團致力於有效使用資源（包括能源、水及其他自然資源）的常規並進一步減少對自然環境的負面影響。

由於有效利用資源，如第8頁及第10頁的表格所分別闡明，截至2018年12月31日止年度的每建築面積的排放量及非危險廢物密度較截至2017年12月31日止年度降低。

電力及能源效率

於報告期間錄得的電力消耗統計數據如下：

		Year ended 31 December 2018 截至2018年 12月31日止年度	Year ended 31 December 2017 截至2017年 12月31日止年度
Electricity consumption (in kWh)	電力消耗(以千瓦時計算)	1,197,139.00	776,931.00
Intensity (kWh/floor area in sq.m.)	密度(千瓦時/平方米 建築面積)	122.60	154.07
Intensity (kWh/capita)	密度(千瓦時/人均)	2,625.30	2,581.17



Concerning the scarcity of the natural resources, we established energy-efficiency measures to encourage our staff to use electricity wisely:

- Considering power consumption as one of the evaluation criteria for purchasing office electronic devices, and selecting electronic devices that consume less electricity;
 - Turning off air conditioners and lights during non-office hours and in idle rooms;
 - Using blinds to insulate the heat from outside to protect the medical equipment and reduce power consumption of the air conditioning system;
 - Educating employees on energy saving and efficient use of resources;
 - Carrying out regular maintenance of office and medical equipment to ensure they are operating efficiently; and
 - Setting the printing machines in the office in energy-saving mode by default so as to reduce unnecessary energy consumption.
- 考慮到自然資源的匱乏，我們制定節能措施，以鼓勵員工明智地使用電力：
- 將電力消耗作為購買辦公電子設備的一個評估標準，並挑選耗電較低的電子設備；
 - 在非辦公時間及閒置房間關閉空調及電燈；
 - 使用百葉窗隔離外部熱量以保護醫療設備及降低空調系統的電力消耗；
 - 教育僱員節能及有效使用資源；
 - 定期維護辦公室及醫療設備以確保其有效運作；及
 - 將辦公室的打印機設置為默認節能模式，以減少不必要的能源消耗。



Use of Water

Water resources are mainly used in office operations. We do not have any issues in sourcing water, and the existing supply of water meets our daily operational needs. As the water charges of all office and clinics in Hong Kong, except the Shatin and the Kwun Tong branch, are included in the management fees, we are unable to collect and disclose relevant water usage records. The following shows the water consumption recorded from the operations of the Shatin and Kwun Tong clinics, Shenzhen and Beijing hospitals:

		Year ended 31 December 2018 截至2018年 12月31日止年度	Year ended 31 December 2017 截至2017年 12月31日止年度
Water consumption (in cubic meter)	耗水量(按立方米計算)	10,896	8,720
Intensity (cubic meter/floor area in sq.m.)	密度(立方米/平方米 建築面積)	1.12	1.73
Intensity (cubic meter/capita)	密度(立方米/人均)	23.89	28.97

In order to mitigate the use of water and encourage our employees to conserve water, we have established several water-saving practices. For instance, water pipes and tapes are regularly checked by maintainers to prevent water leakage. Warm reminders are placed in prominent spots to remind our staff to turn off water tape when not in use.

With better use of the resources, the intensity of use of water was lowered for the year ended 31 December 2018 comparing with the year ended 31 December 2017 as illustrated in the table above.

B. SOCIAL

Employment

We comply with all relevant laws and regulations in relation to employment in Hong Kong and the PRC which have a significant impact on us, including but not limited to the "Employment Ordinance", "Minimum Wage Ordinance" and the "Employees' Compensation Ordinance" in Hong Kong, "Labour Contract Law of the People's Republic of China (中華人民共和國勞動合同法)" and "Labour Law of the People's Republic of China (中華人民共和國勞動法)". As at 31 December 2018, the Group employed a total of 456 employees.

用水

水資源主要用於辦公室營運。我們於提供用水方面並無任何問題，且現有水供應滿足我們日常運作需求。由於香港所有辦公室及診所的水費(除沙田及觀塘分所外)均計入管理費中，故我們無法收集並披露相關用水記錄。沙田及觀塘診所、深圳及北京醫院業務營運錄得的耗水量如下所示：

為減少用水及鼓勵僱員節約用水，我們已制定若干節水常規。例如，維修人員定期檢查水管及水龍頭，以防止漏水。在顯眼的地方放置溫馨提示，以提醒員工於不使用時關掉水龍頭。

由於有效利用資源，如上表所闡明，截至2018年12月31日止年度的用水密度較截至2017年12月31日止年度降低。

B. 社會

僱傭

我們遵守香港及中國所有有關僱傭的法律法規，該等法律法規對我們有重大影響，包括但不限於香港的《僱傭條例》、《最低工資條例》及《僱員賠償條例》以及《中華人民共和國勞動合同法》及《中華人民共和國勞動法》。於2018年12月31日，本集團合共僱用456名僱員。





We view our employees as the cornerstone of the Group's business operational development. Thus, we adopt a people-oriented approach for actively responding to their needs. As stipulated in the "Employee Handbook", we have a policy regarding compensation, dismissal and holiday. We would compensate the efforts of our employees on their over-time works with compensated leave. For staff employed over three months, they are entitled to statutory holidays, mandatory provident fund, basic social insurance and various types of paid annual leave in accordance with the relevant laws and regulations.

Pursuant to the "Code of Practice on Employment" under the "Disability Discrimination Ordinance" and "Sex Discrimination Ordinance" in Hong Kong, we promise to provide equal opportunities for all candidates without consideration of race, religion, skin colour, national origin, marital status, age, sex, disability, political preference, sexual orientation or philosophical belief in the recruitment and promotion processes. Instead, we hire employees based on their skills and capabilities in a fair manner.

Health and Safety

We comply with all relevant laws and regulations in relation to occupational health and safety that have a significant impact on us, including but not limited to, "Occupational Safety and Health Ordinance" in Hong Kong. During the Reporting Period, there is no case of work-related fatalities nor lost days due to work injury.

We strive to offer a healthy and safe work environment for our employees, we have incorporated the bulletins published by the Occupational Safety & Health Council as our internal policies with a view to ensuring strict compliance with such requirements, which primarily include the following measures:

- Staff should wear appropriate work shoes according to the nature of work and environment;
- All chemicals, disinfectants and bactericides should be properly labelled and stored in the designated area;
- Staff must wear protective clothing such as masks, goggles or gloves when they contact with patients' blood or body fluid;

我們視僱員為本集團業務經營發展的基石。因此，我們運用以人為本的方式積極響應其需求。正如《僱員手冊》中規定，我們設有有關賠償、解僱及假期的政策。我們將以補休形式對僱員的加班工作進行補償。就獲僱用三個月以上的員工，根據相關法律法規，彼等有權享有法定假期、強制性公積金、基本社會保險及各類型的帶薪年假。

根據香港《殘疾歧視條例》及《性別歧視條例》項下的《僱傭實務守則》，我們承諾於招聘及晉升流程上為所有候選人提供平等機會，而概不考慮種族、宗教、膚色、國籍、婚姻狀況、年齡、性別、傷殘、政治傾向、性取向或哲學信仰，而是基於其技能及能力公平地招聘僱員。

健康與安全

我們遵守所有對我們有重大影響的職業健康及安全相關法律法規，包括但不限於香港的《職業安全及健康條例》。於報告期間，未發生與工作有關的死亡事件，亦無因工傷而損失工作日。

我們致力為僱員提供健康安全的工作環境，我們已將職業安全健康局刊發的公告納入我們的內部政策以確保嚴格遵守有關要求，其中主要包括以下措施：

- 員工應根據工作性質及環境穿著適當的工作鞋；
- 所有化學品、消毒劑及殺菌劑應貼上適當標籤並存放於指定區域；
- 員工接觸患者的血液或體液時，必須穿戴防護服，如口罩、護目鏡或手套；



- After removing clothing such as robes, uniforms or gloves, staff should wash their hands immediately with hand sanitizers; and
- Used syringes must be placed in the sharp box with care to prevent acupuncture accidents which may cause blood infection.

To ensure a safe working environment, a “Fire Safety Policy” is published. As stipulated in the policy, all fire extinguishing systems must be checked regularly with the date of inspection, and relevant information should be marked on the extinguishers and fire extinguishing systems. Fire extinguishers should be placed in prominent areas without blockage by any obstructions. Staff is trained with the fire safety knowledge such as evacuation routes and use of fire extinguisher.

Development and Training

Upon joining the Group, we provide induction training for nurses and other allied health staff to help them familiarise themselves with our service standards, policies and procedures. Regular performance review is conducted to maintain the skills and competencies of our staff. We also provide mentoring to our newly-joined physicians and nurses so that they can learn techniques from and perform procedures under the supervisions of our experienced physicians and nurses. Our administrative and management staff also receives regular training in management skills and business operations.

In Hong Kong, monthly training is provided to our clinical staff to keep abreast of the relevant and latest medical standards, procedures and technology adopted in the eye centers/hospitals. For example, eye dressing demonstration and practice, nurse station work tasks briefing, understanding and handling of the Selective Laser Trabeculoplasty (“SLT”) as well as updates on dispensing.

In the PRC, our physicians and other medical staff regularly receive technical training on the operation of medical devices, treatment procedures and latest technologies or developments in their relevant fields.

- 員工於脫下長袍、制服或手套等衣物後，應立即用洗手液洗手；及
- 使用過的注射器必須小心放置於盛針盒內，以防止發生針刺事故而可能導致血液感染。

為確保安全的工作環境，我們已出台《消防安全政策》。根據政策規定，所有滅火系統必須於檢查日期定期檢查，滅火器及滅火系統亦應標明相關信息。滅火器應放置於顯眼區域，不得有任何障礙物阻擋。員工已接受消防安全知識的培訓，如疏散路線及滅火器的使用。

發展及培訓

護士及其他醫療輔助人員加入本集團後，我們會提供入職培訓，幫助彼等熟悉我們的服務標準、政策及程序。我們會定期進行績效評估以維持員工的技能及能力。我們亦為新加入的醫生及護士提供指導，以便彼等可在我們經驗豐富的醫生及護士的監督下學習技術並執行程序。我們的行政管理人員亦會定期接受管理技能及業務運營方面的培訓。

在香港，我們會每個月為臨床醫務人員提供培訓，以便彼等及時了解眼科中心／醫院採用的相關及最新醫療標準、程序及技術，例如，眼睛敷料示範及操作、護士站工作任務簡報、理解及處理選擇性激光小梁成形術（「SLT」）以及配藥的最新情況。

在中國，我們的醫生及其他醫務人員定期接受有關醫療器械操作、治療程序及其相關領域內最新技術或發展的技能培訓。





Building the Team of C-MER

The Group arranged a wide variety of internal activities for its staff with the aim of relieving stress and strengthening team spirit. These activities served as an appreciation to the employees' hard work and strengthen the inter-department cooperation. They included annual dinner and different kinds of team-building activities. Through these activities, employees from different departments got the chances to interact with each other, which in turn boosted their morale, helped them to strike a work-life balance, and enhanced their productivity.

建立希瑪團隊

本集團安排各種內部員工活動以作鬆弛及建立團隊精神，並答謝僱員辛勤工作及加強跨部門團隊合作。活動包括年度晚宴及各種團建活動。透過該等活動，不同部門的僱員有所互動，營造士氣高昂的工作氣氛，有利工作生活平衡及提升生產力。



團建活動 Team-Building Activities



團建活動 Team-Building Activities



年度晚會 Annual dinner



Labour Standards

We comply with all relevant laws and regulations that have a significant impact on us relating to forced and child labour, including but not limited to, "Employment Ordinance" in Hong Kong and "Provisions on the Prohibition of Using Child Labour (禁止使用童工規定)" and "Labour Law of the People's Republic of China (中華人民共和國勞動法)" in the PRC.

To avoid forced and child labour, Human Resources and Administration Department performs detailed interview screening procedures on each candidate. A thorough background check is conducted to verify personal data stated on the application form by examining the applicant's original identity card and making detailed inquiries to ensure that we do not employ child and forced labour.

If our management discovered any child and forced labour, we would immediately terminate the contract and investigate into the incident, and might take disciplinary actions against any staff members who are responsible for the causes of the incident.

Supply Chain Management

Our suppliers primarily include distributors of pharmaceuticals, medical consumables and intraocular lenses. We strive to engage our suppliers and actively work with them so as to achieve the Group's standards on business ethics, environment, and health and safety.

In selection of suppliers we perform rigorous assessments based on several criteria, including quality and source of products, reputation in the industry, price and delivery time. Environmental friendly drugs with high-quality standards would be more favorable. Generally, we will check whether the potential suppliers obtained licenses and permits to operate their business, such as business licenses, GMP and/or GSP Certificates. Suppliers that were approved by our Clinic Manager would be shortlisted in our "Drug Vendor List". These measures ensure that our clients are treated with quality medical consumables.

勞工準則

我們遵守所有對我們有重大影響的強制勞工及童工相關法律法規，包括但不限於香港的《僱傭條例》以及中國的《禁止使用童工規定》及《中華人民共和國勞動法》。

為避免出現強制勞工及童工事件，人力資源及行政部門對每名求職者執行詳細的面試篩選程序。我們通過檢查應聘者的身份證正本並仔細詢問其情況，進行徹底的背景調查，以核實申請表格上聲明的個人信息，從而確保我們不會僱用童工以及強制勞工。

倘我們的管理層發現存在任何童工及強制勞工的情況，則我們會即時終止合約並對事件開展調查，而且可能會對須對事件成因負責的任何員工實行紀律處分。

供應鏈管理

我們的供應商主要包括藥品、醫用耗材及人工晶體的分銷商。我們努力聘請供應商並與彼等積極合作，以便彼等達到本集團在商業道德、環境、健康與安全方面的標準。

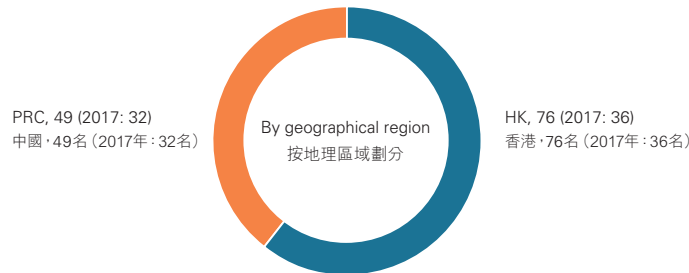
挑選供應商時，我們會根據多項標準進行嚴格的評估，包括產品的質量及來源、業內聲譽、價格及交貨時間。高品質且無環境污染的藥品將更受我們的青睞。一般情況下，我們將檢查潛在供應商是否已獲得業務經營的牌照及許可，例如營業執照、GMP及／或GSP證書。經門診經理核准的供應商將被列入我們的「藥品供應商名單」。該等措施確保我們的客戶獲得優質的醫用耗材。





As at 31 December 2018, there are approximately 125 (2017: 68) approved drug distributors or suppliers listed on our “Drug Vendor List” with the following shows the corresponding number of suppliers by geographical region.

截至2018年12月31日，我們的「藥品供應商名單」約有125家（2017年：68家）經核准藥品分銷商或供應商，下圖展示了按地理區域劃分的相應供應商數目。



Product and Service Responsibility

We are principally engaged in the provision of ophthalmic services, the sale of visual aids and pharmaceutical products in Hong Kong and the PRC. The ophthalmic services provided are focused on surgeries for the treatments of not only cataracts, glaucoma and strabismus, but also eye diseases, including corneal and vitreoretinal diseases. Generally speaking, ophthalmic services are outpatient or day-care procedures, performed under local anaesthesia. Our ophthalmologists/physicians are specialised in the fields of cataracts, glaucoma, strabismus and refractive surgeries, and external eye diseases.

產品及服務責任

我們主要從事在香港及中國提供眼科服務以及銷售視力輔助產品及醫藥產品。所提供的眼科服務專注於治療白內障、青光眼及斜視的手術以及角膜、玻璃體視網膜疾病等眼科疾病。一般而言，眼科服務為門診或日間護理流程，實行局部麻醉。我們的眼科醫生／醫師專攻白內障、青光眼、斜視及屈光手術及眼表疾病領域。

Advertising and Labelling

We comply with all relevant laws and regulations that have significant impacts on us relating to advertising, including but not limited to, the PRC’s “Measures for the Administration of Medical Advertisements (醫療廣告管理辦法)” and Hong Kong’s “Undesirable Medical Advertisements Ordinance” in order to prevent the public suffering from health issues through prohibiting or restricting advertisements which may induce the seeking of improper management of certain health conditions.

廣告及標籤

我們遵守所有對我們有重大影響的廣告相關法律法規，包括但不限於中國的《醫療廣告管理辦法》和香港的《不良廣告（醫藥）條例》，目的是透過禁止或限制可能引導市民就若干病況尋求不當治理方法的廣告，從而保障公眾健康。



According to the “Pharmacy and Poisons Ordinance”, we strictly monitor the sale and labelling of products which are classified as pharmaceutical products and medicines. The “Pharmacy and Poisons Ordinance” also requires all pharmacists in Hong Kong to be registered with the “Pharmacy and Poisons Board” and shall not practice without a valid practicing certificate.

Complaint Handling

We care about the feedback and comments received from our clients especially regarding the services we provided. Through establishing a comprehensive medical dispute handling procedure, we listen attentively to our clients in order to continuously enhance our services in a timely manner.

Eye hospitals in Shenzhen and Beijing have set up a “Medical Complaint/Dispute/Accident Handling Procedures (醫療投訴／糾紛／事故處理流程)” for relevant staff to follow when medical disputes are received from patients. For any disputes forwarded to the department head, the department head would record the details of the complaints onto the “Hospital Complaint Registration Form (醫院投訴登記表)” for follow-ups and documentation. We have formulated a “Medical Dispute/Accident Mediation Team (醫療糾紛／事故調解領導小組)” for further investigating and handling the disputes that cannot be resolved by the “Medical Department (醫務科)” and the “Nursing Department (護理部)”. We hope that all parties would voluntarily reach a mediation consensus based on equal consultations to resolve the medical disputes.

In Hong Kong, we have established a “Handling Client Enquiries and Complaints” to formulate the complaint handling procedures. Our clinic manager is responsible for handling complaints from our clients, and that all complaints received will be recorded in writing and submitted to Dr. Dennis LAM and Dr. Vincent LEE for reviews and follow-up recommendations. All documents and reports will be properly kept and we aim to resolve all complaints, other than those involving malpractices or alleged negligence, within one month from the date of the relevant complaint. A follow-up response will also be communicated to the relevant client when the complaint is duly handled and resolved.

During the Reporting Period, we did not receive any material medical disputes from the Medical Council of Hong Kong and the patients of our Shenzhen and Beijing eye hospitals.

根據《藥劑業及毒藥條例》，我們嚴格監察藥劑製品及藥物類產品的銷售和標籤。《藥劑業及毒藥條例》亦規定香港所有的藥劑師須向「藥劑業及毒藥管理局」註冊且無有效執業證明書者不得從業。

投訴處理

我們重視客戶的反饋及意見，尤其是關於我們所提供服務的反饋及意見。透過建立全面的醫療糾紛處理流程，我們專心傾聽客戶的反饋及意見，以及時並持續地提升服務。

深圳及北京眼科醫院已設立《醫療投訴／糾紛／事故處理流程》，於患者發生醫療糾紛時供相關員工遵循。就轉交部門主管處理的任何糾紛，部門主管會將投訴詳情記錄在「醫院投訴登記表」上，以便追蹤及歸檔。我們已成立「醫療糾紛／事故調解領導小組」，進一步調查及處理「醫務科」及「護理部」無法解決的糾紛。我們希望，各方將在平等協商基礎上自願通過調解達成共識，解決醫療糾紛。

於香港，我們已設立《處理客戶查詢及投訴》，以制定投訴處理流程。我們的門診經理負責處理客戶投訴，且所有的投訴均會以書面記錄並上報林順潮醫生及李佑榮醫生，供彼等審查及提供後續意見。所有文件及報告將妥善保存，且我們旨在於相關投訴日期起一個月內解決所有投訴，涉及醫療事故或指稱疏忽的投訴除外。投訴得到適當處理及解決後，我們亦會將後續回應告知相關客戶。

於報告期間，我們並無收到香港醫務委員會以及深圳及北京眼科醫院患者的任何重大醫療糾紛。





Service Quality Assurance

Pursuant to the “Medical Registration Ordinance”, all practicing medical practitioners (the “Registered Medical Practitioners”) in Hong Kong are registered with the Medical Council of Hong Kong and shall not practice medicine, surgery or midwifery in Hong Kong, or any branches of medicine or surgery in Hong Kong, without a valid practicing certificate. Further, all of our nurses and other allied health professionals have to comply with the code of professional conduct or discipline as applicable to them.

Our professional medical team in the PRC comprises overseas ophthalmologists, physicians, anesthetists, nurses and other allied health professionals, who are registered in accordance with the relevant healthcare administrative authorities in the PRC.

We regularly check the ophthalmic systems and the equipment in order to maintain its functionality and efficiency, ensuring that the equipment is normally operated. Temperature and humidity of the operating rooms are maintained in a standard range to guarantee the work environment is up to standard.

Data Protection and Privacy

Our “Client Privacy Policies” is to comply with Hong Kong’s “Personal Data (Privacy) Ordinance” and all relevant codes of practice and guidelines issued by the Privacy Commissioner to ensure that the information is collected for specific purposes and only designed staff has access to it.

As stipulated in our “Client Privacy Policies”, we have put in place standard procedures to collect personal data in a legal and fair manner with the purposes clearly explained to the patients. We take reasonable steps to protect the personal data and medical records from unauthorized access, handling, deletion or use. Besides, the “Handling Client Enquiries and Complaints” guides our staff on how to protect patients’ confidential information when they receive enquires from different means. Within the “Employee Handbook”, all employees are required to protect the sensitive information and patients’ personal information obtained when performing the job duties. Information should not be disclosed to any third parties unless and to the extent that it is necessary to make such disclosure.

服務質量保證

根據《醫生註冊條例》，所有香港執業醫生（「註冊醫生」）均須向香港醫務委員會註冊，且除非持有有效的執業證明書，否則不得在香港從事內科、外科或助產科執業或在香港從事內科或外科的任何分科的執業。此外，我們的所有護士及其他輔助醫療專業人士須遵守適用的專業行為守則或紀律。

我們於中國的專業醫療團隊包括海外眼科醫生、醫師、麻醉師、護士及其他輔助醫療專業人士，彼等均於中國相關醫療管理部門註冊。

我們定期檢查眼科系統及設備，以維持其機能及效率並確保有關設備正常運行。手術室的溫度及濕度維持在標準的範圍內，保證工作環境符合標準。

資料保護及私隱

我們的《客戶私隱政策》須符合香港《個人資料（私隱）條例》及私隱專員頒布的所有相關實務守則及指引，以確保收集的資料作特定用途，且僅可由指定人士查閱。

根據《客戶私隱政策》的規定，我們已制定標準程序，合法及公平地收集個人資料，並向患者闡明收集目的。我們採取合理措施保障個人資料及病史檔案，杜絕未授權查閱、處理、刪除或使用個人資料及病史檔案的情況。此外，《處理客戶查詢及投訴》引導員工在接受不同形式的查詢時如何保障患者的保密資料。《僱員手冊》內載明，所有僱員於履行工作職責時須保障所獲取的敏感資料及患者個人資料。除非有必要作出披露，否則不得向任何第三方披露有關資料。



Intellectual Property Rights

We have registered trademarks which are important to our business. We regularly monitor whether our trademarks are being infringed. We are committed to protecting intellectual property rights which we handle with great care during our daily operations.

Anti-corruption

We comply with all relevant laws and regulations with regard to anti-corruption in Hong Kong and the PRC which have significant impacts on us, including but not limited to, "Prevention of Bribery Ordinance" in Hong Kong, "Criminal Law of the People's Republic of China (中華人民共和國刑法)" and "Anti-Money Laundering Law of the People's Republic of China (中華人民共和國反洗錢法)".

We uphold business philosophies of probity and integrity as our core values, and we deliver our values through the formulation of the "Anti-bribery Policy". All directors and employees are required to strictly follow the Group's policy in order to prevent potential bribery, extortion, fraud and money laundering.

To prevent any corrupt practices, we distributed an "Employee Handbook" to each of our staff before the commencement of work. It reminds our employees not to use any information obtained from work to solicit or being solicited any benefits from other third parties. Otherwise, legal actions will be taken against any staff who conducted corrupt practices.

Furthermore, we provide several whistleblowing channels including dedicated postbox, hotline and email address, which encourage employees to raise concerns and report any suspected corruption-related complaints. Employees will be protected from punishments or unfair treatments for disclosing concerns in good faith in accordance with these procedures. In return, the respective channels enable management to be informed at an early stage about acts of misconduct.

With the above anti-corruption mechanisms, we aim at developing a culture composing of openness, accountability and integrity among all directors and employees. During the Reporting Period, no concluded legal cases regarding corrupt practices were brought against the Group or our employees.

知識產權

我們的註冊商標對我們的業務至關重要。我們會定期監控我們的商標是否遭到侵權。我們致力於保護知識產權並於日常運營中格外謹慎地處理知識產權。

反貪污

我們遵守香港及中國所有反貪污相關的法律法規，包括但不限於香港的《防止賄賂條例》、《中華人民共和國刑法》及《中華人民共和國反洗錢法》，該等法律法規對我們有重大影響。

我們堅持誠信及正直的商業理念作為我們的核心價值觀，並通過制訂《反賄賂政策》以實現我們的價值觀。全體董事及僱員都必須嚴格遵守本集團的政策，以防潛在的賄賂、勒索、欺詐及洗錢。

為防止任何腐敗行為，我們於入職前向每位員工發放《僱員手冊》，以提醒僱員不要利用從工作中獲得的任何信息來向其他第三方謀取任何利益或為他人向其他第三方謀取任何利益。否則，任何有腐敗行為的員工將會被訴諸法律。

此外，我們提供多個舉報渠道，包括專用的郵箱、熱線及電子郵件地址，鼓勵僱員提出疑慮並報告任何涉嫌腐敗的投訴。根據該等程序，員工將受到保護，免因善意披露疑慮而受到懲罰或不公平待遇。相應的渠道亦使管理層能夠於早期階段了解不當行為。

通過上述反貪污機制，我們旨在為所有董事及僱員孕育坦誠開放、具責任感及正直的文化。於報告期內，本集團或我們的僱員概無牽涉有關貪污行為的已結案法律案件。





Community Investment

We understand the importance of giving back to the society. Therefore, we encourage our staff to participate in various activities especially related to the medical field. Through joining social services, we are better connected with the community so as to consolidate our understandings towards the needs and concerns of the community.

During the Reporting Period, the Group invested in establishing sustainable communities in places where the Group operates. This year, we organized over 170 volunteer activities in Hong Kong and the PRC, which were equivalent to a contribution of over 4,320 volunteer hours. For instance, the Group held an Eye Care Seminar and a Free Eye Examination Campaign for the general public to raise their awareness of the importance of maintaining good eyesight.

Besides, the Group supported youth education by providing learning opportunities to students. Through participating in “Life Buddies”, a youth mentoring scheme launched by the Commission on Poverty, the Group promoted mentoring culture by providing students the chances to gain hands-on experiences in clinical setting, which equipped them with working experiences in ophthalmic industry and enhanced their eye care knowledge.



「友•導向」職場體驗活動 “Life Buddies” Scheme, A Job Tasting Program

社區投資

我們理解回饋社會的重要性。因此，我們鼓勵員工參與各種活動，尤其是醫療領域相關活動。通過參與社會服務，我們可以更好地與社區建立聯繫，從而深入了解社區需求及社區關注的事宜。

於報告期間，本集團投放資源在業務所在地區建設可持續發展社區。我們於年內在香港和內地舉辦了超過170項義工活動，義工服務時數超過4,320小時。舉例而言，本集團為大眾舉辦護眼講座、免費眼睛檢查活動，以提升彼等對保持眼睛健康重要性的意識。

本集團亦支持青年人教育並為學生創造學習機會，透過參與扶貧委員會籌劃的「友•導向」師友計劃，推動師友文化，讓學生了解臨床實況、汲取眼科行業的工作經驗和獲取眼科資訊。



奧比斯盲俠行籌款活動 Orbis Moonwalkers Walkathon



白內障光明行計劃 Brightness Action for
Cataract Surgeries



公益義診活動 Free Consultation Service

We are looking for more opportunities in contributing to the community, and we are going to participate more in community investment in the near future.

我們正尋求更多為社區做貢獻的機會，不久將來將參與更多社區投資。



C-MER 希瑪

C-MER EYE CARE HOLDINGS LIMITED
希瑪眼科醫療控股有限公司