



Wanjia Group Holdings Limited

萬嘉集團控股有限公司

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

STOCK CODE 股份代號: 401

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

2020/21

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DEFINITIONS

釋義

“Company”/「本公司」	指 Wanjia Group Holdings Limited (Stock Code: 401), incorporated in the Cayman Islands with limited liability, the shares of the Company were listed on the Main Board of the Stock Exchange of Hong Kong Limited/萬嘉集團控股有限公司(股份代號：401)，於開曼群島註冊成立的有限公司，其股份於主版上市；
“subsidiary(ies)”/「附屬公司」	指 a company which is for the time being and from time to time a subsidiary (within the meaning of the Companies Ordinance) of the Company/當時及不時屬於本公司附屬公司(定義見公司條例)之公司；
“Group”/「本集團」	指 the Company and its subsidiaries/本公司及其附屬公司；
“Reporting Period”/ 「報告期間」	指 From 1 April 2020 to 31 March 2021/2020年4月1日至2021年3月31日；
“Year”/「本年度」	指 Within the financial year/財政年度內；
“Report”/「本報告」	指 the Environmental, Social & Governance Report 2020/21 presented by the Group/本集團發布的2020/21環境、社會及管治報告；
“ESG”/「ESG」	指 Environmental, Social & Governance/環境、社會及管治；
“Board”/「董事會」	指 The board of Directors or a duly authorised committee thereof/董事會或獲正式授權的有關委員會；
“Stock Exchange”/「聯交所」	指 The Stock Exchange of Hong Kong Limited/香港聯合交易所有限公司；
“Hong Kong”/「香港」	指 the Hong Kong Special Administrative Region of the PRC/中華人民共和國香港特別行政區；
“PRC” or “China”/ 「中國」或「國內」	指 the People’s Republic of China, which for the purpose of this Report shall exclude 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；
“COVID-19”/「COVID-19」	指 Coronavirus disease/新型冠狀病毒病；
“%”/「%」	指 per cent/百分比。

ABOUT THIS REPORT

The Group is proud to present Environmental, Social & Governance Report 2020/21, with the objective to present the Group's corporate social responsibility performed in the past year.

The Group values the opinion of various stakeholders and hopes to continuously improve our performance in sustainable development. If you have any suggestions on this Report or the sustainable development strategy of the Group, please feel free to contact us.

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Email: info@wanjia-gp.com

Company website: www.wanjia-gp.com

Reporting Period & Scope

The reporting period of this Report is from 1st April, 2020 to 31st March, 2021. The scope of the Report covers the company's pharmaceutical wholesale and distribution and hemodialysis treatment and consultancy service business.

Data Collection

The information and data cited by the Group are derived from official documents of the Group, and have been reviewed and approved by the Group's Board of Directors.

關於本報告

本集團欣然發表《2020/21年度環境、社會及管治報告》，期望能向持份者展示本集團過往一年履行的企業社會責任。

本集團重視各持份者的意見，並希望能持續改善我們在可持續發展方面的表現。如閣下對本報告或本集團的可持續發展策略有任何建議，歡迎與本集團聯絡。

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報告期間及範圍

本報告的報告期間為2020年4月1日至2021年3月31日。報告範圍涵蓋本公司在藥品批發及分銷和血液透析治療及諮詢業務。

數據收集

本集團引用的資料及數據源自本集團的正式文件，並已通過本集團董事會審閱及通過。

Reporting Principles

This report discloses environmental key performance indicators in accordance with the “comply or explain” provisions of the “Environmental, Social and Governance Reporting Guide” (the “Guide”) contained in Appendix 27 of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited, and also reports on some of the social key performance indicators under “recommended disclosure” in the Guide. The Report was approved by the Board of the Group in July 2021.

The Group adheres to the following four reporting principles in the preparation of the Report: materiality, quantitative, balance and consistency. Please refer to the table below for details:

報告原則

本報告依循聯交所上市規則附錄二十七《環境、社會及管治報告指引》(「《指引》」)中的「不遵守就解釋」的規定披露相關環境關鍵績效指標，亦匯報部分《指引》中「建議披露」的社會關鍵績效指標。本報告於2021年7月獲得本集團董事會通過。

本集團秉持以下四項匯報原則：重要性、量化、平衡及一致性，作為編寫報告的基礎，詳情請參閱下表：

Principle 原則	Responses from the Group 本集團的回應
Materiality 重要性	<p>During the year, in order to assess the materiality of the issues in a more comprehensive manner, the Group collected stakeholders’ opinion by survey and conducted a materiality assessment. So as to identify the issues that are material to the Group and the stakeholders.</p> <p>本年度，本集團為了能更全面評估環境、社會及管治議題，我們增添透過問卷調查的形式收集持份者的意見，並進行重要性評估，從而有效識別對本集團業務及持份者具影響性的議題。</p>
Quantitative 量化	<p>The Group records environmental and social data in a quantitative manner and maintain relevant documentation.</p> <p>本集團以量化方式記錄環境及社會數據，並保留相關文件記錄。</p>
Balance 平衡	<p>The report provides an unbiased picture of the Group’s ESG performance.</p> <p>本報告不偏不倚地反映本集團的環境、社會及管治表現。</p>
Consistency 一致性	<p>The Group uses consistent statistical methodologies to allow for meaningful comparisons of ESG data over time. If the methods used and the scope of reporting change, we will explain in the footnotes for stakeholders’ reference.</p> <p>本集團使用統一的統計方法計算關鍵績效指標，讓數據日後可作有意義的比較。倘若所用的方法和匯報範圍有變，我們將在附註中解釋。</p>

Report Version & Access

This Report is an annual publication, which is available in both traditional Chinese and English. An electronic version of the Report can be downloaded from the website of the Stock Exchange as well as the official website of the Group (<https://www.wanjia-gp.com>). In the event of any conflict or inconsistency between the Chinese and English versions, the English version shall prevail.

OUTLOOK AND PROSPECT

The impact of COVID-19 on the global economy in the future is still uncertain, but the Group believes that the economy will resume to normal and the Group's financial performance will recover gradually after the pandemic. A good ESG performance becomes evermore important under the influence of COVID-19. A company needs to have a comprehensive sustainable development strategy to survive the influence of force majeure. The Group cooperates with sustainability consultants to identify a number of ESG risks. The Board of Directors will discuss solutions for related risks in order to develop a more comprehensive sustainable development strategy.

Despite the economic downturn, the Group holds an optimistic and positive attitude about the prospects of healthcare industry in the PRC. Therefore, the Group will centralise its resources on hemodialysis treatment and consultancy service business. In the future, the Group will focus on the establishing of new self-operated hemodialysis treatment and centres and to provide hemodialysis consulting services to hospitals simultaneously. The Group will actively seek growth and acquisition opportunities, continue to study the market potential of other cities and regions in the PRC, and strive to expand business scale.

Finally, the Board of Directors would like to thank all stakeholders for their continued trust and support to the Group, as well as every employee's contribution. The Group will continue to grow its business and promise to overcome this adversity with all and share the harvest.

The Board of Directors of Wanjia Group Holdings Limited

報告版本與獲取

本報告為每年度刊發之報告，具備繁體中文及英文版本，報告電子版可於聯交所網站及本集團的官方網址(<https://www.wanjia-gp.com>)下載，如中英版本有任何抵觸或不相符的地方，請以英文版本為準。

回顧及展望

COVID-19對全球未來的經濟影響仍無法確定，但本集團相信疫症大流行之後，經濟將會恢復正常，本集團的財務表現亦會逐步恢復。在COVID-19的影響下，良好的環境、社會及管治表現更顯重要。一間公司需要有周全的可持續發展策略才能在不可抗力的因素影響下依然屹立不倒。本集團與可持續發展顧問合作，識別多項環境、社會及管治風險。董事會會就相關風險相討應對方案，務求發展一套更全面的可持續發展策略。

儘管經濟不景，本集團仍對中國醫療行業的前景抱樂觀積極的態度，故此本集團將會把資源集中於血液透析治療及諮詢服務業務。未來，本集團會專注成立新自營血液透析治療中心，並向醫院提供血液透析諮詢服務，同時積極尋求增長及收購機會，持續研究中國其他城市和地區的市場潛力，致力擴大業務規模。

最後，董事會在此感謝各持份者對本集團一直的信任和支持，亦感謝每一位員工的貢獻。本集團會繼續增長業務發展，承諾與大家共渡這次逆境，並一同分享收穫。

萬嘉集團控股有限公司董事會

ANTI-CORRUPTION

The Group believes that conducting business with integrity and good corporate governance is an important part of enhancing our competitive advantage. Since its establishment, the Group has maintained highest standards of corporate governance. The Group does not tolerate any bribery, extortion, fraud and money-laundering. The Group has established a clear governance structure to regularly review and monitor policies and practices of corporate management. We strictly comply with relevant laws and regulations, optimize our management system, safeguard the interests of our stakeholders, and enhance corporate value and accountability. The Group strictly abides by all relevant laws and regulations, including but not limited to the Anti-Unfair Competition Law of the People's Republic of China, Criminal Law of the People's Republic of China, Interim Provisions on Banning Commercial Bribery, Anti-Money Laundering Law of the People's Republic of China, Prevention of Bribery Ordinance (Cap. 201 of the Laws of Hong Kong) and Anti-Money Laundering and Counter-Terrorist Financing Ordinance (Cap. 615 of the Laws of Hong Kong).

A strict anti-corruption policy is employed within the Group, for example the "Employee Code of Conduct & Professional Code". Our staff are instructed not to accept any benefits from suppliers or other partner companies in any circumstance. Employees are required to declare their relations with any other personnel of the Group and other partner companies prior to their employment and shall abstain from such business activities that may cause conflict of interests. The Board of Directors regularly reviews the adequacy and effectiveness of the Group's risk management and internal control systems. Employment contracts and employee handbooks also provide clear definitions of employee codes of conduct and formulate corresponding measures for violations or unethical behaviours.

For details, please refer to the Corporate Governance Report of the Company's Annual Report 2020/21. During the Reporting Period, no cases involving bribery, extortion, fraud, or money laundering were noticed by the Group.

反貪污

本集團深信廉潔的企業文化是提升競爭力的重要一環，因此我們成立以來一直維持最高標準之企業管治。本集團絕不容忍任何賄賂、勒索、欺詐及洗黑錢行為。我們建立了清晰的管治架構，定期檢討及監察企業管理政策及常規、優化管理系統、保障各持份者的利益、提高企業價值及問責性。本集團嚴格遵守各項有關的法律法規，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》、《中華人民共和國反洗錢法》、香港法例第201章《防止賄賂條例》及第615章《打擊洗錢及恐怖分子資金籌集條例》等。

本集團已制定嚴格反貪污政策，例如《員工行為規範與職業守則》。員工在任何情況下都不可接受供應商或其他合作單位的任何利益；入職前需申報與集團及其他合作單位的任何其他人員關係，並應主動迴避該業務活動，避免利益衝突。本集團已實行舉報政策，員工可對懷疑違規及不道德行為作出舉報。倘管理層識別為嚴重違規事件，則考慮交司法機關處理，以確保本集團以最高的道德和專業操守營運。董事會定期檢討本集團的風險管理及內部監控系統的充足性及效能，勞工合同及員工手冊中界定僱員行為守則，並對發生違規或不道德行為制訂相應措施。

詳情可參閱2020/21本公司年報所載之企業管治報告。本集團於報告期間未有發現涉及賄賂、勒索、欺詐及洗黑錢的情況。

STAKEHOLDER ENGAGEMENT

The Group values the stakeholders' opinions, and we have been trying to increase and discover means of communications proactively, to ensure we are well aware of to their opinion and expectations. We communicated with stakeholders through various channels, as summarized below.

持份者參與

本集團重視各持份者的意見，我們積極加強溝通以及維持多種溝通渠道，確保能時刻充分了解他們的意見和期望。我們將透過不同形式的渠道與持份者溝通，詳情參見下表。

Stakeholder 持份者	Expectation and Concern 主要關注點	Communication Channels 溝通渠道
 Customer 客戶	<ul style="list-style-type: none"> Quality and safety of products and services 產品及服務的質量及安全 Customer rights protection 客戶權益保障 	<ul style="list-style-type: none"> After-sales services 售後服務 Customer feedback forms, hotline and emails 客戶反饋表格、熱線及電郵 Company website 公司網站
 Employee 僱員	<ul style="list-style-type: none"> Staff salary and benefits 員工薪酬及福利 Health and safety of working environment 工作環境的健康與安全 Training and career development 培訓及職業發展 	<ul style="list-style-type: none"> Trainings 培訓 Performance review and meetings 表現檢討及面談 Internal announcements and publications 內部公告及刊物 Suggestion box 意見箱
 Supplier 供應商	<ul style="list-style-type: none"> Fair procurement process 公平採購程序 Timely payment of supplied goods/ services 及時支付供應的商品／服務 	<ul style="list-style-type: none"> Site visits 實地考察 Business conferences 業務會議 Supplier assessments 供應商審核

Stakeholder 持份者	Expectation and Concern 主要關注點	Communication Channels 溝通渠道
 <p>Shareholders 股東</p>	<ul style="list-style-type: none"> Corporate governance 企業管治 Business compliance 業務合規 Return on investment 投資回報 	<ul style="list-style-type: none"> Annual General Meetings 股東週年大會 Annual and Interim Reports 年度及中期報告 Press releases and announcements 新聞稿 Company website 公司網站
 <p>Government and Regulatory authority 政府及監管機關</p>	<ul style="list-style-type: none"> Compliance with laws and regulations 遵守法律及法規 Sustainable development 可持續發展 	<ul style="list-style-type: none"> Routine reports 例行報告 Working conferences 工作會議 Supervision on compliance with local laws and regulations 有關遵守本地法律及法規的監管
 <p>Community 社區</p>	<ul style="list-style-type: none"> Community involvement 社區參與 Environmental protection awareness 環境保護意識 	<ul style="list-style-type: none"> Community activities 社區活動 Charitable donations 慈善捐款 Social media 社交媒體

MATERIALITY ASSESSMENT

The Group entrusted an independent sustainable development consultant to assist on our materiality assessment of ESG related issues. We used questionnaire to investigate and rate the impact of such issues on the stakeholders to identify and evaluate their concerns and benefits of the stakeholders. The process of materiality assessment includes:



重要性評估

本集團委托獨立可持續發展顧問協助我們就多項環境、社會及管治議題進行重要性評估。我們以問卷形式進行調查，就各議題對持份者的影響進行評分，以識別和評估本集團各持份者的關注。本次重要性評估的程序包括：

1. According to the latest requirements of the Listing Rules, we have identified 3 material aspects, and 24 issues related to Environmental, Social and Governance.
根據上市規則要求的更新，我們識別了三大議題類別，總共24項環境、社會及管治議題。
2. We invited stakeholders to complete survey for investigation and rank the materiality of each issue.
我們邀請持份者以問卷形式進行調查，就各項議題的重要性就優先評分。
3. We entrusted an independent sustainable development consultant to assist us to analysing the data and results based on two parameters – stakeholders' ratings and importance to the Group's business , thus creating the materiality matrix. The matrix presents the materiality of the 24 issues to stakeholders and the Group's business.
我們委托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業務的重要性兩個參數分析結果，以及繪製重要性矩陣。該矩陣展示了24項議題對持份者及本集團業務的重要性。

In the Reporting Period, 5 issues are incorporated into the material category and are prioritized to disclose in the Report including Innovation and Intellectual Property Rights (issue 13), Customer Satisfaction (issue 10), Data Security and Customer Privacy Management (issue 11), Wastewater Management (issue 7), and Product Health and Safety (issue 14).

本年度有5項議題納入重要範疇並於本報告作重點披露，包括創新及知識產權（議題13）、客戶滿意度（議題10）、數據安全及客戶私隱管理（議題11）、污水處理（議題7）、產品健康及安全（議題14）。



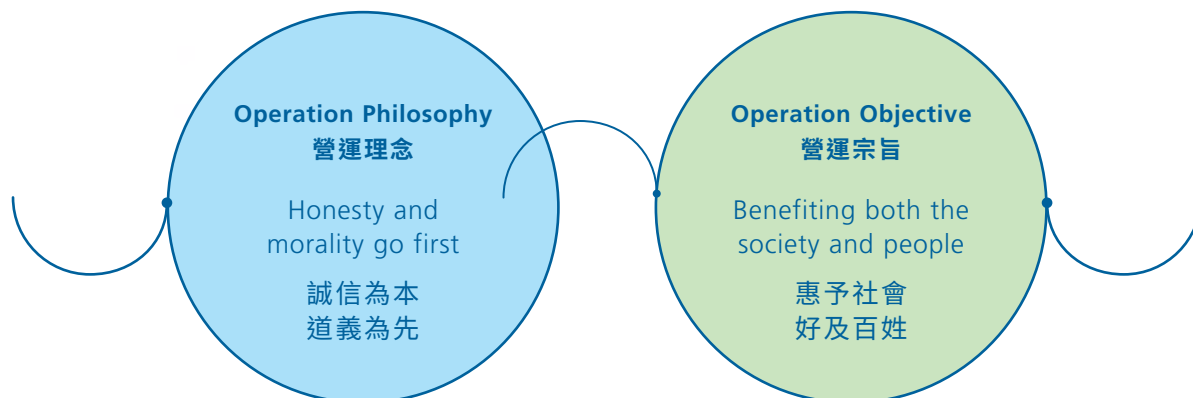
Materiality Matrix 重要性矩陣



Environment 環境	Operation Routine 營運常規	Social 社會
1. Air Emission Management 氣體排放管理	8. Anti-competitive Behaviour Management 反競爭行為管理	16. Anti-discrimination 反歧視
2. Energy Management 能源管理	9. Company Profitability 公司盈利能力	17. Community Relations 社區關係
3. Environmental Compliance 環境合規	10. Customer Satisfaction 客戶滿意度	18. Diversity and Equal Opportunity 多元化及平等機會
4. Expenses on Environmental Protection 環境保護開支	11. Data Security and Customer Privacy Management 數據安全及客戶私隱管理	19. Employee Communication 僱員溝通
5. Greenhouse Gases Management 溫室氣體管理	12. Innovation and Intellectual Property Rights 創新及知識產權	20. Occupational Safety and Health 職業安全及健康
6. Waste Management 廢棄物管理	13. Product Health and Safety 產品健康及安全	21. Social and Economic Compliance 社會及經濟合規
7. Wastewater Management 廢水管理	14. Product Quality Management 產品質量管理	22. Talent Management 人才管理
	15. Supplier Management 供應商管理	23. Training and Development 培訓及發展
		24. Prevention of Child and Forced Labor Operating Practices 防止童工及強制勞動

OPERATING PRACTICES

營運慣例



The Group upholds the operation philosophy of “honesty and morality go first”, and adheres to the operation objective of “benefiting both the society and people”. Drug safety and effectiveness are of particular importance. As a responsible drug distributor, the Group adopts effective quality control measures during procurement, storage, sales, and transportation to ensure the quality of medicine. The Group is committed to providing professional services at our customers’ convenience. The Group’s pharmaceutical wholesales and distribution businesses were in strict compliance with laws and regulations stipulated by the China Food and Drug Administration, including but not limited to Pharmaceutical Administration Law of the People’s Republic of China, Advertising Law of the People’s Republic of China, Law of the People’s Republic of China on the Protection of Consumer Rights and Interests, Patent Law of the People’s Republic of China, Regulation on the Administration of Medical Institutions, Measures for the Administration of Medical Quality, Personal Data (Privacy) Ordinance (Cap. 486 of the Laws of Hong Kong) and Trade Descriptions Ordinance (Cap. 362 of the Laws of Hong Kong) etc. To facilitate employees’ effective execution of their responsibilities in accordance with relevant requirements set out in laws and regulations, the Group has established an effective quality management system, which plays a key role in protecting our customers’ personal information from unauthorized access, as well as ensuring the quality of our after-sale services.

本集團秉承「誠信為本，道義為先」的營運理念及堅持「惠予社會，好及百姓」的營運宗旨。藥物安全及有效性尤其重要。作為負責任的藥物分銷商，我們在採購、儲存、銷售、運輸過程中都採取有效的品質控制措施，確保藥物品質和承諾提供專業服務以方便顧客。本集團的藥物產品批發及分銷業務嚴格遵守國家食品藥品監督管理總局訂明的法律法規，包括但不限於《中華人民共和國藥品管理法》、《中華人民共和國廣告法》、《中華人民共和國消費者權益保護法》、《中華人民共和國專利法》、《醫療機構管理條例》、《醫療質量管理辦法》、香港第486章《個人資料（私隱）條例》及第362章《商品說明條例》等。為使員工根據法律法規提述的相關規定有效地執行其責任，本集團建立有效的質量管理系統，其對保障客戶的個人資料不被盜用及確保售後服務質量十分重要。

During the Reporting Period, the Group was not aware of any material breach of laws and regulations in relation to the health and safety, advertising and privacy of products and services by us.

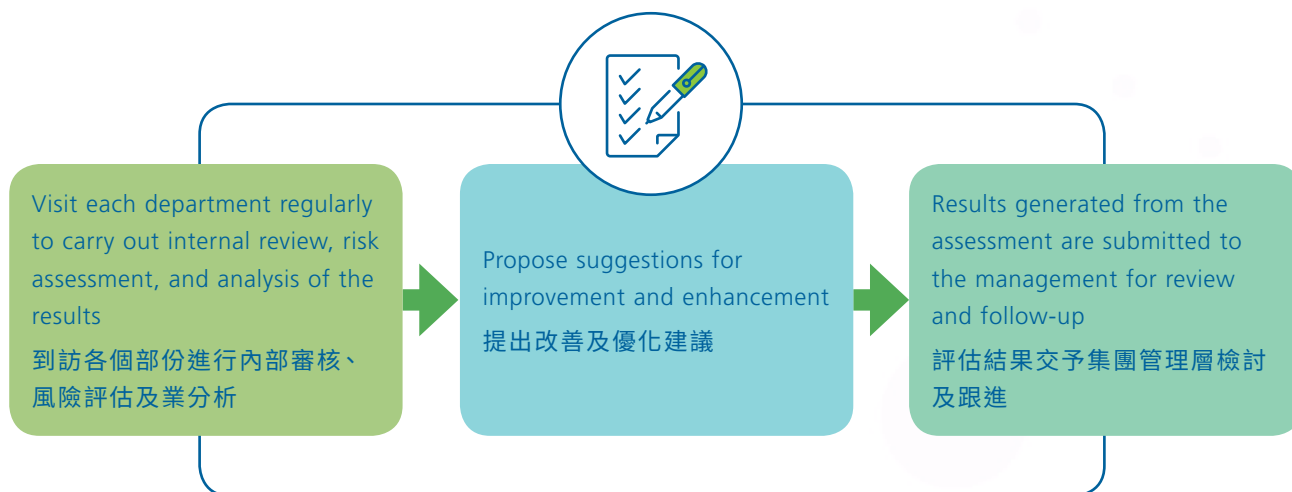
Product Quality

The Group has established a quality management department, responsible for setting quality targets, as well as enforcing and monitoring the execution of the code of conduct by respective departments, to maintain consistent quality across the entire supply chain.

報告期間，我們並不知悉本集團在有關產品和服務的健康與安全、廣告及私隱事宜方面，有涉及任何重大違反相關法律法規的情況。

產品質量

本集團設有質量管理部，負責制定品質目標及執行及監控各個部門的行為守則，於整個供應鏈維持穩定的質量。



Storage conditions of medications are crucial for maintaining their quality and effectiveness. The Group's storage and transportation facilities are all designed in compliance with national requirements. The temperature and humidity of the storage locations are monitored closely to ensure that medications are not affected by changes in the ambient environment. For goods received from suppliers, the quality department must inspect each batch of products to prevent substandard goods from reaching customers. To further ensure the quality and safety of our distributed products, goods are provided with quality assurance agreements from our suppliers. The nature of the Group's business does not involve intellectual property rights.

質量管理部定期到訪各個部門進行內部審核、風險評估及業績分析，並提出改善建議。評估所得結果交予集團管理層檢討及跟進。藥物的倉儲條件對維持其品質及藥效十分重要。本集團的倉儲及運輸設施的設計均符合國家規定，存放地點密切監察溫度及濕度，確保藥物沒有因周圍環境轉變受到影響。每當供應商供貨時，質量部必須為每批貨進行驗收，避免將不符合藥物送往顧客。為進一步確保我們經銷產品的質量和安全，供應商已向商品提供了質量保證協議。本集團業務不涉及知識產權。

Service Quality

To patients who need hemodialysis treatment, we care for them from both service and emotional aspects. The group will regularly check and evaluate patients' health indicators and propose treatment plans. The Group not only cares about the patients' health condition, but also the patients' emotions. For example, the Group will provide transportation for patients who live in remote areas for treatment, and even send condolences to patients with difficulty to express our care.

After-Sale Service and Complaint Management

The Group highly values customer feedback and strives to continuously improve its services. Customer service representatives from the Group contact customers on a regular basis to learn about their satisfaction with the products and services. All customer feedback and complaints are handled by the customer service department, which records in detail for future reference. For complaints involving major incidents, an investigation team will be set up by the Group to follow up and review potential issues. The Group often works with its suppliers to provide feedback on product quality and together formulate plans for continuous improvement, thereby achieving win-win results.

The Group has formulated a drug recall policy to facilitate systematic recalls where necessitated. In case any recalls, the Food and Drug Administration must be notified by the management. During the Report Period, one complaint received, and it has been satisfactorily resolved as required.

服務質量

對需要進行血液透析治療的病人，我們會從服務以及情感兩方面關懷病人。本集團會定期對病人的指標進行檢查、評估及提出治療方案。本集團不但關心病人的病情，也關顧病人的情感，例如本集團會接送居住在偏遠地區的病人前來做治療，甚至對生活困難的病人送上慰問品表達關懷。

售後服務及投訴管理

本集團高度重視客戶意見，並致力不斷提升服務。本集團的客戶服務代表會定期與客戶聯絡以了解對產品及服務的滿意度。本集團設有客戶意見收集箱。客戶對於本集團的意見及投訴由客戶服務部負責，相關部門會作仔細紀錄作日後參考。對於涉及主要事故的投訴，本集團會設立調查小組跟進及檢討。

本集團制定藥物回收管理制度，以便於有需要時有系統地進行回收。如進行任何回收，管理層必須向食品及藥品監管局匯報。報告期間，本集團接獲一宗投訴，並已即時按要求修正及得到圓滿解決。

Customer Privacy

During operations, the Group's employees are often required to access customers' information. However, employees are not allowed to disclose customers' information to anyone under any circumstance. Computer system access rights have been set to prevent unauthorized personnel from accessing restricted information. The Group's computer system is updated on a regularly basis to prevent information leakage due to cyber-attacks.

Supply Chain Management

The Group regards supplier as business partners, adheres the mission of providing pharmaceutical products to the community and distribute medicine for healthcare institutions. The reason why pharmaceutical business requires higher stability in the supply chain than ordinary daily necessities, is that patients have to take a prescribed amount of medicines in accordance with the treatment schedules. This implies that the stability of supply chain will directly affect patients' treatment quality.

To ensure the stability of supply chain, the Group has established a long-term relationship with a variety of large and medium-sized pharmaceutical suppliers from various provinces across the nation as means to diversify our supply chain and maintain stability of supply. The Group maintains contact with its suppliers through various channels to learn about their needs and to identify opportunities for collaboration with each other.

客戶私隱

業務過程中，本集團員工經常需接觸客戶資料，但在任何情況下，員工都不可將客戶資料向任何人披露。本集團電腦系統已對個人資料設定存取權限，防止未有授權人員讀取受限制資訊。本集團電腦系統會定期進行更新，避免受到網絡攻擊令資料外洩。

供應鏈管理

本集團視供應商為合作夥伴，秉承為社區提供藥物及為醫療機構分銷藥物的使命。藥品業務對於供應鏈的穩定性要求比一般生活用品高，因為病人必須根據療程食用一定數量的藥物，意旨供應鏈的穩定性會直接影響病人的療程質素。

為了確保我們的供應鏈穩定，我們與全國各省市多間大中型醫藥供應商建立長遠合作關係，藉此擴張供應鏈及維持穩定的藥物供應。本集團透過多種方式與供應商保持聯繫，以了解雙方的需求並尋求互相配合的機遇。另外，本集團每年會舉辦供應商答謝會，以提供平台交流意見及潛在合作方案。

In addition, the Group holds a supplier appreciation meeting every year to provide a platform for exchange of opinion and potential business plans. At the same time, we will continue to monitor the quality of our suppliers' medicines, ensure the quality and safety of medicines through the implementation of a quality control system, and often follow up with suppliers on product quality feedback and opinion, jointly formulate plans for continuous improvement to achieve win-win results.

同時，我們都會持續監測供應商的藥物質量，透過實施質量管制制度以確保藥物的質量安全，並經常與供應商跟進產品質量的反饋及意見，共同制定方案持續改善，達至雙贏。



Prior to inclusion as a supplier for the Group, a strict and thorough investigation of the potential supplier is performed to evaluate their suitability. Approved suppliers are reassessed annually to ensure compliance with Group's requirements is maintained. In addition to price and quality of goods, the Group also has specific requirements regarding the environmental policies of its suppliers. Suppliers are required to submit document proof indicating their compliance with relevant environmental laws and regulations. We will sign the supply code of conduct with the suppliers, requiring them to comply with the applicable environmental laws and regulations of the country in which they are located, and the quality management department will conduct supervision and verification.

加入為本集團的供應商前，潛在供應商須接受嚴格及徹底調查，以評估其適任能力。獲批准的供應商須每年重新評估，確保持續符合本集團的規定。除了貨品價格及質量外，本集團亦對供應商的環保政策有具體要求。我們會與供應商簽署供應守則，要求供應商必須遵守所在國家所適用的環境法律法規的文件報告，質量管理部會對此進行監管核查。



CARING FOR EMPLOYEES

關愛員工

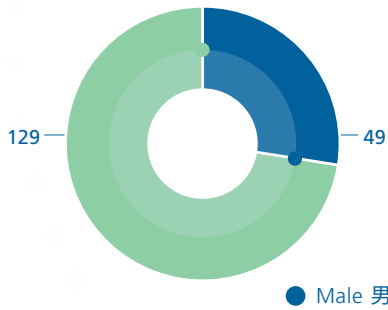
The Group values every employee and believes that employees are the company's greatest assets. Therefore, we are committed to create a suitable working environment for its employees. The Group is committed to protecting the rights and interests of employees and complying with employment-related laws and regulations, including but not limited to Labor Law of the People's Republic of China, Labor Contract Law of the People's Republic of China, Law of the People's Republic of China on the Prevention and Control of Occupational Diseases, Social Insurance Law of the People's Republic of China and the Employment Ordinance (Cap.57 of the Laws of Hong Kong) etc. During the Reporting Period, there were no cases of non-compliance with relevant laws and regulations relating to employment and labor standards.

本集團重視每一位員工，亦深信員工是公司最大資產，故此我們一直努力為員工打造合適理想的工作環境。本集團致力保障員工權益並遵守與僱傭相關的法律法規，包括但不限於《中華人民共和國勞動法》、《中華人民共和國勞動合同法》、《中華人民共和國職業病防治法》、《中華人民共和國社會保險法》及香港《僱傭條例》等。報告期間，本集團在僱傭及勞工準則方面沒有違反法律及法規的情況。

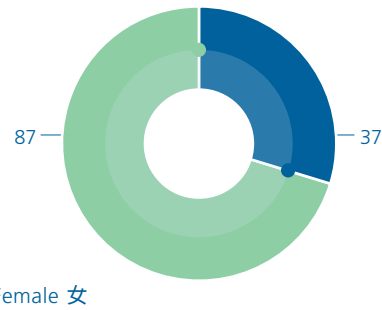
The total number of employees this year is 178. The following chart compares employee data for 2019/20 and this year by gender, age and region. During the Reporting Period, the annual staff turnover rate within the Group was determined to be about 5%.

本年度僱員總人數為178。以下圖表按性別，年齡及地區分佈比較2019/20及本年度的員工數據。於報告期間，員工流失率為5%。

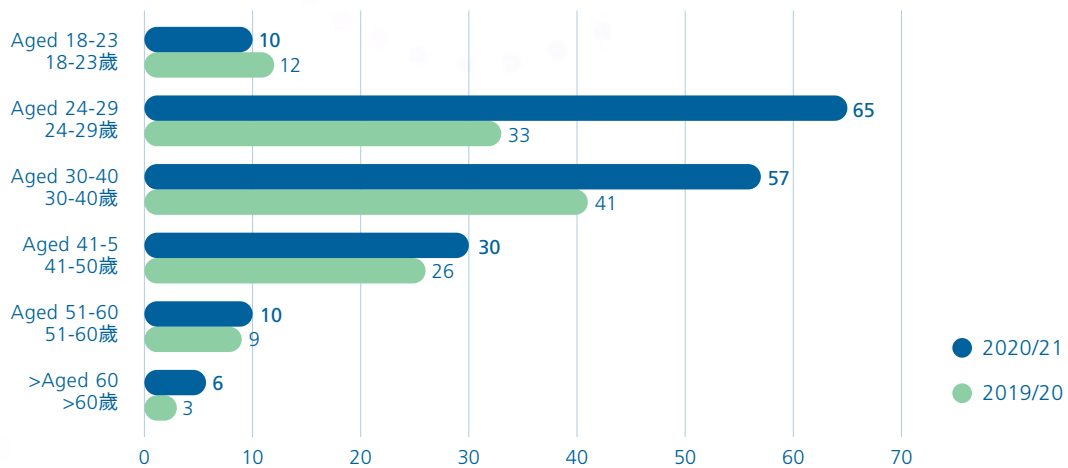
By gender 2020/21
按性別分類2020/21



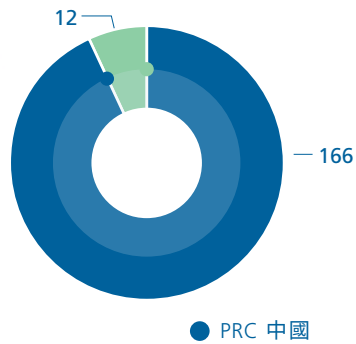
By gender 2019/20
按性別分類2019/20



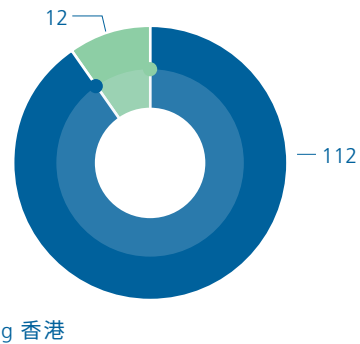
By age
按年齡分類



By geographical region 2020/21
按地區分類2020/21



By geographical region 2019/20
按地區分類2019/20



We ensure that all employees are treated fairly and with equal opportunity, so we do not tolerate discrimination due to any reason, including but not limited to, gender, race, physical disability, marital status, religion, political opinion, or sexual orientation, is not tolerated. Recruitment and promotion of our staff are only based on work performance and capabilities. The Group's human resources department arranges annual performance evaluation for our staff to provide them with performance feedback, as well as to understand the needs of our staff members. The performance evaluation also provides valuable information to management, helping the Group identify talents for taking leading roles for the Group's future development. The remuneration of the Group's employees is determined in accordance with the duties and responsibilities of the relevant staff and the market trend. There was no complaint received in relation to any unfair treatment during the reporting year.

In addition, we also organize different kinds of staff activities from time to time, so that our staff can have more opportunities to socialize and strengthen their relationship, as well as to relieve their work pressure. For example, we held a rice dumpling-wrapping activity during the Dragon Boat Festival, outreach activity during the Mid-Autumn Festival and celebrate the birthdays of our staff. In order to thank the doctors and nurses for their efforts, we gave our best wishes and high respect to all medical staff on Doctor's Day and Nurse's Day!

我們確保所有員工均能得到公平對待和平等機會，故此我們對於任何原因（包括但不限於性別、種族、肢體傷殘、婚姻狀況、宗教、政見或性取向）的歧視都不能容忍。在招聘及晉升的過程，我們只會根據員工的工作表現及能力作評估。本集團的人事部門每年也會為員工進行績效評估，及後給予員工績效反饋意見，讓員工了解自身進步及改善空間。同時，績效評估亦為管理層提供寶貴資料，能為集團挑選出優秀人才，帶領集團未來的發展。本集團僱員薪酬按相關員工職責及整體市場趨勢釐定。於報告期間本集團未有發生過任何有關不公平對待的投訴。

另外，我們亦會不定期舉辦不同類型的員工活動，希望員工有更多機會聯誼，增進感情，同時亦舒緩工作壓力。例如在端午節會進行包粽子活動、中秋節會舉辦拓展活動、為員工慶祝生日。我們更為感謝醫生和護士的努力，會於醫師節及護士節對全體醫務人員致以節日的祝福和崇高的敬意！





Labor Standards

勞工準則

The group strictly complies with the Provisions on the Prohibition of Using Child Labor and Law of the People's Republic of China on the Protection of Minors. We adopt a zero-tolerance policy towards child and forced labor and has enforced a number of prevention measures in effort to eliminate any possibility of underaged employees from being present in its workforce. Identity cards are verified during recruitment to ensure applicants meet the legal age requirement for work. In addition, confirmation of employment requires approval and review by multiple departments to ensure compliance and minimize the possibility of child labor. In case of child labor or forced labor, we will immediately escort the personnel from the workplace investigate for vulnerability during the recruitment process of the Human Resources Department to prevent recurrence of similar incidents.

本集團嚴格遵守《禁止使用童工規定》及《中華人民共和國未成年人保護法》等法律法規。我們對童工及強制勞工持「零」容忍的態度並執行多項預防措施，盡力阻止及避免童工及強制勞工。本集團會在招聘時查閱應徵者身份證明文件，以確保員工符合法定上班年齡。同時，確認僱用的程序亦需要經過多個部門審批及覆核，以確保員工符合招聘要求，將出現童工的可能性減至最微。假如發現童工或強制勞工，我們會立刻將涉事人員帶離工作場所，並查核人事部的招聘流程漏洞，避免將來出現同樣情況。

Retirement Benefits

退休福利

The Group's employees in the PRC participate in defined contribution schemes associated with relevant provincial and municipal governments, under which the Group and the employees in the PRC are required to make monthly contributions to these schemes in accordance with relevant requirements. The Group's subsidiaries in the PRC contribute funds to the pension in accordance with the requirements of the relevant local and municipal governments. The Group has arranged the Hong Kong employees to join the Mandatory Provident Fund Scheme, a defined contribution scheme managed by an independent trustee whereby each of the Group (the employer) and the Hong Kong employees make monthly contributions to the scheme in accordance with relevant legislations.

本集團的中國僱員均參與根據有關省、市政府規定的界定供款計劃，本集團及其中國僱員均須按相關規定每月就該等計劃作出供款。本集團於中國的附屬公司按照有關省、市政府規定繳納養老保險。本集團已安排其香港僱員參與強制性公積金計劃，乃由一獨立信託人管理之定額供款計劃。本集團（僱主）及其香港僱員均須按相關法例每月向該計劃作出供款。



Development and Training

發展與培訓

There is no limit when it comes to learning. The Group encourages employees to continue training and further education to learn new knowledge and expand into new fields. To this end, we have formulated an annual training plan to provide employees with different types of internal and external training to enhance their personal capabilities and professional knowledge. During the Reporting Period, the Group organized internal training for employees, and a total of 156 employees attended the training courses during the Reporting Period.

Furthermore, since government policies with regards to medications and other associated regulations are frequently revised, the Group also provides subsidies for employees to enrol in courses to consistently acquire latest knowledge to support the development of their expertise. Upon completion of the training courses, reviews are performed in effort to further optimize future in-house training programs. We also provide further education opportunities to our nursing team as we arranged them to attend training in hospitals in the top-3 tiers.

To facilitate the understanding of the Group, an induction training program is provided to all our new recruits. The training program covers the Group's history, operating philosophy, business process and corporate culture. Since the specifics of tasks and situations encountered during daily work cannot be taught comprehensively in a classroom environment, experienced staff members are arranged to guide new employees and provide them with guidance on a daily basis to smoothen their adaptation to their job position.

學習是無止境的。本集團鼓勵員工持續進行培訓及進修，學習新知識和拓展新領域。為此，我們設有年度培訓計劃，為員工提供不同類型的內部及外部培訓，提升員工的個人能力及專業知識。報告期間，本集團為僱員舉辦內部培訓，並且合共有156名僱員出席了報告期間之培訓課程。

此外，由於有關醫療及其他相關法規的政府政策時常修訂，本集團亦為僱員提供報讀課程的津貼，以持續學習最新知識，支持其發展專業知識。完成培訓課程後，我們會進行內部檢討，以進一步完善日後內部培訓課程。我們亦為護理團隊提供到三級甲等醫院培訓，提供進修機會。

為促進對本集團的了解，我們為全體新入職員工提供入職培訓課程。培訓課程涵蓋本集團歷史、營運理念、業務程序及企業文化。由於在課堂環境中未能全面教授日常工作中遇上的工作及環境特殊情況，我們安排資深員工指導新員工，每日為彼等提供指引，讓彼等順利適應工作崗位。

Occupational health and safety

The Group aspires to enable employees to be physically healthy, and we attach great importance to both psychological and physical health. At the same time, we strive to provide employees with a safe working environment. Employees are required to comply with safety guidelines and always focus on personal hygiene. In addition, we continue to implement a series of measures to ensure the health and safety of employees. During the Reporting Period, the Group was not aware of any accidents due to work fatalities or injuries.

職業健康與安全

本集體希望讓員工有健康體魄，不論心理或生理的健康我們都十分重視。同時，我們亦竭盡所能為員工提供安全的工作環境。員工需要時刻遵守安全工作指引及注重個人衛生。另外，我們也持續實行一系列措施，來確保員工的健康與安全。報告期間，本集團並不知悉有因工亡故及工傷的事故發生。



In case staff members are involved with tasks which may be potentially hazardous, provide appropriate instruments and suitable equipment for its employees to protect their wellbeing.

為涉及參與潛在危險工作的員工提供適當工具及設備，保障其健康及安全。

Provide refreshments to staff during summer period, to reduce the risk of heat stroke.

夏天時會為員工提供茶點，舒緩天熱中暑的風險。



Physical examinations are arranged annually by the Group. In case any abnormal health conditions are identified, follow-up actions will be taken and internal transfers may be performed where applicable to limit further exposure to incompatible work environments.

每年為員工安排身體檢查，並按需要進行內部崗位調整，限制因工作環境而出現的健康風險。

Offices are also designed with the consideration of ergonomics limit the likelihood of occupational injuries.

辦公室採用人體工學原理設計，減低造成工傷的可能性。





COVID-19

During the Reporting Period, the globe was still affected by COVID-19. Regardless of the workplace in Hong Kong or PRC, we abide by the local epidemic prevention and control guidelines, including but not limited to the "Guidelines on Prevention of COVID-19 for the General public" issued by the Center for Health Protection and the "COVID-19 Prevention and Control Plan" (新型冠状病毒肺炎防控方案) issued by the State Council. We have arranged a series of safety measures for purposes of protecting the safety of our employees as well as our customers. This includes the mandatory usage of surgical face masks and monitoring of body temperature for our staff, regular disinfection of common areas, and providing training sessions for our employees to inform them about COVID-19. As for our hemodialysis treatment and consultancy service business, we have established a standard operation procedure to reduce our employees' exposure to external parties to lower the chances of contracting the virus. We offered flexible working hours for our staff in Hong Kong and provided them with masks for daily wear. Staff are allowed to work from home if necessary. We strongly encourage our staff in PRC and Hong Kong to support the government's preventive measures by actively taking vaccinations.

報告期間，全球依然受COVID-19的影響。無論香港還是中國工作場所，我們都遵守當地的防疫防控指引，包括但不限於衛生防護中心發佈的《給公眾預防2019冠狀病毒病的健康指引》、國務院發佈的《新型冠状病毒肺炎防控方案》等。我們內部亦安排一系列安全措施來保護員工和客戶的安全，包括強制使用外科口罩、對員工進行體溫監測、對公共空間進行定期消毒及為員工提供培訓課程，確保他們得知有關COVID-19的最新發展和信息。另外，針對血液透析治療業務，我們建立了標準的操作程序，減少員工與外界的接觸，從而將患者在中心感染COVID-19的機會減至最微。我們同時會為香港員工提供靈活的工作時間，在必要的時候讓他們在家工作，並為他們提供日常佩戴的口罩。我們強烈鼓勵我們在國內和香港的員工積極接種疫苗，以支持政府的防疫措施。



ENVIRONMENT PROTECTION

環境保護

The Group is an environmentally responsible corporation, and while pursuing business development, we must not forget our responsibility to protect the environment. We strive to promote the development of a green cycle in the environment, society and economy, and position one of the long-term goals to reduce greenhouse gas emissions related to operations. Our greenhouse gas emissions are mainly associated with electricity consumption from our storage warehouse for pharmaceutical products and hemodialysis centres. All our warehouse and hemodialysis treatment centers are equipped with environmental control measures, where temperature and humidity are regulated according to seasonal changes to ensure the quality of the medicine held within our premises. The Group's logistics department is responsible for the delivery of goods, during which the consumption of fossil fuels results in the emission of greenhouse gases into the atmosphere. Taking into consideration the potential environmental impacts of our logistics activity, the delivery routes taken by our delivery vehicles have been optimized to minimize fuel consumption and associated emissions.

The Group strive to abide by the laws and regulations related to environmental protection, including but not limited to Atmospheric Pollution Prevention and Control Law of the People's Republic of China, Water Pollution Prevention and Control Law of the People's Republic of China, Law of the People's Republic of China on Environmental Impact Assessment, Law of the People's Republic of China on the Prevention and Control of Environment Pollution Caused by Solid Wastes, Environmental Protection Law of the People's Republic of China, Regulations on the Administration of Medical Wastes, Measures for Medical Wastes Management of Medical and Health Institutions, Air Pollution Control Ordinance (Cap. 311 of the Laws of Hong Kong) and Waste Disposal Ordinance (Cap. 354 of the Laws of Hong Kong). During the year, the Group was not aware of any incidents on environmental issues that violated relevant environmental laws and regulations and had a significant impact on the Group.

本集團是一個對環境負責任的企業，在追求業務發展的同時也不能忘記保護環境的責任。我們期望能推動環境、社會及經濟的綠色循環發展，並將減低與營運相關的溫室氣體排放定位長期目標之一。本集團溫室氣體排放主要來自藥物產品的儲存倉庫及血液透析治療中心。每個倉庫及血液透析治療中心都有對應的環境控制措施，並且會根據季節控制室內溫度及濕度，確保處所內所持藥物的品質。另外，本集團的物流部門負責交付貨品，當中所消耗的石化燃料會導致產生溫室氣體並排放於大氣中。我們為此優化交付車輛採取的運送路線，盡量減低燃料消耗及相關排放。

本集團致力遵守與環境保護相關的法律法規，包括但不限於《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》、《中華人民共和國環境影響評價法》、《中華人民共和國固體廢物污染環境防治法》、《中華人民共和國環境保護法》、《醫療廢物管理條例》、《醫療衛生機構醫療廢物管理辦法》、香港第311章《空氣污染管制條例》和第354章《廢物處置條例》。本年度，本集團並不知悉有就環境議題接獲任何違反相關環境法律法規且對本集團構成重大影響的事件。



Energy conservation measures

節能措施

1. Limit the use of air conditioning by setting the facilities to 26 degrees Celsius;
2. Promote energy saving practices including green commuting, carpooling through employee handbook;
3. Turn off electric devices when they leave their seats;
4. Using energy efficient equipment; and
5. Arrange inspection by designated personnel to ensure electrical equipment and lighting are switched off during.

1. 限制夏天空調使用，將空調設置為攝氏 26 度；
2. 透過員工手冊向各員工推廣節能實踐，包括採用綠色出行的做法，例如拼車；
3. 離開座位時需要關閉電子設備及閒置的電器；
4. 使用節能設備；以及
5. 安排指定人員巡查，確保電器設備及照明在非辦公時間時保持關閉。

Emission

排放物

Type 類別	Unit 單位	2020/21	2019/20
Air emission			
氣體排放			
Nitrogen oxides (NOx)	kg	26.87	67.70
氮氧化物(NOx)	公斤		
Sulphur oxides (SOx)	kg	0.45	0.53
硫氧化物(SOx)	公斤		
Particulate matter (PM)	kg	1.44	6.30
懸浮粒子排放(PM)	公斤		
Greenhouse gas ("GHG") emission¹			
溫室氣體排放¹			
Total GHG emission	Tonnes of CO ₂ e	490.46	898.00
總溫室氣體排放量	公噸二氧化碳當量		
• Scope 1 – direct emission	Tonnes of CO ₂ e	84.66	97.00
範圍1—直接排放	公噸二氧化碳當量		
• Scope 2 – indirect emission	Tonnes of CO ₂ e	405.80	801.00
範圍2—能源間接排放	公噸二氧化碳當量		
Total GHG emission intensity	Tonnes of CO ₂ e/ thousand HK\$ revenue	0.00 ²	0.01
總溫室氣體排放密度	公噸二氧化碳當量／千港元收益		

¹ The GHG emission data is presented in carbon dioxide equivalent.

¹ 溫室氣體排放數據以二氧化碳當量表示。

² Actual figure is 0.004.

² 實際數字為0.004。

Energy Consumption

能源消耗

Type 種類	Unit 單位	2020/21	2019/20
Total energy consumption 總能源消耗	MWh 千個千瓦時	1,048.62	1,340.56
• Petrol consumption 汽油消耗	MWh 千個千瓦時	235.89	344.45
• Diesel consumption 柴油消耗	MWh 千個千瓦時	0.20	0.00
• Natural gas consumption 天然氣消耗	MWh 千個千瓦時	78.51	0.00
• Electricity consumption 電力消耗	MWh 千個千瓦時	734.02	996.11
Total energy consumption intensity 總能源消耗密度	MWh/thousand HK\$ revenue 千個千瓦時／千港元收益	0.01	0.01

Waste Management

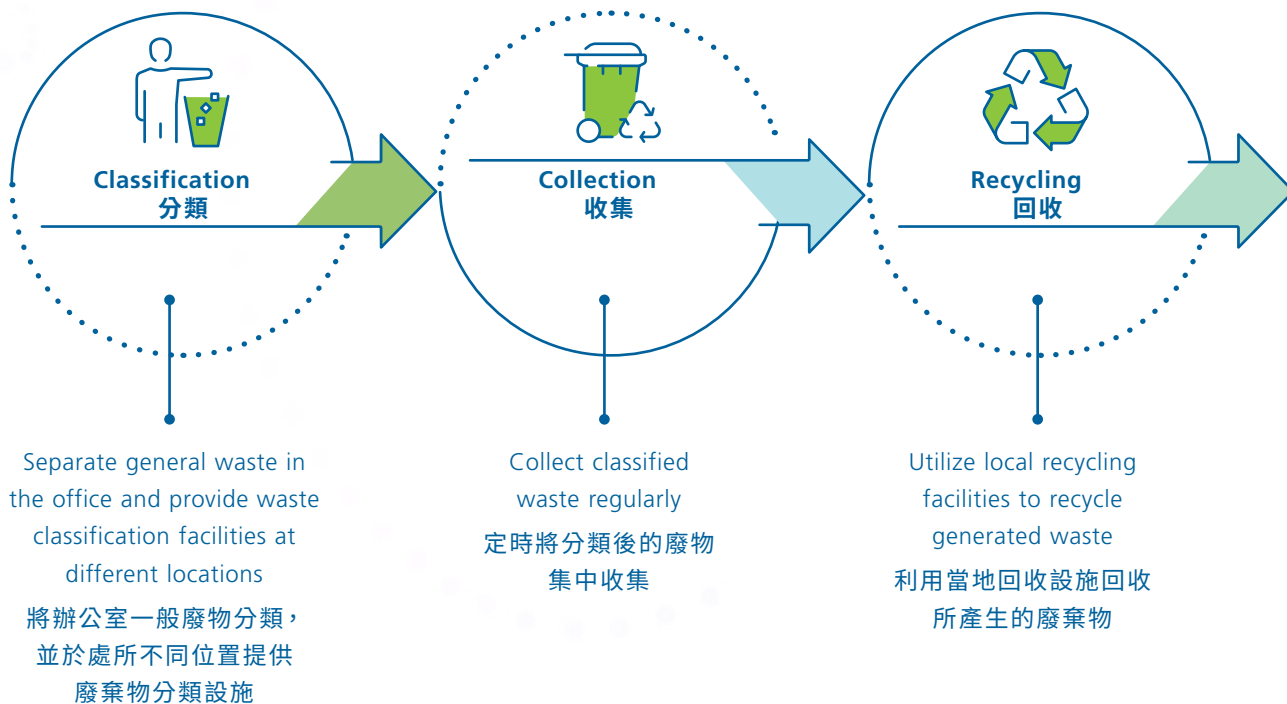
The Group is committed to implementing waste reduction at the source, and properly disposing of the produced waste, to reduce the impact on the environment and ecosystem. The Group has established waste management procedures for classification and disposal of wastes generated during our daily operations.

In terms of hazardous waste, the Group returns the medicine requiring disposal to the supplier or deliver it to medical waste contractors designated by the government, in accordance with our Destruction Management System (《報損與銷毀管理制度》). During the reporting year, the Group did not encounter any material cases where goods required return to the supplier due to defects nor generated any hazardous. For non-hazardous waste, we encourage recycling. The group actively upgrades its electronic office system, such as enterprise resource planning system to enhance communication among employees and also reduce the use of paper for information dissemination. See the below figure for details.

廢棄物管理

本集團致力實施源頭減廢，並妥善處理已生產的廢物，減低對環境及生態影響。我們建立了廢棄物管理程序，要求員工分類及處理日常營運中產生的廢棄物。

有害廢物方面，本集團會將須處理的藥物退回至供應商或按照《報損與銷毀管理制度》交由政府指定的醫療廢物處理承辦商進行處理。於報告期間，本集團未有遇到任何貨品因有缺陷而需退回供應商或以有害廢棄物形式處理的情況。在無害廢物方面，我們支持循環再用。本集團亦積極更新電子辦公系統，例如企業資源計劃系統。此系統能加強員工之間的溝通，更可以減少使用紙質方式傳遞訊息。詳見下圖。



In addition to hazardous and non-hazardous waste, a large amount of medical wastewater is generated during the hemodialysis process. We will properly dispose of such wastewater, through collecting it in a sewage tank, and discharge it to municipal sewage pipes after biochemical treatment, chlorine dioxide disinfection, and upon reaching water quality standards. During the Reporting Period, we strictly monitor the wastewater and conduct sampling test to ensure the absence of intestinal infectious bacteria.

除了有害和無害的廢物，進行血液透析過程中會產生大量醫療廢水。我們會妥善處理這些廢水，統一收集到污水池，經過生化處理和二氧化氯消毒並且水質達標後會排放到市政污水管道。期間，我們會嚴格監控廢水和抽取樣本檢測，確保無腸道傳染菌。

Waste 廢棄物	Unit 單位	2020/21	2019/20
Total non-hazardous waste 無害廢物總量	tonnes 公噸	6.00	24.10
Total non-hazardous waste intensity 無害廢物總量密度	kg/thousand HK\$ revenue 公斤／千港元收益	0.05	0.25
Total hazardous waste 有害廢物總量	tonnes 公噸	0.10	0.10
Total non-hazardous waste intensity 有害廢物總量密度	kg/thousand HK\$ revenue 公斤／千港元收益	0.00 ¹	0.00 ²
Total wastewater ³ 污水產生總量	m ³ 立方米	713.64	432.00

¹ Actual figure is 0.0009.

¹ 實際數字為0.0009。

² Actual figure is 0.001.

² 實際數字為0.001。

³ The increase in amount of wastewater was due to increase in operating activities of hemodialysis treatment centres during the Reporting Period.

³ 污水產生量增加乃由於報告期內的血液透析治療中心營運活動增加所致。

Water resources

The Group's business does not involve significant use of water resources, and there is no issue in obtaining suitable water sources. Our main source of water consumption comes from our employees' daily water usage. The group stipulates internal water usage guidelines in the employee handbook, and incorporates water-saving concepts into operations. We also post reminders in the restrooms to promote the correct attitude towards water usage to our employees. During the Reporting Period, we even responded to the "World Water Day" on March 22 to advertise to employees.

水資源

本集團業務不涉及重大的用水資源，在求取適用水源上亦並無任何問題。我們主要的用水來源來自員工日常用水。本集團在員工手冊中規定內部用水規則，實踐將節水概念融入營運中。我們亦會在洗手間張貼提醒訊息，向員工灌輸正確的用水態度。報告期間，我們更響應3月22日「世界水日」，對員工進行宣講。

Water consumption 水消耗	Unit 單位	2020/21	2019/20
Total water consumption 總耗水量	m ³ 立方米	57,933.00	N/A 沒有披露
Total water consumption intensity 總耗水量密度	m ³ /thousand HK\$ revenue 立方米／千港元收益	0.51	N/A 沒有披露

Packaging materials

The Group consumes some material quantities of packaging materials for the delivery of pharmaceutical goods and services to its customers. Where possible, we avoid providing plastic bags to our customers to limit the use of plastic bags.

包裝材料

本集團消耗的包裝材料來自於交付藥品予客戶，主要有紙、塑膠和玻璃等等。我們盡量避免向客戶提供塑料袋，以減少塑膠使用量。

Packaging materials 包裝物料	Unit 單位	2020/21	2019/20
Total packaging materials ¹ 總包裝物料	Tonnes 公噸	143.70	61.30
Total packaging materials intensity 總包裝消耗密度	kg/thousand HK\$ revenue 公斤／千港元收益	1.26	0.63

¹ The increase in amount of total packaging materials was due to the increase in operating activities of hemodialysis treatment centres during the Reporting Period.

¹ 包裝物料產生量增加乃由於報告期內的血液透析治療中心營運活動增加所致。

COMMUNITY INVESTMENT

The Group serves customers with heart, and also cares about serving the community. As a company that provides hemodialysis treatment and consultancy service business in the PRC, we focus on promoting health activities and promoting the message of kidney health caring in the community. During the Reporting Period, we continued to promote kidney health, including free medical consultations for uremia patients, inviting experts to hold health seminars, providing free physical examination services for the elderly, and giving away daily necessities. We also made donations to school to contribute the national education cause. In addition, in order to fight the epidemic together, we fully cooperated with the government to hold seminars regarding prevention of COVID-19.

In the future, the Group aspires to contribute more to the community, and strive to use its own resources to assist the and promote healthy living.

社區投資

本集團以心服務客戶，更會用心服務社群。作為一所於國內提供血液透析治療及諮詢業務的企業，我們專注於在社區推廣健康活動，宣揚關注腎臟健康的訊息。報告期間，我們繼續推廣腎臟健康，包括為尿毒癥患者免費義診、邀請專家舉行健康講座及為老人家提供免費體檢服務，送贈日常用品等。我們更向學校捐款，為國家教育事業助力。此外，為了能同心抗疫，我們大力配合政府宣講預防COVID-19的講座。

日後，本集團期望能為社區作出更多貢獻，並努力利用自身資源支援有需要人士及推廣健康生活。



ENVIRONMENTAL, SOCIAL & GOVERNANCE REPORTING GUIDE INDEX

《環境、社會及管治報告指引》索引

Aspect 主要範疇	Content 內容	Section/Remarks 章節／備注
A. Environmental		
A. 環境		
A1 Emissions		
A1 排放物		
General Disclosure 一般披露	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating 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：	Environment Protection 環境保護
KPI A1.1 A1.1	The types of emissions and respective emissions data. 排放物種類及相關排放數據。	Emission 排放物
KPI A1.2 A1.2	Greenhouse gas emissions and respective emissions data. 溫室氣體總排放量及密度。	Emission 排放物
KPI A1.3 A1.3	Total hazardous waste produced and intensity. 所產生有害廢棄物總量及密度。	Waste Management 廢棄物管理
KPI A1.4 A1.4	Total non-hazardous waste produced and intensity. 所產生無害廢棄物總量及密度。	Waste Management 廢棄物管理
KPI A1.5 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。	Environment Protection 環境保護
KPI A1.6 A1.6	Description of how hazardous and nonhazardous wastes 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。	Waste Management 廢棄物管理

Aspect 主要範疇	Content 內容	Section/Remarks 章節／備注
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。	Environment Protection 環境保護
KPI A2.1 A2.1	Direct and/or indirect energy consumption by type and intensity. 按類型劃分的直接及／或間接能源總耗量及密度。	Energy Consumption 電力資源
KPI A2.2 A2.2	Water consumption in total and intensity. 總耗水量及密度。	Water resources 水資源
KPI A2.3 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。	Environment Protection 環境保護
KPI A2.4 A2.4	Description of whether there is any issue 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。	Water resources 水資源
KPI A2.5 A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, 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。	Packaging materials 包裝材料
A3 Environment & Natural Resources		
A3 環境及天然資源		
General Disclosure 一般披露	Policies on minimising the issuer's significant impacts 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。	Environment Protection 環境保護
KPI A3.1 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。	Environment Protection 環境保護

Aspect 主要範疇	Content 內容	Section/Remarks 章節／備注
B. Social		
B. 社會		
Employment & Labour Practice		
僱傭及勞工常規		
B1 Employment		
B1 僱傭		
General Disclosure 一般披露	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating 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：	Caring for Employees 關愛員工
KPI B1.1	Total workforce by gender, employment type, age group and geographical region.	Caring for Employees
B1.1	按性別、僱傭類型、年齡組別及地區劃分的僱員總數。	關愛員工
KPI B1.2	Employee turnover rate by gender, age group and geographical region.	Relevant information was not disclosed for the Reporting Period.
B1.2	按性別、年齡組別及地區劃分的僱員流失比率。	本年度暫不披露。

Aspect 主要範疇	Content 內容	Section/Remarks 章節／備注
B2 Health & Safety		
B2 健康與安全		
General Disclosure 一般披露	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating 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。	Occupational health and safety 職業健康與安全
KPI B2.1	Number and rate of work-related fatalities.	Occupational health and safety
B2.1	因工作關係而死亡的人數及比率。	職業健康與安全
KPI B2.2	Lost days due to work injury.	Occupational health and safety
B2.2	因工傷損失工作日數。	職業健康與安全
KPI B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	Occupational health and safety
B2.3	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。	職業健康與安全

Aspect 主要範疇	Content 內容	Section/Remarks 章節／備注
B3 Development & 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。	Development and Training 發展與培訓
KPI B3.1	The percentage of employees trained by gender and employee category.	Relevant information was not disclosed for the Reporting Period. 本年度暫不披露。
B3.1	按性別及僱員類別劃分的受訓僱員百分比。	
KPI B3.2	The average training hours completed per employee by gender and employee category.	Relevant information was not disclosed for the Reporting Period. 本年度暫不披露。
B3.2	按性別及僱員類別劃分，每名僱員完成受訓的平均時數。	
B4 Labour Standards		
B4 勞工準則		
General Disclosure 一般披露	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and 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
KPI B4.1	Description of measures to review employment practices to avoid child and forced labor.	Labor Standards
B4.1	描述檢討招聘慣例的措施以避免童工及強制勞工。	勞工準則
KPI B4.2	Description of steps taken to eliminate such practices when discovered.	Labor Standards
B4.2	描述在發現違規情況時消除有關情況所採取的步驟。	勞工準則

Aspect 主要範疇	Content 內容	Section/Remarks 章節／備注
Operating Practices 營運慣例		
B5 Supply Chain Management B5 供應鏈管理		
General Disclosure 一般披露	General Disclosure Policies on managing environmental and social risks of the supply chain.	Supplier Management
KPI B5.1	Number of suppliers by geographical region.	Relevant information was not disclosed for the Reporting Period.
B5.1	按地區劃分的供應商數目。	本年度暫不披露。
KPI 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.	Supplier Management
B5.2	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。	供應鏈管理
B6 Product Responsibility B6 產品責任		
General Disclosure 一般披露	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating 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：	Operating Practices
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Operating Practices
B6.1	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。	營運慣例

Aspect 主要範疇	Content 內容	Section/Remarks 章節／備注
KPI B6.2	Number of products and service related complaints received and how they are dealt with.	After-Sale Service and Complaint Management
B6.2	接獲關於產品及服務的投訴數目以及應對方法。	售後服務及投訴管理
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	N/A
B6.3	描述與維護及保障知識產權有關的慣例。	不適用
KPI B6.4	Description of quality assurance process and recall procedures.	Product Quality, Service Quality
B6.4	描述質量檢定過程及產品回收程序。	產品質量、服務質量
KPI B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	Customer Privacy
B6.5	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。	客戶私隱

B7 Anti-corruption

B7 反貪污

General Disclosure	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	Anti-corruption
一般披露	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。	反貪污
KPI 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.	Anti-corruption
B7.1	於報告期間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。	反貪污
KPI B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	Anti-corruption
B7.2	描述防範措施及舉報程序，以及相關執行及監察方法。	反貪污

Aspect 主要範疇	Content 內容	Section/Remarks 章節／備注
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。	Community Investment 社區投資
KPI B8.1 B8.1	Focus areas of contribution. 專注貢獻範疇。	Community Investment 社區投資
KPI B8.2 B8.2	Resources contributed to the focus area. 在專注範疇所動用資源。	Community Investment 社區投資



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