

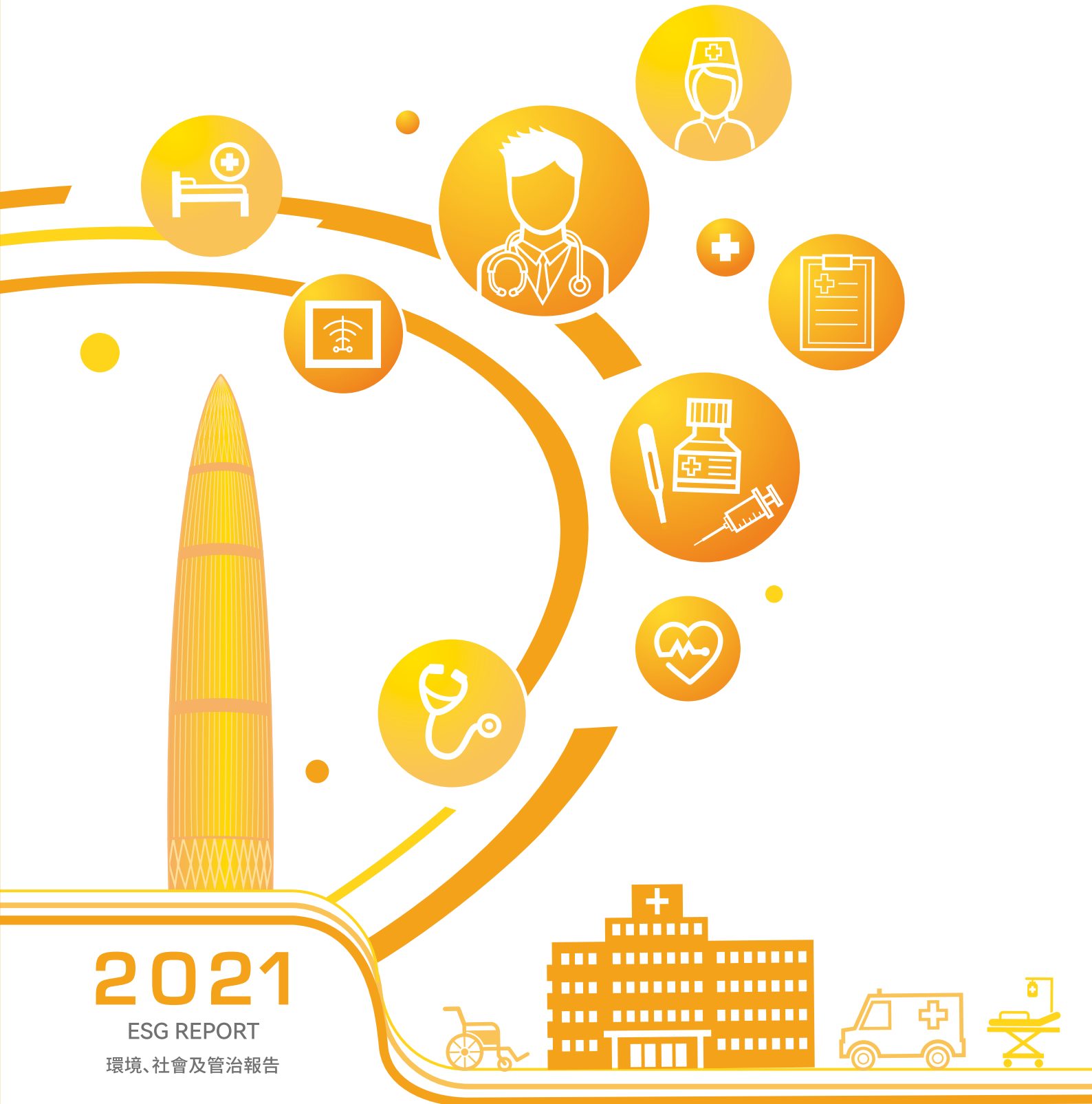


# 華潤醫療控股有限公司

China Resources Medical Holdings Company Limited

(Incorporated in the Cayman Islands with limited liability)  
(於開曼群島註冊成立之有限責任公司)

Stock Code 股票代號 : 1515



## 2021

ESG REPORT

環境、社會及管治報告



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## About this Report

### 關於本報告

This Report is the sixth Environmental, Social and Governance (ESG) Report released by China Resources Medical Holdings Company Limited (the “Company” or “CR Medical” and together with its subsidiaries, the “Group”) and aims at reporting the sustainable development strategies, approaches and performance of the Company in 2021 to its stakeholders.

#### Reporting Period

This Report covers the period from January 1, 2021 to December 31, 2021. Some contents may go beyond the mentioned period to enhance the comparability and foresightedness of this Report.

#### Reporting Scope

This Report covers CR Medical and the member units under the Company’s management, that is, CR Medical, and all of its member medical institutions and subsidiaries. For more information, please refer to the Company’s 2021 Annual Report released on 25 April 2022.

#### Reporting Standard

This Report is prepared mainly in accordance with the requirements under the Environmental, Social and Governance Reporting Guide set out in Appendix 27 of the Rules Governing the Listing of Securities of the Stock Exchange of Hong Kong Limited (the “Listing Rules”).

#### Data Description

The internal documents and the statistical information system of the Company are the major sources of the figures and other data used in this Report. All currency amounts are in RMB unless otherwise stated.

#### Interval, Versions of and Access to this Report

This Report is issued annually and is available in Traditional Chinese and English. In case of discrepancy, the Traditional Chinese version shall prevail. This Report can be downloaded on the website of The Stock Exchange of Hong Kong Limited and the official website of the Company at [www.crmedical.hk](http://www.crmedical.hk).

本報告為華潤醫療控股有限公司（以下簡稱「公司」「本公司」或「華潤醫療」，連同下屬子公司合稱「本集團」）發佈的第六份環境、社會及管治報告，旨在向持份者彙報本公司於2021年在可持續發展方面的策略、方針和表現。

#### 報告期

本報告涉及的時間範圍為2021年1月1日至2021年12月31日，為增強報告的可比性及前瞻性，部分內容有所延伸。

#### 報告範圍

報告範圍涵蓋華潤醫療及其具有管理權的各成員單位，即華潤醫療、各成員醫療機構及各子公司。詳細範圍參見於2022年4月25日披露的《2021年度報告》。

#### 報告標準

本報告主要參考《香港聯合交易所有限公司證券上市規則》（「上市規則」）附錄二十七所載之《環境、社會及管治報告指引》。

#### 數據說明

報告中的資料來源於本公司內部文件和信息統計系統資料。其中，報告涉及的貨幣種類及金額，如無特殊說明，均以人民幣為計量單位。

#### 報告發佈週期、版本與獲取方式

本報告為年度報告，具備繁體中文及英文版本。若內容不一致，請以報告繁體中文版本為準。本報告可在香港聯合交易所有限公司網站或本公司官方網站<http://www.crmedical.hk>下載。

## Response to Reporting Principles

## 報告原則回應

Reporting Principles 彙報原則	Meaning 釋義	The Group's Response 本集團的回應
<b>Materiality</b>  <b>重要性</b>	The issues covered in this Report should reflect the Group's significant impact on the economy, environment and society, or those affecting the assessment and decision of stakeholders.  報告所涵蓋的議題應反映本集團對經濟、環境及社會的重大影響，或影響持份者評估及決定的範疇。	By communicating with stakeholders and considering the business nature and development of the Group, the Group identifies the current major sustainability issues.  通過與持份者溝通，同時考慮本集團的業務性質和發展，識別當前的重大可持續發展議題。
<b>Quantitative</b>  <b>量化</b>	This Report should disclose key performance indicators ( "KPIs" ) in a measurable manner.  報告應以可以計量的方式披露關鍵績效指標。	Where feasible, the Group discloses environmental and social KPIs in a quantitative manner.  在可行情況下，以量化的方式披露本集團的環境和社會關鍵績效指標。
<b>Balance</b>  <b>平衡性</b>	This Report should disclose both positive and negative information of the Group from an objective perspective to reflect the Group's performance on environmental, social and governance.  報告以客觀的角度披露本集團的正面及負面信息，以反映本集團的環境、社會及管治表現。	The Group has identified ESG issues that are material to its business, including its achievements and the challenges it faces, and disclosed the issues in this Report.  本集團已識別對於其業務有重大影響的環境、社會及管治議題，當中包括其成果及所面對的挑戰，並在報告中披露。
<b>Consistency</b>  <b>一致性</b>	The Group should confirm that the ESG Report is prepared in the same manner as in previous years, or state the revised reporting method, or describe other relevant factors affecting a meaningful comparison.  本集團應確認編制環境、社會及管治報告的方法與過往年度所用者一致，或陳述經修訂的彙報方法，又或說明會影響有意義對比的其他相關因素。	The reporting method of this Report is substantially the same as that of the prior year.  本報告的彙報方法與之前一年大致一致。

## Feedback

The support and trust of each stakeholder are the driving force behind our continuous progress. We will listen to and carefully consider every opinion with an open mind in order to improve our performance on sustainable development. If you have any comments on this Report or the Group's strategies, policies and performance (which include the aspects of environmental, social and governance) on sustainable development, please email us at [ir@crmedical.hk](mailto:ir@crmedical.hk).

## 意見回饋

每位持份者的支持和信賴都是我們不斷進步的原動力。我們虛心聆聽並仔細考慮每一個意見，力求提升本集團(包括環境、社會及管治的相關方面)的可持續發展績效。如對於本報告或本集團的可持續發展策略、方針及表現有任何意見，歡迎電郵至 [ir@crmedical.hk](mailto:ir@crmedical.hk)。

## ESG Statements of the Board

### 董事會ESG聲明

CR Medical is committed to promoting sustainable development of corporate management and business practices, and devotes our best effort to establishing and ever improving the internal system in the respect of environmental, social and governance ( “ESG” ), achieving a win-win situation with the environment and neighborhood, and improving the sustainability of the Company. We strongly believe that effective risk management in respect of ESG is key to ensuring the sustainable development of our businesses. The board of directors is ultimately responsible for assessing and identifying ESG risks, and ensuring that the ESG risk management and internal control systems are in place and effective.

The board of directors of the Company undertakes that the Company has strictly complied with the disclosure requirements under the Environmental, Social and Governance Reporting Guide set out by the Rules Governing the Listing of Securities of The Stock Exchange of Hong Kong Limited. The CEO Committee, all functional departments, and various member medical institutions ( “Relevant Units” ), under the leadership and supervision of the board of directors of the Company, perform their respective duties, cooperate with one another, convene regular meetings to ensure compliance with the applicable policies and rule requirements, and also supervise the ESG data collection of the Group. The Relevant Units also convene regular meetings with the board of directors to discuss the compliance requirements and the roles of the latter from time to time, and to report the progress, policy formulation and revision, as well as other ESG compliance issues. Under the guidance of the board of directors, the Relevant Units are ever improving the internal process and policies in respect of ESG compliance of the Company. As a responsible medical group, the Group values the patients’ rights and experience. Our internal policy specifies our obligations to protect the patients’ rights, and we have adopted various measures to ensure the service quality offered by the member hospitals and continuously optimize the patient experience. The various relevant internal policies of the Group also demonstrate our commitment in protecting the environment, serving the society, and ensuring appropriate staff benefits, occupational health and safety, and fair procurement process.

華潤醫療致力於推動公司經營管理與業務實踐的可持續發展，建立健全環境、社會及管治 (「ESG」) 管理體系，實現與環境、社會和諧共生，提升公司的穩健發展水準等方面不遺餘力。我們深信ESG風險管理是確保旗下業務可持續發展的關鍵。董事會對於評估及厘定有關環境、社會及管治的風險，以及確保環境、社會及管治風險管理及內部監控系統為適用性及有效性負有最終責任。

公司董事會承諾，本公司嚴格遵守《香港聯合交易所有限公司證券上市規則》項下的《環境、社會及管治報告指引》的披露要求，在公司董事會的領導與監督下，總裁辦公會、各職能部門以及各成員醫療機構 (「相關單位」) 各司其職，協同配合，並定期召開會議，確保適用的ESG要求及政策得到遵守，並監督本集團的ESG數據收集工作。相關單位亦定期討論、明確董事會的ESG監管責任，適時向董事會呈報工作流程與進度、政策制定與修訂，以及其他和ESG事宜相關的合規資料，並採納董事會的建議，持續完善董事會監管流程，不斷推進公司ESG工作的落實。本集團作為大型醫療集團，對維護患者權利、優化患者的就醫體驗非常重視。我們的內部政策明確了維護患者權利的義務，我們亦已採取措施監察成員醫院提供服務的質素、持續優化患者的就醫體驗。本集團的各項相關內部政策亦明確了我們對保護環境、回饋社會、恪守優良勞工常規、維持職業健康與安全、及負責任採購的承諾。

In 2021, the Company further improved our ESG issue database, and evaluated those issues in accordance with their importance. Seven categories of key ESG issues have been identified then. On this basis, we set the work priorities for the year, and formulated the ESG indicators and goals for the Company. In 2022, the board of directors of the Company will further refine the ESG system, so as to continuously improve our performance in respect of ESG.

2021年，公司完善了ESG議題庫，並對這些議題進行重要性評估，進而識別出七大類ESG關鍵議題，以此明確年度工作重點，制定了公司的ESG指標和目標。而在2022年，公司董事會將進一步完善ESG治理體系，推動公司ESG治理水準不斷提升。

## About CR Medical 關於華潤醫療

China Resources Medical Holdings Company Limited ( stock code: 1515.HK), with China Resources Healthcare Group Limited (“CR Healthcare”) being its single largest shareholder, is a major and listed platform in hospital investment, operation and management of China Resources Group. As a leading medical group, CR Medical operates and manages 120 medical institutions, including six Grade III hospitals, 15 Grade II hospitals, 36 Grade I and community medical centers, as well as 63 clinics and other medical in Beijing, Northern China, Eastern China, the central area of China as well as southern China. With the operation scale of over 10,000 beds, CR Medical provides comprehensive and multi-level medical services including clinical treatment, healthcare management and public health, with business volume of over 10.78 million outpatients and emergency cases during the year.

As a medical and health service industry platform featuring rich experiences in hospital investment and management and with certain sophisticated business models in the medical industry, CR Medical focuses on its mission of “Strive for Public Health.” In order to formulate its 14th Five-Year Plan, CR Medical explored various ways in business reform, persistently establishing business presence in key regions across China, and promoting regional integration and coordination. CR Medical is transforming to be an effective platform with high-quality development in the medical industry.

In terms of responsibility performance, CR Medical has actively implemented the “Healthy China” strategy, and taken initiatives to fulfill its social responsibilities as a State-owned Enterprise (“SOE”). All member medical institutions of the Company hold various forms of voluntary medical service activities for the benefit of the community. CR Medical has established the Discipline Development and Innovation Department to strengthen certain medical disciplines, and also the Environment, Health, Safety and Quality Department to boost its high-quality development. CR Medical cares about each and every employee, focuses on talent cultivation, and strives to promote the development of China’s public health.

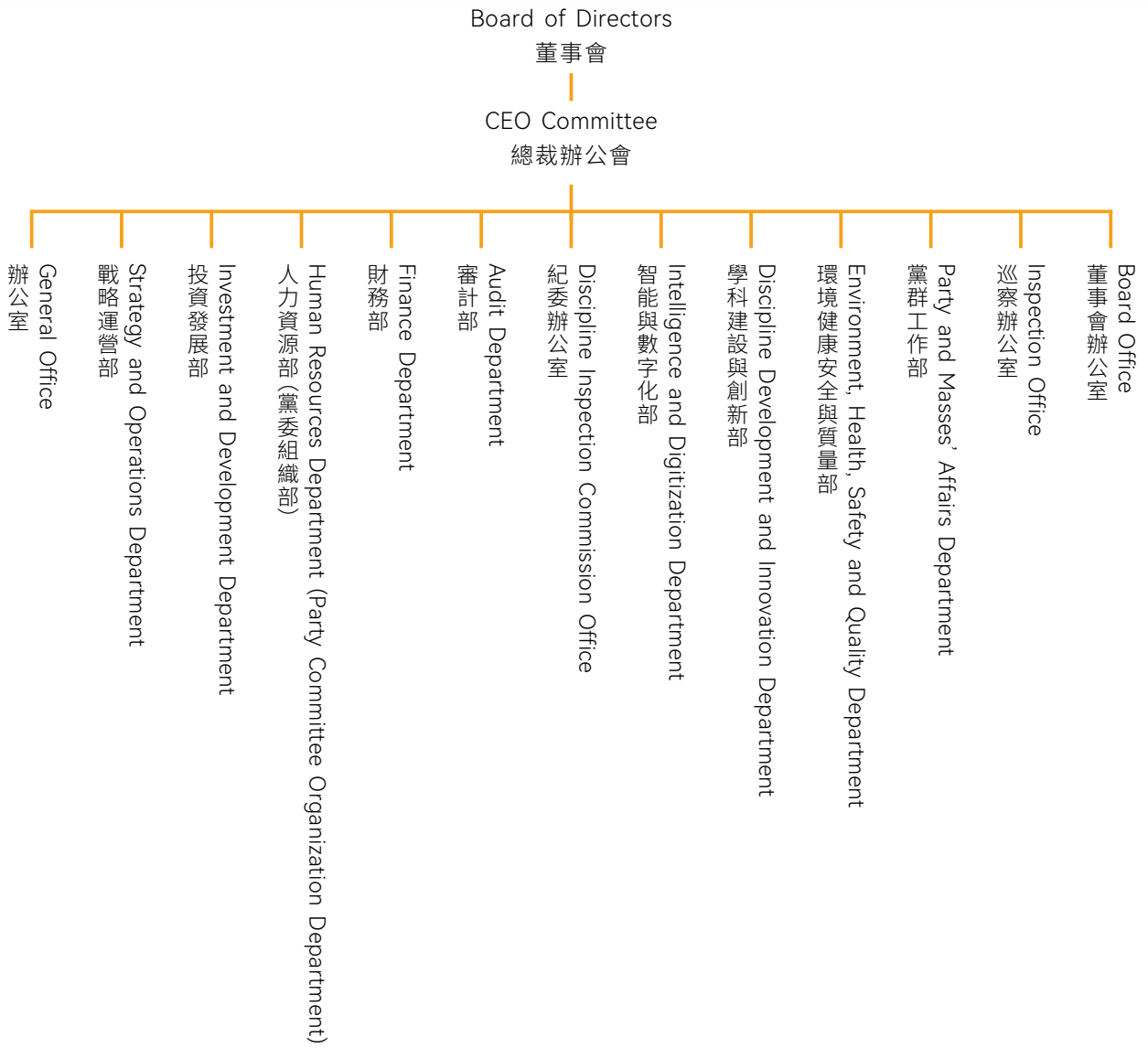
華潤醫療控股有限公司(股票代碼：1515.HK)是華潤集團下屬負責醫院投資運營管理的醫療產業主平臺和上市公司，華潤健康為公司的最大單一股東。公司作為領先的醫療產業集團，旗下擁有120家醫療機構，其中三級醫院6家、二級醫院15家、一級醫院及社區中心36家、診所及其他醫療機構63家，分佈于北京、華北、華東、華中、華南等主要區域，提供臨床診療、健康管理、公共衛生等全方位、多層次的醫療健康服務，總床位數超過10,000張，年門急診總量超過1,078萬人次。

華潤醫療是醫院投資管理經驗豐富、產業模式成熟的醫療健康服務產業平臺，始終秉承「一切為了大眾健康」使命，通過探討並制定「十四五」規劃、不斷探索深化改革、持續深耕全國各重點區域、深入推進區域一體化協作醫療體系，穩步向高質量發展的醫療產業平臺邁進。

在履責方面，華潤醫療積極踐行健康中國戰略，履行央企社會擔當。旗下醫療機構定期舉辦各種形式的義診活動，造福百姓、惠及民生；設立學科建設與創新部，加強醫院學科建設；設立環境健康安全與質量部，強化醫院高質量發展；關愛每一位員工，重視人才培養，致力於推動中國健康事業的發展。

Organizational Structure

組織架構





## About CR Medical

### 關於華潤醫療

#### Main Business

CR Medical is an investment holding company. The Group is mainly engaged in providing comprehensive medical services and hospital management services in the PRC, as well as conducting Group Purchasing Organization (“GPO”) business and other derivative medical businesses.

#### Major Brands

##### Self-Owned Hospitals

1. Huaibei Miner General Hospital (Grade III, Level A, General Hospital)
2. China Resources Wugang General Hospital (Grade III, Level A, General Hospital)
3. Beijing Jing Mei Group General Hospital (equity participation) (Grade III, General Hospital)
4. Wuhan Iron and Steel (Group) Corporation No. 2 Staff Hospital (Grade III, General Hospital)
5. Beijing Jian Gong Hospital (Grade III, Combination of TCM and Western Medicine)
6. Guangdong 999 Brain Hospital (Grade III, Specialized Hospital)
7. Huaiyin Hospital of Huaian City (Grade II, Level A, General Hospital)
8. Jinan Zhong Qi Hospital (Grade II, Level A, General Hospital)
9. Xuzhou Mining Hospital (Grade II, Level A, General Hospital)
10. Huaibei City Mental Health Center (Grade II, Specialized Hospital)
11. Runneng Hospitals\*<sup>1</sup>

##### IOT/OT Hospitals

12. Mentougou District Hospital of Beijing (Grade II, Level A, General Hospital)
13. Yantai Zhifu Hospital (Grade II, Level A, General Hospital)
14. Beijing Shunyi District Airport Hospital (Grade II, General Hospital)
15. Beijing Mentougou Traditional Chinese Medicine Hospital (Grade II, Level A, Specialized Hospital)
16. Beijing Mentougou Hospital for Women and Children (Grade II, Level A, Specialized Hospital)
17. Enjoy Ages Nanning Rehabilitation Hospital (Grade II, Specialized Hospital)

#### 主要業務

本公司為一家投資控股公司。本集團主要在中國內地從事提供綜合醫療服務及醫院管理服務，也從事集團採購組織（即「GPO」）業務及其他醫院衍生業務。

#### 主要品牌

##### 自有醫院

1. 淮北礦工總醫院（三甲綜合）
2. 華潤武鋼總醫院（三甲綜合）
3. 北京京煤集團總醫院（參股）（三級綜合）
4. 武漢鋼鐵（集團）公司第二職工醫院（三級綜合）
5. 北京市健宮醫院（三級中西醫結合）
6. 廣東三九腦科醫院（三級專科）
7. 淮安市淮陰醫院（二甲綜合）
8. 濟南重汽醫院（二甲綜合）
9. 徐州市礦山醫院（二甲綜合）
10. 淮北市精神（心理）衛生中心（二級專科）
11. 潤能系醫院\*<sup>1</sup>

##### IOT/OT醫院

12. 北京市門頭溝區醫院（二甲綜合）
13. 山東煙臺芝罘醫院（二甲綜合）
14. 北京市順義區空港醫院（二級綜合）
15. 北京市門頭溝區中醫醫院（二甲專科）
16. 北京市門頭溝區婦幼保健院（二甲專科）
17. 南寧悅年華康復醫院（二級專科）

18.The Second Hospital of Shunyi District of Beijing (Grade I, Level A, General Hospital)

18.北京市順義區第二醫院(一甲綜合)

\*1Runneng Hospitals include Guangdong CEEC Power Hospital (Grade II, Level A, General Hospital), Guangxi Hydroelectric Hospital (Grade II, General Hospital), Beijing CEEC Hospital (Grade I, Level A, General Hospital), and CEEC Anhui Hospital (Community Medical Center).

\*1注：指廣東中能建電力醫院(二甲綜合)、廣西水電醫院(二級綜合)、北京中能建醫院(一甲綜合)及中能建安徽醫院(社區中心)之統稱。

## Corporate Culture

## 企業文化

<b>Corporate Gene</b> 企業基因	Determined to realize the great rejuvenation of the Chinese nation Pursue to create a happy life for the people Strive for the national economic prosperity 為中華民族偉大復興而立心 為創造人民幸福生活而立命 為實現國家經濟繁榮而立身
<b>Mission</b> 使命	Strive for Public Health 一切為了大眾健康
<b>Vision</b> 願景	To be a leading medical and health industry group in China, and a pioneer in the reform of State-owned medical institutions 致力於成為國內領先的醫療健康產業集團和國企醫療機構改革的領導者
<b>Values</b> 價值觀	Integrity, Performance-Oriented, People-Oriented, Win-Win Collaboration 誠實守信 業績導向 以人為本 合作共贏
<b>Corporate Spirit</b> 企業精神	Dedicated oneself to the cause of the country Be the pioneer to be innovative To forge ahead with perseverance Exert constantly for the betterment 以身許國的奉獻精神 敢為人先的創新精神 篤定前行的堅守精神 自強不息的奮鬥精神
<b>Organizational Atmosphere</b> 組織氛圍	Sincerity, Solidarity, Open-Mindedness, Proactivity 真誠 團結 開放 進取

## Responsibility Performance Achievements

## 履責成績

In 2021, CR Medical and its member hospitals achieved various goals together. We are well recognized by our stakeholders, and have received more than 300 awards during the year. Such awards and honors are categorized into four types including medical industry, discipline development, quality management, and social responsibility, and some of them are specified in chronological order as follows:

2021年，華潤醫療及旗下各醫院不忘初心，攜手奮進，贏得了利益相關方的廣泛認可，獲得各類獎項榮譽共計300余項。根據獎項內容，我們篩選出醫療行業、學科建設、質量管理、社會責任4大類別，按時間順序篩選出部分獎項，如下：

## About CR Medical

### 關於華潤醫療

Category 獎項類別	Awards and Honors 獎項榮譽名稱
<b>Medical Industry</b> <b>醫療行業</b>	<p>In January 2021, CR Medical (1515.HK) won the title of the “Best Pharmaceutical and Medical Company” at the “Annual Awards Presentation Ceremony of the 5th Golden Hong Kong Stocks Awards” held in Shenzhen.            2021年1月，在深圳舉辦的「第五屆金港股年度頒獎盛典」上，華潤醫療(1515.HK)榮獲「最佳醫藥及醫療公司」大獎。</p> <p>In May 2021, Psychiatry Department III of Huaibei City Mental Health Center was awarded as “Advanced Collective of High-Quality Nursing Service in Huaibei City” by the Huaibei Municipal Health Commission.            2021年5月，淮北市精神(心理)衛生中心的精神三科被淮北市衛生健康委員會評為「淮北市優質護理服務先進集體」。</p> <p>In October 2021, Beijing Jian Gong Hospital was rated as “Typical Case of Non-Governmental Hospital” by the National Health Commission Capacity Building and Continuing Education Center.            2021年10月，北京市健宮醫院被國家衛生健康委能力建設和繼續教育中心評為「社會辦醫典型案例」。</p> <p>In October 2021, Guangdong 999 Brain Hospital was rated as “Typical Case of Non-Governmental Hospital Selected from the Typical Cases of China’s Modern Hospital Management” by the National Health Commission Capacity Building and Continuing Education Center.            2021年10月，廣東三九腦科醫院被國家衛生健康委能力建設和繼續教育中心評為「中國現代醫院管理典型案例評選社會辦醫典型案例」。</p> <p>In October 2021, Mentougou District Hospital of Beijing won the “Excellence Award of Selected Typical Cases of Chinese Modern Hospital Management in 2021” issued by the National Health Commission Capacity Building and Continuing Education Center.            2021年10月，北京市門頭溝區醫院榮獲國家衛生健康委能力建設和繼續教育中心頒發的「2021年度中國現代醫院管理典型案例評選優秀獎」。</p> <p>In December 2021, China Resources Wugang General Hospital was awarded as “Friendly-to-Elderly Medical Institution of Hubei Province” by the Health Commission of Hubei Province.            2021年12月，華潤武鋼總醫院被湖北省健康衛生委員會評為「湖北省老年友善醫療機構」。</p> <p>In December 2021, Beijing Mentougou Hospital for Women and Children was awarded as “Advanced Unit of Beijing Oral Public Health Service Project in 2021” by the Beijing Institute of Preventive Dentistry.            2021年12月，門頭溝區婦幼醫院被北京市牙病防治所評為「2021年度北京市口腔公共衛生服務項目先進單位」。</p>
<b>Discipline Development</b> <b>學科建設</b>	<p>In January 2021, the “Construction of Clinical Blood Management System” of Mentougou District Hospital of Beijing was awarded as “Excellent EHS Award – Project Achievement Award” at the China Resources Group EHS Conference.            2021年1月，北京市門頭溝區醫院「臨床用血管理信息化系統建設項目」在華潤集團EHS大會上榮獲「卓越EHS獎·項目成效獎」。</p> <p>In March 2021, the Department of Cardiology, Nuclear Medicine Department, and Neurology Department of Xuzhou Mining Hospital were rated as “Municipal Key Specialty Construction Unit” by the Xuzhou Municipal Health Commission.            2021年3月，徐礦醫院的心內科、核醫學科、神經內科三個科室均被徐州市衛生健康委員會評為「市重點專科建設單位」。</p>

Category 獎項類別	Awards and Honors 獎項榮譽名稱
	<p>In April 2021, Guandong 999 Brain Hospital won the first prize of the 1st “Tracing God’s Shadow” Neuroimaging Skills Contest issued by the Guangdong Medical Doctor Association. 2021年4月，廣東三九腦科醫院榮獲廣東省醫師協會頒發的「神影覓蹤」第一屆神經影像技能大賽一等獎。</p> <p>In May 2021, Beijing Mentougou Traditional Chinese Medicine Hospital won the “TCM Application Evaluation Award” issued by the Beijing TCM Medical Record Quality Control Center. 2021年5月，北京市門頭溝區中醫醫院獲北京市中醫病案質控中心頒發的「中醫技術應用評價優勝獎」。</p> <p>In September 2021, Guandong 999 Brain Hospital won the “Excellence Award of the First CAAE Comprehensive Epilepsy Center Case Analysis Competition” issued by the China Association Against Epilepsy (CCAE). 2021年9月，廣東三九腦科醫院榮獲中國抗癲癇協會頒發的「首屆CAAE綜合癲癇中心病例分析大賽優秀獎」。</p>
<p><b>Quality Management</b> 質量管理</p>	<p>In August 2021, Jinan Zhong Qi Hospital was awarded as “Advanced Collective of Clinical Laboratory Quality Control in Shandong Province” by the Shandong Center for Clinical Laboratory. 2021年8月，濟南重汽醫院檢驗科被山東省臨床檢驗中心評為「山東省臨床實驗室質量管理先進集體」。</p> <p>In September 2021, Nursing Department of Jinan Zhong Qi Hospital won the “Third Prize of the 6th Asia Medical Quality Improvement and Innovation Excellent Case in 2021” issued by the Asia Quality Function Deployment and Innovation Committee. 2021年9月，濟南重汽醫院護理部榮獲亞洲質量功能展開與創新委員會頒發的「2021年第六屆亞洲醫療質量改進與創新案例三等獎」。</p> <p>In September 2021, Mentougou District Hospital of Beijing won the “First Prize of Asia Medical Quality Improvement and Innovation Excellent Case in 2021” issued by the Zhejiang University Quality Management Research Center &amp; China Federation for Hospital Quality Management. 2021年9月，北京市門頭溝區醫院榮獲「浙江大學質量管理研究中心&amp;中國醫院品質管理聯盟」頒發的「2021年亞洲醫療質量改進與創新案例大賽一等獎」。</p>
<p><b>Social Responsibility</b> 社會責任</p>	<p>In September 2021, CR Medical was rated as Top 10 of “ESG – Pioneer 50 Index of Central SOEs” in ESG evaluation of the listed companies of central SOEs. 2021年9月，在央企上市公司ESG評價中，華潤醫療位列「央企ESG·先鋒50指數」第十位。</p> <p>In December of 2021, CR Medical was awarded as “Rising Star Responsibility Award” at the 13th Corporate Social Responsibility Blue Book Launch Conference &amp; ESG China Forum Winter Summit 2021 held by the China Social Responsibility 100 Forum. 2021年12月，在由中國社會責任百人論壇主辦的「第十三屆《企業社會責任藍皮書》發佈會暨ESG中國論壇2021冬季峰會」中榮膺「責任新秀獎」。</p>

# ESG Management

## 環境、社會及管治管理

### ESG Guidelines

CR Medical implements comprehensive measures in sustainable development, optimizes ESG management system, improves ESG performance, and considers its sustainability as one of the key factors in the decision making process and daily operations. We earnestly implement the policies relating to environmental protection, strictly control and manage waste disposal, and ever strives to be environmentally-friendly, and provides various straight forward communication platforms to our stakeholders, undertakes social responsibilities in a practical manner, and promotes sustainable development of the enterprise with win-win results.

### ESG Structure

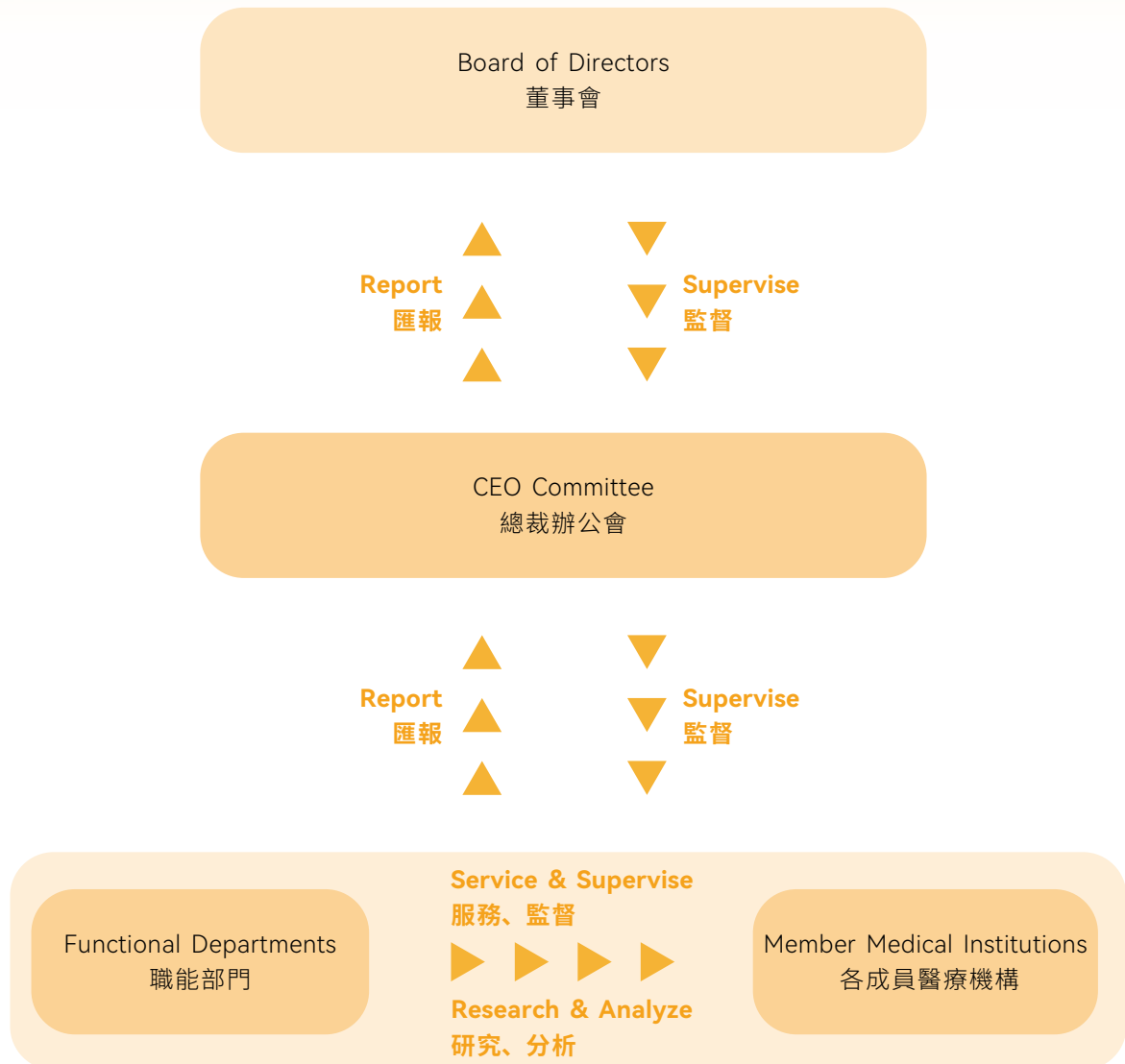
CR Medical has developed a comprehensive ESG structure, and established the ESG management department featuring reasonable layers and clear responsibilities. The board of directors of the Company exercises unified leadership over the ESG management work, and guides the overall strategy and development direction of the Group. The CEO office and the functional departments at various levels are responsible for the implementation of specific work, conduct research on and analyze member medical institutions, and report to and be supervised by the board, so as to promote member medical institutions to integrate the principle of sustainable development into day-to-day management and operations, effectively prevent risks, and ensure the healthy and long-term development of the Company.

### 環境、社會及管治方針

華潤醫療始終堅持並堅定踐行可持續發展理念，不斷優化ESG管理體系、提升ESG管理水準，將可持續發展觀深度融入公司的重大決策與日常經營；認真貫徹環境保護相關政策，嚴格管控廢棄物處理，打造環境友好型企業；以多樣便捷的方式暢通與各利益相關方的溝通，切實擔負起對社會的責任，推動實現多方共贏的企業可持續發展。

### 環境、社會及管治架構

華潤醫療建立了全面完善的ESG管治架構，組建了層級合理、職責明確的ESG管理部門，由董事會統一領導公司ESG管理工作，指導集團的整體策略和發展方向，由總裁辦公會與各級職能部門執行具體工作，對各成員醫療機構進行研究分析，定期向董事會彙報，並接受董事會監督，進而推動各成員醫療機構將可持續發展理念落實到日常管理與經營中，有效防範風險，確保公司健康長遠發展。



ESG Management Structure of CR Medical  
華潤醫療ESG管理架構

# ESG Management

## 環境、社會及管治管理

### ESG Actions Taken in 2021

In 2021, the Company constantly enhanced the management and supervision of the board of directors on ESG matters, and carried out a number of practical ESG actions to improve the ESG management level of the enterprise.

#### 1. Adjust organizational structure.

In 2021, the Company reformed the Quality and Safety Management Department into the Environment, Health, Safety and Quality Department to effectively strengthen the management on environment, health, safety and quality, and ensure the effective operation of the ESG management system, so as to ensure the healthy and stable development of the enterprise.

#### 2. Release ESG report constantly.

The Company has prepared and released the ESG report for six years in a row, and disclosed the responsibility performance actions and governance performance in the aspect of ESG management regularly.

#### 3. Focus on communication with stakeholders.

The Company has put its best effort in maintaining active and sufficient communication with stakeholders. In 2021, under the influence of the COVID-19 pandemic, the communication activities between the Company and stakeholders were mainly online meetings (more than 60 meetings). In addition, the Company, according to the latest pandemic prevention requirements, conducted on-site investigation and research tours to several hospitals in the central region of China, northern China and also other regions.

### Communication with Stakeholders

CR Medical values the opinions and suggestions of our stakeholders, and has established a comprehensive and direct communication mechanism. Through convening general meetings, issuing announcements, and conducting satisfaction surveys, CR Medical has taken initiative to carry out sufficient communication with stakeholders, and understand their concerns and demands and respond accordingly, so as to improve the governance, expand the information disclosure channels, and enrich the disclosure. Those efforts are of great importance for the Company to achieve the sustainable development goals featuring mutual benefits and common growth with stakeholders.

### 2021年ESG行動

2021年，公司不斷加強董事會對ESG事宜的監控，開展多項環境、社會及管治方面的實際行動，提升公司ESG管理水準。

#### 1. 調整組織架構。

2021年，公司調整「質量安全管理部」為「環境健康安全與質量部」，全面加強對環境、健康安全與質量工作的管理，確保ESG管理體系有效運行，保障公司健康平穩發展。

#### 2. 持續發佈ESG報告。

公司連續六年編制並發佈環境、社會及管治報告，定期披露公司在ESG治理方面的履責行為與治理績效。

#### 3. 重視利益相關方溝通。

公司始終積極與各利益相關方保持充分溝通，受疫情影響，2021年，公司與各利益相關方的溝通活動以線上會議為主（逾60場）。此外，公司亦根據最新防疫要求，適時安排線下調研活動，涵蓋華中、華北等地區多家醫院。

### 持份者溝通

華潤醫療一貫重視傾聽利益相關方的意見與訴求，建立了全面完善的溝通機制，通過召開股東大會、發佈公告、開展滿意度調查等方式，積極與各方利益相關者保持充分溝通，瞭解、回應各方關切與訴求，從而不斷提升完善治理方針、豐富資訊的披露渠道及內容，助力實現互利互惠、攜手並行的可持續發展目標。

Stakeholders 持份者	Expectations and Concerns 期望與訴求	Engagement Methods 回應方式
<b>Shareholders and investors</b>  <b>股東及投資者</b>	Enhance profitability Improve governance structure Disclose information in an open and transparent manner  增強盈利能力 完善治理結構 信息公開透明	General meeting of stockholders Periodical reports and interim announcements Performance briefings Social media Profit distribution Investigation and research tours conducted by board members  股東大會 定期報告、臨時公告 業績說明會 社交媒體 利潤分配 董事調研
<b>Employees</b>  <b>員工</b>	Protect legal rights and interests of employees Emphasize career development and training Create good working environment Focus on occupational health and safety  保障員工合法權益 重視職業發展和培訓 營造良好工作環境 關注職業健康安全	Convene the workers' congress Conduct training activities for employees Organize cultural and sports activities regularly Provide protective and emergency equipment  召開職工代表大會 開展員工培訓 定期組織文體活動 提供防護和應急設備
<b>Customers</b>  <b>客戶</b>	Guarantee service quality Protect rights and interests of customers Protect customer privacy Optimize service quality management system Refine complaint and dispute management system Conduct customer satisfaction survey Ensure customer information security Improve safety service quality  確保服務質量 保障客戶權益 保護客戶隱私 優化質量管理體系 完善投訴糾紛管理體系 開展客戶滿意度調查 保障客戶信息安全 提高安全服務質量	Optimize service quality management system Actively handle complaints and disputes Conduct customer satisfaction survey Ensure customer information security Improve safety service quality  優化服務質量管理體系 積極處理投訴糾紛 開展客戶滿意度調查 保障客戶信息安全 提高安全服務質量



# ESG Management

## 環境、社會及管治管理

Stakeholders 持份者	Expectations and Concerns 期望與訴求	Engagement Methods 回應方式
<b>Suppliers/ partners</b>  <b>供應商/合作夥伴</b>	Ensure fair competition Conduct integrity management and achieve mutual benefits Enhance management improvement and promote technology progress  確保公平競爭 實現誠信互惠 推動管理和技術進步	Abide by applicable laws and regulations Insist on mutual benefits and win-win results Strengthen supply chain management Maintain healthy development of the industry  遵守適用的法律法規 堅持互惠共贏的合作原則 加強供應鏈管理 維護行業健康發展
<b>The government and regulators</b>  <b>政府及監督機構</b>	Insist on compliance management Lead healthy development of the industry  堅持合規經營 引領行業健康發展	Conduct integrity management Pay taxes according to law Participate in government projects and sector cooperation programs  堅持誠信經營 依法納稅 參與政府項目和行業協作
<b>The community/ the public</b>  <b>社區/公眾</b>	Serve community development Conduct public welfare and charitable activities Implement energy-saving and emission reduction Protect ecological environment  服務社區發展 投身公益慈善 落實節能減排 保護生態環境	Enhance community communication create job opportunities and boost local economic development Provide free medical services and organize volunteer activities Strengthen environmental management Promote green operations and green office practices  加強與社區溝通 帶動就業和當地經濟發展 開展義診和志願者活動 加強環境管理 堅持綠色運營和辦公
<b>Media</b>  <b>媒體</b>	Disclose information in an open and transparent manner Arrange press interviews and communication for projects  公開透明的披露信息 安排項目採訪和交流	Disclose information through official website, newspapers and periodicals, and other media channels in a timely manner Establish perfect media communication mechanisms  通過官方網站、報刊等分類媒體渠道，及時公開信息 建立完善的媒體溝通機制

## Identification of Material Issues

In order to further improve our responsiveness, CR Medical has conducted statistics and analyzed the influence and the importance of various ESG issues to the Company and stakeholders by means of questionnaire survey. Issues that need to be highlighted in this Report thus have been screened and identified, and then presented in a matrix.

## Identification Process

Through conducting in-depth research on the key points in our communication with the stakeholders, the relevant security rules and requirements, the global trends of sustainable development, CR Medical, in combination with its own development strategies, has established the sustainable development issue database, and identified and screened out the 2021 key issues in the aspects of environmental, social and governance for disclosure.

## 重大議題識別

為進一步提升針對性與響應性，華潤醫療通過組織開展問卷調查的方式統計分析各重大議題對於公司及各持份者的影響及重要性，從而識別篩選出需要在報告中重點披露的議題並進行矩陣展示。

## 識別階段

通過深入研判與各持份者的溝通重點、證券公司的規則要求、全球可持續發展趨勢，並結合華潤醫療的發展戰略，華潤醫療建立了可持續發展議題庫，識別並篩選出2021年度關於環境、社會及管治三大類別的議題進行重點披露。

Aspects 範疇	Issues 議題
<b>Governance 管治</b>	<ol style="list-style-type: none"> <li>1. Improve governance structure 1. 健全管治架構</li> <li>2. Disclose dynamics of governance 2. 披露治理動態</li> <li>3. Enhance communication with stakeholders 3. 增進利益相關方溝通</li> </ol>
<b>Environmental 環境</b>	<ol style="list-style-type: none"> <li>4. Reduce greenhouse gas emissions 4. 減少溫室氣體排放</li> <li>5. Reduce discharges of waste gas, waste water and solid waste 5. 降低“三廢”排放</li> <li>6. Dispose medical waste properly 6. 妥善處理醫療垃圾</li> <li>7. Reduce energy consumption level 7. 降低能源消耗水準</li> <li>8. Tackle climate change actively 8. 積極應對氣候變化</li> <li>9. Publicize and popularize environmental protection knowledge 9. 宣傳普及環保知識</li> </ol>

# ESG Management

## 環境、社會及管治管理

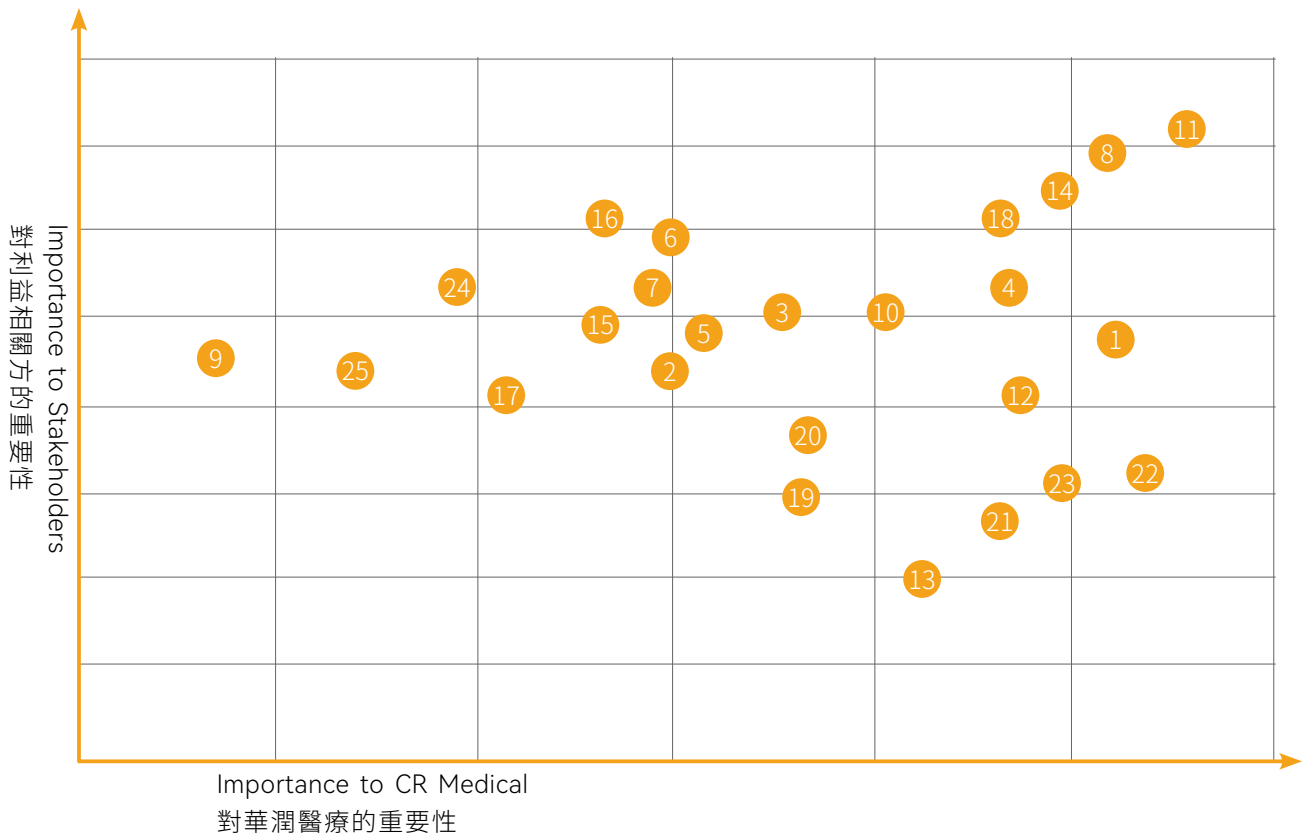
Aspects 範疇	Issues 議題
<b>Social</b> <b>社會</b>	<ul style="list-style-type: none"> <li>10. Improve medical service quality 10. 提升醫療服務品質</li> <li>11. Guarantee medical service safety 11. 保障醫療服務安全</li> <li>12. Conduct medical services innovatively 12. 創新開展醫療服務</li> <li>13. Protect corporate IPRs 13. 保護公司知識產權</li> <li>14. Enhance protection of patients' rights and interests 14. 深化患者權益保護</li> <li>15. Ensure equal employment 15. 保證平等僱傭</li> <li>16. Provide fair promotion opportunities 16. 提供公平晉升機會</li> <li>17. Improve distinctive benefits for employees 17. 健全員工特色福利</li> <li>18. Guarantee occupational health of employees 18. 保障員工職業安全</li> <li>19. Enhance supplier management 19. 完善供應商管理</li> <li>20. Consider ESG risks of suppliers 20. 考量供應商ESG風險</li> <li>21. Establish anti-corruption and anti-bribery mechanisms 21. 制定反貪污反賄賂機制</li> <li>22. Establish smooth anti-corruption reporting channels 22. 暢通反貪污舉報通道</li> <li>23. Focus on anti-corruption training 23. 重點開展反貪污培訓</li> <li>24. Give full consideration to the interests of community development 24. 充分考慮社區發展利益</li> <li>25. Formulate public welfare action plans 25. 制定公益活動行動規劃</li> </ul>

### Issue Analysis

To understand the issues mainly concerned by stakeholders, CR Medical has conducted major issue survey during the reporting period, and invited stakeholders to prioritize issues in accordance with those issues' importance, so as to adjust corporate strategies and guidelines in the future and further improve the sustainable development performance of the Company. Through establishing the two-dimensional matrix of "attention of stakeholders" and "importance to CR Medical," major issues of CR Medical have accordingly been determined.

### 議題分析

為瞭解持份者較為關注的議題，華潤醫療在報告期間展開了重點議題的調查，邀請持份者對議題重要性進行優先排序，以便日後調整本公司策略和方針，更有效提升企業可持續發展表現。通過建立「持份者關注度」和「對華潤醫療的重要性」二維矩陣，判定華潤醫療的重大披露議題。



## A Environmental

### A.環境

CR Medical effectively implements the green concept, and strictly abides by the Environmental Protection Law of the People's Republic of China and other relevant laws and regulations. The Company has set up a special organization for environmental management work, and formulated the Management Measures of China Resources Medical Holdings Company Limited for Hazard Sources of Environment, Health and Safety, the Management and Control Procedures for Facility Safety and Environmental Protection, the Comprehensive Contingency Plan of China Resources Medical Holdings Company Limited for Environmental Emergencies, and other environmental management rules and regulations. With those efforts, the Company has constantly enhanced its capabilities for environmental safety and early warning emergency management, effectively controlled the environmental pollutants resulted from corporate operations, and fully fulfilled the responsibilities for environmental protection, achieving low-carbon and environmentally-friendly development. In 2021, the investments in environmental protection of the Company reached RMB2.53185 million.

#### Environmental Goals

Under the guidance of the national strategies for sustainable and green development, CR Medical insists on paying equal attention to operational efficiency and sustainable development, takes energy-saving and carbon reduction as orientation, and actively explores the effective paths for achieving carbon peaking and carbon neutrality goals. Adopting the management by objective in the aspect of energy-saving and emission reduction, the Company has formulated specific targets for emissions, energy efficiency and water efficiency, and those targets are broken down at each level to each affiliated medical institution. All units are required to make unified arrangements on and collect information relating to, among others, consumption of energy and resources, economic benefits of energy efficiency, and ecological and environmental protection, and submit the data and information through the "China Resources Group EHS Direct Reporting System." With those efforts, the Company has comprehensively improved its environmental management level from the aspects of planning, implementation, supervision, improvement, and other links. CR Medical has been committed to being a participant, contributor and trailblazer in global ecological conservation.

華潤醫療貫徹落實綠色理念，嚴格遵守《中華人民共和國環境保護法》等法律法規，建立專門的環境管理組織負責本公司的環境管理工作，制定《華潤醫療控股有限公司 EHS 危險源管理辦法》《設施安全、環境保護管理控制程序》《華潤醫療控股有限公司突發環境事件綜合應急預案》等環境管理制度，不斷加強環境安全及預警應急管理能力，有效控制運營過程中產生的環境污染物，充分履行環境保護職責，實現低碳環保發展。2021年，公司環保總投入253.185萬元。

#### 環境目標

在國家可持續發展戰略、綠色發展戰略指引下，華潤醫療堅持經營效益與可持續發展並重，以節能降碳為導向，積極探索實現碳達峰、碳中和目標的有效路徑，對節能減排工作實行目標管理，制定具體的排放量目標、能源使用效益目標及用水效益目標，並逐級分解至各下屬醫療機構，要求各單位定期通過「華潤集團EHS直報系統」對能源資源消費量、能源經濟效益、生態環境保護等指標做統一部署和信息收集，從計畫、執行、監督、改進等環節全面提升環境管理水準，爭做全球生態文明建設的參與者、貢獻者、引領者。

## A1 Emissions

## A1.排放物

Indicators 指標	Unit 單位	Year 年度		
		2021 <sup>*2</sup>	2020	2019
Total greenhouse gas (GHG) emissions 溫室氣體排放總量	tonnes of CO <sub>2</sub> equivalent 公噸二氧化碳當量	<b>58,115.21</b>	88,607.85	50,956.82
Direct emissions (Scope 1) 直接排放 (範圍1)		<b>5,126.59</b>	5,641.84	7,353.33
Indirect emissions (Scope 2) 間接排放 (範圍2)		<b>53,082.63</b>	83,060.02	43,687.16
Total GHG emissions per square meter of floor area (Scope 1 and Scope 2) 每平方米樓面面積的溫室氣體排放總量 (範圍1及2)	kg CO <sub>2</sub> equivalent/m <sup>2</sup> 公斤二氧化碳當量/平方米	<b>88.77</b>	135.49	84.28
NOx emissions 氮氧化物 (NOx) 排放量	tonne 噸	<b>7.6358</b>	12.7336	7.7342
PM emissions 懸浮顆粒物 (PM) 排放量	tonne 噸	<b>0.1096</b>	0.1907	0.2711
Total discharge of hazardous medical waste 有害醫療廢棄物排放總量	tonne 噸	<b>1,564.32</b>	1,281.39	1,297.48
Total amount of hazardous medical waste per square meter of floor area 每平方米樓面面積有害醫療廢棄物總量	kg/m <sup>2</sup> 公斤/平方米	<b>2.39</b>	1.96	2.14
Total discharge of non-hazardous waste 無害廢棄物排放總量	tonne 噸	<b>6,725</b>	7,010	10,303.09
Total amount of non-hazardous medical waste per square meter of floor area 每平方米樓面面積無害廢棄物總量	kg/m <sup>2</sup> 公斤/平方米	<b>10.27</b>	10.71	17.04
Total amount of recycled waste 回收廢棄物總量	tonne 噸	<b>571.25</b>	516.96	2,366.22
Discharge amount of waste water 廢水排放量	m <sup>3</sup> 立方米	<b>1,902,661</b>	1,929,014	1,714,250

\*2>Note: The 2021 environmental data does not include that of Yantai Zhifu Hospital and Huaiyin Hospital of Huaian City; the two hospitals were consolidated into CR Medical in the mid-year of 2021, and such data is yet to be unified.

\*2注：2021年環境數據暫不含煙臺芝罘醫院及淮安市淮陰醫院，乃因其僅於2021年中開始併入華潤醫療，數據口徑有待統一。

# A Environmental

## A.環境

### 1. Greenhouse Gas Emissions

CR Medical has made active response to national dual-carbon goals of carbon peaking by 2030 and carbon neutrality by 2060. The Company pays attention to the impact on ecological environment left by its corporate operations all the time. According to the Law of the People's Republic of China on Energy Conservation, the China's National Climate Change Programme, and other laws, regulations and policy initiatives, CR Medical has made continuous efforts to explore methods to reduce greenhouse gas emissions. We set our own targets of carbon emission and planned to reduce our greenhouse gas emissions (per ten thousand yuan of operating income) by 10% in 2025 when compared with 2020. We have found both our direct and indirect greenhouse gas emissions are closely related to energy consumption during production and operation. Therefore, we continue to reduce carbon emissions by applying energy-saving facilities, clean operation, renewable energy sources such as solar energy, increasing carbon sinks, and other means. During this reporting period, the Company increased greening space and vegetation coverage by tree planting and seeding. A total of 14,553 trees were planted. Compared with that in 2020, the Company's total greenhouse gas emissions were reduced by about 34.4% in 2021, resulting in remarkable emission reduction.

### 2. Waste Gas Management

CR Medical has enhanced supervision and management on emissions of atmospheric pollutants such as NO<sub>x</sub> and suspended particulate matters. The Company has deodorized waste gas discharged from sewage treatment station of medical institutions without infectious disease department; and has disinfected waste gas discharged from sewage treatment station of medical institutions with infectious disease department or tuberculosis department.

#### Case: Wugang General Hospital completes low-nitrogen transformation of boilers

In 2021, China Resources Wugang General Hospital completed low-nitrogen transformation for two natural-gas boilers of 10t/h. After transformation, nitrogen emission concentrations of the two boilers are 23mg/m<sup>3</sup> and 37mg/m<sup>3</sup> respectively. Their NO<sub>x</sub> emission concentrations are far below the "under 80mg/m<sup>3</sup>" standards required by local authorities.

### 1. 溫室氣體排放

華潤醫療積極回應國家2030碳達峰、2060碳中和的雙碳目標，始終關注企業運營對生態環境的影響，依照《中華人民共和國節約能源法》《中國應對氣候變化國家方案》等法律或制度規定，不斷探索降低溫室氣體排放的方法，並制定碳排放目標，計畫2025年萬元營業收入溫室氣體排放量較2020年下降10%。我們的直接溫室氣體排放及間接溫室氣體排放均與生產經營過程中的能源消耗密切相關。因此，我們通過替換節能設施、清潔運營，使用太陽能等可再生能源，增加碳匯等方式不斷降低碳排放。報告期內，公司通過植樹種草等方式增加綠化面積和植被覆蓋率，累計植樹14,553棵。2021年，公司溫室氣體排放總量較2020年減少約34.4%，減排成效明顯。

### 2. 廢氣管理

華潤醫療加大對氮氧化物、懸浮顆粒物等大氣污染物排放的監督管理。針對無傳染病醫療機構污水處理站排出的廢氣進行除臭除味處理；針對傳染病和結核病醫療機構污水處理站排出的廢氣進行消毒處理。

#### 案例：華潤武鋼總醫院全部完成鍋爐低氮改造工作

2021年，華潤武鋼總醫院完成對2台10蒸噸/小時的天然氣鍋爐的低氮改造。改造後，2台鍋爐氮排放濃度值分別為23毫克/立方米、37毫克/立方米，氮氧化物的排放濃度遠低於所在地市要求的80毫克/立方米以下的標準。

### 3. Waste Management

#### (1) Medical Waste Management

The Company continues to improve the responsibility system for medical waste management. It has formulated the Regulations on Medical Waste Management and appointed full-time staff to carry out waste management work, aiming at reducing the generation of hazardous waste from the source to reach the waste reduction targets. Specific measures planned for continuous implementation include:

- **Classified disposal:**

Collect and classify medical waste in the hospital. Deliver medical waste to qualified medical waste disposal units for treatment in a compliant manner.

- **Management into practice:**

Recognize loss, leakage, diffusion, and incidents of medical waste on time according to the Pre-Arranged Emergency Disposal Plan for Medical Waste Incidents.

- **Continuous education:**

Conduct training on medical waste management at regular intervals to improve employees' understanding of hazardous waste and provide methods to reduce generation of hazardous waste in daily work for employees.

#### (2) Non-Hazardous Waste Management

The Company has actively promoted garbage sorting and recycling, disposal, and reuse. It delivers non-hazardous waste including domestic waste and kitchen garbage to environmental protection institutions approved by the government for cleaning at fixed period. It also organizes and carries out garbage sorting training to strictly control the generation of non-hazardous waste and reduce waste emission. In 2021, the total non-hazardous waste discharge was reduced by 285 tonnes compared with that of 2020. We will further enhance employees' sense of garbage sorting by training and communication to encourage them to take an active part in garbage sorting, and to advocate a green, healthy and environmentally-friendly lifestyle.

### 3.廢棄物管理

#### (1) 醫療廢棄物管理

公司持續健全醫療廢棄物管理責任制，制定《醫療廢物管理制度》，設立專職人員開展廢棄物管理工作，從源頭減少危險廢棄物的產生以實現減廢目標。計畫將持續採取的具體舉措包括：

- **分類處置：**

對院內的醫療垃圾進行分類收集，並將醫療廢物交由取得合格資質的醫療廢物處置單位進行合規處理。

- **落實管理：**

按照《醫療廢物意外事故應急處置預案》，及時識別醫療廢物流失、泄露、擴散和意外事故。

- **持續教育：**

定期開展醫療廢棄物管理培訓，提升員工對危險廢棄物的認識，指導其在日常工作中減少危險廢棄物產生的方式方法。

#### (2) 無害廢棄物管理

公司積極推進垃圾分類回收、處置和再利用，將生活廢物和廚餘垃圾等無害廢棄物定期交由政府認可的環保機構清理，組織開展垃圾分類培訓，嚴格控制無害廢棄物的產生，減少污染物的排放。2021年，無害廢棄物排放總量較2020年減少285噸。我們將進一步通過培訓宣導，增強員工對垃圾分類的認知，鼓勵員工積極參與到垃圾分類的實際行動中，倡導綠色生態、健康環保的生活方式。



# A Environmental

## A.環境

### 4. Waste Water Discharge Management

CR Medical implements strict management on medical waste water and domestic sewage. The Company has formulated the Regulations on Sewage Treatment Management and the Contingency Plan for Sewage Treatment. It delivers waste water with residual chemicals or drugs to recognized recycling institutions for centralized processing, keeps real-time monitoring on the running condition of medical waste water discharge facilities, and periodically entrusts testing organizations to test sewage, settling ponds, biochemical treatment discharge and contact tank discharge with testing parameters including water yield, water temperature, chlorine, pH-value, Escherichia coli, biochemical oxygen demand (BOD), and suspended solid to ensure sewage/waste water discharge reaches the standards. In 2021, Guangdong 999 Brain Hospital carried out transformation of its sewage treatment system for flocculation basins and regulating reservoirs, thus to further reduce the impact on the environment.

### 4.廢水排放管理

華潤醫療嚴格管理醫療廢水及生活污水，建立《污水處理管理制度》《污水處理工作應急預案》，將含有殘餘化學物和藥物的廢水交由認可的回收機構進行集中處理；實時監測醫療廢水排放設施的運行情況；定期委託檢測機構對污水、沉澱池、生化處理出水、接觸池出水等進行檢測，包括水量、水溫、氯、酸鹼值、大腸菌數、生化需氧量、懸浮固體等參數，以確保污/廢水達標排放。2021年，廣東三九腦科醫院針對絮凝池和調節池開展了污水處理系統的改造，進一步降低對環境的影響。

### A2 Use of Resources

### A2.資源使用

Indicators 指標	Unit 單位	Year 年度		
		2021	2020	2019
Total energy consumption 能源總耗用量	MWh	<b>81,652.56</b>	85,595.10	93,467.84
Petrol 汽油	MWh	<b>1,091.52</b>	1,513.40	2,887.64
Diesel 柴油	MWh	<b>760.89</b>	673.63	3,726.87
Nature gas 天然氣	MWh	<b>23,629.57</b>	25,637.59	24,706.54
LPG 液化石油氣	MWh	<b>688.53</b>	326.08	701.30
Purchased electricity 外購電力	MWh	<b>55,482.05</b>	57,444.40	61,445.49
Total energy consumption per square meter of floor area 每平方米樓面面積能源消耗總量	MWh/m <sup>2</sup> MWh/平方米	<b>0.12</b>	0.13	0.15

Indicators 指標	Unit 單位	Year 年度		
		2021	2020	2019
Fresh water consumption 新鮮水耗用量	m <sup>3</sup> 立方米	<b>1,827,881</b>	1,788,553	1,961,515
Fresh water consumption per RMB10,000 of operating revenue 萬元營收新鮮水耗用量	m <sup>3</sup> /RMB10,000 立方米/萬元人民幣	<b>4.11</b>	6.50	9.27
Total consumption of packaging materials* <sup>3</sup> 包裝物料總耗用量* <sup>3</sup>	tonne 噸	<b>154.28</b>	51.91	80.23
Total consumption of packaging materials per RMB10,000 of operating revenue 萬元營收包裝物料總耗用量	tonne/RMB10,000 噸/萬元人民幣	<b>0.00035</b>	0.00019	0.00038

\*<sup>3</sup>Note: Compared with previous years, the statistical coverage of packaging materials in 2021 was expanded, having mainly added the statistics of cartons, glass bottles and other materials.

\*<sup>3</sup>注：與往年相比，2021年包裝物料的統計範圍有所擴大，主要增加紙箱、玻璃瓶等物料的統計。

### 1. Energy Management

CR Medical effectively obeys and implements laws and regulations including the Law of the People's Republic of China on Energy Conservation, and continuously strengthens energy management. The Company has established relevant systems and plans to boost the effective implementation and steady realization of the management plans. It also has a plan to reduce general energy consumption (per ten thousand RMB of operating income) by 10% in 2025 when compared with 2020. We have persisted in driving medical institutions to accelerate energy-saving transformation on equipment with high energy consumption; and have continuously strengthened the management of water use, gas use, and oil use in medical institutions to promote implementation of energy-saving measures and to improve energy use efficiency. In 2021, Wuhan Iron and Steel (Group) Corporation No. 2 Staff Hospital upgraded and reconstructed its hot water supply systems with centralized heating of solar energy, resulting in effective energy consumption reduction. During this reporting period, the total energy consumption of the Company and its member medical institutions was 81,652.56 MWh.

### 1. 能源管理

華潤醫療貫徹執行《中華人民共和國節約能源法》等法律法規，不斷加強能源管理，制定相關制度、計畫，並推動管理方案的有效落實和穩步實現，計畫2025年萬元營業收入綜合能耗較2020年下降10%。我們持續推動醫療機構加快高耗能設備的節能改造；不斷強化醫療機構用水、用氣、用油等能源使用管理，增強降耗措施的實施力度，提高能源使用效率。2021年，武漢鋼鐵(集團)公司第二職工醫院對熱水供應系統進行升級改造，採用太陽能集中供熱，有效降低了能源消耗。報告期內，本公司連同成員醫療機構能源消耗總量為81,652.56 MWh。

# A Environmental

## A.環境

### 2. Water Management

Daily water use of the Group is mainly provided by local water supply companies. During this reporting period, the Group has gained applicable water source and ensured the water quality can meet water use requirements. We continuously optimize our water resources management, and plan to reduce water consumption (per ten thousand of operating income) by 16% in 2025 when compared with 2020. In addition, we have continuously optimized water resource management. Several water-saving measures have been taken which include posting “Save Water” signs, reinforcing routine maintenance for water equipment, keeping timely inspection on water and electricity facilities, and working on publicity and education on water conservation to promote realization of the water consumption target and avoid water resource waste. Through these measures, we have also further explored the potential in water conservation. In 2021, Yantai Zhifu Hospital in Shandong Province won the honorary title of “Water-Saving Unit” at provincial/ministerial level. Beijing Mentougou Traditional Chinese Medicine Hospital won the honorary title of “Beijing Water-Saving Unit.”

### 3. Packaging Materials Management

CR Medical attaches importance to recycling and reusing of packaging materials. The Company encourages to use packaging materials which can guarantee product quality while reducing impact on the environment, and also encourages to reduce use of packaging materials in each aspect of actual operations. Jinan Zhong Qi Hospital has reduced the use of packaging materials by carrying out recycling and reusing drug packaging materials. During this reporting period, the total packaging material consumption of the Company and its member medical institutions was 154.28 tonnes. The packaging material types include cartons, infusion bottles, infusion bags, glass bottles, etc.

## A3 Environment and Natural Resources

### 1. Biodiversity Protection

Biodiversity fills the earth with life. It also lays the foundation for the survival and development of mankind. CR Medical has always attached great importance to biodiversity protection. All our activities and services involved in operation have not left major impact on biodiversity, and none of our business premises or office spaces is set within natural ecological

### 2.用水管理

本集團的日常用水主要由當地供水公司所提供，於報告期間可以有效獲取適用水源，保證水質符合用水要求。我們不斷優化水資源管理，計畫2025年萬元營業收入耗水量較2020年下降16%，並通過設置節水標識、加強用水設備日常維護管理、及時巡查處理水電設施、開展節水知識宣傳教育等節水舉措推動用水量目標的達成，避免水資源的浪費，並通過上述工作進一步挖掘節水潛力。2021年，山東煙臺芝罘醫院榮獲省部級節水型單位榮譽稱號，北京市門頭溝區中醫醫院獲得北京市節水型單位榮譽稱號。

### 3.包裝材料管理

華潤醫療重視包裝材料的回收再利用，鼓勵使用既保證產品質量又減少環境影響的包裝材料，在實際運營中的各個環節減少包裝物料的使用。濟南重汽醫院通過開展藥物包裝材料回收再利用行動，減少包裝材料的使用。報告期內，本公司連同成員醫療機構包裝物料總耗用量為154.28噸，包裝物料種類包括紙箱、輸液瓶、輸液袋、玻璃瓶等。

## A3.環境及天然資源

### 1.生物多樣性保護

生物多樣性使地球充滿生機，也是人類生存和發展的基礎。華潤醫療一直高度重視對生物多樣性的保護，運營中所涉及到的所有活動、服務對生物多樣性均未造成重大影響，且所有的經營場地、辦公場所都未設置在自然生態保護區內或保護區外生物多樣性豐富

preservation areas or any region with rich biodiversity outside preservation areas. In the process of project construction, we include environmental protection requirements in supplier selection criteria. On equal conditions, we will give preference to suppliers with outstanding performance in the aspect of biodiversity protection. CR Medical starts with itself to protect natural ecosystem and achieve the harmonious coexistence between corporate operations and natural environment.

## 2. Environmental Protection Publicity

CR Medical focuses on improving environmental awareness of its employees and the public. Internally, the Company posts environmental protection signs in office areas and advocates employees to turn off lights when leaving, print on both sides, and take stairs as much as possible. It integrates the green concept into employees' daily management. Externally, the Company distributes environmental protection brochures, publicizes environmental protection cases, and takes an active part in organizing environmental protection activities such as tree planting to help improve public environmental protection awareness. In 2021, Wuhan Iron and Steel (Group) Corporation No. 2 Staff Hospital organized a tree planting activity themed "Plant a Wish, Create a Better Future Together" to promote environmental protection by practical actions.

## A4 Climate Change

The impact of climate change on a global scale is becoming increasingly significant. All sectors of society have shared the consensus to address climate change by great efforts. As a responsible enterprise, CR Medical has always paid close attention to business-related climate change risks during operation, especially natural disaster risks. The Company has taken proactive measures to continuously improve its risk-resistant capacities against climate-related risks. In 2021, a number of member medical institutions of the Company formulated emergency response mechanisms to cope with climate change. For example, China Resources Wugang General Hospital, Wuhan Iron and Steel (Group) Corporation No. 2 Staff Hospital, Guangdong CEEC Power Hospital, and Beijing Jian Gong Hospital made contingency plans for typhoon, flood, earthquake, and lightning.

區域；在工程建設項目中，我們將環保要求納入供應商選擇標準，在同等條件下，優先選擇生物多樣性保護工作表現優異的供應商。從自身做起，保護自然生態系統，實現企業運營與自然環境的和諧共生。

## 2.環保宣傳

華潤醫療重視提升員工及公眾的環保意識。對內，公司在辦公區張貼環保標識，倡導員工隨手關燈、雙面打印、儘量多走樓梯，將綠色理念融入員工日常管理中；對外，公司通過發放環保宣傳手冊，宣講環保案例，積極開展植樹造林等環保活動，促進公眾環保意識的提升。2021年，武漢鋼鐵(集團)公司第二職工醫院以「播種希望 共築未來」為主題開展植樹造林活動，以實際行動為生態環境增綠添彩。

## A4.氣候變化

氣候變化在全球範圍內的影響日趨顯著，著力應對氣候變化愈發成為社會各界的共識。作為一家負責任的企業，華潤醫療在運營中時刻關注與業務相關的氣候變化風險，尤其是自然災害風險，並積極採取應對措施，不斷提升氣候相關風險的抵禦能力。2021年，公司多家下屬醫療機構已根據經營區域的氣候特點制定了應對氣候變化的應急機制。例如，華潤武鋼總醫院、武漢鋼鐵(集團)公司第二職工醫院、廣東中能建電力醫院、北京市健宮醫院等多家醫院制定了防風、防汛、防地震、防雷擊等應急預案。

## A Environmental

### A.環境

#### Case: Guangdong CEEC Power Hospital makes emergency plans for typhoon and flood disasters

To timely and effectively carry out natural disaster prevention work and disaster relief work, Guangdong CEEC Power Hospital has formulated contingency plans for typhoon and flood disasters. It has set up an emergency leading group to work on publicity and education on self and mutual medical aid, evacuation and other related knowledge to continuously improve employees' emergency awareness and resilience against natural disasters. Specific response measures are listed below:

- Keep close attention to early warning information about natural disasters in a timely manner; and remind employees to make good preparation to prevent heavy rainfall.
- Arrange staff on round-the-clock duty to inspect the premises, doors, windows and facilities; and troubleshoot hidden circuit danger in electricity rooms.
- Clean up land drainage outlet at fixed period to ensure smooth drainage during heavy rainfall.
- Prepare sandbags for emergency use to ensure low-lying areas will not be immersed by heavy rainfall.
- Arrange patrol inspection at regular intervals and timely start relevant contingency plans when any problem is found.

#### 案例：廣東中能建電力醫院制定防風防汛應急預案

為及時、有效地開展自然災害預防和災後救災工作，廣東中能建電力醫院制定了防風防汛應急預案，設立應急領導小組，開展自救互救、疏散知識的宣傳教育，不斷提升員工應急意識和抵禦自然災害的能力。具體應對舉措如下：

- 及時關注自然災害預警信息，並提示員工做好防強降雨天氣工作；
- 安排工作人員晝夜值班，提前巡查房屋、門窗及設備設施，排查電房線路隱患；
- 定期清理地面排水口，保證強降雨時出水通暢；
- 準備好應急沙袋，保證強降雨時低窪院區不被浸水；
- 定期巡查，發現問題及時啟動有關應急預案。

#### Case: Beijing Jian Gong Hospital makes emergency plans for earthquake

Beijing Jian Gong Hospital has formulated earthquake contingency plans and set up an emergency institutional framework with clarified functions of each department to reduce material loss and personnel loss resulting from earthquake and its secondary disasters. Specific response measures are listed below:

- Ensure earthquake fortification and seismic hardening before earthquake to reinforce buildings in the hospital with high seismic resistance.
- Make good preparation of material reserves and tool equipment for disaster relief to enhance employees' self-rescue ability.
- Check water, electricity, gas, communication and transportation facilities, and strengthen special protection measures.
- Conduct earthquake resistance and disaster prevention drills, and organize training for employees at regular intervals to improve their strain capacity under emergency state and heighten their awareness of earthquake resistance and disaster prevention.

#### 案例：北京市健宮醫院制定防地震應急預案

北京市健宮醫院制定防地震應急預案，設置應急組織機構並明確各部門的職能，以減輕地震及其次生災害造成物質和人員的損失。具體應對措施如下：

- 做好震前抗震設防、抗震加固工作，使醫院的建築物具備較強的抗震能力；
- 做好物資以及救災工具設備的儲備，增強員工自救能力；
- 做好水、電、氣、通訊、交通等設施的檢查工作，強化特殊保護措施；
- 開展抗震防災演習，定期對員工進行培訓，提高員工在應急狀態下的應變能力和抗震防災意識。

## B1 Employment

CR Medical strictly abides by the laws and regulations such as the Labour Law of the People's Republic of China. It has formulated internal policies of the Company and affiliated hospitals to insist on fair and open employment principle, and to firmly eradicate all discriminatory acts based on gender, age, race, region or other factors. CR Medical provides equal job opportunities and promotion chances for all employees with respect, and also protects their privacy. It has created diverse and comprehensive environment at workplace with great efforts to be responsible for all employees.

## B1.僱傭

華潤醫療嚴格遵守《中華人民共和國勞動法》等相關法律法規，制定公司及醫院內部政策，堅持公平、公開的僱傭原則，堅決杜絕一切性別、年齡、種族、地區等因素的歧視行為，為員工提供平等的就業和晉升機會，尊重並保護員工隱私，創造多元包容的職場環境，努力做到對每一位員工負責。

Indicators 指標	Unit 單位	Year 年度		
		2021	2020	2019
Total number of employees*4 員工總人數*4	person 人	<b>15,422</b>	13,823	12,699
Number of newly recruited employees in this reporting period 報告期內吸納就業人數	person 人	<b>1,124</b>	869	869
Number of female employees 女性員工數	person 人	<b>10,940</b>	9,773	9,002
Number of male employees 男性員工數	person 人	<b>4,482</b>	4,050	3,697
Number of employees in Beijing (Beijing-based hospital and the headquarters) 在京員工數(在京醫院及總部)	person 人	<b>5,689</b>	5,188	5,110
Number of employees outside of Beijing 京外員工數	person 人	<b>9,733</b>	9,545	9,379
Number of employees under the age of 30 30歲以下員工數	person 人	<b>3,819</b>	3,999	4,696
Number of employees aged between 30-50 30-50歲員工數	person 人	<b>9,441</b>	8,092	6,513
Number of employees over the age of 50 50歲以上員工數	person 人	<b>2,162</b>	1,732	1,490
Turnover of male employees 男性員工流失率	%	<b>4.21</b>	8.04	7.49
Turnover of female employees 女性員工流失率	%	<b>6.65</b>	6.74	6.61

## B Social

### B.社會

Indicators 指標	Unit 單位	Year 年度		
		2021	2020	2019
Turnover of employees under the age of 30 30歲以下員工流失率	%	<b>10.52</b>	9.96	8.99
Turnover of employees aged between 30-50 30-50歲員工流失率	%	<b>10.60</b>	5.51	5.21
Turnover of employees over the age of 50 50歲以上員工流失率	%	<b>3.63</b>	7.42	9.80
Turnover of employees in Beijing (Beijing-based hospital and the headquarters) 在京員工流失率 (在京醫院及總部)	%	<b>6.64</b>	5.82	4.94
Turnover of employees outside of Beijing 京外員工流失率	%	<b>8.14</b>	5.61	5.08

\*4Note: The total workforce includes contract employees, dispatched employees, regular employees, and temporary employees.

\*4注：員工總人數包括勞動合同制、勞務派遣制員工以及事業編和臨時用工。

### 2021年按僱傭類型劃分的員工數量

#### Number of employees by employment type in 2021

Number of dispatched employees  
勞務派遣制員工數



2,244人

Number of contract employees  
勞動合同制員工數



10,788人

#### 1. Optimize Remuneration and Benefits

CR Medical sticks to equal pay for equal work irrespective of gender, and continuously reviews and improves on its salary incentive mechanisms. Various pay bands and incentive plans corresponding to employees at different levels are set up to inspire employees' vitality, and thus to promote continuous improvement on business performance and labor efficiency of the Company. CR Medical also protects employees' rights to take statutory holidays and entitled paid leave. It provides medical support for employees and strives to achieve a win-win situation between employees and the Company. In 2021, full coverage of social insurance for employees in CR Medical has been achieved.

#### 1. 優化薪酬福利

華潤醫療堅持男女同工同酬，不斷優化薪酬激勵機制，針對不同層級員工設立不同的薪酬級別和激勵計畫，激發員工活力，促進公司經營績效和勞動效率的持續提升，保障員工法定節假日和帶薪休假的權利，為員工提供醫療支持，實現員工與公司共贏。2021年，員工社會保險覆蓋率100%。

## 2. Deepen Democratic Management

CR Medical respects its employees and considers their roles are essential to the enterprise. The Company has implemented democratic management system with constant improvement on the system construction. It continues to enhance the democratic management work that takes the congress of workers and staff as the fundamental way of communication, and also to widen communication channels, fully protecting employees' right to know, participate and express, and also the right for them to supervise, and accordingly the company could resolve the concern of its employees.

### 3. Care for Employees' Lives

#### (1) Maintain Work - Life Balance

CR medical is proud of being a people-oriented company. We hold various recreational and sports activities to enrich employees' spare time and mental satisfaction. In 2021, the Company held a series of activities with themes of like "Dragon Boat Festival" and "Nurse's Day", and organized employee recital activity during the "Chinese Doctors' Festival" to create efficient, healthy, and caring working atmosphere for all employees.

#### (2) Care about Special Groups

CR Medical cares its employees whole-heartedly. The Company has set up employee care mechanism, organized activities especially for its female employees, retired employees, and employees in need, truly secured and guaranteed employees' legitimate rights and special interests, and also extended support to employees' families when required. These activities aim to truly enhance employees' happiness, sense of gain, and sense of belonging. In 2021, the medical staff of Guangdong 999 Brain Hospital visited to the patients and their families in the hospital during traditional holidays, brought care and warmth to the patients.

## B2 Health and Safety

In strict compliance with the Measures for the Supervision and Administration of Employers' Occupational Health Surveillance, the Measures for the Supervision and Administration of the Simultaneous Design, Construction and Putting into Operation of Occupational Disease Preventative Facilities Together with the Main Works of Construction

## 2. 深化民主管理

華潤醫療充分尊重員工主體地位，積極實行民主管理制度，完善民主管理機制建設，持續規範以職工代表大會為基本形式的民主管理工作，暢通溝通方式與渠道，充分保障員工的知情權、參與權、表達權和監督權，解決員工切實關心的問題。

### 3. 關愛員工生活

#### (1) 平衡工作生活

華潤醫療堅持以人為本，舉辦各類文體活動，豐富員工的業餘生活，滿足員工更高的精神需求。2021年，公司開展「端午節」「護士節」等主題系列活動，在「中國醫師節」期間舉辦員工誦讀活動，為員工創造高效、健康、關愛的工作氛圍，打造富有凝聚力的精神家園。

#### (2) 關懷特殊群體

華潤醫療用真情和關愛溫暖員工，完善關愛機制，針對女性員工、困難員工、離退休員工等群體開展關愛行動，切實維護和保障員工的合法權益和特殊利益，並將暖心關愛惠及員工家屬，切實增強員工的幸福感和歸屬感。2021年，廣東三九腦科醫院醫護人員在傳統節日期間慰問在院患者及家屬，為患者送去關懷與溫暖。

## B2. 健康與安全

華潤醫療嚴格遵守《用人單位職業健康監護監督管理辦法》《建設專案職業病防護設施「三同時」監督管理辦法》《用人單位勞動防護用品管理規範》《放射工作人員職業健康管理辦法》《中華人民共和國職業病防治法》等法律法規，建立安全生產管理體系、安全應急管



## B Social

### B.社會

Projects, the Measures for the Administration of Occupational Health of Workers Exposed to Radiation, the Law of the People's Republic of China On the Prevention and Control of Occupational Diseases, and other laws and regulations, CR Medical has established its work safety management systems and emergency response mechanisms. The Company conducts safety education and protection training activities, as well as mental health assistance for employees, organizes employee physical examinations on a regular basis, and makes efforts to effectively guarantee the health and safety of employees both at work and in life. In 2021, the Company raised the annual employee physical examination standards, which covered 100% of its employees. The number of employees participating in safety trainings reached 2,147,041 person-times.

理機制，開展安全教育與防護培訓、心理健康援助，定期組織員工體檢，在工作與生活中切實保障員工的健康與安全。2021年，公司提高員工年度體檢標準，體檢覆蓋率為100%，安全培訓覆蓋2,147,041人次。

Indicators 指標	Unit 單位	Year 年度		
		2021	2020	2019
Work-related fatalities in the past three years 過去三年因工作關係死亡人數	person 人	0	—	—
Rate of work-related fatalities 因工作關係死亡人數比率	%	0	—	—
Lost days due to work injury 因工傷損失工作日數	day 日	24	—	—
Investments in work safety 安全生產投入	RMB10,000 萬元	4,271	3,796	4,071

### 1. Work Safety Management System

CR Medical believes that the occupational health and safety of its employees is critical component to its environment, health, and safety function. CR Medical and all its member hospitals take pro-active steps to ensure the employees' occupational health, follow risk warning notices in respect of occupational health and the requirements for personal protective equipment ("PPE") and employee physical examination required by relevant national authorities, and fully promote its work safety standardization, so as to improve its safe production and guarantee the safety of employees and equipment of its member hospitals.

### 1. 安全生產管理體系

華潤醫療將員工的職業健康安全視為環境、健康、安全工作的重要內容之一，華潤醫療及各成員醫院積極落實員工職業健康的主體責任，遵循國家在日常生產中要求的職業健康風險警示告知、員工個體防護、員工體檢等要求，全面推進安全生產標準化建設，提高安全生產水準，保障醫院人員及設備安全。

## 2. Safety Emergency Management Mechanism

In strict accordance with the Comprehensive Contingency Plan for Work Safety Incidents, CR Medical has designated the responsible management department and defined its duties and responsibilities as well as requirements, among others, for the alerts, response, information release, post-response treatment and emergency support services, strengthened the identification and control of risks and hidden hazards, and strictly implemented the relevant handling measures. All the member hospitals of CR Medical have issued management rules and measures for contingency plans regarding work safety incidents, fire and rescue, abnormalities of elevators, overflow of and exposure to dangerous chemicals and other types of incidents, and organized relevant training activities and drills on a regular basis.

## 3. Safety Education and Protection

To increase its employees' awareness of risk prevention and keep them safe, CR Medical required all member hospitals to provide special training programs regarding, among others, the prevention and treatment of occupational diseases, falling objects, food safety and fire safety, and conducted more than 20 emergency drills on fire, lifts, power failure, anti-terrorism etc., improving employees' ability to respond to and handle emergencies.

### Case: Information cards prepared to guarantee employees' health

CR Medical, dedicated to improving employee awareness of disease prevention and treatment, encourages its employees to focus on diseases such as cardiovascular and cerebrovascular diseases, positively learn health knowledge and increase their health literacy through preparing and promoting the "Health Facts Card" under the guidance of the Group, help vulnerable groups improve their diseases prevention and treatment and maintain healthy habits both at work and in life.

## 2. 安全应急管理機制

華潤醫療嚴格遵循《突發生產安全事故綜合應急預案》，明確了管理機構與職責及對突發事故的預警、響應、資訊發佈、後期處置、應急保障等要求，加強風險隱患排查，嚴格落實治理措施。各醫院相繼出臺有關生產安全事故、消防救援、電梯異常、化學危險品溢出與暴露等突發事件的應急預案管理條例和措施，並定期組織培訓及演練。

## 3. 安全教育與防護

為提升全體職工風險防範意識、守護員工安全，華潤醫療組織各成員醫院開展「職業病防治」「高空墜物」「食品安全」「消防安全」等專題培訓；開展消防應急、電梯應急、斷電應急、反恐應急等20餘次應急演練，提高了員工應對突發事件的應急能力，增強應急處理技能。

### 案例：華潤醫療編制安全健康卡，守護員工健康

華潤醫療不斷提升員工防病治病意識，在集團指導下，通過編制和推廣《健康明白卡》，引導員工關注心腦血管等相關疾病，主動學習健康知識，提高健康專業素養，有助於重點人群對自身疾病預防和治療，保持健康工作和生活習慣。

#### 4. Mental Health Assistance

CR Medical cares about the mental health of the medical workers of its member hospitals and therefore carries out activities focusing on improving their mental health, conducts employee satisfaction surveys, establishes timely and efficient communication channels and provides mental counseling. In 2021, Wuhan Iron and Steel (Group) Corporation No.2 Staff Hospital provided training programs regarding mental health to encourage its employees to be self-respecting, confident, rational, calm and positive, and improve their mental and physical health.

#### B3 Development and Training

CR Medical values and respects talented people. The Company is dedicated to encouraging its employees to motivate themselves and explore their potential, preparing scientific career development systems, offering appropriate courses, and carrying out multi-level training programs and activities through various channels, such as meetings, seminars, lectures given by experts, and technical appraisal, to tap employee potential and help its employees grow and develop quickly. In 2021, the average training time for each employee was 52.86 hours.\*<sup>5</sup>

#### 4.心理健康援助

華潤醫療時刻關注醫務工作者心理健康，有針對性地開展員工心理健康關愛活動。公司開展滿意度調查，建立及時有效的溝通渠道，開展心理輔導，做實做細員工思想工作。2021年，武漢鋼鐵(集團)公司第二職工醫院開展心理健康培訓活動，培養員工自尊自信、理性平和、積極向上的社會心態，呵護員工身心健康。

#### B3.發展與培訓

華潤醫療尊重人才，重視員工的自我啟發與潛力發掘，制定科學的職業晉升體系、設置合理的學習課程，開展會議講座、專家授課、技術考核等多層次、多渠道的培訓活動，挖掘員工發展潛能，幫助員工快速成長。2021年，員工人均培訓時長為52.86小時。\*<sup>5</sup>

Indicators 指標	Unit 單位	Year 年度		
		2021	2020	2019
Investments in employee training 員工培訓投入	RMB10,000 萬元	<b>647.48</b>	271.87	869.37
Number of employees participating in trainings* <sup>6</sup> 參與培訓員工人次* <sup>6</sup>	No. of person 人次	<b>108,452</b>	79,385	87,356
Proportion of employees participating in trainings 參與培訓員工比例	%	<b>89.37</b>	92.43	92.47
Training hours for employees 員工培訓時長	hour 小時	<b>649,853</b>	255,929	218,985

\*<sup>5</sup>Notes: The statistics of employee training cover only the existing hospitals of CR Medical in 2021.

\*<sup>6</sup>Notes: The training figures recorded material increase year-on-year as the statistical coverage of staff training had increased to 19 hospitals in 2021.

\*<sup>5</sup>注：員工培訓統計口徑為2021年華潤醫療現存醫院數量。

\*<sup>6</sup>注：由於2021年員工培訓的統計口徑增加至19家醫院，故培訓數據增幅顯著。

Employee training by gender 按性別劃分的雇員培訓情況	2021年	
	Proportion of participating in training 培訓比例 (%)	Average training hours 平均受訓時長 (小時)
male employees男員工	66.95	40.39
female employees女員工	81.24	42.85

Employee training by type 按雇員類別劃分的培訓情況	2021年	
	Proportion of participating in training 培訓比例 (%)	Average training hours 平均受訓時長 (小時)
senior management 高級管理層	67.68	64.01
middle-level employees and middle management 中級員工及管理層	69.72	33.38
ordinary employees 普通員工	80.87	54.59

### 1. Establish Smooth Career Channels

CR Medical offers various career paths and fair promotion opportunities to its employees. The Company encourages the employees to become more positive, self-motivated and career-minded and improves their work ability through providing appropriate promotion channels, and establishes fair appraisal systems and effective career development programs, helping them in achieving different goals in career.

### 2. Focus on Employee Development

CR Medical is dedicated to be a talent-oriented enterprise and continuously strengthens its dynamic talent pool. The Company makes efforts to improve its employee training system and provides multi-level training programs to all its employees through various channels including orientation for new staff, in-service training, continuing education, safety training, practical legal trainings and other subjects, by various means such as meetings, lectures given by experts and technical appraisal, facilitating the development of its employees. In 2021, the Company offered training programs regarding lean management and clinical academic medicine to help its employees understand

### 1. 暢通職業通道

華潤醫療給予員工廣闊的職業發展空間和公平的晉升機會，通過提供合理的職業晉升通道、建立科學的工作評價體系和有效的職業發展支援項目，激發員工的主動性、進取心和事業心，提升工作能力，成就職業夢想。

### 2. 關注員工發展

華潤醫療一貫重視人才隊伍搭建，始終致力於組建人才導向型企業，涵養人才活水。公司建立並不斷完善員工培訓體系，通過多層次、多渠道的全員培訓，包括崗前培訓、在職培訓、繼續教育、安全培訓和普法培訓等，採取會議講座、專家授課、技術考核等多種形式，助力員工成長和發展。2021年，公司開展「精益」管理培訓、臨床學術培訓等活動，幫助員工快速掌握科學的學習及工作方法。

efficient and effective learning and working methods.

#### Case: Guangdong 999 Brain Hospital's training courses for employees

In 2021, Guangdong 999 Brain Hospital held more than 10 training events at provincial level or above both online and offline, such as the 5th Academic Conference on Infectious Diseases and Disorders of the Immune System & Training Session on Encephalitis of the South China Famous Doctor Association, and the 3rd International Workshop for Neuropathology and Surgical Pathology of Epilepsy, improving its employees' ability in teaching, scientific research and clinical practices.

#### 案例：廣東三九腦科醫院開展臨床學術培訓助力員工成長

2021年，廣東三九腦科醫院通過「線上+線下」方式開展了第五屆感染與免疫疾病學術會議暨華南名醫聯盟腦炎培訓學院培訓班，舉辦第三屆國際神經病理及癲癇外科病理研討會等省級及以上學術活動10餘場，有助於員工教學、科研、醫術能力的快速提升。

#### B4 Labour Standards

CR Medical, dedicated to protecting the basic rights and interests of its employees, implements equal and non-discriminatory labour policy in order to avoid forced labour and child labour. The Company conducts strict background investigation, including verifying identity and employment history, during the recruitment process to ensure hiring employees legally. If any illegal act is found, the Company will investigate seriously and give severe punishment to related persons. In 2021, the Company did not have any child labour or forced labour event.

#### B4.勞工準則

華潤醫療積極維護員工基本權益，奉行平等、非歧視的勞働用工政策，反對強迫勞働，杜絕僱傭童工。公司在招聘環節，實施嚴格的背景調查，通過身份資訊核驗、工作履歷資訊核驗等流程確保合法僱傭。如發現非法行為，公司會進行嚴格調查並對相關人員予以嚴肅處分。2021年，公司未發現僱傭童工、強迫勞働的事件。

#### B5 Supply Chain Management\*7

CR Medical pays close attention to the improvement of its supply chain management system. The Company continuously manages and controls the quality of medical products and services it offers by strengthening its supply chain management, and increases its suppliers' sense of responsibility management through systematic training and close communication. It makes efforts to build harmonious partnerships and promote the healthy and sustainable development of the supply chain in the industry together with various suppliers.

#### B5.供應鏈管理\*7

華潤醫療重視完善供應鏈管理體系，通過加強供應鏈管理從而持續管控醫療產品與服務質量，通過系統化的培訓溝通從而強化供應商的責任管理意識，攜手上下游供應鏈，構建和諧伙伴關係，宣導並促進行業供應鏈健康可持續發展。

\*7Note: Supply chain-related statistics in 2021 come from Beijing Phoenix United Medical Supply Chain Management Co., Ltd.

\*7注：2021年供應鏈相關統計數據來源於北京鳳凰聯醫供應鏈管理有限公司。

Indicators 指標	Unit 單位	Year 年度		
		2021	2020	2019
Number of legal compliance and risk trainings for suppliers 供應商守法合規及風險培訓次數	time 次	50	99	20
Number of participants of legal compliance and risk trainings for suppliers 供應商守法合規及風險培訓人次	No. of person 人次	100	583	221

### 1. Enhance Supplier Management

In order to ensure responsible procurement and prevent material risks, CR Medical has revised its Regulations on Supply Management, the Regulations on Procurement Management and the Management Measures for Suppliers based on the laws and regulations in connection with procurement and rules on the supervision and administration of medicine and medical devices in China, and has developed management requirements and implementation standards for supplier access procedures and standards, preparation and management of qualified supplier lists, daily management of suppliers, supplier integrity management, and other aspects, to improve its management system.

### 1.完善供應商管理

為規範責任採購，防範重大風險，華潤醫療以國家採購相關的法律法規、藥品管理及醫療器械監督管理制度為依據，修訂《供應管理制度》《採購管理制度》及《供應商管理辦法》，對供應商准入流程及標準、合格供應商名冊及管理、供應商日常管理、供應商廉潔管理、供應商評價流程等多方面制定了相應的管理要求及實施標準，管理體系健全完善。

Indicators 指標	Domestic 國內					Overseas 海外	Total 合計
	North China 華北	Northeast China 東北	South China 華南	West China 華西	Central China 華中		
Number of suppliers in 2021 2021年供應商數目	615	38	169	72	363	0	1,257

#### (1) Supplier Access Mechanism

CR Medical has established supplier access standards requiring its procurement functions at different levels to select qualified suppliers as stipulated, and has developed and issued the Qualified Supplier List, which is thoroughly reviewed at least once a year. At the same time, CR Medical conducts strict evaluation of social and environmental risks on the suppliers' side, such as risks in connection with the environmental impact assessment report, pollutant discharge permit and other mandatory access qualifications, and

#### (1) 供應商准入機制

華潤醫療設定供應商准入標準，要求各層級採購主責部門嚴格按標準遴選合格供應商，制定並發佈《合格供應商名冊》，至少每年一次對本機構《合格供應商名冊》進行全面審查。同時，還對供應商的環境和社會風險進行嚴格評估，如環境評價報告、排污許可證等硬性准入資質，並結合行業要求，核查供應商所在行業輔助資質，如環境體系認證、安全生產許可證等。採購時，華潤醫療優先

## B Social

### B.社會

verifies the secondary qualifications required in the industry according to industry practices, such as the environmental system certification and safe production permit. CR Medical gives priority to cooperating with suppliers who actively seek to fulfill their own environmental and social responsibility, and considers such screening process shall also bring positive impacts on the suppliers. In 2021, the Company has also invested RMB1.7455 million conducting green procurement.

#### **(2) Supplier Review Mechanism**

CR Medical maintains records of drug quality review and supplier quality review. It conducts comprehensive review of the quality of suppliers on a yearly basis, which, together with daily supervision and management, enables the dynamic tracking and monitoring of suppliers. In 2021, CR Medical reviewed 540 drug suppliers in total, of which 77 were disqualified and 416 were qualified, with 1,125 categories of products being qualified.

#### **(3) Day-to-Day Management of Suppliers**

CR Medical continuously improves its supply chain anti-corruption mechanism by entering into integrity agreements with suppliers, promoting commercial integrity in operations and having best efforts in avoiding commercial fraud for creating transparent procurement environment; also by implementing stricter inventory management, monitoring procurement, warehousing, product return, maintenance, inspection, outgoing inspection and other processes, and handling products suspected of being defective; sorting out, adding to or changing supplier information recorded, and conducting access management; establishing and publishing dedicated complaining and reporting channels, designating the department in charge of managing complaints, imposing punishment on suppliers complained or reported (if the case is verified) as provided in the policies of the Company, and controlling the sales behavior of the suppliers. In 2021, the Company has entered into integrity agreements with 1,021 suppliers.

#### **2. Promote Responsibility of Supply Chain**

CR Medical values the establishment of long-term and in-depth cooperation relationships with its suppliers. It commits itself to enabling the supply chain work to benefit the society through regular training to and positive

考慮對環境和社會負責任的供應商，力求通過自身的選擇和影響力為供應鏈帶來積極正面導向。2021年，公司綠色採購投入174.55萬元。

#### **(2) 供應商評審機制**

華潤醫療建立了藥品質量評審和供應商質量評審檔案，每年對供應商進行綜合質量評審，通過日常監督管理及年度考核對供應商進行動態跟蹤管理。2021年，華潤醫療共評審藥品供貨企業540家，停用供應商77家，現存合格供應商416家，合格品種1,125個品規。

#### **(3) 供應商日常管理**

華潤醫療持續強化供應鏈反腐機制，簽訂廉潔保證協定，堅定宣導誠信經營、反對商業舞弊，構建陽光採購環境；加強庫存管理，嚴格監督處理採購入庫、銷後退回、養護檢查、出庫復核等環節中發現的質量可疑的貨品；對供應商資訊進行分類、新增及變更、存檔、借閱管理；設立並公開專門的投訴舉報渠道，明確投訴管理部門，對被投訴或舉報（經查證情況屬實）的供應商按公司規定落實處理辦法，嚴肅規範供應商銷售行為。2021年，本公司與1,021家供應商簽訂廉潔保證協議。

#### **2. 推動供應鏈履責**

華潤醫療注重和供應商的長期、深入合作，與供應商積極溝通、定期培訓、協同發展，通過與供應鏈信息的有效互通和戰略互動促進供應鏈更好地賦能社會。

communication and coordinated development with the suppliers, as well as effective exchange of supply chain information and strategic interaction with the supply chain.

### **(1) Coordinated Development**

CR Medical explores discipline development, group-level centralized procurement, innovative models and other areas, and cooperates in medical research and discipline development, with strategic partners, aiming to improve the quality of products supplied and medical technology, strengthening quality rules and code of conduct standards and increasing the value recognition of the suppliers. In 2021, CR Medical launched more than 10 major cooperation projects and supported more than 450 sessions of activities, which attracted 8,500 participants.

### **(2) Regular Training**

In order to control the behavior of suppliers, CR Medical provides various training programs to them. In 2021, the Company provided more than 50 supplier compliance and risk prevention training programs. We organize, on a regular basis, training programs regarding procurement policies, compliance and risk control for suppliers and purchasing personnel, and special training programs regarding, among others, the basic information about the supply chain, qualification management, consumables management, incoming and outgoing practices and compliance requirements to be met by the shipping documents provided by the suppliers.

## **B6 Product Responsibility**

### **1. Optimize Medical Services**

Adhering to the strategy of “patients orientated”, CR Medical is committed to its founding mission of being specialized in the treatment of particular diseases and building a strong brand image. The Company focuses on improving the medical services provided by its member hospitals through continuous innovation in the modes of development of our hospitals and the improvement of smart service systems, and developing patented technologies for high-end medical devices, to provide health management services satisfactorily to the patients. In 2021, 93% of the surveyed patients were satisfied with the services provided by CR Medical.

### **(1) 協同發展**

華潤醫療圍繞學科建設、集團化採購、創新業態項目等領域，與戰略合作方積極探討並合力開展醫療科研、醫療學科建設合作，共同致力於提升供應產品質量及醫療技術水準，切實強化質量規範行為準則，提升供應商價值認可度。2021年，華潤醫療開展重點合作項目共計10余項，支持各類活動逾450場次，覆蓋近8,500人次。

### **(2) 定期培訓**

為規範供應商行為，華潤醫療面向供應商開展內容豐富的培訓項目。針對採購制度、採購守法合規和風險管控，我們定期對供應商和採購人員開展合規和風險培訓。2021年，公司共開展供應商守法合規及風險培訓50餘次。針對供應鏈的基本情況、資質管理、耗材管理系統、出入庫規範操作和供應商物流單據合規要求等內容，對供應商定期開展專項培訓。

## **B6. 產品責任**

### **1. 優化醫療服務**

華潤醫療秉承「以患者為中心」的宗旨理念，堅守「做好專科、做強品牌」的初心，通過不斷創新醫療發展模式、智慧服務體系來提升醫療業務能力，積極研發高端器械專利技術，為廣大患者提供滿意到位的健康管理服務。2021年，華潤醫療患者滿意度為93%。



#### **(1) Develop Leading Disciplines**

Taking discipline development as a critical step to the development of its member hospitals, CR Medical puts emphasis on building inter-hospital and intra-hospital discipline clusters, explores innovative models for its development, and further promotes the coordinated development of practicing, teaching and scientific research, to integrate teaching with clinical practices and theories with practices, form a virtuous circle in which hospitals and medical schools help each other, share resources and leverage each other's advantages, and facilitate discipline construction and development. At the same time, the Company has set up prizes for innovation and development to promote the competencies and innovation ability of its medical workers, as well as its operations and development, discipline construction, talent development and department management.

#### **(2) Promote Smart Patient Services**

CR Medical makes efforts to quicken its construction of "Internet plus," explore the application scenarios of smart technologies in services provided to patients, and promote the establishment of its "Runxin" patient service system, with an aim to provide one-stop services both online and offline to patients. The smart pharmacy of Beijing Jing Mei Group General Hospital, the epidemiological survey questionnaires and multiple new functions of the online system of Guangdong 999 Brain Hospital, such as automatic delivery orders to SF Express, independently developed by the Company make medical services provided by the hospitals more accessible. By December 2021, nine member hospitals of CR Medical launched online patient service platforms.

#### **(3) Improve Medical Competence**

##### **• Organize GCP Training Programs**

In order to strengthen their discipline construction and improve the scientific research level and legal awareness of their clinical researchers as well as the professional competencies of their medical workers, all the member hospitals of CR Medical invite famous experts in the industry to give lectures on regulations and requirements related to good clinical practice ("GCP") to help the participants understand and apply such regulations and requirements well, with GCP training certificates issued to participants passing examinations prescribed.

#### **(1) 建設優勢學科**

華潤醫療將學科建設融入醫院發展的核心環節，加強院際和院內學科集群化建設，探索華潤醫療創新發展模式，進一步深化醫、教、研協同發展，將「教學」與「臨床」、「理論」與「實踐」更好地融合，形成醫校互助、資源共享、優勢互補的良性循環，促進學科發展建設。同時，本公司設立創新與發展獎項，以提高醫務人員整體業務水準和創新能力，促進運營發展、學科建設、人才培養和科室管理等高質量發展。

#### **(2) 推進智慧患者服務**

華潤醫療加速「互聯網+」建設，探索智慧化在患者服務方面的應用場景，推進「潤心」患者服務體系建設，為患者提供「線上+線下」一站式服務。此外，公司自主研發了北京京煤集團總醫院智慧藥房、北京市健宮醫院的流調問卷、廣東三九腦科醫院的順豐自動下單等多項新功能，大大提升了患者就醫的便利性。截至2021年12月，華潤醫療旗下共9家醫院上線應用患者服務平臺。

#### **(3) 提升醫療業務能力**

##### **• 組織GCP培訓會**

各成員醫院加強學科建設，邀請業界知名專家，幫助學員們掌握藥物臨床試驗質量管理規範（簡稱為「GCP」）相關規定和要求，深化理解及運用，並為考試合格的學員頒發GCP培訓證書，提高臨床試驗研究者的研究水準和法規意識，促進了醫院工作人員專業能力的提升。

• **Formation of Certain Medical Consortiums**

CR Medical is dedicated to building a tiered medical service system by means of formation of different medical consortiums. The Company explores the ways to improve the quality of medical services provided by and expand the capacity of community-level medical institutions through creating medical consortiums composed of its member hospitals in designated regions, facilitating the development of the members of the consortiums. More emphasis is put by CR Medical on the development of its top member hospital of a medical consortium in a designated region, to promote the hospital's ability to drive the development of other members of the same consortium. Members closely connected with the top member hospital in a region are managed by the top hospital in terms of HR, funds and properties, to enable resource sharing and effective improvement of the medical services provided in the specific regions.

• **組建醫聯體**

公司以醫療聯合體(簡稱為「醫聯體」)為載體,以構建分級診療體系為目標,將成員醫院統籌規劃為幾個主要區域,分別組建醫聯體,深入探索如何實現基層醫療提質擴容,助推醫聯體成員單位共同發展。各區域醫聯體重點做強龍頭醫院,提高其輻射帶動能力,以「大手拉小手」策略對區域緊密型成員單位實行人財物統一管理,實現資源分享,推動區域醫療水準有效提升。

Indicators 指標	Unit 單位	2021
Number of outpatients and emergency cases (excluding physical examination) 門急診人次(不含體檢)	10,000 no. of person 萬人次	1,078
Number of inpatients 住院人次	10,000 no. of person 萬人次	28.2
Number of inpatient operations 住院手術量	case 例	62,995
Number of Level 3 & Level 4 operations 三四級手術量	case 例	45,429
Number of surgical procedures 操作例數	case 例	125,097
Number of public hospital beds 開放床位數	Nos. 張	12,242

**2. Enhance Medical Management**

The Company continuously strengthens its service quality management to efficiently handle complaints and disputes, improve the relationship with our patients, provide professional services to our patients, and try to gain recognition from the public and build up good branding image of CR Medical.

**2.加強醫療管理**

公司不斷加強服務質量管理,有效處理投訴糾紛、促進醫患關係,為患者提供專業化服務,贏得了社會各界的認可,樹立了華潤醫療的品牌形象。

#### (1) Improve Quality Management

##### • Optimize Management System

CR Medical is dedicated to building 10 standardized and group-level hospital quality and safety management systems based on international, domestic and industry standards and rules. The Company keeps on promoting the establishment of the systems through taking various measures including conduction of publicity and implementation of the systems, preparation of necessary system documents, building of a quality and safety information platform, application of comprehensive tools and best practices, and building its own branding. At the same time, CR Medical encourages all its member hospitals to carry out quality improvement activities, make use of quality management tools to solve problems at work and ensure fully and efficiently the quality and safety of medical services provided by its member hospitals.

##### • Enhance Risk Control

CR Medical has formulated the Management Measures for Quality and Safety Monitoring of Hospitals, the Management Measures for Adverse Events in Hospitals, and other medical risk control rules and regulations, to further strengthen its identification and control of medical risks; has set up and been improving key indicators for major procedures, major diseases and major groups to monitor regularly and identify medical risks. CR Medical pays close attention to the quality management risks in its member hospitals and supervises the risk control of its member hospitals by taking measures such as supervising the improvement and implementation of medical quality management systems which require its member hospitals to report adverse events concerning medical safety, supervising the analysis and correction of critical errors, other errors and alerts by the member hospitals and conducting quality inspection of the member hospitals.

##### • Strengthen Education and Training

In order to further improve the quality of their medical services, the member hospitals of CR Medical provide training programs concerning, among others, key systems, basic theories, knowledge and skills, strict requirements, organization and attitudes, clinical nursing skills, legal practicing, management tools, prevention and control of COVID-19 pandemic. Training programs regarding basic theories, knowledge and skills and strict requirements, organization and attitudes, as well as skills such as cardiopulmonary resuscitation, trachea cannula, electric

#### (1) 完善質量管理

##### • 優化管理體系

華潤醫療以國際、國內及行業標準規範為基礎建立形成標準化、集團化醫院質量安全管理十大體系，通過體系宣貫、健全體系文件、搭建質量安全信息化平臺、多維工具應用、最佳實踐、品牌建設等舉措推進質量安全體系建設。同時，積極推動醫院開展質量改進活動，鼓勵全員使用質量管理工具，解決工作中的實際問題，為醫療服務質量和安全提供了全面有效的保障。

##### • 強化風險控制

華潤醫療進一步加強醫療風險的識別和控制，制訂《醫院質量安全監測管理辦法》《醫院不良事件管理辦法》等一系列醫療風險控制制度；對重點流程、重點疾病、重點人群制定關鍵性指標，定期監測，發現醫療風險並持續改進。關注成員醫院醫療質量管理風險，通過督導醫療質量管理相關制度的健全和落實，鼓勵醫療安全不良事件報告，督導醫院對臨界差錯事件和警訊事件進行分析和改進，開展醫院醫療質量檢查等活動，督導醫院做好風險管控。

##### • 加強教育培訓

為進一步夯實醫院醫療質量建設，華潤醫療各成員單位積極組織開展核心制度、三基三嚴、臨床護理技能、依法執業、管理工具、疫情防控等質量培訓活動。北京市門頭溝區中醫醫院組織「三基三嚴」技能培訓，就心肺復蘇、氣管插管、電除顫、鼻拭子採集等各項技能操作對全院臨床工作人員進行系統性的教學指導；淮北礦工總醫院開展醫務人員「基礎理論、基本知識、基本技能」全員培

defibrillation and nose swab collection are provided by Beijing Mentougou Traditional Chinese Medicine Hospital to give systematic guidance to its clinical staff; and training programs on basic theories, knowledge and skills as well as quality and safety are provided by Huaibei Miner General Hospital to its staff to improve their quality and safety awareness as well as their ability to improve quality management.

### **(2) Handle Complaints and Disputes**

CR Medical implements the system which requires the first complaint receiver to be responsible for transferring or handling the complaint. All the member hospitals of CR Medical have set up dedicated departments to handle patients' and medical disputes, implement the aforesaid system, put dispute and complaint handling into their daily management, and take efficient complaint handling as a major factor influencing annual appraisal and assessment. The Company is dedicated to meeting patients' reasonable demands and making complaint channels smoother. Patients, their families and other parties concerned can report problems and raise suggestions to the hospital through letters, calls and visits and by other means. We handle the complaints in a timely manner, analyze the root causes with care, and timely enhance our systems in order to prevent similar events from recurring. In 2021, CR Medical solved 98% of patient complaints.

### **(3) Promote Doctor-Patient Relationship**

Putting patients first, all the member hospitals of CR Medical implement "narrative nursing," which emphasizes the unique requirements of each patient and promotes psychological and cultural nursing care, and via ever improving communication with and care of patients in order to maintain harmonious doctor-patient relationship.

#### **Case: CR Medical holds training on patient services, doctor-patient communication**

CR Medical invited leading medical experts to give lectures during the special training conducted regarding patient services and doctor-patient communication for all its member hospitals. More than 950 employees participated in this training program, which promoted the construction of medical humanities in the member hospitals and improved the quality of services provided to patients by the hospitals and the ability of their medical workers to communicate with patients.

訓，加強全員質量和安全教育，牢固樹立質量和安全意識，提高全員質量管理與改進的意識和參與能力。

### **(2) 投訴糾紛管理**

華潤醫療實行「首訴負責制」，各成員醫院均設立專職部門解決患者投訴和醫療糾紛，落實投訴責任主體，將糾紛投訴處理納入日常工作，並將患者有效投訴作為年度評優考核的重要影響因素之一。此外，公司維護患者合理需求，暢通投訴渠道，患者及其家屬等有關人員可通過來信、來電、來訪等方式向醫院反映問題、提出意見。針對患者投訴，我們及時處理相關問題，並仔細分析問題根源，完善制度或措施中出現的紕漏，杜絕類似事件重複發生。2021年，華潤醫療患者投訴解決率98%。

### **(3) 促進醫患關係**

華潤醫療各成員醫療機構秉承「以患者為中心」的服務理念，發起並踐行「敘事護理」模式，強調尊重患者獨特性，宣導心理護理和人文護理，加強溝通交流，達到與患者共情，持續加強患者關愛，建設和諧醫患關係。

#### **案例：華潤醫療舉辦患者服務與醫患溝通專題培訓活動**

華潤醫療面向各成員醫療機構舉辦患者服務與醫患溝通專題培訓活動，邀請學科前沿學者為醫護人員授課，共950餘人通過線上線下方式，參加了本次培訓。此次培訓強化了各成員醫療機構醫學人文建設和患者服務質量，助力提升醫務人員的醫患溝通能力。

### 3. Enhance Safety Guarantee

In strict compliance with the Law of the People's Republic of China on Protection of Consumer Rights and Interests, the Cybersecurity Law of the People's Republic of China, and other laws and regulations, CR Medical has formulated and implemented service security systems and measures to protect its patients in an all-round way.

#### (1) Improve Nursing Safety

In accordance with the 14th Five-Year Plan of CR Healthcare and the Three-Year (2021-2023) Action Plan of China Resources Healthcare Group Limited for Building Patient Service System, CR Medical continuously improves its nursing system and has established a nursing mechanism to manage the behavior of its nurses, carry out nursing skills competitions and increase the nursing safety awareness of its medical workers.

##### • Nursing Risk Management

In accordance with the national nursing quality regulations, the Company has set up two indicators, i.e. the inpatient fall rate and the rate of pressure injuries (for Grade II or above hospital), collected relevant data and monitored abnormal results in order to give risk alerts and improvement suggestions to the relevant hospitals; the Company has also established best practices concerning, among others, tiered nursing, patient fall, pressure injury and tube management based on the practices of top hospitals, helping its member hospitals improve their nursing and management level in specific fields.

##### • Hospital Supervision and Inspection

The Company arranges, on a yearly basis, internal nursing experts to check if its member hospitals have any problems in nursing quality management, give feedback and guidance on the site and supervise the implementation of improvement measures, with all the problems being managed in a closed loop. At the same time, the Company actively promotes the application of QCC, FMEA, RCA and other quality management tools by its member hospitals which enables the continuous improvement of their nursing services.

#### (2) Ensure Medication Safety

CR Medical has formulated the Medication Management and Control Procedures, to ensure all the medicine-related steps set out below are efficiently managed: medication selection,

### 3.提升安全保障

華潤醫療嚴格遵守《中華人民共和國消費者權益保護法》《中華人民共和國網絡安全法》等法律法規，制定落實服務安全制度及措施，全方位維護患者安全。

#### (1) 提升護理安全

華潤醫療貫徹落實華潤健康「十四五」規劃和《華潤健康患者服務體系建設三年行動計畫（2021-2023年）》，持續健全護理制度體系，建立護理工作機制，規範護理人員行為，開展護理技能競賽活動，提升醫護人員護理安全意識。

##### • 護理風險管理

公司根據國家護理質量相關規範，建立了住院患者跌倒發生率、院內II級及以上壓力性損傷發生率兩項公司級護理專業監測指標，定期收集數據，持續關注各醫院指標結果不良變異趨勢，為醫院提供風險預警及改進建議；結合標杆醫院實踐經驗，形成了分級護理、跌倒、壓力性損傷、管路等多項醫院管理最佳實踐，引導成員醫院提升相關專項護理技術及管理水準。

##### • 醫院監督檢查

公司每年組織內部護理專家開展醫院互查，檢查醫院護理質量管理方面存在的問題，現場給予回饋指導，督導醫院落實改進措施，所有問題閉環管理。同時，公司積極推進醫院應用QCC、FMEA、RCA等質量管理工具，推動護理項目持續改善。

#### (2) 守護用藥安全

華潤醫療制定《用藥管理控制程序》，保障藥物選擇、採購、儲存、處方、配置、給藥和藥物療效等各個藥物相關環節得到安全有效的管理。

procurement, storage, prescription, preparation and administration, as well as analysis of curative effects, etc.

• **Drug Management System**

CR Medical requires daily monitoring of the drug storage environment, including humidity and temperature, and drug storage devices, such as medical freezers. Regular inspection and recording of the quality of drugs, including packaging, appearance and color; and regular drug inventory counts, with problems identified being handled as required in a timely manner.

• **Handling Mechanism for Drug Quality Incidents**

In case of any severe adverse drug reactions or incidents due to any quality problems of drugs, then the medication should be halt and the pharmacy department shall be accordingly informed and the latter shall then seal up the drugs for investigation and analysis in strict accordance with the Regulations on Handling and Reporting Incidents Caused by Quality Problems of Drugs. Such incident shall be reported to the competent drug administration authorities at the same time.

• **Drug Quality Inspection**

CR Medical abides by the Law of the People's Republic of China on Drug Administration and accepts the inspection and guidance of the health authorities and the drug supervision and administration authorities on the categories, varieties and purchasing amount of drugs, the varieties of drugs annulled, the status of the drug quality management system etc.

**(3) Ensure Food Safety**

CR Medical requires all its member hospitals to pay close attention to food safety, and has developed the Hygiene Regulations for the Kitchen and the Regulations on Diets and Medical Nutritional Therapy, which require strict management of food processing processes and workers; compliance with national regulations regarding, among others, the procurement of raw materials, and processing, storage and sales of foods in the industry; kitchen hygiene, and kitchen disinfection; standard management of kitchen hygiene and diets; various options for diets and nutritious food, medical advice on diets given by the attending physician to be followed before the patient starts to eat and conducting irregular inspection of food safety.

• **藥品管理體系**

每日對藥品儲存環境與設備，包括溫度、濕度、醫用冰箱等進行監測。定期就藥品質量，包括包裝、性狀和色澤等進行檢查並做記錄。定期對藥物存儲數量進行盤點，如發現問題及時依照規定處理。

• **藥品質量事故處理機制**

如臨床發生藥物質量問題而引起的嚴重藥物不良反應或事故，嚴格按照《藥品質量事故的處理和報告制度》，告知患者停止服藥，通知藥劑科及時收回、封存藥物，進行調查分析，並上報藥監部門。

• **藥品質量檢查**

依照《中華人民共和國藥品管理法》，接受衛生行政部門、藥品監督管理部門對於藥品的採購類別、品種、金額、撤銷品種數目、藥品質量管理制度等情況的檢查與指導。

**(3) 確保飲食安全**

華潤醫療各成員醫院高度重視醫療飲食安全，制定《廚房衛生制度》《膳食與營養治療管理制度》，加強食品安全加工流程及從業人員管理，在原料採購、加工製作、儲存銷售等方面按餐飲行業國家相關規定嚴格執行，保持廚房環境衛生並定期消毒，規範廚房衛生及膳食管理，提供多種飲食選擇和營養品，患者進食前確保符合主診醫生飲食醫囑，不定期開展食品安全檢查，全心全意為患者服務。

#### (4) Handle Medical Incidents

CR Medical implements the principle of reporting any suspected medical quality and safety incidents, and conducts life-cycle tracking and management of medical incidents, covering reporting, investigation, handling, punishing and assessment, as required by China Resources Group in connection with the management of incidents and events. CR Medical requires all its member hospitals to find out the root causes of a sentinel event reported, provide reasonable and effective solution and prevent similar incidents from recurring.

#### (5) Protect Patient Privacy

In accordance with the Law of the People's Republic of China on Medical Practitioners, the Regulations of the People's Republic of China on Nurses, the Regulations on Medical Records Management in Medical Institutions, and other laws and regulations, CR Medical has included "patient privacy protection" as one of our 10 goals for improving the medical services, and has developed the internal Regulations on Protecting Patient Privacy, which set out detailed requirements for keeping medical record data, accessing data base, discussions about the disease of the patient etc. In addition, the Company provides specific training to its medical staff regarding the process of patients' personal information which also improves the awareness of the latter in respect of privacy and ensure patient privacy protection.

#### (6) Protect IPRs

We highly value the protection of intellectual property rights (IPRs), and have pro-actively established various measures for IPRs in accordance with the relevant requirements of the Trademark Law of the People's Republic of China, the Patent Law of the People's Republic of China and other relevant laws and regulations in order to enhance IPRs management and provide an operational basis for the establishment of scientific research and innovation projects, commercialization of science and technology achievements, expert management etc. In 2021, the investments in research and development of CR Medical was RMB1.164 million\*<sup>8</sup>, and we had eight newly granted patents, and also submitted five patent applications. The Company has 15 patents in total as at the date of the report.

\*<sup>8</sup>Note: The data is collected and counted by CR Medical in 2011 in accordance with the latest requirements of China Resources Group on investments in R&D.

#### (4) 醫療事故處理

華潤醫療根據華潤集團事件事務管理要求，實行「醫療質量安全事件逢疑必報」的原則，對醫療事故採取報告、調查、處理、追責、考核全過程跟蹤管理。同時要求各醫院在發生警訊事件後，運用根本原因分析法，找到事件發生的根本原因，並系統解決存在的問題，避免同類事件再次發生。

#### (5) 保護患者隱私

華潤醫療恪守《中華人民共和國執業醫師法》《中華人民共和國護士條例》《醫療機構病歷管理規定》等法律法規，將「保護隱私」納入華潤醫療患者服務十大目標承諾書，制定《患者隱私保護制度》，對患者病歷資料存放、儲存資料平臺訪問、患者病情討論等方面進行具體要求。此外，公司在法務層面向醫護人員開展患者信息安全專項培訓，提升醫護人員隱私保護意識，切實保護患者隱私。

#### (6) 知識產權保護

我們高度重視對知識產權的保護，以《中華人民共和國商標法》《中華人民共和國專利法》等法律法規的相關要求為依據，積極編制相關管理辦法，完善知識產權管理，為科研創新立項、成果轉讓、專家管理等工作提供操作依據。2021年，華潤醫療研發投入116.4萬元\*<sup>8</sup>，新增專利申請5項，新增專利授權數8項，累計擁有專利數量15項。

\*<sup>8</sup>注：數據為2021年華潤醫療按照華潤集團關於研發投入口徑的最新要求進行的統計。

## B7 Anti-corruption

CR Medical strictly complies with the Work Guidelines for “Greater Supervision” System, the Measures for Centralized Management of Letters, Visits and Case Clues for Discipline Inspection Organisations, and other regulations and management measures. The Company has strengthened integrity building and self-discipline consciousness of employees, established smooth reporting channels, strictly investigated and punished violations of discipline and rules, and strived to build a clean and integrity culture. There were no corruption cases occurred in the Company in 2021.

### • Anti-corruption Measures

The Company has strengthened the building of the “greater supervision” system, printed and issued the Notification Form for Supervisory Departments, held joint meetings of supervisory departments, conducted communication with various business divisions on the supervision work, and carried out special self-inspection work. The Company has also strengthened discipline enforcement and inspection, and conducted internal inspection and rectification work.

### • Anti-corruption Trainings

In 2021, the Company promoted the education work on anti-corruption and integrity upholding, and conducted integrity interview meetings with senior management staff and group discussions with newly appointed senior executives; constantly enhanced the management on corruption, embezzlement and malpractices, and promoted employees’ awareness of anti-corruption requirements; and organized education conference to publicize integrity behaviors, aiming at creating a clean and upright corporate atmosphere.

## B7.反貪污

華潤醫療嚴格遵守《「大監督」體系工作指引》《紀檢機構信訪件和問題線索集中管理辦法》等制度及管理辦法，強化員工廉潔從業自律意識，暢通舉報通道，嚴肅查處違規違紀行為，打造廉潔文化。2021年，公司未發生貪污訴訟事件。

### • 反貪污舉措

公司加強「大監督」體系建設，印發《監督部門事項通報表》，召開監督部門聯席會議，溝通各業務條線監督工作情況，並開展專項自查工作。加強執紀與巡察協同互補，開展內部巡察整改。

### • 反貪污培訓

2021年，本公司深入推進反腐倡廉教育工作，面向高層管理人員開展廉潔談話會議、新任高層管理人員任前集體談話等，不斷強化對腐敗、貪污、舞弊事件的管理，督促員工形成不敢腐、不能腐、不想腐的自覺；組織警示教育大會，進行廉潔專項宣講，營造風清氣正的企業氛圍。

Indicators 指標	Unit 單位	Year 年度		
		2021	2020	2019
Number of anti-corruption training sessions 反腐敗培訓次數	No. of sessions 次	50	36	-
Number of participants in anti-corruption trainings 反腐敗培訓人數	person 人	6,538	4,517	3,692
Number of corruption case(s) 內部發生的貪腐事件	No. of cases 件	0	0	1



## B Social

### B.社會

Indicators 指標	Unit 單位	Year 年度		
		2021	2020	2019
Number of closed legal cases in respect of corruption 已審結的貪污訴訟案件	No. of cases 件	<b>0</b>	0	-

### B8 Community Investment

CR Medical keeps fulfilling its social responsibilities, and earnestly participates in community development and social welfare campaigns. Through donations, provision of charitable and free medical service activities, and other volunteer works, the Company has effectively popularized medical and health knowledge, and made continuous contribution to the society.

### B8.社區投資

華潤醫療堅持履行社會責任，熱心投入社區公益事業，通過公益捐贈、慈善義診和志願服務，凝聚社會力量，普及醫療健康知識，不斷回饋社會。

Indicators 指標	Unit 單位	Year 年度		
		2021	2020	2019
Number of community-based free medical services 社區義務診療次數	time 次	<b>557</b>	592	597
Number of people benefited from community-based free medical services 社區義診受益人數	person 人	<b>47,642</b>	79,418	58,640
Number of employee volunteers 員工志願者人數	person 人	<b>2,335</b>	1,928	2,051
Number of volunteer activities conducted by employees 員工志願者活動數	time 次	<b>851</b>	2,753	1,878
Number of people benefited from volunteer activities conducted by employees 員工志願者活動受益人數	person 人	<b>107,983</b>	121,709	88,018
Number of people benefited from public health education* <sup>9</sup> 公民健康教育受益人數* <sup>9</sup>	person 人	<b>158,505</b>	2,199,749	185,328
Number of public health education activities 公民健康教育開展次數	time 次	<b>10,226</b>	48,767	19,622

\*9Note: Data related to public health education shows evident increase as the Company organized more publicity programs regarding COVID-19 prevention in 2020 after the outbreak of the pandemic; and the data dropped and met the statistical standards in 2021 after regular COVID-19 containment was carried out.

### 1. Fight against Pandemic

CR Medical makes best efforts in fighting COVID-19 pandemic. In 2021, the Company continuously and strictly followed the instructions and guidance from the China Resources Group, comprehensively enhanced the strategic layout for fighting COVID, and has effectively improved our ability and level of pandemic prevention and control, completed the duties of a central entity satisfactorily. All member hospitals took initiative to cooperate with local governments to carry out the pandemic prevention and control tasks such as vaccination, nucleic acid tests and medical assistance while doing well on their own pandemic prevention and control work.

### 2. Provide Charitable and Voluntary Medical Services

CR Medical carries out free medical services in towns, communities, and nursing homes, works on health-themed publicity, education and popularization of healthcare knowledge, in order to serve the “Healthy China Campaign.” In April 2021, Huaibei Miner General Hospital conducted a free medical services activity themed “Serve the People with Health Initiative” in Nanshan Village; in July 2021, Beijing Jing Mei Group General Hospital conducted a special knowledge popularization activity in relation to diabetes, sending health and warmth to local people.

### 3. Volunteer Activities

CR Medical organises extensive volunteer activities, and encourages its employees to participate. The Company has established cooperation relations with social volunteer forces to further enhance good interactions with the society and community. In November 2021, Beijing Shunyi District Airport Hospital organized its employees to conduct a volunteer activity to clear the snow on the main roads around the hospital and offer conveniences for the patients.

\*9注：2020年新冠疫情爆發，公司加大防疫類教育，故公民健康教育相關數據增幅顯著；2021年疫情常態化管理後，指標恢復至原統計口徑。

### 1. 抗擊疫情

華潤醫療始終高度重視疫情防控，2021年持續認真貫徹國家及華潤集團指示批示精神，全面加強防疫戰略佈局，切實提高疫情防控能力水準，彰顯央企能力及責任擔當。旗下各成員醫院在做好自身疫情及醫院感染防控工作的同時，積極配合屬地政府，認真完成疫苗接種、核酸檢測、疫情支援等公共疫情防控任務。

### 2. 慈善義診

華潤醫療深入鄉鎮、社區、敬老院等廣泛開展義診活動，開展健康宣教與科普，宣傳、普及各類健康知識，用知識的力量點亮「健康中國夢」。2021年4月，淮北礦工總醫院走進南山村進行「服務百姓 健康行動」公益義診；7月，北京京煤集團總醫院專家團隊開展糖尿病專項科普活動，為居民送去健康與溫暖。

### 3. 志願活動

華潤醫療基於普惠醫療的理念，廣泛開展志願者活動，鼓勵員工積極參與，並吸納社會志願者力量，以此不斷強化與社會、社區的良性互動。2021年11月，北京市順義區空港醫院組織工作人員開展「鏟雪破冰行動」，把醫院周邊的主要道路清理乾淨，為來院患者提供方便。

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A1 Emissions  A1：排放物	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste. 一般披露 有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	P20
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	A1.2 Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g., per unit of production volume, per facility). A1.2 直接(範圍1)及能源間接(範圍2)溫室氣體排放量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)。	P21-22
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	A1.5 Description of emissions target(s) set and steps taken to achieve them. A1.5 描述所訂立的排放量目標及為達到這些目標所採取的步驟。	P20-24

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A2 Use of Resources  A2：資源使用	<p>General Disclosure</p> <p>Policies on the efficient use of resources, including energy, water and other raw materials.</p> <p>一般披露</p> <p>有效使用資源（包括能源、水及其他原材料）的政策。</p>	P25-26
	<p>A2.1 Direct and/or indirect energy consumption by type (e.g., electricity, gas or oil) in total (kWh in '000s) and intensity (e.g., per unit of production volume, per facility).</p> <p>A2.1 按類型劃分的直接及/或間接能源（如電、氣或油）總耗量（以千個千瓦時計算）及密度（如以每產量單位、每項設施計算）。</p>	P24-25
	<p>A2.2 Water consumption in total and intensity (e.g., per unit of production volume, per facility).</p> <p>A2.2 總耗水量及密度（如以每產量單位、每項設施計算）。</p>	P25
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	<p>A2.5 Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.</p> <p>A2.5 製成品所用包裝材料的總量（以噸計算）及（如適用）每生產單位占量。</p>	P25, P26
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A4 Climate Change  A4：氣候變化	<p>General Disclosure</p> <p>Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.</p> <p>一般披露</p> <p>識別及應對已經及可能會對發行人產生影響的重大氣候相關事宜的政策。</p>	P20, P27-28
	<p>A4.1 Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.</p> <p>A4.1 描述已經及可能會對發行人產生影響的重大氣候相關事宜，及應對行動。</p>	P27-28
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	B2.3 Description of occupational health and safety measures adopted, and how they are implemented and monitored. B2.3 描述所採納的職業健康與安全措施，以及相關執行及監察方法。	P32-33
B3 Development and Training  B3：發展及培訓	General Disclosure Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. 一般披露 有關提升雇員履行工作職責的知識及技能的政策。描述培訓活動。	P34-36
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	B3.2 The average training hours completed per employee by gender and employee category. B3.2 按性別及雇員類別劃分，每名雇員完成受訓的平均時數。	P35

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Aspect 層面	ESG Guide 《環境、社會及管治報告指引》	Page(s) 披露位置
	<p>B5.4 Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.</p> <p>B5.4 描述在揀選供應商時促使多用環保產品及服務的慣例，以及相關執行及監察方法。</p>	P37-38
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	<p>B6.1 Percentage of total products sold or shipped subject to recalls for safety and health reasons.</p> <p>B6.1 已售或已運送產品總數中因安全與健康理由而須回收的百分比。</p>	<p>N/A. The Company does not involve pharmaceutical manufacturing, and no product recalls have occurred</p> <p>不適用。本公司不涉 及藥品生產，無產品 回收情況。</p>
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	<p>B7.2 Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.</p> <p>B7.2 描述防範措施及舉報程序，以及相關執行及監察方法。</p>	P47
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Aspect 層面	ESG Guide 《環境、社會及管治報告指引》	Page(s) 披露位置
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**華潤醫療控股有限公司**

**China Resources Medical Holdings Company Limited**



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