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2021

環境、社會及管治報告

Environmental Society And Governance Report



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創美藥業股份有限公司
Charmacy Pharmaceutical Co., Ltd.

股份代號：2289.HK
Stock Code: 2289.HK

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關於本報告

創美藥業股份有限公司（「**本公司**」或「**創美藥業**」）（股份代號：2289.HK）欣然發佈本公司及其附屬公司（統稱「**本集團**」或「**我們**」）的環境、社會及管治報告（「**本報告**」）。本報告主要披露本集團於 2021 年度在環境、社會及管治（「**ESG**」）方面的表現。

* 報告期

如無另行說明，本報告中的資料及數據涵蓋 2021 年 1 月 1 日至 2021 年 12 月 31 日（「**報告期**」）。

* 報告範圍

如無另行說明，本報告中的資料及數據概述本集團在企業社會責任方面的表現，涵蓋其主要經營活動。

* 編製依據

本集團依據香港聯合交易所有限公司（「**聯交所**」）證券上市規則（「**上市規則**」）附錄 27 所載《環境、社會及管治報告指引》披露。

* 匯報原則

本報告編制過程遵循「重要性」「量化」「平衡」「一致性」四大匯報原則，準確響應利益相關方對於本集團的關注。

重要性：本集團在報告編制過程中機構充分考慮企業業務特點，同時通過利益相關方溝通來識別當前的 ESG 重要性議題，最終確定重要議題，作為編制本報告的基礎並透過報告予以響應。

量化：本集團建立了 ESG 數據獲取與覆核機制，在適用的情況下，本報告披露年度對比數據，讓利益相關方了解 ESG 管理進度。

平衡：本集團在本報告內以客觀、不偏不倚的方式進行匯報，確保披露的資訊如實反映本集團於環境、社會及管治方面的整體表現。

一致性：本報告的量化信息保持了與以往基本一致的方式進行了統計和披露，以便利益相關方可分析及評估本集團於不同時間的績效。部分數據範圍的變化和更新亦已附帶說明，供利益相關方

About the Report

Charmacy Pharmaceutical Co., Ltd. (the "**Company**" or "**Charmacy Pharmaceutical**") (stock code: 2289.HK) is pleased to issue the Environmental, Social and Governance Report (the "**Report**") of the Company and its subsidiaries (collectively, the "**Group**" or "**we**").

The Report mainly discloses the performance of the Group in environmental, social and governance (the "**ESG**") aspects in 2021.

* Reporting Period

Unless otherwise indicated, the information and data in the Report covers the period from 1 January 2021 to 31 December 2021 (the "**Reporting Period**").

* Scope of Reporting

Unless otherwise specified, the information and data in the Report summarize the performance of the Group in respect of corporate social responsibilities, covering its principle operating activities.

* Basis of Preparation

The Group made the disclosure pursuant to the "Environmental, Social and Governance Reporting Guide" set out in Appendix 27 of the Rules Governing the Listing of Securities (the "**Listing Rules**") of The Stock Exchange of Hong Kong Limited (the "**Stock Exchange**").

* Principles of Reporting

The Report is prepared in accordance with the four reporting principles of "Materiality", "Quantification", "Balance", and "Consistency" to accurately respond to concerns of stakeholders of the Group.

Materiality: The Group takes characteristics of business into full account and identifies current ESG materiality issues by communicating with stakeholders in the process of report preparation, and finally determines materiality issues as the basis for preparing the Report and responds to them through the Report.

Quantification: The Group has established a mechanism to obtain and review ESG data, and where applicable, the Report discloses annual comparative data to allow stakeholders to understand the progress of ESG management.

Balance: The Group reports in the Report in an objective and unbiased manner to ensure that the information disclosed faithfully reflects the overall performance of the Group from the perspective of ESG.

Consistency: The quantitative information in the Report has been calculated and disclosed in a manner basically in line with previous reports to enable stakeholders to analyse and assess the performance of the Group at different times. Changes and updates in the scope of any data are provided with



參考。

additional instructions for reference of the stakeholders.

* 董事會參與

本公司董事會（「**董事會**」）辦公室成立 ESG 工作小組，負責統籌和推進各項 ESG 工作，協同各相關職能部門、附屬公司開展 ESG 資料統計與資訊收集工作，保證 ESG 資訊披露的及時性、完整性與準確性。董事會負責監察及檢視本集團的環境、社會及管治事宜。在決策過程中，會充分考慮並評估與 ESG 相關的風險，維持有效的風險管理及內部監控系統。董事會通過與集團高級管理層定期溝通、監察本集團的日常運作以及在必要時更新內部政策處理 ESG 事務。

* 聯繫方式

創美藥業重視您的意見與建議，如對本報告有任何意見或建議，歡迎通過以下聯繫方式與我們取得聯繫：

創美藥業股份有限公司
地址：中國廣東省汕頭市龍湖區嵩山北路 235 號
電話：86-754-88109272
郵箱：ir@charmacy.cn

* Involvement of the Board

The board (the "**Board**") of directors of the Company sets up an ESG Work Panel to plan and promote various ESG work as a whole, deal with ESG statistics and collect relevant information with all the related functional departments and subsidiaries to guarantee the timeliness, completeness and accuracy in the disclosure of ESG information. The Board supervises and checks the ESG matters in the Group. During the decision making process, relevant ESG risks are fully considered and evaluated to maintain effective risk management and internal monitoring systems. Through regular communication with the senior management, the Board supervises daily operation of the Group and if necessary, updates internal policies to handle ESG matters.

* Contact

Charmacy Pharmaceutical values your comments and suggestions. Should you have any comments or suggestions on the Report, please contact us by the following means:

Charmacy Pharmaceutical Co., Ltd.
Address: No. 235 Song Shan North Road, Longhu District, Shantou City, Guangdong Province, the PRC
Tel: 86-754-88109272
Email: ir@charmacy.cn

關於我們

創美藥業主營醫藥分銷業務，主要向下游分銷商和零售終端分銷西藥、中成藥、保健品等產品，並提供醫藥產品諮詢服務。公司創立於 2000 年，經過 22 年的快速發展，已成長為華南地區領先的醫藥分銷商之一。公司堅持「深耕廣東，輻射周邊」的發展戰略，在汕頭、佛山、珠海、廣州及惠州設有物流中心並擁有專業的運輸服務團隊，對非招標市場實行「半徑 10 公里內一日三配、50 公里內一日兩配、250 公里內一日一配」的高效配送機制。公司具有現代化信息系統，涵蓋整個醫藥分銷供應鏈，包括採購、銷售、倉儲、運輸及交付等。公司同時運營自建的 B2B 電子商務平臺：「創美 e 藥」，供客戶線上下單、查詢及支付等。公司於 2020 年全國批發企業主營業務收入前 100 位排序前 40。根據標點資訊《中國醫藥行業市場研究報告》(2017)，公司的銷售規模在廣東省醫藥分銷企業中排名第 7，在民營企業中排名第 2。

憑藉良好的信譽和優質服務，於 2021 年 1 月，本公司獲得由全國工商聯醫藥業商會醫藥商業分會頒發的 2020 年度醫藥商業最具發展潛力企業。於 2021 年 3 月，獲得由醫藥供應鏈聯盟、藥鏈圈共同頒發的 2020-2021 年度醫藥冷鏈物流最佳物流中心（基地），及 2020-2021 年度醫藥冷鏈物流服務推薦企業。於 2021 年 6 月，獲得由中國（廣州）國際物流裝備與技術展組委會頒發的 2020-2021 年度中國物流行業金螞蟻創新獎及獲得由廣東省市場監督管理局頒發的廣東省守合同重信用企業（2001-2020 連續二十年）。於 2021 年 7 月，獲得由藥鏈圈頒發的 2021 年度醫藥物流配送優秀企業。於 2021 年 9 月，獲得由中華全國工商業聯合會醫藥業商會頒發的 2020 年度中國醫藥行業醫藥商業百強企業。於 2021 年 10 月，獲得由汕頭市藥業商會頒發的抗疫積極貢獻獎。於 2021 年 12 月，獲得由中國物流

About Us

Charmacy Pharmaceutical is principally engaged in the pharmaceutical distribution business. It mainly distributes western medicine, Chinese patent medicine and healthcare products to downstream distributors and retail terminals, as well as provides consultation service on pharmaceutical products. Founded in 2000, over the past 22 years of rapid development, it has become one of the leading pharmaceutical distributors in the Southern China region. The Company adheres to the development strategy of “Intensive Engagement in Guangdong Province and Extensive Coverage across Surrounding Areas”, and has built logistics centres in Shantou, Foshan, Zhuhai, Guangzhou and Huizhou, all equipped with professional transportation teams, and has a highly efficient delivery mechanism of delivering pharmaceutical products three times per day for customers within a radius of 10 kilometers, twice per day for customers within a radius of 50 kilometers and once per day for those within a radius of 250 kilometers. In addition, the Company has a modern information system that covers the entire supply chain for pharmaceutical distribution, including procurement, sales, warehousing, transportation and delivery. Apart from that, the Company operates its own B2B e-commerce platform “Charmacy e-Medicine” (創美 e 藥), a platform for customers to place orders online, make inquiries and payment, etc. In 2020, the Company ranked top 40 among top 100 PRC wholesalers, in respect of revenue generated from the principal business. According to the Market Research Report of the Chinese Pharmaceutical Industry (2017) (《中國醫藥行業市場研究報告》(2017)), in respect of sales scale, the Company ranked the 7th among the pharmaceutical distribution businesses in Guangdong Province and the 2nd among private enterprises.

With the good reputation and high-quality service, in January 2021, the Company was awarded the 2020 Most Promising Enterprise in The Pharmaceutical Business industry by the Pharmaceutical Business Branch of the All-China Federation of Industry and Commerce. In March 2021, it was appraised as the Best Logistics Center for Pharmaceutical Cold Chain Logistics (Base) in 2020-2021 and the Medical cold chain logistics services recommended enterprises in 2020-2021 by the Pharmaceutical Supply Chain Alliance and Yao Lian Quan. In June 2021, it was awarded the “Golden Ant” Innovation Award of Chinese Logistics Industry from 2020 to 2021 issued by China (Guangzhou) International Logistics Equipment and Technology Exhibition Organising Committee and the title of Contract Abiding and Credit Respecting Enterprise in Guangdong Province (for 20 consecutive years from 2001 to 2020) by Guangdong Provincial Market Supervision Administration. In July 2021, it was awarded the 2021 Annual Pharmaceutical Logistics and Distribution Outstanding Enterprise by the Yao Lian Quan. In September 2021, it was awarded the 2020 Top 100 Pharmaceutical Enterprises in China’s Pharmaceutical Industry issued by the China National Federation of Industry and Commerce Pharmaceutical Industry And Commerce Association. In October 2021, it won the Anti-epidemic



廣東省守合同重信用企業
(2001-2020 連續 20 年)
Contract Abiding and Credit Respecting
Enterprise in Guangdong Province
(for 20 consecutive years from 2001 to 2020)



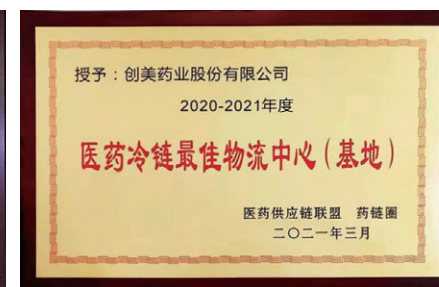
2020-2021 年度醫藥供應鏈“金質獎”——
十佳商業企業
"Gold Award" for the 2020-2021
Medical Supply Chain--
Procurement - Top Ten Commercial Enterprises



2020-2021 年度
中國物流行業金螞蟻創新獎
GOLDEN ANT Innovation Award of Chinese
Logistics Industry in 2020-2021



2020 年度中國醫藥行業醫藥
商業百強企業
2020 Top 100 Pharmaceutical Enterprises in
China's Pharmaceutical Industry



2020-2021 年度醫藥冷鏈物流最佳物流
中心（基地）
Best Logistics Center for Pharmaceutical Cold
Chain Logistics (Base) in 2020-2021



2020-2021 年度醫藥冷鏈物流服務推
薦企業
Medical Cold Chain Logistics Services
Recommended Enterprise in 2020-2021

與採購聯合會醫藥物流分會頒發的 2020-2021 年度醫藥供應鏈“金質獎”——十佳商業企業。另外，本公司獲得由中國企業聯合會、中國企業家協會頒發的企業信用評價 AAA 級信用企業。獲得由全國物流標準化技術委員會冷鏈物流分技術委員會、中國物流與採購聯合會醫藥物流分會頒發的《藥品冷鏈物流運作規範》國家標準達標企業。

權益者參與

本集團的權益者群體包括政府／監管機構、股東／投資者、員工、供應商／合作夥伴、客戶及社區／公民。本集團積極主動與權益者群體進行溝通，全面瞭解利益相關方的期望。

Positive Contribution Award issued by the Shantou Pharmaceutical Industry Association. In December 2021, it won the “Gold Award” for the 2020-2021 Medical Supply Chain-- Procurement - Top Ten Commercial Enterprises issued by the Pharmaceutical Logistics Branch of the China Federation of Logistics. Also, the Company was awarded the AAA credit rating issued by the China Enterprise Confederation and the China Entrepreneurs Association. It has obtained the national standard of “Pharmaceutical Cold Chain Logistics Operation Specification” issued by the National Logistics Standardisation Technical Committee Cold Chain Logistics Branch Technical Committee and the Pharmaceutical Logistics Branch of the China Logistics and Procurement Federation.

Stakeholders' Engagement

The Group's stakeholders include governments/regulatory authorities, shareholders/investors, staff, suppliers/partners, customers and communities/citizens. The Group actively communicates with stakeholders to fully understand their expectations.

利益相關方 Stakeholders	溝通方式 Means of Communication	期望與要求 Expectations and Requirements
政府／監管機構 Governments/ regulatory authorities	實地檢查 On-site examination 主動納稅 Active tax payment 日常溝通與彙報 Daily communication and reporting	合規經營 Compliance operation 依法納稅 Tax payment according to law
股東／投資者 Shareholders/ investors	股東大會 General meetings 業績發佈會 Result conferences 公司網站 Company website 報告與公告 Reports and announcements 投資者調研 Investor surveys	財務業績 Financial results 保障股東權益 Safeguarding shareholders' rights and interests 企業可持續發展 Sustainable corporate development
員工 Staff	勞動合同 Labor contracts 健康體檢、保險 Health examination and insurance 員工培訓 Staff training 員工活動 Staff activities 日常交流 Daily interaction	平等僱傭 Equal Employment 健康與安全 Health and safety 技能提升 Skill improvement 薪酬與福利 Remuneration and benefits 職業發展 Career development
供應商／合作夥伴 Suppliers/ partners	實地考察 On-site inspection 交流互訪 Interaction and exchange visits 供應商評估 Supplier assessment 市場調查 Market survey	遵守商業承諾 Sticking to business commitments 互利共贏 Mutual benefit and win-win situation 公平競爭 Fair competition
客戶 Customers	實地考察 On-site inspection 交流互動 Interaction and exchange 滿意度調查 Satisfaction survey 藥品推廣 Pharmaceutical products promotion	遵守商業承諾 Sticking to business commitments 互利共贏 Mutual benefit and win-win situation 產品質量 Product quality
社區／公民 Communities/ citizens	促進社區就業 Promoting community employment 社區活動 Community activities 慈善公益 Charitable activities	帶動社區發展 Driving community development 社區交流與溝通 Community interaction and communication

* 利益相關方的溝通與參與

本集團深知企業的可持續發展需要各利益相關方的支持。我們高度重視與利益相關方溝通並形成了常態化的溝通機制。報告期內，我們回顧並總結了對本集團業務運營重要的利益相關方類別、其關注的議題、以及溝通渠道（如下表所示）。我們通過多種溝通渠道，加強利益相關方對我們推行的戰略與舉措的理解，並給予通暢反饋渠道，讓利益相關方提出觀點及期望，以幫助本集團持續提升與完善管理機制。

本集團將持續檢討與利益相關方的溝通機制，在未來以更多方式擴展我們與利益相關方的溝通渠道並逐步加強對可持續發展相關事宜的探討。我們相信只有攜手利益相關方，才能加快實現本集團的可持續發展願景。

* ESG 重要性議題

我們深入了解各方訴求、意見和建議，將利益相關方及其關注點融入運營和決策過程，實現 ESG 與日常運營相結合，驅動共同發展。報告期內，為更好回應利益相關方的訴求與期望，本集團開展了重要性議題的識別工作。本集團通過收集並整理持份者的意見與關注事項，參考監管機構披露指引、資本市場、國際報告標準機構以及同行企業關注的可持續發展議題，以此整理、分析及歸納重要利益相關方關切的議題。

報告期內，我們根據「對業務發展的重要性」和「對利益相關方的重要性」這兩個維度，將各項議題按照重要程度進行排序，識別出對於本集團在 ESG 方面的重要性議題項目如下（按優先次序）：

1. 產品質量與安全
2. 供應鏈管理
3. 員工健康與安全
4. 員工發展及培訓
5. 合規僱傭與員工福利
6. 廉潔建設
7. 溫室氣體排放
8. 資源使用及環境保護
9. 廢棄物處理
10. 應對氣候變化
11. 社會公益

* Communication with and Engagement of Stakeholders

The Group is fully aware that sustainable corporate development requires the support of all stakeholders. We attach great importance to the communication with stakeholders and have established a regular communication mechanism. During the Reporting Period, we reviewed and summarised the categories of stakeholders that are important to business operations of the Group, their concerns, and communication channels (as shown in the table below). We resort to a variety of communication channels to enhance stakeholders' understanding of the strategies and initiatives we pursue, and provide them with smooth feedback channels to express their views and expectations so as to help the Group continuously improve and refine its management mechanisms. The Group will continue to review the communication mechanisms with stakeholders, expand our communication channels with stakeholders in more ways in the future and gradually strengthen the discussion on sustainability related issues. We believe that only by working with stakeholders can the Group speed up the realisation of its sustainable development vision.

* ESG Materiality Issues

We look into the requirements, opinions and suggestions of all parties, and integrate stakeholders and their concerns into our operations and decision-making process, so that ESG is integrated with our daily operations to foster common development. During the Reporting Period, the Group carried out identification work on materiality issues to better respond to stakeholders' requests and expectations. The Group collected and collated stakeholders' opinions and concerns, and referred to guides disclosed by regulatory authorities and sustainable development issues under the concern of capital markets, international reporting standard institutions and peer companies as the basis to sort out, analyse and conclude concerns of key stakeholders. During the Reporting Period, we sorted issues by degree of importance from the two dimensions of "Importance to Business Development" and "Importance to Stakeholders" and identified the following ESG materiality issues of the Group as follows (in order of priority) :

1. Product Quality and Safety
2. Supply Chain Management
3. Staff Health and Safety
4. Staff Development and Training
5. Compliant Employment and Staff Welfare
6. Anti-corruption Measures
7. Greenhouse Gas Emissions
8. Utilisation of Resources and Environmental Protection
9. Waste Disposal
- 10.Tackling Climate Change
11. Social Welfare

環境

本集團重視業務發展和環境保護的平衡，深知企業的可持續發展與生存的環境息息相關。本集團將「保護環境、節約資源」貫穿在企業經營活動中，以減省電力、燃料和水等資源的消耗，並提高全員環境保護意識，履行社會責任，注重對環境的保護以減少自身業務對環境造成之不良影響。報告期內，本集團已遵守適用於業務營運地的環保法規要求，並無任何重大違反中國環保法律及法規的事件而對公司有重大影響。本集團努力有效地使用企業資源，不僅降低本集團的運營成本，且它對我們的環境有益亦能改善員工工作環境狀況，以及提高員工歸屬感。

* 排放物

■ 廢氣排放

由於本集團主要從事藥品的分銷與配送業務，本集團在進行藥品的物流配送途中，主要的排放物源自本集團自有運輸車輛的氣體排放。於報告期及 2020 年同期內，本集團的車輛廢氣及微顆粒的排放量的主要指標載於下表：

	單位 Unit	2021 年數據 Data for 2021	2020 年數據 Data for 2020
氮氧化物 (NO _x) Nitrogen Oxides (NO _x)	千克 kg	11,853.46	11,541.49
硫氧化物 (SO _x) Sulphur Oxides (SO ₂)	千克 kg	12.10	11.55
顆粒物 (PM) Particulate Matter (PM)	千克 kg	750.51	601.27

注：排放物乃根據燃料消耗及汽車移動距離以及聯交所《如何編備環境、社會及管治報告》之「附錄二：環境關鍵績效指標匯報指引」項下排放系數估算所得。

Environment

The Group recognises the importance of balance between business development and environmental protection and is well aware that sustainable corporate development is closely linked to the environment. The Group adopts the environmental concept of "protecting environment and saving resources" throughout its business activities to reduce the consumption of resources such as electricity, fuel and water, and improve all staff 's environmental awareness, fulfill social responsibility, and focus on protecting the environment to minimise the adverse environmental impacts from its businesses. During the Reporting Period, the Group complied with the applicable environmental regulations of the places where it operated, and had no incidents of major violations of environmental protection laws and regulations in China that had significant impact on the Company. The Group strives to use its corporate resources effectively, not only for lowering its operating costs, but also for bringing environmental benefits to improve the workplace condition for employees and heighten their sense of belonging.

* Emissions

■ Exhaust gas emissions

Since the Group is principally engaged in the distribution and delivery of pharmaceutical products, in its process of pharmaceutical logistics, the main emissions were from the Group 's transportation vehicles. The key indicators for the Group 's vehicle gas and particulate emissions for the Reporting Period and the corresponding period in 2020 are shown in the table below:

Note: Emissions are estimated based on fuel consumption and vehicle travelling distance as well as emission factors indicated in "How to prepare an ESG report - Appendix 2: Reporting Guidance on Environmental KPIs" issued by the Stock Exchange.

目前本集團所使用的柴油車都按照中國工業和信息化部規定達到國 IV 排放標準，在尾氣處理上都選用選擇性催化還原系統，而這項系統必須利用車用尿素溶液對尾氣的氧化物進行處理，以達到國家綠色環保標準。本集團亦時刻關注市場上的新能源車型，並根據實際情況於必要的時候更換適用的新能源車輛。同時，本集團要求司機到本集團指定的加油站加油，確保用油標準及質量；並需具有最佳環保駕駛習慣，減少車輛閒置行為。

我們的廢氣排放目標是，努力實現廢氣排放穩中有降。

2021 年的車輛廢氣及微顆粒的排放量高於 2020 年的排放量，主要是因為：(i) 本集團於 2020 年下半年本集團的廣州物流中心的分揀配送中心正式運營，增加了珠三角地區的配送路線；(ii) 於 2020 年 11 月新設了惠州物流中心，新增了惠州區域的配送路線；及 (iii) 於 2021 年 6 月份公司的全資子公司：深圳創美藥業有限公司正式營運，增加了深圳地區的配送路線，因此增加了油耗量，導致排放物增加。

■ 溫室氣體排放

汽油和柴油、辦公耗電為本集團溫室氣體排放的最大來源。本集團 2021 及 2020 年度溫室氣體排放量，詳見下表：

溫室氣體排放 Greenhouse gas emission	單位 Unit	2021 年數據 Data for 2021	2020 年數據 Data for 2020
範疇一—直接排放 Scope 1 - Direct emissions	噸二氧化碳當量 tonnes of CO ₂ e	2,453.42	2,087.45
範疇二—能量間接排放 Scope 2 - Indirect energy emissions	噸二氧化碳當量 tonnes of CO ₂ e	5,207.23	6,229.23
範疇三—其他間接排放 Scope 3 - Other indirect emissions	噸二氧化碳當量 tonnes of CO ₂ e	85.21	108.40
排放總量 Total emission	噸二氧化碳當量 tonnes of CO ₂ e	7,745.86	8,425.09
密度（每百萬元人民幣營業收入溫室氣體排放量） Intensity (greenhouse gas emission per RMB million of operating income)	噸二氧化碳當量／百萬元人民幣收益 tonnes of CO ₂ e ／ RMB million of revenue	1.94	2.11

Currently, all the diesel vehicles that are in use by the Group comply with the National-IV emissions standard as required by the Ministry of Industry and Information Technology of the PRC. Selective catalytic reduction system is used in exhaust gas treatment and this system requires the use of diesel exhaust fluid for exhaust gas treatment oxides to meet the national standards on environmental protection. The Group also remains attentive to new energy vehicles in the market and replaces the existing vehicles with applicable new energy vehicles when necessary considering the actual circumstances. At the same time, the Group requires the drivers to refuel at the petrol stations designated by the Group to ensure the oil standard and quality; and have the most environmentally friendly driving habit to minimise vehicle idling behaviors.

Our exhaust emissions target is to strive for a reduction in exhaust emissions.

The emissions of vehicle exhaust gas and fine particles in 2021 were higher than those in 2020, mainly because: (i) the sorting and delivery centre in Guangzhou Logistics Centre of the Group has officially commenced operation since the second half of 2020, which has increased the distribution routes in the Pearl River Delta region; (ii) Huizhou Logistics Centre was newly established in November 2020 which has increased the delivery routes in the Huizhou region; and (iii) the Company's wholly owned subsidiary, Shenzhen Charmacy Pharmaceutical Co., Ltd. officially commenced operation in June 2021 which has increased the delivery routes in the Shenzhen region. The fuel consumption accordingly increases, leading to a growth in emissions.

■ Greenhouse gas emissions

Gasoline and diesel and office 's power consumption are the Group 's major sources of greenhouse gas emissions.The Group 's greenhouse gas emissions for 2021 and 2020 are detailed in the table below:

我們的溫室氣體排放目標是，積極響應國家「碳达峰、碳中和」政策（「雙碳」），努力實現碳排放強度負增長。在可能或適當的情況下，通過在運營及維護工作中實施以下環保方案：降低每個地區的碳排放：不斷完善碳減排相關管理機制，將雙碳目標相關政策指導逐步融入本集團排放管理；對合作夥伴和員工開展低碳相關的宣貫及培訓；探索可再生能源和減碳技術機遇。

Our greenhouse gas emissions targets are actively responded to the national policy of “Carbon Emission Peak and Carbon Neutrality” (the “double carbon”) and strive to achieve negative growth in carbon intensity. Where possible or appropriate, implement the following environmental protection programmes in operations and maintenance: reduce carbon emissions in each region: continuously improve the management mechanisms related to carbon reduction, gradually integrate policy guidance related to the dual carbon target into the Group's emission management, carry out low-carbon-related publicity and training for partners and employees, and explore renewable energy and carbon reduction technology opportunities.



■ 廢棄物

下表顯示我們在報告期及 2020 年同期內產生的主要廢物：

指標名稱 Indicator	單位 Unit	2021 年數據 Data for 2021	2020 年數據 Data for 2020
產生無害廢棄物總量 Total non-hazardous waste produced	噸 tonnes	84.40	103.55
密度（每百萬元人民幣營業收入無害廢物量） Intensity (non-hazardous waste per RMB million of operating income)	噸／百萬元人民幣 tonnes/RMB million	0.022	0.026
人均產生無害廢物量 Non-hazardous waste produced per capita	噸／人 tonnes/person	0.101	0.115

我們的經營活動並不會直接產生工業污染，故幾乎無涉及向水及土地的排污、有害廢棄物的產生等，因此並無採相關處理方法。排放物主要來自物流和日常辦公產生的廢料、生活垃圾。廢紙消耗主要是打印紙、標籤紙及送貨單。

Our operating activities do not directly lead to industrial pollution; therefore, there is almost no pollutants released into water and land or generation of hazardous wastes. Hence, no relevant treatment has been adopted. Emissions mainly come from domestic wastage of logistics and daily office operations as well as household waste. Waste papers are mainly from the consumption of printing papers, label papers, and delivery notes.

我們的減廢目標是廢棄物強度（廢棄物總量 / 營業收入）穩中有降。減廢措施是：本集團的建設項目依法依規配套環境保護設施，廢棄物合規處置；本集團盡可能回收和重用包裝材料；本集團對員工開減廢相關宣貫及培訓，鼓勵員工使用雙面打印和影印；本集團提倡各部門分類處理每日日常垃圾，重用可循環再用廢物，例如信封、快遞袋、膠袋、紙張及紙箱等本集團為客人提供經消毒處理過的玻璃杯或陶瓷杯而非紙杯，以減少廢物及更為環保。

Our waste reduction goal is to stabilize the intensity of waste (total waste/ operating income). The waste reduction measures are: the Group's construction projects are equipped with environmental protection facilities in accordance with laws and regulations, and the waste is disposed of in accordance with the regulations; the Group recycles and reuses packaging materials as much as possible; the Group provides publicity and training related to employee waste reduction and encourages employees to print and copy on both sides of paper. the Group encourages all departments to classify and dispose of daily garbage and reuse recyclable waste, such as envelopes, courier bags, plastic bags, papers and cartons. The Group provides customers with sterilised glasses or porcelain cups instead of paper cups to reduce waste and be more environmentally friendly.



* 資源使用

本集團在運營過程中所消耗的能源主要包括運輸車輛汽油、柴油、辦公用電。消耗資源為辦公用水及物流包裝材料，物流包裝材料主要包括紙箱。

下表顯示本集團於報告期及 2020 年同期內主要資源的消耗情況：

* Use of Resources

The energy consumed by the Group during the operations mainly includes gasoline and diesel for transportation vehicles as well as electricity consumed in offices. The resources consumed are office water usage and logistics packaging materials, which mainly include cartons.

The following table sets out the major use of resources of the Group during the Reporting Period and the corresponding period in 2020:

指標名稱 Indicator	單位 Unit	2021 年數據 Data for 2021	2020 年數據 Data for 2020
汽油 Gasoline	公升 litre	235,083.05	206,971.14
柴油 Diesel	公升 litre	536,802.30	528,476.54
石油氣 Petroleum gas	千克 kg	9,737.08	1,793.00
外購電力 Electricity purchased	千瓦時 kWh	6,223,525.70	7,445,003.40
萬元營業收入耗電量 Electricity consumption per RMB0'000 of operating income	千瓦時／萬元人民幣 kWh/RMB0'000	16.41	21.32
耗水量 Water consumption	噸 tonnes	59,470.92	62,253.00
萬元營業收入耗水量 Water consumption per RMB0'000 of operating income	噸／萬元人民幣 tonnes/RMB0'000	0.16	0.16
紙質外包裝材料使用量 Paper materials used in outside packaging	千克 kg	110,062.90	113,560.00
密度（每萬元人民幣營業收入紙質外包裝材料使用量） Intensity (consumption of paper packaging materials per RMB0'000 of operating income)	千克／萬元人民幣 kg/RMB0'000	0.29	0.28

本集團秉著節約高效、杜絕浪費的理念，致力於在業務營運中合理地使用資源。除於上文「排放物」所述的措施，為促進資源節約，我們堅守循環再利用及減少廢物的原則，積極提倡綠色辦公模式，加強員工節能環保的意識，以及制定了與環境管理相關的政策，例如：

1. 實施廢舊紙箱回收計劃。回收使用過但尚可利用的紙箱，用於物流中心藥品倉儲及配送運輸；

2. 鼓勵無紙化辦公，節約使用紙張。提倡雙面用紙，並循環利用信封及使用過的紙張；全面使用電子郵件與在線審核系統進行文件審閱、簽發與溝通，避免不必要的打印；

The Group is committed to its philosophy of conservation, high efficiency and prevention of wastage of resources, and focuses on reasonable use of resources in its business operations. Apart from the measures set out in the section headed "Emissions" above, in order to promote resources saving, we adhere to the principle of recycling and reducing waste, actively advocate the green office model , enhance the staff 's awareness of energy conservation and environmental protection, and formulate policies relating to environmental management, such as:

1. Implementing the scheme of recycling used cartons. Usable second-hand cartons are recycled and used in pharmaceutical warehousing, distribution and transportation at logistics centres;

2. Encouraging paperless office and paper saving. Staff members are encouraged to print on both sides of paper, reuse envelopes and used paper, and maximise the use of email and online review system for reviewing and signing documents and communications to avoid unnecessary printing;

3. 推廣電話及影像系統的使用。盡量使用電話會議或視頻會議，減少員工公出旅程，從而達到減少溫室氣體排放的目的；

4. 控制辦公區空調開放時間，依據實際天氣情況，合理使用空調，避免造成能源浪費；

5. 加強對辦公區用電情況的管理。員工使用計算機、打印機等電子設備時，盡量減少待機消耗；離開辦公室時隨手關閉電器電源及電燈；行政人員定時對辦公區巡查，避免浪費用電的情況發生；照明設施使用節能的 LED 燈；及

6. 定期對用水設備進行檢查及維護。更換老化的水龍頭，加強對水龍頭的水流控制，提高用水效益；在運營、辦公場所的衛生間、洗手間等處張貼「節約用水」宣傳標識，提高員工的節水意識。

2021 年度，本集團的各項環境指標及能源消耗與 2020 年度比較，其中汽油、柴油及石油氣的指標略有增加，主要是因為本集團的配送路線及運輸車輛同步增加，新增了廣州地區惠州地區及深圳地區的配送路線；新增的惠州子公司的員工食堂使用石油氣生火。而電力、水量及紙包裝的指標有所減少。就能源方面，本集團持續推動減少使用石油氣，提倡用電及天然氣作為能源；持續促進資源節約，在新建的廣州分揀配送中心採用了智能照明控制系統，可根據需求設置多種場景模式，通過傳感器智能開關控制及調節不同程度的亮度，節約電能，同時使用光伏發電系統供電，減少二氧化碳的排放，從而舒緩地球溫室效應，改善環境污染問題。就紙張方面，本集團通過線上審核系統審閱文件共完成 35.1 萬多個審批流程，假設每個流程涉及審批文件為 4 頁，則共節約紙張 140 萬張左右。而在本集團提倡綠色辦公的政策下，就包裝紙箱方面，在新增惠州區域及深圳區域配送的情況下，2021 年度與 2020 年度的包裝紙箱量基本持平。本集團不存在求取適用水源方面的問題。

3. Promoting the use of telephone and video systems. The use of telephone or video conferences should be maximised to reduce the staff 's business trips so as to reduce greenhouse gas emissions;

4. Controlling the operating hours of air conditioning within the office areas. Using the air conditioning reasonably depending on the actual weather conditions to avoid energy wastage;

5. Enhancing the management of electricity consumption within the office areas. Staff should minimise the electricity consumption caused by leaving electronic equipment such as computers and printers on standby mode. Staff should also turn off all electrical appliances and lights when leaving the offices. Administration personnel would inspect the office areas regularly to avoid electricity wastage. Energy-saving LED lights are used as lighting facilities; and

6. Inspecting and maintaining water-consumption equipment regularly. Aging water faucets are replaced to achieve greater control over the water flow from water faucets to achieve higher efficiency in water consumption; "water saving" posters are put up in the toilets and washrooms of business and office premises to enhance the staff 's awareness of water saving.

Compared with 2020, among the Group's environmental indicators and energy consumption indicators in 2021, the gasoline, diesel and petroleum gas indicators slight increased, mainly due to the simultaneous increase of the Group's distribution routes and transportation vehicles, the addition of delivery routes in Huizhou, Shenzhen and Guangzhou, and the use of petroleum gas by the staff canteen of the newly added Huizhou subsidiary; while the electricity, water and paper packaging indicators decreased. In terms of energy, the Group further reduced the use of petroleum gas and advocated the use of electricity and natural gas as energy; continuously promoted the resource conservation, and adopted the intelligent lighting control system in the newly-built Guangzhou sorting and delivery centre, which can set a variety of scene modes according to the demand, control and adjust different degrees of brightness through intelligent sensors, so as to save electric energy. The Group used the photovoltaic power generation system , so as to reduce the emission of carbon dioxide and thus alleviate the global greenhouse effect and mitigate the environmental pollution. In terms of paper, the Group completed more than 351,000 approval processes by reviewing documents with its online review systems, which saved a total of 1.4 million pieces of paper assuming each process involves 4 pages of documents to be reviewed. Under the Group 's policy of promoting a green office, though delivery services were added in Huizhou and Shenzhen, the quantity of packaging cartons used in 2021 was basically similar to that in 2020.The Group does not have the problem of finding suitable water sources.

報告期內，本集團已遵守與環境相關的法律及規例，包括但不僅限於：《中華人民共和國環境保護法》、《中華人民共和國水污染防治法》、《中華人民共和國大氣污染防治法》、《中華人民共和國固體廢物污染環境防治法》。於報告期內，本集團概不知悉在空氣及溫室氣體排放、在水源及土地排污、以及產生有害及非有害廢物方面，對本集團造成重大影響的任何不符合法例及規例事故。

我們的用水效益目標是進一步提高水資源利用率。

我們的能源使用效益目標是，不斷提高能源使用效率，尋求使用清潔能源的機遇。

* 應對氣候變化

* 隨著全球氣候變化的推移，氣候風險發生的概率日益增大，給人類社會帶來的影響也越來越大。氣候變化引起的極端天氣和突發事件增多，可能會對本集團的運營帶來不可預測的影響。本集團通過開展政策調研、同業對標，並結合專家意見，識別出與自身運營相關的氣候變化相關風險，評估各項風險對自身財務的影響並積極採取應對措施，減少風險對本集團帶來的潛在影響，實現本集團業務的長期可持續發展。

■ 氣候變化主要風險識別結果及潛在財務影響

1、本集團遇到極端氣候天氣，比如臺風、暴雨等，倉庫及辦公場所的水電供應受天氣影響可能會中斷；需造成經濟損失；

2、極端氣候會限制本本集團運輸車隊的配送時

During the Reporting Period, the Group has complied with the relevant environmental laws and regulations, including but not limited to: Environmental Protection Law of the People 's Republic of China (《中華人民共和國環境保護法》), Water Pollution Prevention and Control Law of the People 's Republic of China (《中華人民共和國水污染防治法》), Law of the People 's Republic of China on Prevention and Control of Atmospheric Pollution (《中華人民共和國大氣污染防治法》), Law of the People 's Republic of China on Prevention and Control of Environmental Pollution by Solid Waste (《中華人民共和國固體廢物污染環境防治法》). During the Reporting Period, the Group was not aware of any incident involving non-compliance with the laws and regulations which would have a material impact on the Group in terms of air and greenhouse gas emissions, water and land discharges, and the generation of hazardous and non-hazardous waste.

Our water efficiency goal is to further improve water efficiency.

Our energy efficiency goal is to continuously improve the efficiency of energy use and seek opportunities for the use of clean energy.

* Tackling climate change

* As the global climate changes, climate risk also increases along with greater impact on human society. Extreme weather and unexpected incidents triggered by climate change are occurring more frequently, bringing unpredictable impacts on the Group's operations. The Group has identified the risks to its operations brought about by climate change, evaluated their financial impacts and adopted corresponding measures through policy research and investigation, peer benchmarking and expert consultation. In addition to reducing the potential impact brought about by the risks, the Group will be able to achieve sustainable ongoing business development.

■ Identification and potential financial impacts of major risks related to climate change

1. In the event of extreme climate and weather conditions, such as typhoons and rainstorms, water and power supply to the Group's warehouses and offices may be interrupted, causing financial losses;

2. Extreme weather conditions will limit the delivery efficiency of the Group's

效，或對運輸中的貨品造成不可避免的損壞，同時，本集團須防範運輸人員在運輸過程中的交通事故，造成財產安全損失；

3、氣候變化導致的持續性高溫天氣可能會導致本集團的用電量劇增，運輸車輛用油量劇增。同時，本集團須防範員工高溫作業中可能發生的中暑事件，造成財務損失。

■ 為應對氣候變化的主要風險，本集團已制定和實施以下措施：

1、規範本集團氣候變化導致的突發事故的預防應急處理程序，建立統一管理、分級負責、反應快捷的應急工作機制，提前做好有效的防禦工作，在突發事故發生時能迅速開展應急救援、修復工作。

2、定期做好自然災害日常防禦、檢查準備工作，定期開展自然災害事故應急演練以及培訓。

3、逐步淘汰高能耗設備、提升資源使用效率。

為更好地管理及適應氣候變化對業務發展帶來的風險，保證本集團的可持續發展，本集團將識別氣候變化相關的風險，採取預防及保護措施，並依據結果不斷完善管理，最大化減少運營活動產生的溫室氣體排放，同時最大限度地保障本集團員工生命、盡量減少對業務影響，並避免對本集團的資產造成任何實際損害。

transport convoys or cause inevitable damage to goods during transport. Meanwhile, the Group must avoid property loss caused by traffic accidents during transport; and

3. Continuous hot weather due to climate change may lead to the Group's increased power consumption and its transporters' petrol consumption. Meanwhile, the Group must avoid financial losses as a result of employees suffering from a heatstroke when working under hot weather.

■ To mitigate the major risks related to climate change, the Group has formulated and implemented the following measures:

1. Regulate the Group's response and procedure in relation to climate change-induced contingencies and establishment of a contingency mechanism that is centrally managed with responsibility division and swift response. Effective preventive measures should be in place, so swift contingency response and recovery may take place in case of unexpected incidents.

2. Regularly control, check and prepare for natural disasters along with regular contingency drills and training for natural disasters.

3. Gradually eliminate high energy-consumption equipment and improvement of resource-use efficiency.

To better manage and respond to the risks brought about by climate change to business development and to ensure sustainable development, the Group will identify climate change-related risks and adopt preventive and protection measures. The Group will continue to improve its management based on the results to maximally reduce greenhouse-gas emissions generated through its business operations. It will also maximally safeguard its employees' safety while mitigating the business impacts to prevent any tangible damage to the Group's assets.

僱傭及勞工常規

員工是推動企業不斷發展的動力源泉。本集團始終秉持「尊重·關愛·善待·培育」的用人理念，致力保障員工的合法權益，重視員工身心健康，為員工提供學習機會與發展平臺，讓員工在推動企業發展的同時實現自我價值，獲得更廣闊的事業發展空間，力求實現員工與企業共同發展。

* 員工概況

■ 按性別、僱傭類型、年齡組別及地區劃分的僱員總數如下：

截至 2021 年 12 月 31 日，本集團員工人數為 837 人（截至 2020 年 12 月 31 日：903）。僱員均為全職人員，其中退休返聘人員 6 人。



員工人數 / 女：361

佔員工總人數的比例：43.13%



員工人數 / 男：476

佔員工總人數的比例：56.87%

Employment and Labor Practices

Employees are the driving force of a corporation 's continuous development. The Group upholds its philosophy of human resources management of "Respect, Care, Kindness and Cultivation" and is committed to protecting the legal rights and interests of employees, attaching great importance to their physical and mental health and offering them learning opportunities and development platforms, in order to help them realise their own value as they promote corporation development, gain broader room to develop their career, and achieve mutual development of corporation and staff.

* Staff Overview

■ Total number of employees divided as per gender, employment type, age group and geogrpahical region is as follows:

As of 31 December 2021, the Group had a total of 837 staff members (As of 31 December 2020: 903). All employees are full-time, including 6 personnel who are engaged in post-retirement employment..



Number of staff/ Female: 361

Percentage of total number of staff: 43.13%



Number of staff / Male: 476

Percentage of total number of staff: 56.87%

項目 Item	類別 Category	2021 年數據 Data for 2021		2020 年數據 Data for 2020	
		員工人數 Number of staff	佔員工總人數的比例 Percentage of total number of staff	員工人數 Number of staf	佔員工總人數的比例 Percentage of total number of staf
僱傭類型 Employment type	採購人員 Procurement personnel	69	8.24%	68	7.53%
	銷售人員 Sales personnel	227	27.12%	240	26.58%
	物流管理及營運人員 Logistics management and operation personnel	404	48.27%	461	51.05%
	財務及行政管理人員 Finance and administration personnel	137	16.37%	134	14.84%
	合計 Total	837	100.00%	903	100.00%

項目 Item	類別 Category	2021 年數據 Data for 2021		2020 年數據 Data for 2020	
		員工人數 Number of staff	佔員工總人數的比例 Percentage of total number of staff	員工人數 Number of staff	佔員工總人數的比例 Percentage of total number of staff
年 齡 組 別 Age group	30 歲及以下 Age of 30 and below	371	44.32%	412	45.63%
	31-40 歲 (含) Age of 31-40 (inclusive)	300	35.84%	325	35.99%
	41-50 歲 (含) Age of 41-50 (inclusive)	121	14.46%	119	13.18%
	51 歲以上 Above age of 51	45	5.38%	47	5.20%
	合計 Total	837	100.00%	903	100.00%

項目 Item	類別 Category	2021 年數據 Data for 2021		2020 年數據 Data for 2020	
		員工人數 Number of staff	佔員工總人數的比例 Percentage of total number of staff	員工人數 Number of staff	佔員工總人數的比例 Percentage of total number of staff
不同地區僱員人數 Number of employees in different geographical regions	珠江三角洲 Pearl River Delta	532	63.56%	587	65.01%
	粵東 Eastern Guangdong	305	36.44%	316	34.99%
	合計 Total	837	100.00%	903	100.00%

■ 按性別、年齡組別及地區劃分的僱員流失比率如下：

於報告期內，本集團僱員總流失比率為：31.49%（2020 年同期：22.72%）。

■ Turnover rate of employees divided as per gender, age group and geogrpahical region is as follows:

During the Reporting Period, the total turnover rate of employees of the Group is 31.49% (Corresponding period in 2020: 22.72%).

項目 Item	類別 Category	2021 年流失比率 Turnover rate in 2021	2020 年流失比率 Turnover rate in 2020
性別 Gender	男僱員 Male employees	19.20%	12.13%
	女僱員 Female employees	12.30%	10.59%

項目 Item	類別 Category	2021 年流失比率 Turnover rate in 2021	2020 年流失比率 Turnover rate in 2020
不同年齡組別僱員流失比率 Turnover rate of employees of different age groups	30 歲及以下 Age of 30 and below	16.67%	14.60%
	31-40 歲 (含) Age of 31-40 (inclusive)	11.03%	4.71%
	41-50 歲 (含) Age of 41-50 (inclusive)	2.99%	2.35%
	51 歲以上 Above age of 51	0.80%	1.06%

項目 Item	類別 Category	2021 年流失比率 Turnover rate in 2021	2020 年流失比率 Turnover rate in 2020
不同地區僱員流失比率 Employee turnover rates in different geogrpahical regions	珠江三角洲 Pearl River Delta	24.02%	17.30%
	粵東 Eastern Guangdong	7.47%	5.42%

註：各類別的流失比率 =L(x)/E(x)*100%

L(x)= 該類別僱員的離職人數

E(x)= 近兩年集團僱員離職總數的平均值

Note: Turnover rate (per category)=L(x)/E(x)*100%

L(x)=Employees in the specified category leaving employment

E(x)=The average of total number of employees leaving the Group in the past two years

* 合規僱傭與員工福利

本集團嚴格遵守《中華人民共和國勞動法》、《中華人民共和國勞動合同法》等法律法規，堅持「公開招聘、平等競爭、擇優錄用、先內後外」的招聘原則，通過社會招聘、校園招聘、內部競聘等方式引進優質人才，從德育、學歷、能力等多方面對應聘者進行考核，提倡公平競爭，反對歧視，為應聘者提供平等就業的機會。本集團杜絕因性別、年齡、婚姻狀況、宗教信仰、種族、身體狀況等因素而產生歧視，致力為員工營造公平公正的工作環境。

本集團堅持合法用工，禁止強制勞工。本集團遵循合法合規、平等自願、協商一致的原則與員工簽訂書面勞動合同，明確勞動報酬、工作時間、休息休假、勞動安全衛生、保險福利等事項，如實告知員工工作內容、工作職責、工作環境、工作條件、公司規章制度等，保證員工享有應有的權益。本集團按照國家規定保障員工享有國家法定假期待遇，切實保障員工合法休息休假的權利。

本集團嚴格遵守《中華人民共和國未成年人保護法》、《禁止使用童工規定》的規定，明確招聘員工的年齡下限，禁止招用未滿 16 周歲的未成年人，並對面試時應聘者提供的身份證等資料進行嚴格審查，確保應聘者年齡符合僱傭要求。2021 年，本集團未發生任何有關招用童工或強制勞工的情況，亦未發現供應商有發生任何有關招用童工或強制勞工的情況。

本集團嚴格遵守《中華人民共和國社會保險法》、《住房公積金管理條例》等法律法規，執行各地社會保險和住房公積金條例，依法依規為全體員工繳納社會保險、醫療保險和住房公積金，保障員工的合法權益。

本集團為員工提供具有市場競爭力的薪酬與福利待遇，開展優秀員工評比活動，表彰表現優異的員工、管理者及部門，確保有能力、有貢獻的員工在發揮自身價值的同時，得到公司的認可與嘉

* Compliant Employment and Staff Welfare

The Group strictly complies with the Labor Law of the People's Republic of China (《中華人民共和國勞動法》), the Labor Contract Law of the People's Republic of China (《中華人民共和國勞動合同法》) and other laws and regulations, and upholds the principle of "Open Recruitment, Fair Competition, Merit-based Selection and Priority to Internal Recruitment". We recruit high-quality talents through multiple channels such as social recruitment, campus recruitment and internal promotion, and appraise and select candidates based on their moral traits, education background and competence. We are committed to providing an equal employment opportunity which advocates fair competition and anti-discrimination. The Group strives to provide a fair and just working environment to our employees free of any discrimination on the basis of gender, age, marital status, religion, race, physical condition and other factors.

The Group insists on compliant employment and prohibits forced labor. By following the principles of legitimacy and compliance, equality and willingness and negotiation and consensus, the Group enters into written labor contracts with its employees which clearly define their remunerations, working hours, rest days and leaves, occupational safety and health, insurance and welfare and other matters. We truthfully inform our employees of the details, responsibilities, environment and conditions in relation to their work as well as our internal rules and policies, and guarantee the rights and interests to which our employees are entitled. The Group implements the standard working-hour system and its employees can enjoy the national statutory holidays according to laws, and hence their rights to legitimate rest and leaves are firmly guaranteed.

The Group strictly complies with the requirements of the Law on the Protection of Minors of the People's Republic of China (《中華人民共和國未成年人保護法》) and the Provisions on the Prohibition of Using Child Labor (《禁止使用童工規定》), and expressly stipulates the minimum age of recruitment to avoid the employment of minors under the age of 16. In addition, we will inspect candidates' ID cards and other identification information during the interview to ensure their ages are in line with our employment requirements. In 2021, there was no incident concerning child labor or forced labor within the Group, and the Group has not discovered any child labor or forced labor in the supplier either.

The Group strictly complies with the Social Insurance Law of the People's Republic of China (《中華人民共和國社會保險法》), Regulations on Management of Housing Provident Fund (《住房公積金管理條例》) and other laws and regulations, and implements local rules on social insurance and housing provident funds to contribute to social insurance, medical insurance and housing provident funds for all employees based on relevant regulations in order to guarantee their legitimate rights and interests.

The Group provides staff members with remunerations and benefits that are competitive in the market and launches evaluation of outstanding staff members to commend excellent staff members, managers and departments, ensuring capable staff members receive the recognition and reward from the Company

獎，提升員工的工作積極性。

本集團關愛員工，為員工提供生日及節假日禮品、結婚禮金、夏季高溫補貼、解暑涼茶及糖水供應、優秀員工旅遊基金等多項員工福利。本集團亦開展各類員工活動，2021 年由於疫情較為嚴峻，基於對全體員工健康安全的保障，年度內儘量減少各類員工聚集性活動的籌備舉辦，在下半年度疫情有所緩解的情況下，進行了如演講大賽，物流文化節等文化活動，豐富員工文化生活。

本集團設有員工食堂，免費為員工提供早餐、午餐、晚餐及夜宵四餐，並為外地員工提供免費的員工宿舍，配備齊全的生活設施，為員工營造舒適的辦公環境與溫馨的生活環境，增強員工的歸屬感。

for their contribution while they leverage their own value, which will enhance the work enthusiasm of staff.

The Group cares for its staff and offers a variety of benefits, including birthday and holiday gifts, marriage cash gifts, high-temperature subsidies during summer, herbal tea and desserts, and travel fund for outstanding staff members. The Group also carries out various employees activities. Since the pandemic was serious in 2021, in order to guarantee the health and safety of the staff, the gathering activities of staff were reduced as far as possible within the year. In the second half of the year, when the pandemic was eased to some extent, the speech contest, logistics cultural festival and other cultural activities were carried out, which enriched the cultural life of staff.

The Group has set up a staff canteen to offer staff members free breakfast, lunch, dinner and late night snacks, and provides non-local staff members with free staff dormitories which are fully equipped with amenity features, providing its staff with a comfortable work environment and harmonious living environment, to enhance the sense of belonging among the staff.





* 健康與安全

本集團嚴格遵守《中華人民共和國職業病防治法》、《中華人民共和國工傷保險條例》、《中華人民共和國消防法》等法律法規，積極採取各項措施保障員工的健康與安全，為員工營造安全、健康的工作環境。

為保障員工的職業健康與安全，本集團為全體員工購買商業意外保險，保險費用由公司全額支付。根據《藥品經營質量管理規範》（「GSP」）要求，對 GSP 關鍵作業崗位，公司會定期組織健康體檢，確保各環節作業人員的健康符合崗位要求。同時在福利層面，對全體員工也會定期組織進行年度一次的全員健康體檢。公司在高溫季節，對戶外及高溫作業人員，給予防暑降溫補貼，並根據勞動強度不同安排防暑降溫藥品，防止員工中暑現象的發生。

本集團關注員工的身心健康，鼓勵員工在工作之餘加強身體鍛煉，本集團開設員工活動室，為員工提供各類健身器材，豐富員工業餘文化生活，緩解員工工作壓力。根據勞動法的有關規定，對員工勞動時長及休息進行合理安排；同時加強加班申請的管理，對因工作需要而進行的加班勞動，進行合理安排，防止員工過度疲勞，並足額發放加班工資。

* Health and Safety

The Group strictly complies with the Law of the People 's Republic of China on Prevention and Control of Occupational Diseases (《中華人民共和國職業病防治法》), the Regulations on Work-Related Injury Insurance of the People 's Republic of China (《中華人民共和國工傷保險條例》), the Fire Control Law of the People 's Republic of China (《中華人民共和國消防法》) and other laws and regulations, and takes various measures to safeguard the health and safety of staff members in an active manner, so as to create a safe and healthy work environment for the staff.

In order to protect the occupational health and safety of employees, the Group purchases business accident and injury insurances for all employees, and the insurance costs are fully paid by the Company. Regular physical examination is organised to ensure that all employees at key GSP-related posts can meet the corresponding requirements for health conditions. As a part of welfare policies, a regular annual physical examination is also organised for all employees. Subsidies for sunstroke prevention and cooling are given to the workers who work outdoors or under high temperatures in summer. Based on different labor intensity, appropriate medications are also provided to prevent employees from heat strokes.

The Group cares about the physical and mental health of its staff members and encourages them to do more physical exercise in their spare time. It has established staff activity rooms equipped with various fitness equipment, in a bid to enrich their amateur cultural life and relieve their work pressure. The labor hours and rest of employees is reasonably arranged according to labor laws. The applications for overtime work shall be strictly managed to ensure that suitable arrangements are made and prevent employees from over-fatigue. In addition, overtime compensation is paid in full.

本集團重視提升提高員工的安全知識與意識，在新員工入職時進行消防安全知識等培訓。本集團成立消防安全小組，負責消防安全工作的監督、管理和檢查，開展安全與消防演練，增強員工消防安全意識。本集團設有完備的安保體系，實時通過閉路系統對公司各個區域進行監控，每日定時巡邏，及時排查安全隱患，保障集團正常工作和生活秩序，確保集團財物及員工人身財產安全。為加強工作風險的有效防範，防止企業工傷事故的發生，保障職工健康與安全，公司物流系統有針對性地定期組織分班組、分部門的安全作業培訓，並明確各崗位安全操作規範，將安全責任落實到個人，與員工簽訂安全作業承諾書。根據勞動保護的有關規定，公司對物流作業崗人員，結合崗位不同，進行勞動保護用品的合理配備，並對使用情況進行監督，發現問題及時糾正。

本集團致力於車輛安全管理。本集團設立「年度安全行駛獎」，對符合全年無違章駕駛記錄、無發生交通事故等評選細則的優秀駕駛員予以表彰，旨在強化車輛安全管理責任，增強物流中心駕駛員安全行車的意識。

處理安全意外事件時，本集團及時陪同員工前往醫院就醫，第一時間為員工辦理工傷及商業險備案及跟進後續工傷認定、申請手續。工傷認定結果出具後，給予申報相關工傷醫療費用，工傷險及商業險未能核銷費用由公司全額承擔。工傷期間，醫生建議休假及康復天數按工傷待遇執行。員工康復後，本集團將依據員工意願，安排繼續從事原有工作，或者結合實際情況為員工調崗減輕工作負擔。

責令相關部門及時進行事故原因及責任分析，並於後期定期組織安全培訓，強化各崗位安全操作規範，將安全責任層層落實，加強隱患排除，降低工傷事故發生率。對造成嚴重事故的，將追究責任人的責任。

The Group attaches great importance to improving the safety knowledge and awareness of its staff through providing pre-employment training on fire safety knowledge. The Group has formed a fire safety team responsible for the supervision, management and inspection of fire safety work. Safety and fire drills are also in place to improve the fire safety awareness among the staff. The Group has a well-equipped security system with real-time monitoring of all areas of the Company through closed-circuit systems and daily scheduled patrols to eliminate security risks in a timely manner, ensuring normal operation and maintaining the safety of the Group 's assets, the staff members and their assets . The employees in the Company 's logistics system are trained on work safety to prevent any potential risk and work accidents and ensure their health and safety. The training are regularly organised in different teams and departments. Moreover, it is also essential to define the standards of work safety for each post, put everyone in charge of work safety, and sign a letter of commitment for work safety with employees. All logistics staff are reasonably equipped with labor protection articles in accordance with relevant provisions on labor protection and different requirements for their post. The use of labor protection articles are supervised to rectify any possible problems in time.

The Group is committed to vehicle safety management. The Group has set up the "Annual Safe Driving Award" to honour the outstanding drivers who have no record of illegal driving or traffic accidents for the whole year and meet other selection criteria, with a view of enhancing the responsibility of vehicle safety management and improving the awareness of safe driving among drivers of the logistics centres.

In the case of a safety accident, the Group will accompany the staff to seek medical advice in the hospital in a timely manner, and handle the filing of work-related injury and commercial insurances for the staff in the first instance, and track the follow-up identification and application procedures of work-related injury. After the issuance of identification results of work-related injury, an application is made for relevant medical expenses for work-related injury. The expenses which are not compensated by the work-related injury insurance and commercial insurance are borne by the Company in full. During the period of work-related injury, the number of days of vacation and rehabilitation advised by the doctor is subject to the work-related injury treatment. After the staff recovers, based on the will of the staff, the Group will arrange the staff to engage in the original work or transfer the post and reduce the work burden for the staff according to the actual situation.

Relevant departments will be instructed to analyse the accident cause and responsibility in time. Besides, safety training will be organised periodically, safe operational standards of different posts will be enhanced, the safety responsibilities will be implemented level by level, and the hazard elimination will be strengthened to reduce the occurrence of work-related injury accident. If a serious accident occurred, the responsibility of the person responsible will be held accountable.

報告期間，全國爆發新型冠狀病毒疾病 (COVID-19)。本集團在疫情期間密切關注員工的健康狀況、核酸檢測結果、密切接觸史以及中、高風險地區旅居史等；每日對員工進行測溫登記，體溫高於 37.3℃的任何人員不得進入辦公室；本集團在資源緊缺的情況下為員工發放口罩、抗病毒口服液等防疫物資，並做好辦公區域消毒、生活及醫療垃圾分類、外來快遞消殺等多方面杜絕環境傳染風險；為員工提供一個安全、衛生的工作環境。

於 2019 年至 2021 年，本集團未發現任何違反僱員健康與安全相關的法律法規的重大事宜。工傷人員均得到妥善安置及補償，並未錄得任何導致死亡或嚴重受傷的意外事件，並無因該等事件造成的員工索償。

項目 Item	單位 Unit	2021 年數據 Data for 2021	2020 年數據 Data for 2020
因工亡故的人數 Number of people who died due to the work	位 Number	0	0
工傷人數 Number of people who got injured due to the work	位 Number	7	5
因工傷損失工作日數 Number of days lost due to work related injuries	工作日 Working days	124.00	45.00
因工傷損失平均工作日數 Average number of days lost due to work related injuries	工作日 Working days	17.71	9.00

* 發展及培訓

人才是企業發展的核心競爭力。本集團倡導學習型企業的管理模式，構建可持續發展的人才培養體系，為員工提供廣泛的培訓與學習機會，支持與鼓勵員工不斷進修，提高綜合素質和崗位技能，實現員工和企業共同發展。

於報告期間，本集團嚴格執行疫情防控規定，減少不必要的聚集性培訓，每名僱員完成受訓的平均時數為 4.59 小時，員工培訓按僱員類別及性別劃分如下：

During the Reporting Period, COVID-19 has emerged and spread nationwide. During the pandemic, the Group paid close attention to the staff 's health condition, nucleic acid testing result, history of close contact, and history of travel in the medium and high-risk regions; recorded the temperature of staff daily (anyone whose temperature is higher than 37.3℃ is not allowed to enter the office); in spite of resource shortage, the Group distributed masks, anti-virus oral liquid and other pandemic prevention materials to the staff, and disinfected the office areas, sorted living and medical garbage, and disinfected the express delivery to eliminate the contagious risk; and provided a safe and healthy working environment for the staff.

From 2019 to 2021, there was no major violation against the laws and regulations related to the employee health and safety in the Group. The personnel with work-related injury were properly arranged and compensated. There was no accident which led to the death or serious injury. Besides, there was no staff claim due to such accident.

* Development and Training

Talents are the core competitiveness for the development of a corporation. The Group promotes the management model of learning corporation, establishes a sustainable system for talent cultivation and offers extensive training and learning opportunities to support their continuous studies and improve their overall quality and skills for their positions, realising the mutual development of the staff and corporation.

During the Reporting Period, the Group strictly implemented the epidemic prevention and control regulations and reduced the unnecessary gathering trainings. The average hours of training for each employee are 4.59. The staff training is divided as follows as per the employee class and gender:

項目 Item	類別 Category	2021 年數據 Data for 2021			2020 年數據 Data for 2020		
		培訓參與 人數 Training participants	培訓參與 人數佔比 Percentage of training participants	平均培訓時長 (單位：小時) Average training duration (Unit: hour)	培訓參與 人數 Training participants	培訓參與 人數佔比 Percentage of training participants	平均培訓時長 (單位：小時) Average training duration (Unit: hour)
員工 層級 Employee Hierarchy	高級管理人員 Senior management	4	0.48%	30.36	4	0.44%	55.25
	中級員工 Intermediate employees	132	15.77%	3.87	97	10.74%	9.77
	普通員工 Ordinary employees	701	83.75%	4.58	802	88.82%	6.10

項目 Item	類別 Category	2021 年數據 Data for 2021			2020 年數據 Data for 2020		
		培訓參與 人數 Training participants	培訓參與 人數佔比 Percentage of training participants	平均培訓時長 (單位：小時) Average training duration (Unit: hour)	培訓參與 人數 Training participants	培訓參與 人數佔比 Percentage of training participants	平均培訓時長 (單位：小時) Average training duration (Unit: hour)
性別 Gender	男 Man	476	56.87%	3.84	543	60.13%	5.92
	女 Woman	361	43.13%	5.59	360	39.87%	7.91

■ 新員工培訓

為幫助新員工全方位瞭解本集團企業文化，儘快融入本集團大家庭，本集團建立新員工培訓管理制度，對處於試用期的新員工持續加以關注。加強員工「傳幫帶」，全面實行導師制，開展業務指導和經驗傳授，幫助新員工明確崗位職責、工作任務和工作目標；按月組織新員工溝通會，瞭解新員工動態，促進新員工之間的交流。

■ 管培生培訓

為滿足本集團戰略和經營需求，本集團根據人才戰略和實際情況，通過校園招聘渠道選撥和培育一批具有高長成性、高可塑性的大學生，通過 1-2 年的培養計劃快速成長為創美藥業「明日之星」，成為支撐集團戰略及業務發展的青年骨幹、後備力量。

■ Training of New Employees

In order to help new employees fully understand the corporate culture of the Group and integrate themselves into the Group 's family as soon as possible, the Group has established a training and management system for new employees, in an effort to pay continuous attention to new employees during the probationary period. Strengthening "communication and mutual assistance" among staff members and fully implementing the mentor system are beneficial to conduct business guidance and share experience, which will help new staff identify their job duties, work tasks and goals. To this end, communication meetings for new employees are organised on a monthly basis to understand their dynamics and promote communications among them.

■ Training of Management Trainees

To accommodate the needs of the Group 's strategy and operation, the Group recruits and cultivates a group of talented university students with high potential through the campus recruitment in accordance with the talent strategy and actual circumstances. Through 1-2 years of training, the trainees will quickly become the "Star of the Future" of Charmacy Pharmaceutical, becoming the young backbone and reserve force supporting the Group 's strategy and business development.

■ 人才梯隊建設

本集團重視人才梯隊建設。2021 年，基於疫情限制，上半年度減少聚集性培訓，改為線上培訓，項目選拔集團內骨幹人員多次參加線上委外培訓項目如決策訓練營、引導教練認證班等，以不斷提升管理團隊管理能力。下半年度疫情形勢見緩，期間開展了物流一期 & 二期集訓、企業內訓師培訓等內部培訓發展項目，以選拔和培養後備人才，適應集團發展戰略需要，支撐本集團未來的業務快速穩健發展，同時促進人才快速成長。



■ Talent Team Building

The Group attaches great importance to training our own talents. In 2021, due to the pandemic, on-site trainings were reduced in the first half of the year. Online trainings were instead adopted. The key personnel in the Group selected to attend the online outsourced training programs, for example, decision-making training camp, and coach identification class, so as to constantly improve the management capacity of management team. In the second half of the year, as the pandemic was eased, Logistics Phase 1 & Phase 2 intensified training, corporate internal trainer training and other internal training development programs were carried out to select and train our talents to meet the needs of the Charmacy Pharmaceutical 's development strategy, support the rapid and steady development of Charmacy Pharmaceutical 's future business, and promote the rapid growth of talents.



供應鏈管理

本集團秉承「誠信經營·利他利眾·合作共贏」的經營理念，重視供應鏈的管理，積極維護與供應商之間的合作。

本集團產品供應渠道包括醫藥生產商和分銷供應商。集團根據自身採購規模、供應商的銷售政策（包括最低銷量、價格及銷售優惠、付款方式和賬期）等綜合因素，擇優選擇合適的供應商。截至 2021 年 12 月 31 日，本集團共有供應商 1,157 家，其中醫藥生產商 666 家及分銷供應商 491 家。

Supply Chain Management

By adhering to the operation philosophy of "Operating with Honesty, Benefiting the Public and Achieving Win- Win Outcome through Cooperation", the Group attaches great importance to the supply chain management, and actively maintains the cooperation with suppliers.

The Group 's product supply pipeline includes pharmaceutical manufacturers and distributors. The Group selects the appropriate suppliers based on comprehensive factors including its own purchasing scale, the supplier 's sales policies including minimum sales, prices and sales discounts, payment method and billing period. As of 31 December 2021, the Group had a total of 1,157 suppliers, of which 666 were pharmaceutical manufacturers and 491 were distributors.

項目 Item	類別 Category	2021 年數據 Data for 2021		2020 年數據 Data for 2020	
		數量 Quantity	佔比 Proportion	數量 Quantity	佔比 Proportion
醫藥生產商 Pharmaceutical manufacturers	華南地區佔比 Proportion in Southern China	214	32.13%	219	32.35%
	華東地區佔比 Proportion in Eastern China	185	27.78%	190	28.07%
	西南地區佔比 Proportion in Southwest China	84	12.61%	86	12.70%
	其他地區 Other regions	183	27.48%	182	26.88%

項目 Item	類別 Category	2021 年數據 Data for 2021		2020 年數據 Data for 2020	
		數量 Quantity	佔比 Proportion	數量 Quantity	佔比 Proportion
分銷供應商 Distributors	華南地區佔比 Proportion in Southern China	364	74.13%	346	74.41%
	華東地區佔比 Proportion in Eastern China	68	13.85%	62	13.33%
	華中地區佔比 Proportion in Central China	20	4.07%	23	4.95%
	其他地區 Other regions	39	7.94%	34	7.31%



本集團嚴格遵守《中華人民共和國藥品管理法》、《藥品經營質量管理規範》("GSP") 等法律法規的要求，建立嚴格的供應商資質審核機制，對供應商的資質及其銷售人員等條件進行嚴格審核，必要時會對供應商進行實地考察，詳細瞭解企業職工素質、生產經營情況，重點審查企業質量體系、質量控制的有效性和完整性、銷售人員情況等。確保進入本集團供應商管理系統的供應商符合 GSP 和集團質量管理體系文件的要求。本集團在經營過程中做好風險管控，關注供應商的經營動態，發現異常立即採取相應停止採購措施。本集團亦每年對供應商進行質量評審，根據評審結果確定是否繼續與該供應商的業務關係。

本集團進行產品採購時，均會與供應商簽署《醫藥商品質量保證協議書》，約定供應商對其提供的在有效期內的產品質量負責，由此引起的一切損失由供應商承擔。如供應商供應的為假劣產品，供應商必須承擔一切法律及經濟責任，本集團因此遭受罰款、賠償等損失的，供應商須全額賠償給本集團。

本集團積極攜手合作夥伴履行企業責任，推動行業可持續發展，提升對環境及社會的積極影響。當供應商在運輸藥品予我們的過程中造成部分藥品壓損或破損，本集團於收貨環節會拒收該部分商品，同時與供應商溝通，如需報損則對該部分商品採取不留後患的有效措施進行銷毀處理，防止不合格藥品的流通，同時避免對環境造成污染。

The Group complies strictly with the requirements of laws and regulations including the Drug Administration Law of the People's Republic of China (《中華人民共和國藥品管理法》), Good Supply Practice ("GSP") (《藥品經營質量管理規範》), etc. and it has established a strict qualification review mechanism for suppliers to examine suppliers' qualification and conditions like sales personnel, etc. When necessary, it will investigate customers on site to get a detailed knowledge of their staff quality and production and operation condition and to examine them specifically on their quality systems, validity and integrity of quality control, sales staff, etc. The Group monitors and controls risks in the course of operation, keeps an eye on the operational development of its suppliers, and adopts prompt and appropriate measures to stop procurement activities when we discover any abnormal conditions. The Group also conducts quality appraisal of suppliers on an annual basis and determines whether to continue the business relationship with suppliers based on the appraisal results.

When conducting procurement, the Group will sign the Pharmaceutical Commodities Quality Assurance Agreement (《醫藥商品質量保證協議書》) with suppliers, requiring suppliers to be responsible for the quality of the products they provide within the period of validity, and for all the resulting losses. Any supplier who supplies counterfeit and inferior products is required to bear all legal and economic responsibilities and indemnify the Group in full against any resulting losses such as fines and damages.

The Group actively works with its partners to fulfill its corporate responsibility, promote the sustainable development of the industry, and increases its positive impact on the environment and society. In the event that some of the pharmaceutical products are damaged by pressure or broken during the transportation process, the Group would reject such products during our inspection and communicate with the suppliers simultaneously. If breakage report is needed, the Group would also take thorough and effective measures to destroy the damaged pharmaceutical products, so as to prevent their circulation and environmental pollution.

產品質量與安全

醫藥產品事關居民的健康，本集團堅持以「質量第一」的宗旨，致力向客戶提供優質的產品。本集團嚴格遵守《中華人民共和國藥品管理法》、《中華人民共和國藥品管理法實施條例》、GSP、《藥品流通監督管理辦法》等相關法律法規，制定一系列完整的質量管理體制文件，包括《質量管理制度》、《質量管理規程》、《質量管理職責》等適用於藥品經營各環節的原則性規定，嚴格執行質量管理操作規程，確保藥品經營各環節符合法律法規及相關標準，對產品進行全程質量監控和管理，著力保障產品質量。本集團亦借助 SAP 信息系統實現了運營模式的標準化，並按照的要求對全流程的質量管理信息化，保障了產品在採購、入庫、儲存、出庫和配送等環節的風險可控。

產品質量是採購中最核心的評估因素，本集團嚴格把控產品來源，按照 GSP 的要求，建立產品首營的審核機制，對於首次採購的商品，需要由採購經理、商品管理部、質量管理部及質量負責人等部門（崗位）對價格、採購量、商品批准證明文件和品質進行嚴格審核；對於非首次採購的商品，則根據近期銷量、安全庫存情況確定採購量，同時，定期審核商品批准證明文件的有效期限和產品質量。同時本集團亦每年對購進品種進行質量評審，採取「擇優採購」的原則，根據評審結果確定是否繼續採購的依據。

本集團在收貨環節嚴格按《藥品收貨操作規程》執行，根據收貨通知對照送貨方的隨貨同行單、藥檢報告等文件資料及實物進行逐批質量驗收。驗收時，按《藥品驗收操作規程》對每次到貨藥品進行逐批抽樣驗收，對抽樣藥品的外觀、包裝、標籤、說明書以及相關的證明文件等逐一進行檢查，對有特殊管理要求的藥品進行雙人驗收。對

Product Quality and Safety

Pharmaceutical products are related to the health of residents. The Group always adheres to the principle of "Quality First", and is committed to providing customers with quality products. In strict compliance with the Pharmaceutical Administration Law of the PRC (《中華人民共和國藥品管理法》), Implementation Regulations on the Law of the PRC on the Administration of Pharmaceuticals (《中華人民共和國藥品管理法實施條例》), GSP, Measures for the Supervisor and Administration of Circulation of Pharmaceuticals (《藥品流通監督管理辦法》) and other relevant laws and regulations, the Group has developed a series of documents on quality management system, including Quality Management System, Quality Management Procedures and Quality Management Duties, all of which are principle-related regulations applicable throughout the entire pharmaceutical operations, and strictly implemented quality management operating procedures to ensure that the laws, regulations and relevant standards are fully complied with during the pharmaceutical operations. The Group conducts quality control and management in all aspects of the products, and makes efforts in product quality assurance. The Group has also, with the assistance of SAP information system, achieved the standardisation of operation mode, and informationisation of the quality management during the whole procedure according to the requirements of GSP to ensure that risks are controllable in aspects of procurement, stock-in, storage, stock-out, delivery of products and so on.

Product quality is the most important factor in the evaluation of procurement. The Group imposes a strict control over product sourcing and establishes a review mechanism for the first operation of products according to GSP. For products purchased for the first time, the purchasing manager, product management department, quality control department, quality assurance personnel and other departments (positions) are required to conduct a rigorous review on the price, purchase volume, product approval supporting documents and qualifications. For products not purchased for the first time, the purchase volume shall be determined based on the recent sales volume and safety stock, and the validity period of the product approval supporting documents and product quality shall be subjected to regular review. In the meantime, the Group also conducts an annual quality review on procured products, adopts the principle of "procurement based on premium quality", and determines whether to continue to purchase the products according to the review results.

During the receipt of goods, the Group strictly follows the Operation Procedures on Receipt of Pharmaceuticals (《藥品收貨操作規程》). Acceptance of the goods will be conducted on a batch-by-batch basis according to the delivery confirmation by cross-checking the accompanying list from the delivery party, medicine inspection report and other documents. During the acceptance, sampling and inspection on pharmaceutical products will be conducted on a batch-by-batch basis according to the Operation Procedures on Acceptance of Pharmaceuticals

質量檢查不合格或證明文件不符合的藥品進行拒收並退回供應商。

本集團建有適宜藥品分類保管和符合藥品儲存要求的庫房，並具有有效監測、調控溫濕度的設施設備，在庫藥品嚴格按照 GSP 規定及藥品的質量特性儲存於相應庫房，並定期養護。

本集團在產品出庫與運輸環節對出庫藥品進行嚴格的覆核和質量檢查，對於有特殊管理要求的藥品進行雙人覆核。同時，對藥品出庫做好藥品質量跟蹤記錄。藥品運輸採用密閉式車輛，有特殊溫度控制要求的藥品，採用冷藏車、冷藏箱或保溫箱等運輸設備，確保藥品運輸過程中符合要求。

(《藥品驗收操作規程》), and the appearance, packaging, labelling, instructions and related supporting documents of the sampled pharmaceutical products shall be examined individually. Pharmaceutical products with special management requirements shall be inspected by two persons. Pharmaceutical products that are substandard in quality inspection or inconsistent with the supporting documents will be rejected and returned to suppliers.

The Group has established warehouses that are suitable for the classification and storage of pharmaceutical products and meet the requirements for storage of pharmaceutical products, and has in place facilities and equipment for effective monitoring, regulation and control of temperature and humidity. Pharmaceutical products in stock are stored in the corresponding warehouses in strict accordance with GSP provisions. The pharmaceutical products are stored based on their quality characteristic, and are regularly maintained.

During the outbound delivery and transportation of products, stringent review and quality inspection shall be conducted on pharmaceutical products, and pharmaceutical products with special management requirements will be reviewed by two persons. At the same time, the quality of pharmaceutical products during outbound delivery shall be tracked and recorded. Closed vehicles are used for transportation of pharmaceutical products, and other transportation facilities such as refrigerator cars, cool boxes or incubators for pharmaceutical products are equipped with a special temperature control system to ensure that the delivery of pharmaceutical products meets the requirements.



■ 質量培訓

為不斷提高本集團藥品質量管理水平，本集團高度重視藥品質量管理相關的培訓工作，通過內部培訓與外部培訓相結合的方式強化員工質量意識，提高員工的業務水平，增強本集團藥品質量管控能力與質量風險防控能力。

■ 產品投訴處理

本集團重視產品質量與產品投訴處理，制定《質量事故、投訴管理制度》、《藥品召回管理制度》等制度，規範質量事故、投訴、藥品召回的處理流程，提高服務質量，確保用藥安全，完善售後服務體系。本集團對客戶提出的質量查詢、投訴均給予積極響應，對質量查詢、投訴、抽查和銷售過程中發現的質量問題查明原因，分清責任，採取有效的處理措施，並做好記錄。同時，對於供應商主動召回的產品及藥品監督管理部門通知召回的問題產品，及時採取措施追回藥品並做好記錄，並向藥品監督管理部門報告（如有需要）。於 2021 年度，因安全與健康理由而須回收的產品佔營業收入 0.01%。

報告期內，本集團接獲關於產品的質量投訴共 13 宗，均得到妥善處理。

■ 保護客戶權益

本集團建立客戶信息管理系統，對客戶信息進行嚴格的權限管理，保障客戶信息安全。本集團亦在《員工行為規範》中明文規定禁止員工未經審批將公司機密文件、客戶資料、供應商資料外傳，維護客戶的資料安全。報告期內，本集團未涉及於任何有關所提供的產品和服務的私隱事宜的不合規事件。

■ 廣告

基於本集團的業務性質，本集團僅進行有限的宣傳活動。因此，本集團業務運營過程中，並不涉及廣告的相關事宜。我們在公司網站發布產品宣傳資料冊，並指派運營主管在發佈之前，預先審議營銷材料，確保符合法規要求同時客戶所得資料正確無誤。

■ Quality Training

In order to improve the quality management of pharmaceutical products, the Group attaches great importance to the trainings related to pharmaceutical products quality management. Through the combination of internal training and external training, employees are able to raise their awareness for quality and increase their professional standard, which eventually strengthen the Group 's ability on quality control and quality risk-prevention.

■ Product Complaints Handling

The Group attaches great importance to the handling of complaints related to product quality and has developed systems, such as Quality Incidents and Complaints Management System (《質量事故、投訴管理制度》) and Drug Recalls Management System (《藥品召回管理制度》), to regulate the dealing procedures of quality incidents, complaints and recalls for drugs, in order to enhance our service quality, ensure medication safety and improve after-sales service system. The Group actively responds to quality enquiries and complaints from customers. For quality issues found in quality inquiries, complaints, spot checks and sales process, we will find out the causes, clarify the responsibility, take effective measures and make proper records. Meanwhile, if products voluntarily recalled by suppliers and problem products notified by the drug regulatory authority of the recall, timely measures should be taken to recover the drugs and make records, and report to the drug regulatory authority (if necessary). In 2021, products that require recycling for safety and health reasons accounted for 0.01% of operating income.

During the Reporting Period, the Group had received a total of 13 complaints related to product quality which were all well-handled.

■ Customers' Interests Protection

The Group has set up customer information management system to conduct strict access management over customer information to ensure its safety. The Group has also expressly stipulated in its Employee Code of Conduct (《員工行為規範》) that the disclosure of Company 's confidential documents, customer information and supplier information without the Company 's authorisation is prohibited in order to ensure the safety of customer information. During the Reporting Period, the Group has not been involved in any non-compliance incident relating to the privacy of products and services provided.

■ Advertising

Due to the business nature of the Group, the Group only conducts limited publicity activities. Therefore, the business operations of the Group do not involve advertising related matters. We publish product brochures on our website and assign our operations supervisors to pre-review marketing materials prior to publication to ensure that they meet regulatory requirements and that the information received by our customers is correct.

廉潔建設

本集團嚴格遵守《中華人民共和國刑法》、《中華人民共和國反不正當競爭法》、《關於禁止商業賄賂行為的暫行規定》、《中華人民共和國反洗錢法》等有關防止賄賂、勒索、欺詐及洗黑錢的法律法規。

本集團制定《廉潔管理規定》、《內外申訴管理辦法》、《禮品管理規定》等制度，要求全體員工簽訂《廉潔承諾書》，規範員工行為，促進員工自律自愛、遵紀守法、廉潔奉公，杜絕工作或業務過程中各種不正常及腐敗行為的滋生。

本集團設立專線電話、意見箱、即時通訊、電子郵箱等多種投訴與檢舉渠道，接受合作方與內部對員工的違規行為提出的投訴或舉報。有關受理部門在接獲投訴或檢舉後，對事件進行資料信息收集、取證，全方面瞭解事件全過程，力爭使投訴事件事實清楚，根據調查結果提交處理意見。

報告期內，本集團對董事及所有員工提供反貪污培訓，培訓方式包括：開展廉潔管理規定的制度的宣貫，或提供反貪污培訓材料。本集團未發現任何有關公司及員工賄賂、勒索、欺詐及洗黑錢的事件，亦沒有對本集團或本集團的僱員提出並已審結的貪污訴訟案件。

知識產權保護

本集團嚴格遵守《中華人民共和國商標法》、《中華人民共和國專利法》等涉及知識產權保護的法律法規，本報告期內並無違反相關法律法規的情況發生。本集團尊重知識產權，依法開展商業宣傳，通過健全管控制度、完善組織體系保障等有效方法，嚴防侵犯知識產權和違法宣傳情況的發生。

在維護自身知識產權方面，本公司積極推進商標申請、續展、許可管理及維權等工作，保護自有知識產權。

Anti-corruption Measures

The Group strictly complies with laws and regulations on the prevention of bribery, extortion, fraud and money laundering including the Criminal Law of the People's Republic of China (《中華人民共和國刑法》), the Ant-unfair Competition Law of the People's Republic of China (《中華人民共和國反不正當競爭法》), the Interim Provisions on the Prohibition of Commercial Bribery (《關於禁止商業賄賂行為的暫行規定》) and the Anti-Money Laundering Law of the People's Republic of China (《中華人民共和國反洗錢法》).

The Group has formulated systems such as the Administrative Rules on Clean Practices (《廉潔管理規定》), the Administrative Measures on Internal and External Complaints (《內外申訴管理辦法》) and the Administrative Rules on Gifts (《禮品管理規定》), requesting all employees to sign the Letter of Commitment to Clean Practices (《廉潔承諾書》), which aim at regulating the behaviors of its employees, promoting the self-discipline and law-abiding and clean practices among its employees, as well as eliminating the occurrence of various irregular and corrupted behaviors in the course of work or business.

The Group has set up a variety of complaints and reporting channels such as hotlines, complaint boxes, instant messaging and emails to receive complaints or reports about illegal behaviors of employees from its partners and internal sources. After receiving complaints or reports, the relevant department collects information and evidence on the issue to have a full understanding of the entire process of the issue, and strives to get the facts of the complaints clear and finally raises its suggestions of treatment based on the investigation results. During the Reporting Period, the Group provided anti-corruption training to directors and all staff, through the promotion of the system of integrity management or the provision of anti-corruption training materials. The Group was not aware of any incident in relation to the bribery, extortion, fraud and money laundering by the Company and its staff, nor had any corruption lawsuits filed against the Group or its employees.

Intellectual Property Protection

The Group strictly abides by the Trademark Law of the People's Republic of China, Patent Law of the People's Republic of China and other laws and regulations related to intellectual property protection. During the Reporting Period, there was no violation of relevant laws and regulations. The Group respects intellectual property rights conducts commercial publicity in accordance with the law, and strictly prevents infringement of intellectual property rights and illegal publicity through effective methods such as improving management and control and safeguarding the organizational system.

With regard to the protection of its intellectual property rights, the Company actively promotes the application, renewal, license management and maintenance of trademarks to protect its own intellectual property rights.

社會公益

企業的可持續發展離不開社會的支持。本集團致力自身良好發展的同時，亦積極擔當企業社會責任。本集團高度重視企業與社區之間的關係，積極參與社區建設與慈善公益事業，服務社區發展，以實際行動回饋社會。截至2021年12月31日止年度內，本公司及其附屬公司積極參與慈善公益事業，向社會捐款及物資合計人民幣0.07百萬元。

本集團積極履行社會責任，獲得了良好的社會效益。於2021年10月，汕頭市藥業商會授予本集團抗疫積極貢獻獎。這既是醫藥行業對本集團在抗擊新冠疫情中所做貢獻的充分認可，也是對本集團用實際行動踐行藥企責任與擔當的高度肯定。



■ 春節慰問送關懷，濃濃真情暖人心

2021年春節前夕，創美藥業赴汕頭市龍湖區龍祥街道如龍居委社區開展春節慰問活動，為貧困戶和老人送去慰問金、與他們拉家常，話冷暖，詳細瞭解他們生活狀況，並送上真摯的春節問候與祝福，讓他們切實感受到企業的關心、關愛和溫暖，這也是創美藥業每年都在開展的一項慰問活動。

Social Welfare

The sustainable development of a corporation would not be possible without the support from the society. While being committed to its own sound development, the Group also shoulders corporate social responsibility proactively. The Group attaches great importance to its relationship with the community by actively participating in community construction and charitable undertakings and serving for community development, and make social contribution with concrete action. For the year ended 31 December 2021, the Company and its subsidiaries actively participated in charity and public welfare undertakings, and contributed money and materials amounting to RMB0.07 million to the society.

The Group has actively fulfilled its social responsibility and received positive social benefits. In October 2021, Shantou Pharmaceutical Chamber of Commerce awarded the Group an award for positive contribution to the fight against the epidemic. This is not only the full recognition from the medical industry for the contribution the Group has made in the fight against the COVID-19 pandemic, but also a positive affirmation of how the Group put the responsibility of a medical company into practice.

■ Love and Care before Spring Festival

On the eve of the Spring Festival in 2021, Charmacy Pharmaceutical visited Rulong area in Longxiang neighbourhood in Longhu District of Shantou City. The Company offered impoverished households and the elderly consolation money and engaged in conversations with them to learn more about their living conditions. By extending its greetings and good wishes before the Spring Festival, the Company offered them care, love and warmth. Charmacy Pharmaceutical organises the charitable event each year.



■ 黨員先鋒樹模範，獻禮建黨 100 年

2021 年 7 月 1 日前夕，創美藥業黨支部創文義工隊前往如龍革命樹廣場開展創文愛衛活動，對街道、溝渠、角落等地方的垃圾雜物進行認真清理，為提升市容市貌奉獻一份力量，共同營造出乾淨整潔的城市環境，以實際行動為建黨 100 周年獻禮。



■ Party Vanguard Celebrated Chinese Communist Party's 100th Founding Anniversary

On the eve of 1 July 2021, the “Building a Civilised City” volunteer team of Charmacy Pharmaceutical's Party Branch visited Rulong Revolution Tree Square and staged an event for building a civilised city and promoting the patriotic public-health campaign. The team meticulously cleared streets, ditches and every nook and cranny of rubbish and clutter. It helped keep the city clean and tidy while celebrating the 100th anniversary of the foundation of the Chinese Communist Party.



■ 真情慰問環衛工，巡河護河訴民意

2021 年 7 月上旬，汕頭市龍湖區龍祥街道人大工委、創美藥業聯合開展防疫物資消暑藥品捐贈暨保護飲用水源地安全巡河活動。廣東省第十三屆人大代表、創美藥業董事長姚創龍向環衛工人們送上了金菊五花茶顆粒、消毒液、醫用口罩等日常防疫用品，以及礦泉水、王老吉、風油精等清涼解暑慰問品，為奮戰在酷暑中的前線環衛工人們送來了創美藥業的暖心關懷。親切的關懷、真誠的話語、實用的健康大禮包，讓環衛工人們切實感受到了來自政府、企業和社會各界的關心關愛。

■ Caring for Sanitation Workers and Patrolling River for Public Good

In early July in 2021, People's Congress Work Committee of Longxiang Neighbourhood in Longhu District of Shantou City and Charmacy Pharmaceutical launched an event that saw the donation of pandemic-prevention materials and heat-alleviation medicine as well as the patrolling of the river to protect the drinking-water source. Yao Chuanglong, representative at Guangdong Province's 13th People's Congress and chairman of Charmacy Pharmaceutical, offered front-line sanitation workers daily pandemic-prevention items, including heat-alleviating medicine, sanitisers and medical masks, and heat-alleviating items, such as mineral water, herbal tea and herbal essence. The sanitation workers toiling in the sweltering heat felt fully the Company's heart-warming care. The earnest care, the sincere words and the practical care package made sure the workers thoroughly appreciated the interest and care from the government, businesses and all social sectors.



捐贈活動結束後，姚創龍代表還參加了“碧水韓江，河美龍祥”巡河護河活動，仔細查看了新津河周邊水域的生態環境，實地調查河道水質、水環境衛生狀況、河道日常管護等情況，針對河道治理中存在的問題進行了客觀分析，提出了相關改善措施和建議，並號召廣大居民共同保護好汕頭人民的母親河，維護美好的人居環境。

Following the donation, Chairman Yao also joined the river-patrolling event, “Clear River Han, Beautiful Longxiang”, and thoroughly inspected the ecological environment surrounding the Xinjin River. He also personally examined the water quality, water environment and the daily maintenance of the river and objectively analysed the issues related river regulation. He then put forward measures and suggestions for improvement and called for the public to protect Shantou's “mother river” and ensure a habitable environment.



■ 創美助力夢起航，愛心藥箱蘊真情

2021 年 8 月下旬至 9 月上旬，創美藥業聯合各大廠商，開展了“金榜題名人歡笑，創美祝願與禮到”回饋活動，為終端客戶及創美員工高考子女送上愛心藥箱與祝福，讓學子們能夠健康地擁抱大學生活，也為他們豐滿了夢想騰飛的羽翼，助力他們圓夢美好青春。活動一經推出，便得到了廣大客戶的熱烈反饋與讚賞。



■ Charmacy's Care Medical Kits Help Dreams Take off

In late August and early September in 2021, Charmacy Pharmaceutical joined hands with other major companies to launch a give-back event known as “Wishes and Gifts from Charmacy for Exam Success”. The Company offered care medical kits and good wishes to end customers' and employees' children sitting for the university entrance examination, so they could begin university with good health. The event also empowered them to fulfil their dreams and enjoy life. Upon its launch, the event was well received and widely appreciated among the Company's clients.



■ 情牽長者，愛滿中秋

月圓中秋，情暖人心，在 2021 年中秋佳節即將來臨之際，本集團攜手汕頭市龍湖區龍祥街道如龍居委社區，共同為社區的貧困戶、老人群體送上了愛心慰問金、食用油、大米、月餅、生活用品及日常藥品等，致以他們最誠摯的節日問候，同時詳細詢問了他們的身體狀況、生活狀況，叮囑他們要照顧好自己的身體。創美藥業情真意切的關心與祝福，讓老人們充分感受到了黨和政府以及愛心企業的暖心關懷。



■ Love-filled Mid-Autumn Festival for Elderly

A heart-warming Mid-Autumn Festival under the full moon. On the eve of the Mid-Autumn Festival in 2021, the Group joined hands with Rulong area in Longxiang neighbourhood in Longhu District of Shantou City to offer impoverished households and the elderly consolation money, oil, rice, moon cake, commodities and daily medicine. Sincerest holiday greetings were extended, as the Group enquired in detail about their health and living conditions while reminding them to take care of themselves. Charmacy Pharmaceutical's sincere interest and good wishes made the elderly felt fully the heart-warming care from the Communist Party, government and a charitable business.

聯交所《環境、社會與管治報告指引》內容索引 ESG Reporting Guide Index of the Stock Exchange

* 環境

- A1. 排放物
- A2. 資源使用
- A3. 環境及天然資源
- A4. 氣候變化

* 社會

- B1. 僱傭
- B2. 健康與安全
- B3. 發展及培訓
- B4. 勞工準則
- B5. 供應鏈管理
- B6. 產品責任
- B7. 反貪污
- B8. 社區投資

* Environmental

- A1. Emissions
- A2. Use of Resources
- A3. The Environment and Natural Resources
- A4. Climate Change

* Social

- B1. Employment
- B2. Health and Safety
- B3. Development and Training
- B4. Labor Standards
- B5. Supply Chain Management
- B6. Product Responsibility
- B7. Anti-corruption
- B8. Community Investment

* 聯交所《環境、社會與管治報告指引》內容索引

* ESG Reporting Guide Index of the Stock Exchange

層面 Aspect	一般披露 General Disclosure	章節 Chapter	備註 Remarks
環境 Environmental			
A1: 排放物 A1: Emissions	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政策；及遵守對發行人有重大影響的相關法律及規例的資料。 Information on the policies; and 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.	排放物 Emissions	
A2: 資源使用 A2: Use of Resources	有效使用資源（包括能源、水及其他原材料）的政策 Policies on the efficient use of resources, including energy, water and other raw materials.	資源使用 Use of Resources	
A3: 環境及天然資源 A3: The Environment and Natural Resources	減低發行人對環境及天然資源造成重大影響的政策。 Policies on minimising the issuer's significant impact on the environment and natural resources.	資源使用 Use of Resources	
A4. 氣候變化 A4.Climate Change	有關應對氣候變化主要風險的政策 Policies on addressing the major risks of climate change	應對氣候變化 Tackling climate change	
社會 Social			
B1: 僱傭 B1: Employment	有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的政策；及遵守對發行人有重大影響的相關法律及規例的資料。 Information on the policies; and compliance with relevant laws and regulations that have a significant impact on the issuer, relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, antidiscrimination, and other benefits and welfare.	員工概況 合規僱傭與員工福利 Staff Overview Compliant Employment and Staff Welfare	
B2: 健康與安全 B2: Health and Safety	有關提供安全工作環境及保障僱員避免職業性危害的政策；及遵守對發行人有重大影響的相關法律及規例的資料。 Information on the policies; and compliance with relevant laws and regulations that have a significant impact on the issuer, relating to providing a safe working environment and protecting employees from occupational hazards.	健康與安全 Health and Safety	
B3: 發展及培訓 B3: Development and Training	有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。 Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	發展及培訓 Development and Training	
B4: 勞工準則 B4: Labor Standards	有關防止童工或強制勞工的政策；及遵守對發行人有重大影響的相關法律及規例的資料。 Information on the policies; and compliance with relevant laws and regulations that have a significant impact on the issuer, relating to preventing child and forced labor.	合規僱傭與員工福利 Compliant Employment and Staff Welfare	
B5: 供應鏈管理 B5: Supply Chain Management	管理供應鏈的環境及社會風險政策。 Policies on managing environmental and social risks of the supply chain.	供應鏈管理 Supply Chain Management	
B6: 產品責任 B6: Product Responsibility	有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的政策；及遵守對發行人有重大影響的相關法律及規例的資料。 Information on the policies; and compliance with relevant laws and regulations that have a significant impact on the issuer, relating to the health and safety, advertising, labelling and privacy matters of products and services provided and methods of redress.	產品質量與安全 Product Quality and Safety	產品之廣告、標籤事宜 不適用於本集團業務範圍 Advertising and labelling of the products are not applicable to the business scope of the Group
B7: 反貪污 B7: Anti-corruption	有關防止賄賂、勒索、欺詐及洗黑錢的政策；及遵守對發行人有重大影響的相關法律及規例的資料。 Information on the policies; and compliance with relevant laws and regulations that have a significant impact on the issuer, relating to bribery, extortion, fraud and money laundering.	廉潔建設 Anti-corruption Measures	
B8: 社區投資 B8: Community Investment	有關以社區參與來瞭解營運所在社區需要和確保其業務活動會考慮社區利益的政策。 Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration of the communities' interests.	社會公益 Social Welfare	