



北控醫療健康產業集團有限公司

Beijing Enterprises Medical And Health Industry Group Limited



2020 Environmental, Social
and Governance Report

環境、社會及管治報告



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DEFINITION

釋義

“BJ HEALTH” or “Company” 「北京健康」或「本公司」	指	Beijing Health (Holdings) Limited (formerly known as Beijing Enterprises Medical and Health Industry Group Limited), a company incorporated in the Cayman Islands with limited liability, whose Shares are listed on the main board of the Stock Exchange (stock code: 2389); 北京健康(控股)有限公司(前稱北控醫療健康產業集團有限公司)，一間於開曼群島註冊成立之有限公司，其股份在聯交所主板上市(股份代號：2389)；
“Subsidiary” 「附屬公司」	指	has the meaning ascribed to it in the Listing Rules; 具上市規則所賦予的涵義；
“Group” or “we” 「本集團」或「我們」	指	the Company together with its subsidiaries; 本公司及其附屬公司；
“Report” 「本報告」	指	the fifth Environmental, Social and Governance Report published by the Group; 本集團發佈的第五份環境、社會及管治報告；
“Reporting Period” 「報告期」	指	1 January 2020 to 31 December 2020; 2020年1月1日至2020年12月31日；
“Year” 「本年度」	指	within the financial year; 財政年度內；
“Board” 「董事會」	指	the board of Directors of the Company; 本公司董事會；
“Director(s)” 「董事」	指	the directors of the Company; 本公司董事；
“Stock Exchange” 「聯交所」	指	The Stock Exchange of Hong Kong Limited; 香港聯合交易所有限公司；
“Guide” 「指引」	指	Environmental, Social and Governance Reporting Guide under Appendix 27 to the Rules Governing the Listing of Securities on Stock Exchange; 聯交所證券上市規則附錄二十七所載之《環境、社會及管治報告指引》；
“Hong Kong” 「香港」	指	the Hong Kong Special Administrative Region of the People’s Republic of China; 中華人民共和國香港特別行政區；
“PRC” 「中國」	指	the People’s Republic of China, and for the purpose of this Report only, excluding Hong Kong, the Macau Special Administrative Region of the PRC and Taiwan; 中華人民共和國，就本報告而言，並不包括香港、中國澳門特別行政區及台灣；
“%” 「%」	指	per cent. 百分比。

ABOUT THIS REPORT

關於本報告

BRIEF INTRODUCTION TO THE REPORT

This report is the fifth environmental, social and governance report (the "Report") published by Beijing Health (Holdings) Limited (formerly known as Beijing Enterprises Medical and Health Industry Group Limited) ("BJ 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.

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.

REPORTING PERIOD AND SCOPE

The Report covers the period from 1 January 2020 to 31 December 2020 (the "Reporting Period"). Unless otherwise specified, the Report covers Beijing Health (Holdings) 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. Beijing Vissam Prosperity Furniture Limited* ("Beijing Vissam");
4. Beijing Yicheng Enterprise Management Co., Ltd. * ("Beijing Yicheng");
5. Shanghai Xiangyong Enterprise Management Consulting Co., Ltd.* ("Shanghai Xiangyong");
6. Wuhu Fuling Golden Sun Health Care Service Company Limited* ("Wuhu Golden Sun");

報告簡介

本報告為北京健康(控股)有限公司(前稱北控醫療健康產業集團有限公司)(「北京健康」或「本公司」)，連同其附屬公司(統稱為「本集團」或「我們」)發表的第五份環境、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。

報告期間及範圍

本報告的報告期間(「報告期」)為2020年1月1日至2020年12月31日。除非另有說明，報告範圍涵蓋北京健康(控股)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. 北京偉森盛業家具有限公司(「北京偉森」)；
4. 北京毅成企業管理有限公司(「北京毅成」)；
5. 上海祥永企業管理諮詢有限公司(「上海祥永」)；
6. 蕪湖市福齡金太陽健康養老服務有限公司(「蕪湖金太陽」)；

ABOUT THIS REPORT • 關於本報告

- | | |
|--|-----------------------------|
| 7. Changzhou Qiyue Hongtai Geriatric Services Limited* ("Changzhou Qiyue"); | 7. 常州啟悅宏泰養老服務有限公司(「常州啟悅」)； |
| 8. Changzhou Xinbei Xuejia Aixin Nursing Home ("Changzhou Xinbei Xuejia"); | 8. 常州新北薛家愛心護理院(「常州新北薛家」)； |
| 9. Wuxi Beikang Hongtai Geriatric Services Limited* ("Wuxi Hongtai"); | 9. 無錫北康宏泰養老服務有限公司(「無錫宏泰」)； |
| 10. Beijing Inland Port International Logistics Co., Ltd. * ("Beijing Inland Port"); and | 10. 北京陸港國際物流有限公司(「北京陸港」)；以及 |
| 11. Shanghai Qiyue Health Technology Co., Ltd.* ("Shanghai Qiyue"). | 11. 上海啟悅健康科技有限公司(「上海啟悅」)。 |

Among which, Wuhu Golden Sun, Changzhou Qiyue, Changzhou Xinbei Xuejia, Wuxi Hongtai and Shanghai Qiyue are the newly added scopes during the Year. As Dongguan Huarui Home Furnishing Co., Ltd. * did not generate any revenue during the Reporting Period, together with the disposal of Fujian Fuling Golden Sun Health Care Service Company Limited* and Beijing Dragon Ground Arts and Crafts Limited*, we exclude those three companies from the scope of reporting for the last reporting year.

當中蕪湖金太陽、常州啟悅、常州新北薛家、無錫宏泰及上海啟悅為本年度新增的範疇。由於東莞市華睿家居有限公司於報告期間沒有收入，福建省福齡金太陽健康養老股份有限公司及北京龍地工藝美術品有限責任公司亦已經出售，因此我們將此三間公司從去年的報告範圍中剔除。

ABOUT THIS REPORT • 關於本報告

BASIS AND PRINCIPLE FOR PREPARATION OF REPORT

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.

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

報告編製依據及原則

本報告根據香港聯合交易所有限公司(「聯交所」)《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。

本報告根據下列的報告原則編寫：

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

ABOUT THIS REPORT • 關於本報告

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 Company (<http://www.bjhl.com.hk>) and the website of the Stock Exchange (<http://www.hkexnews.hk>).

FEEDBACK TO THIS REPORT

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

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電子版本可在本公司官方網站(<http://www.bjhl.com.hk>)及聯交所網站(<http://www.hkexnews.hk>)下載。

報告反饋

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 Health (Holdings) Limited (stock code: 2389) was established in 2001 as a company listed on the main board of the Stock Exchange of Hong Kong. BJ HEALTH has long been taking "Health Restoration" as corporate mission and "Being The Creator of a Healthy and Happy Life" as corporate vision. Its businesses mainly consist of geriatric care, healthcare industrial parks and sale of medical and geriatric products. It strived to achieve the goal of health preservation and health restoration for all citizens in the PRC under the concept of "co-creation, sharing and win-win".

DEVELOPMENT CONCEPT

集團概覽

北京健康(控股)有限公司於2001年成立，並在香港聯合交易所主板上市(股份代號：2389)。北京健康一直以「讓健康回歸」為企業使命，以「成為健康、快樂生活的創造者」為企業願景。其業務主要涵蓋養老、大健康產業園及醫養產品銷售，致力在「共創，共享，共贏」的前提下實現讓所有國人享受健康、回歸健康的目標。

發展理念



AWARDS AND HONOURS

獎項及榮譽

The awards and honours received during the Reporting Period are set out below:

以下是報告期間獲得的獎項及榮譽：

MANAGEMENT SYSTEM CERTIFICATION

- Quality management system certification
- Environmental management system certification
- Occupational health and safety management system certification

管理體系認證

- 質量管理體系認證證書
- 環境管理體系認證證書
- 職業健康安全管理体系認證證書



AWARDS AND HONOURS • 獎項及榮譽

INDUSTRIAL CERTIFICATION AND AWARDS IN CHINA

- Green Medical and Geriatric Furniture Brand in China 2019-2020
- 4A Level Excellent Brand in Hebei 2020 under the Green Brand in Furniture Industry in China 2019-2020
- Top Ten School Furniture Brand in China 2019-2020
- Top Ten High-end Commercial Office Furniture Brand in China 2019-2020

中國行內認證及獎項

- 2019-2020中國醫養家具綠色品牌
- 2019-2020中國家具行業綠色品牌2020年度河北優品牌4A級
- 2019-2020中國學校家具十大品牌
- 2019-2020中國高端商務辦公家具十大品牌

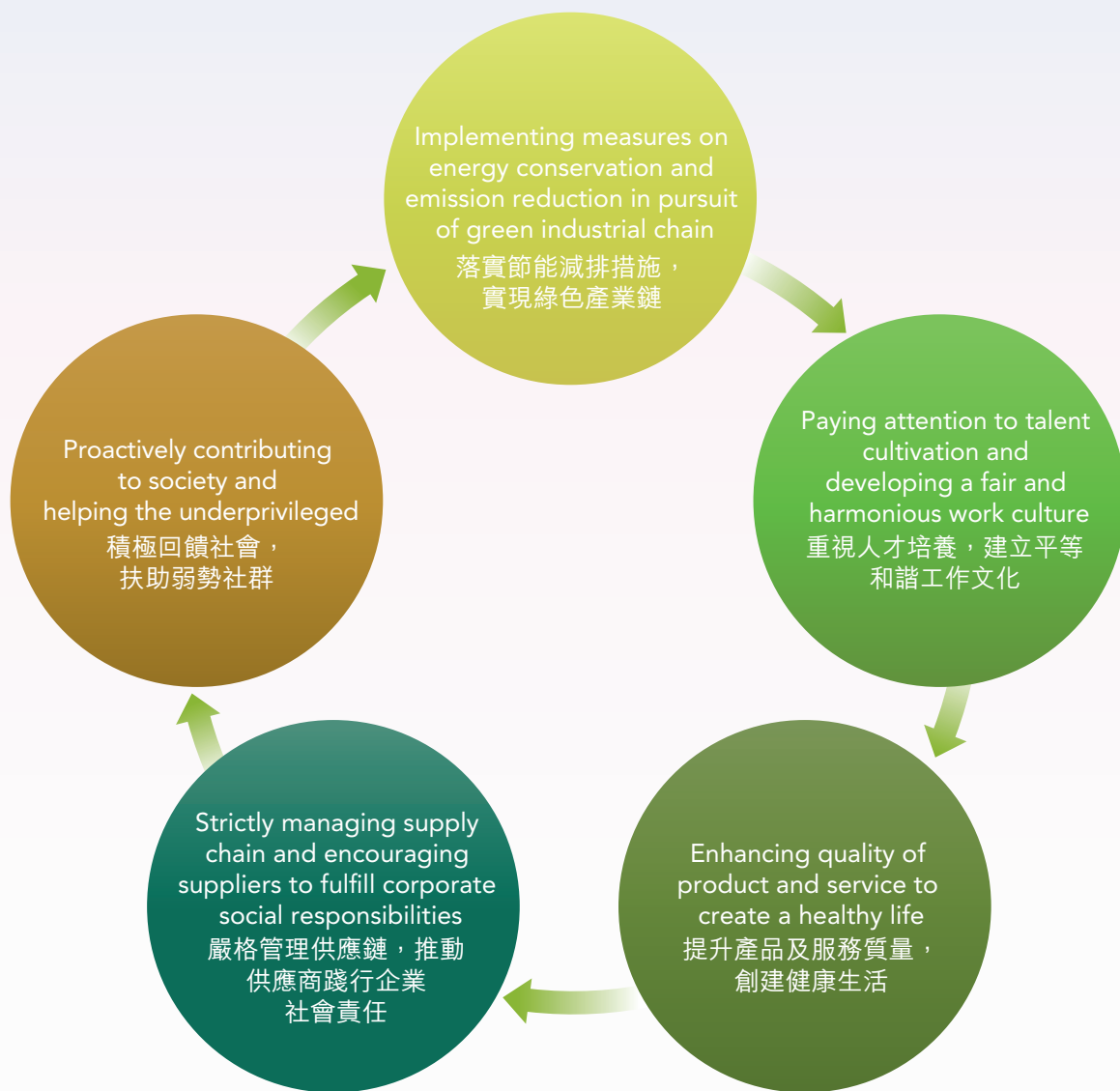


SUSTAINABLE DEVELOPMENT STRATEGIES

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：



STAKEHOLDER ENGAGEMENT

The Group always maintains communication with stakeholders while understanding that stakeholders' concern is the main cornerstone for enterprises to establish strategies. During the Year, the Group obtained the stakeholders' opinions through conducting survey by questionnaire and continued to communicate with stakeholders through the following channels.

持份者參與

本集團一直與持份者保持溝通，明白持份者的關注是企業制定策略的重要基石。本年度，本集團透過問卷調查獲取持份者的意見，並持續透過以下渠道與持份者溝通。

持份者Stakeholders	Communication channel	溝通渠道
Employee 員工 	<ul style="list-style-type: none"> • Social media • Regular meetings • Internal communication system • Performance evaluation • Annual meeting 	<ul style="list-style-type: none"> • 社交媒體 • 定期會議 • 內部通訊系統 • 績效評估 • 年會
Supplier 供應商 	<ul style="list-style-type: none"> • Site visit • Continuous audit • Assessment • Direct communication 	<ul style="list-style-type: none"> • 實地考察 • 持續審計 • 評核 • 直接溝通
Investors and Shareholders 投資者及股東 	<ul style="list-style-type: none"> • Financial Report • Investor Briefing • The Group's website • Investor Summit • Direct communication • Shareholders' meeting 	<ul style="list-style-type: none"> • 財務報告 • 投資者簡報 • 本集團網站 • 投資者峰會 • 直接溝通 • 股東大會
Government 政府 	<ul style="list-style-type: none"> • Direct communication • Forum • Annual meeting • Seminars and workshops 	<ul style="list-style-type: none"> • 直接溝通 • 論壇 • 年會 • 研討會和工作坊

SUSTAINABLE DEVELOPMENT STRATEGIES • 可持續發展方針

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

MATERIALITY ANALYSIS

In order to effectively identify the significant impacts of environmental, social and governance issues on the Group, we engaged an independent sustainable development consultant to assist in conducting a stakeholder survey in the form of a questionnaire during the Reporting Period. The procedures of this materiality assessment is as follows:

1. After reviewing the major issues for the previous year and making closing reference to the updated standards of the "Guide", we had identified 27 environmental, social and governance issues relatively significant for the Group.
2. We invited stakeholders to give ratings to 27 options in form of questionnaires and prioritized each issue based on their scoring of the significance and influence to themselves and the Group.
3. The independent sustainable development consultant assisted us in conducting statistical and materiality analysis on the issues based on two parameters, namely stakeholders' scores on the issues and the materiality of the issues to the Group, and mapped the results of the analysis onto a materiality matrix to illustrate the importance of the 27 options to our stakeholders and the Group's business.

The materiality analysis has effectively helped the Group to formulate its sustainable development strategies more thoroughly and set sustainable development objectives more catering for the needs of stakeholders and the Group. It was eventually found that five issues were categorised as important scopes during the Year, namely the crisis or emergency management, quality of products and services, customer health and safety, customer satisfaction, and protection of customer privacy. These issues will be the key disclosures in this Report.

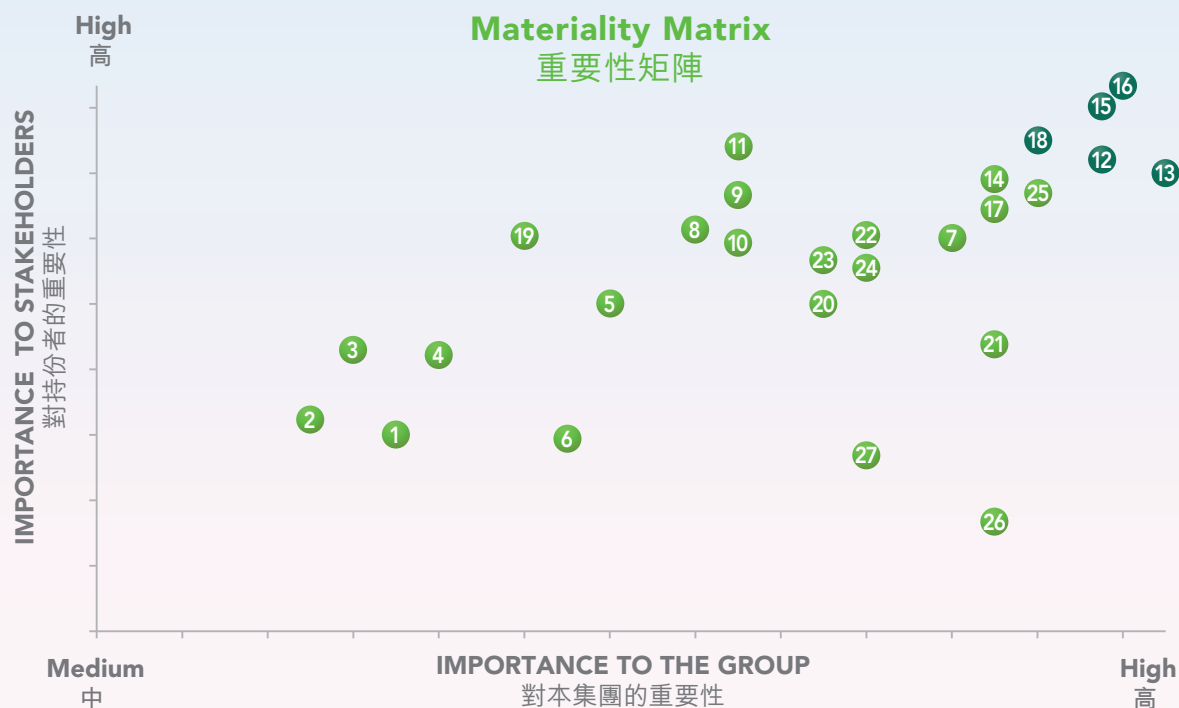
重要性分析

為了有效地識別對本集團有重大影響的環境、社會及管治議題，我們於報告期間委託獨立可持續發展顧問協助進行持份者問卷調查。本次重要性評估流程如下：

1. 經過檢討去年的重大議題，以及貼近《指引》更新後的標準，我們識別了27個對本集團較重要的環境、社會及管治議題。
2. 我們邀請持份者以問卷形式就27個選項，根據對自身及本集團的重要性及影響進行評分，就各議題作優先排序。
3. 獨立可持續發展顧問協助我們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27個選項對持份者及本集團業務的重要性。

重要性分析有效幫助本集團更全面地制定可持續發展策略，訂立更貼近持份者和本集團需求的可持續發展目標。最後結果發現本年度有5個議題獲納入重要範疇，分別是危機或緊急事故管理、產品及服務質素、客戶健康與安全、客戶滿意度及客戶私隱保障，這些議題會在本報告作重點披露。

SUSTAINABLE DEVELOPMENT STRATEGIES • 可持續發展方針



Environmental Protection and Green Operations 環境保護和綠色運營	Operating Practices 營運常規	Products and Services Responsibilities 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 1. 溫室氣體排放	9. Supply Chain Management 9. 供應鏈管理	13. Quality of Products and Services 13. 產品及服務質素	20. Equal Opportunity, Diversity and Anti-discrimination 20. 平等機會、多元化及反歧視	26. Participating or Organising Voluntary Activities 26. 參與或籌辦義工活動
2. Air Emissions 2. 廢氣排放	10. Assessments of Supplier's Environmental and Social Performance 10. 評估供應商的环境及社會表現	14. Safety of Products and Services 14. 產品及服務安全	21. Employment Relationships 21. 僱傭關係	27. Charitable Donations 27. 慈善捐贈
3. Electricity and Water Conservation 3. 節約用電及用水	11. Anti-fraud and Anti-Corruption 11. 反舞弊腐敗	15. Customer Health and Safety 15. 客戶健康與安全	22. Occupational Safety and Health 22. 職業健康及安全	
4. Effective Use of Resources 4. 有效使用資源	12. Crisis or Emergency Handling 12. 危機或緊急事故處理	16. Customer Satisfaction 16. 客戶滿意度	23. Training and Development 23. 培訓及發展	
5. Hazardous Waste Handling 5. 有害廢物處理		17. Complaint Handling 17. 投訴處理	24. Child Labor and Forced Labor Prevention 24. 防止出現童工及強制勞工	
6. Non-Hazardous Waste Handling 6. 無害廢物處理		18. Protection of Customer Privacy 18. 客戶私隱保障	25. Staff Benefits 25. 員工福利	
7. Green Procurement 7. 綠色採購		19. Advertising and Promotion 19. 廣告與宣傳		
8. Risks Associated with Climate Change 8. 與氣候變化相關之風險				

CORPORATE GOVERNANCE

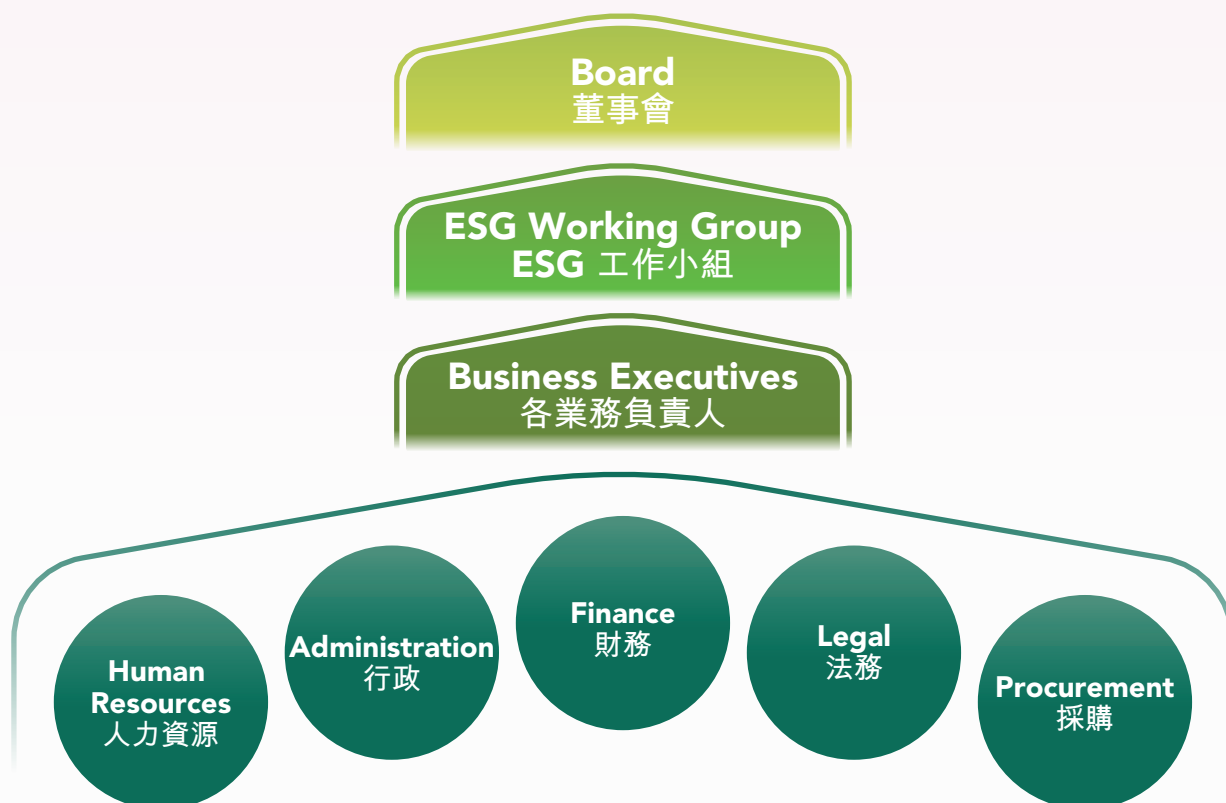
企業管治

ENVIRONMENTAL, SOCIAL AND GOVERNANCE STRUCTURE

The Group has long been striving to maintain a high level of corporate governance as we believe that good corporate governance is the key to success. By implementing a specific and robust governance structure, we are able to consolidate the confidence of all the stakeholders. The Board always strictly monitors the Group's ESG risk management activities and remains ultimately responsible for overseeing the Group's material risks. The Board takes initiatives in formulating management policies and identifies the ESG issues that are crucial to the Group. At the same time, we collect internal and external data and stakeholders' opinions through a number of channels, including cases, information from other relevant domestic and overseas companies, historical data and future forecasts so as to formulate measures to minimize risks. The Group has established an ESG team which is responsible for relevant matters and reports to the Board from time to time. The Group, having been so advised, will continue to follow up with the situation and review the matters involved in order to continue facilitating the Group to move towards the objective of sustainable development.

環境、社會及管治架構

本集團認為良好的企業管治是成功的關鍵，所以我們一直努力維持高水平的企業管治，透過指定穩健的管治架構來鞏固各持份者的信心。董事會向來嚴格監督本集團環境、社會及管治風險管理活動及對本集團實質風險負有最終責任。董事會積極制定管理方針，識別對本集團重要的環境、社會及管治事宜。同時透過多種渠道，包括案例、國內外其他相關公司的資料、歷史數據及未來預測以收集內外部數據及持份者意見，從而制定減低風險的措施。本集團設有環境、社會及管治小組負責相關事宜，並不定期向董事會匯報。本集團聽取意見後會持續跟進情況，檢討相關事宜，目的希望本集團能繼續向可持續發展的目標邁進。



ANTI-CORRUPTION

The Group complies with the requirements of relevant laws and regulations on preventing the act of bribery, extortion, fraud and money laundering, which include but not limited to the "Anti-Unfair Competition Law of the PRC", "Criminal Law of the PRC" and "Interim Provisions on Banning Commercial Bribery ". We specify the code of conduct in the "Employee Manual" and require employees to maintain good business ethics and integrity, and any actions that are fraudulent, dishonest, violating the ethics or detrimental to the reputation of the Group are prohibited. All employees are not allowed to take advantage of their work, position or identity in the Group to solicit or receive any personal benefits and gifts, such as repurchase, secret commission and cash unless it is a generally accepted business etiquette. We strictly implement the system and have set up a reporting channel that employees shall report to their supervisors, department heads or the human resources department if there is any suspected impropriety. The Group promises that in case of receiving relevant reports, investigation will be conducted and further action will be taken in a timely manner in order to protect the interests of the Group as well as its employees, customers and other stakeholders. As far as the Company is aware, there was no lawsuit in respect of corruption during the Reporting Period.

反貪污

本集團恪守與防止賄賂、勒索、欺詐及洗黑錢相關的法律法規，包括但不限於《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》。我們於《員工手冊》列明行為守則，要求員工維持良好的商業道德和誠信，禁止一切欺詐、不誠實、違背道德或損壞集團聲譽的行為。所有員工均不能利用集團工作、職位或身份索取或接收任何私人利益和贈與，例如回扣、私下佣金及現金等，除非是普遍接受的商業禮儀。我們嚴格執行制度，並同設有舉報渠道，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。本集團承諾假如收到相關舉報後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。就本公司所深知，報告期間沒有發生貪污訴訟的案件。

CREATING VALUE FOR EMPLOYEES WHOLE-HEARTEDLY

一心一意 • 為員工創造價值

The Group always adheres to the laws and regulations relating to employment in order to protect the rights and benefits of employees. These laws and regulations include but not limited to the "Labor Law of the PRC", the "Labor Contract Law of the PRC", the "Law of the PRC on the Prevention and Control of Occupational Diseases", "Provisions on the Prohibition of Using Child Labor" and the "Employment Ordinance" of Hong Kong. The Group has formulated the "Compilation of Human Resources Management Systems" pursuant to the above laws and regulations. With our management system, we expect that all our employees can devote themselves to working for the Group with "sincerity", "honesty" and "trust", thus progress and develop together with the Group. We have, at the same time, also formulated the "Employee Manual" that sets out the basic code of conduct for employees. During the Reporting Period, there were no violation of laws and regulations related to employment and Labor practices by the Group that caused significant impacts on the Group.

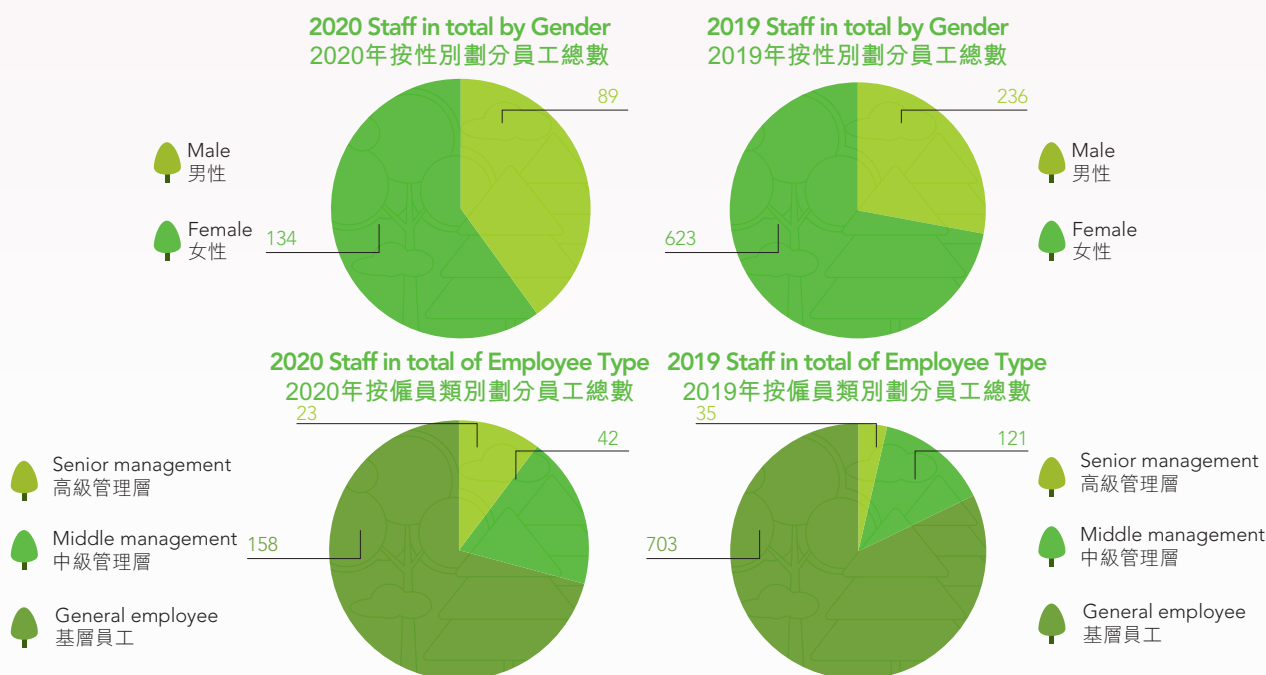
本集團一直恪守與僱傭相關的法例法規，保障員工權益，包括但不限於《中華人民共和國勞動法》、《中華人民共和國勞動合同法》、《中華人民共和國職業病防治法》、《禁止使用童工規定》及香港《僱傭條例》等。本集團根據以上的法律法規制定《人力資源管理制度彙編》。希望透過管理制度使所有員工對集團做到「誠」、「實」、「信」，與集團共同進步、共同發展。我們亦同時制定《員工手冊》列明員工的基本行為準則。於報告期間，本集團在僱傭及勞工準則方面沒有任何違反法律及法規的情況以致對本集團產生重大影響。

STAFF OVERVIEW

As of 31 December 2020, the Group hired a total of 223¹ employees, in which 217 are from mainland China, 6 are from Hong Kong. The employee distribution by gender, age and employee type during the Reporting Period and year 2019 are set forth as follows:

員工概覽

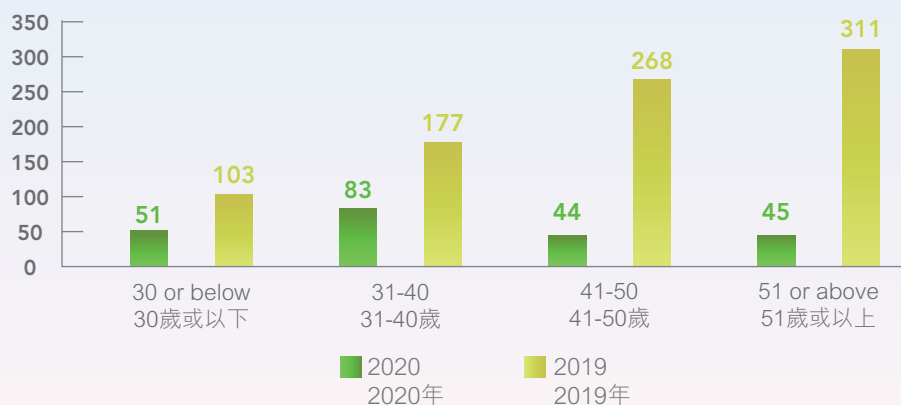
截至2020年12月31日，本集團一共聘有223¹位員工，其中217位來自中國內地，6位來自香港。以下為報告期間及2019年度，按性別、年齡及僱員類別的員工分佈：



¹ The difference between the total staff number in 2020 and 2019 are the result of the changes in the scope of reporting in 2020, please refer to page 3 for details of and reasons for the specific changes.

2020年員工總數與2019年的差異是源於2020年的報告範圍變動，具體變動詳情及原因請參考第3頁。

Staff in total by Age Group in 2019 and 2020 2019及2020年按年齡組別劃分員工總數



The employee turnover rate classified by age, gender and geographical region during Reporting Period are set forth as follows:

以下為報告期間按年齡、性別及地區分類的僱員流失比率：

Employee turnover rate

僱員流失比率

2020

2020年

By age

按年齡分類

30 or below

30歲或以下

25%

31-40

31-40歲

13%

41-50

41-50歲

9%

51 or above

51歲或以上

42%

By Gender

按性別分類

Male

男性

25%

Female

女性

19%

By Geographical Region

按地區分類

Hong Kong

香港

0%

Mainland China

中國內地

22%

CREATING VALUE FOR EMPLOYEES WHOLE-HEARTEDLY •

一心一意 • 為員工創造價值

TALENT RECRUITMENT

We have established an open and transparent recruitment and promotion system, and absolutely adhered to the principle of selecting the most suitable talents in a fair, just and equal manner. By adopting zero tolerance policy on occupational discrimination, we recruit employees irrespective of any age, gender, language, race, disability, sexual orientation, family or marital status, nationality, religion, and socio-economic background. As we strive to create a diversified working environment, we will recruit talents to join the Group through different channels, such as professional job agencies, employee referrals, recruitment fairs and campus recruitment. At the same time, we will organise annual appraisal per annum in order to provide a multi-channel development for employee promotion.

STAFF RIGHTS

The remuneration of employees of the Group mainly comprises of fixed wages and performance wages. We will review the remuneration system regularly and evaluate the performance of employees for salary adjustment. If an employee needs to work overtime, he/she is required to submit an application in advance, and the Group will make overtime pay or leave rearrangement for them in accordance with the laws and regulations. In terms of benefits, we provide domestic employees with five social insurances and one 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 terms of holidays, apart from statutory holidays, our employees are also entitled to have personal leave, sick leave, and annual leave. In addition, we organize various leisure and sports activities, such as the birthday party, annual meeting, party building activities and dinners, for our employees from time to time, so that employees can gather together, relax during their spare time and maintain a work-life balance.

LABOR STANDARDS

The Group strictly complies with laws and regulations such as the "Law of the PRC on the Protection of Minors" and the "Provisions on the Prohibition of Using Child Labor" of the country. No child labor or forced labor is allowed in the Group. During the recruitment process, we will inspect and verify the identity document of the new entrants to ensure that the legal working age is met and to protect the right and safety of minors. No recruitment is allowed for those candidates who do not meet the requirements.

網羅人才

我們設有公開透明的招聘和晉升制度，絕對以公平、公正、平等的原則去選拔適合的人才。對任何職場歧視採取「零」容忍的政策，不論任何年齡、性別、語言、種族、殘疾、性取向、家庭或婚姻狀況、國籍、宗教和社會經濟背景。我們致力打造多元化的工作環境，所以會透過不同渠道去招募人才加入本集團，例如職業中介機構、員工推薦、招聘會及校園招聘等。同時，我們每年會組織年度考評，為員工晉升提供多渠道發展。

員工權益

本集團的員工薪酬由固定工資和績效工資組成。我們會定期檢討薪酬制度和評核員工表現來作薪酬調整。假如員工因工作需要加班，需事先申請。本集團會按法律法規向彼等支付加班工資或安排調休。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。在假期方面，員工除了享有法定假期外，更可以享有事假、病假及年休假等。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。

勞工準則

本集團嚴格遵守國家的《中華人民共和國未成年人保護法》及《禁止使用童工規定》等法律法規。我們絕對不容許有童工或強制勞動的情況發生。在招聘過程中，我們會核對和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，保障未成年人的權益和安全。所有不符合規定者均不予錄用。



CREATING VALUE FOR EMPLOYEES WHOLE-HEARTEDLY •

一心一意 • 為員工創造價值

TALENT TRAINING

Talent nurturing is the top priority for corporate development. The Group expects to create a workplace that can value the personal well-being of its employees, enhance their quality and abilities and at the same time identify employees with potentials. Therefore, we strive to deploy resources on talent nurturing and improve the training system based on the principle of "economical, practical and efficient".

The percentage of trained employees divided by gender and employee type during the Reporting Period are set forth below:

Percentage of trained employees 受訓僱員百分比

2020
2020年

By Gender 按性別分類	
Male 男性	73%
Female 女性	86%
By Employee Type 按僱員類別分類	
Senior management 高級管理層	65%
Middle management 中級管理層	76%
General employee 基層員工	84%

人才培訓

人才培養是企業發展的重中之重。本集團期望營造一個重視僱員個人福祉的工作場所，提升僱員的素質和能力，同時發掘有潛能的僱員。因此我們致力投放資源去培育人才，按照「經濟、實用、高效」的原則去完善培訓制度。

以下為報告期間按性別及僱員類別劃分的受訓僱員百分比：

The average training hours divided by gender and employee type during the Reporting Period are set forth below:

Average training hours of trained employees 受訓僱員平均時數

2020
2020年

By Gender 按性別分類	
Male 男性	4
Female 女性	6
By Employee Type 按僱員類別分類	
Senior management 高級管理層	5
Middle management 中級管理層	6
General employee 基層員工	5

以下為報告期間按性別及僱員類別劃分的受訓平均時數：

CREATING VALUE FOR EMPLOYEES WHOLE-HEARTEDLY •

一心一意 • 為員工創造價值

We have four major training objectives:

我們有四大培訓目標：



The training of the Group is mainly divided into internal training and external training. We expect that by providing employees with internal training, they can learn how to adapt to the social environment and the development of the market economy in the aspects of knowledge, skills and qualities, thus shortening the gap between the job requirements and their own capabilities. At the same time, employees are assigned to learn new knowledge, technology or obtain professional qualifications for special positions outside the Company through external training.

本集團的培訓主要分為內部培訓及外部培訓。我們期望透過內訓讓員工在知識、技能和素質方面適應社會環境和市場經濟的發展，縮小崗位要求與員工自身能力之間的差距。同時透過外訓，選派僱員到公司外學習新知識、技術或獲取特殊崗位的執業資歷。

CREATING VALUE FOR EMPLOYEES WHOLE-HEARTEDLY •

一心一意 • 為員工創造價值

In order to evaluate the effectiveness of training more effectively, the trained employees are required to fill in the "Training Effectiveness Survey Feedback Form" so that the management department can understand and make improvements to the contents of training whenever it is necessary. Moreover, we will summarize the progression of trainings in each department on an annual basis, and put forward a training demand plan for the coming year, thereby improving the effectiveness of training continuously.

為了更有效地評估培訓效果，受培訓的員工需填寫《培訓效果調查反饋表》，讓管理部了解培訓內容需要改進的地方。而我們每年度都會對各部門的培訓情況進行總結，並提出下年度培訓的需求計劃，不斷提高培訓效果。

In terms of the geriatric care business, we need to train a lot of nursing staff to take care of the elderly. Therefore, we have established a set of training syllabus to train up nursing staff in different positions, including syllabus for the newly recruited staff, medical staff, backend service staff and part-time staff working in the infection management department of hospitals respectively. Each unit has its specific training contents and appraisals.

For instance, the purpose of organising training for new staff is to help them become familiar with the hospital environment, various rules and regulations, work procedures and relevant professional knowledge as soon as possible. In addition, we will implement strict performance appraisals, which mainly include assessing the working attitude and competence of the staff, and the contents of the appraisals will cover first aid knowledge, nursing theory, first aid drug application. We had organised a number of nursing staff trainings during the Reporting Period, such as trainings relating to treatment for and prevention of the elderly from falling out of bed, helping the bed-bound elderly wipe their bodies and bath them, and the etiquette for nurses.

在養老業務方面，我們需要培訓大量護理人員照顧長者。故此，我們建立了一套培訓大綱，針對不同職位的護理員進行培訓，分別有新上崗人員、醫務人員、後勤服務人員及醫院感染管理科的兼職人員，各單位均有特定的培訓內容和考核。

例如針對新上崗人員，培訓目的是幫助他們盡快熟悉院內環境、各項規章制度、工作流程及相關專業知識。另外，我們會實行嚴格的績效考核，主要包括評核員工的工作態度、能力，而考核內容涉及急救知識、護理理論、急救藥物應用等。報告期內也有組織了頗多的護理員培訓，例如關於老人墮床的處理和預防、幫助臥床老人擦浴及護士禮儀等。



HEALTH AND SAFETY

We are very concerned about the physical and mental health and the work safety of our employees and committed to continuously improve our working environment so as to move towards the objective of zero work injury on an ongoing basis. Among them, Beijing Vissam has obtained the ISO45001: 2018 occupational safety management system certification which is a step further in regulating relevant management works. During the Reporting Period, the Group did not involve in any significant work injury and fatal incident. If it is unfortunate that any of our staff members had suffered work injury, the head of the personnel department and other colleagues will take immediate action to assist in sending the injured employee(s) to the hospital for treatment.

健康與安全

我們非常關心員工的身心健康和工作安全，並承諾繼續改善我們的工作環境，持續向「零」工傷的目標進發。當中，北京偉森更獲得ISO45001:2018職業安全管理體系認證，進一步規範相關管理工作。於報告期間，本集團無牽涉任何重大的工傷及死亡事故。假如不幸有職工工傷事故發生，人事部主管及同事會第一時間協助受傷害員工送往醫院救治。



Health

- Provide employees with comprehensive medical insurance to help them lessen their personal medical burden in accordance with "Basic Medical Insurance Regulation" in Beijing and "Interim Measures for the Supplementary Medical Insurance of Enterprises" in Beijing; and
- Conduct a body check per annum for employees to ensure that health problems are detected and treatments are provided on time.

健康

- 按照《北京市基本醫療保險規定》和《北京市企業補充醫療保險暫行辦法》，為員工提供完善的醫療保險，幫助員工解決個人醫療負擔過重的問題；以及
- 每年都會對員工進行一次健康體檢，確保員工能及時發現身體問題，不會耽誤治療時間。



Safety

- Set up the "Fire Safety Operation Regulations and System" to set out in detail the fire safety management work;
- Conducting fire safety inspection on a regular basis;
- Organise regular safety training which includes fire prevention and prevention of electricity hazard, practical operation of fire safety facilities and seminars on gas safety knowledge in order to improve employees' awareness of disaster prevention;
- Formulate emergency plans for fire and earthquake and conduct fire safety emergency drills which include drills on the use of fire extinguishers, and escape drills to equip employees with the ability to respond to emergency and enhance their self-protection capability in emergency situation;
- Protect employees' health and safety by establishing the Canteen Food Safety Management System among the subsidiaries of the Group in accordance with the Food Safety Law to strictly manage the environment, ingredients and employee hygiene of canteen; and
- Formulate the cleaning and safety operating procedures, and set out in detail the safety matters to be followed in the course of performing cleaning work.

安全

- 設立《消防安全操作規程及制度》，詳細列明執行消防安全的管理工作；
- 定期進行消防檢查；
- 定期舉行安全培訓，包括防火防電、消防設施實操，燃氣安全知識講座等，提高員工的防災意識；
- 制定應急預案，包括火災、地震等及進行消防安全應急演練，包括滅火器使用演練、逃生演練，讓員工掌握在緊急情況下的應變及自我防護能力；
- 根據《食品安全法》，本集團所屬附屬公司設立《食堂食品安全管理制度》，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；以及
- 制定保潔安全操作規程，詳細列明進行清潔工作時候的安全事項。

PANDEMIC PREVENTION AND CONTROL

The outbreak of the novel coronavirus in 2020 was the focus of management and control in the area of health and safety this year. The Group strives to comply with the “Emergency Response Law of the PRC” and the “Law of the PRC on Prevention and Treatment of Infectious Diseases” and relevant regulations to level 1 response mechanisms to major public health emergencies, and formulates the “Corporate mechanism for pandemic prevention and control measures against novel coronavirus” in accordance with the “Notice of the People’s Government of Beijing Municipality on further reinforcing responsibility in strengthening prevention and control measures against pneumonia caused by novel coronavirus”, so as to minimize the risk of infection for all employees. Owing to the cooperation of all employees, we did not record any case of infection. The Group announced work arrangement during the pandemic for all employees in a timely manner, we require employees to check their temperature before reporting to work and employees showing symptoms of infection upon observation shall promptly seek medical advice. At the office, we require employees to check their temperature twice in the morning and afternoon, disinfect their hands and maintain good hygiene. We ensure ventilation at the office at least three times a day for an interval of 20-30 minutes each time to allow indoor air circulation in order to reduce the risk of spreading of virus. We disinfect public areas such as conference rooms, washrooms and elevators twice a day, and provide employees with sufficient supply of disinfectants, among which, Beijing Vissam organised a project team for pandemic prevention, which is responsible for monitoring and organising pandemic prevention works and handling of emergencies. At the same time, we formulated the “Handbook of pandemic prevention knowledge”, setting out the way to wash hands thoroughly and wear mask properly, which was effective in enhancing the employees’ awareness of pandemic prevention.

疫情防控

2020年爆發的新型冠狀病毒是本年度健康與安全範疇的管控重點。本集團致力遵守《中華人民共和國突發事件應對法》、《中華人民共和國傳染病防治法》和重大突發公共衛生事件一級響應機制的有關規定，並按照《北京市人民政府關於進一步明確責任加強新型冠狀病毒感染的肺炎預防控制工作的通知》的要求制定《新型冠狀病毒企業防控工作制度》，務求將所有員工的感染風險減到最低。有賴於全體員工的合作，我們並沒有感染個案。本集團及時向所有員工發出疫情的工作安排，我們要求員工在上班前先自行測量體溫，如在觀察後有感染症狀，需要立刻到醫院就診。在辦公室內，我們規定員工每天上、下午兩次測量體溫，消毒雙手，保持衛生；確保辦公室每天至少通風3次，每次20-30分鐘，確保室內空氣流通及減少病菌傳播風險；每天在公共區域消毒2次，例如會議室、衛生間和電梯；為員工提供大量消毒用品等。其中，北京偉森更有組織防疫工作專項小組，負責監督及指揮疫情防控的工作和處理應急情況等。同時我們亦有制定《防疫知識手冊》，例如列明徹底清洗雙手的方法、如何正確佩戴口罩等，有效增強員工防疫意識。



CREATING VALUE FOR EMPLOYEES WHOLE-HEARTEDLY •

一心一意 • 為員工創造價值

Besides office, the area that requires the Group's greater attention to is the pandemic prevention measures at geriatric care institutions as elderly are most prone to be infected by the virus. We strictly implement pandemic prevention measures at geriatric care institutions and comply with the guide on preventive measures of geriatric care center by the Chinese Centre for Disease Control and Prevention. During the peak of the pandemic, we operated under enclosed management, no external visitors were allowed at the geriatric care institutions and the elderly were not allowed to leave the geriatric care institutions. Also, we provided seminars on pandemic prevention and control knowhow for employees so they could have insights on knowledge and measures regarding elderly hygiene, nursing and infection control.

We actively adopted the following pandemic prevention measures at the geriatric care institutions:

除了辦公室以外，本集團需要加緊關注的範疇是養老機構的防疫措施，皆因老年人在病毒面前是最輕易受感染的一群。我們在養老機構嚴格執行防疫措施及遵守中國疾控制中心的養老院預防指南。疫情高峰期間，我們以封閉式方法管理，養老機構不接待外來人員走訪慰問，老人亦不能離院外出。我們亦有特意为員工安排疫情防控知識講座，讓員工認識長輩衛生及護理防護知識和措施。

以下為我們在養老機構積極採取的防疫措施：

PERSONAL SAFETY 人身安全

- Establish health portfolio for the elderly and staff, with morning inspection and health registration conducted every day;
建立老人和工作人員的健康檔案，每日開展晨檢和健康登記；
- Establish registration system for visitors and visitors with suspected symptoms of novel coronavirus infection shall be refused from visiting. All external visitors shall wear surgical masks;
建立探訪人員登記制度，如探訪人員有新型冠狀病毒感染的可疑症狀，應拒絕其探訪。所有外來探訪人員應佩戴醫用外科口罩；
- Open ventilation window for at least 30 minutes twice per day to keep indoor air fresh;
每半日開窗通風30分鐘以上，保持室內空氣新鮮；
- Encourage the elderly to form a good habit of washing hands frequently and ensuring cleanliness and hygiene of the environment; and
倡導老人養成經常洗手的好習慣，確保環境清潔衛生；以及
- Set aside quarantine rooms for isolated treatment of the elderly with suspected symptoms in the future. The elderly with symptoms shall be quarantined in a timely manner to avoid other elders from being infected.
預備隔離房間，以供未來出現可疑症狀的老人隔離治療使用。有症狀的老人應及時予以隔離，避免傳染給其他老人。

CONCENTRATE ON CREATING VALUE FOR CUSTOMERS

專心致志 • 為客戶創造價值

The Group adheres to the philosophy of creating value for customers whole-heartedly by providing services and products. Regardless of the type of service, we guarantee to provide customers with services and products of the best quality and be meticulous in quality management. We have established stringent management systems and standards in the three major areas of products and services in terms of health and safety, privacy and advertisement and labelling, for employees to observe. We wish to understand customers' needs proactively through feedbacks from customers, so as to facilitate progressive business development of the Group.

During the Reporting Period, the Group was not involved in violating relevant laws and regulations related to products and services in terms of health and safety, 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 "Pharmaceutical Administration Law of the PRC", the "Regulations on Computers Software Protection" and the "Personal Data (Privacy) Ordinance" of Hong Kong. Meanwhile, the Group did not recall any products and received any complaints regarding products and services due to safety and health reasons.

本集團一直秉持著專心致志，為客戶創造價值的理念去提供服務和產品。無論是什麼類型的業務，我們承諾會給予客人最優質的服務和產品，在質量管理中做到一絲不苟的精神。我們分別在產品和服務的健康與安全、私隱事宜、廣告及標籤三大方面，均有設立嚴格的管理制度和標準讓員工去遵守跟從。我們期望能透過客戶的反饋，積極了解客戶的需求，從而讓本集團業務發展不停進步。

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。同時，本集團並無因安全與健康理由而需回收任何產品和接獲關於產品和服務的任何投訴。



CONCENTRATE ON CREATING VALUE FOR CUSTOMERS ●

專心致志 ● 為客戶創造價值

GERIATRIC CARE SERVICE

There are two major brands under the geriatric care service of the Group, namely Golden Sun and Hongtai. Our business vision have always been “developing geriatric care center without walls and to be an evergreen geriatric care service institution for a hundred years”. We hope to transmit positive energy continuously and provide the elderly with comprehensive, quick and attentive services with a sense of mission; provide long term solution to children who wish to fulfil filial duties and solve their worries in caring for parents; promote the deeds of respecting, loving, caring for and helping the elderly in the society so as to develop a harmonious society.

SERVICE QUALITY

We pay utmost attention to our service quality in hope of providing the elderly with the best service. In light of this, we formulated a quality management process, with detailed and clear guidelines and standards for each nursing procedures involved, to ensure that all employees are able to provide consistent and high quality service.

In addition, we conduct monthly quality inspection and performance appraisal on geriatric care institutions under the Group, which include the environment of our premises, communication with customers, service attitude, condition of operating facilities and customer opinion. Relevant staff will rate each item and record areas for improvement to facilitate follow up measures and improvements. At the same time, we provide the elderly with service satisfaction questionnaire to allow us to understand the elderly's opinion on the overall service quality, so as to improve service quality.

In response to complaints, we have formulated a complaint management mechanism with the aim of improving service level and satisfaction of the elderly and maintaining service standard and quality through public monitoring. We have set up hotline for complaint and customer service email that are available at all time. All staff shall wear name tags during work to facilitate public monitoring. Care receivers can give feedback on the services of caregivers to the superintendents and the supervisors shall revisit the care receiver who gave feedback at least once a week to facilitate the improvement in service quality. Upon receipt of complaints, we conduct investigation and, if necessary, switch caregiver for the care receiver or have the caregiver receive training again. If the situation is found to be severe upon comprehensive investigation, we will also consider dismissing the relevant caregiver.

養老服務

本集團旗下的養老服務主要有兩大品牌，分別是金太陽和宏泰。「構建沒有圍牆的養老院，做百年長青的養老服務機構」是我們一如既往的業務願景。我們希望能持續傳遞正能量，抱著一份使命感為長者提供多方位、便捷周到的服務；為子女盡孝心，解決後顧之憂；為社會弘揚敬老、愛老、養老、助老美德，構建和諧社會。

服務質量

我們極其重視服務的質量，希望能為長者提供最優質的服務。有見及此，我們制定了質量管理流程，針對每一項會涉及到的護理程序都有詳細和清晰的指引和規範，確保所有員工均能提供一致並且高水平的服務質量。

另外，我們會每月進行質量檢查，對旗下的養老機構進行績效考評，當中包括場所環境、客戶溝通情況、服務態度、設施運行情況、客戶意見等。相關的員工會對每個項目評分及記錄需要改進的問題，方便日後跟進及改善。同時，我們亦會提供服務質量滿意度調查表予長者填寫，讓我們可以知悉長者對整體服務質素的意見，從而提升服務質素。

在應對投訴情況，我們亦有制定投訴管理制度，以提高服務水平和老人滿意程度為目標，透過公開監督來保持服務水平和質量。我們設有投訴熱線和服務信箱，二十四小時受理投訴。所有員工都需佩戴工作牌上崗，以便於公開監督。服務對象可以隨時向院長反饋服務員的服務情況，主任亦會每週回訪服務對象至少一次，有效幫助改善服務品質。接獲投訴之後，我們會進行調查，在必要時會對服務對象更換服務員或者讓服務員再培訓。倘若在全面調查後發現事態嚴重，我們亦會考慮對相關服務員進行革職。

CONCENTRATE ON CREATING VALUE FOR CUSTOMERS •

專心致志 • 為客戶創造價值

SAFETY OF THE ELDERLY

For the geriatric service business, ensuring the safety of every elderly is the utmost responsibility of the geriatric service business of the Group. Geriatric care institutions under the Group have formulated various policies and measures to strictly manage and control various services process and we guarantee that the safety of the elderly is our first priority. In accordance with the relevant laws of the “Emergency Response Law of the PRC, we formulated a comprehensive emergency response plan covering multiple areas, which played an important role in daily operations and management, safety of the elderly and risk prevention.

The six major principles in handling emergencies are as follows:

長者安全

在養老業務中，確保長者的安全是本集團養老業務的最大責任，我們旗下的養老機構均制定多項政策和措施，嚴格管理並控制多個服務流程，承諾把長者的安全放在第一位。根據《中華人民共和國突發事件應對法》的相關法律規定，我們制定了完善及覆蓋多方面的應急預案。對日常運營管理、老人生命安全、防範風險都起著非常重要的作用。

處理突發事件的時候我們抱著六大工作原則：

People-first; all employees are important; prevention-oriented; prevention and control measures for groups; Prompt responses; centralised directing; delegation of responsibilities by grade; individual responsibilities; Inter-connection of systems; willingness to share; division by area; management in accordance with the law

以人為本，全員重視；預防為主，群防群控；
快速反應，統一指揮；分級責任，責任到人；
系統聯動，自願共享；分區性質，依法處置

Our contingency plan mainly involve areas such as support services, medical and nursing and situations such as fire, aspiration and food poisoning of the elderly. All care workers received basic first-aid trainings and shall conduct initial treatment in accordance with internal protocol immediately upon discovering that an elder is injured, the elder will then be taken to a clinic for further treatment by professional medical personnel. After that, care workers will continue treatment following doctors' instructions, closely monitor the elder's recovery and notify his/her family. The injury of the elderly will be recorded to remind care workers to pay more attention to avoid recurrence.

我們的應急預案主要涉及後勤、醫療、護理等幾個方面，例如火警、長者發生誤吸、食物中毒等各種情況等。護理員均接受過基本的急救訓練，當發現有長者受傷，會即時按內部守則作初步處理，然後帶長者到醫務室由專業的醫護人員作進一步治療。護理員之後會根據醫生意見對老人進行護理，密切監測復原的情況，並通知其家人。長者的受傷情況會記錄在案，以提醒護理員要多加留意，以免同樣情況再次發生。

CONCENTRATE ON CREATING VALUE FOR CUSTOMERS •

專心致志 • 為客戶創造價值

SALES OF MEDICAL AND NURSING FURNITURE

Beijing Vissam, a company under the Group, is a professional modern furniture company providing sales and services and designing a series of suitable furniture mainly targeting geriatric service, medical, educational and business institutions. Adhering to the business philosophy of “integrity as the base, quality as the core” over the years, Beijing Vissam has been providing customers with premium products. We are renowned within the industry with various certifications and honours, and was named the Famous “Environmental Protection” Furniture Brands and Integrity Enterprise of 18 provinces and cities in China for many consecutive years since 2005, reflecting the recognition and affirmation from customers.

PRODUCT QUALITY

Beijing Vissam always adheres to the service concept of “worry-free premium services for customers” and provides customers with premium and safe furniture. We formulated strict standards regarding design, acceptance of works and storage and required the quality of furniture from suppliers to be up to or even higher than technical standards, including national standards, industrial standards and assessment standards for furniture quality. In addition, Beijing Vissam have obtained ISO9001:2015 quality management system certification, further recognizing our persistence on quality guarantees. We require suppliers to submit ISO quality certifications, product testing reports and certificates of compliance and require suppliers to conduct testing of indoor air quality before and after installing the furniture.

For acceptance of works, we have formulated a series of standards to regulate the inspection method for parts, accessories, packaging and finished products. If the product is below standard, we will request suppliers to return or exchange the product. At the same time, we engage a qualified third-party examination centre to conduct sampling inspections regularly. The inspection items include safety, stability and formaldehyde emission of furniture to ensure products comply with the requirement in every aspect so that customers can use our products at ease. In addition, there are warranty periods for our products and customers can request repair services from suppliers should any quality issues arise in the future.

醫、養家具銷售業務

本集團旗下公司—北京偉森，是集銷售、服務於一體的專業化現代家具企業，主要針對養老、醫療、教育和商業機構設計出一系列適用的家具。多年來一直秉持「以誠信為根基，以質量為核心」的經營理念為客戶提供優質的產品。我們在業內享負盛名，獲得多項認證和殊榮，甚至由2005年至今連續多年獲得十八省市「環保」家具知名企業和「誠信」企業殊榮，得到了客戶的一致認可和肯定。

產品質量

北京偉森向來秉持著優質服務、顧客無憂的服務理念，為顧客提供最優質和安全的家具。我們對設計、驗收和存放均制定嚴格標準，要求供應商的家具質量符合甚至優於技術標準，包括：國家標準、行業標準和家具質量評定標準。北京偉森更取得ISO9001:2015質量管理體系認證證書，更加肯定我們做好質量保證的決心。我們會要求供應商提交ISO質量認證、產品檢測報告、所有家具的合格證明書等，並且要求供應商對擺放家具前後的房間空氣質量進行檢測。

在驗收方面，我們有制定一系列的標準，規範零件、配件、包裝、成品等檢驗方法。假如產品不符合標準，我們會要求供應商進行退貨或換貨處理。同時，我們定期委託認可的第三方檢驗中心為產品進行抽樣檢查，檢驗項目包括家具的安全性、穩定性、甲醛釋放量等，確保產品在各方面都能符合要求，讓顧客安心使用我們的產品。另外，貨物都設有質保期，以免日後若果出現質量問題的時候可以要求供應商維修。

CUSTOMER PRIVACY

Daily operations of the Group involves personal information and medical record of the elderly, customers' information and private information, business secrets and financial information. We are concerned about customers' privacy and strive to comply with the "Archives Law of the PRC" and the relevant laws and regulations, and require employees to strictly follow all rules and policies of the Group regarding confidentiality and shall not disclose such information to third parties without prior consents.

Among which, in order to ensure data confidentiality of the elderly and their families, Wuhu Golden Sun especially formulated the "Elderly data confidentiality policy". Dedicated staff will be responsible for the confidentiality of customers' information and others shall not have access to such information without authorization. All employees shall strictly follow the policy and be aware of data confidentiality for the elderly's files and information and shall not modify or disclose them without consents. At the same time, we prohibit employees from taking the elderly's files outside the geriatric care institutions. If employees discover that someone discloses the information, they shall immediately report to seniors and stop such behaviour promptly. In addition, geriatric care institution under Wuxi Hongtai have established a hospital management system for storing medical records, with control in authorisation allowing access only by certain staff.

For sales of furniture, Beijing Vissam has set out the "Confidentiality Management Policy" in its rules and regulations, by which all employees are obliged to keep confidentiality of confidential information of the company. Beijing Vissam has also set up levels of confidentiality for internal documents of the company so that employees know clearly the degree of importance for confidentiality of different types of documents and the relevant measures.

客戶私隱

本集團在日常營運中會涉及長者的個人資料和病歷、客戶資訊和私隱資料、商業機密、財務信息等。我們關注客戶的私隱，致力遵守《中華人民共和國檔案法》等相關法律法規，要求員工嚴格遵循本集團所有有關保密的規則和政策，在未經同意下不得將這些資料向第三方披露。

其中，蕪湖金太陽為了確保老人及家屬的信息保密性，特意制定了《老人信息保密制度》。客戶的私人資料會由專職人員負責對其保密，在未經授權的情況下，其他人士並沒有存取權限。所有員工均需嚴格遵守制度，時刻對入住長者的檔案、信息等資料保持保密意識，不得任意更改或外洩。同時，我們規定員工不可以將長者的檔案資料帶出養老機構。假如發現有人洩露資料，員工應即時向上級舉報並立即制止其行為。另外，無錫宏泰旗下的養老機構設有醫院管理系統來儲存病歷，系統有權限設定，只允許個別人員查訪。

在家具銷售業務方面，北京偉森亦有在規章制度中列明《保密管理制度》。當中要求所有員工均有義務對公司機密資料保密，亦有為公司內部文件設立保密級別，讓員工清楚知悉各類文件的保密重要程度及相應的措施。

ADVERTISING, LABELLING AND INTELLECTUAL PROPERTY RIGHT

When advertising and promoting our products and services, the Group observe the “Advertising Law of the PRC” and the “Law of the PRC on Protection of Consumer Rights and Interests” and requirement of relevant laws and regulations to ensure the authenticity of the promotional content in order not to mislead consumers and to protect their interests..

Beijing Vissma, a company under the Group, primarily engages in sales and its business involves research and development and innovation. The company has excellent performance and owned multiple patented technologies which are applied to its furniture products. We have dedicated personnel for handling trademark applications and we have engaged qualified third party intellectual property rights agents to manage intellectual property rights related matters of the Group to ensure our intellectual property rights are protected and we do not infringe on others’ intellectual property rights. At the same time, we entered into confidentiality agreements with all employees. We also entered into “Confidentiality agreement on trade secrets” with suppliers, requiring both parties to perform strict confidentiality measures on trade secrets including orders, drawings of products, contracts and trademarks to avoid leaks of information of product design. During the Reporting Period, the Group was not aware of any material breach involving intellectual property rights.

廣告、標籤及知識產權

本集團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，以免誤消費者，保障他們的權益。

本集團旗下公司—北京偉森主要擔當銷售的角色，業務涉及研發和創新。公司成績卓越，有多項專利技術應用在家具產品中，我們一直有專職人員負責去處理商標申請，以及有委託受認可的第三方知識產權代理公司去管理本集團的知識產權事宜，確保自身知識產權受保護和不侵犯他人的知識產權版權。同時，我們與所有員工簽訂保密協議，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泄。於報告期間，本集團並無發現有任何重大涉及知識產權的違規事件。

JOIN HANDS TO CREATE VALUE FOR SUPPLY CHAIN

同心一意 • 為供應鏈創造價值

The Group is committed to working hand in hand with suppliers to create a mutually beneficial and win-win cooperation relationship. We pay attention to the health industry while focusing on the enhancement in healthy development of the supply chain. Besides, we actively promote such concept to suppliers, hoping that they will comply with the Group's measures on environmental protection as well as occupational health and safety. In addition, we encourage suppliers to remember their environmental and social responsibilities in daily operations, including upholding the business ethics and complying with relevant laws and regulations. The Group hoped to continue its cooperation with suppliers on fulfilling social responsibilities.

As of 31 December 2020, the products and services of the Group are mainly provided by 54 suppliers, all of which are from Mainland China, with an aim to effectively reduce the carbon emission caused by product transportation.

本集團致力與供應商攜手合作，創造互利共贏的合作關係。我們重視健康產業，同時注重推動供應鏈的健康發展，並積極向供應商推動此理念，期望供應商遵守本集團環保及職業健康與安全政策。另外，我們鼓勵供應商在日常營運中不忘對環境及社會負責，包括維持商業操守和遵守相關法律法規。本集團希望能繼續與供應商同心協力，履行社會責任。

截至2020年12月31日，本集團主要由54間供應商提供產品及服務，全部均來自於中國內地，藉此有效地減少產品運輸而造成的碳排放。



SUPPLIER MANAGEMENT

Based on the nature of the business, Beijing Vissam is involved in relatively more areas of procurement. Therefore, in order to regulate the management of various procurement projects and establish a long-term and mutually beneficial relationship in terms of demand and supply with the suppliers, Beijing Vissam formulated the "Supplier Management System". Supplier management is roughly divided into five stages, namely the establishment, management, evaluation, maintenance and elimination of the supplier database. When the supplier is being reviewed before accepted with the database, the supplier is required to fill in the "Supplier Qualification Review Basic Information Sheet", and on-site inspections and evaluations will be conducted. After passing the review successfully, they will be accepted into the company's supplier database and become a potential supplier. Then, we will conduct dynamic management in the form of regular assessments and irregular visits to maintain and update the supplier database in a timely manner. We hold a supplier meeting and supplier review every year. The Purchasing Department is responsible for comprehensive evaluation of the supplier's product quality, service standard, production capacity and collaboration. At the same time, each department will give feedback to the supplier and review the issues occurred during the supply at this stage. Afterwards, according to the various evaluation indicators, the supplier will be evaluated as to whether to be qualified. If we find that a supplier has failed, we will issue a rectification notice, and we will consider disqualifying the supplier who failed to improve.

供應商管理

而基於業務性質，北京偉森涉及的採購範疇會相對較多。故此，北京偉森為了規範公司各項採購項目的管理及與供應商建立長期互惠的供求關係，制定了《供應商管理制度》。供應商的管理大致劃分成五個階段，分別是供應商庫的建立、管理、評估、維護及淘汰。供應商在入庫審查階段需要填寫《供應商資格審查基本情況表》，並需進行實地考察和評估，成功經過審核方可進入公司供應商庫，成為潛在供應商。然後，我們會以定期評估及不定期訪查形式進行動態管理，及時維護並更新供應商庫。我們每年都會舉行一次供應商會議和供應商評審，採購部負責對供應商的產品質量、服務水平、生產能力及配合方面等進行綜合評估，同時讓各部門在此階段向供應商反饋及審視供貨時出現的問題。其後根據各項審核指標再評估供應商是否及格。假如我們發現供應商不及格會向他們發出整改通知，直到其仍未作出改善時，我們會考慮取消供應商資格。

GREEN PROCUREMENT 綠色採購

When selecting suppliers, in addition to conducting risk assessments in different aspects to ensure the normal operation of the supply chain, we value the environmental performance of suppliers and vigorously promote green procurement. Beijing Vissam stipulates that the products and materials we purchase should use green materials, such as planks, paints, hardware, adhesives, auxiliary materials, etc. The materials must meet or exceed national standards. We hope to reduce the negative impact on the environment at the source of production and actively practice environmental protection.

在選擇供應商時除了會作不同方面的風險評估，確保供應鏈運作正常之外，我們亦十分重視供應商的環保表現，大力推動綠色採購。北京偉森規定採購的產品及物料均使用綠色環保材料，例如板材、油漆、五金、膠粘劑、輔料等，材料都需要符合或高於國家標準。我們希望能做到從生產源頭減少對環境的負面影響，積極地實踐環保。

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

眾心如城 • 為環境創造價值

To pursuit growth in business profit is certainly important to all stakeholders of the Group, but at the same time we hope to strike a balance between economic development and environmental protection, and integrate green elements into our daily operations. We hope that the Group will be united in one heart, like a fortress to create value for the environment. We strive to ensure the environmental compliance of our business. During the reporting period, the Group did not have any violations of environmental laws and regulations that would have a significant impact on the Group. Relevant laws and regulations include but are not limited to the "Environmental Protection Law of the PRC", "Law of the PRC on the Prevention and Control of Environmental Pollution by Solid Waste", "Atmospheric Pollution Prevention and Control Law of the PRC", "Water Pollution Prevention and Control Law of the PRC", etc.

Since our business does not involve production, no packaging materials for finished products is used.

追求業務利益增長對本集團的各持份者固然重要，但同時我們期望能在經濟發展與環境保護兩方面取得一個平衡點，將綠色元素融入在日常營運。我們希望本集團能上下一心，眾心如城，為環境創造價值。我們竭力確保業務的環境合規性，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》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。



GREEN PRODUCTS

Natural resources are very limited. As the operation of the Group does not involve production, which will not have a significant impact on the environment and natural resources, but we still rely on the natural resources provided by nature. We actively monitor daily emissions and resource consumption to minimize the impact. The Group pursues not only to comply with national standards, but also to aspire to move one step forward and contribute more in protecting the environment and pay more effort. Among them, Beijing Vissam is engaged in the business of furniture sales, and its products have obtained different green certifications. In addition, Wuhu Golden Sun's geriatric care services also have relevant environmental certifications. The following set out the details of green certifications obtained by Beijing Vissam and Wuhu Golden Sun.

綠色產品

天然資源十分有限，本集團業務縱使不涉及生產，亦對環境及天然資源並無造成重大影響，但我們仍仰賴自然界提供的天然資源。我們積極監測日常的排放和資源消耗情況，把影響減到最少。本集團追求的不僅是符合國家標準，更是期望能在保護環境方面多踏前一步，多付出一點。當中，北京偉森從事家具銷售業務，其產品獲得不同的綠色認證。另外，蕪湖金太陽的養老服務亦有相關環保認證。以下詳細列出北京偉森與蕪湖金太陽獲得的綠色認證。

Beijing Vissam Prosperity Furniture Limited

- ✓ 10 provinces and cities of China 2020 Environmental Protection Furniture Famous Brands;
- ✓ Certification for Environmentally Friendly Product in China issued by the China Quality Certification Centre;
- ✓ Steel-wood furniture and furniture of artificial wood panel are authorized by the Ministry of Ecology and Environment of the People's Republic of China and the China Environmental Labelling Certification issued by China Environmental United (Beijing) Certification Centre;
- ✓ Design, production and related management activities of wood furniture, steel furniture and soft furniture;
- ✓ The sales and related management of geriatric, medical, educational and business furniture obtained ISO14001: 2015 environmental management system certification

Wuhu Fuling Golden Sun Health Care Service Company Limited

- ✓ The provision of geriatric service obtained ISO14001: 2015 environmental management system certification

北京偉森盛業家具有限公司：

- ✓ 中國十省市2020年環保家具知名品牌
- ✓ 中國質量認證中心發出的《中國環保產品認證證書》
- ✓ 鋼木家具及人造板類家具均獲得由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》
- ✓ 木質家具、鋼製家具、軟體家具的設計、生產及相關管理活動
- ✓ 養老、醫療、教育、商務空間家具的銷售及相關管理活動均獲得ISO14001:2015環境管理體系認證

蕪湖市福齡金太陽健康養老服務有限公司：

- ✓ 養老服務的提供獲得ISO14001:2015環境管理體系認證

HAZARDOUS AND NON-HAZARDOUS WASTE

The Group carefully handles the waste generated, not only minimizes waste and actively recycles, the Group also strives to minimize the harm posed to the environment. We have also formulated a comprehensive waste management system to encourage employees to categorize and recycle daily domestic waste, cultivate the Company's recycling culture and enhance employees' environmental awareness. During the Reporting Period and 2019, the data of waste discharged by us is as follows:

Areas 範疇	Unit 單位	2020 2020年	2019 2019年
Total non-hazardous waste 無害廢物總量	tonnes 公噸	175.29	361.27
Intensity of non-hazardous waste 無害廢物密度	tonnes/m ² 公噸／平方米	0.00 ¹	0.01
Total hazardous waste 有害廢物總量	tonnes 公噸	0.13	0.13
Intensity of hazardous waste 有害廢物密度	tonnes/m ² 公噸／平方米	0.00 ²	0.00 ³

In response to the "Regulations on the Management of Domestic Waste in Beijing", the Group strictly implemented the policy of office waste classification and organized relevant functional departments and responsible persons to handle classification of domestic waste. The Administration and Human Resources Department is responsible for waste classification promotion, equipment and facility management and maintenance. The responsible persons, namely each employee, are required to do a good job of sorting waste properly from the source of generating waste. The Company had put sorting trash bins at the staircase of each office floor with responsible sorting persons designated to take charge of keeping clean, taking final categorization of wastes as well as putting the classified waste into the corresponding trash bin. Wastes would be classified as recyclable waste, kitchen waste, hazardous waste and other waste by the Group.

有害及無害廢物

本集團謹慎處理產生的廢物，不但盡量減少廢棄物，同時積極做好回收工作，致力把廢物對環境造成的危害減到最低。我們亦有制定完善的垃圾管理制度，鼓勵員工把日常生活垃圾分類然後回收，培養公司的回收文化及提升員工的環保意識。於報告期及2019年間，我們所產生的廢棄物排放數據如下：

本集團響應《北京市生活垃圾管理條例》，嚴格實施辦公室垃圾分類政策，組織相關職能部門和負責人去處理生活垃圾分類。行政人力部負責垃圾分類宣傳、設備設施管理與維護。而負責人即是每一名員工，均需要從垃圾產生源頭做好垃圾分類工作。公司在每層的辦公區樓梯間設有分類垃圾桶，分揀負責人負責每層保潔和垃圾最後的分揀工作，將垃圾按分類投入相對應的垃圾桶內。本集團會將垃圾分類成可回收垃圾、廚餘垃圾、有害垃圾及其他垃圾。

1 The actual figure was 0.002.
實際數字為0.002。

2 The actual figure was 0.004.
實際數字為0.004。

3 The actual figure was 0.002.
實際數字為0.002。

In terms of hazardous waste, in addition to ink cartridges discarded in the office, the hazardous waste of the Group mainly comes from medical waste generated by the geriatric business. We process it in accordance with relevant national laws and regulations, such as "Regulations on the Administration of Medical Wastes", "Standard of packaging bags, containers and warning symbols specific to medical waste", "Jinghu District Medical Waste Treatment Interim Measures", etc., to ensure that hazardous waste is passed to qualified third-party recyclers. We have set up special storage spots to collect all kinds of medical wastes in a specific way. After strict disinfection, we will put the medical waste into double-layer thick plastic bags designed for medical waste according to regulations, which will then be put into temporary medical waste storage spot provided by the recycler. Finally, the recyclers will collect, transport and dispose them ensuring that they are placed in the container in the designated area of the premise of the Company. The recycler should collect and transport at least once every two days.

ENERGY, AIR EMISSIONS AND GREENHOUSE GASES

Emissions of the Group are mainly derived from fuel oil consumed by motor vehicles and fuel consumed by canteens and energy consumption mainly comes from indirect energy electricity. The data of air emissions and greenhouse gases and energy consumption of the Group during the Reporting Period and 2019 are as follows:

在有害廢物方面，除了辦公室的廢棄墨盒外，本集團的有害廢物主要來自養老業務產生的醫療廢物。我們按照國家相關法律法規進行處理，如《醫療廢物管理條例》、《醫療廢物專用包裝物、容器標準和警示標誌規定》、《鏡湖區醫療廢物處理暫行辦法》等，確保把有害廢物交由具備認可資格的第三方回收商。我們設立專用存放點，對產生的各類醫療廢物進行專門收集。經嚴格消毒後，我們會按照規定把醫療廢物裝入雙層厚實醫療垃圾專用塑料袋，然後才投入回收商提供的醫療廢物暫存點。最後由回收商集中收集、運輸及處置確保投放到公司所在物業指定區域的受容器內，並確保至少每兩天收集、運輸一次。

能源、廢氣及溫室氣體排放

本集團的排放物主要來自車輛的燃油及食堂的燃料消耗，而能源消耗方面主要是來自間接能源的電力。以下為本集團於報告期間以及2019年的廢氣、溫室氣體排放及能源消耗數據：

Areas 範疇	Unit 單位	2020 2020年	2019 2019年
Air 廢氣			
Nitrogen oxides (NO _x) 氮氧化物(NO _x)	Kg 千克	45.00	57.69
Sulfur oxides (SO _x) 硫氧化物(SO _x)	Kg 千克	0.74	0.96
Particulate matter (PM) 懸浮顆粒(PM)	Kg 千克	1.20	3.05
Greenhouse gases 溫室氣體			
Total greenhouse gas emissions (scope 1 and scope 2) 溫室氣體總排放量(範圍1及2)	tonnes of CO ₂ e 公噸二氧化碳當量	1,192.35	2,309.94
Direct emissions (scope 1) 直接排放(範圍1)	tonnes of CO ₂ e 公噸二氧化碳當量	153.91	194.07
Indirect emissions (scope 2) 間接排放(範圍2)	tonnes of CO ₂ e 公噸二氧化碳當量	1,038.44	2,115.88
Total greenhouse gas emission intensity (scope 1 and scope 2) 溫室氣體總排放量密度(範圍1及2)	tonnes of CO ₂ e/ m ² 公噸二氧化碳當量/平方米	0.01	0.04

Areas 範疇	Unit 單位	2020 2020年	2019 2019年
Energy consumption 能源消耗			
Total energy consumption 能源總耗量	MWh 千個千瓦時	2,096.36	3,718.18
Purchased electricity 外購電力	MWh 千個千瓦時	1,444.82	2,971.55
Diesel oil 柴油	MWh 千個千瓦時	0.00	4.06
Unleaded petrol 無鉛汽油	MWh 千個千瓦時	256.47	467.92
Liquefied petroleum gas 液化石油氣	MWh 千個千瓦時	0.00	45.79
Natural gas 天然氣	MWh 千個千瓦時	395.07	228.86
Intensity of total energy consumption 能源總耗量密度	kWh/m ² 千瓦時／平方米	25.93	64.51

Even though the business of the Group does not have a significant impact on the environment, we firmly believe that everyone has the responsibility to cherish the Earth and take the responsibility of protecting the environment. In order to reduce emissions, we have implemented energy-saving and emission-reduction measures in offices and geriatric care institutions to improve energy efficiency. The measures we have implemented include:

縱使本集團業務對環境不造成重大影響，但我們深信每人都有責任為愛惜地球出一分力，承擔保護環境的責任。我們為了減少產生排放物，在辦公室和養老機構均設有節能減排措施，提升能源效益。我們所實施的措施包括：

- Turn off all electrical equipment when getting off work to minimize electricity consumption;
- Use energy-saving lamps whenever possible and cultivate the habit of turning off the lights when leaving the office;
- Strictly manage the system for using vehicle and encourage the use of public transport whenever possible;
- Eliminate vehicles that do not comply with environmental protection standards and those having high fuel consumption in a timely manner;
- The temperature of the air conditioning is controlled at 26°C, and the air conditioning in geriatric care institutions will be turned off between 9:00-11:00 a.m. and 2:00-4:00 after midnight; and
- Put up labels on office equipment, such as reminding the last employee leaving the office to turn off all electrical appliances.
- 下班時將所有用電設備關閉，減少電力消耗；
- 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；
- 空調溫度控制在26°C，養老機構會在上午9-11時及夜間2-4時關掉空調；以及
- 在辦公室設備貼上標貼，例如提醒最後離開的員工關閉所有電器。

WATER AND SEWAGE DISCHARGE

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.

Water usage data of the Group during the Reporting Period and 2019 are as follows:

Areas 範疇	Unit 單位	2020 2020年	2019 2019年
Total water consumption 總耗水量	m ³ 立方米	36,061.29	115,871.69
Intensity of water consumption 耗水量密度	m ³ /m ² 立方米／平方米	0.45	2.05

The geriatric care business of the Group will involve a lot of water consumption, so we have formulated a series of water conservation measures, hoping to enhance employees' awareness of saving water in our daily operation. We require employees to strictly prohibit running water and turn off the faucet consciously after use. In addition, we will also inspect and maintain water equipment regularly. When damage is found, we will immediately notify the worker to repair it on the same day, which will not exceed 12 hours.

In addition, domestic sewage will be collected by the urban drainage pipe network and transported to the sewage treatment plant for processing in order to comply with the provisions of the "Water Pollution Prevention and Control Law of the PRC". The hospital sewage will be processed in accordance with the requirements of the "Technical Guidelines for Hospital Sewage Treatment". We require operators of sewage treatment facilities to receive training and follow operating procedures accordingly. Hospital sewage is required to adopt the primary treatment process-chlorine disinfection process.

用水及污水排放

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。

以下為本集團於報告期間及2019的用水數據：

本集團在養老業務方面會涉及較多水消耗，所以我們制定了一系列的節約用水措施，希望在日常業務中提升員工的惜水概念。我們要求員工嚴禁長流水，使用後要自覺地關掉水龍頭。另外，我們亦會定期檢查和維護用水設備，在發現損壞時會立刻通知水工於當日維修，並且不會超過12小時。

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。而醫院污水方面會按照《醫院污水處理技術指南》的要求執行。我們要求污水處理設施的操作人員要接受培訓並健全崗位操作規程。醫院污水需採用一級處理流程一氯消毒工藝。

CLIMATE CHANGE

Climate change is pressing issue leading to various environmental problems, we have initiated in depth studies into the potential impact of climate change towards our business operation, so that we can adapt more timely response towards impacts of extreme weather, such as typhoon, rainstorm, or even temperature change in the future. Such climate issues result in damages in some of our geriatric care institutions, and water leakage during rainstorm. When encountering leakages problems, we will immediately call our maintenance personnel to fix the problem and minimise the subsequent impact of the leakage.

During hot weather days, we will procure cooling medication in advance and provide beverages such as herbal tea and barley tea as well as cooling food such as watermelon and green beans soup to the elderly. Besides, we have installed fans or air conditioners in every room of the Homes. Our command group is always well-prepared and conduct regular checks on heat prevention measures in order to protect the elderly from over heat. During the cold weather, our staff are well versed in the knowledge of warm keeping, and the Homes are equipped with central heating system in order to maintain a comfortable temperature.

氣候變化

氣候變化實在是燃眉之急，引申出很多環境問題。我們亦開始深入研究氣候變化對我們業務營運的潛在影響，以便日後可以更迅速回應極端氣候帶來的影響，例如颱風、暴雨，甚至氣溫的轉變。這些氣候事宜導致某些旗下的養老機構內部失修，暴雨的時候會有漏水的情況出現。遇到這些漏水問題時候，我們會立刻找維修人員進行修復工作，減低漏水帶來的後續影響。

面對高溫氣候的日子，我們會預先採購降溫藥品，並向長者派發涼茶、大麥茶等飲品，以及西瓜、綠豆湯等降溫食品。院內每個房間亦會配置風扇或空調。我們的指揮小組亦防患於未然，定期檢查各部門的防署措施，做好長者的防署降溫工作。在寒冷氣候時，員工均掌握充足的防寒保暖常識，並在院內配置中央暖氣，保持舒適的溫度。



STRIVE FOR UNITY AND CREATE VALUE FOR THE COMMUNITY

戮力齊心 • 為社區創造價值

Our Group is passionate on participating in charity works and practises the principle of “Taken from society, giving back to society”. Not only do we create economic benefits, it is more important for us to fulfil social responsibility as well, give back to and create value for the community. Under the overcast of COVID-19, 2020 was indeed a very difficult year, and it is crucial for us to strive together and help each other. During the Reporting Period, the Group has donated 100% imported medical use chairs valued approximately RMB 700 thousand to Union Hospital, Tongji Hospital and Liyuan Hospital affiliated to Tongji Medical College of Huazhong University of Science and Technology, hoping to contribute to the health professionals who were on the frontline of fighting COVID-19 pandemic through the donation.

At early 2020, we have organised voluntary activity in Wuhu. Accompanied by the Poverty Alleviation Office and local village committee of Wuhu, we visited local elders who lived-alone, disabled persons and families with special hardship with consolation materials donated by people who care. We hope to send New Year’s greetings to those in need in the new year. Furthermore, Changzhou Xinbei Xuejia Aixin Nursing Home (“常州新北薛家愛心護理院”) has organised doctors and nurses to provide free consultation for neighbouring community and conducted basic check-ups such as blood sugar and blood pressure measurement for the elderly. The activity received enthusiastic responses and attracted many elders from the community to participate. In addition, Beijing Vissam had also participated in 2020 Dongrun Charity Gala and Dongrun Foundation Fifth Anniversary Celebration, and proactively supported the charity works of Dongrun Foundation.

本集團一向熱心公益，實踐「取之社會、用之社會」的概念。我們不僅要創造經濟效益，更要履行社會責任，回饋社會，為社區創造價值。2020年在新型冠狀病毒霧霾下是尤其艱苦的一年，我們更需要同舟共濟，互相協助。本集團於報告期間向華中科技大學同濟醫學院附屬協和醫院、同濟醫院、梨園醫院，捐贈價值70多萬元人民幣的全進口醫療專用椅，希望通過捐贈為奮戰在抗擊新型冠狀病毒感染的肺炎疫情一線的醫護人員盡一份力。

在2020年初，我們組織了志願者活動，在蕪湖的扶貧辦和村委會負責陪同下，帶著愛心人士的捐助物資慰問品，探訪當地的孤寡老人、殘疾人及特困家庭。希望能在新的一年向有需要的人士送上新年的祝福。另外，常州新北薛家愛心護理院帶領醫生和護士對周邊社區進行義診，為長者做基本檢查例如測血糖、量血壓等。活動反應熱烈，吸引了有很多社區裡的長者參與。北京偉森亦有參與2020年度東潤慈善夜暨東潤公益基金會五周年慶典，積極支持東潤公益基金會的慈善工作。



STRIVE FOR UNITY AND CREATE VALUE FOR THE COMMUNITY •

戮力齊心 • 為社區創造價值



In addition, the Group actively participated in the flood relief operation in Liqiao Town during July. As the local construction facilities and the lives of the residents were greatly affected by the flood, we donated RMB100,000 and RMB 50,000 worth of supplies with our best wishes to contribute care to the frontline personnel fighting against the flood and support to the flood victims in the local community.

In future, we look forward to continuing to participate in more charity projects and organising more voluntary activities, attracting more people to come together to support charity works.

此外，7月的時候，本集團積極參與狸橋鎮的洪災救濟行動。當地的建設及居民的生活大受洪水破壞，我們為此捐款人民幣10萬元及價值5萬元的物資，希望能夠為抗洪的前線人員送上關愛及為當地的災民打氣。

在未來，我們期望能繼續參與公益項目，籌辦更多志願者活動，感染更多人來一起支持公益。

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Key areas 主要範疇	Content 內容	Chapter/Statement 章節／聲明	Page 頁碼
A. Environment 環境			
A1 Emissions 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。	Our Wills Unite Like a Fortress to Create Value for the Environment 眾心如城 • 為環境創造價值	P. 34-40 第34-40頁
A1.1	The types of emissions and relevant emissions data. 排放物種類及相關排放數據。		P. 37 第37頁
A1.2	Greenhouse gas emissions in total and intensity. 溫室氣體總排放量及密度。		P. 37 第37頁
A1.3	Total hazardous waste produced and intensity. 所產生有害廢棄物總量及密度。		P. 36 第36頁
A1.4	Total non-hazardous waste produced and intensity. 所產生無害廢棄物總量及密度。		P. 36 第36頁
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. 38-39 第38-39頁
A1.6	Description of how hazardous and non-hazardous 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. 36-37 第36-37頁

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A2 Use of Resources A2 資源使用			
General disclosure 一般披露	Policies on the efficient use of resources, including energy, water and other raw materials. 有效使用資源(包括能源、水及其他原材料)的政策。	Our Wills Unite Like a Fortress to Create Value for the Environment 眾心如城 • 為環境創造價值	P. 38-39 第38-39頁
A2.1	Direct and/or indirect energy consumption by type in total and intensity. 按類型劃分的直接及／或間接能源總耗量及密度。		P. 38 第38頁
A2.2	Water consumption in total and intensity. 總耗水量及密度。		P. 39 第39頁
A2.3	Description of energy use efficiency initiatives and results achieved. 描述能源使用效益計劃及所得成果。		P. 38 第38頁
A2.4	Description of whether there are any issues in sourcing water that is fit for purpose, water efficiency initiatives and results achieved. 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. 39 第39頁
A2.5	Total packaging materials used for finished products with reference to per unit produced. 製成品所用包裝材料的總量及每生產單位佔量。	Not applicable to the Group's business 不適用於本集團業務	Not applicable 不適用



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A3 Environment and Natural Resources A3 環境及天然資源			
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。	Our Wills Unite Like a Fortress to Create Value for the Environment 眾心如城 • 為環境創造價值	P. 35 第35頁
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。		P. 35 第35頁
A4 Climate Change A4 氣候變化			
General disclosure 一般披露	Policies on significant climate-related issues which have impact on the issuer. 對發行人產生影響的重大氣候相關事宜的政策。	Our Wills Unite Like a Fortress to Create Value for the Environment 眾心如城 • 為環境創造價值	P. 40 第40頁
A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them. 描述已經及可能會對發行人產生影響的重大氣候相關事宜，及應對行動。		P. 40 第40頁

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B. Social 社會			
Employment and Labor Practices 僱傭及勞工常規			
B1 Employment B1 僱傭			
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. 16-18 第16-18頁
B1.1	Total number of employees divided by gender, employment type, age group and geographical region. 按性別、僱傭類型、年齡組別及地區劃分的僱員總數。		P. 16-17 第16-17頁
B1.2	Employee turnover rate divided by gender, age group and geographical region. 按性別、年齡組別及地區劃分的僱員流失比率。		P. 17 第17頁



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B2 Health and Safety 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。	Health and Safety 健康與安全	P. 22-25 第22-25頁
B2.1	Number and rate of work-related fatalities. 因工作關係而死亡的人數及比率。		P. 22 第22頁
B2.2	Lost days due to work injury. 因工傷損失工作日數。		P. 22 第22頁
B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored. 描述所採納的職業健康與安全措施，以及相關執行及監察方法。		P. 22-25 第22-25頁
B3 Development and Training 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 Training 人才培訓	P. 19-21 第19-21頁
B3.1	The percentage of employees trained by gender and employee category. 按性別及僱員類別劃分的受訓僱員百分比。		P. 19 第19頁
B3.2	The average training hours completed per employee by gender and employee category. 按性別及僱員類別劃分，每名僱員完成受訓的平均時數。		P. 19 第19頁

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B4 Labor Standards 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 labor or forced labor. 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。	Labor Standards 勞工準則	P. 18 第18頁
B4.1	Description of measures to review employment practices to avoid child and forced labor. 描述檢討招聘慣例的措施以避免童工及強制勞工。		
B4.2	Description of steps taken to eliminate such practices when discovered. 描述在發現違規情況時消除有關情況所採取的步驟。		
Operating Practices 營運慣例			
B5 Supply Chain Management 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. 32-34 第32-34頁
B5.1	Number of suppliers by geographical region. 按地區劃分的供應商數目。		P. 32 第32頁
B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored. 描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目、以及有關慣例的執行及監察方法。		P. 32-34 第32-34頁



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B6 Product Responsibility B6 產品責任			
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 No product or service labelling involved in the Group's business 本集團業務不涉及產品和服務標籤	P. 26-31 第26-31頁
B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons. 已售或已運送產品總數中因安全與健康理由而須回收的百分比。		P. 26 第26頁
B6.2	Number of products and service related complaints received and how they are dealt with. 接獲關於產品及服務的投訴數目以及應對方法。		P. 26-27 第26-27頁
B6.3	Description of practices relating to observing and protecting intellectual property rights. 描述與維護及保障知識產權有關的慣例。		P. 31 第31頁
B6.4	Description of quality assurance process and recall procedures. 描述質量檢定過程及產品回收程序。		P. 29 第29頁
B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored. 描述消費者資料保障及私隱政策，以及相關執行及監察方法。		P. 30 第30頁

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B7 Anti-corruption B7反貪污			
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. 15 第15頁
B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases. 於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。		P. 15 第15頁
B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored. 描述防範措施及舉報程序，以及相關執行及監察方法。		P. 15 第15頁
Community 社區			
B8 Community Investment B8 社區投資			
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. 有關以社區參與來了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. 41-42 第41-42頁
B8.1	Focus areas of contribution. 專注貢獻範疇。		P. 41-42 第41-42頁
B8.2	Resources contributed to the focus area. 在專注範疇所動用資源。		P. 41-42 第41-42頁