



和美醫療控股有限公司

HARMONICARE MEDICAL HOLDINGS LIMITED

(Incorporated under the laws of the Cayman Islands with limited liability)
(於開曼群島註冊成立之有限公司)

Stock Code 股份代號 : 1509

Environmental, Social and Governance Report

環境、社會及管治報告

2019



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ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT 2019

2019年環境、社會及管治報告

I. ABOUT THIS REPORT

1. Purpose

This report is the environmental, social and governance report of Harmonicare Medical Holdings Limited (hereinafter referred to as “Harmonicare”, the “Group” or the “Company”) for the year 2019. Through this report, the Company hopes to enhance our communication and build consensus with stakeholders and report to them on our sustainability performance.

2. Basis of preparation

This report is prepared in accordance with the Appendix 27 “Environmental, Social and Governance Reporting Guide” under the Listing Rules issued by The Stock Exchange of Hong Kong Limited (the “Hong Kong Stock Exchange”) for the proper disclosure of the Group’s environmental, social and governance performance.

3. Reporting year and scope

- (1) Reporting period: From 1 January 2019 to 31 December 2019. For the purpose of enhancing comparability, information related to the previous years is contained in certain parts of this report.
- (2) Reporting coverage: This report covers the main business scope of the Group and its subsidiary companies, excluding associated companies, joint ventures, joint-stock corporations, newly-built entities and sold entities.

4. Sources of data

All of the data quoted in the report are sourced from the official documents, statistical reports or publicly available documents of the Company.

一、關於本報告

1. 目的

本報告是和美醫療控股有限公司（以下簡稱「和美醫療」「本集團」或「公司」）的2019年度環境、社會及管治報告，本公司希望通過發佈報告方式，加強與利益相關方的溝通，凝聚共識，向持份者匯報可持續發展的表現。

2. 編製依據

本報告遵循香港聯合交易所有限公司（以下簡稱「香港聯交所」）發佈的《上市規則》附錄二十七《環境、社會及管治報告指引》所編製，適當披露本集團的環境、社會及管治績效。

3. 報告年度及範圍

- (1) 報告時間範圍：2019年1月1日至2019年12月31日。為增強可比性，部分內容涉及以往年份。
- (2) 報告覆蓋範圍：本報告涵蓋集團總部及各單位的主要業務範圍，不包含聯營、合營和參股公司、新建單位和已出售單位。

4. 數據來源

報告所引用數據，均來源於公司已正式文件、統計報告或公開文件。



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5. Approval of the report

After being reviewed and confirmed by the management, this report has been approved by the Board of Directors of Harmonicare on 8 January 2021.

6. Response

- (1) The electronic version of the report is available for download on the websites of the Group (<http://www.hemeiyl.com>) or the Hong Kong Stock Exchange (<https://www.hkexnews.hk>).
- (2) The Group highly values the opinions of stakeholders, and your opinions will help us improve our business and sustainability performance. If you have any comments and suggestions on the Group's sustainability performance, please contact us via ir@hemeiyl.com.

5. 報告批准

本報告經管理層審閱確認後，於2021年1月8日經和美醫療董事會批准。

6. 回應

- (1) 報告電子版可於本集團網站<http://www.hemeiyl.com>或香港聯交所網站<https://www.hkexnews.hk>下載閱覽。
- (2) 集團高度重視權益人的意見，您的意見有助於提升集團的業務和可持續發展表現。如對集團可持續發展表現有任何意見及建議，敬請發送至郵箱 ir@hemeiyl.com。



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I. About the Company



二、關於和美醫療

I. 公司概況

Company name: Harmonicare Medical Holdings Limited
Stock code: 01509
Year of establishment: 2003
Year of listing: Listed on the Main Board in Hong Kong in 2015

公司名稱：和美醫療控股有限公司
股票代碼：01509
成立時間：2003
上市時間：2015年香港主板上市

Company profile: As China's leading private obstetrics and pediatric hospital group, Harmonicare has a variety of brand chain hospitals in core cities including Beijing, Guangzhou and Chongqing, providing high-quality medical services to high-net-worth customers every year.

公司簡介：作為中國領先的私立婦兒醫院集團，在北京、廣州、重慶等核心城市擁有多家品牌連鎖醫院，每年為高淨值客戶提供高品質醫療服務。

The Group is committed to providing high-quality gynecological, obstetric and pediatric medical and health services to numerous families. In accordance with the requirements of the National Health Commission's core medical system, the Group makes continuous efforts to improve medical quality, enhance the level of medical services and ensure the safety of our customers.

本集團致力於為眾多家庭提供高品質的婦科、產科和兒科醫療健康服務，融合國家衛健委多項核心醫療制度要求，持續改進醫療質量、提升醫療服務水平、全面保障客戶安全。

In 2019, the Group was committed to consolidating and continuously improving the market position of core businesses, steadily promoting the development of various businesses, innovating business models and marketing approaches, and concentrating our resources on developing advantageous businesses.

2019年，本集團鞏固並不斷提升核心業務的市場地位，穩步推進各項業務發展，創新業務模式和營銷手段，集中資源發展優勢業務。



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2. Awards and recognitions

- (1) In April 2019, Heilongjiang HarMoniCare Obstetrics and Gynecology Hospital established a clinic for recurrent miscarriage, the first of its kind in Heilongjiang Province, filling the gap in the medical field within the province. The hospital has engaged famous experts in the field of infertility to conduct consultations, providing recurrent miscarriage patients with more systematic, scientific, standardized, personalized and refined diagnosis and treatment.
- (2) In September 2019, in response to the call for the construction of the Medical Alliance Cooperative Service System of Chaoyang District, Beijing HarMoniCare Gynecology and Paediatrics Hospital (Asian Games Village branch) joined as a member unit of the Gynecological Medical Alliance of Beijing Obstetrics and Gynaecology Hospital of Capital Medical University. Through this initiative, we are able to provide our patients with comfortable medical experience as well as quality medical service comparable to that of Class III hospitals.

2. 社會榮譽

- (1) 2019年4月，黑龍江和美婦產醫院成立復發性流產門診，是黑龍江省首家復發性流產門診，填補了省內醫療領域的空白，醫院特聘不孕不育領域權威專家親自坐診，為復發性流產患者提供更系統化、科學化、規範化、個性化、精細化的診斷與治療方案。
- (2) 2019年9月，北京和美婦兒醫院（亞運村院區），應朝陽區醫聯體合作服務體系建設號召，順利加入首都醫科大學附屬北京婦產醫院婦科醫療聯合體成員單位，讓患者有舒適就診體驗的同時，享受到三甲醫院同質化醫療服務質量。





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3. Environmental, social and governance strategic concepts

The Group abides by highest professional ethics in its business operation. In order to achieve the strategic goals of development, we adhere to the principle of sustainable development, and implement the polices on environmental protection, protection of employees' rights, anti-corruption, and maintenance of business ethics as set out in the "Environmental, Social and Governance Reporting Guide", so as to continue to create long-term value for the Company and its stakeholders and build a better future.

4. Working body for environmental, social and governance matters

The Board of Directors is the highest decision-making body for corporate social responsibility matters. The chairman of the Board of Directors ensures, through the Board of Directors, that the Company follows good corporate governance practices and procedures. Our audit committee consists of 3 independent non-executive directors and 1 non-executive director whose responsibility is to assist the Board of Directors in fulfilling corporate governance responsibilities, and to ensure that all tasks comply with relevant requirements in respect of environmental, social and governance issues.

III. STAKEHOLDER ENGAGEMENT

The opinions of our stakeholders are conducive to the continuous improvement of our policies and strategies of operation. Our management attaches great importance to communication with stakeholders, understands the needs of stakeholders, and takes countermeasures to meet their reasonable expectations and demands. We promote the Company's social responsibility concepts and practices through various channels, and respond to the opinions and feedback of major stakeholders.

3. 環境、社會及管治戰略理念

本集團經營業務恪守高尚的職業操守，為實現發展戰略目標，堅持可持續發展的原則，切實奉行《環境、社會及管治報告指引》內有關環境保護、保障員工權益、反貪污、維持商業道德等政策，從而持續為公司和持份者創造長遠價值，構建更美好的將來。

4. 環境、社會及管治工作機構

董事會是企業社會責任工作最高決策機構，董事會主席通過董事局確保公司遵循良好的企業管治常規及程序。本公司審核委員會由3名獨立非執行董事、1名非執行董事組成，主要職責是協助董事局履行企業管治責任，確保各項工作符合環境、社會及管治相關規定。

三、持份者的參與

持份者的意見有助於本公司不斷改善營運方針和策略，管理層高度重視與持份者的溝通交流，從而了解持份者的訴求，並採取應對措施，滿足其合理期望與訴求。公司通過各種渠道宣揚社會責任理念與實踐，以處理與主要持份者之意見與回饋。



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The table below shows the expectations and demands of key stakeholders identified by the Group:

下表顯示本集團所識別關鍵持份者的期望與訴求：

Stakeholders 持份者	Channel/Mode of communication 溝通渠道／方式	Expectation and demands 期望與訴求	Communication and response 溝通與回應
Government and regulator 政府及監管機構	Public consultation Online survey/On-site investigation Meeting 公共諮詢 網上意見／實地調查 會議	In compliance with laws and regulations Legal operation Safe healthcare Use of resources 遵紀守法 合規經營 安全醫療 資源使用	Compliance with policies Correspondence Inspection and monitoring Disclosure announcement 遵守政策 公文往來 檢查監督 披露公告
Shareholders and investors 股東及投資者	Annual general meeting of shareholders Annual and interim reports Analyst conferences 年度股東大會 年度及中期報告 分析師會議	Protect legal rights Enhance company value Gain investment return Information transparency and efficient communication 保障合法權益 提升公司價值 獲得投資回報 信息透明及高效溝通	Convene general meetings Announcements on the websites of the Hong Kong Stock Exchange and the Company Special reports Email 召開股東大會 香港聯交所及本公司網站公告 專題匯報 電郵
Customers 客戶	Interview 面談	Quality products and services Health and safety Privacy protection Performance of contracts in accordance with relevant laws and operation with integrity 優質產品服務 健康與安全 隱私保護 依法履約誠信經營	Customer satisfaction surveys Customer service center and customer service hotline Customer communication meetings and return visits 客戶滿意度調查 客戶服務中心和客服熱線 客戶溝通會議回訪



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Stakeholders 持份者	Channel/Mode of communication 溝通渠道／方式	Expectation and demands 期望與訴求	Communication and response 溝通與回應
Suppliers 供應商	Meeting 會議	Transparent procurement Equal competition Win-win and mutual benefit 透明採購 平等競爭 共贏互利	Supplier access Supplier audits Supplier evaluation 供應商准入 供應商審核 供應商評價
Employees 僱員	Meeting Training 會議 培訓	Remuneration and benefits Training and development Occupational health and safety 薪酬福利 培訓與發展 職業健康與安全	Employee activities Questionnaires Training and education Responsibilities and accountability system 僱員活動 調查問卷 培訓及教育 問責制
Communities and public 社區及公眾	Organize charity activities 組織社會公益活動	Improve the community environment Participate in public welfare Open and transparent information Sustainable community 改善社區環境 參與公益事業 信息公開透明 可持續社區	Charitable activities Media interview 公益活動 傳媒採訪



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IV. HARMONICARE SERVICES

Harmonicare is the early adopter to implement a hospital brand chain business model across the country. Adhering to the brand culture accumulated over the years and the customer-centric operation philosophy, we have established a system related to medical service management. Through continuous implementation and improvement, we have promoted the sustainable development of the Group and strived to become a high-end maternal and child health service institution that is trustworthy by customers while making continuous efforts to safeguard the health of customers.

(I) Quality medical services

1. Medical quality management

The Group strictly abides by the Administrative Measures on Medical Institutions (《醫療機構管理條例》), Administrative Measures on Medical Quality (《醫療質量管理辦法》) and other national laws and regulations on medical quality and medical safety, and improves the medical quality management system at all levels to provide customers with great treatment experiences.

四、和美醫療服務

和美醫療率先在全國實施醫院品牌連鎖經營模式，秉承多年積澱的品牌文化和客戶至上的經營理念，建立了醫療服務管理相關制度，通過不斷實施和改進，促進集團可持續發展。在持續為客戶健康保駕護航過程中，公司努力成為值得客戶信賴的高端母嬰健康服務機構。

(一) 優質醫療服務

1. 醫療質量管理

本集團嚴格遵守國家《醫療機構管理條例》《醫療質量管理辦法》等法律法規中關於醫療質量、醫療安全的規定，健全各級醫療質量管理體系，為客戶提供舒適良好的就診體驗。



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In March 2019, Zhang Lihua (張麗華) from the Nursing Department of Beijing HarMoniCare Gynecology and Pediatrics Hospital (Asian Games Village branch) was named the “Capital Outstanding Nursing Practitioner 2019” by the Beijing Nursing Association. She has successfully rescued a parturient with a high bleeding volume of 4,000ml, and saved the life of a newborn with umbilical cord prolapse in a short “golden 3 minutes”. She has participated in numerous rescue operations involving critically ill patients with pregnancy complicated by heart disease, pregnancy complicated by asthma, severe eclampsia and convulsions, and helped the puerpera get through danger.

2019年3月，北京和美婦兒醫院（亞運村院區）護理部張麗華被北京護理學會評為2019年度「首都傑出護理工作者」。她成功搶救過出血量高達4,000ml的產婦；也在短短的「黃金3分鐘」，挽救了臍帶脫垂的鮮活生命；接手妊娠合併心臟病、妊娠合併哮喘、重度子癇抽搐等危急重症搶救不計其數，幫產婦險境還生。





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2. *Innovation for health*

- (1) In April 2019, Chairman Lin Yuming was invited as a VIP to participate in the World Health Expo. The event aimed to pool high-quality industrial elements and resources around the globe, and promote the deeper integration of the upstream and downstream of the industrial chain. Harmonicare has been adhering to the development goal of building a general health landscape and improving the health of the general public.

2. 為健康創新

- (1) 2019年4月，林玉明主席受邀作為貴賓參加世界大健康博覽會，活動聚合全球優質產業要素資源，促進產業鏈上下游深度融合，和美醫療一直把構建大健康格局，提升人民健康水平，作為始終堅持的發展目標。



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- (2) In June 2019, Beijing HarMoniCare Gynecology and Paediatrics Hospital (Baiziwan branch) established an academic exchange platform and successfully held the second session of “Academic Symposium on Hot and Difficult Issues in Obstetrics and Gynecology” (《婦產科熱點、難點問題學術研討會》). This event attracted more than 120 medical practitioners in the field of obstetrics and gynecology from various hospitals. The symposium mainly focused on the latest scientific research progress in basic and clinical research in domestic and foreign obstetrics and gynecology in recent years, hot and difficult issues in clinical practice of obstetrics and gynecology, and the topics covered fetus medical science, gynecological oncology, gynecological minimally invasive operation, gynecological endocrinology, obstetrics and gynecology infections, reproductive medicine, family planning and other sub-specialties.
- (2) 2019年6月，北京和美婦兒醫院（百子灣院區）搭建學術交流平台，成功舉辦第二屆《婦產科熱點、難點問題學術研討會》，本次吸引了來自各醫院的120餘名婦產科醫生前來參會，主要圍繞近年來國內、外婦產科學基礎和臨床研究方面的最新科研進展、婦產科臨床實踐中的熱點、難點問題進行著重探討，內容涵蓋母胎醫學、婦科腫瘤、婦科微創、婦科內分泌、婦產科感染、生殖醫學、計劃生育等亞專科領域。



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(II) Customer complaint management

The Group attaches great importance to the feedbacks and comments of customers on our products and services. Through efficient communication with customers, we have built up a good understanding of their needs and help them address problems. Meanwhile, the Group also constantly reflects on its management experience, actively updates management concepts, and prompts the Company to continuously improve its service quality, thus improving customers' satisfaction.

1. Customer complaints and feedbacks

The Group is in strict compliance with the requirements of the Law of the People's Republic of China on Protection of Consumer Rights and Interests (《中華人民共和國消費者權益保護法》), and continues to improve the quality and enhance the level of service provided by our staff, for the aim of ensuring customer's safety. Our smiling service, customer satisfaction survey and the establishment of customer complaint channels are all aimed at providing customers with professional, internationalized and family-oriented high-end medical services experience.

The Group's hospitals are equipped with customer service department which is responsible for collecting customers' feedbacks, and relevant systems and processes for customer service have been formulated. Customers may provide feedbacks through various channels such as personal visit, telephone, e-mail and suggestion box. Our service staff shall show respect to customers and listen carefully to their requests when handling and dealing with complaints, striving to improve communication skills and offer solutions as well as give satisfactory response to customers as soon as possible by understanding their real demand. The Group's hospitals attach great importance to customers' complaints and feedbacks, record and categorize all sorts of complaints in details, and actively and properly deal with customers' complaints, and enhance the service appraisal of the entire hospital.

(二) 客戶投訴管理

本集團十分重視客戶對產品與服務的回饋及意見，通過良好有效的溝通了解客戶需求，切實解決客戶問題，並不斷總結管理經驗，積極更新管理理念，促使公司不斷提升服務質量，從而提高客戶滿意度。

1. 客戶投訴及回饋

本集團嚴格遵守《中華人民共和國消費者權益保護法》要求，持續改進醫療質量，提升員工服務水平，保障客戶安全。從微笑服務、客戶滿意度調查問卷、設立客戶投訴渠道，旨在為客戶提供專業化、國際化、家庭化的高端醫療就診體驗。

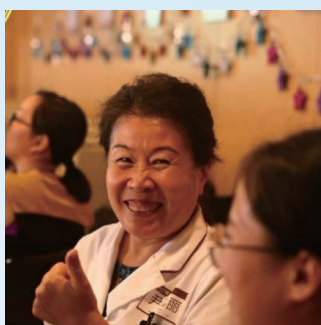
本集團旗下醫院設有客戶服務部，負責收集客戶反饋，並制定了客戶服務相關制度及處理流程。客戶可通過現場、電話、電子郵件、意見收集箱等多渠道反饋意見。客服人員在處理和應對投訴時，尊重客戶，細心聆聽客戶要求，並努力提高與客戶的溝通能力，通過了解客戶真實需求，在最短時間內提供解決方案，給予客戶較滿意的答覆。集團旗下各家醫院重視客戶的投訴反饋，詳細記錄並歸類投訴內容，積極妥善處理客戶投訴，並加強全院服務考核。



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In June 2019, Beijing HarMoniCare Gynecology and Paediatrics Hospital (Baiziwan branch) held a three-day “Service with Warmth (服務的溫度)” internal training program, inviting the founder of Ufubang (優服邦) to bring a wonderful learning journey.

2019年6月，北京和美婦兒醫院（百子灣院區）舉辦了為期三天「服務的溫度」內訓課程，邀請優服邦創始人帶來了精彩紛呈的學習之旅。



The Company cares a lot about the communication with customers. Our medical staff would love to make the medical terminology easier to understand for our customers. This ensures that the communication is understandable for customers and maintains the rigor of medical science, thus deepening the understanding and trust between doctors and customers, establishing a harmonious doctor-patient relationship and helping to reduce disputes.

本公司非常重視與客戶間的溝通，醫護人員十分樂於將醫學專業術語以客戶可以理解的方式進行溝通，既保證客戶聽明白又不失醫學嚴謹，以此加深醫生與客戶間的理解與信任，建立和諧的醫患關係，有利於減少醫療糾紛的產生。

In 2019, the Group did not record any violation of the rules of providing and utilizing the Group's businesses and services, nor did it record any event that has a material impact on the Group.

2019年本集團並無任何違反有關提供及使用本集團業務和服務方面規則，並對本集團有重大影響的事件。



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2. *Customer privacy protection*

During the process of providing medical services and keeping customers' medical records, the Group's hospitals attach great importance to protect customer privacy in strict compliance with the Provisions on the Administration of Medical Records in Medical Institutions 《醫療機構病歷管理規定》. Without permission of the customers, the Group prohibits any act of sharing with and divulging customers' personal information to any other companies, organizations and persons. The following provisions are formulated in this regard and all hospitals are required to strictly observe such regulations:

- (1) The Group's hospitals have a medical management department that specializes in the management of medical records, including the creating, maintaining, reviewing, duplicating, sealing, or unpacking and preserving customers' medical records. The medical records of the customers are not allowed to be accessed, processed, erased or lost without the permission of the customers or their family members.
- (2) The hospitals' outpatient departments provide the "one patient in one consulting room" rule to ensure that each customer has a chance to communicate with the doctor one-to-one and free from interference, thus protecting customers' privacy from prying and leaking during consultation.

2. *客戶隱私保護*

本集團旗下醫院在醫療服務、客戶醫療記錄過程中，嚴格遵守《醫療機構病歷管理規定》，注重客戶隱私的保護，未得到允許，本集團禁止向其他任何公司、組織和個人分享、洩露客戶的個人信息。特制定了以下規定，並要求所有醫院嚴格遵守：

- (1) 醫院設有醫務管理部，專門負責病歷管理。包含對客戶醫療記錄的創建、維護、審閱與複製、密封或拆封及保存，未經客戶本人或家屬同意，不得隨意將其病歷查閱、處理、清除、丟失。
- (2) 醫院門診設定「一人一診室」，確保每位客戶能與醫生一對一交流，保護客戶就診不受他人干擾，確保客戶的就診過程中，隱私不被窺探、洩露。



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- (3) The Group also organizes regular training to raise employees' awareness of customer privacy and guide them to pay attention to customer privacy protection, and prohibits them from discussing customer-related issues in public places (halls, canteens, elevators, etc.). Employees are required to respect and maintain customers' rights of informed consent, privacy and option.
 - (4) The hospitals' information system sets the access authority according to the position level to implement the confidentiality management of customer privacy.
- (3) 通過定期培訓，提高員工的客戶隱私意識，注意客戶隱私保護，禁止在公共場合（大廳、食堂、電梯等）討論與客戶有關事項。要求員工尊重和維護患者的知情同意權、隱私權和選擇權。
 - (4) 醫院信息系統根據員工崗位級別設置權限，執行客戶隱私保密管理。

(III) Community investment

The Group is committed to giving back to the community, supporting education, culture and art and other charitable activities. By taking an active part in establishing communities and focusing on long-term development, the Group is engaging in social activities for public welfare while proactively performing its social responsibilities. Its efforts are well received and recognized by the public.

(三) 社區投資

本集團致力回饋社會，支持教育、文化藝術及其他公益活動，透過積極營造社區並著眼長遠發展，投身各項社會公益，積極履行社會責任，得到社會的認可與肯定。



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1. Community charity

- (1) In February 2019, Beijing HarMoniCare Gynecology and Paediatrics Hospital (Baiziwang branch) responded to the calls for easing the tight clinical blood supply by Beijing Municipal Health Commission and called on its employees and their family members to show their love by actively participating in the blood donation.

1. 社區公益

- (1) 2019年2月，北京和美婦兒醫院（百子灣院區）響應市衛健委的號召，為緩解臨床供血緊張，號召員工及家屬，積極參與加入到獻血隊伍裡來，奉獻愛心。





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- (2) In March 2019, Nantong Hemeijia Obstetrics and Gynecology Hospital smoothly held the inauguration ceremony of "Mother's Love in 10 Square Metres (母愛10平方)" breastfeeding room in MixC Nantong.
 - (3) In August 2019, taking the lead in voluntary blood donation, Heilongjiang HarMoniCare Obstetrics and Gynecology Hospital actively responded to the unpaid blood donation activity jointly organized by Nangang District Government, the Blood Donation Committee and the Red Cross. The staff proactively registered to participate in the unpaid blood donation activity.
 - (4) In August 2019, Nantong Hemeijia Obstetrics and Gynecology Hospital prepared a special "orientation ceremony" for HarMoniCare children who were about to go to the primary school.
- (2) 2019年3月，南通和美家婦產科醫院「母愛10平方」南通萬象城點，揭牌儀式成功舉行。
 - (3) 2019年8月，黑龍江和美婦產醫院發揮無償獻血帶頭作用，積極響應由南崗區政府、獻血委員會、紅十字會舉辦的無償獻血活動，醫院職工踴躍報名參與無償獻血活動。
 - (4) 2019年8月，南通和美家婦產科醫院為即將邁入小學校園的和美學子們，準備了別樣的「入學典禮」。



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- (5) In October 2019, Nantong Hemeijia Obstetrics and Gynecology Hospital assisted the “Nantong International Marathon” organized by the Nantong Municipal Party Committee and Municipal Government throughout the entire journey.
- (6) In December 2019, Nantong Hemeijia Obstetrics and Gynecology Hospital organized the “joint construction by pairs” activity at Baojiaqiao community to gather the efforts of party building in the hospital and the community.
- (5) 2019年10月，南通和美家婦產科醫院全程助力，由南通市委、市政府組織的「南通國際馬拉松賽」。
- (6) 2019年12月，南通和美家婦產科醫院走進鮑家橋社區，開展「結對共建」活動，凝聚醫院和社區黨建工作力量。





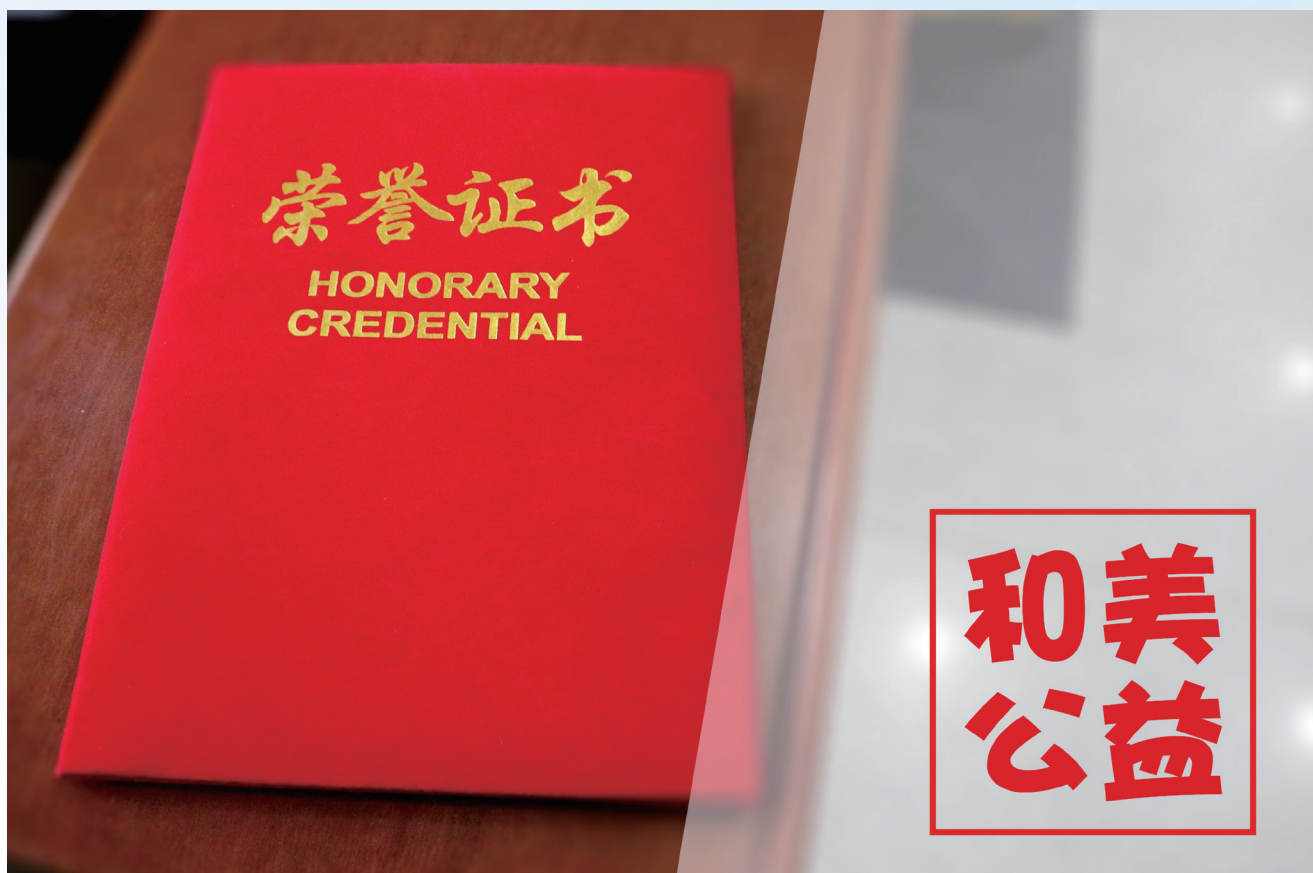
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2. Targeted poverty alleviation

- (1) In January 2019, Wang Yuhua (王玉華), the dean of Heilongjiang HarMoniCare Obstetrics and Gynecology Hospital, attended the ceremony of Love and Warmth on New Year Festival activity, and presented charitable supplies and expressed festive blessings to the needy families and the families bereft of their only child, poverty-stricken villagers and senior apartments in 20 sub-districts and townships. The Red Cross expressed its sincere respect to Heilongjiang HarMoniCare Obstetrics and Gynecology Hospital and awarded the hospital an honorary credential.

2. 精準扶貧

- (1) 2019年1月，黑龍江和美婦產醫院院長王玉華出席了新春佳節博愛送溫暖活動儀式，現場為20個街道鄉鎮貧困、失獨家庭，幫扶村民和老年公寓送上了愛心物資和節日的慰問。紅十字會對黑龍江和美婦產醫院表示了誠摯的敬意，並為醫院頒發榮譽證書。





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- (2) In August 2019, Heilongjiang HarMoniCare Obstetrics and Gynecology Hospital made donations to 10 needy students from the 6th, 19th and 32nd secondary schools at the “Let Your Dreams Fly High and Supporting You to Go to College (放飛夢想，送你上大學)” donation ceremony organized by the Nangang District Red Cross, in the hope that the donations can help such students solve their immediate difficulties, realize their college dreams, complete their studies, and grow into talents.

3. *Free medical clinic activities*

- (1) In March 2019, Wuhan Modern Obstetrics and Gynecology Hospital launched a free physical examination activity themed “Spending the Women's Day Together, Showing Love in the Modern Age (共度女神節，寵愛在現代)” as the best gift for the vast women on the Goddess Day (女神節), expressing our care for women's health. The activity witnessed full of participants at the scene.

- (2) 2019年8月，黑龍江和美婦產醫院在由南崗區紅十字會組織「放飛夢想，送你上大學」博愛圓夢助學捐贈發放儀式，為來自6中、19中、32中的10名寒門學子送去善款。希望愛心善款能夠幫助學子們解決眼前暫時的困境，實現大學夢想，完成學業，成長成才。

3. *醫療義診活動*

- (1) 2019年3月女神節，武漢現代婦產醫院在這個最美的時節為廣大女性朋友送出了一份最好的禮物，開展了一場「共度女神節，寵愛在現代」關愛女性健康免費體檢活動，現場活動人員爆滿。



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- (2) In November 2019, Li Hongxia (李紅霞), dean of Beijing HarMoniCare Gynecology and Paediatrics Hospital (Baiziwan branch), responded to the call of the state and joined the team consisting of senior masters from other famous domestic hospitals as volunteers to participate in the “Seniors Acting for Health and Poverty Alleviation – Public Welfare Tour (銀齡行動健康扶貧-公益行)” activity. The team forming a delegation to Hepu, a county known for longevity thousands of miles away, gave free consultations, room visits, outpatient services, lectures, seminars and other activities.
- (2) 2019年11月，北京和美婦兒醫院（百子灣院區），李紅霞院長響應國家號召，同其他國內著名醫院的銀齡大咖一起作為志願者，參與「銀齡行動健康扶貧－公益行」活動，組團去到千里之外的長壽之鄉－合浦，開展義診、查房、坐診、講座授課、座談研討等活動。





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4. *Health and safety seminar*

- (1) In October 2019, Fuzhou Modern Woman Hospital held a lecture hall for expectant parents. Several obstetrics and gynecology experts were invited to answer questions for new fathers and new mothers. Director Liu Fang (劉芳) gave spectacular lectures on the spot, bringing an interesting and vivid journey of “recharging” during pregnancy for many expectant parents. The event witnessed full occupancy and a warm atmosphere.

4. 健康安全講座

- (1) 2019年10月，福州現代婦產醫院舉行準爸爸媽大講堂，活動邀請了數位婦產專家為新爸爸、新媽媽們答疑解惑，劉芳主任現場進行精彩授課，為眾多準爸爸媽們帶來一場有趣生動的孕期「充電」之旅。現場座無虛席、氣氛熱烈！





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- (2) In October 2019, Heilongjiang HarMoniCare Obstetrics and Gynecology Hospital held the 8th Session of Painless Childbirth China Tour and the public welfare lecture themed “Understand Childbirth·More Painless 《懂分娩·更無痛》”. Pregnant mothers, along with their family members, “fetched the scriptures” at zero distance from senior anesthesiologists and obstetrics experts through systematic learning, obtaining the correct knowledge of painless childbirth, and forming a scientific concept of fertility.
- (3) In December 2019, Zhang Yaling (章雅玲), the nursing supervisor of Fuzhou Modern Woman Hospital, taught on the spot how to practice scientific postpartum care, effectively avoid minefields, and give better breastfeeding, baby bathing, postpartum diet and nutrition after leaving the hospital.
- (2) 2019年10月，黑龍江和美婦產醫院舉辦第八屆無痛分娩中國行暨《懂分娩·更無痛》公益講座。孕媽媽攜家屬與資深麻醉、產科專家零距離「取經」，通過系統的學習，正確認識無痛分娩，樹立科學生育觀念。
- (3) 2019年12月，福州現代婦產醫院章雅玲護士長現場講授，產婦出院後如何科學坐月子，有效避免雷區，更好地進行母乳餵養、嬰兒沐浴、產後飲食營養等知識。

V. SOCIAL

I. Employment

The Company attaches great importance to the power of talents, continuously improves human resources rules and regulations, upholds the principles of legality, fairness, equality and voluntariness, and is committed to maintaining harmonious and stable labor relations.

The Company focuses on the nurturing of employees and strives to build a healthy and safe working environment for them. It also strictly abides by relevant laws and regulations, including but not limited to the Labor Law of the People's Republic of China, the Prevention and Control of Occupational Diseases Law of the People's Republic of China 《中華人民共和國職業病防治法》, Rules on Prohibition of Child Labor and the Labor Contract Law of the People's Republic of China.

五、社會

I. 僱傭

公司重視人才的力量，不斷完善人力資源規章制度，遵循合法、公平、平等自願原則，致力於維護和諧穩定的勞動關係。

公司注重員工培養，努力為員工構建健康安全的工作環境。並嚴格遵守相關法律法規，包括但不限於《中華人民共和國勞動法》《中華人民共和國職業病防治法》《禁止童工規定》《中華人民共和國勞動合同法》等。



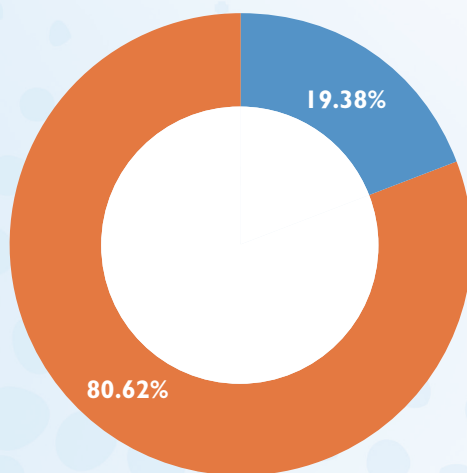
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With the continuous development of the Group, a large number of doctors, nurses, management and other professionals join us every year. The Group attaches great importance to the cultivation of young staff. Staff aged under 30 account for 32% of total workforce, which provides continuous driving force for the Group's innovation and operation. The Group intends to attract more young talents in the future.

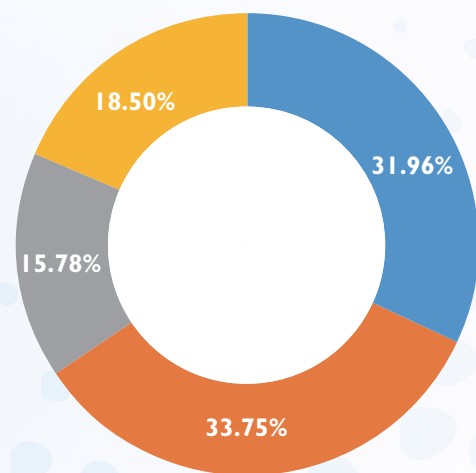
隨著集團不斷發展，每年均有大批醫生、護士、管理人員等專業人員加盟。本集團非常重視培養年輕員工，30歲以下員工達集團員工總數的32%，他們為創新經營不斷輸入新鮮血液。未來集團將吸引更多優秀的年輕人。

Set out below is the composition of the Group's employees in 2019:

以下是本集團2019年員工構成數據：



■ 男性員工 Male employees
■ 女性員工 Female employees



■ 30歲以下 Aged under 30
■ 30歲—39歲 Aged 30 to 39
■ 40歲—49歲 Aged 40 to 49
■ 50歲以上 Aged above 50



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2. Care for employees

The Company attaches great importance to work-life balance of employees. Each unit will hold various cultural, entertainment and recreational activities from time to time, including annual meetings, festival celebrations, team building, meal gatherings, travel, etc., so that employees can have fun together.

In August 2019, Chongqing Modern Woman Hospital organized and invited all physicians and medical staff from various departments to participate in the “15th Anniversary Series-2019 Physicians’ Day Activities”. The activity held three special shows for participating medical staff, namely “speech contest, entertainment performance, and games”, so that doctors could have fun by actively participating and interacting and enjoy a special physician’s day.

In terms of care for female employees, the Company complies with the regulations of different regions and the special circumstances of different employees, and provides female employees with different number of days of maternity leave and breastfeeding leave. Taking into account the special needs of female employees, after giving birth, they may breastfeed their baby aged below one year twice a day and 30 minutes each time for each infant during their working hours. The time of two breastfeeds per day can also be combined and accumulated as paid leave.

2. 員工關愛

公司非常重視員工的工作、生活平衡，各單位會不定期舉辦各種文娛和休閒活動，包括年會、節日慶祝、團建、聚餐、旅遊等，讓員工歡聚一堂。

2019年8月，重慶現代女子醫院特別組織了「15周年系列－2019年醫師節活動」，並特邀全院醫師及各科室醫務人員共同參與本次活動。活動為參與醫務人員們準備了「演講比賽、文藝表演、遊戲互動」三個特別環節，讓醫師們既能積極愉快的參與互動，又能過一個意義非凡的醫師節。

在女性員工關愛方面，公司遵照不同區域規定及不同人員的特殊情況，為女性員工提供不同天數的產假、哺乳假期。考慮到女性員工的特殊需要，在其生育後，寶寶一周歲內，照顧其在每天勞動時間內哺乳兩次，每次單胎純哺乳時間為三十分鐘。亦可將兩次哺乳時間合併使用，累計休假。



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3. Occupational Health and Safety

The Group strictly abides by relevant laws and regulations, including the Administrative Measures on Radiotherapy (《放射診療管理規定》), the Prevention and Control of Occupational Diseases Law of the People's Republic of China (《中華人民共和國職業病防治法》), the Law on Licensed Physicians of the People's Republic of China (《中華人民共和國執業醫師法》) and the Tort Law of the People's Republic of China (《中華人民共和國侵權責任法》). With respect to the health and safety of occupational environment:

- (1) Work-related injury insurance has been provided for all employees. Our staff suffering from work-related accidents (such as falling, injury caused by sharp utensil, and traffic accidents during commuting) can enjoy fully-paid sick leave, and apply for reimbursement of medical expenses according to related regulations.
- (2) All staff are organized to learn fire control knowledge on a regular basis so as to enhance staff's awareness of self-protection and promote fire control and safety knowledge.
- (3) Food safety supervision management has been improved, where cooking and catering appliances are disinfected on a regular basis to avoid food poisoning and intestinal infectious diseases.
- (4) Operators who may deal with dangerous chemicals are equipped with protective appliances such as goggles, special clothing and special protective gloves to reduce occupational exposure.

3. 職業健康與安全

本集團嚴格遵守《放射診療管理規定》《中華人民共和國職業病防治法》《中華人民共和國執業醫師法》《中華人民共和國侵權責任法》等相關法律法規。職業環境的健康與安全：

- (1) 為全體員工購買工傷保險，員工發生工傷事故（如跌倒、銳器刺傷、上下班途中交通事故等），可享受全薪病假，並根據相關規定據實報銷醫藥費用。
- (2) 定期組織全院員工學習消防知識，增強員工的自我保護意識和消防安全知識的普及。
- (3) 加強食品衛生監督和管理，炊、食、飲用具定期消毒。防止食物中毒和發生腸道傳染病。
- (4) 對參加接觸危險化學物品的作業人員配備目鏡、專用工作服、專用防護手套等防護用品，減少職業暴露。



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4. Development and Training

As medical skills of medical staff have a direct impact on the quality of medical services provided by a hospital, the Company highly values the professional skills of its staff, in particular the professional competence of its medical staff.

The Company develops various annual training programs every year, which include on-boarding training for new employees, and trainings on corporate culture, brand culture and regulations, administration of nosocomial infection, medical quality management as well as relevant training for practicing certificates for staff in professional positions. In addition, the Company will organize irregular training according to the actual condition and urgent needs of our staff to improve their medical skills, leadership competence and management skills.

In 2019, 12,326 employees of the Group participated in trainings organized by the Group, and the training hours amounted to 9,024 hours, of which male employees accounted for 35.89% and female employees accounted for 64.11%.

- (1) In May 2019, the inpatient department of Guiyang HarMoniCare Obstetrics and Gynecology Hospital held an annual nosocomial infection outbreak drill. All medical staff from nosocomial infection control department, medical administration department, nursing department, diagnostics department, pharmacy, hospital office, clinical obstetrics department and pediatrics department participated in the drill.
- (2) In June 2019, Gao Haibo (高海波), the director of Nantong Hemeijia Obstetrics and Gynecology Hospital, provided the hospital's all medical staff with training on "the proper clinical application of antibiotics", which further strengthened the clinical application and management of antibiotics, promoted the proper use of antibiotics, and improved medical quality and medical safety.

4. 發展及培訓

醫護人員的醫療技術直接影響著醫療服務質量，公司十分關注員工的專業技能，特別是醫護人員的專業素養。

公司每年制定年度培訓計劃，內容包含新員工入職培訓、企業文化、品牌文化及規章制度、院感管理、醫療質量管理、專業崗位人員執業證書等相關培訓等，並根據實際情況及突發需求，安排非常規性的培訓，以提升員工的醫療技術、領導才能及管理技巧。

2019年，本集團僱員參與培訓達12,326人次，總培訓時數達9,024小時，其中男性員工佔培訓總時數的35.89%，女性員工佔培訓總時數的64.11%。

- (1) 2019年5月，貴陽和美婦產科醫院住院部舉行了年度院感暴發演練，院感科、醫務科、護理部、檢驗科、藥房、院辦、臨床產科及兒科全體醫務人員參加了本次演練活動。
- (2) 2019年6月，南通和美家婦產科醫院高海波主任為全院醫護人員提供了關於「抗菌素藥物臨床合理應用」的知識培訓，進一步加強抗菌藥物臨床應用管理，促進抗菌藥物合理使用，提升醫療質量和醫療安全。



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- (3) In September 2019, the Company's headquarters optimized eight systems including the Rules of Procedure of the Board of Directors, the Manual of Rights and Responsibilities, the Anti-fraud Management System, and the Contract Management System to regulate the management of various function departments and units and strengthen internal control. Each unit organised the study of the four systems to strengthen the awareness and recognition of each system.
- (3) 2019年9月，公司總部為規範各職能部門、各單位的管理工作，加強內部控制，對《董事會議事規則》《工作權責手冊》《反舞弊管理制度》《合同管理制度》等八項制度進行優化，由各單位組織對四項制度進行學習，加強對各項制度的認知與認同。
- (4) In December 2019, Guiyang HarMoniCare Obstetrics and Gynecology Hospital held the "Special Academic Conference 2019 at Guiyang HarMoniCare Obstetrics and Gynecology Hospital held by Gynecological and Obstetrics Committee of Medical Association of Guizhou Private Social Affairs Office (貴州省社會辦醫療協會婦產科委員會2019年貴陽和美婦產醫院專場學術會)". Medical experts discussed medical academics together and exchanged views.
- (4) 2019年12月，貴陽和美婦產醫院舉辦「貴州省社會辦醫療協會婦產科委員會2019年貴陽和美婦產醫院專場學術會」，醫療專家們共同對醫療學術探討交流。





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5. Labor Standards

The Group values people, respects their labor rights and interests and privacy, and strictly abides by the Labor Law of the People's Republic of China, the Labor Contract Law of the People's Republic of China, Rules on Prohibition of Child Labor and other relevant laws and regulations, prohibiting the use of child labor and forced labor within the Group. The Group is also committed to creating a working environment with full respect for human rights and personality.

The Group has established the Labor Contract Management System, and clearly specified working hours, labor protection and labor conditions in the Labor Contract. The Group has zero tolerance for issues involving the endangering of life, health, safety and the environment, forced labor, child labor, or human trafficking.

6. Supply Chain Management

The Group's suppliers mainly include agents and distributors of pharmaceuticals and medical devices. The Group strictly abides by the Pharmaceutical Administration Law of the People's Republic of China (《中華人民共和國藥品管理法》), Administrative Measures on the Supervision of the Distribution of Pharmaceutical Products (《藥品流通監督管理辦法》), Regulations on the Supervision and Administration of Medical Devices (《醫療器械監督管理條例》) and other relevant laws and regulations, while ensuring the quality of purchased products at a reasonable price through the formulation of Drug Procurement Management System (《藥品採購管理制度》), Medical Device Procurement Management System (《醫療器械採購管理制度》), Management System for Supplier Evaluation (《供應商評價管理制度》) and the Management System for New Supplier and Category Approval (《新增供應商及品種審核管理制度》).

5. 勞工準則

本集團重視人員，尊重勞工權益、隱私，嚴格遵守《中華人民共和國勞動法》《中華人民共和國勞動合同法》《禁止使用童工規定》等相關法律法規，禁止在集團內使用童工及強制性勞動，並致力於創建一個完全尊重人權、人格的工作環境。

集團制定了《勞動合同管理制度》，並在《勞動合同書》中明確規定了勞動時間、勞動保護及勞動條件等，對危害生命健康、安全及環境問題、強迫勞工或使用童工或販賣人口等問題零容忍。

6. 供應鏈管理

本集團供應商主要包括藥品及醫療器械的代理商及經銷商，本集團嚴格遵守《中華人民共和國藥品管理法》《藥品流通監督管理辦法》《醫療器械監督管理條例》等相關法律法規，並通過制定《藥品採購管理制度》《醫療器械採購管理制度》《供應商評價管理制度》及《新增供應商及品種審核管理制度》來保障採購物品質優價美。



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When selecting pharmaceuticals and medical devices suppliers, we will strictly review the supplier's reputation, product/service quality, pricing and other factors. Under the same medical quality, we will also give priority to cooperation with environmentally friendly and responsible suppliers. Only qualified suppliers can enter the Group's suppliers list. The Company also conduct routine management and annual evaluation on qualified suppliers. According to the evaluation results, we will conduct hierarchical management of suppliers and removed unqualified suppliers to ensure that suppliers provide stable and high-quality products and services.

7. Anti-corruption

The Group strictly adheres to relevant laws and regulations including the Company Law of the People's Republic of China, the Criminal Law of the People's Republic of China and the Law on Medical Practitioners of the People's Republic of China, and adopts zero tolerance policy in respect of corruption acts. The Group has formulated an Anti-fraud Management System based on the actual situations, stipulating fraud precautions and handling of whistleblowing reports, and set up hot line and email for complaints and whistleblowing reports which are published on the website by all units. Employees and partners are encouraged to make anonymous whistleblowing reports through special hot line or email.

In order to fully mobilize the employees to participate in the anti-corruption and integrity efforts and safeguard the fundamental interests of the Company and employees, we issued, implemented and organized our employees to learn the optimized Anti-fraud Management System in 2019.

在挑選藥品、醫療器械供應商時，嚴格審核供應商的聲譽、產品／服務質量及定價等因素，在同等醫療質量的條件下，亦會優先選擇與環保、負責任的供應商合作。評審合格的供應商方可進入本集團供貨商列表。公司對合格供貨商進行日常管理及年度評價，根據評價結果，對供應商進行分級管理並淘汰不合格供應商，確保供應商提供穩定、高質量的產品與服務。

7. 反貪污

本集團嚴格遵守《中華人民共和國公司法》《中華人民共和國刑法》《中華人民共和國執業醫師法》等相關法律法規，對腐敗行為零容忍。根據實際情況，本集團制定了《反舞弊管理制度》，列出舞弊預防、舉報處理等規定，建立了投訴、舉報電話及郵箱，要求各單位在網站中進行公示，鼓勵員工及合作夥伴均通過專線電話或電子郵件方式進行匿名舉報。

為充分調動員工參與廉政建設工作的積極性，維護公司及員工的根本利益，2019年，優化《反舞弊管理制度》下發執行，並組織集團員工進行學習。



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VI. KEY ENVIRONMENTAL DATA

As a user of natural resources, the Group acknowledges its responsibility to the environment and actively takes initiatives to protect our environment. The Group has established a series of management guidelines to reduce medical waste and wastewater discharge and encourage water, electricity and gasoline conservation, regulating practices over our daily operation management. Such guidelines include, but not limited to, Medical Waste Management System, Wastewater Treatment Management System, and related notices on using water and electricity with conservation in mind.

(I) Waste

The Group mainly engages in the provision of medical service, and the pollutants generated during our operation mainly include medical waste and medical wastewater. In compliance with Medical Waste Management Measures for Medical and Health Institutions (《醫療衛生機構醫療廢物管理辦法》), Medical Waste Management Regulations (《醫療廢物管理條例》), Disinfection Management Measures (《消毒管理辦法》) and relevant laws as well as regulations and regulations requirements of local environmental protection authorities, the hospitals formulated relevant regulations and systems to prevent the spread of infectious diseases and environmental pollution accidents caused by improper disposal of medical waste. The content and relevant procedures for the classification and collection of containers, storage, transfer and disposal are clearly defined, and relevant regulations and systems are strictly implemented.

六、主要環境數據

作為自然資源使用者之一，本集團正視其對環境之責任，積極採取措施保護環境。本集團亦制訂一系列管理指引，減少醫療廢物、污水排放量、鼓勵節水節電、節油，規範日常運營管理。該等指引包括但不限於《醫療廢物管理制度》《污水處理管理制度》、節約用水、用電相關通知等規定。

(一) 廢棄物

本集團主營業務為醫療服務，在運營過程中主要產生的污染物為醫療廢物及醫療污水。根據《醫療衛生機構醫療廢物管理辦法》《醫療廢物管理條例》《消毒管理辦法》等相關法律法規，以及各地環保部門法規要求，醫院制定了相關制度，防止因醫療廢物處置不當導致傳染病傳播和環境污染事故，明確規定醫療廢物的分類及收集容器、存放、移交和處置內容及相關流程，並嚴格按照制度執行。



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I. Medical waste

Medical waste, such as used cotton balls, bandage, disposable medical devices, after-surgery waste, is generated during the diagnosis, treatment and immunization of patients. The Group has formulated and strictly implemented the Medical Waste Management System. The data of the amount of medical waste generated by the Group during the reporting period and in the year 2018 is as follows:

I. 醫療廢物

醫療廢物在客戶的診斷、治療或免疫接種過程中產生，如使用過的棉球、膠布、一次性醫療器具、術後的廢棄品等。集團制定了《醫療廢物管理制度》且嚴格按照制度執行。以下為本集團於報告期間以及2018年度醫療廢物排放量數據：

Indicator 指標名稱	Unit 單位	2018 2018年	2019 2019年	Float rate 浮動比率
Total amount of medical waste 醫療廢物總量	Ton 噸	182	125	-31.09%

Note: We will continue to improve the management and control of medical waste.

註：我們將持續提升醫療廢物管控水平。



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2. Wastewater

Hospital wastewater includes domestic wastewater, wastewater containing pathogenic microorganisms, and wastewater containing various toxic chemicals. In order to prevent the pollution to the environment by wastewater from hospitals, and as required by local environmental authorities, the Group closely monitors the discharge of hospital wastewater, proactively promotes the construction of self-owned hospital wastewater treatment facilities and standardizes operational management on wastewater treatment. Meanwhile, it also engages qualified companies involved in wastewater treatment to conduct the test and treatment of wastewater and ensures that hospitals wastewater is discharged after reaching standards. The Company has established and strictly implemented the "Wastewater Treatment Management System" to promote the construction of hospital wastewater treatment facilities in accordance with the 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》, the Law of the People's Republic of China on Prevention and Treatment of Infectious Diseases 《中國人民共和國傳染病防治法》, and Wastewater Discharge Standard of Medical Institutions 《醫療機構水污染物排放標準》. The data of the discharge of wastewater by the Group during the reporting period and in the year 2018 is as follows:

2. 污水

醫院污水包括生活污水、含病原微生物的污水、含各種化學毒劑的污水等。為防止醫院排放污水對環境的污染，本集團重視醫療污水的處理，按照各地環保部門要求，一方面積極推進醫院自有污水處理設施的建設，規範污水處理運行管理，另一方面委託有污水處理資質的公司進行污水檢測和處理，確保醫院污水處理達標後排放，依據《中華人民共和國水污染防治法》《中華人民共和國傳染病防治法》《醫療機構水污染物排放標準》，配合國家推進醫院污水處理設施建設，制定了《污水處理管理制度》且嚴格按照制度執行。以下為本集團於報告期間以及2018年度污水排放數據：

Indicator 指標名稱	Unit 單位	2018 2018年	2019 2019年	Float rate 浮動比率
Total discharge of wastewater 污水排放總量	Ton 噸	217,596	216,299	-0.60%

Note: Hospitals conduct regular examination of the condition of wastewater treatment to ensure proper treatment of wastewater. We will strengthen our management and continue to improve the control and treatment of wastewater.

註：醫院定期檢查污水處理情況，以確保污水得到妥善處理，將加強醫療污水管理，持續提升污水管控及處理水平。



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The Group's specific measures for control and management of the waste are as follows:

本集團廢棄物具體的管控措施如下：

Number 序號	Waste 廢棄物	Control and Treatment Measures of the Waste 廢棄物管控措施
I	Medical wastes	<p>(1) Regulate the handlings of temporary storage, delivery and disposal of medical waste in hospitals, and ensure that such waste will not be stored for more than 48 hours, for the purpose of effectively preventing and controlling the possibilities of damage to the environment and the spread of diseases. The classification and collection, transfer, registration and temporary storage of medical waste are conducted by each clinical department in accordance with relevant requirements and dedicated personnel is arranged for the management of medical waste, thus protecting the health and safety of our employees and customers and avoiding pollution to the environment.</p> <p>(2) The medical wastes generated from the Group's hospitals are collectively delivered to qualified medical treatment companies verified by local government authorities for delivery and disposal by type.</p> <p>(3) In order to strengthen the employees' safety awareness, department/person designated by the hospital monitors the implementation of the controlling measures in respect of wastes on a regular or irregular basis.</p>
I	醫療廢物	<p>(1) 規範醫療廢物在醫院暫時存放、運送和處置行為，保證存放不超過48小時，有效預防和控制其對環境產生危害、傳播疾病的可能性，各臨床科室按照規範要求進行分類收集、轉運、登記、暫存，並設有專人管理，有利於保護員工及客戶的健康安全，避免對環境產生污染。</p> <p>(2) 本集團醫院所產生的醫療廢物統一交由各地政府核定、具有處置資質的醫療廢物處置公司，分類進行清運及處置。</p> <p>(3) 為了增強員工對廢棄物的危害性意識，醫院指定部門／人員定期或不定期監督有關廢棄物的控制措施的施行。</p>



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Number 序號	Waste 廢棄物	Control and Treatment Measures of the Waste 廢棄物管控措施
2	Wastewater	<ul style="list-style-type: none"> (1) It is clearly specified that we should dispose wastewater in a proper manner, carry out daily disinfection and measurement of residual chlorine. (2) Maintain the wastewater discharge system to ensure its smooth operation; and ensure that no unsanitized or non-detoxified wastewater will be discharged. (3) Dedicated personnel are arranged to dispose of wastewater, inspect the operation of machines regularly and identify and handle problems. Disinfectants are kept by dedicated personnel in order to prevent second pollution by misuse of disinfectants. (4) Chemicals and other substances are prohibited to be placed near the exit of the rainwater pipes and wastewater pipes. Designated personnel are assigned to conduct regular inspections on the maintenance of the pipes to prevent water leakage.
2	污水	<ul style="list-style-type: none"> (1) 明確規定妥善處理污水，每日消毒處理，測量餘氯。 (2) 保持污水排放系統順利通暢；未經消毒或無害化處理的污水，不准任意排放。 (3) 專人負責污水處理，按時檢查機器運轉情況，發現問題及時處理。消毒藥水專人保管，杜絕藥水使用不當造成的二次污染。 (4) 化學物和其他物質禁止放近雨水管及污水管的管道出口處。指定人員對管道進行定期維護檢查，防止漏水。

(II) Use of Resources

The main areas of resources consumption of the Group's operations are electricity, water, gasoline consumed by vehicles and the consumption of the materials and papers. To strengthen environmental protection and realize the harmonious development with the environment, the Group endeavors to promote energy conservation and emissions reduction, develops energy management measures, and monitors, analyzes and controls the use of energy to improve the efficiency of energy consumption based on objective energy data.

(二) 資源使用

本集團在運營過程中主要資源消耗為電、水、車輛汽油、物料消耗及紙張，為加強環境保護工作，實現與環境和諧發展，本集團致力於節能減排，制定能源管理措施，以客觀能源數據為基礎，對能源使用進行監控、分析和管控，提高能源使用效率。



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1. Electricity

The electricity consumption of the Group mainly arises from air conditioning, water heating, lighting and high-power medical equipment. The data of the electricity consumption of the Group during the reporting period and in the year 2018 is as follows:

Indicator 指標名稱	Unit 單位	2018 2018年	2019 2019年	Float rate 浮動比例
Total purchased electricity consumption 外購總耗電量	kwh 度／千瓦時	15,898,578	11,825,506	-25.62%

2. Water

The main source of water for the Group is municipal water supply. The consumption of water mainly arises from cooling equipment, plumbing, landscaping, washing during medical procedures, water purification systems, and domestic water. The data of water consumption of the Group during the reporting period and in the year 2018 is as follows:

Indicator 指標名稱	Unit 單位	2018 2018年	2019 2019年	Float rate 浮動比例
Total water consumption 總耗水量	Ton 噸	294,861	245,186	-16.85%

1. 電力

本集團的電力消耗主要來自於空調、水暖、照明及高耗能的醫療設備等。以下為本集團於報告期間以及2018年度產生電資源消耗數據：

2. 水資源

本集團用水的主要來源為市政供水，耗水量主要是來自於冷卻設備、水管裝置、景觀美化、醫療過程沖洗、純淨水系統及生活用水等。以下為本集團於報告期間以及2018年度產生的水資源消耗數據：



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3. Gasoline consumed by vehicles

The gasoline consumption of the Group mainly arises from the use of official cars and ambulances for customers. The Group provides guidance of reducing air pollutant emission for the employees, reducing air pollutant emission of the Group's owned vehicles. The data of the gasoline consumed by the Group during the reporting period and in the year 2018 is as follows:

3. 車輛汽油

本集團車輛汽油使用主要是來源於公務用車，以及客戶救護車輛使用。本集團為員工提供減少空氣污染物排放的指引，減少本集團擁有的車輛的空氣污染物排放。以下為本集團於報告期間以及2018年度產生的用汽油資源消耗數據：

Indicator 指標名稱	Unit 單位	2018 2018年	2019 2019年	Float rate 浮動比例
Total volume of gasoline consumption 總汽油耗費量	Liter 升	225,330	157,633	-30.04%



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The energy conservation and consumption management and control measures of the Group are as follows:

節能及資源消耗管控措施如下：

Number 序號	Resources 資源	Energy-saving and Resource Consumption Measures 節能及資源消耗措施
1	Electricity	<ul style="list-style-type: none"> (1) Establish management standards for electrical equipment, and develop standards for voltage, current, and utilization rate based on the types of electrical loads. (2) Gradually replace high-power lighting with LED lights and replace the aged central air conditioners with split-type air conditioners. (3) Summer chillers will be turned on and a moderate temperature of 26 degrees Celsius will be maintained in the public areas and wards of hospitals. (4) In order to ensure power safety, maintenance personnel will inspect the power lines regularly and replace aged power lines to prevent power leakage accidents. (5) Put up signals of electricity conservation at appropriate office areas; remind employees to turn off power when leaving the office areas and arrange personnel to carry out inspection; unnecessary lighting in office areas is reduced at night.
1	電力	<ul style="list-style-type: none"> (1) 確定用電設備管理標準，根據用電負荷種類，規定使用電壓、電流、電能利用率等。 (2) 逐步更換大功率照明燈具為LED燈具，更換老舊中央空調為掛式空調。 (3) 開啟夏季製冷機組，維持醫院公區及病房適宜為溫度26攝氏度左右。 (4) 為確保用電安全，維修人員定期對電源線路進行檢查，更換老舊線路電線，杜絕漏電事故發生。 (5) 於辦公區域適當位置張貼節約用電標識，離開辦公區域時需關閉電源，且安排人員巡查；夜間盡量減少不必要的公共區域照明。
2	Water	<ul style="list-style-type: none"> (1) Arrange dedicated personnel to conduct regular maintenance or replacement of water facilities and equipment in the hospitals (central air-conditioning, kitchen equipment, etc.) to prevent leakage and water waste. (2) Replace showers with water-saving models and adjust water valves in public areas and toilets to control water volume and prevent waste of water. (3) Organize awareness promotion on water for all employees and put up signals of water conservation at appropriate areas.
2	水	<ul style="list-style-type: none"> (1) 對醫院內用水設備設施（中央空調、廚房設備等）安排專人定期進行維護保養或更換，防止漏水，避免水資源浪費。 (2) 更換節水型淋浴器，將公共區域及洗手間防水閥門合理調整，控制放水量，杜絕浪費。 (3) 對所有員工進行宣傳，於適當位置設置節約用水標識，加強員工節水意識。



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Number 序號	Resources 資源	Energy-saving and Resource Consumption Measures 節能及資源消耗措施
3	Gasoline consumed by vehicles	(1) Complete the “Application Form of the Use of Vehicles” before using vehicles. Approval is required for the use of vehicles. (2) Before using a car, the driver shall carry out an inspection on milometer and record table of the car. The mileage, time, location, purpose, etc. shall be recorded after use. (3) Employees are encouraged to reasonably plan the route for picking up customers and during normal commuting, turn off the car engine after arrival of destination, and avoid using the air-conditioner in car when the car is parking. (4) We carry out regular inspection and maintenance on structure and equipment of vehicles to save energy and reduce pollution.
3	車輛汽油	(1) 車輛使用需填寫《派車申請單》，經審批通過後方可用車。 (2) 車輛使用前，駕駛員應對車輛里程表與記錄表進行檢查，使用後應記載行駛里程、時間、地點、用途等。 (3) 鼓勵員工接送客戶及日常上下班途中合理規劃路線，並在到達目的地後停車熄火，避免在車輛停止狀態時使用車輛空調。 (4) 對車輛的結構及設備進行定期檢查及維護，以達致節能及減少污染。
4	Material consumption	(1) Establish policies and processes to control the process of purchase, inspection, storage and in-and-out of warehouse of materials. (2) Formulate a consumption quota for high-value materials and continue to improve their utility ratio in order to reduce material loss.
4	物料消耗	(1) 制定政策及程序，以控制物料的採購、檢查、存儲、入庫出庫過程。 (2) 對高值物料設定消耗配額並不斷改善利用率以減少物料損失。
5	Paper	(1) Great efforts are made to encourage employees to reduce the use of paper and use electronic methods in communications as much as possible so as to reduce the burden on the environment. (2) Promote paperless office. Approval for reimbursement and related matters of each hospital is mainly conducted by way of online approval.
5	紙	(1) 為減對環境的負擔，著力提倡減少紙張的使用量，鼓勵員工盡量使用電子化渠道溝通。 (2) 鼓勵無紙化辦公，各醫院費用報銷、相關事項的審批採取線上審批為主。



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(III) Environment and natural resources

The Group strives to achieve the coordinated development between the corporate and social environment and make reasonable use of various resources in order to reduce the impacts on the environment. In accordance with the applicable environmental laws and regulations, the Group will also maximize its efforts in protecting ecological balance and implement environmental protection with practical actions.

In 2019, there was no related matter in the industry in which the Group operates that had a significant impact on environment and natural resources.

In 2020, the Group will, in accordance with the latest disclosure requirements under the “Environmental, Social and Governance Reporting Guide” of the Hong Kong Stock Exchange, integrate the concept of corporate social responsibility into its course of ordinary management so as to make greater achievements in sustainable development.

(三) 環境及天然資源

本集團力求企業與社會環境的協調發展，合理利用各類資源，減少對環境的影響，並遵守適用的環境法律及法規，最大限度保護生態平衡，以實際行動踐行環境保護。

本集團所在行業2019年並無相關事項對環境及天然資源造成重大影響。

2020年，本集團將根據聯交所《環境、社會及管治報告指引》的最新披露要求，將企業社會責任理念融入日常管理工作，竭力在推動可持續發展方面再創佳績。



和美醫療控股有限公司
HARMONICARE MEDICAL HOLDINGS LIMITED

