



Wai Yuen Tong Medicine Holdings Limited  
位元堂藥業控股有限公司

Incorporated in Bermuda with limited liability  
於百慕達註冊成立之有限公司  
Stock Code 股份代號: 897



2021

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





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# About the Group

## 關於本集團

Wai Yuen Tong Medicine Holdings Limited (the “**Company**”, together with its subsidiaries, the “**Group**”) leverages on its solid foundation of the century-old traditional Chinese medicine (“**TCM**”) brand, highly-efficient and scientific management methods, and flexible market strategies.

Founded in 1897 (the twenty-third year of the Guangxu reign period during the Qing Dynasty), the Group has always upheld its philosophy of “Preparing Medicine with Dedication, Growing Strong with Reputation” throughout its history of over 120 years. We carefully learn the healthcare needs of people in the modern society and provide comprehensive and quality Chinese medicine products and services, and strive to break a new ground in the field of Chinese healthcare. Regardless of changes of the times and upheavals in society, the management team and employees always work together with commitment to pursue the mission of enhancing medical care and healthcare of people in the modern society, endeavoring to provide comprehensive and quality products and services amidst turbulence. The Group holds “Wai Yuen Tong”, a widely-known Chinese medicine and health food brand, through Wai Yuen Tong Medicine Company Limited, and holds “Madame Pearl’s” and “Pearl’s”, world-renowned Western medicine and health food brands, through Luxembourg Medicine Company Limited. The Chinese and Western medicines and the healthcare businesses generate synergy, propelling the Group to be one of the leaders of the industry.

位元堂藥業控股有限公司(「**本公司**」，連同其附屬公司統稱「**本集團**」)憑藉百年傳統中醫藥(「**傳統中藥**」)品牌的堅實根基、高效科學的管理辦法、靈活變通的市場策略。

本集團始創於1897年(清光緒23年)，成立逾120年一直貫徹「以誠意用心造藥，憑信譽繼往開來」的宗旨，誠心宏揚中醫藥保健智慧，細心了解現代人的保健需要，提供全面兼優質的中藥產品及服務，力求開創中式保健新領域。任憑時代變遷、跌宕起伏，管理團隊及員工始終和衷共濟、緊守崗位，視承擔現代人的醫療與保健需要為己任，在風雨荊棘下致力提供全面兼優質的產品及服務。本集團透過位元堂藥廠有限公司持有家傳戶曉的中藥及保健食品品牌—「位元堂」，以及透過盧森堡大藥廠有限公司持有享譽國際的西藥及保健食品品牌—「珮夫人」及「珮氏」，中西醫藥及保健業務產生協同效應，使本集團成為領域的行業翹楚之一。

# About the Report

## 關於本報告

The fifth “Environmental, Social and Governance Report” (the “**Report**”) issued by the Company allows stakeholders to better understand the direction, work and progress of sustainable development of the Company from 1 April 2020 to 31 March 2021 (the “**Year**”), with an aim to gradually enhance our level of disclosure and transparency. The Report has been prepared in both Chinese and English versions and has been uploaded to the websites of HKEX news (www.hkexnews.hk) of The Stock Exchange of Hong Kong Limited (the “**Stock Exchange**”) and the “Investor Relations” section of the Company’s website (www.wyth.net).

### Reporting Year and Scope

Consistent with the 2020 “Environmental, Social and Governance Report”, the Report focuses on the main measures and performance of Group’s two core businesses below, operating income of which accounted for 43.2% of the Group’s total revenue, on environmental, social, and governance aspects. The Report currently covers the Group’s headquarters office in Hong Kong and the brand new Chinese and Western pharmaceutical factories in the Yuen Long Industrial Estate, Hong Kong (the “**Yuen Long Factory**”), as well as the office in Shenzhen (collectively referred to as “**Operating Sites**”), and does not include the Wai Yuen Tong retail shops for the time being. As the factories and dormitory buildings now located in mainland China are managed by production contractors, they are not included in the scope of the Report.

本公司發表的第五份「環境、社會及管治報告」(「**本報告**」)，讓持份者更了解公司於二零二零年四月一日至二零二一年三月三十一日(「**年內**」)的可持續發展方向、工作和進程，冀逐步提高披露水平及透明度。本報告以中、英文編寫，並已上載至香港聯合交易所有限公司(「**聯交所**」)披露易網站(www.hkexnews.hk)及本公司網站(www.wyth.net)中「投資者關係」一欄。

### 報告年度及範圍

與二零二零年度《環境、社會及管治報告》一致，本報告聚焦本集團的下列兩大核心業務在環境、社會及管治方面的主要舉措和績效，有關營運收益佔本集團總收益43.2%。本報告目前覆蓋本集團位於香港的總部辦公室和香港元朗工業邨的中藥及西藥全新製藥廠房(「**元朗廠房**」)，以及位於深圳的辦公室(統稱「**各營運點**」)，暫不包括位元堂零售店舖。由於現時位於中國內地的廠房及宿舍大樓由生產外判商管理，故不納入本報告範圍。

Production and sale of Chinese pharmaceutical and health food products 生產及銷售中藥及保健食品產品業務	Production and sale of Western pharmaceutical and health food products 生產及銷售西藥及保健食品產品業務
<ul style="list-style-type: none"><li>Operated by Wai Yuen Tong Medicine Company Limited 由位元堂藥廠有限公司營運</li></ul>	<ul style="list-style-type: none"><li>Operated by Luxembourg Medicine Company Limited 由盧森堡大藥廠有限公司營運</li></ul>
<ul style="list-style-type: none"><li>Holds the widely-known century-old Chinese medicine brand “Wai Yuen Tong” 持有家傳戶曉「位元堂」之百年中藥品牌</li></ul>	<ul style="list-style-type: none"><li>Holds the renowned Western medicine and health food brands “Madame Pearl’s” and “Pearl’s” 持有著名的「珮夫人」及「珮氏」西藥及保健食品品牌</li></ul>

As China Agri-Products Exchange Limited (Stock Code: 149) is separately listed and its own “Environmental, Social and Governance Report” will be published severally, and the Group’s revenue from property investment accounted for less than 1% of the Group’s total revenue, they are not included in the scope of the Report.

由於中國農產品交易所有限公司(股份代號：149)獨立上市並將分別發佈《環境、社會及管治報告》，以及本集團的物業投資收益佔本集團總收益不足1%，故未納入本報告範圍。

Looking forward, the Group will continue to refine its system of data collection, and lay down a solid foundation to expand its reporting scope.

展望未來，本集團將繼續完善數據收集系統，並為擴大報告範圍奠定基礎。



# About the Report

## 關於本報告

### Reporting Standards and Principles

The Report is prepared in accordance with the Environmental, Social and Governance Reporting Guide (the “**Guide**”) under Appendix 27 to the Rules Governing the Listing of Securities on the Stock Exchange (the “**Listing Rules**”). The four reporting principles Materiality, Quantitative, Balance and Consistency underpin the preparation of the Report. To allow stakeholders to fully understand the environmental, social and governance performance of the Group, in addition to compliance with the “comply or explain” requirement in the disclosure of environmental key performance indicators, the Report also discloses certain social key performance indicators under the “recommended disclosures” in the Guide. A complete content index is enclosed in the last chapter of the Report for readers’ reference to the Guide.

### 報告準則及原則

本報告按《聯交所證券上市規則》(「**上市規則**」)附錄二十七《環境、社會及管治報告指引》(「**指引**」)編寫，並以四項匯報原則—重要性、量化、平衡及一致性，作為編寫報告的基礎。為了讓持份者全面了解本集團的環境、社會及管治表現，本報告不僅按「不遵守就解釋」的規定披露環境關鍵績效指標，亦匯報部份《指引》中「建議披露」的社會關鍵績效指標。本報告最後一章附有完整索引，以便讀者按《指引》閱讀本報告。

Reporting principles 匯報原則	Definitions 釋義	Application of the Group 本集團的應用
<b>Materiality</b>  重要性	The report should disclose the significant impacts of the organisation on the environment and society, or aspects substantively influence the stakeholders’ assessments of the organisation and their decision-making.  報告應匯報機構對環境及社會的重要影響，或實質上影響持份者評估機構及作出決策的範疇。	The Board has identified material environmental, social and governance issues based on factors such as the business nature of the Group and stakeholders’ expectations, and has made primary disclosures in the Report. Please refer to the section headed “Stakeholder Engagement”.  董事會已基於本集團業務性質及持份者期望等因素識別重要的環境、社會及管治議題，並於報告中進行重點匯報。請參閱「持份者溝通」章節。
<b>Quantitative</b>  量化	The report should disclose key performance indicators in quantitative terms. Comparable data should be provided where appropriate.  報告應以可予計量的方式披露關鍵績效指標。並在適當情況下提供比較數據。	The Group uses a quantitative method to record and disclose key performance indicators. Data of social key performance indicators are extracted from statistics of relevant departments. In addition, the Group has engaged an external consulting firm to conduct carbon assessment to ensure the accuracy of environmental key performance indicators. For details, please refer to the section headed “Summary of Key Performance Indicators”.  本集團以量化的方式記錄和披露關鍵績效指標。社會關鍵績效指標的數據來自相關部門的統計。此外，本集團已委託外部顧問公司進行碳評估，確保環境關鍵績效指標的準確性。詳情請參閱「關鍵績效指標總覽」章節。

# About the Report

## 關於本報告

Reporting principles 匯報原則	Definitions 釋義	Application of the Group 本集團的應用
<b>Balance</b>	The organisation should prepare the report in an unbiased manner, to ensure it gives a clear picture of positive and negative impacts, enabling stakeholders to reasonably evaluate the overall performance of the organisation.	The Group comprehensively reports its achievements, challenges and solutions of sustainable development, and avoids issuing biased information.
平衡	機構應以不偏不倚的態度編制報告，確保清晰反映其正面及負面影響，讓持份者可合理地評估機構的整體績效。	本集團在報告中全面匯報其可持續發展的成就、挑戰及解決方案，避免發放偏頗的信息。
<b>Consistency</b>	Consistent methodologies should be adopted for disclosure in the Report to help stakeholders analyse and evaluate the historical and current performance of the organisation. The organisation should explain changes in any methods.	Unless otherwise stated, the Group adopts the same methods as the previous year for data collection, enabling stakeholders to make a year-on-year comparison on the Group's performance. In case of any changes, corresponding explanations will be made in the Report.
一致性	報告披露應採用一致的披露統計方法，以助持份者分析及評估機構過往及現時的績效。機構應就任何方法的變更作出解釋。	除非另有說明，本集團採用與上年度一致的方法統計數據，以便持份者對其表現作逐年比較。如有任何變更，本報告將作出相應解釋。

### Confirmation and Approval

Information cited in the Report was sourced from the official documents and statistical data of the Group. The Report had been reviewed and approved by the Board.

### Opinion and Feedback

Stakeholders' opinions and suggestions help the Group develop a more detailed and comprehensive sustainability strategy in the future. If you have any questions or suggestions regarding the Group's work on the environmental, social and governance aspects or the contents of the Report, please contact the Company by email ([pr@waiyuentong.com](mailto:pr@waiyuentong.com)).

### 確認及批准

本報告引用的所有資料均來自本集團的官方文件及統計數據。本報告已獲董事會審閱及批准。

### 意見反饋

持份者的意見和提議有助本集團未來建立更仔細和健全的可持續發展策略。如閣下對本集團在環境、社會及管治方面的工作或本報告內容有任何疑問或建議，歡迎透過電郵 ([pr@waiyuentong.com](mailto:pr@waiyuentong.com))與本公司聯絡。

# Sustainability Performance Overview

## 可持續發展績效一覽

Environmental 環境		Unit 單位	FY2021 二零二一財政年度	
Emissions 排放物	Total greenhouse gas emissions 溫室氣體排放總量	tonnes CO <sub>2</sub> e 公噸二氧化碳當量	<b>3,597.0</b>	
	Total waste generation 產生廢物總量	tonnes 公噸	<b>557.0</b>	
	Electric vehicles have been introduced into the company fleet to reduce exhaust gas and carbon emissions generated by traditional vehicles 公司車隊引入電動車，減少傳統汽車產生的廢氣及碳排放			
Resources 資源	Total energy consumption 能源消耗總量	MWh 兆瓦時	<b>7,693.8</b>	
	Total water consumption 耗水總量	m <sup>3</sup> 立方米	<b>34,120.0</b>	
	Total packaging material consumption 包裝材料消耗總量	tonnes 公噸	<b>339.0</b>	
	The Yuen Long Factory is equipped with grey water treatment facilities to recycle wastewater and enhance utilisation of water resource 元朗廠房設棕水處理設施循用廢水，增加水資源利用率			
Social 社會		Unit 單位	FY2021 二零二一財政年度	
Employees 員工	Number of employees 僱員數目	Hong Kong 香港	Person 人	<b>538</b>
		Mainland China 中國內地	Person 人	<b>114</b>
		Other regions in Asia 亞洲其他地區	Person 人	<b>19</b>
		<b>Female to male ratio</b> 女性：男性比例		
Customer 顧客	The Yuen Long Factory holds a number of quality certifications: 元朗廠房持有各項品質認證： GMP (issued by the Chinese Medicine Council of Hong Kong) GMP(由香港中醫藥管理委員會頒發) PIC/S (issued by the Therapeutic Goods Administration of Australia) PIC/S(由澳洲藥物管理局頒發) ISO 22000 Food Safety Management System ISO 22000食品安全管理體系 HACCP Hazard Analysis and Critical Control Points HACCP危害分析和關鍵控制點			
	Community 社區	<b>Donation</b> 捐款	HKD 港元	<b>1,847,000</b>
<b>Volunteer headcount</b> 義工人數		People 人數	<b>145</b>	
<b>Hours of volunteer work</b> 義工服務時數		Hour 小時	<b>200</b>	

# Message from the Board

## 董事會寄語

In the past year, the COVID-19 pandemic has spread globally, and various industries have been affected to different levels. Retail market in Hong Kong remained sluggish. Under the complex and dynamic operating environment, the Group has leveraged on its solid foundation of a century-old traditional Chinese medicine brand and flexible marketing strategies, and has utilised the advantage of its own network of operating sites to actively expand its online retail business, to provide Chinese and Western pharmaceutical products for the community and help citizens in strengthening their immunity.

Under the pandemic, the sustainability of businesses is of greater significance. Meanwhile, stakeholders have increasingly high expectations on the environmental, social and governance aspects of businesses. The Group bears its corporate social responsibility, and is committed to improving its performance in sustainable development to create long term benefits for the community.

The Group believes that business operation is based on good corporate governance. As such, the Board is responsible for monitoring environmental, social and governance work, approving related policies and measures, and ensuring sustainable development strategies reflect the Group's vision and mission. The Group established an environmental, social and governance working group, and it plans to gradually refine its sustainability governance system.

Communication with stakeholders is of vital importance for the Group in planning sustainability development matters. During the Year, the Group engaged an independent consultant to conduct a questionnaire survey with the Board, to assist in identifying environmental, social and governance issues that pose a more significant impact on the Group's business, covering emissions and use of resources, health and safety of employees, labour standards, supply chain management, product responsibility, anti-corruption and community investment. To better understand the expectations of stakeholders, we will expand the scope of the stakeholders' questionnaire survey in the coming year and invite employees to participate, in order to effectively identify the risks faced by the Group and adopt corresponding measures ahead of time.

Apart from assisting the local community to recover from the pandemic, the Group also understands that the crisis of climate change must not be overlooked. In 2020, governments expedited promotion of actions in response to climate change, and announced targets of carbon-neutrality. For example, China has announced its pledge to achieve net-zero emissions before 2060. The Group will bear its responsibility as a corporate citizen, review climate change related crises, and formulate corresponding management measures and targets.

Looking forward, the Group will continue to create sustainable values for the community in which it operates, and contribute for sustainable development.

過去一年，新型冠狀病毒肺炎疫情肆虐全球，各行業受到不同程度的影響，而香港零售市道持續低迷。本集團憑藉百年傳統中醫藥品牌的堅實根基、靈活變通的市場策略，在複雜多變的經營環境下，利用自身營運點的網絡優勢，積極拓展線上零售業務，為社區提供中西醫藥產品，幫助市民增強抵抗力。

在疫情底下，企業的可持續發展顯得更為重要。同時，持份者對企業的環境、社會及管治期望越來越高，本集團肩負企業社會責任，致力改善其可持續發展表現，為社區創造長遠利益。

本集團深信良好企業管治是企業營運的基礎。因此，董事會負責監管環境、社會及管治的工作，並審批相關政策及措施，確保可持續發展策略反映了本集團的願景使命。本集團成立了環境、社會及管治工作小組，計劃逐步完善其可持續發展管治體系。

與持份者溝通對本集團規劃可持續發展事宜至關重要。年內，本集團委託獨立顧問與董事會進行問卷調查，協助識別對本集團的業務影響較為重大的環境、社會及管治議題，當中涵蓋排放物及資源運用、員工健康與安全、勞工準則、供應鏈管理、產品責任、反貪污以及社區投資。為更好地了解持份者的期望，來年，我們將擴大持份者問卷調查，邀請員工參與其內，有效地識別本集團面對的風險，及早採取相關措施。

除協助當地社區從疫症中復甦外，本集團明白氣候變化危機亦不容忽視。二零二零年，各國政府加快推動應對氣候變化的行動，公佈碳中和目標，以中國為例，中國已宣布在二零六零年之前實現淨零排放的承諾。本集團將承擔企業公民的責任，審視氣候變化相關的危機，並制定相應的管理措施和目標。

展望將來，本集團將會繼續為營運的社區創造可持續價值，為可持續發展出一分力。



# Sustainability Governance

## 可持續發展管治

The Group is committed to maintaining a high standard of corporate governance, to lay down a solid foundation for developing and achieving long term strategies and targets. In its daily operations, the Board ensures that appropriate and effective risk management and internal control systems are in place, and that a sustainable governance system is gradually developed to seize related opportunities and cope with risks. The Board also regularly reviews environmental, social and governance related matters to ensure operations are not affected. The Group has an environmental, social and governance working group, members of which include the administration department, finance department, operations department, human resources department and secretarial representatives. At least one meeting is convened annually to discuss environmental, social and governance matters of the Group.

### Risk Management and Internal Control

An effective risk management system helps the Group identify risks and opportunities at an early stage, which is of vital importance to the long term growth and sustainable development of the Group. Through effective risk management, the Group is well aware of the nature and extent of the risk it is exposed to, and adopts management measures in a timely manner. The audit committee reviews risk management and internal control systems that are material to the Group on an ongoing basis. In addition, the management of the Group is responsible for designing, maintaining, implementing and monitoring the risk management and internal control system to ensure adequate management measures are in place to protect the interests of the Group and stakeholders. To ensure the efficiency and effectiveness of risk management and internal control systems, the Group has engaged an external consulting firm to regularly review the standard of risk management and internal control systems of the Group. During the Year, the external consultant did not identify any significant defects and shortcomings in the internal control system. Relevant conclusions and recommendations have been reviewed by the audit committee and the Board. For details of the risk management and internal control systems, please refer to page 58 of the Group's annual report.

本集團致力維持高水平的企業管治，為建立和實現長遠策略和目標奠定穩固基礎。在日常營運中，董事會確保維持合適而有效的風險管理及內部監控系統，並逐步建立可持續發展管治體系，把握和應對相關機遇與風險。董事會亦會定期檢視對環境、社會及管治的相關事宜，以確保不會影響營運。本集團成立了環境、社會及管治工作小組，成員包括行政部、財務部、營運部、人力資源部及秘書部代表等，並每年至少召開一次會議，討論本集團的環境、社會及管治事宜。

### 風險管理及內部監控

有效的風險管理系統有助本集團及早識別風險及機遇，對其長遠增長及持續發展至為重要。透過有效的風險管理，本集團了解其可承受的風險性質及程度，適時採取管理措施。審核委員會持續審閱對本集團重大的風險管理及內部監控措施。此外，本集團的風險管理及內部監控系統均由管理層負責設計、維持、落實及監察，確保有足夠管理措施維護本集團及各持份者利益。為確保風險管理及內部監控系統的效力及效率，本集團委聘外部顧問公司定期審查其風險管理及內部監控系統水平。年內，外部顧問概無識別出內部監控制度存在任何重大缺陷及缺點，相關結論及建議已經審核委員會及董事會審閱。有關風險管理及內部監控系統的詳情，請參閱本集團的年報第58頁。

# Sustainability Governance

## 可持續發展管治

The following four steps are taken to further reduce the impacts of various risks on the Group's operations.

以下四項步驟乃為本集團進一步減少不同風險對其營運的影響。

Risk identification 風險識別	Risk assessment 風險評估	Risk management 風險管理	Regular review 定期審閱
<p>Management of the Group would identify the risks associated with the business of the Group by considering both internal and external factors and events which include political, economic, technology, environmental, social and staff.</p> <p>本集團的管理層透過內在及外來因素和事件，包括政治、經濟、科技、環境、社會及員工等，識別與本集團業務相關的風險。</p>	<p>All risks identified will be assessed and prioritised based on the extent of the impact and occurrence opportunity.</p> <p>所有識別的風險將按照其影響程度及發生可能性進行評估及優先處理。</p>	<p>Based on risk assessment results, the Group would establish various risk management strategies such as risk retention and reduction, risk avoidance, risk sharing and diversification, and risk transfer.</p> <p>根據風險評估結果，本集團建立不同風險管理策略，如風險保留及降低、風險避免、風險分擔及分散和風險轉移。</p>	<p>The Board regularly reviews risk management and internal control systems and procedures (covering all important controls including finance, operations and compliance) each year.</p> <p>董事會每年定期審閱風險管理及內部監控系統及程序，當中涵蓋財務、營運及合規等所有重要監控。</p>

During the Year, the environmental, social and governance risks identified by the Group and related management strategies are as follows.

年內，本集團識別出的環境、社會及管治風險和有關管理策略如下。

Main risks 主要風險	Risk description 風險描述	Management strategy 管理策略
<p><b>Industry policy risk</b></p> <p>行業政策風險</p>	<p>With the deepening of medical system reform and the issuance of a number of industrial policies and laws in respect of medical charge control, control of medicines and certification for TCM, significant effect may be brought to the future development of the pharmaceutical industry</p> <p>隨著醫療系統改革深化及多項涉及醫療費用控制、醫藥控制及傳統中藥認證等方面之行業政策及法律之出台，可能會對醫藥行業未來發展產生深遠影響</p>	<p>To ensure that the product quality meets the requirements of various parties, the Yuen Long Factory has obtained a number of relevant certifications, including Hong Kong's Certificate of Good Manufacturing Practice ("GMP") for Proprietary Chinese Medicine, ISO 22000:2005 Food Safety Management System certification, and "Pharmaceutical Inspection Co-operation Scheme" ("PIC/S") standard of Therapeutic Goods Administration of Australia. In addition, the Group has established internal quality and production management rules in accordance with various pharmaceutical standards.</p> <p>為確保產品質量符合各方要求，元朗廠房目前已獲得多項相關認證，包括香港《中成藥生產質量管理規範》(「GMP」)認證、ISO 22000:2005食品安全管理體系認證以及澳洲藥物管理局「國際醫藥品稽查協約組織」(「PIC/S」)標準。此外，本集團根據不同製藥標準建立了內部品質及生產管理規範。</p>

# Sustainability Governance

## 可持續發展管治

Main risks 主要風險	Risk description 風險描述	Management strategy 管理策略
<b>Environmental risk</b>	Environmental impact, efficiency and security of key infrastructure	The Group specifies its policies in different areas of environmental protection in a bid to minimise the impact of its operations on the environment.
環境風險	主要基礎設施之環境影響、效率及安全	本集團明確其於環境保護不同範疇的方針，力求減少營運對環境的影響。

### Compliance Management

The Group considers compliance management the basis of operation and complies with related laws and regulations in areas in which it operates. The Group is aware that non-compliance will expose the Group to regulatory and litigation risks, which may damage the Group's reputation and adversely affect the Group's business, operating results or financial position. Through reviewing prevailing management policies, standards and practices, the Group provides employees with clear guidelines. The Group's business is regulated by different laws and regulations, including but not limited to the laws and regulations stated below. During the Year, the Group did not discover any material case of violation of laws and regulations, and it was not faced with any litigation in relation to corruption by the Company or its employees. Looking forward, the Group will continuously review the impacts of different laws and regulations on the Group, and formulate or update corresponding management policies.

### 合規管理

本集團視合規管理為營運基礎，遵守營運所在地相關法律法規。本集團知悉違規行為會面臨監管及訴訟風險，均可能損害本集團聲譽，並對其業務、經營業績或財政狀況造成不利影響。透過檢視現有管理政策、準則和慣例，本集團為員工提供清晰指引。本集團的業務營運受到不同的法律及規例規管，包括但不限於下表所列的法律和規例。本集團於年內並無發現違反相關法律法規的重大個案，亦沒有收到對本公司或其僱員提出的貪污訴訟案件。展望將來，本集團將持續檢視不同法律法規對其影響，並制訂或更新相應管理政策。



# Sustainability Governance

## 可持續發展管治

Aspect 層面	Main applicable laws and regulations 主要相關法律法規
<b>Emissions</b> 排放物	Air Pollution Control Ordinance 《空氣污染管制條例》 Water Pollution Control Ordinance 《水污染管制條例》 Waste Disposal Ordinance 《廢物處置條例》 Environmental Protection Law of the People's Republic of China 《中華人民共和國環境保護法》 Law of the People's Republic of China on the Prevention and Control of Atmospheric Pollution 《中華人民共和國大氣污染防治法》 Law of the People's Republic of China on Prevention and Control of Water Pollution 《中華人民共和國水污染防治法》 Law of the People's Republic of China on Prevention and Control of Solid Waste Pollution 《中華人民共和國固體廢物污染防治法》
<b>Employment and labour standards</b> 僱傭及勞工準則	Employment Ordinance 《僱傭條例》 Employees' Compensation Ordinance 《僱員補償條例》 Sex Discrimination Ordinance 《性別歧視條例》 Disability Discrimination Ordinance 《殘疾歧視條例》 Family Status Discrimination Ordinance 《家庭崗位歧視條例》 Personal Data (Privacy) Ordinance 《個人資料(私隱)條例》 Labour Law of the People's Republic of China 《中華人民共和國勞動法》 Labour Contract Law of the People's Republic of China 《中華人民共和國勞動合同法》 Social Insurance Law of the People's Republic of China 《中華人民共和國社會保險法》 Law of the People's Republic of China on Protection of Minors 《中華人民共和國未成年人保護法》

# Sustainability Governance

## 可持續發展管治

Aspect 層面	Main applicable laws and regulations 主要相關法律法規
<b>Health and safety</b> 健康與安全	<p>Factories and Industrial Undertakings Ordinance 《工廠及工業經營條例》</p> <p>Occupational Safety and Health Ordinance 《職業安全及健康條例》</p> <p>Dangerous Goods Ordinance 《危險品條例》</p> <p>Fire Safety Ordinance 《消防安全條例》</p> <p>Production Safety Law of the People's Republic of China 《中華人民共和國安全生產法》</p> <p>Law of the People's Republic of China on the Prevention and Treatment of Occupational Diseases 《中華人民共和國職業病防治法》</p> <p>Regulation on Work Related Injury Insurances of the People's Republic of China 中華人民共和國《工傷保險條例》</p>
<b>Product responsibility</b> 產品責任	<p>Chinese Medicine Ordinance 《中醫藥條例》</p> <p>Registration regulations of proprietary Chinese medicines 中成藥註冊法規</p> <p>Food Adulteration (Metallic Contamination) Regulations, Pesticide Residues in Food Regulation, and Food Safety Ordinance of the Centre for Food Safety 食物安全中心《食物攙雜(金屬雜質含量)規例》、《食物內除害劑殘餘規例》及《食物安全條例》</p> <p>Trade Descriptions Ordinance 《商品說明條例》</p> <p>Personal Data (Privacy) Ordinance 《個人資料(私隱)條例》</p> <p>Advertising Law of the People's Republic of China 《中華人民共和國廣告法》</p> <p>Trademark Law of the People's Republic of China 《中華人民共和國商標法》</p>
<b>Anti-corruption</b> 反貪污	<p>Prevention of Bribery Ordinance 《防止賄賂條例》</p> <p>Anti-Money Laundering and Counter-Terrorist Financing Ordinance 《打擊洗錢及恐怖分子資金籌集條例》</p> <p>Criminal Law of the People's Republic of China 《中華人民共和國刑法》</p> <p>Anti-Money Laundering Law of the People's Republic of China 《中華人民共和國反洗錢法》</p> <p>Anti-Unfair Competition Law of the People's Republic of China 《中華人民共和國反不正當競爭法》</p> <p>Tendering and Bidding Law of the People's Republic of China 《中華人民共和國招標投標法》</p>

# Stakeholder Engagement

## 持份者溝通

The Group values stakeholders' opinion and maintains close communication with them to ensure timely response to the needs and expectations of all stakeholders. The Group considers stakeholders' opinion an important indicator for enhancing its performance in sustainable development, and engages different stakeholders through various channels, including:

本集團重視持份者的意見，並與持份者維持緊密溝通，確保本集團能夠及時回應各持份者的需求及期望。本集團視持份者的意見為改善可持續發展表現的重要指標，並以各種方式與不同持份者溝通，包括：

Key stakeholder 主要持份者	Key of communication 溝通要點	Means of communication 溝通方式
<b>Employees</b> 員工	<p>The Group understands the needs of employees through different channels and handles their opinions and recommendations. The Group fully supports the occupational development of employees to create a working environment that promotes comfort and safety.</p> <p>本集團透過不同渠道了解員工需求，處理其意見及建議，全力支持員工的職業發展，締造一個促進舒適及安全的工作環境。</p>	<ul style="list-style-type: none"> <li>Employee complaint mechanism</li> <li>Regular meeting and email</li> <li>Internal training</li> <li>員工申訴機制</li> <li>定期會議及電郵</li> <li>內部培訓</li> </ul>
<b>Customers</b> 顧客	<p>The Group collects customer opinions via different channels to ensure customer opinions are dealt with in a timely manner.</p> <p>本集團通過不同途徑收取顧客的意見，確保顧客意見可以得到及時處理。</p>	<ul style="list-style-type: none"> <li>Complaint mechanism</li> <li>Customer service hotline</li> <li>Social media</li> <li>申訴機制</li> <li>客戶服務熱線</li> <li>社交媒體</li> </ul>
<b>Suppliers and business partners</b> 供應商及業務夥伴	<p>To ensure suppliers understand and comply with the Group's expectation and requirements, the Group regularly engages with suppliers and business partners to strengthen partnership and monitors their quality and performance.</p> <p>為確保供應商了解和符合本集團的期望及要求，本集團定期與供應商及合作夥伴溝通以加強夥伴關係，並監控其質量及表現。</p>	<ul style="list-style-type: none"> <li>Assessment system</li> <li>評估系統</li> </ul>
<b>Communities</b> 社區	<p>The Group regularly holds community activities and services to understand and respond to the needs of the community. Employees are encouraged to participate in volunteer activities.</p> <p>本集團定期舉辦社區活動及服務，了解和回應社區需求，並鼓勵員工參與義工服務。</p>	<ul style="list-style-type: none"> <li>Community activities</li> <li>Employees volunteer activities</li> <li>Sponsors and donations</li> <li>社區活動</li> <li>員工義工活動</li> <li>贊助及捐贈</li> </ul>



# Stakeholder Engagement

## 持份者溝通

### Materiality Assessment

The Group has engaged an independent consultant to conduct a questionnaire survey with the Board, to identify the environmental, social and governance issues which are of material importance to business operation among the 12 aspects set out in the Guide. According to the results of the questionnaire survey, the six material issues determined by the Group are as follows:



Compared with the previous year, labour standard, community investment and climate change are newly added material topics for the Year. To develop ways to engage more stakeholders, the Group will conduct a stakeholder engagement questionnaire survey in the coming year to expand the scale of stakeholder engagement, to allow the Group to understand the opinions and expectations of stakeholders on the Group more comprehensively, and improve related policies and measures.

### 重要性評估

本集團委託獨立顧問與董事會進行問卷調查，以識別《指引》中所列出的12個層面對業務營運至關重要的環境、社會及管治議題。根據問卷調查結果，以下為本集團釐定的六項重要議題：

與上年度相比，勞工準則、社區投資及氣候變化為年內新增的重要議題。為拓展與更多持份者溝通的方式，本集團將於來年進行持份者溝通問卷調查，擴大持份者溝通的規模，以便本集團更全面地了解持份者對本集團的意見及期望，繼而完善相關政策及措施。

# People-Orientation

## 以人為本

The Group believes employee development is not only the key to a long term corporate development, but also a responsibility towards our employees. The human resources policies of the Group sets out its commitment in safeguarding health and safety of employees and providing them with a working environment free of any form of discrimination and harassment to enable employees to demonstrate their expertise.

### Employment System

The Group has always sought to develop a relationship with its employees based on equality and trust, so that an inclusive and diversified culture can be developed. To ensure the transparency of employment management, the Group has established policies such as the Manual on human resources management and the Employee Handbook. These policies stipulate terms related to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity and anti-discrimination, diversity and other benefits and welfare, which are available for inspection by employees at all times.

本集團相信員工發展不僅是企業長遠發展的關鍵，亦是對其員工的責任。本集團的人力資源政策已列載其承諾，致力保障員工的健康與安全，提供沒有任何形式的歧視和騷擾的工作環境，令員工得以發揮所長。

### 僱傭制度

本集團一直務求與員工建立平等互信的關係，從而發展包容、多元的職場文化。為確保僱傭管理的透明度，本集團已制定《人力資源管理手冊》及《員工手冊》等政策，列明有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會及反歧視、多元化以及其他待遇及福利的條款，供員工隨時查閱。

#### Compensation and promotion

##### 薪酬與晉升

The Group actively recruits and attracts talents with potential, and provides with fair and competitive compensation. Employees' salaries and year-end bonuses are determined based on factors such as qualifications, work performance, performance appraisal results and market trends. In addition, the Group is committed to providing different career development pathways for its employees, who are promoted and appointed under the principles of "careful organisation, comprehensive investigation, merit-based selection, and insistence on strict requirements". The Group regularly conducts performance appraisal, which forms the basis of promotion and salary adjustment. The Group upholds the principle of "putting the right people on the right job", prioritising the promotion of internal employees to reward those with an outstanding performance, so as to strengthen their sense of belonging.

本集團積極招募及吸引具備潛力的人才，提供公平且具競爭力的薪酬。員工薪金和年終酬金是根據資歷、工作表現、效績評估結果及市場趨勢等因素制定。此外，本集團致力為員工提供不同職業發展途徑，按「組織細心、考察全面、錄取擇優、寧缺勿濫」的原則進行晉升及委任。本集團定期進行績效考核，作為晉升及調薪的依據。每當有職位空缺時，本集團秉持「知人善任」的原則，並優先考慮晉升內部員工，以獎勵表現卓越的員工，加強員工歸屬感。

#### Recruitment and dismissal

##### 招聘及解僱

The Group actively recruits potential talents, and complies with the principle of openness and fair competition in its recruitment process. Factors such as capabilities, understanding of the job, practical working requirements and suitability of a position are considered as the standards of recruitment, which ensures a transparent and open recruitment process. The Group has also formulated the procedures and conditions of dismissal and contract termination in the Employee Handbook.

本集團積極招募具備潛力的人才，在招聘中遵循公開、公平競爭的原則，以工作能力、對工作之認識、實際工作要求等因素進行和是否適合崗位作為招聘的標準，並確保招聘過程透明、公開。本集團亦在《員工手冊》中規定了解僱和終止合同的程序及條件。

# People-Orientation

## 以人為本

### Working hours, rest periods and other benefits

工作時數、假期及其他待遇福利

The Group has specified the arrangement regarding employee's working days and hours in the Employee Handbook, and is required to provide employees with different types of holidays, including paid leaves such as maternity leave, paternity leave, compassionate leave and examination leave. The Group provides qualified employees with in-patient medical insurance, out-patient medical benefits, internal shopping discounts, as well as discounts on TCM out-patient clinic services, dental care and medical programmes applicable to employees and their immediate family members, ensuring that they receive care when feeling unwell.

本集團在《員工手冊》已訂明員工的工作日及時間安排，亦規定提供各種假期，包括分娩假、待產假、恩恤假及考試假等不同類型的有薪假期。本集團為合資格員工提供住院醫療保險、門診醫療福利、內部購物折扣優惠，以及適用於員工及其直系家屬的中醫門診服務優惠、牙科保健和醫療優惠計劃等，確保不適期間得到保障。

During the Year, employees and their family members are entitled to a discount on one diagnosis and three prescriptions of HK\$300 provided by the Company.

年內，員工及其家屬可享用公司提供之300港元的一診三劑中醫診症優惠。

### Equal opportunity and anti-discrimination

平等機會及反歧視

The Group is committed to providing employees or job applicants with equal opportunities, and preventing events of discrimination, safeguarding employees' interests, and forbidding discrimination towards employees arising from factors such as gender, marital status, pregnancy, family position or disability. Employees should file complaints to the human resources department in case of any discrimination and harassment.

本集團致力向員工或應聘人士提供平等機會及防止歧視事件發生，維護員工權益，不得因性別、婚姻狀況、懷孕、家庭崗位或殘疾等因素對員工作出歧視。若員工受到歧視及騷擾，應向人力資源部作出投訴。

### Diversity

多元化

The Group recruits disabled persons, promotes a culture of integration for the disabled, and is devoted to building a diversified working team. The Group is considering to implement more measures related to diversity and integration in the future, such as providing trainings related to equal opportunities, anti-discrimination and human rights. During the Year, the Group employs a total of 20 employees at the age of 65 or above.

本集團招聘殘障人士，推動傷健共融的文化，致力建立多元化的工作團隊。本集團考慮於未來實施更多有關多元化與共融的措施，如提供與平等機會、反歧視和人權相關的培訓。年內，本集團一共聘用20位65歲或以上的員工。

### Complaint procedure

申訴程序

The Group actively engages with its employees, and communicates with them through management mechanism and different channels, such as internal mailing system and meetings, and has clearly stated in the Employee Handbook that employees may file complaints to their supervisors or the human resources department in relation to any breaches, and all cases will be investigated and handled with confidentiality.

本集團積極與員工對話，透過管理機制和不同渠道如內部郵件系統、會議等形式與員工溝通，並在《員工手冊》中明確說明員工可就任何違規事件向其主管或人力資源部提出申訴，所有個案將會以保密形式進行調查及處理。



# People-Orientation

## 以人為本

### Labour Standards

The Group respects human rights, and prohibits recruitment of child labour or forced labour in its operations. Employees and business partners are required to comply with appropriate preventive and remedial measures:

### 勞工準則

本集團尊重人權，不允許在營運上聘請童工或強制勞工，並要求員工和業務合作夥伴遵守適當的預防和補救措施：

#### Prevention of child labour

防止誤用童工

During the recruitment process, the human resources department will verify the identity documents and age of applicants to ensure that they have reached the local minimum age for employment. Once a child labourer is found to be hired by mistake, he/she will be required by the Group to immediately stop his/her work and be escorted to his/her guardian. 人力資源部需在招聘過程中核實應徵者的身份證明文件及年齡，確保應徵者符合當地最低入職年齡。如發現誤聘童工，本集團會立即停止其工作，並派人護送至監護人所在地。

#### Prohibition of forced labour

禁止強制勞工

The Group specifies overtime compensation provisions in the Employee Handbook. In addition, the Group commits to respect the rights of employees to work voluntarily and quit freely, and strictly prohibits forcing employees to work by withholding their identity documents. Employees are free to terminate a labour contract with the Group in accordance with the termination procedures stipulated in the employment contract.

本集團於《員工手冊》訂明加班補償規定。同時，本集團承諾尊重員工自願工作及自由離職的權利，嚴禁通過扣押員工身分證明文件強迫其勞動，員工可按僱傭合約解聘流程與本集團解除勞動合約。

### Health and Safety

The health and safety of employees have always been the main concern of the Group. The Group endeavours to reduce the occupational safety hazards encountered by employees at work by establishing a safety management structure, formulating safety policies and guidelines, and conducting risk assessments and management. The Group specifies management systems and measures in relation to the general health and safety of employees in the Occupational Safety and Health Handbook and Employee Handbook, such as providing employees with adequate protective supplies and equipment and safety training, formulating contingency plan, as well as accident notification and handling mechanism to reduce the occurrence and impact of accidents.

### 健康與安全

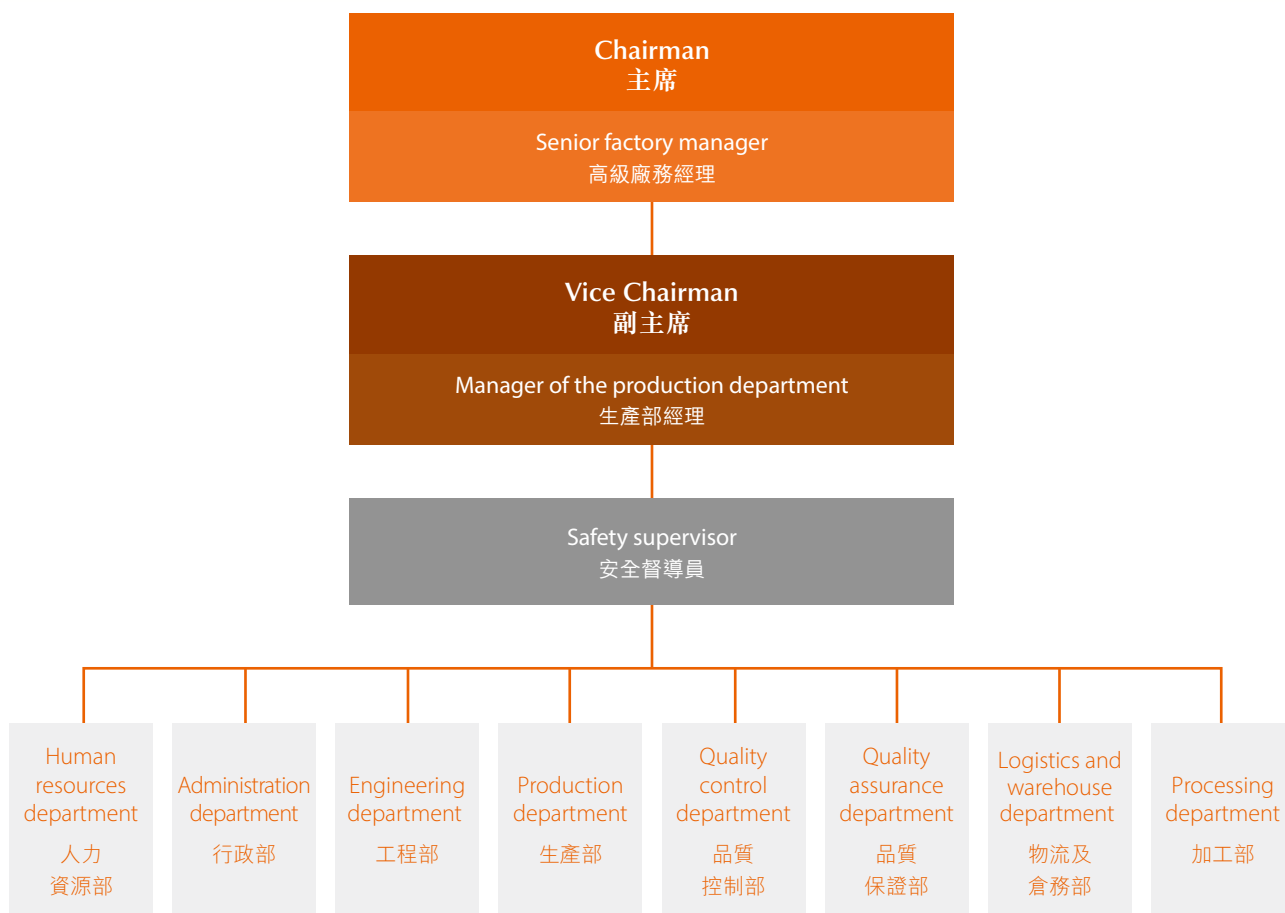
員工的健康與安全是本集團一直以來關注的重點。本集團已透過建立安全管理架構、制訂安全政策及指引、進行風險評估及管理等措施，致力減少員工在工作中遇到的職業安全風險。本集團於《職業安全健康手冊》及《員工手冊》明確有關一般員工健康與安全的管理制度及措施，如向員工提供充足防護用品及裝備和安全培訓、制訂安全事故應急預案、事故通報及處理機制，減低事故的發生和影響。

# People-Orientation

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The Group has established a safety committee, which is responsible for overseeing occupational health and safety systems and measures. It holds at least one meeting every three months to review relevant matters. The safety management structure is as follow:

本集團已建立安全委員會，負責監督職業健康及安全制度及措施，並於每三個月內進行至少一次會議，以檢討相關事宜。安全管理架構如下：



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In respect of production and operation, the Group has also formulated the Safety Management Procedures, which sets out the system of safety production and operating procedures to provide employees with various operating guidelines:

針對生產營運，本集團亦制訂了《安全管理程序》，列明安全生產制度和操作規程，為員工提供各種操作指引：

Main procedures 主要程序	Guidelines and measures 指引及措施
<b>Noise management</b> 噪音管理	<ul style="list-style-type: none"> <li>Implement noise control in working environment</li> <li>Provide employees with hearing protection gears, and allow appropriate rotation based on actual condition</li> <li>於工作環境實施噪音控制</li> <li>向員工提供聽覺保護設備，及根據實際情況提供適當輪休</li> </ul>
<b>Mechanical operation</b> 機械操作	<ul style="list-style-type: none"> <li>Operators must keep equipment in good working condition, and any faults must be promptly reported</li> <li>Safety gloves must be worn when removing, cleaning and installing sharp parts</li> <li>操作人員需確保設備處於良好的工作狀態，若發現任何故障須及時上報</li> <li>在拆除、清洗及安裝鋒利部件時，須配戴安全手套</li> </ul>
<b>Aerial works</b> 高空工作	<ul style="list-style-type: none"> <li>Auxiliary tools, such as telehandlers, lifts or elevators, must be used for aerial works</li> <li>At least two employees must be present to assist whenever aerial works are performed</li> <li>須採用輔助工具進行高空作業，如高空剷車、升降台或梯等</li> <li>每次進行高空工作時，必須同時有至少兩名員工在場協助</li> </ul>
<b>Handling of chemicals</b> 化學品處理	<ul style="list-style-type: none"> <li>When chemical materials are handled, their chemical characteristics must be identified, and gloves, protective clothing or other equipment must be worn</li> <li>處理化學物料時應明確其化學特性，並須穿戴手套、防護衣物或其他設備</li> </ul>

## Safety Risk Assessment and Management

The Group conducts safety risk assessments on a regular basis and proposes preventive and improvement measures for relevant risks, in order to identify workplace safety hazards at an early stage. To mitigate risks of exposure to hazardous chemicals employees may face during the production process, the Group has adopted measures such as avoiding the use of dangerous goods and reducing the production of dangerous goods. When purchasing materials, the Group also requires suppliers to provide Material Safety Data Sheets (MSDS) and other information for the safety representatives of the Group to analyse the health hazards of the materials.

## 安全風險評估及管理

本集團定期進行安全風險評估，並就相關風險提出預防及改善措施，及早識別工作場所的安全隱患。為減低生產過程中員工或會面對接觸危險化學品的風險，本集團已採取避免危險品的使用、減少產生危險品等措施。本集團亦於採購材料時要求供應商一併提供材料安全數據表(MSDS)等資料，以供本集團安全代表分析其對健康危害。



# People-Orientation

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### Health Management

To ensure the health and safety of employees, the Group has clearly stipulated safety protection measures for new recruits and serving employees in its Health Management for Personnel and Health Surveillance for Employees Before and During Employment.

### 健康管理

為確保員工的健康與安全，本集團已於《人員健康管理》及《員工受聘前及在職期間的健康監察》中明確新入職及在職員工的安全保障措施。

#### New Recruits

新入職員工

The quality assurance department and the human resources department of the Group collaborate to make physical examination appointments for new recruits and arrange regular physical examinations, the results of which must be properly kept.

本集團的品質保證部與人力資源部合作，為新入職員工預約體檢中心，安排其定期進行身體檢查。身體檢查結果須被妥善保存。

#### Serving Employees

在職員工

The Group arranges regular physical examinations for its employees. The production department, quality control department and engineering department understand the health status of different employees in real time and arrange suitable positions for them. The Group also arranges special physical examinations for employees in high-risk positions on a regular basis to ensure their physical conditions meet the requirements of their positions.

本集團定期為員工安排身體檢查。生產部、品質控制部及工程部實時了解不同員工的健康狀況，並為其安排合適的崗位。本集團亦定期為從事高風險職位的員工安排進行特殊身體檢查，以確保其身體狀況符合崗位要求。

### Safety Education

The Group has provided employees with induction and regular safety trainings aligned with the characteristics of their positions. In addition, the Group regularly issues information on occupational health and safety related matters and disseminates knowledge to employees through various channels, such as announcements, posters, safety seminars and safety meetings. The Group provides occupational health and safety training for employees of the Yuen Long Factory, to ensure they understand the importance of work safety.

### 安全教育

本集團已定期根據員工崗位特性提供相應的就職及定期安全培訓。此外，本集團透過公告、海報、安全研討會、安全會議等渠道，向員工定期發放職業健康安全相關的事宜及知識。每年，本集團為元朗廠房安排職安健培訓，確保員工明白工作安全的重要性。

### Incident Investigation and Follow-Up

The Group has formulated the Accident and Incident Investigation procedures, which sets out the procedures to be followed in case of an accident, where the injured should be treated or sent to the hospital for medical attention. Subsequently, the department incurring the incident should fill in the Employee Injury Investigation Report and carry out corresponding investigations and improvements. During the Year, the Group has no case of fatality and 5 cases of work-related injuries, lost days in total due to work-related injuries were 35.5.

### 事故調查及跟進

本集團已制定《意外事故調查》，規範意外發生時的程序，將傷者進行包紮或送往醫院進行救治。隨後事故發生部門應填寫《員工受傷調查報告》並進行相應的調查和改善工作。年內，本集團沒有因工死亡個案及5宗因工受傷個案，因工傷共損失35.5天工作日數。

# People-Orientation

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### Responding to the COVID-19 pandemic

In response to the COVID-19 pandemic, the Group has implemented various preventive measures at Operating Sites to do its best to safeguard the safety of employees. The related measures are as follow:

- All employees are required to wear a face mask
- Compulsory body temperature checks before work and after meal times
- Provide personal preventive supplies
- Strengthen cleanliness and sterilisation of all Operating Sites
- Set up isolated areas for meal time purposes
- Flexible working hours for office colleagues
- Employees should take their initiatives to report their physical conditions, and should seek medical attention and notify their supervisor and the human resources department as soon as possible
- Employees of the Hong Kong office are provided with Ganoderma Lucidum Spores, to help strengthen their immunity

### 應對新型冠狀病毒肺炎疫情

面對新型冠狀病毒肺炎疫情，本集團在各營運點實施各種防疫措施，致力保障員工安全。有關應對措施如下：

- 要求所有員工配戴口罩
- 上班前及飯後必須量度體溫
- 提供個人防疫用品
- 加強各營運點清潔及消毒
- 提供隔離區域用餐
- 辦公室同事彈性上下班安排
- 員工須主動匯報身體狀況，如出現病徵，應盡早求診並通知其主管及人力資源部
- 提供靈芝孢子予香港辦公室員工，幫助提升個人免疫力

# People-Orientation

## 以人為本

### Development and Training

Percentage of trained employees<sup>1</sup>: 86.4%

Total training hours: 5,994.5 hours

Average training hours per employee<sup>2</sup>: 8.9 hours

Percentage of employees who received regular performance and career development review: 94.0%

The Group puts emphasis on the development and training of employees, encourages them to keep track of latest industrial trends, and provides them with suitable training courses. The Group has specified the management of employee training in the Employee Handbook and Human Resources Management Handbook.

The Group provides knowledge and skills training for employees to equip them with necessary knowledge to perform their duties. The human resources department is responsible for planning and evaluating various training activities, such as conducting surveys and analysis of training needs, setting training goals and designing training programmes. The Group also receives opinions regarding external training from employees. Employees are required to fill out the External Programme Assessment Form to conduct evaluation in terms of the content of programme and the lecturer. In addition, to support employees on continuing education, employees may apply for reimbursement of the fees of continuing education and training courses accredited by the Education Bureau, as well as subsidies for membership of professional associations.

The following are training activities during the Year:

<b>Induction training</b> 新入職員工培訓	The Group provides trainings for new recruits for their better understanding on the Group's requirements on employees. 本集團為新入職員工提供培訓，為使其了解本集團對員工的要求。
<b>Service training</b> 服務培訓	The Group also provides employees with trainings related to complaints and returns, including assisting customers in handling exchange and refund issues, so as to reduce the inconvenience of customers calling the customer service department for enquiries. The Group also offers mysterious customer assessment for follow-ups, trainings and servicing tips, etc. 本集團亦向員工提供有關投訴及退貨培訓，包括協助顧客處理換貨及退款事宜，減少顧客自行致電顧客服務部查詢的不便。本集團亦提供神秘顧客評核用以跟進及培訓、及服務小貼士等。
<b>Product training</b> 產品培訓	The Group also regularly provides trainings for employees to ensure that all sales personnel understand the product features and precautions, so that they can recommend relevant products according to customer needs. 本集團亦定期向員工提供相關培訓，確保所有銷售人員了解產品特性及注意事項，使其能根據顧客需求推薦相關產品。

### 發展及培訓

受訓員工百分比<sup>1</sup>: 86.4%

總培訓時數: 5,994.5小時

平均僱員培訓時數<sup>2</sup>: 8.9小時

接受定期績效及職業發展檢視的員工: 94.0%

本集團重視員工職業發展及培訓，鼓勵他們緊貼行業的最新趨勢，提供適用於他們工作的培訓課程。本集團已於《員工手冊》及《人力資源管理手冊》明確員工培訓方面的管理。

本集團為員工提供知識培訓及技能培訓，使其裝備必要的知識完成其工作。人力資源部負責計劃及評估各項培訓活動，如進行培訓需求調查及分析、設立培訓目標及設計培訓方案。本集團亦會向員工收取外部培訓的意見，員工須填寫《外部課程評核表》，對課程內容、導師等進行評分。此外，為支持員工持續進修，員工可申請報銷教育局認可的持續進修及培訓課程費用，及申請考試假及進修假，以及專業學會會籍資助。

以下為年內的培訓活動：

<sup>1</sup> Percentage of employees trained = number of employees trained/total number of employees X 100%.

<sup>2</sup> The average hours of trained employees = the number of training hours of the employees of the specific category/the total number of employees of the specific category.

<sup>1</sup> 受訓員工百分比 = 受訓員工人數 / 總員工人數 X 100%。

<sup>2</sup> 受訓員工平均時數 = 該類別員工受訓時數 / 該類別總員工人數。

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<b>Promotion training in stores</b> 門市推廣培訓	The Group provides a series of promotion-related trainings to employees in stores, providing them with guidelines of sales and promotion. 本集團為門市員工提供一系列有關推廣的培訓，為門市員工提供銷售及推廣指引。
<b>System training</b> 系統培訓	To ensure employees understand the use of different systems, the Group provides trainings regarding the use of in-store mailings services, MediConCen online platform and the procedures of E-claim for medical insurance, etc. 為確保員工了解不同系統的使用，本集團提供店中郵寄服務使用培訓、醫結網上平台、醫療保險網上索償使用流程等培訓。
<b>Work safety training</b> 工作安全培訓	The Group provides safety policy training, safety operational procedure training, first aid training, forklift courses, boiler safety trainings, training on occupational safety and health supervisor certification courses, as well as health ambassador training, etc. 本集團提供安全政策培訓、安全操作程序培訓、急救培訓、叉車課程、鍋爐安全培訓、職業安全及健康督導員證書課程培訓、以及健康大使培訓等。

Each year, the Group arranges a performance appraisal for employees, where their immediate supervisors will evaluate their work performance, ability, character, attendance record, etc, and the appraisal results will be reviewed and approved by the human resources department. To facilitate supervisors in conducting annual performance appraisal, during the Year, the Group also arranged a briefing session on performance appraisal to explain to them the performance review, so as to prevent bias when conducting performance appraisal.

本集團每年向員工安排績效考核，由其直屬主管根據其工作表現、能力、品格及出勤狀況等因素進行評價，並透過人力資源部進行批核。為方便主管進行年度績效評估，年內，本集團亦安排績效評估簡介會，向主管說明績效檢視的內容，以防止進行績效評估時的偏頗。



# Operational Responsibility

## 營運責任

The Group believes quality products and services are key to building a stable and healthy relationship with customers. Hence, it has formulated a series of relevant policies and guidelines, committed to continuously improve the quality of the Group's products and services, properly handle the supply chain and prevent acts of corruption.

### Product Responsibility

The Group is committed to maintaining the highest standard of product safety and quality in its operating procedure, and conducts standardised management in the production process. Its Yuen Long Factory holds the certificate of GMP for Proprietary Chinese Medicines of Hong Kong ("GMP") and meets the PIC/S standards as accredited by the Therapeutic Goods Administration ("PIC/S"). Moreover, the Yuen Long Factory has obtained a number of other quality certifications, such as ISO 9001 quality management system certification, ISO 22000:2005 food safety management system certification and HACCP hazard analysis and critical control points certification, thereby ensuring production processes meet international standards.

### Product Quality Control

The Group has developed internal quality and production management standards based on different pharmaceutical standards, and standardised the production processes of different products in the "Standard Operating Procedures" (S.O.P.).

The Group understands a good production environment is of vital importance to the quality of finished products. During inspection process, the Group has established internal quality inspection standards and set up laboratories dedicated to testing raw materials and products to prevent human errors and cross-contamination, so as to ensure that their specifications and quality meet internal standards. During production process, to reduce the risk of man-made pollution, the Group adopts fully automated production equipment. In addition, the Group requires relevant employees to wear sanitary overalls, shoe covers and protective caps according to their job requirements, and to clean production equipment regularly. Lastly, in terms of storage, all finished products of the Group must be stored in accordance with the storage guidelines. The quality control department shall ensure the accuracy of product labels and monitor the stability of product ingredients. The Group also sets appropriate lighting, ventilation, temperature and humidity according to the production and storage environment.

本集團深信優質的產品質量及服務是與客戶建立穩健關係的關鍵，因此已制訂一系列相關政策和指引，致力不斷提升本集團的產品及服務質素，妥善管理供應鏈，以及防止貪污行為。

### 產品責任

本集團致力於營運流程維持最高的產品安全及質量標準，於生產過程中進行規範化管理，其元朗廠房持有香港《中成藥生產質量管理規範》(「GMP」)的認證，並達到澳洲藥物管理局「國際醫藥品稽查協約組織」(「PIC/S」)標準。此外，元朗廠房獲得其他多項品質認證，如ISO 9001質量管理體系認證、ISO 22000:2005 食品安全管理體系認證及HACCP危害分析和關鍵控制點認證，確保生產過程合乎國際標準。

### 產品品質管理

本集團已根據不同製藥標準制定內部品質及生產管理規範，並於「標準操作程序」(S.O.P.)明確不同生產範疇及流程的操作。

本集團明白良好的生產環境對成品的質量至關重要。在檢驗過程中，本集團已制定內部質量檢驗標準，並設立實驗室專門用於原材料及產品的檢測，以防人為出錯及交叉污染，確保其規格及質量符合內部標準。而在生產過程中，為減少人為污染的風險，生產過程均採用全自動化生產設備。同時，本集團亦要求相關員工根據其崗位要求穿戴衛生的工作服、鞋套及保護帽，並定期清潔生產設備。最後，在貯存中，本集團所有成品均須按照貯存指引進行貯存。品質控制部門須確保產品標籤的準確性並監測產品成分的穩定性。本集團亦按各生產及貯存環境調節合適的照明、通風、溫度及濕度。

# Operational Responsibility

## 營運責任

### Advertising and Label Management

In terms of advertising and label management, all product labels and instructions of the Group's proprietary Chinese medicines sold and exported are in compliance with the Chinese Medicines Regulations of Hong Kong, the "Guidelines on labels of proprietary Chinese medicines" and the "Guidelines on package inserts of proprietary Chinese medicines" so as to ensure the advertising content is factual, non-biased and not misleading nor deceptive. The Group also regularly assesses updates of applicable laws and regulations to improve product advertising and label management.

The Group ensures the package and instructions of its products contain sufficient information, including main active ingredients, dosage, methods of use, functional or pharmacological effects, storage instructions, contraindications or side effects and expiration date, so as to safeguard the health and safety of customers.

### Safeguarding the health and safety of customers

The Group has implemented epidemic-preventive measures at all stores and formulated the Store Hygiene Epidemic Preventive Measures and Codes for employee's reference, committed to safeguarding the health and safety of customers. The related measures are as follows:

### 廣告及標籤管理

有關廣告及標籤方面，本集團的所有銷售及出口的中成藥產品標籤及說明書均符合香港《中藥規例》，以及中成藥註冊法規的「中成藥標籤指引」和「中成藥說明書指引」的相關要求，確保廣告內容不得失實、偏頗、具誤導或欺騙成分。為完善產品廣告及標籤管理，本集團亦定期評估適用的法律法規更新。

本集團確保其產品的包裝及說明書具備充足資訊，包括主要有效成份、用量、使用方法、功能或藥理作用、貯存指示、禁忌或副作用及失效日期等，以保障顧客健康及安全。

### 保障顧客健康及安全

本集團在各店舖實施防疫措施，並制定《門市衛生防疫措施及守則》，給予員工參考，致力保障顧客健康及安全。有關應對措施如下：

#### Employees on duty

當值員工

- Compulsory body temperature checks before duty
- Masks, plastic gloves and face covers must be worn and changed by all colleagues from time to time
- In case of feeling unwell, colleagues should at once notify their corresponding supervisors and seek a doctor at their first chance
- 於當值前必須量度體溫
- 所有同事必須配戴及適時更換口罩、膠手套、面罩
- 如身體不適，立即通知直屬主管，並盡快求診

#### Stores

店舖

- Strengthen environmental cleanliness and disinfecting procedures of stores
- Regularly clean and disinfect the environment and facilities of stores
- Clean and disinfect against instruments and tools used, such as herbal medicine boxes, slicing machines, powder machines and cash registers, etc.
- 加強店舖環境清潔及消毒程序
- 定時為店舖環境設施進行清潔及消毒
- 針對器材及工具使用進行清潔及消毒（如藥材盒、切片機、打粉機、收銀機等）

#### Customers

顧客

- Customers entering the store must wear a mask and undergo body temperature checks
- Hand sanitisers are placed in stores for customers' use
- Hand sanitisers are also placed at every practitioner room for customers' use
- 顧客進入店舖內必須配戴口罩並接受體溫量度
- 擺放消毒搓手液於店舖內給客人使用
- 每間醫師房亦擺放消毒搓手液供客人使用

# Operational Responsibility

## 營運責任

### Customer satisfaction and privacy

The Group is committed to maintaining a two-way relationship with its customers to enhance its service quality and customer satisfaction. To understand the servicing quality of front-line employees, the Group engages mysterious customers to assess employees' servicing quality in stores, which includes servicing of employees in stores, general politeness, product recommendation and selling process, etc. so as to formulate new operating approaches and modify internal servicing guidelines. The Group has also conducted in-store training and inspection during the Year, and suggested opinions regarding items to be followed up and colleagues, so as to further enhance its servicing quality.

The Group has also set up a customer complaint mechanism, where customers may contact the Group through different channels, including customer servicing hotline, e-mail and social platforms, etc., for issues concerning product quality. Where a product must be recalled after verification by the quality control department, the Group will recall the product in accordance with its product recall mechanism and promptly notify all parties concerned, including the Chinese Medicine Council of Hong Kong, customers, suppliers and retail stores. The Group also regularly reviews its product recall mechanism to ensure that customer complaints are handled in a timely and proper manner. In order to further improve service performance, the Group arranges all regional managers to receive relevant trainings, and explores and formulates service improvement plans and targets through data analysis. During the Year, the Group had no products subject to recalls for health and safety reasons, and no complaints received.

The Group places great importance on the safety and confidential work of customers' personal information. The Employee Handbook of the Group stipulates that without the authorisation of the Company, no employee shall disclose any confidential information related to the operations of the Group, including customers' personal data, purchase records and medical records.

### Intellectual Property Protection

The ESG Policy stipulates that in the course of cooperation with an external organisation, the terms of contract shall be clearly set to ensure that products or services provided by the partner are free from infringement of any intellectual property right. In addition, the Group avoids infringing the intellectual property rights of other companies and individuals, and conducts regular research and tracking of patent information of its peers.

### 客戶滿意與私隱

本集團致力與顧客保持雙向溝通，從而提升其服務質素及顧客滿意度。為了解前線員工的服務水平，本集團聘請神秘顧客為門市店舖評核服務水平，包括門市員工的服務、整體禮貌、產品推介、銷售過程等，從而制定新的營運方針及修訂內部服務指引。本集團亦在年內進行門市培訓及視察，並提出需跟進的項目及同事的意見，進一步提升服務水平。

本集團亦設立顧客申訴機制，顧客可就產品質量問題透過不同渠道與本集團聯繫，包括顧客服務熱線、電郵及或社交平台等。若品質控制部門經查證後發現該產品須進行回收，本集團會按照產品回收機制進行回收，並即時通知所有相關方，包括香港中醫藥管理委員會、顧客、供應商及零售店作進一步處理。本集團亦會定期評估產品回收機制，以確保顧客投訴得以及時和妥善處理。為進一步改善服務表現，本集團安排所有區域經理參與相關培訓，並通過分析數據探討及訂立服務改善方案和目標。年內，本集團並無因安全與健康理由導致產品回收的投訴。

本集團對顧客個人資料的安全保密工作極為重視。本集團的《員工手冊》規定員工在未經本公司授權的情況下，均不得披露任何與本集團營運相關的保密資料，包括顧客個人資料、購買記錄及診症病歷等。

### 知識產權保護

在《環境、社會及管治政策》中，本集團列明在與外部機構合作的過程中，合同條款內須確保其提供的產品或服務不存在侵權行為。此外，為避免侵犯其他公司及個人的知識產權，本集團定期對同行的專利信息進行研究和追蹤。

# Operational Responsibility

## 營運責任

### Anti-corruption

In its daily operations, the Group forbids any form of corruption, including but not limited to bribery, extortion, fraud and money laundering. Through the Employee Handbook, the Group provides employees with guidelines concerning anti-corruptive businesses, of which stipulated daily behaviors of employees and specified that employees must not engage in acts or activities revolving conflicts of interest, receive or accept any benefits. To prevent conflicts of interest, the Group also requires employees to fill out the Declaration of Conflicts of Interest to, as far as possible, avoid any conflicts between personal interest and company interest. The Group also regularly reviews and updates its anti-corruption policy. The Employee Handbook also specifies that, where an employee accepts gifts from people who do business with the Group, the employee should fill out the Application Form of Receiving Gifts and submit it to the human resources department for further verification and processing. To identify and handle violations at an early stage, the Group has set up an internal whistleblowing system, where employees can report any misconduct or reasonably suspected corruption to relevant departments of the Group through the internal whistleblowing system. All reported cases will be handled confidentially to protect the privacy and other legal rights of the whistleblowers.

The Group plans to organise anti-corruption seminars on a more frequent basis in the future with the participation of each director so as to broaden their anti-corruption knowledge.

### Supply Chain Management

The Group considers every supplier its important business partner. Through the relevant policy, the Group specifies its commercial, environmental and social requirements on suppliers, which includes, to observe a high level of business ethics, to comply with relevant labour laws and regulations, to protect legal interests of employees, to reject providing or accepting any extortion or other improper interests, etc. The policy also provides suppliers management and standards to unify the criteria for selection of suppliers. The Group also quotes and conducts basis tests for all new products or modified products to ensure the quality meets the Group's requirement. According to the product requirements, in the course of selecting suppliers, the Group requires suppliers to provide with relevant quality certificates and arranges inspection, and requires them to provide analysis certificate for every batch of goods, so as to better monitor product quality. In the future, the Group will review the existing supplier management processes to further improve such processes, in an effort to identify, evaluate and manage potential environmental and social impacts of the supply chain, committed to create a sustainable supply chain with its business partners.

### 反貪污

在日常營運中，本集團禁止任何形式的貪污行為，包括但不限於賄賂、勒索、欺詐及洗黑錢等。本集團通過《員工手冊》為員工提供廉潔從業指引，當中規範員工日常行為，訂明員工不得從事利益衝突的行為或活動，以及收受和索取任何利益。為防止利益衝突，本集團亦要求員工填寫《利益申報表》，盡量避免令個人利益與公司利益有任何衝突。本集團亦定期檢視和更新反貪污政策。《員工手冊》亦列明員工若接受來自與本集團有業務往來人士之禮物，須填寫《收取禮物申請表》並遞交予人力資源部以作進一步核實及處理。為及早揭發和處理違規行為，本集團已設立內部舉報制度，員工可向本集團相關部門舉報任何不當行為或經合理懷疑的貪污事件。為保障舉報人的隱私及其他合法權益，所有舉報事宜將作保密處理。

本集團計劃於未來擴大反貪污講座，邀請董事參與，加強其對反貪污的認識。

### 供應鏈管理

本集團視每家供應商為重要的業務合作夥伴，透過相關政策列明對供應商的商業、環境及社會要求，包括恪守高水平的商業道德、遵守相關勞動法律法規，保護員工合法權益、拒絕提供或接受任何賄賂和其他不正當利益等。此政策亦提供供應商管理及標準，統一供應商的篩選框架。本集團亦為所有新產品或改良產品報價並定期進行基準測試，確保品質達到本集團要求的水平。根據產品要求，本集團在選擇供應商時要求供應商提供相關質量證書並安排檢測，要求供應商為每批貨品提供分析證書，以便監察貨品質量。未來，本集團將檢討現有的供應商管理流程，以進一步完善相關流程，以識別、評估和管理供應鏈中潛在的環境和社會影響，致力與業務合作夥伴創造可持續供應鏈。



# Community Development

## 社區發展

To show the Group's commitment in fulfilling its corporate responsibility and contributing in the community of operation, the Group has formulated relevant policy, which properly sets out the work at community investment and specifies relevant work that supports civil infrastructure, health and public welfare poverty alleviation through volunteer services, sponsors or donations. The Group's community investment is mainly focused on three main areas: caring for public health, caring for the elderly in the community and supporting youth development.

Amount of donations: HK\$1,847,000  
Volunteer headcount: 145  
Service hours of volunteers: 200 hours

### Caring for public health

The Group gave out over 60 thousand packs of Madame Pearl's upper respiratory products for free to tens of thousands of epidemic prevention fighters from different sectors of the society, including healthcare workers, staff from social welfare services and elderly centers, teachers, practitioners of public transporting vehicles and retailers, to thank them for their long term hard work and selfless contribution, with hopes that they would also take care of themselves amidst protecting the health of citizens. In addition, Ms. Tang Wai Man, an executive director of the Group, even visited the nurses in the elderly pandemic-inspection center at the Asia World Expo Museum, gave them Colla Corii Asini Powder, which helps enrich the blood, and charged up everyone to cope with the long term anti-pandemic fight.

### Caring for the elderly in the community

Since the pandemic outbreak, the Group has actively supported community epidemic prevention and initiatively gave a helping hand to the elderly. The Group gave out 2,000 health and protective gift packages, which includes masks and hand sanitising sprays for free to Hong Kong residents who are of age of 65 or above, hold the "elderly card" from the Social Welfare Department and an original redemption card issued by Wai Yuen Tong. The Group also gave out 1,000 Wai Yuen Tong soup packets to elderly neighborhoods, gave them Father's Day and Dragon Boat Festival greetings, and reminded them the importance of a nourishing diet in strengthening their personal immunity.

In Mid-Autumn Festival, the Group joined Wang On Properties Limited (a fellow subsidiary of the Company) in purchasing more than one thousand mid-autumn fortune cakes from the Chi Lin Nunnery for elderly in 24 elderly centers from the Tung Wah Group of Hospitals. In addition, volunteers of the Group distributed mooncakes and soup packets to elderly members of the Kowloon City Resident Association, so as to warm their hearts during the Mid-Autumn Festival.

### Supporting youth development

The Group has responded to and participated in the Project WeCan programme. The programme is designed to offer various opportunities to secondary school students with poor learning conditions through diversified activities and inspire them to plan their lives and prepare for future studies and employment.

為顯示本集團致力履行企業責任、為營運所在社區作出貢獻的決心，本集團已制定相關政策，妥善規劃社區投資的工作，並明確提出通過義工服務、贊助或捐贈的形式，支持民生基建、健康及公益扶貧等相關工作。本集團的社區投資主要集中於三大範疇：關愛公眾健康、關懷社區長者和支持青年發展。

捐獻金額： 1,847,000港元  
義工人數： 145名  
義工服務時數： 200小時

### 關愛公眾健康

本集團向來自社會不同界別的數萬名抗疫鬥士，包括醫護人員、社福服務及安老院舍職工、教師、公共運輸工具從業員、零售業員等，免費送出了逾6萬件佩夫人上呼吸道使用產品，答謝他們長期的辛勤付出及無私貢獻，希望他們在守護市民健康的同時不要忘記照顧自己的身體。此外，本集團執行董事鄧蕙敏小姐更親身前往亞洲國際博覽館的安老檢疫中心探望護理人員，贈送阿膠速溶粉幫助補血，為大家增加能量，以應付長期的抗疫戰。

### 關懷社區長者

自疫情爆發以來，本集團積極支持社區抗疫，主動向長者伸出援手。本集團向年滿65歲或以上、持有社會福利署「長者咭」及由位元堂發出之換領信正本的香港居民，免費派發2,000個含口罩及酒精搓手噴霧的健康防護禮品包。本集團亦透過上水彩園邨商戶聯會及當區區議員的安排，向長者街坊們送上1,000個位元堂湯料包，向他們送上父親節及端午節的節日問候，同時提醒他們要注意滋補飲食從而增強個人免疫力。

在中秋節，本集團聯同宏安地產有限公司(本公司的同系附屬公司)向志蓮淨苑訂購逾千個中秋福餅，送贈予東華三院24間安老院舍之長者。同時，本集團義工向九龍城居民聯會之長者會員派發月餅及湯包，旨在中秋佳節為長者們祈福暖心。

### 支持青年發展

本集團參與「學校起動」計劃，透過多元化活動，為學習條件稍遜的中學生提供各種機會，並啟發他們規劃人生，為日後升學及就業作好準備。

# Environmental Protection

## 環境保護

The Group understands its operation poses different levels of impacts on the environment, thus it manages the emissions and use of resources of each business, reduces operational impacts on the surrounding environment and adheres to the green development philosophy. The Group has formulated the ESG Policy, which sets out, including but not limited to, the air emissions policy, the greenhouse gas policy, the hazardous and non-hazardous waste disposal, the use of resources, the environmental and natural resources protection and the policy of coping with climate change.

### Climate Change

Since the United Nations established the Paris Agreement in 2015, climate change has been a much concerned issue. In recent years, governments accelerated their action pace in coping with the climate. In 2020, China promised the United Nations General Assembly to reach its peak of carbon dioxide emissions before 2030, and would achieve net zero carbon emission before 2060. Hong Kong has also committed to achieve net zero carbon emission by 2050.

The Group understands climate change brings risks and challenges to operations, but also new opportunities. Therefore, the Group stated in the ESG Policy that operating locations are required to perform climate change risk assessment, and to formulate corresponding management measures and targets to increase its defense ability against climate risk. During the Year, the Shenzhen office purchased and installed solar energy light fixtures to gradually decrease the operational impacts on climate change. The Group will install solar panels in the Yuen Long Factory, dedicated to use renewable energy in operations, to contribute in coping with climate change.

### Use of Resources

#### Energy

During the Year, the Group's total energy consumption was 7,693.8 MWh, and energy consumption intensity was 0.029 MWh/ft<sup>2</sup> of gross floor area. Main energy consumed includes electricity use, accounting for approximately 85.2% of total energy consumption. Other energy uses include natural gas, town gas and petrol.

本集團明白其營運將對環境造成不同程度的影響，並管理各業務的排放物及資源使用，並減少營運對周邊環境的影響，堅持綠色發展的理念。本集團已制訂《環境、社會及管治政策》，當中列明包括但不限於廢氣排放政策、溫室氣體政策、有害及無害廢棄物處理、資源使用、保護環境及天然資源、應對氣候變化政策等。

### 氣候變化

自2015年聯合國制定《巴黎協定》以來，氣候變化問題一直備受關注。近年來，各國政府應對氣候行動的步伐迅速加快。中國在2020年向聯合國大會作出在2030年前達到二氧化碳排放頂峰、並在2060年前實現淨零排放的承諾。香港亦承諾在2050年實現淨零排放。

本集團明白氣候變化對營運帶來風險及挑戰，同時亦帶來新機遇。因此，本集團在《環境、社會及管治政策》中訂明營運地需進行氣候變化風險評估，並制定相應的管理措施和目標，以提高其抵禦氣候風險的能力。年內，深圳辦公室購買及安裝了太陽能燈具，逐步減少營運對氣候變化的影響。本集團將於元朗廠房安裝太陽能板，致力於營運上使用可再生能源，為應對氣候變化出一分力。

### 資源使用

#### 能源

年內，本集團的能源總耗量為7,693.8兆瓦時，能源耗量密度為0.029兆瓦時／平方呎建築面積。主要能源使用包括電力使用，佔能源總耗量約85.2%。其他能源使用包括天然氣、煤氣及汽油。

Use of energy		FY2021
能源使用		二零二一年財政年度
Natural gas <sup>3</sup> (MWh)	天然氣 <sup>3</sup> (兆瓦時)	40.5
Town gas (MWh)	煤氣(兆瓦時)	989.3
Petrol (MWh)	汽油(兆瓦時)	111.7
Purchased electricity (MWh)	外購電力(兆瓦時)	6,552.3
Total energy consumption (MWh)	能源總耗量(兆瓦時)	7,693.8
Energy intensity (by gross floor area, i.e. MWh/ft <sup>2</sup> )	能源密度(以建築面積計算，即兆瓦時／平方呎)	0.029

<sup>3</sup> This is the fuel consumption for the production of kitchen equipment managed by contractor in the Shenzhen office area.

<sup>3</sup> 此為深圳辦公區生產外判商管理的廚房設備的燃料消耗量。

# Environmental Protection

## 環境保護

The energy consumption of the Group's operating locations mainly comes from daily electricity use. The following are the energy conservative measures:

本集團各營運點的能源消耗主要來源於日常電力使用，以下為節約能源措施：

Operating Sites	各營運點
<ul style="list-style-type: none"><li>• Monitor energy consumption and set energy-saving targets</li><li>• Introduce equipment with higher energy efficiency, such as lighting systems, refrigerators, energy-saving air-conditioners, etc.</li><li>• Reduce unnecessary lighting system</li><li>• Install sensors to enhance energy consumption efficiency</li><li>• Adopt zone lighting controls to reduce electricity consumption in unmanned areas</li><li>• Adjust the number of light fixtures in production workshops</li><li>• Set the air-conditioner temperature at 24-26°C</li><li>• Clean dust filters and coil fans regularly; set up a maintenance plan to ensure effective operation of the air-conditioning system</li><li>• Reduce fresh air and exhaust air in rooms without pressure-varying requirement</li><li>• Change the glass of offices to brown glass to reduce heat absorption of rooms</li><li>• Install insulation in production equipment to reduce heat loss</li><li>• Shut down one elevator in the Yuen Long Factory in non-peak periods</li><li>• Arrange the last working staff to turn off lights and air-conditioners. After work, securities will patrol the whole ground to ensure lights and air-conditioners are off</li><li>• All computers have been set as battery safe mode</li><li>• Post energy-saving signs to remind the staff</li><li>• Allow chillers to operate at 8.5 degrees Celsius instead of 7 degrees Celsius in winter to reduce energy consumption</li><li>• Fix optimum temperature of each zone by controlling and supervising temperature and humidity of each zone through Building Management System to reduce energy consumption</li><li>• Rebalance chilled water cooling systems to ensure high operational effectiveness of the systems</li><li>• Equip air-conditioning systems with night mode to reduce supply of fresh air and chilled water for energy efficiency without compromising the optimum temperature and humidity</li></ul>	<ul style="list-style-type: none"><li>• 監控能源消耗，設定節能目標</li><li>• 引入較高能源效益的設備(如節能照明系統、冰箱、節能空調等)</li><li>• 減少非必要照明系統</li><li>• 安裝傳感器，以提高能源使用效率</li><li>• 採用區域照明控制，減少無人區的電力消耗</li><li>• 調整生產車間照明設備數量</li><li>• 將空調溫度設置為24-26°C</li><li>• 定期清潔濾塵器和盤管風扇；制定保養計劃，確保空調系統有效運作</li><li>• 減少於沒有壓差要求的房間內的鮮風及排風</li><li>• 更改辦公室的玻璃為茶色，減少房間吸熱</li><li>• 於生產設備安裝保溫層，減少熱能流失</li><li>• 非繁忙時間在元朗廠房關停一台電梯</li><li>• 安排最後工作人員關閉照明和空調。下班後，保安巡視全場，確保關閉照明和空調</li><li>• 所有電腦都已設置為電源安全模式</li><li>• 張貼節能能源的標語提醒員工</li><li>• 冬天冷水機的運行溫度從7度提高到8.5度，降低能耗</li><li>• 利用樓宇自控系統控制和監控各區域溫溼度，將各區域溫度設置到最佳值，減少能耗</li><li>• 重新對凍水系統做冷平衡，確保系統的高效運作</li><li>• 對空調系統設置夜間模式，夜間時減少新風量及凍水供應，在保證溫溼度的基礎上實現節能</li></ul>

# Environmental Protection

## 環境保護

### Water Resources

During the Year, the Group's total water consumption decreased by 9.2% year-on-year to 34,120.0 cubic metres<sup>4</sup> as a result of, among others, shortening the workweek of the Yuen Long Factory from 6 days to 5 days amid pandemic, representing a water consumption intensity of 0.13 cubic meter per square/gross floor area. As precautions and to reduce risks of wasting water resources, the Group has installed environmental friendly water tanks and automatic faucets in washrooms. In addition, the Yuen Long Factory has set up facilities such as rainwater collection, brown water treatment and collection, and has employed water-saving faucets and sensors in the production area, where faucets are automatically turned off, thereby reducing water consumption. The Yuen Long Factory also inspects whether there is leakage in faucets and pipelines regularly, and arranges repairmen when necessary. Meanwhile, the Yuen Long Factory also monitors water consumption and sets water-saving targets.

### Packaging Materials

During the Year, the Group's total consumption of packaging materials was 339.0 tonnes<sup>5</sup>, representing a consumption density of packaging materials of 5.9 tonnes per HKD million. The Group continuously review and improve its packaging design, and uses sustainable and recyclable packaging materials as much as possible to reduce consumption of packaging materials. To reduce packaging materials, the Group prints QR codes on packages. By simply scanning the QR code, customers may assess more product information by being linked to relevant websites. This effectively reduces the label size, thus decreases the use of packaging materials. In addition, Madame Pearl's Cough Syrup's product line has also incorporated recycled glass bottles, which further reduces the use packaging materials. In the future, the Group will maximise its scope of use. The Group will continue to discover solutions to increase the efficiency of using packaging materials, such as considering to use biodegradable packaging materials made with regenerative elements.

### Paper

To reduce paper consumption, the Group has implemented the following measures in the Hong Kong headquarter office, Shenzhen office and Yuen Long Factory:

#### Operating Sites

##### 各營運點

- Pre-set printers for double-sided printing
- Encourage employees to use the blank side of paper for drafting, printing and faxing
- Reuse envelopes and document folders to deliver internal documents and letters
- Use electronic communication and electronic archives
- Implement paperless office by making good use of electronic communication devices
- 預置打印機進行雙面打印
- 鼓勵員工用紙時使用未用面起草、打印和接收傳真
- 重複使用信封和文件夾發送內部文件和信件
- 使用電子通訊和電子存檔
- 推行無紙化辦公，充分利用電子通訊設備

### 水資源

年內，本集團的總耗水量為34,120.0立方米<sup>4</sup>，較去年減少9.2%，主要原因為(其中包括)疫情期間元朗廠房縮短營運時間，從每週工作6天變為5天，耗水密度為0.13立方米/平方呎建築面積。為防範於未然，減少浪費水資源的風險，本集團已於洗手間安裝環保型水箱及自動關閉機制水龍頭。元朗廠房亦設置雨水收集、棕水處理及回收等設施，在生產區採用擁有節水功能的水龍頭及傳感器，自動關閉水龍頭，減少用水量。元朗廠房亦定期檢查水龍頭及管道是否有滲漏，必要時安排維修。同時，元朗廠房亦監控用水量並設定節水目標。

### 包裝材料

年內，本集團的包裝材料總耗量為339.0公噸<sup>5</sup>，包裝材料耗用密度為5.9公噸/百萬港元產品產值。本集團持續檢討改善包裝設計，並儘量使用可持續及可回收的包裝材料，減少包裝材料的消耗。為減少包裝材料，本集團在包裝上印刷二維碼，客戶只需掃描二維碼便會鏈接到相關網站，了解更多產品資訊。此做法能有效縮小標籤尺寸，繼而減少包裝材料的使用。此外，珮夫人止咳露的產品線亦使用回收玻璃樽，進一步減少包裝材料。未來，本集團將盡可能擴大其使用範圍。本集團會繼續探討提高包裝材料使用效率的方案，如考慮使用可生物降解及含有再生成分的包裝材料。

### 紙張

為減少用紙量，本集團已在香港總部辦公室、深圳辦公室及元朗廠房實行以下措施：

<sup>4</sup> The total water consumption includes the water consumption of kitchen equipment and factory equipment managed by contractor in the Shenzhen office area.

<sup>5</sup> Only includes the data of the Yuen Long Factory.

<sup>4</sup> 耗水總量包括深圳辦公區外判商管理的廚房設備及廠房設備的耗水量。

<sup>5</sup> 只包括元朗廠房數據。



# Environmental Protection

## 環境保護

### Emissions

#### Greenhouse gas emissions

The Group has commissioned an external consulting company to conduct carbon assessment in accordance with national, regional and international standards such as Guidelines for Accounting and Reporting Greenhouse Gas Emissions – Food, Tobacco, Alcohol, Beverage and Purified Tea Manufacturing Enterprises in China (Trial), Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purposes) in Hong Kong, and ISO 14064-1 and continue monitoring greenhouse gas emissions generated from operations, in order to review its performance and progress.

### 排放物

#### 溫室氣體排放

本集團委託外部顧問公司按《中國食品、煙草及酒飲料和精製茶企業溫室氣體排放核算方法與報告指南(試行)》、《香港建築物(商業、住宅或公共用途)的溫室氣體排放及減除的核算和報告指引》,以及ISO 14064-1等國家地區及國際標準進行碳評估,並持續監測營運產生的溫室氣體排放,以便檢視其表現及進度。

Greenhouse gas emissions		FY2021
溫室氣體排放		二零二一年財政年度
		(tonne CO <sub>2</sub> e)
		(公噸二氧化碳當量)
Scope 1 – Direct greenhouse gas emissions	範圍1 – 直接溫室氣體排放	224.5
Scope 2 – Energy indirect greenhouse gas emissions	範圍2 – 能源間接溫室氣體排放	3,335.5
Scope 3 – Other indirect greenhouse gas emissions	範圍3 – 其他間接溫室氣體排放	37.0
Total greenhouse gas emissions	溫室氣體總排放量	3,597.0
Greenhouse gas emissions intensity (by gross floor area, i.e. tonne CO <sub>2</sub> e/ft <sup>2</sup> )	溫室氣體密度(以建築面積計算, 即公噸二氧化碳當量/平方呎)	0.014

During the Year, the Group's total greenhouse gas emissions were approximately 3,597.0 tonnes of CO<sub>2</sub>e, and greenhouse gas intensity was 0.014 tonne CO<sub>2</sub>e/ft<sup>2</sup> of gross floor area. Greenhouse gas emissions mainly come from purchased electricity emissions of Scope 2, which represented approximately 92.7% of the total emissions.

年內,本集團的溫室氣體總排放量約為3,597.0公噸二氧化碳當量,溫室氣體密度為0.014公噸二氧化碳當量/平方呎建築面積。溫室氣體排放主要來自範圍2之外購電力排放,佔總排放量約92.7%。

#### Air emissions

The Group's air emissions are sourced from nitrogen oxides, Sulphur oxides and respirable suspended particulates generated from the use of vehicles. To reduce air emissions from vehicles, electric vehicles have been introduced into the Group's company fleet to reduce air and carbon emissions generated from the use of gasoline or diesel from traditional vehicles, so as to strengthen the management of air emissions. The Group also encourages employees to choose video conferencing instead of business trips. The Yuen Long Factory also reminds drivers to switch off engines when car is parked. In addition, the Group adopts hydro vent and scrubber to remove oil and odor from fumes before emission. If abnormal emission is discovered, relevant departments must immediately initiate investigation and take appropriate actions.

#### 廢氣排放

本集團的廢氣排放源來自車輛使用產生的氮氧化物、硫氧化物及可吸入懸浮粒子。為減少車輛的廢氣排放,本集團的公司車隊已引入電動車,以減少傳統汽車使用汽油或柴油而產生的廢氣和碳排放,加強廢氣排放的管理。本集團亦鼓勵員工使用視像會議代替商務出行。元朗廠房亦會提醒司機停車熄匙。此外,本集團採用灑水式煙罩及洗滌器先去除煙霧中的油分及氣味再排放。若發現排放量出現異常情況,相關部門須立即展開調查並採取適當行動。

# Environmental Protection

## 環境保護

Air pollutants 空氣污染物		FY2021 二零二一財政年度 (kg) (千克)
Nitrogen oxides (NO <sub>x</sub> )	氮氧化物	19.4
Sulphur oxides (SO <sub>x</sub> )	硫氧化物	0.3
Respirable suspended particulates	可吸入懸浮粒子	0.4

### Waste

The Group is committed to promoting making use of resources and how to make the best use of resources in all operating locations to reduce waste production from source. The Group's hazardous and non-hazardous wastes are mainly generated from the operation of the Yuen Long Factory, including waste halogenated solvents, expired pharmaceuticals, other pharmaceutical raw materials and domestic wastes, etc. To ensure the hazardous and non-hazardous waste generated by the Group are properly handled, the Yuen Long Factory has formulated procedures for managing hazardous wastes, which provides guidelines for employees. The Yuen Long Factory also sorts rubbish, and recycles and reuses paper boxes. The Hong Kong headquarter office and Shenzhen office also set recycle boxes, and arrange recyclers to collect wastes regularly. External service providers are also commissioned to handle waste.

During the Year, the Group generated 1.0 tonne of hazardous waste and hazardous waste intensity was 0.004 tonnes/thousand square feet of gross floor area. The amount of generation and intensity of non-hazardous waste were 556.0 tonnes and 2.1 tonnes/thousand square feet of gross floor area, respectively.

### Wastewater

The Group's wastewater is mainly generated from domestic wastewater and industrial wastewater. Industrial wastewater includes water used to clean Chinese herbal medicines. The Group has obtained a license granted by the Environmental Protection Department of Hong Kong ("EPD") pursuant to the Water Pollution Control Ordinance, and discharges wastewater in accordance with relevant requirements of the EPD. The Group repeatedly uses water in its production operation, such as supplying reverse osmosis (also known as RO) treated water to the steam boiler to reduce waste water discharge.

## Environment and Natural Resources

The Group has always been concerned about the impacts the operating locations have on the surrounding environment and natural resources, and is committed to reduce the negative environmental impacts from daily operations through measures such as treasuring resources and properly disposing wastes. The Group has formulated relevant policy, and has considered the negative impacts of the process of planting pharmaceutical raw materials on biodiversity, to improve the environmental monitoring and early warning system, and establish an emergency response mechanism for environmental emergencies.

### 廢棄物

本集團於各營運地致力推廣善用資源、物盡其用，從源頭減少廢棄物產生。本集團的有害及無害廢棄物主要來源為元朗廠房的營運，當中包括廢鹵化溶劑、過期藥品、其他醫藥原料及生活垃圾等。為確保本集團產生的有害廢棄物均得到妥善處理，元朗廠房已制定管理危險廢棄物的程序，為員工提供指引。元朗廠房亦會進行垃圾分類，回收及再利用紙箱。香港總部辦公室及深圳辦公室亦設置回收箱，定期安排回收商收集可回收廢棄物，亦委託外部服務提供商對廢棄物進行處置。

年內，本集團產生的有害廢棄物為1.0公噸，有害廢棄物密度為0.004公噸／千平方呎建築面積，而無害廢棄物產生量及密度分別為556.0公噸及2.1公噸／千平方呎建築面積。

### 廢水

本集團產生的廢水主要源於生活廢水及工業廢水。工業廢水包括中藥材前處理的藥材清洗等。本集團已獲得香港環境保護署（「環保署」）根據《水污染管制條例》頒發的牌照，並按照環保署的相關規定排放廢水。本集團在生產營運中重複用水，例如將經反滲透技術（Reverse osmosis、又稱RO）處理的水供給蒸氣鍋爐使用，減少廢水排放。

## 環境及天然資源

本集團一直關注營運所在地對周邊環境及天然資源的影響，致力透過珍惜資源以及妥善處理廢棄物等措施，減低日常營運帶來的負面環境影響。本集團已制定相關政策，考慮醫藥原材料於種植過程中對生物多樣性的負面影響，並完善環境監測預警制度，建立突發環境事件應急體系。

# Summary of Key Performance Indicators

## 關鍵績效指標總覽

Environmental key performance indicators		Unit	FY2021	FY2020
環境關鍵績效指標		單位	二零二一財政年度	二零二零財政年度
<b>Air emissions</b> 廢氣排放	Nitrogen oxides 氮氧化物	kg 千克	<b>19.4</b>	20.1
	Sulphur oxides 硫氧化物	kg 千克	<b>0.3</b>	0.4
	Respirable suspended particulates 可吸入懸浮粒子	kg 千克	<b>0.4</b>	0.5
<b>Greenhouse gas emissions</b> 溫室氣體排放	Total greenhouse gas emissions 溫室氣體排放總量	tonne CO <sub>2</sub> e 公噸二氧化碳當量	<b>3,597.0</b>	3,830.9
	Scope 1 <sup>6</sup> 範圍1 <sup>6</sup>	tonne CO <sub>2</sub> e 公噸二氧化碳當量	<b>224.5</b>	211.2
	Scope 2 <sup>7</sup> 範圍2 <sup>7</sup>	tonne CO <sub>2</sub> e 公噸二氧化碳當量	<b>3,335.5</b>	3,576.5
	Scope 3 <sup>8</sup> 範圍3 <sup>8</sup>	tonne CO <sub>2</sub> e 公噸二氧化碳當量	<b>37.0</b>	43.2
	Greenhouse gas emissions intensity (by gross floor area) 溫室氣體密度(以建築面積計算)	tonne CO <sub>2</sub> e/ft <sup>2</sup> 公噸二氧化碳當量/平方呎	<b>0.014</b>	0.014
<b>Waste</b> 廢棄物	Total hazardous waste produced 所產生有害廢棄物總量	tonne 公噸	<b>1.0<sup>12</sup></b>	0.3 <sup>9</sup>
	Hazardous waste Intensity (by gross floor area) <sup>11</sup> 有害廢棄物密度(以建築面積計算) <sup>11</sup>	tonne/thousand square feet 公噸/千平方呎	<b>0.004</b>	0.001
	Total non-hazardous waste produced <sup>10</sup> 所產生無害廢棄物總量 <sup>10</sup>	tonne 公噸	<b>556.0</b>	653.7 <sup>13</sup>
	Non-hazardous waste Intensity (by gross floor area) 無害廢棄物密度(以建築面積計算)	tonne/thousand square feet 公噸/千平方呎	<b>2.1</b>	2.6

<sup>6</sup> Scope 1 includes the greenhouse gas emissions from the combustion of fossil fuels in stationary and mobile sources.

<sup>7</sup> Scope 2 includes the greenhouse gas emissions from purchased electricity and purchased town gas.

<sup>8</sup> Scope 3 includes the greenhouse gas emissions from employees' business air travels and the greenhouse gas emissions from waste paper disposal, water and wastewater handling in Hong Kong region.

<sup>9</sup> Only includes the data of the Yuen Long Factory.

<sup>10</sup> Only includes the data of the Shenzhen office and Yuen Long Factory.

<sup>11</sup> Since the hazardous waste intensity for the Year is calculated based on gross floor area, the hazardous waste intensity for 2020 has been re-estimated and restated for a fair comparison.

<sup>12</sup> Only includes the data of the Shenzhen office and Yuen Long Factory.

<sup>13</sup> The total non-hazardous waste produced in 2020 has been adjusted to include expired medicines and Chinese herbal medicine waste of the Shenzhen office.

<sup>6</sup> 範圍1包括來自固定源及移動源化石燃料燃燒的溫室氣體排放。

<sup>7</sup> 範圍2包括來自外購電力及外購煤氣的溫室氣體排放。

<sup>8</sup> 範圍3包括源自僱員出外公幹的溫室氣體排放和香港地區的廢紙棄置、食水及污水處理的溫室氣體排放。

<sup>9</sup> 只包括元朗廠房數據。

<sup>10</sup> 只包括深圳辦公室及元朗廠房數據。

<sup>11</sup> 本年度有害廢棄物密度計算改用以建築面積，故此二零二零年有害廢棄物密度已作重新估算陳述，以作一致性的比較。

<sup>12</sup> 只包括深圳辦公室及元朗廠房數據。

<sup>13</sup> 二零二零年所產生無害廢棄物總量已進行調整，以包括深圳辦公室的過期藥品及中藥材廢品。

# Summary of Key Performance Indicators

## 關鍵績效指標總覽

Environmental key performance indicators 環境關鍵績效指標		Unit 單位	FY2021 二零二一財政年度	FY2020 二零二零財政年度	
<b>Energy use</b> 能源使用	Total energy consumption 能源總耗量	MWh 兆瓦時	<b>7,693.8</b>	8,134.1	
	Direct energy consumption 直接能源耗量	MWh 兆瓦時	<b>1,141.5</b>	1,089.0	
	Towngas 煤氣	MWh 兆瓦時	<b>989.3</b>	948.2	
	Natural gas <sup>14</sup> 天然氣 <sup>14</sup>	MWh 兆瓦時	<b>40.5</b>	25.2	
	Petrol 汽油	MWh 兆瓦時	<b>111.7</b>	115.6	
	Indirect energy consumption 間接能源耗量	MWh 兆瓦時	<b>6,552.3</b>	7,045.1	
	Purchased electricity 外購電力	MWh 兆瓦時	<b>6,552.3</b>	7,045.1	
	Energy intensity (by gross floor area) 能源密度(以建築面積計算)	MWh/ft <sup>2</sup> 兆瓦時/平方呎	<b>0.029</b>	0.031	
	<b>Use of water resource</b> 水資源使用	Total water consumption <sup>15</sup> 耗水總量 <sup>15</sup>	m <sup>3</sup> 立方米	<b>34,120.0</b>	37,577.1
		Water consumption density (by gross floor area) 耗水密度(以建築面積計算)	m <sup>3</sup> /ft <sup>2</sup> 立方米/平方呎	<b>0.13</b>	0.14
	<b>Use of packaging materials</b> 包裝材料使用	Total consumption of packaging materials <sup>16</sup> 使用的包裝材料總量 <sup>16</sup>	tonne 公噸	<b>339.0</b>	369.9
		Consumption density of packaging materials (by product value) 使用的包裝物料密度 (以產品產值計算)	tonne/HKD million 公噸/百萬港元	<b>5.9</b>	6.3

<sup>14</sup> This is the fuel consumption for the kitchen equipment managed by contractor in the Shenzhen office area.

<sup>15</sup> The total water consumption includes the water consumption of kitchen equipment and factory equipment managed by contractor in the Shenzhen office area.

<sup>16</sup> Only includes the data of the Yuen Long Factory.

<sup>14</sup> 此為深圳辦公區外判商管理的廚房設備的燃料消耗量。

<sup>15</sup> 耗水總量包括深圳辦公區外判商管理的廚房設備及廠房設備的耗水量。

<sup>16</sup> 只包括元朗廠房數據。



# Summary of Key Performance Indicators

## 關鍵績效指標總覽

Social key performance indicators		Unit	FY2021	
社會關鍵績效指標		單位	二零二一財政年度	
Employee 僱員	<b>Total number</b>	Person	<b>671</b>	
	總人數	人		
	Regional distribution	Hong Kong	Person	<b>538</b>
		香港	人	
		PRC	Person	<b>114</b>
	地區分佈	中國內地	人	
		Asia (excluding Hong Kong and PRC)	Person	<b>19</b>
		亞洲(不包括香港、中國內地)	人	
	Age distribution	Under 30	Person	<b>63</b>
		30歲以下	人	
		30 - 50	Person	<b>380</b>
		30至50歲	人	
	年齡分佈	Over 50	Person	<b>228</b>
		50歲以上	人	
	Gender distribution	Male	Person	<b>234</b>
		男性	人	
	性別分佈	Female	Person	<b>437</b>
	女性	人		
Function distribution	Management employee	Person	<b>88</b>	
	管理員工	人		
職能分佈	General employee	Person	<b>583</b>	
	普通員工	人		
Employment type distribution	Full time	Person	<b>653</b>	
	全職	人		
僱傭類型分佈	Part time	Person	<b>18</b>	
	兼職	人		
<b>Ratio of male and female employees</b>				
男女員工人數比例			<b>0.54:1</b>	
<b>New employee recruitment rate<sup>17</sup></b>				
員工新聘率 <sup>17</sup>			<b>21.9</b>	
Regional distribution	Hong Kong	%	<b>24.0</b>	
	香港	%		
	PRC	%	<b>12.3</b>	
	中國內地	%		
地區分佈	Asia (excluding Hong Kong and PRC)	%	<b>21.1</b>	
	亞洲(不包括香港、中國內地)	%		

<sup>17</sup> New employee recruitment rate (%) = the number of newly recruited employees of the specific category/the total number of employees of the specific category X 100%

<sup>17</sup> 員工新聘率(%) = 該類別新聘員工人數 / 該類別總員工人數 X 100%。

# Summary of Key Performance Indicators

## 關鍵績效指標總覽

Social key performance indicators		Unit	FY2021	
社會關鍵績效指標		單位	二零二一財政年度	
Employee 僱員	Age distribution 年齡分佈	Under 30 30歲以下	%	47.6
		30 - 50 30至50歲	%	22.1
		Over 50 50歲以上	%	14.5
	Gender distribution 性別分佈	Male 男性	%	22.6
		Female 女性	%	21.5
	<b>Employee turnover rate<sup>18</sup></b>			
	<b>員工流失率<sup>18</sup></b>		%	24.1
	Regional distribution 地區分佈	Hong Kong 香港	%	26.0
		PRC 中國內地	%	15.8
		Asia (excluding Hong Kong and PRC) 亞洲(不包括香港、中國內地)	%	21.1
Age distribution 年齡分佈	Under 30 30歲以下	%	38.1	
	30 - 50 30至50歲	%	26.6	
	Over 50 50歲以上	%	16.2	
Gender distribution 性別分佈	Male 男性	%	30.8	
	Female 女性	%	20.6	
<b>Other working labour<sup>19</sup></b>	<b>Number of other working labour</b>	People		
<b>其他勞動人員<sup>19</sup></b>	<b>其他勞動人員人數</b>	人數	9	

<sup>18</sup> Employee turnover rate (%) = the number of turnover employees of the specific category/the total number of employees of the specific category X 100%

<sup>18</sup> 員工流失率(%) = 該類別流失員工人數 / 該類別總員工人數 X 100%。

<sup>19</sup> Other working labour includes cleaning crew and security.

<sup>19</sup> 其他勞動人員包括清潔工及保安員。

# Summary of Key Performance Indicators

## 關鍵績效指標總覽

Social key performance indicators		Unit	FY2021	
社會關鍵績效指標		單位	二零二一財政年度	
Health and safety <sup>20</sup> 健康及安全 <sup>20</sup>	<b>Work injury and fatality</b> 工傷死亡	Cases 宗	<b>0</b>	
	<b>Work injury</b> 工傷	Cases 宗	<b>5</b>	
	<b>Work injury rate<sup>21</sup></b> 工傷率 <sup>21</sup>	%	<b>0.75</b>	
	<b>Lost days due to work injury</b> 因工傷損失工作日數	Day 日	<b>35.5</b>	
Employee training 僱員培訓	<b>Percentage of trained employee<sup>22</sup></b> 受訓員工百分比 <sup>22</sup>	%	<b>86.4<sup>23</sup></b>	
	Gender distribution 性別分佈	Male 男性	%	<b>33.8</b>
		Female 女性	%	<b>52.6</b>
	Function distribution 職能分佈	Management employee 管理員工	%	<b>11.3</b>
		General employee 普通員工	%	<b>75.1</b>
	<b>Total training hours</b> 總培訓時數	Hour 小時	<b>5,994.5</b>	
	<b>Average employee training hours<sup>24</sup></b> 平均僱員培訓時數 <sup>24</sup>	Hour 小時	<b>8.9</b>	

<sup>20</sup> Includes other working labour.

<sup>21</sup> Work injury rate = the number of employees hurt due to work/the total number of employees X 100%.

<sup>22</sup> Percentage of trained employee = number of employees trained/total number of employees X 100%.

<sup>23</sup> Percentage of trained employee in relevant categories = the number of trained employees of the specific category/the number of trained employees X 100%. In FY2021, the percentage of detail aspects of the total number of trained employees are as follow, distributed by gender: male (39%) and female (61%); distributed by employment level: management employee (13%) and general employee (87%).

<sup>24</sup> The average hours of trained employees = the number of training hours of the employees of the specific category/the total number of employees of the specific category.

<sup>20</sup> 包括其他勞動人員。

<sup>21</sup> 工傷率 = 因工受傷員工人數 / 總員工人數 X 100%。

<sup>22</sup> 受訓員工百分比 = 受訓員工人數 / 總員工人數 X 100%。

<sup>23</sup> 受訓員工中相關類別所佔比例 = 該類別員工受訓人數 / 受訓員工人數 X 100%。二零二一財政年度受訓員工總人數細項百分比如下，按性別劃分：男性 (39%) 及女性 (61%)；按職級組別劃分：管理員工 (13%) 及普通員工 (87%)。

<sup>24</sup> 受訓員工平均時數 = 該類別員工受訓時數 / 該類別總員工人數。

# Summary of Key Performance Indicators

## 關鍵績效指標總覽

Social key performance indicators 社會關鍵績效指標		Unit 單位	FY2021 二零二一財政年度	
Gender distribution 性別分佈	Male 男性	Hour/ employee 小時／員工	<b>10.4</b>	
	Female 女性	Hour/ employee 小時／員工	<b>8.2</b>	
Employee training 僱員培訓	Management employee 管理員工	Hour/ employee 小時／員工	<b>8.8</b>	
	General employee 普通員工	Hour/ employee 小時／員工	<b>9.0</b>	
<b>Percentage of employees accepting periodic performance and career development review</b> 接受定期績效及職業發展檢視的員工百分比		%	<b>94.0</b>	
<b>Number of suppliers</b> 供應商數目				
Suppliers 供應商	Hong Kong <sup>25</sup> 香港 <sup>25</sup>	Number 數目	<b>280</b>	
	Regional distribution 按地區劃分	PRC <sup>26</sup> 中國內地 <sup>26</sup>	Number 數目	<b>56</b>
	Asia <sup>27</sup> (excluding Hong Kong and PRC) 亞洲 <sup>27</sup> (不包括香港、中國內地)	Number 數目	<b>12</b>	
Community investment 社區投資	<b>Donation</b> 捐款	HKD 港元	<b>1,847,000</b>	
	<b>Number of volunteers</b> 義工人數	People 人數	<b>145</b>	
	<b>Number of volunteering hours</b> 義工時數	Hour 小時	<b>200</b>	

<sup>25</sup> Includes packaging material factory, raw material factory, medicine factory, food factory, laboratory, equipment supplier, chemical supplier.

<sup>26</sup> Includes vegetable, stationary, drinking water supplier, packaging material factory, raw material factory, medicine factory, food factory, equipment supplier.

<sup>27</sup> Includes packaging material factory, raw material factory, medicine factory, food factory and equipment supplier.

<sup>25</sup> 包括包裝物料廠、原料廠、藥廠、食品廠、化驗所、設備供應商、化學品供應商。

<sup>26</sup> 包括蔬菜、文具、飲用水供應商、包裝物料廠、原料廠、藥廠、食品廠、設備供應商。

<sup>27</sup> 包括包裝物料廠、原料廠、藥廠、食品廠及設備供應商。



# Environmental, Social and Governance Reporting Guide Content Index

## 《環境、社會及管治報告指引》報告內容索引

Subject Areas 主要範疇	Content 內容	Page Index 頁碼索引
<b>A1 Emissions</b>		
<b>A1 排放物</b>		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer  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。	10-11, 32-33
A1.1	Types of emissions and the respective emissions data. 排放物種類及相關排放數據。	33-34
A1.2	Greenhouse gas emissions in total and intensity. 溫室氣體總排放量及密度。	6, 32, 34
A1.3	Total hazardous waste produced and intensity. 所產生有害廢棄物總量及密度。	33, 34
A1.4	Total non-hazardous waste produced and intensity. 所產生無害廢棄物總量及密度。	34
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。	32
A1.6	Description of how hazardous and non-hazardous 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。	33
<b>A2 Use of Resources</b>		
<b>A2 資源使用</b>		
General Disclosure 一般披露	Policies on 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。	29-31
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。	6, 29, 35
A2.2	Water consumption in total and intensity. 總耗水量及密度。	6, 31, 35
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。	29-30
A2.4	Description of whether there is any issue in sourcing water that is fit for the purpose, water usage 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。	31
A2.5	Total packaging material used for finished products and per unit produced. 製成品所用包裝材料的總量及每生產單位估量。	6, 31, 35

# Environmental, Social and Governance Reporting Guide Content Index

## 《環境、社會及管治報告指引》報告內容索引

Subject Areas 主要範疇	Content 內容	Page Index 頁碼索引
<b>A3 The Environment and Natural Resources</b>		
<b>A3 環境及天然資源</b>		
General Disclosure 一般披露	Policies on minimising the issuers' 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。	33
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。	33
<b>B1 Employment</b>		
<b>B1 僱傭</b>		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer 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：	10-11, 15-16
B1.1	Total workforce 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。	6, 36
B1.2	Employee turnover rate 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。	37
<b>B2 Health and Safety</b>		
<b>B2 健康與安全</b>		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer 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：	10-11, 17-21
B2.1	Number and rate of work-related fatalities. 因工作關係而死亡的人數及比率。	20, 38
B2.2	Lost days due to work injury. 因工傷損失工作日數。	20, 38
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。	17-21

# Environmental, Social and Governance Reporting Guide Content Index

## 《環境、社會及管治報告指引》報告內容索引

Subject Areas 主要範疇	Content 內容	Page Index 頁碼索引
<b>B3 Development and Training</b>		
<b>B3 發展及培訓</b>		
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。	22-23
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。	38
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。	39
<b>B4 Labour Standards</b>		
<b>B4 勞工準則</b>		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child or forced labour. 有關防止童工或強制勞工的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	10-11, 17
B4.1	Description of measures to review employment practices to avoid child and forced labour. 描述檢討招聘慣例的措施以避免童工及強制勞工。	17
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。	17
<b>B5 Supply Chain Management</b>		
<b>B5 供應鏈管理</b>		
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。	27
B5.1	Number of suppliers by geographical region. 按地區劃分的供應商數目。	39
B5.2	Description of practices related to engaging suppliers, number of suppliers where the practices are 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。	27

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## 《環境、社會及管治報告指引》報告內容索引

Subject Areas 主要範疇	Content 內容	Page Index 頁碼索引
<b>B6 Product Responsibility</b> <b>B6 產品責任</b>		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer 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：	10, 12, 24–26
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。	26
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。	26
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。	26
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。	24–25
B6.5	Description of consumer data protection and privacy policies, 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。	26
<b>B7 Anti-Corruption</b> <b>B7 反貪污</b>		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering. 有關防止賄賂、勒索、欺詐及洗黑錢的：	10, 12, 27
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。	10
B7.2	Description of preventive measures and whistle-blowing procedures, 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。	27
<b>B8 Community Investment</b> <b>B8 社區投資</b>		
General Disclosure 一般披露	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests. 有關以社區參與來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。	6, 28
B8.1	Focus areas of contribution. 專注貢獻範疇。	28
B8.2	Resources contributed to the focus area. 在專注範疇所動用資源。	6, 28, 39





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