



北控醫療健康產業集團有限公司

Beijing Enterprises Medical And Health Industry Group Limited



2019

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

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# ABOUT THIS REPORT

## 關於本報告

### BRIEF INTRODUCTION TO THE REPORT

This report is the fourth 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"). The purpose is to report the implementation in sustainable development policies and performance of the medical and health industry and geriatric business of the Group in the past year to the stakeholders.

### REPORTING PERIOD AND SCOPE

The Report covers the period from 1 January 2019 to 31 December 2019 (the "Reporting Period"). Unless otherwise specified, the Report covers Beijing Enterprises Medical and Health Industry Group Limited and the following companies:

1. Beijing Zhong Cheng Hu Lian Investment Advisory Co., Ltd.\* (Beijing Zhong Cheng);
2. Shanghai Chongyuan Investment Management Company Limited\* (Shanghai Chongyuan);
3. Fujian Fuling Golden Sun Health Care Service Company Limited\* (Golden Sun);
4. Beijing Vissam Prosperity Furniture Limited\* (Beijing Vissam);
5. Beijing Inland Port International Logistics Co., Ltd.\* (Beijing Inland Port);
6. Beijing Dragon Ground Arts and Crafts Limited\* (Beijing Dragon Ground);
7. Beijing Yicheng Enterprise Management Co., Ltd.\* (Beijing Yicheng);
8. Shanghai Xiangyong Enterprise Management Consulting Co., Ltd.\* (Shanghai Xiangyong); and
9. Dongguan Huarui Home Furnishing Co., Ltd.\* (Dongguan Huarui).

\* For identification purposes only

### 報告簡介

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」)發表的第四份環境、社會及管治報告(「本報告」)，旨在向持份者匯報本集團的醫療健康產業及養老業務於過往一年實踐可持續發展的方針及表現。

### 報告期間及範圍

本報告的報告期間(「報告期」)為2019年1月1日至2019年12月31日。除非另有說明，報告範圍涵蓋北控醫療健康產業集團有限公司及下列公司：

1. 北京眾成互聯投資諮詢有限公司(北京眾成)；
2. 上海翀遠投資管理有限公司(上海翀遠)；
3. 福建省福齡金太陽健康養老股份有限公司(金太陽)；
4. 北京偉森盛業家具有限公司(北京偉森)；
5. 北京陸港國際物流有限公司(北京陸港)；
6. 北京龍地工藝美術品有限責任公司(北京龍地)；
7. 北京毅成企業管理有限公司(北京毅成)；
8. 上海祥永企業管理諮詢有限公司(上海祥永)；及
9. 東莞市華睿家居有限公司(東莞華睿)。

\* 僅供識別

## ABOUT THIS REPORT • 關於本報告



Among which, Beijing Yicheng, Shanghai Xiangyong and Dongguan Huarui are the newly added scopes for the Group during the Reporting Period as a result of expansion of business. As the Group has sold Shanghai Junbo Textile Co., Ltd. and BE Fortune (Shanghai) Investment Management Co., Ltd., and in consideration of the insignificant impact of Beijing Top-Doctors Technology Company Limited and Beijing Enterprises Shoushan (Shanghai) Medical Management Co., Ltd. on the Group's financial and environmental, social and governance aspects, we exclude those four companies from the scope of reporting for the last reporting year.

### EXPLANATION ON REPORT DATA

Information and data quoted in this Report are collected from official documents, statistical reports and financial reports of the Group and have been reviewed and approved by the Board of Directors of the Group.

### BASIS OF REPORTING

This Report has been prepared in accordance with the "comply or explain" and "recommended disclosure" set out in the Appendix 27 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited ("the Stock Exchange"), Environmental, Social and Governance Reporting Guide. The content index of the Guide is attached to this Report for the convenience of all stakeholders.

### INTERVAL, VERSIONS OF AND ACCESS TO THIS REPORT

This Report is issued annually and is available in Chinese and English versions. If the content is not consistent, please refer to the Chinese version of this Report. This Report is published in PDF electronic form. The PDF electronic version can be downloaded from the official website of the Beijing Enterprises Medical and Health Industry Group Limited (<http://www.bemh.com.hk>) and the website of the Stock Exchange (<http://www.hkexnews.hk>).

當中北京毅成、上海祥永及東莞華睿為本集團於報告期間因業務拓展的新增範圍。由於本集團已出售上海駿帛紡織品有限公司及北控金富(上海)投資管理有限公司，同時我們考慮到北京良醫聯盟科技有限公司及北控(首善)上海醫療管理有限公司對本集團的財務及環境、社會及管治方面的影響並不重大，因此我們將此四間公司從去年的報告範圍中剔除。

### 報告數據說明

本報告引用的資料及數據源自本集團正式文件、統計報告與財務報告，並已經過本集團董事會審閱及通過。

### 報告依據

本報告根據香港聯合交易所有限公司(「香港聯合交易所」)《證券上市規則》附錄二十七《環境、社會及管治報告指引》中「不遵守就解釋」及「建議披露」的要求編製。本報告附註該指引的內容索引，方便各持份者查閱。

### 報告發佈週期、版本與獲取

本報告為年度報告，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PDF電子版本形式發佈。PDF電子版本可在北控醫療健康產業集團有限公司官方網站(<http://www.bemh.com.hk>)及香港聯合交易所網站(<http://www.hkexnews.hk>)下載。

## ABOUT THIS REPORT • 關於本報告

### REPORTING PRINCIPLES

This Report is prepared in accordance with the following reporting principles:

Principles 原則	Definition 定義	Group response 集團的回應
<b>Materiality</b> 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 that affects the assessment and decision of stakeholders. 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。
<b>Quantitative</b> 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。
<b>Balance</b> 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。
<b>Consistency</b> 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. 本集團應確認編制環境、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。	This Report has stated the amended scope of reporting, except for this, the method of the report is basically the same as last year. 本報告已陳述經修訂的匯報範圍，除此之外，報告的匯報方法與去年大體一致。

We believe that the opinions of our stakeholders can contribute to the ongoing development of the Group. Each opinion is precious for us. If you have any comments on this Report or the sustainable development strategies and performance of the Group, please contact us through the following contact methods:

Address: Unit 04, 27/F., 909 Cheung Sha Wan Road,  
Cheung Sha Wan, Kowloon, Hong Kong  
Tel.: (852) 2601 3633  
Fax: (852) 2681 2789

我們相信，持份者的意見是協助本集團向前發展的契機，每一個意見對我們來說都是彌足珍貴。如閣下對本報告或本集團的可持續發展策略及表現有任何意見，歡迎透過以下方式與我們聯繫：

地址：香港九龍長沙灣長沙灣道909號27樓04室  
電話：(852) 2601 3633  
傳真：(852) 2681 2789

# ABOUT THE GROUP

## 關於本集團



### GROUP OVERVIEW

Beijing Enterprises Medical And Health Industry Group Limited was established in 2001 as a company listed on the main board of the Stock Exchange of Hong Kong under Beijing Enterprises Group Company Limited. Beijing Enterprises Medical And Health always adheres to the corporate principle of "Let health be more intelligent" and "Let life be more respected" through five segments of businesses, namely medical care, geriatric care, healthcare industrial parks, sports and culture as well as health industrial and investment to the public, with an aim to facilitate the development of grand health industrial chain and create a healthier life.

### 集團概覽

北控醫療健康產業集團有限公司於2001年成立，並在香港聯合交易所主板上市，隸屬北京控股集團有限公司。北控醫療健康一直秉承「讓健康更智慧」、「讓生命更被尊重」的企業宗旨，其業務涵蓋醫療健康、養老、健康產業園、體育文化及健康產業投資五個領域，致力推動大健康產業鏈，締造更健康的生活。





### BUSINESS OVERVIEW

### 業務概覽



The Group develops a geriatric care service system based on residential community and supplemented by institutional geriatric care, covering community home care site, elderly care centers and geriatric care institutions. With the "Internet +" concept and technology, we provide systematic and smart geriatric care resolution and one-stop geriatric care services to society, to support the elderly with high quality care and companion.

構建以居家小區為基礎，機構養老為補充的養老服務體系，涵蓋社區居家站點、長者照料中心、養老機構等設施，透過「互聯網+」概念和技術，為社區提供系統性智能養老解決方案及一站式養老服務，讓長者得到高質素的照顧，老有所依。



Taking integrated health tourism destination and urban health care service as the carrier, health promotion hospital as the support, family doctors and health management service platform system as the link, sales of household medical and geriatric products as supplementary and utilizing O2O model, the Group enhances the quality of health of the citizens and meets the increasing demand for healthcare service.

以健康旅遊目的地和都市健康服務綜合體為載體，健康促進型醫院為支持，家庭醫生與健康管理服務平台為紐帶，醫養健康類家居銷售為補充，利用O2O模式，提升市民健康質素，滿足日益提升的健康服務需求。



The Group invests and operates healthcare industrial parks and incubators while investing in high quality supporting enterprises that serve "a full scene healthy life". The Group currently has 7 projects in Beijing, Shanghai, Dali and Canada. In the future, the Group will develop an innovation and entrepreneurship service system, introduce entrepreneurship training institutes, maintain favorable innovation and entrepreneurship policies, encourage the synergies of start-ups and facilitate the development of start-ups.

投資運營健康產業園及孵化器，對可服務於「全場景健康生活」的優質配套企業進行投資。目前於北京、上海、大理及加拿大共有7個項目，未來將構建創業創新服務體系，引入創業培育機構，打造創新創業政策高地，吸引創業企業集聚，培育創業企業發展。



With its competitive advantages in industrial technology, operation, content, investment and financing, government resources and international industrial resources, the Group focuses on the investment and development of sports and cultural industry and promotes popularization of fitness and cultural business, to integrate the entire industry chain platform of investment development and construction operation.

專注於體育及文化產業的投資與發展，助力全民健身及文化事業，整合投資開發、建設運營等全產業鏈平台，擁有行業技術優勢、運營優勢、內容優勢、投融資優勢、政府資源以及國際化的產業資源。



The Group focuses on opportunities in medical and health market and invests in related enterprises in medical and health industry by establishing a private equity fund. The key investment scope includes: enterprises engaged in biotech, pharmaceuticals, medical service and medical tourism.

專注於醫療健康市場的機會，以組建私募基金形式參與投資於醫療健康產業相關企業，重點投資範圍包括：生物技術、製藥、醫療服務和醫療旅遊等企業。



## AWARDS, HONOURS AND ORGANISATIONS JOINED

- China Educational Equipment Industry Association—member
- Beijing Educational Equipment Industry Association—member
- Integrity Enterprises in Furniture Industry of 18 provinces and cities in China 2019
- Famous Environmental Protection Furniture Brands of 10 provinces and cities in China 2019
- Certification for Environmentally Friendly Product in China
- 3A Enterprises of Good Faith Management Demonstration Unit
- Credit Certificate for 3A grade Enterprises
- 5 software copyrights
- Top 10 brands of geriatric care community in China 2019
- Five star facilities for geriatric care service in Fujian province
- Five star community-based geriatric care service in Fujian province

## 獎項、榮譽及參與組織

- 中國教育裝備行業協會—會員
- 北京教育裝備行業協會—會員
- 中國十八省市家具行業2019年誠信企業
- 中國十省市2019年環保家具知名品牌
- 中國環保產品認證證書
- 誠信經營示範單位3A企業
- 企業3A級信用證書
- 軟體著作權5個
- 2019中國養老社區十大品牌
- 福建省五星級養老服務設施
- 福建省五星級居家社區養老服務照料



# SUSTAINABLE DEVELOPMENT STRATEGIES

## 可持續發展方針

To realize our vision of being the creator of a healthy and happy life, we would bear our corporate social responsibilities, with an aim to boost the sustainable development of environment and society and realize “Healthy China” through utilizing the resources from our own grand health industrial chain. We mainly achieve the sustainable development policies through the following five dimensions:

為實踐我們的願景，成為健康、快樂生活的創造者，我們定當肩負起企業社會責任，致力透過自身的大健康產業鏈資源，推動環境和社會的可持續發展，實現「健康中國」。我們主要透過以下五個維度實踐可持續發展方針：

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

眾心如城 • 為環境創造價值

Implementing measures on energy conservation and emission reduction in pursuit of green industrial chain  
落實節能減排措施，實現綠色產業鏈



### CREATING VALUE FOR EMPLOYEES WHOLE-HEARTEDLY

一心一意 • 為員工創造價值

Paying attention to talent cultivation and developing a fair and harmonious work culture  
重視人才培養，建立平等和諧工作文化



### CONCENTRATE ON CREATING VALUE FOR CUSTOMERS

專心致志 • 為客戶創造價值

Enhancing quality of product and service to create a healthy life  
提升產品及服務質量，創建健康生活



### JOIN HANDS TO CREATE VALUE FOR SUPPLY CHAIN

同心一意 • 為供應鏈創造價值

Strictly managing supply chain and encouraging suppliers to fulfill corporate social responsibilities  
嚴格管理供應鏈，推動供應商踐行企業社會責任



### STRIVE FOR UNITY AND CREATE VALUE FOR THE COMMUNITY

戮力齊心 • 為社區創造價值

Proactively contributing to society and helping the underprivileged  
積極回饋社會，扶助弱勢社群



## STAKEHOLDER ENGAGEMENT

Beijing Enterprises Medical and Health strongly believes that the trust and support of stakeholders are essential to the success of the Group. Therefore, we pay special attention to the opinions of stakeholders and regard them as the momentum for our continuous improvement. We establish a series of formal and informal communication channels to maintain close contact with various types of stakeholders. The types of stakeholders and regular communication channels identified by the Group are as follows:

## 持份者參與

北控醫療健康深信，持份者的信賴和支持是本集團成功必不可少的關鍵，故此我們特別著重持份者的意見，並視之為讓我們不斷進步的動力。我們建立一系列正式和非正式的溝通渠道，與各類別的持份者保持緊密聯繫。下列為本集團識別的持份者類別及常規溝通渠道：

Employee 員工
<ul style="list-style-type: none"> <li>• Social media 社交媒體</li> <li>• Regular meetings 定期會議</li> <li>• Internal communication system 內部通訊系統</li> <li>• Performance evaluation 績效評估</li> <li>• Annual meeting 年會</li> </ul>

Supplier 供應商
<ul style="list-style-type: none"> <li>• Site visit 實地考察</li> <li>• Continuous audit 持續審計</li> <li>• Assessment 評核</li> <li>• Direct communication 直接溝通</li> </ul>

Investors and Shareholders 投資者及股東
<ul style="list-style-type: none"> <li>• Financial Report 財務報告</li> <li>• Investor Briefing 投資者簡報</li> <li>• The Group's website 本集團網站</li> <li>• Investor Summit 投資者峰會</li> <li>• Direct communication 直接溝通</li> <li>• Shareholders' meeting 股東大會</li> </ul>

Government 政府
<ul style="list-style-type: none"> <li>• Direct communication 直接溝通</li> <li>• Forum 論壇</li> <li>• Annual meeting 年會</li> <li>• Seminars and workshops 研討會和工作坊</li> </ul>

Customers and Users 客戶與用戶
<ul style="list-style-type: none"> <li>• The Group's website 集團網站</li> <li>• Mass media 大眾傳媒</li> <li>• Social media 社交媒體</li> <li>• Direct communication 直接溝通</li> <li>• Customer hotline 客戶服務熱線</li> <li>• Customer satisfaction surveys 客戶滿意度調查</li> </ul>

Community 社區
<ul style="list-style-type: none"> <li>• The Group's website 本集團網站</li> <li>• Social media 社交媒體</li> <li>• Mass media 大眾傳媒</li> <li>• Direct communication 直接溝通</li> </ul>

## SUSTAINABLE DEVELOPMENT STRATEGIES • 可持續發展方針

### MATERIALITY ANALYSIS

In addition to abovementioned daily communication, we identify the material aspects for our sustainable development through materiality assessment so as to maintain a more effective and targeted implementation of sustainable development strategies and policies. During the Reporting Period, we engaged independent sustainability consultant to conduct stakeholder survey, which invited stakeholders to rate the importance of each ESG issue to the Group. The progresses of which are as follows:

1. We identify 26 ESG issues that are relatively important to the Group pursuant to the results of stakeholder communications, the requirement of Listing Rules and the trend of sustainable development of the industry.
2. We invite each type of stakeholder group to prioritize various issues by way of questionnaire.
3. Our consultant would then summarize and conduct materiality analysis based on two parameters, namely rating of the issues from the stakeholders and their significance to the Group. The findings were utilized to draft a materiality matrix to show the importance of the 26 issues on stakeholders and the Group's business.

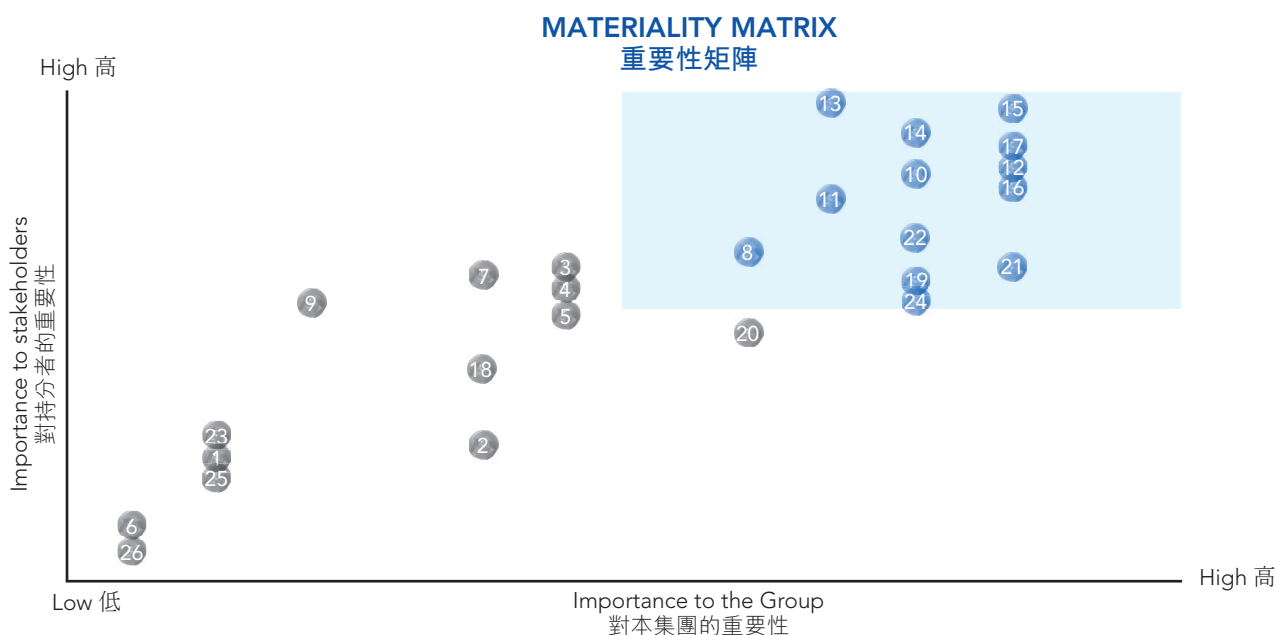
A total of 13 issues were identified as material in the year. The materiality analysis facilitates a more comprehensive engagement of the stakeholders in our disclosures on sustainable developments, and is also beneficial for the Group in confirming and observing the material issues, so as to set up meaningful sustainable development targets. The Report would focus on the disclosure of these issues.

### 重要性分析

除了上述的日常溝通，我們亦透過重要性評估，識別對本集團重大的可持續發展範疇，從而更有效和針對性地落實可持續發展策略和方針。於報告期間，我們委託獨立可持續發展顧問協助進行持份者問卷調查，邀請持份者就各項環境、社會及管治議題對本集團的重要程度評分，流程如下：

1. 根據持份者溝通結果、上市規則要求，以及業界對可持續發展的趨勢，識別26個對本集團較為重要的環境、社會及管治議題。
2. 我們邀請各個類別的持份者組別以問卷形式進行調查，就各項議題作優先排序。
3. 我們的顧問隨即根據持份者對議題的評分和議題對本集團的重要性兩個參數，對這些議題作出統計及進行重要性分析，並利用分析結果繪製重要性矩陣，展示26個選項對持份者及本集團業務的重要性。

本年度共有13個議題獲納入重要範疇。重要性分析有助持份者更全面參與到我們的可持續發展披露工作，也有利於本集團對重要性議題的確認和觀察，從而訂立更具意義的可持續發展目標。本報告將會重點披露此等議題。





## SUSTAINABLE DEVELOPMENT STRATEGIES • 可持續發展方針



Environmental Protection and Green Operation 環境保護和綠色運營	Operating Practice 營運常規	Product and Service Responsibility 產品與服務責任	Quality of Working Environment 工作環境質素	Community Contribution 社區貢獻
1. Greenhouse gas emissions 溫室氣體排放	8. Supply chain management 供應商管理	12. Product and service quality 產品及服務質素	19. Equal opportunity, diversification and anti-discrimination 平等機會、多元化及反歧視	25. Voluntary work participation 參與義工活動
2. Air emissions 廢氣排放	9. Assessment of supplier's environmental and social performance 供應商環境及社會表現評估	13. Health and safety of products and services 產品及服務健康與安全	20. Employment relationship 僱傭關係	26. Charitable donation 慈善捐贈
3. Electricity and water conservation 節約用電及用水	10. Anti-fraud and corruption 反舞弊腐敗	14. Health and safety of customers 客戶健康與安全	21. Occupational health and safety 職業健康及安全	
4. Use of resources 資源使用	11. Emergency response plan 災難應急預案	15. Customer satisfaction 客戶滿意度	22. Training and development 培訓及發展	
5. Hazardous and medical wastes handling 有害及醫療廢物處理		16. Complaint handling 投訴處理	23. Child and forced labour 童工及強制勞工	
6. Non-hazardous waste handling 無害廢物處理		17. Privacy protection 私隱保障	24. Employee benefits 員工福利	
7. Green procurement 綠色採購		18. Advertising and promotion 廣告與宣傳		

# CORPORATE GOVERNANCE

## 企業管治

### ENVIRONMENTAL, SOCIAL AND GOVERNANCE RISK MANAGEMENT

The Group strives to maintain a high standard of corporate governance as it believes good corporate governance practices are increasingly important for maintaining and promoting the confidence of the shareholders. It is crucial for the development of the Group's business and protection of the shareholders' interests. The Board retains ultimate responsibility for the oversight of the Group's ESG risk management activities and monitors material risks within the Group. The relevant ESG risks are identified, assessed and determined by the Board. We collect internal and external data and stakeholders' opinions through various channels, including historical data, future forecasts, cases and information from other relevant domestic and overseas companies, to formulate relevant risk response measures. The management of the Group ensures the effectiveness of ESG risk management and internal monitor system within the business environment in which we operate. The Board is responsible to monitor and ensure the risk management measures and monitor system adopted by the Group are suitable, so as to effectively manage and control material ESG risks.

### ANTI-CORRUPTION

The corporate cultures of the Group are: integrity, innovation, sharing and respect. We maintain good business ethics and integrity by complying with the requirement of relevant laws and regulations on preventing act of corruption, extortion, money laundering, fraud and bribery, including "Law of the PRC on Anti-Unfair Competition", the "Criminal Law of the PRC" and "Interim Provisions on Banning Commercial Bribery ". In order to establish an honest and clean corporate culture, we have established internal mechanism to prevent related behaviours while specifying the code of conduct in the employee manual to prohibit any actions that violate the laws and detrimental to professional ethics. Meanwhile, we arrange regular training to explain relevant risks to our employees, in order to enhance regulatory management.

The Group has a reporting channel and the employees shall report to their supervisors, department heads or the human resources department in case of any suspected impropriety. We undertake to investigate and take further actions in a timely manner to protect the interest of the Group, employees, customers and other stakeholders.

During the Reporting Period, there were no lawsuits or complaints against the Group in respect of corruption, extortion, bribery or money laundering.

For more information about corporate governance, please refer to the section headed "Corporate Governance Report" in the Annual Report 2019 of the Group.

### 環境、社會及管治風險管理

本集團致力維持高水平企業管治，相信良好企業管治對維持和提升股東的信心日益重要，並以此為發展本集團業務及保障股東利益之關鍵。董事會對監督本集團環境、社會及管治風險管理活動及監控本集團範圍內實質風險負有最終責任。董事會識別、評估及釐定有關環境、社會及管治風險。我們透過各種渠道，包括歷史數據、未來預測、案例及國內外其他相關公司的資料以收集內外部數據及持份者意見，制定相關風險應對措施。本集團管理層確保環境、社會及管治風險管理及內部監控系統在營運所在地業務環境行之有效。董事會負責監督並確保本集團所取的風險管理措施及監控系統合適，以有效管理並控制重大的環境、社會及管治風險。

### 反貪污

本集團的企業文化為：誠信、創新、共享、尊重。我們恪守《中華人民共和國反不正當競爭法》、《中華人民共和國刑法》、《關於禁止商業賄賂行為的暫行規定》等法例法規關於禁止貪污、勒索、洗黑錢、欺詐、賄賂等行為的規定，維持良好的商業道德和誠信。為樹立廉潔的企業文化，我們已建立內部機制預防有關行為，亦在員工手冊列明行為守則，禁止一切違法和有損職業道德的行為，同時定期為員工安排培訓課程，講解相關風險，加強合規管理。

本集團設有舉報渠道，如有懷疑不正當行為的情況，員工須向其上司、部門主管或人力資源部門舉報，我們承諾會及時作出調查並採取進一步行動，保障集團、員工、客戶及其他持份者的利益。

於報告期間，本集團無涉及任何有關貪污、勒索、賄賂或洗黑錢的案件或投訴。

更多有關企業管治的資料，請參閱本集團2019年年報中「企業管治報告」章節。

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

## 眾心如城 • 為環境創造價值



As a pioneer in the medical and health industry, while emphasizing on the quality of products and services, we are fully aware of the impact of our business on the environment. We strive to bear the responsibility of environmental protection by integrating the concept of energy conservation and emission reduction into our daily operations, minimizing carbon emission and enhancing environmental performance of the Group. In addition, we also strive to ensure the environmental compliance of our own business. During the Reporting Period, there were no violation of environmental laws and regulations by the Group that caused significant impacts on the Group. The relevant laws and regulations include but not limited to the "Environmental Protection Law of the PRC", the "Solid Waste Pollution Prevention and Control Law of the PRC", the "Atmospheric Pollution Prevention and Control Law of the PRC", the "Water Pollution Prevention and Control Law of the PRC" and the "Regulation on the Administration of Medical Wastes".

Since our business does not involve production, we do not consume packaging material for finished products.

### ENERGY, EMISSIONS OF AIR AND GREENHOUSE GASES

Emissions of air and greenhouse gases of the Group mainly derived from fuel consumed for motor vehicles and canteens as well as indirect emissions from electricity we consumed for daily operation which also contribute to the main source of energy used. The data of emissions of air and greenhouse gases and energy consumption of the Group between the Reporting Period and 2018 are as follows:

作為醫療健康產業的先驅，我們注重產品及服務質量的同時，亦十分重視業務對環境造成的影響，致力肩負起保護環境的重任，將節能減排的理念融入日常營運，盡量減輕碳排放，提升本集團的環境表現。此外，我們亦竭力確保自身業務的環境合規性，於報告期間，本集團在環境方面沒有任何違反法律及法規的情況以致對本集團產生重大影響，相關法律及法規包括但不限於《中華人民共和國環境保護法》、《中華人民共和國固體廢物污染環境防治法》、《中華人民共和國大氣污染防治法》、《中華人民共和國水污染防治法》、《醫療廢物管理條例》等。

由於我們的業務並無生產，故不涉及製成品包裝物料的使用。

### 能源、廢氣及溫室氣體排放

本集團的廢氣及溫室氣體排放主要來自車輛的燃油消耗、食堂所消耗的燃料，並間接來自支持日常營運的用電，其亦是能源消耗的主要來源。以下為本集團於報告期間以及2018年的廢氣及溫室氣體排放以及能源消耗數據：

Areas 範疇	Unit 單位	2019 2019年	2018 <sup>1</sup> 2018年 <sup>1</sup>
<b>Air 廢氣</b>			
Nitrogen oxides (NOx) 氮氧化物(NOx)	Kg 千克	57.69	78.00
Sulfur oxides (SOx) 硫氧化物(SOx)	Kg 千克	0.96	3.08
Particulate matter (PM) 懸浮顆粒(PM)	Kg 千克	3.05	4.34
<b>Greenhouse gases 溫室氣體</b>			
Total greenhouse gas emissions (scope 1 and scope 2) 溫室氣體總排放量(範圍1及2)	tonnes of CO2e 公噸二氧化碳當量	2,309.94	2,891.57
Direct emissions (scope 1) 直接排放(範圍1)	tonnes of CO2e 公噸二氧化碳當量	194.07	574.85
Indirect emissions (scope 2) 間接排放(範圍2)	tonnes of CO2e 公噸二氧化碳當量	2,115.88	2,331.83
Total greenhouse gas emission intensity per square meter (scope 1 and scope 2) 每平方米的溫室氣體總排放量密度(範圍1及2)	tonnes of CO2e 公噸二氧化碳當量	0.04	0.03



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Areas 範疇	Unit 單位	2019 2019年	2018 <sup>1</sup> 2018年 <sup>1</sup>
<b>Energy consumption</b> 能源消耗			
Total energy consumption 能源總耗量	MWh 千個千瓦時	<b>3,718.18</b>	5,305.91
Purchased electricity 外購電力	MWh 千個千瓦時	<b>2,971.55</b>	3,262.90
Diesel oil 柴油	MWh 千個千瓦時	<b>4.06</b>	6.17
Unleaded petrol 無鉛汽油	MWh 千個千瓦時	<b>467.92</b>	1,788.60
Liquefied petroleum gas 液化石油氣	MWh 千個千瓦時	<b>45.79</b>	36.26
Natural gas 天然氣	MWh 千個千瓦時	<b>228.86</b>	211.97
Total energy consumption per square meter 每平方米的能源總耗量	kWh/m <sup>2</sup> 千瓦時／平方米	<b>64.51</b>	53.14

In view of the intensifying global warming, we must strengthen the implementation of measures on energy conservation and emission reduction, enhance energy efficiency and minimize the environment burden of our business. The measures implemented include:

- Reducing electricity consumption by turning off all electric equipment after the working hours
- Encouraging the reduction in operation time of air conditioners
- Using energy-saving lamps whenever possible and cultivating the habit of turning off the lights when leaving the office
- Strictly managing the system for using vehicle and encouraging the use of public transport
- Eliminating vehicles that do not comply with environmental protection standards and those having high fuel consumption in a timely manner
- Setting the air conditioners at a designated temperature in accordance with seasonal changes

面對全球暖化問題日益嚴峻，我們必須加強實施節能減排措施，提升能源效益，盡最大程度減輕業務對環境的負擔。我們所實施的措施包括：

- 下班時將所有用電設備關閉，減少電力消耗
- 提倡減少空調開啟時間
- 盡量採用節能燈具，培養離開辦公室時隨手關燈的習慣
- 嚴格管理車輛使用制度，鼓勵盡量使用公共交通
- 及時淘汰不符合環保標準、油耗高的車輛
- 空調根據季節變化設定在指定溫度

<sup>1</sup> Due to the adjustment in electricity data collection method of the Beijing Dragon Ground, the total greenhouse gas emissions (scope 1 and 2), indirect emissions (scope 2), total greenhouse gas emission intensity per square meter (scope 1 and 2), total energy consumption, purchased electricity and total energy consumption per square meter in 2018 have been adjusted.

基於北京龍地用電數據收集方式的調整，因此2018年的溫室氣體總排放量（範圍1及2）、間接排放（範圍2）、每平方米的溫室氣體總排放量密度（範圍1及2）、能源總耗量、外購電力及每平方米的能源總耗量有所調整。



## HAZARDOUS AND NON-HAZARDOUS WASTE

In addition to emissions of air and greenhouse gases, the Group is also involved in the emission of hazardous and non-hazardous waste. Non-hazardous waste includes food waste generated by canteen, general refuse from daily operation and recyclable wastes. Hazardous waste includes waste ink cartridges, waste selenium drums and medical waste generated by our geriatric service centers. Our waste emission data between the Reporting Period and 2018 are as follows:

## 有害及無害廢棄物

除了廢氣及溫室氣體排放，本集團亦涉及有害及無害廢棄物的排放，當中包括食堂所產生的廚餘、日常營運所產生的生活垃圾和可回收物等無害廢棄物，以及廢棄墨盒、硒鼓和養老中心的醫療廢物等有害廢棄物。於報告期及2018年間，我們所產生的廢棄物排放數據如下：

Areas 範疇	Unit 單位	2019 2019年	2018 <sup>2</sup> 2018年 <sup>2</sup>
Total non-hazardous waste 無害廢棄物總量	tonnes 公噸	361.27	1,053.75
Total amount of paper recycled 已回收紙張總量	tonnes 公噸	0.00	0.07
Other general refuses recycled 已回收其他生活廢物	tonnes 公噸	0.33	1.50
Total amount of paper disposed 已棄置紙張總量	tonnes 公噸	0.44	0.50
Total amount of food waste disposed 已棄置廚餘總量	tonnes 公噸	4.39	4.52
Other general refuses disposed 已棄置其他生活廢物	tonnes 公噸	356.11	1,047.16
Intensity of non-hazardous waste generated per square meter 每平方米的所產生無害廢棄物密度	tonnes/m <sup>2</sup> 公噸／平方米	0.01	0.01
Total hazardous waste 有害廢棄物總量	tonnes 公噸	0.13	0.18
Intensity of hazardous waste generated per square meter 每平方米的所產生有害廢棄物密度	kg/m <sup>2</sup> 公斤／平方米	0.0023	0.0018

2 Due to the adjustment in waste data collection method, the total non-hazardous waste, total amount of recycled paper, total amount of paper disposed, other general refuses disposed, intensity of hazardous waste generated per square meter in 2018 have been adjusted.  
基於廢棄物數據收集方式的調整，2018年的無害廢棄物總量、已回收紙張總量、已棄置紙張總量、已棄置其他生活廢物、每平方米的所產生有害廢棄物密度有所調整。

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We implement strict management on classification, collection and recycling and reuse of waste, with an aim to reduce the negative impact of waste on surrounding environment.

從廢棄物的分類、收集及回收重用，我們皆實施嚴格管理，力求減少廢棄物產生對周邊環境所造成的負面影響。



## WATER AND SEWAGE DISCHARGE

Water usage data of the Group between the Reporting Period and 2018 are as follows:

## 用水及污水排放

以下為本集團於報告期間及2018年的用水數據：

Areas 範疇	Unit 單位	2019 2019年	2018 <sup>3</sup> 2018年 <sup>3</sup>
Total water consumption 總耗水量	m <sup>3</sup> 立方米	115,871.69	854,080.41
Water consumption per square meter 每平方米的耗水量	m <sup>3</sup> /m <sup>2</sup> 立方米／平方米	2.05	12.30

We mainly consume domestic water, which is provided by municipal water supply agencies, to support business operation. During the Reporting Period, we have not encountered any problems in finding suitable water sources. Although the total water consumption of the Group is not significant, we strive to explore appropriate water conservation measures in our daily operation to avoid wastage of water resource in view of water shortage. We promote the concept of water conservation in the office by requiring employees to use water reasonably and turn off the tap after use. In addition, we maintain regular inspection and maintenance for water equipment and timely repair or replace the equipment in case of damage or water leakage, so as to enhance the efficiency of water use. Besides, in order to comply with the requirement of "Water Pollution Prevention and Control Law of the PRC", domestic sewage will be collected by urban drainage system for further treatment in sewage treatment plant.

我們的用水消耗主要來自支持業務運營的生活用水，由市政供水機構提供。於報告期間，我們在求取適用水源上並無遇到任何問題。雖然本集團的整體用水消耗並不顯著，但面對水資源越趨緊絀的問題，我們仍著力在日常營運當中尋求適當的節水措施，避免水資源浪費。我們在辦公室提倡惜水的概念，要求員工合理用水，用後關閉水龍頭，另外亦會定期檢查和維護用水設備，如有損耗或漏水會及時整修或更換，提高用水效益。此外，生活污水會由城市排水管網匯集並輸送到污水處理廠進行處理，以遵守《中華人民共和國水污染防治法》的規定。

<sup>3</sup> Due to the adjustment in water usage data collection method of the Beijing Dragon Ground, the total water consumption and water consumption per square meter in 2018 have been adjusted.

基於北京龍地用水數據收集方式的調整，因此2018年的總耗水量及每平方米的耗水量有所調整。



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### GREEN PRODUCT

As our business does not involve production directly, no significant impact on environment and natural resource is caused. Nevertheless, we strive to monitor our daily emission and resource consumption situation to ensure the compliance of relevant environmental regulations and standards while providing products and services. Among which, certain products of Beijing Weisen Prosperity Furniture Limited (Beijing Weisen), which engages in sales of furniture business, have obtained the Certification for Environmentally Friendly Product in China issued by the China Quality Certification Centre and the Certification for Environmental Labelling Product in China authorized by the Ministry of Ecology and Environment of PRC and issued by China Environmental United (Beijing) Certification Center, ensuring the compliance of quality of furniture, production material, production process and emission from production unit with national environmental requirement and reducing the negative impact of products on environment. In addition, sales of geriatric care, medical, educational, business furniture and relevant management activities have obtained ISO14001: 2015 environmental management system certification.

### 綠色產品

由於我們的業務不直接涉及生產，故此對環境及天然資源並無造成重大的影響。縱然如此，我們仍著力監察日常的排放和資源消耗情況，確保我們提供產品及服務的時符合與環境相關的規例和標準。當中，北京偉森盛業家具有限公司（北京偉森）從事家具銷售業務，其部分產品已取得由中國質量認證中心發出的《中國環保產品認證證書》和中華人民共和國生態環境部授權、中環聯合（北京）認證中心發出的《中國環境標誌產品認證證書》，確保家具的質量、生產原料、生產過程和生產單位的排放等均符合國家環保要求，減少產品對環境的負面影響。此外，其養老、醫療、教育、商務空間家具的銷售及相關管理活動亦已取得ISO14001：2015環境管理體系認證。

# CREATING VALUE FOR EMPLOYEES WHOLE-HEARTEDLY

## 一心一意 • 為員工創造價值

"Integrity, Innovation, Sharing and Respect", apart from being the corporate culture of the Group, is also the core value and basis of staff deployment. We believe that the contribution of the employee is the key to success of a corporate. Therefore, we strive to cultivate talents with integrity, professional knowledge and skills to enable them to grow with Beijing Enterprises Medical and Health, share the fruitful results of the Group with them, respect each employee, develop and maintain a harmonious, safe, equal and diverse workplace and create value for the employee.

The Group has adhered to laws and regulations related to employment to protect employees' rights. Those laws and regulations include but not limited to the "Labour Law of the PRC", the "Labour Contract Law of the PRC", the "Occupational Disease Prevention and Control Law of the PRC", "Regulations on Prohibiting the Use of Child Labor" and the "Employment Ordinance" of Hong Kong. During the Reporting Period, there were no violation of laws and regulations related to employment and labour practices by the Group that caused significant impacts on the Group.

### STAFF OVERVIEW

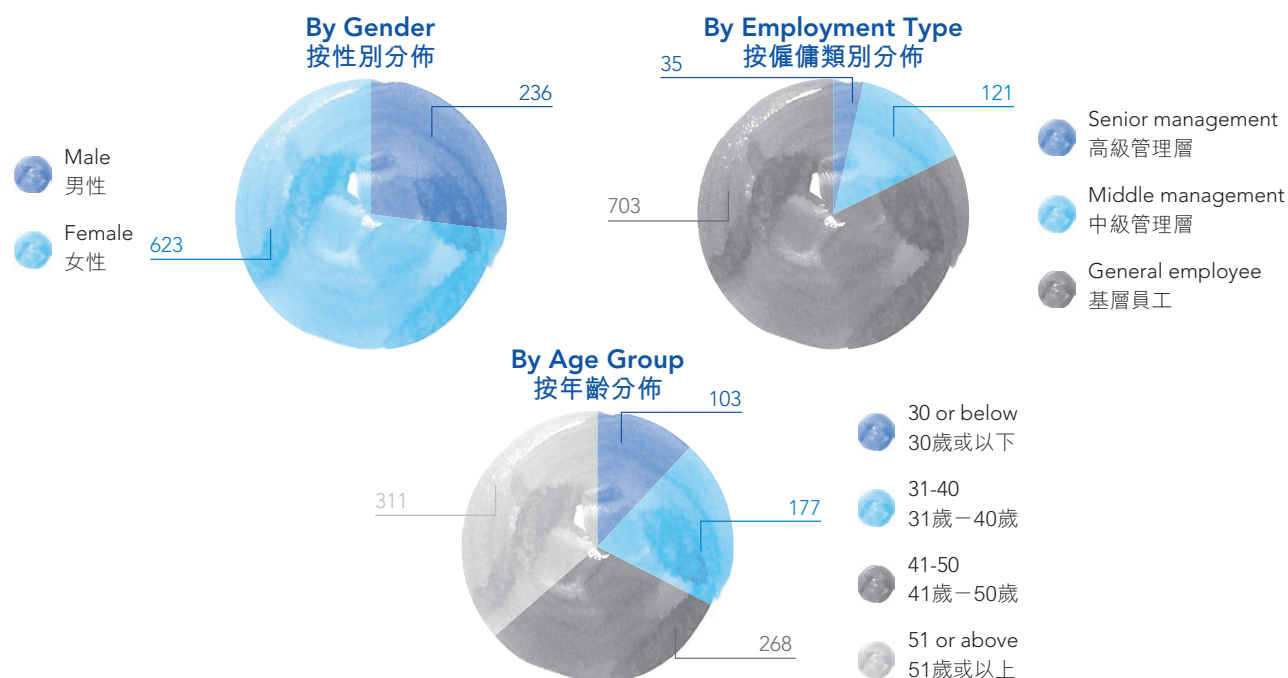
As of 31 December 2019, the Group hired a total of 859 employees<sup>4</sup>. The number of our employees by gender, age and employment type are detailed as follows:

「誠信、創新、共享、尊重」，除了是本集團的企業文化，亦是我們用人的核心價值和基礎。我們相信，員工的貢獻是奠定企業成功的關鍵，因此我們致力培養具備誠信、專業知識和技能的人才與北控醫療健康共同成長，在集團取得豐碩成果的時候亦不忘與他們共享，同時尊重每一位員工，建立並維持和諧、安全、平等、多元化的職場，為員工創造價值。

本集團一直恪守與僱傭相關的法例法規，保障員工權益，包括但不限於《中華人民共和國勞動法》、《中華人民共和國勞動合同法》、《中華人民共和國職業病防治法》、《禁止使用童工規定》及香港《僱傭條例》等。於報告期間，本集團在僱傭及勞工準則方面沒有任何違反法律及法規的情況以致對本集團產生重大影響。

### 員工概覽

截至2019年12月31日，本集團一共聘有859位員工<sup>4</sup>，其按性別、年齡及僱傭類別的分佈詳列如下：



<sup>4</sup> The number of employees during the Reporting Period only includes employees in Hong Kong headquarter of the Group, Beijing Zhong Cheng, Shanghai Chongyuan, Golden Sun, Beijing Vissam, Beijing Inland Port, Beijing Dragon Ground, Beijing Yicheng, Shanghai Xiangyong and Dongguan Huarui.

報告期間的員工人數只包含本集團旗下香港總部、北京眾成、上海翀遠、金太陽、北京偉森、北京陸港、北京龍地、北京毅成、上海祥永及東莞華睿。

## CREATING VALUE FOR EMPLOYEES WHOLE-HEARTEDLY •

一心一意 • 為員工創造價值



### TALENT RECRUITMENT

In order to attract ambitious people to become one of the members of Beijing Enterprises Medical and Health, we conduct recruitment through various internal and external means, including internal promotion, competition, professional job agencies, employee recommendations, job fairs and campus recruitment. We are committed to selecting the most suitable talent in a fair, just and equal manner and the admission criteria are mainly depending on the working experience of candidates, instead of gender, religious belief or race. Meanwhile, we adopt zero tolerance policy on occupational discrimination and strive to ensure the equal treatment among all employees during the process of recruitment, formulation of salary and welfare and promotion, so as to develop a diverse and equal occupational culture.

### STAFF RIGHTS

The remuneration of employee mainly comprises of fixed wages and performance wages. We will review the remuneration system regularly to ensure the remuneration of employee meets a reasonable level. Apart from statutory holidays, our employees also have marriage leave, funeral leave, work injury leave, personal leave, sick leave and annual leave. We provide domestic employees with social insurances and housing provident fund according to the "Social Insurance Law of the PRC", which includes work injury insurance, maternity insurance, medical insurance, pension insurance, unemployment insurance and housing provident fund. In addition, we provide various welfares to effectively attract and retain employees, such as:

- Year-end double pay
- Annual body check
- Performance bonus
- Festival gift
- Birthday party

### 招賢納士

為吸納有志之士成為北控醫療健康的一份子，我們會透過多個內部和外部方式，包括內部晉升、競聘、職業中介機構、員工推薦、招聘會、校園招聘等進行招募。我們承諾會以公平、公正、平等的方式選拔最合適的人才，取錄條件主要取決於應聘者的工作經驗，而非其性別、信仰、種族等，同時我們對職場歧視採取「零」容忍的政策，致力確保招聘、制訂薪酬福利、晉升等過程中所有員工均獲得一視同仁的對待，以樹立多元化及平等的職場文化。

### 員工權益

員工的薪酬主要由固定工資和績效工資組成。我們會定期檢討薪酬制度，確保員工的薪酬達到合理水平。除法定假期外，員工亦可享有婚假、喪假、工傷假、事假、病假和年休假等假期。我們根據《中華人民共和國社會保險法》，為國內員工繳納五險一金，包括工傷保險、生育保險、醫療保險、養老保險、失業保險以及住房公積金。除此之外，我們亦提供各種福利，以有效吸引並挽留員工，例如：

- 年底雙薪
- 年度體檢
- 績效獎金
- 節日禮品
- 生日會



## CREATING VALUE FOR EMPLOYEES WHOLE-HEARTEDLY •

### 一心一意 • 為員工創造價值

We clearly stated the terms related to working hours, leave, overtime and dismissal in the employee manual and other human resource system to protect the interest of the Group and the employees, which include standard working hours per week, terms and processes of dismissal and termination of labour contract. If an employee needs to work overtime, he/she needs to submit an application in advance, and will be given a rest or be issued overtime pay.

In addition, no child labour or forced labour is allowed in the Group. During the recruitment process, we will inspect the identity document of the new entrants to ensure the legal working age is met, so as to comply with the "Law of the PRC on the Protection of Minors" and the "Regulations on Prohibiting the Use of Child Labor" and protect the right and safety of minors.

#### EMPLOYEE WELL-BEING

Employees are undoubtedly the most valuable assets of the Group. We are committed to protecting the physical and mental health of the employees by enhancing occupational health and safety management, continuously improving working environment and developing a workplace with zero work injury. During the Reporting Period, the Group did not involve into any significant work injury and fatal incident. The occupational health and safety measures implemented by each business include:

我們在員工手冊及其他人力資源制度清晰列明有關工時、假期、加班、解僱等條款，當中包括每周工時標準、解除及終止勞動合同的條款和流程，保障本集團和員工雙方的權益。如員工因工作需要加班，需事先申請。我們會向彼等安排調休或加班工資。

此外，我們絕不容許有童工或強制勞動的情況在本集團內發生。在招聘過程中，我們會檢查新入職員工的身份證明文件，確保其達到法定工作年齡，以符合《中華人民共和國未成年人保護法》及《禁止使用童工規定》的要求，保障未成年人的權益和安全。

#### 員工安康

員工無疑是集團最珍貴的資產，我們承諾守護員工的身心安康，提升職業健康及安全管理，持續改善工作環境，致力建立「零」工傷的職場。於報告期間，本集團無牽涉任何重大的工傷及死亡事故。各業務已實施的職業健康和安全措施涵蓋：

Areas 範疇	Policies and measures 政策及措施
Health 健康	<ul style="list-style-type: none"><li>Hong Kong, Beijing and Shanghai employees enjoy reimbursement of supplementary medical insurance in accordance with "Basic Medical Insurance Regulation" in Beijing and "Interim Measures for the Supplementary Medical Insurance of Enterprises" in Beijing 按照《北京市基本醫療保險規定》、《北京市企業補充醫療保險暫行辦法》等，香港、北京及上海的員工享受補充醫療保險報銷</li><li>Providing regular body check 定期安排健康體檢</li></ul>
Safety 安全	<ul style="list-style-type: none"><li>Enhancing security awareness, knowledge and skills of employees by holding regular fire safety training 定期為員工舉行消防安全培訓，加強其安全意識、知識及技能</li><li>Conducting fire safety inspection on a regular basis 定期進行消防檢查</li><li>Protecting employees' health and safety by establishing Canteen Hygiene System and Hygiene Standard to strictly manage the environment, ingredients and employee hygiene of canteen 設立《食堂衛生制度及衛生標準規定》，嚴格管理食堂的環境、食材及員工衛生，保障員工健康及安全</li><li>Conducting ordinary and monthly safety check in canteen in accordance with Ordinary Safety Check List and Monthly Check List 按照《日常安全檢查記錄表》和《月檢查記錄表》對食堂進行日常及月度安全檢查</li><li>Beijing Dragon Ground enhances its prevention and contingency works by establishing production safety management system and contingency plan, which specify the safety management of special personnel operation, warehouse management, central control room management, construction sites, dangerous chemical management and production facilitates and equipment 北京龍地建立了安全生產管理制度和應急預案，明確特種人員工作、倉庫管理、中控室管理、施工現場、危險化學品管理、生產設施設備等的安全管理，加強預防和應急工作</li><li>Conducting safety check on property users and explaining safety knowledge 對物業用戶安全檢查並講解安全知識</li></ul>

## CREATING VALUE FOR EMPLOYEES WHOLE-HEARTEDLY • 一心一意 • 為員工創造價值



In order to further regulate relevant management works, Golden Sun and Beijing Weisen have obtained ISO45001: 2018 and OHSAS18001: 2007 occupational health and safety management system certification respectively.

金太陽及北京偉森已分別獲得ISO45001：2018及OHSAS18001：2007職業健康安全管理體系認證，進一步規範相關管理工作。

In addition, we will organize various leisure and sports activities, such as the birthday party, annual meeting, team building activities and dinners, for our employees from time to time, so that employees can gather together, relax during their spare time and maintain work-life balance.

此外，我們會不定期為員工舉辦各種文娛康體活動，如生日會、年會、黨建活動、聚餐等，讓員工濟濟一堂，在工餘時放鬆身心，平衡工作與生活。

### SHARING FROM EMPLOYEE

員工點滴



## CREATING VALUE FOR EMPLOYEES WHOLE-HEARTEDLY • 一心一意 • 為員工創造價值

### SPORT INITIATIVES

The Group advocates all of its employees to participate in physical fitness and raises enthusiasm of employees towards sports at any place through providing fitness equipment.

### 倡導運動

本集團提倡全民健身，人人參與。為員工提供了健身設施，鼓勵員工運動健身，不限場地，激發員工運動熱情。





# CREATING VALUE FOR EMPLOYEES WHOLE-HEARTEDLY •

## 一心一意 • 為員工創造價值



### TALENT NURTURING

The Group believes that talents are the foundation of corporate success. Therefore, we strive to deploy resources on talent nurturing and establish a comprehensive career development ladder and training system, with an aim to boost the sustainable development and growth of employees.

The Group has established a performance appraisal scheme to conduct regular evaluation on work performance, capability and quality of employees, so as to comprehensively understand the performance and direction for development of each employee and conduct promotion and salary adjustment based on the appraisal result.

In order to maintain effective talent nurturing, we arrange various training courses, which cover induction training, product training, management skills, professional ethic, safety, first aid and corporate culture. Through these training courses, employees can continue their further education and self-development as well as improve their professional knowledge, skills and personal quality.

During the Reporting Period, the total number of training hours provided by the Group exceeded 5,000 hours.

### 培養人才

本集團深信人才是企業賴以成功的基礎，因此我們著力投放資源培育人才，制定完善的職業發展階梯和培訓制度，推動員工持續發展和成長。

本集團已制定績效考核計劃，定期對員工的工作表現、能力素質等進行評核，以全面了解每一位員工的表現和發展路向，並按照考核結果進行升遷和薪酬調整。

為有效地培育人才，我們安排多種培訓課程，當中涵蓋入職培訓、產品培訓、管理技能、職業道德、安全、急救、企業文化等範疇，旨在讓員工不斷進修增值，提升專業知識、技能和個人素質。

於報告期間，本集團的總培訓時數超過5,000小時。

# CONCENTRATE ON CREATING VALUE FOR CUSTOMERS

## 專心致志 • 為客戶創造價值

We always insist on creating value for customers whole-heartedly. Beijing Enterprises Medical and Health tries its best to implement strict management at all levels of its businesses that focuses on quality of product and service, safety and compliant handling, with an aim to provide quality products and services to customers and lead a healthy lifestyle.

During the Reporting Period, the Group did not violate relevant laws and regulations related to health and safety of product and service, advertisement, labelling and privacy that have a significant impact on the Group. Those laws and regulations include but not limited to the "Advertising Law of the PRC", the "Drug Administration Law of the PRC", the "Regulations on Computers Software Protection" and the "Personal Data (Privacy) Ordinance" of Hong Kong.

### GERIATRIC CARE SERVICE

The innovative geriatric care service model of developing "nursing home without walls" has always been the concept of operation of Fujian Fuling Golden Sun Health and Geriatric Company Limited (Golden Sun). Golden Sun has long been focusing on the safety and benefits of the elderly. The geriatric service system integrates four elements, namely "15 minutes living area for residential geriatric care, 30 minutes for caring area, 1 hour for institutional geriatric care and general health integration", allowing the elderly to enjoy their twilight years by providing one stop geriatric, nursing and medical care service to them. Currently, services from Golden Sun cover real time location, 24 hours emergency service, home visiting, organizing activities, medical escort, legal, psychological and medical consultation, home diagnosis and home medical nursing. As of 31 December 2019, the number of elderly members served by the Group reached 560,000; the number of community service centers reached 351; and the number of beds in the geriatric care institutions reached 3,673. We were awarded the National Elderly Care Organization Model, National Elderly Care Demonstration Organization, National Smart Healthcare and Geriatric Care Distinguished Enterprise, National 5A social organization and First Pilot Unit for Integration between Medical and Geriatric Care in Fujian province, which recognize our effort and perseverance on maintaining high quality service.

專心致志，為客戶創造價值是我們的一貫堅持。北控醫療健康對所有業務皆竭盡所能，針對產品和服務質量、安全、投訴處理等範疇實施嚴格管理，務求為客戶提供一流的產品和服務，引領健康生活。

於報告期間，本集團無涉及違反對集團有重大影響，有關產品和服務的健康與安全、廣告、標籤及私隱事宜的相關法律及規例，包括但不限於《中華人民共和國廣告法》、《中華人民共和國藥品管理法》、《計算機軟件保護條例》、香港《個人資料（私隱）條例》等的情况。

### 養老服務

構建「沒有圍牆的養老院」的創新養老服務模式是福建省福齡金太陽健康養老股份有限公司（金太陽）一如既往的營運理念。金太陽多年來始終以長者的安全和利益為依歸，建立「居家養老15分鐘生活圈，30分鐘照料圈，機構養老1小時、大健康融合」四為一體養老服務體系，為長者提供一站式養、護、醫的養老服務，讓他們得以安享晚年。現時，金太陽的服務涵蓋實時定位、24小時應急救助、上門探訪、舉辦活動、陪診、法律、心理及醫療諮詢、上門會診、上門醫療護理等等。截至2019年12月31日，服務老人會員數達56萬人，社區網站達351個，養老機構床位達3,673張。我們已獲取全國敬老文明號、全國敬老模範單位、全國智慧健康養老示範企業、國家5A級社會組織、福建省首批醫養結合試點單位等殊榮，印證我們維持高質素服務的努力和堅持。

### NEW CARE CENTER 新照料中心

During the Reporting Period, we opened the first community geriatric service care center specified for nursing dementia patient in Fuzhou, with a total area of approximately 1000 sq.m. The care center has 30 full-time caring beds and is equipped with comprehensive living and nursing area as well as leisure and entertainment area, with an aim to provide more living space for the elderly.

於報告期間，我們在福州開設了當地首家專門護理失智人員的社區養老服務照料中心，佔地約1000平方米，設置30個全托照護床位，配備完善的生活護理區和休閒娛樂區域，為長者提供更多活動空間。

## CONCENTRATE ON CREATING VALUE FOR CUSTOMERS •

專心致志 • 為客戶創造價值



### Quality Service

In order to allow the elderly to enjoy the highest quality, most thoughtful and fastest services, we pay special attention to service quality. Fuzhou Golden Sun Elderly Comprehensive Service Center (福州市金太陽老年綜合服務中心) under the Group has obtained ISO9001:2015 quality management system certification. We have also prepared the quality management manual in accordance with the requirement of the system, so as to strictly regulate the quality management process and specify the management goal. Each department should strictly comply with the standard procedures related to various operational aspects like compliant handling, objective management, risk management and setting up remedial measures, which are established in accordance with the quality management system. In addition, there are established procedures for various services, such as home cleaning, onsite cooking, outdoor companion, personal care and medical consultations, so as to regulate the service standard, response time, service attitude, personnel responsibility, emergency measures and procedure for return visit while ensuring every elderly can enjoy the most timely and suitable care in a meticulous manner.

We conduct monthly quality check and performance appraisal on geriatric care institutions under the Group, which evaluate service attitude, site environment, communication with customers, condition of operating of facilities and customer opinion. Relevant personnel will rate these items and record areas for improvement to facilitate analysis and follow up measures.

Apart from regulating operational process, we formulate annual objectives on overall quality, which include customer satisfaction, occupancy rate of institutions, number of activities conducted by community service station, incidents of information failure, completion rate of project design and development. Year-end assessment on the completion of assessed objectives will be conducted to motivate the employees to further enhance their service level.

### Safety of the Elderly

Ensuring the safety of every elderly is the mission and daily routine of Golden Sun. We have established various policies and measures to strictly manage and control various service procedures, with an aim to take comprehensive care of the physical and mental health of the elderly.

### 優質服務

為了讓長者得到最優質、貼心、快捷的服務，我們對服務質素極為重視。業務旗下的福州市金太陽老年綜合服務中心已獲得ISO9001:2015質量管理體系認證，我們亦按照體系的要求編製質量管理手冊，嚴格規範質量管理流程，同時明確管理方針。按照質量管理體系，我們就各個營運範疇，如投訴處理、目標管理、風險管理、制定糾正措施等制定了標準流程，讓各部門嚴格遵循。此外，各項服務如居家整理、上門做餐、陪同外出、起居照顧、配診就醫等均設有既定流程，以規範服務標準、響應時間、服務態度、人員職責、應急措施、回訪程序等，確保所有細節都一絲不苟，讓每一位長者都能得到最及時、合適的照料。

我們每月會進行質量檢查，並對旗下養老機構進行績效考評，項目包括服務態度、場所環境、客戶溝通情況、設施運行情況、客戶意見等。有關人員會對這些項目進行評分並記錄需要改善的問題，以便作出分析和跟進。

除了規範營運流程，我們每年會制定整體質量目標，當中包括顧客滿意度、機構入住率、社區服務站活動次數、信息故障事故、項目設計開發完成率等，年終後會進行考核，評核目標的完成情況，以激勵員工進一步提升服務水平。

### 長者安全

保障每一位長者的安全是金太陽的使命，亦是日常的重點工作之一。我們已制定多項政策和措施，嚴格管理並控制多個服務流程，全方位照顧長者的身心健康。



## CONCENTRATE ON CREATING VALUE FOR CUSTOMERS •

專心致志 • 為客戶創造價值

### PERSONAL SAFETY

#### 人身安全

- The chief nurse, medical personnel, chief administrative officers on duty and care workers should conduct regular ward round, so as to care about the need of the elderly, the hygiene condition of the room, the physical and mental condition of the elderly and the safety of the facilities  
護理長、醫務人員、行政總值班和護理員需定期巡房，關注長者需要、房間衛生、長者的身心狀況、設施安全等
- When the elderly takes leave of absence, care workers should check whether they have returned safely. If they do not return within the predetermined time, we will communicate with their families in time to ensure the safety of the elderly. After dinner, no elderly is allowed to go out to prevent them from getting lost.  
如長者請假外出，護理員需巡視彼等是否安全返回，如未有在約定時間返回，需及時與家屬溝通，保障長者安全。晚餐後一律不准外出，防止長者走失
- Always pay attention to whether the elderly has any mental, psychosocial and physical abnormality and contact medical personnel and family member of the elderly in a timely manner in case of emergency  
經常留意長者是否存在精神、心理和身體異常情況，如有突發情況，及時聯繫醫務人員和長者家屬
- Establishing emergency team to handle emergency cases and regulating the reporting, handling process and responsibility of relevant personnel in various cases  
成立應急小組處理突發事件，並規範各類事件的通報、處理流程和相關人員職責
- Formulating a 3 hours night inspection system to respond to emergency cases in a timely manner  
制定3小時夜間巡查制度，以及時應對突發事件
- Conducting regular fire prevention training, drills and maintenance on facilities and equipment  
定期進行消防培訓、演習和維護設施設備

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



### HYGIENE MANAGEMENT

#### 衛生管理

- Tidying the indoor environment of canteen and care centers daily  
每天打掃食堂及照料中心的室內環境
- Unifying the storage of wastes and strictly prohibiting random dumping  
統一存放廢棄物，嚴禁隨意丟放
- Canteen staff and personnel engaged in food and beverage work should receive regular body check. No person is allowed to work in the canteen if their body condition cannot pass the standard  
食堂人員及從事飲食的工作人員須定期接受體檢，身體狀況不符合要求者不得從事食堂工作
- Completing the disinfection of canteen in an effective manner by always disinfecting tableware and managing environmental and personal hygiene  
切實做好食堂消毒工作，經常消毒餐具，管理環境和個人衛生
- Maintaining strict control on procurement of ingredients  
對食材採購採取嚴格把關

#### Active Listening

We strive to maintain close and mutual communication with customers, the elderly and their families to listen carefully to their opinions, so as to assist in continuous enhancement of service quality and allow the elderly to enjoy better and more comprehensive geriatric service.

#### 用心聆聽

我們致力與客戶、長者及其家屬維持緊密而雙向的溝通，用心聆聽他們的意見，以協助我們持續提升服務質素，讓長者能享受更好、更全面的養老服務。

#### SALES OF MEDICAL AND NURSING FURNITURE

Sales of medical and nursing furniture under the Group integrates research and development, design, procurement and sales of furniture, which mainly focuses on designing a series of appropriate furniture for geriatric, medical, educational and business institutions to satisfy their needs and requirements. The business has obtained various industrial certifications and awards, including National High-tech Enterprise, Top Ten Hospital Furniture Brand in China, Top Ten Geriatric Care Furniture Brand in China, Top Ten School Furniture Brand in China, Green Office Furniture Brand in China, Famous Environmentally Friendly Furniture Brand, China Integrity Enterprise and AAA enterprise in Quality, Service and Integrity in China, which acknowledge the support and recognition of customers on our products.

#### 醫、養家具銷售業務

本集團旗下的醫、養家具銷售業務集家具研發、設計、採購、銷售於一身，主要針對養老、醫療、教育和商業機構設計出一系列適用家具，滿足彼等的需要和要求。業務已取得多個行業認證和殊榮，包括國家高新技術企業、「中國醫院家具十大品牌」、「中國養老專用家具十大品牌」、「中國學校家具十大品牌」、「中國辦公家具綠色品牌」、「環保家具知名品牌」、「中國誠信企業」、「中國質量 • 服務 • 誠信AAA企業」等，印證客戶對我們的產品的支持和肯定。

## CONCENTRATE ON CREATING VALUE FOR CUSTOMERS •

### 專心致志 • 為客戶創造價值

#### Quality and Safety

Providing high quality and safe furniture to customers is the key to success. We have formulated stringent standards on design, production, inspection and acceptance as well as storage to ensure that meticulous attention is paid to every detail and the products are up to state and industry standards. Among them, Beijing Weisen have also obtained ISO9001:2015 Quality management system certification, further recognizing our rigorousness and persistence on quality.

Regarding design of furniture, we put ourselves into customers' shoes and design products that best suit their needs. For elderly-friendly furniture, such as sofas, side tables, bedside tables and rocking chairs, we integrate elderly-friendly features in areas including materials, shapes and details for both safety and comfort.

While our business does not directly involve production, we implement strict management and control over the manufacturers. We have formulated production standards for products covering strength, durability, stability, heat resistance, thermal shock resistance, abrasion resistance, impact resistance and corrosion resistance and requested manufacturers to strictly follow our requirements in production to safeguard the quality and safety of our products. During production, we inspect aspects such as raw materials, color difference of products and product structure to monitor the production progress of manufacturers and quality of products effectively.

As for inspection and acceptance, we have also established a set of stringent standards to regulate the means of inspection and acceptance for components, accessories, packaging and finished products. If defaults in areas such as quality, color difference and sizes are found in the products, we will request the suppliers to return / exchange and require them to follow up and rectify in a timely manner.

#### 質量安全

為客戶提供高質素和安全的家具是業務得以成功的關鍵。我們對設計、生產、驗收以至存放均制定了嚴格標準，務求每一個細節皆一絲不苟，確保產品符合國家和行業標準。其中，北京偉森更取得ISO9001：2015質量管理體系認證，進一步肯定我們對質量的嚴謹和堅持。

在家具設計方面，我們會從客戶的角度出發，根據其需要設計出最適合他們的產品。以適老化家具，如梳化、角几、床頭櫃、搖椅等為例，我們會從材質、形態、細節等融入適老化特徵，務求安全和舒適度兼備。

雖然業務並不直接涉及生產，但我們會對製造商實施嚴格管控。我們已制定產品製造標準，當中涵蓋強度、耐久性、穩定性、耐熱度、耐溫差性、耐磨性、抗衝擊性、耐腐蝕性等，並要求製造商嚴格按照我們的要求生產，從而保障產品品質和安全性。我們在生產過程中會檢查原材料、產品色差、產品結構等，以有效監督製造商的生產進度和產品質量。

在驗收方面，我們亦制定了一套嚴格標準，規範零件、配件、包裝、成品等的檢驗方法。如產品因其質量、色差、尺寸等出現問題，我們會要求供應商進行退／換貨處理，並要求彼等及時反饋和整改。



## CONCENTRATE ON CREATING VALUE FOR CUSTOMERS •

### 專心致志 • 為客戶創造價值



In addition, as the quality of furniture can be affected by the environment, we have set a standard for its storage to protect furniture from moisture, breaking or damage.

Beijing Weisen engages a qualified third-party examination centre to conduct sampling inspections regularly on product quality. The items for inspection include elasticity, formaldehyde emission, safety, fire retardancy, stability and heat resistance to ensure that the products comply with requirements in quality and safety to ease customers' concerns.

#### Research and Development and Innovation

As our business involves research and development and innovation, in order to protect the effort of the research and development team, we registered the software copyright on various furniture-related systems according to the "Regulation on Computers Software Protection" and "Rules on the Registration of Computer Software Copyright". At the same time, the team conducts research and development and innovations and applies for invention patents and adopts the techniques in our furniture products. During the Reporting Period, Beijing Weisen had the encouraging result of obtaining 5 new software copyright registrations and 1 patent registration.

#### ADVERTISING AND LABELLING

When advertising and promoting our products and services, we observe the "Advertising Law of the PRC" and the "Law of the PRC on Protection of Consumer Rights and Interests" and requirements of relevant laws and regulations to ensure authenticity of all promotional contents in order to avoid misleading consumers, thereby protecting their rights.

As the Group is not directly involved in the production of the products, product labelling is not a major issue of concern for us.

#### PRIVACY PROTECTION

Daily operations of the Group involve certain private information such as customers' information, personal information and patient record of the elderly, business secrets, financial information and minutes of meetings. In our utmost effort to protect such private information and safeguard benefits of the Group, our staff as well as customers, we require our staff to strictly follow all of the Group's rules and policies regarding confidentiality and shall not disclose such information to third parties without prior consents. For geriatric care business, we issue "Privacy Statement" to customers to explain the use of customers' personal information and the means of protecting data. As for business of sales of furniture, Beijing Weisen and suppliers enter into "Confidentiality agreement on trade secrets", requiring both parties to perform strict confidentiality measures on trade secrets including orders, drawings of products, contracts and trademarks to avoid leaks of design information of products.

此外，由於家具的材質可能會受環境影響，我們對其存放亦訂立標準，以防受潮、破碎或損壞。

北京偉森會定期委託受認可第三方檢驗中心為產品進行抽樣質檢，檢驗項目包括彈性、甲醛釋放量、安全性、阻燃性、穩定性、耐熱性等，確保產品符合質量及安全要求，讓消費者安心。

#### 研發創新

由於業務涉及研發和創新，為保障研發團隊的心血，我們按照《計算機軟體保護條例》和《計算機軟體著作權登記辦法》為多個家具相關系統登記軟體著作權，同時研發團隊進行研發創新，申請發明專利，將技術應用在家具產品中。於報告期間，北京偉森獲得5項新的軟體著作權認證及1項專利授權，成績令人鼓舞。

#### 廣告及標籤

為產品及服務進行推廣宣傳時，我們謹遵《中華人民共和國廣告法》和《中華人民共和國消費者權益保護法》等相關法例法規的規定，確保所有宣傳內容的真確性，以免誤導消費者，保障他們的權益。

由於本集團並不直接涉及產品製造，因此產品標籤並非我們關注的重大議題。

#### 私隱保護

本集團在日常營運當中會牽涉一定的隱私資料，如客戶資訊、長者的個人資料和病歷、商業機密、財務信息、會議記錄等，為盡最大程度保護此等隱私資料，保障集團、員工以至客戶利益，我們要求員工嚴格遵循本集團所有有關保密的規則和政策，未經同意不得將這些資料向第三方披露。針對養老服務，我們會向客戶發出《隱私聲明》，說明客戶個人資料的用途，以及保障方式。而對於家具銷售業務，北京偉森亦會與供應商簽署《商業秘密保密協議》，要求雙方對商業秘密，如訂單、產品圖紙、合同、商標等進行嚴格保密措施，防止產品的設計資料外洩。

# JOIN HANDS TO CREATE VALUE FOR SUPPLY CHAIN

## 同心一意 • 為供應鏈創造價值

As of 31 December 2019, the Group mainly engaged suppliers located in mainland China, in order to reduce the carbon emissions arising from transport of products, thereby protecting the environment.

In terms of our business, we endeavor in the development of grand health industry chain. Similarly, we strive to drive for a healthy development of the supply chain. We expect the suppliers to comply with the Group's policy on occupational health and safety and be environmentally and socially responsible in their daily operations, including upholding the code of business and complying with relevant laws and regulations, in the hope of joining hands to create value for the supply chain.

Beside our expectations in suppliers' commitment for corporate social responsibilities, we have adopted comprehensive and rigorous management on the procurement system and the quality of suppliers to safeguard the quality of products and services at source. Relevant measures include regular evaluations on and visits to suppliers and in-site inspections and quality evaluations for new suppliers. The scope of evaluation on suppliers includes product quality, service quality, production capacity, compatibility, price and conditions of operation facilities, and we will communicate with relevant parties and request them to rectify in a timely manner when areas requiring improvement are identified.

截至2019年12月31日，本集團主要聘用位於中國內地的供應商，藉此減少因產品運輸而造成的碳排放，保護環境。

在業務上，我們著力推動大健康產業鏈，同樣地，我們亦致力推動供應鏈的健康發展，我們期望供應商遵守的本集團環保及職業健康與安全政策，在日常營運中對環境和社會負責，包括維持商業操守和遵守相關法例法規，與本集團同心一意，為供應鏈創造價值。

除了期望供應商踐行企業社會責任，我們對於採購制度和供應商品質亦採取全面而嚴謹的管理，從源頭保障產品及服務質量。相關措施包括：定期對供應商進行評價、訪查、新供應商實地考察、資質評審等。我們會對供應商的產品質量、服務態度、生產能力、配合度、價格、經營設施情況等項目進行評價，如發現需要改善的地方，會和有關單位溝通並要求彼等及時整改。

### GREEN PROCUREMENT 綠色採購

Beijing Weisen puts great effort in promoting the concept of green product by promoting green procurement, requiring the use of environmentally-friendly materials for all products and materials and regulating the quality of timber sheet materials, paint, hardware, adhesives and accessories to comply with the state standard in an effort to reduce the negative effect on the environment as a result of the life cycle of our products.

北京偉森大力提倡環保產品概念，推動綠色採購，規定所有產品及物料需使用環保材料，規定板材、油漆、五金、膠粘劑、輔料等不低於國家標準，盡量減少產品生命週期對環境造成的負面影響。

# STRIVE FOR UNITY AND CREATE VALUE FOR THE COMMUNITY

## 戮力齊心 • 為社區創造價值

Through striving for unity and provision of assistance to people in need and the underprivileged, Beijing Enterprises Medical and Health has always been proactive in charity work by participating in charitable activities of the community so as to give back to society and create value for the community.

In order to promote Chinese traditional culture and celebrate the Dragon Boat Festival, the community home care service station under Golden Sun organized the event for the Dragon Boat Festival, "Inheriting the culture with rice dumplings, respect and care for elderly in the neighborhood", gathering elderly to make rice dumplings. The station also collaborated with Wanda Plaza at Financial Street, Fuzhou and organized the "Rice dumplings making competition with a thousand people" and invited citizens to participate in the activity to spread blessings of the festival to residents and elderly of the community.

Golden Sun had also promoted the activity for "the month of respecting elderly", themed "Be filial to elderly and love your parents, To be better and kind", which included the "Hiking at the Fu Forest Trail with a thousand people" event. Over a thousand elderly and their children were invited to hike together, to have elderly involved in exercise and improve their health while enhancing communication between them and their children.

During the Reporting Period, the Group donated RMB200,000 and sponsored 2019 Shanghai Maqiao International Half Marathon to support development of sports. In addition, Beijing Weisen participated in 2019 Dongrun Charity Gala organized by the Dongrun Foundation and donated RMB 50,000 to support the Foundation's works in improving teenagers' living.

戮力齊心，救急扶貧，北控醫療健康向來為善不甘後人，積極參與社區公益活動，回饋社會，為社區創造價值。

為弘揚中華傳統文化，慶祝端午節，金太陽旗下的社區居家養老服務站舉辦了「濃情粽意傳承文明，尊老敬老溫情鄰里」端午節活動，讓長輩們聚首一堂包粽子，另外亦聯同福州台江金融街萬達廣場舉辦「千人包粽子比賽」，邀請市民共同參與這項盛事，為社區居民和長輩送上節日祝福。

金太陽亦開展以「孝老愛親，向上向善」為主題的「敬老月」活動，當中包括「千人福道登高」的項目，邀請過千位長者及其子女一同登山，讓長者投入運動健身行列，強身健體，同時增進親子之間的聯繫。

於報告期間，本集團捐出20萬元人民幣，贊助2019上海馬橋國際半程馬拉松賽，以支持體育發展。此外，北京偉森亦參與了2019年度由東潤公益基金會舉辦的東潤慈善夜，並捐贈了5萬元人民幣，支持基金會改善青少年生活的工作。





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## 環境、社會及管治報告指引索引

Key areas, levels, general disclosures and key performance indicators 主要範疇、層面、一般披露及關鍵業績指標		Chapter/Statement 章節／聲明	Page 頁數
<b>A. Environment</b> 環境			
<b>Level A1: Emissions</b> 層面A1：排放物			
General disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer in relation to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste. 有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。		P. 13-17 第13-17頁
Key performance indicators A1.1 關鍵績效指標A1.1	The types of emissions and relevant emissions data. 排放物種類及相關排放數據。		P. 13-17 第13-17頁
Key performance indicators A1.2 關鍵績效指標A1.2	Greenhouse gas emissions in total and intensity. 溫室氣體總排放量及密度。	Our Wills Unite Like a Fortress to Create Value for the Environment 眾心如城 • 為環境創造價值	P. 13-17 第13-17頁
Key performance indicators A1.3 關鍵績效指標A1.3	Total hazardous waste produced and intensity. 所產生有害廢棄物總量及密度。		P. 13-17 第13-17頁
Key performance indicators A1.4 關鍵績效指標A1.4	Total non-hazardous waste produced and intensity. 所產生無害廢棄物總量及密度。		P. 13-17 第13-17頁
Key performance indicators A1.5 關鍵績效指標A1.5	Description of measures to mitigate emissions and results achieved. 描述減低排放量的措施及所得成果。		P. 13-17 第13-17頁
Key performance indicators A1.6 關鍵績效指標A1.6	Description of how hazardous and nonhazardous waste are handled, reduction initiatives and results achieved. 描述處理有害及無害廢棄物的方法、減低產生量的措施及所得成果。		P. 13-17 第13-17頁

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## 環境、社會及管治報告指引索引



### Key areas, levels, general disclosures and key performance indicators 主要範疇、層面、一般披露及關鍵業績指標

### Chapter/Statement 章節／聲明

### Page 頁數

#### Level A2: Use of Resources

#### 層面A2：資源使用

General disclosure 一般披露	<p>Policies on the efficient use of resources, including energy, water and other raw materials.</p> <p>Note: Resources may be used in production, in storage, transportation, in buildings, electronic equipment, etc.</p> <p>有效使用資源(包括能源、水及其他原材料)的政策。</p> <p>註：資源可用於生產、儲存、運輸、樓宇、電子設備等。</p>		P. 13-17 第13-17頁
Key performance indicators A2.1 關鍵績效指標A2.1	<p>Direct and/or indirect energy consumption by type in total and intensity.</p> <p>按類型劃分的直接及／或間接能源總耗量及密度。</p>	Our Wills Unite Like a Fortress to Create Value for the Environment 眾心如城 • 為環境創造價值	P. 13-17 第13-17頁
Key performance indicators A2.2 關鍵績效指標A2.2	<p>Water consumption in total and intensity.</p> <p>總耗水量及密度。</p>		P. 13-17 第13-17頁
Key performance indicators A2.3 關鍵績效指標A2.3	<p>Description of energy use efficiency initiatives and results achieved.</p> <p>描述能源使用效益計劃及所得成果。</p>		P. 13-17 第13-17頁
Key performance indicators A2.4 關鍵績效指標A2.4	<p>Description of whether there are any issues in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.</p> <p>描述求取適用水源上可有任何問題，以及提升用水效益計劃及所得成果。</p>		P. 13-17 第13-17頁
Key performance indicators A2.5 關鍵績效指標A2.5	<p>Total packaging materials used for finished products with reference to per unit produced.</p> <p>製成品所用包裝材料的總量及每生產單位佔量。</p>	Not applicable to the Group's business 不適用於集團業務	Not applicable 不適用

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## 環境、社會及管治報告指引索引

Key areas, levels, general disclosures and key performance indicators 主要範疇、層面、一般披露及關鍵業績指標		Chapter/Statement 章節／聲明	Page 頁數
<b>Level A3: Environment and Natural Resources</b> <b>層面A3：環境及天然資源</b>			
General disclosure 一般披露	Policies on minimizing the issuer's significant impact on the environment and natural resources. 減低發行人對環境及天然資源造成重大影響的政策。		P. 17 第17頁
Key performance indicators A3.1 關鍵績效指標A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them. 描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。	Green Product 綠色產品	P. 17 第17頁
<b>B. Social</b> <b>社會</b>			
<b>Employment and Labor Practices</b> <b>僱傭及勞工常規</b>			
<b>Level B1: Employment</b> <b>層面B1：僱傭</b>			
General disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer in relation to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination and other benefits and welfare. 有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Creating Value for Employees Whole-heartedly 一心一意 • 為員工創造價值	P. 18-23 第18-23頁



# INDEX TO ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORTING GUIDE

## 環境、社會及管治報告指引索引



### Key areas, levels, general disclosures and key performance indicators 主要範疇、層面、一般披露及關鍵業績指標

### Chapter/Statement 章節／聲明

### Page 頁數

#### Level B2: Health and Safety

##### 層面B2：健康與安全

General disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer in relation to providing a safe working environment and protecting employees from occupational hazards. 有關提供安全工作環境及保障僱員避免職業性危害的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Employee Well-being 員工安康	P. 20-21 第20-21頁
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#### Level B3: Development and Training

##### 層面B3：發展及培訓

General disclosure 一般披露	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. 有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。	Talent Nurturing 培養人才	P. 23 第23頁
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#### Level B4: Labour Standards

##### 層面B4：勞工準則

General disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer in relation to preventing child labour or forced labour. 有關防止童工或強制勞工的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Employee Rights 員工權益	P. 19-20 第19-20頁
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#### Operating Practices

##### 營運慣例

#### Level B5: Supply Chain Management

##### 層面B5：供應鏈管理

General disclosure 一般披露	Policies on managing environmental and social risks of the supply chain. 管理供應鏈的環境及社會風險政策。	Join Hands to Create Value for Supply Chain 同心一意 • 為供應鏈創造價值	P. 30 第30頁
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## 環境、社會及管治報告指引索引

Key areas, levels, general disclosures and key performance indicators 主要範疇、層面、一般披露及關鍵業績指標		Chapter/Statement 章節／聲明	Page 頁數
<b>Level B6: Product Responsibility</b>			
<b>層面B6：產品責任</b>			
General disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer in relation to health and safety, advertising, labelling and privacy matters in relation to products and services provided and methods of redress. 有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Concentrate on Creating Value for Customers 專心致志 • 為客戶創造價值	P. 24-29 第24-29頁
<b>Level B7: Anti-corruption</b>			
<b>層面B7：反貪污</b>			
General disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer in relation to bribery, extortion, fraud and money laundering. 有關防止賄賂、勒索、欺詐及洗黑錢的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Anti-corruption 反貪污	P. 12 第12頁
<b>Community</b>			
<b>社區</b>			
<b>Level B8: Community Investment</b>			
<b>層面B8：社區投資</b>			
General disclosure 一般披露	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests. 有關以社區參與來瞭解營運所在社區需要和確保其業務活動會考慮社區利益的政策。	Strive for Unity and Create Value for the Community 戮力齊心 • 為社區創造價值	P. 31 第31頁