



C-MER EYE CARE HOLDINGS LIMITED
希瑪眼科醫療控股有限公司

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

Stock Code 股份代號：3309



**ENVIRONMENTAL, SOCIAL
AND GOVERNANCE REPORT**
環境、社會及管治報告 **2021**

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SCOPE AND BOUNDARY

C-MER Eye Care Holdings Limited (the “Company”, together with its subsidiaries, collectively as the “Group”, “we” or “us”) is pleased to present our Environmental, Social and Governance (“ESG”) Report. The ESG Report aims to provide an overview of our practices on environmental protection, social involvement, engagement with stakeholders and sustainable development, which remain as our priority as key structural drivers of our growth. Relevant figures are recorded and collected from our offices, clinics, eye centres and hospitals in Hong Kong, Shenzhen, Kunming, Shanghai, Beijing, Zhuhai and Huizhou from 1 January 2021 to 31 December 2021 (the “Reporting Period”), as the Group principally involved in providing ophthalmic services during the Reporting Period.¹

The Group established an eye hospital in Huizhou in March 2021. The Huizhou eye hospital became the seventh eye hospitals in the Mainland China under the Group. Therefore, unless otherwise specified, the scope for the Reporting Period includes our office and self-developed clinics, centres that provide ophthalmic services in Hong Kong, and eye hospitals/centres in Shenzhen, Kunming, Shanghai, Beijing, Zhuhai and Huizhou.

REPORTING STANDARDS

The content of this ESG Report is prepared in compliance with the applicable disclosure requirements of the Environmental, Social and Governance Reporting Guide (the “Guide”) under Appendix 27 of the Rules Governing the Listing of Securities (the “Listing Rules”) on The Stock Exchange of Hong Kong Limited (the “SEHK”).

The ESG Report complies with all provisions of “mandatory disclosure” or “Comply or Explain”, as well as the principles of materiality, quantitative, balance and consistency. In preparing the Report, we have adopted the international standards and emission factors specified in the guidance materials on ESG issued by the SEHK for computing the relevant Key Performance Indicators (“KPIs”), and there has been no change to the methods or KPIs used or any other relevant factors affecting a meaningful comparison of the ESG report with the Group’s 2020 ESG Report. The application of materiality is detailed in the subsection headed “Materiality Analysis”.

¹ As the Fuzhou eye centre only had its soft opening in December 2021; hence it was not covered in the Reporting Period. As the Group principally involved in providing ophthalmic services during the Reporting Period, clinics and/or centers providing dental, optometry, oncology and medical aesthetics in Hong Kong were not covered under the scope.

範疇及界限

希瑪眼科醫療控股有限公司（「本公司」，連同其附屬公司統稱「本集團」或「我們」）欣然提呈環境、社會及管治（「環境、社會及管治」）報告。環境、社會及管治報告旨在概述我們有關環保、社會參與、持份者參與及可持續發展的常規。作為我們增長的主要結構驅動因素，這些常規仍是我們的首要任務。有關數據乃於2021年1月1日至2021年12月31日（「報告期間」）在我們位於香港、深圳、昆明、上海、北京、珠海及惠州的辦事處、診所、眼科中心及醫院收集並記錄，乃由於本集團於報告期間主要從事提供眼科服務。¹

本集團於2021年3月於惠州成立眼科醫院。惠州眼科醫院成為本集團旗下第七間位於中國內地的眼科醫院。故此，除另有訂明外，報告期間的範圍包括香港辦事處及提供眼科服務的自建診所、中心，以及深圳、昆明、上海、北京、珠海及惠州眼科醫院／中心。

報告準則

本環境、社會及管治報告的內容乃根據香港聯合交易所有限公司（「香港聯交所」）證券上市規則（「上市規則」）附錄二十七環境、社會及管治報告指引（「指引」）的適用披露規定編製。

環境、社會及管治報告遵守「強制披露」或「不遵守就解釋」的一切條文，以及重要性、定量性、均衡性及一致性原則。編製報告時，我們已採納香港聯交所刊發的環境、社會及管治指引資料所列明的國際標準及排放因子以計算相關關鍵績效指標（「關鍵績效指標」），且使用的方法、關鍵績效指標或任何其他相關因素均未有改變導致影響了環境、社會及管治報告與2020年環境、社會及管治報告的有意義的比較。重要性應用於「重要性分析」分節詳述。

¹ 由於福州眼科中心於2021年12月方才試行營運，故其於報告期間不獲涵蓋。由於本集團於報告期間主要從事提供眼科服務，提供牙科、眼科視光、腫瘤科及醫療美容的香港診所及／或中心不計入該範疇。

FEEDBACK AND OPINIONS

We sincerely welcome your feedback on our ESG Report and our sustainability performance, please contact us by any of the following means to share your opinions with us:

Address:

Suite 1515, Central Building
1–3 Pedder Street, Central, Hong Kong
Phone: (852) 3997 3266
Fax: (852) 3996 8212
Email: info@hkcmer.com

COMPANY PROFILE

C-MER Eye Care Holdings Limited (Stock code: 3309) is one of the leading ophthalmic service providers in Hong Kong and the Mainland China established under the brand of “C-MER Dennis Lam (希瑪林順潮)”.

Our ophthalmic services provided in Hong Kong and the Mainland China are categorised into (i) basic investigations; (ii) consultations; (iii) special investigations; (iv) treatments and procedures; (v) pharmaceuticals and optical prescriptions; and (vi) surgical interventions. We carry out a wide range of ophthalmic surgeries for our patients. In particular, our ophthalmologists and physicians are specialised in performing the following surgeries:

- Cataract and intraocular lens implants
- Refractive correction surgeries
- Corneal and external eye diseases
- Glaucoma
- Vitreo-retinal diseases
- Oculoplastic and orbital diseases
- Squint and paediatric ophthalmology

反饋及意見

我們誠摯歡迎閣下對我們的環境、社會及管治報告及可持續發展表現作出反饋，請透過以下任何方式聯繫我們，與我們分享閣下的意見：

地址：

香港中環畢打街1–3號
中建大廈1515室
電話：(852) 3997 3266
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電郵：info@hkcmer.com

公司概况

希瑪眼科醫療控股有限公司（股份代號：3309）是香港及中國內地領先的眼科服務提供商之一，其以「希瑪林順潮」品牌成立。

我們在香港及中國內地提供的眼科服務分類為(i)基本檢查；(ii)診症；(iii)特殊檢查；(iv)治療及門診手術；(v)藥物處方及驗光配鏡；及(vi)手術治療。我們可為患者進行多種眼科手術。具體而言，我們的眼科醫生專門進行以下手術：

- 白內障及人工晶體植入
- 屈光矯視手術
- 眼角膜及眼表疾病
- 青光眼
- 玻璃體視網膜疾病
- 眼整形及眼眶疾病
- 斜視及小兒眼科

ENVIRONMENTAL, SOCIAL AND GOVERNANCE

As a responsible corporate citizen, we value the concept of sustainability and have been actively fulfilling our corporate social responsibilities. This ESG Report summarizes the strategy, practice and vision of our Group in respect of the issues related to ESG, and conveys a clear message of our Group's devotion for sustainability. To enhance our resilience and adaptive capacity to potential ESG-related risks and opportunities, all potential ESG issues are covered and evaluated in the annual assessment.

To facilitate an effective management of the ESG issues, the Group has established a governance structure. The Board has an overall responsibility for overseeing the Group's ESG-related risks and opportunities, establishing and adopting the ESG-related strategies and targets of the Group including setting KPI for environmental-related issues and setting higher standards of energy efficient measures and waste treatment, reviewing the Group's performance annually against the ESG-related targets, and revising the ESG-related strategies as appropriate if significant variance from the ESG-related target is identified. The Group has set up an ESG working group which includes the senior management to support the Board in implementing ESG-related strategies and targets, and promoting the implementation of measures in relation to the ESG issues identified.

Based on the set goals and targets, the Board will continue to review the Group's progress in relation to ESG goals and targets in order to build a more sustainable business and bring greater benefits for the society as a whole.

環境、社會及管治

身為負責任的企業公民，我們重視可持續發展概念及一直積極履行企業社會責任。本環境、社會及管治概述本集團對環境、社會及管治相關議題的策略、常規及願景，並傳達本集團全力投放可持續發展的清晰訊息。為加強對潛在環境、社會及管治相關風險及機遇的韌性及適應力，所有潛在環境、社會及管治議題獲年度審視涵蓋及評估。

為促進有效管理環境、社會及管治議題，本集團已建立管治架構。董事會承擔整體責任，監督本集團的環境、社會及管治相關風險及機遇、建立及採取本集團的環境、社會及管治相關策略及目標（包括為環境相關議題訂立關鍵績效指標及為能源效益措施及廢物處理訂立較高標準）、每年檢討本集團對環境、社會及管治相關目標的表現及於發現大幅偏離環境、社會及管治相關目標時修訂環境、社會及管治相關策略（如適用）。本集團已成立環境、社會及管治工作小組，成員包括高級管理層，以支援董事會實施環境、社會及管治相關策略及目標，以及就已發現環境、社會及管治議題促進措施執行。

根據既定目的及目標，董事會將一直檢討本集團對環境、社會及管治目的及目標的進度，以建設較為可持續的業務及為整體社會帶來較大裨益。

Board 董事會

- The Board is responsible for the overall decision-making process and overseeing the formulation, administration, and assessment of the ESG system.
董事會負責整體決策過程及監督環境、社會及管治系統的制定、管理及評估。

ESG Working Group 環境、社會及管治工作小組

- The ESG Working Group is responsible for assisting the Board in managing and monitoring the ESG matters on a daily basis.
環境、社會及管治工作小組負責協助董事會每日管理及監察環境、社會及管治事宜。

Functional Departments 職能部門

- Functional departments are responsible for the execution of measures to achieve the preset ESG-related strategies and targets.
職能部門負責執行措施以達成既定環境、社會及管治相關策略及目標。

The Board is dedicated to improving and developing the ESG strategy which is in best interests of our stakeholders. Under the section “Stakeholders’ Engagement”, the mechanism and the idea of stakeholders’ involvement in developing our ESG strategy are clearly stated.

董事會致力於改進及制定以持份者最佳利益的環境、社會及管治策略。「持份者參與」一節當中清晰闡明持份者參與制定環境、社會及管治策略的機制及理念。

This ESG Report was reviewed and approved by the Board of the Company. For details of the corporate governance of the Company, please refer to the “Corporate Governance Report” on pages 85 to 99 of the annual report of the Company for the year ended 31 December 2021.

本環境、社會及管治報告已由本公司董事會審閱及批准。有關本公司的企業管治詳情，請參閱本公司截至2021年12月31日止年度的年報第85至99頁的「企業管治報告」。

STAKEHOLDERS' ENGAGEMENT

In order to identify the environmental and social issues that are significant to us, we engage our stakeholders including but not limited to the suppliers, customers, employees, investors and government. Through continuous communication with our stakeholders, we listen to concerns of each of our stakeholders. We would like to align our ESG strategy with the stakeholders' expectations and concerns, and balance the interests among the Group and our stakeholders.

持份者參與

為識別對我們而言屬重大的環境及社會問題，我們邀請持份者（包括但不限於供應商、客戶、僱員、投資者及政府）參與其中。透過與持份者的持續溝通，我們聽取各持份者關注的事宜。我們希望環境、社會及管治策略切合持份者的期望及關注，並平衡本集團與持份者之間的利益。

Stakeholders 持份者	Probable Points of Concern 可能關注點	Communication and Responses 溝通及應對
HKEX 香港交易所	Compliance with Listing Rules, and timely and accurate announcements. 上市規則合規情況及適時準確的公告。	Meetings, training, workshops, programs, website updates, and announcements. 會議、培訓、研討會、項目、網站更新及公告。
Government 政府	Compliance with laws and regulations, preventing tax evasion, and social welfare. 法律及法規的合規情況、防止偷稅漏稅及社會福利。	Interaction and visits, government inspections, and tax returns and other information. 互動及訪問、政府視察、報稅表及其他資料。
Investors 投資者	Transparency, corporate governance, business strategies and performances, sustainable profitability, and investment returns. 透明度、企業管治、業務策略及表現、持續盈利能力及投資回報。	Shareholders' meetings, issue of financial reports or operation reports for investors, and timely disclosure. 股東大會、為投資者刊發財務報告或經營報告及適時披露。
Media & Public 媒體及公眾	Corporate governance, environmental protection, and human rights. 企業管治、環保及人權。	Issue of newsletters on the Company's website. 於本公司網站發佈新聞稿。
Suppliers 供應商	Payment schedule, and stable demand. 付款時間表及穩定需求。	Supplier selection mechanism, and on-time payment. 供應商甄選機制及按時付款。
Customers 客戶	Service quality, reasonable prices, commercial credibility, and personal data protection. 服務質量、合理價格、商業信譽及個人資料保護。	After-sales services, clients' enquiries handling mechanism, clients' privacy policies, and qualified service provider. 售後服務、客戶查詢處理機制、客戶私隱政策及合資格服務提供商。
Employees 僱員	Rights and benefits of employees, compensations, training and development, and working environment. 僱員權利及福利、薪酬、培訓及發展以及工作環境。	Conducting union activities, training, interviews with employees, and employee suggestion boxes. 參與工會活動、培訓、與僱員進行面談及僱員意見箱。
Community 社區	Community environment, employment opportunities, community development, and social welfare. 社區環境、就業機會、社區發展及社會福利。	Development of community activities, employee voluntary activities, and community welfare subsidies. 開展社區活動、僱員義工活動及社區福利補貼。

MATERIALITY ANALYSIS

During the annual assessment of ESG strategy and development, the Board and management would discuss and review the areas of attention especially concerned by our stakeholders which will help the business meet the potential growth and be prepared for the future challenges. The Board and management had identified ESG issues that may have potential impact on its sustainable development from various sources, including issues identified in the Group's previous ESG reports and internal policies, industry trends, and the Materiality Map of the Sustainability Accounting Standards Board. Such ESG issues have been analysed with reference to an array of factors, including the Group's overall strategy, development, and goals and targets. The Group has conducted a materiality assessment to rate the identified ESG issues that are pertinent to its business and stakeholders, and their respective levels of impact.

Vital

Health and safety of services
Clients' privacy and data protection
Anti-corruption practices
Hazardous waste management
Safe working environment
Labour standard

Essential

Occupational health and safety
Uses of natural resources
Environmental protection
Employment welfare

Important

Geographic distribution of suppliers
Intellectual property rights
Community investment

重要性分析

於環境、社會及管治策略及發展的年度評估中，董事會及管理層將討論及審閱持份者尤其關注的領域，以便業務跟上潛在增長的步伐和為未來的挑戰做好準備。董事會及管理層已從各種渠道確定可能對其可持續發展造成潛在影響的環境、社會及管治事宜，包括本集團過往的環境、社會及管治報告和內部政策中確定的事宜、行業趨勢以及永續會計準則委員會的重要性圖譜。有關環境、社會及管治事宜已參照一系列的因子進行分析，包括本集團的整體策略、發展、目標及指標。本集團已進行重大性評估，對與本集團業務及持份者有關的已確定環境、社會及管治事宜及其各自的影響程度進行評級。

至關重要

服務健康與安全
客戶私隱及資料保護
反貪污常規
危險廢物管理
安全工作環境
勞工準則

必要

職業健康與安全
自然資源的使用
環境保護
僱傭福利

重要

供應商的地域分佈
知識產權
社區投資

SUSTAINABILITY APPROACH

We endeavor to incorporate materiality, quantitative, balance and consistency in the presentation of the information, as required by the Stock Exchange. In the long run, we are committed to enriching our ESG information disclosure in order to enhance the transparency in our sustainability performance.

We take sustainability as our development principle to foster the growth of the Group. In order to uphold sustainability in our daily operations, we are committed to maintaining a high environmental standard and incorporating relevant requirements under applicable laws and ordinances into our daily practices.

A. ENVIRONMENTAL

Environmental Compliance

We comply with all relevant laws and regulations that are related to environmental protection in Hong Kong and the Mainland China which have a significant impact on us, including but not limited to, "Waste Disposal Ordinance" in Hong Kong and "Regulations on the Administration of Medical Wastes (醫療廢物管理條例)", "Measures for Medical Wastes Management of Medical and Health Institutions (醫療衛生機構醫療廢物管理辦法)", "Regulation on Urban Drainage and Sewage Treatment (城鎮排水與污水處理條例)" and "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)" in the Mainland China. During the Reporting Period, no confirmed non-compliance incidents or grievances were noted by the Group in relation to environmental issues.

Types of Emissions

As we are performing ophthalmic and other medical services, there is no significant air pollutant produced during our daily operations since we do not own or control any stationary or mobile sources that combust fuels which would generate air pollutants. Therefore, no data with regard to air or water pollutants from fuel combustion was recorded during the Reporting Period.

可持續發展方針

我們按照聯交所規定，努力在呈列資料時結合重要性、定量性、均衡性及一致性。從長遠而言，我們致力於充實環境、社會及管治資料披露以提高可持續性發展績效的透明度。

我們視可持續性發展為促進本集團增長的發展原則。為於日常經營中堅持可持續性發展，我們致力於維持高環境標準和將適用法律及條例項下的相關規定融入日常慣例中。

A. 環境

環境合規

我們遵守與香港及中國內地環境保護有關的所有相關法律法規，該等法律法規對我們有重大影響，包括但不限於香港的《廢物處置條例》及中國的《醫療廢物管理條例》、《醫療衛生機構醫療廢物管理辦法》、《城鎮排水與污水處理條例》及《中華人民共和國水污染防治法》。於報告期間，本集團未發現有關環境問題的已確認不合規事件或申訴。

排放物類型

由於我們開展眼科及其他醫療服務，而我們並無擁有或控制任何燃燒燃料從而產生空氣污染物的固定或移動污染源，故於我們的日常營運中不會產生大量空氣污染物。因此，報告期間並無錄得有關燃料燃燒產生的空氣或水污染物的數據。

Greenhouse Gas Emission

As mentioned, we do not own or control any stationary or mobile sources that combust fuels; therefore, no data with regard to the direct emission of greenhouse gas under scope 1 of Appendix 2: Reporting Guidance on Environmental KPIs (the "Guidance") of the SEHK was recorded.

During the Reporting Period, greenhouse gas emissions are mainly from the consumption of purchased electricity under scope 2 and the disposal of waste paper at landfills under scope 3 of the Guidance.

Electricity is used in order to support the daily operations of our offices and clinics such as the air-conditioning system, the lighting system, the steam autoclaving system and other electronic equipment. The consumption of purchased electricity leads to indirect greenhouse gas emissions. Besides, other indirect emissions generated are mainly greenhouse gas emitted from the disposal of waste paper at landfills.

During the Reporting Period, the Group produced 1,740.47 tonnes of Carbon Dioxide (2020: 1,566.38 tonnes) and 0.0500 tonnes of Carbon Dioxide per floor area (2020: 0.0512 tonnes per floor area). Although total greenhouse gas emission increased, the intensity (in terms of tonnes per floor area in sq.m.) decreased due to the energy efficient practices adopted by the Group. The emission of greenhouse gas results principally from the consumption of electricity. The increase was mainly due to the newly opened eye hospitals in Zhuhai and Huizhou that were in full operation since December 2020 and March 2021, respectively. The resumption of operations due to the easing of coronavirus pandemic ("COVID-19") during the Reporting Period also contributed to the increase in greenhouse gas emissions. To uphold the principles of sustainable development, the Group is committed to reducing or maintaining the total greenhouse gas emission intensity between 90% to 120% of the level of baseline year ended 31 December 2021 in the next reporting period.

In order to reduce the generation of greenhouse gases, we educate our employees on the concept of energy efficiency. For the details of energy efficient practices, please refer to the section headed "Electricity and Energy Efficiency".

溫室氣體排放

如上所述，我們並無擁有或控制任何燃燒燃料的固定或移動污染源；因此，並無錄得有關香港聯交所附錄二：環境關鍵績效指標報告指引（「指引」）項下範圍1的直接排放溫室氣體的數據。

於報告期間，溫室氣體排放主要產生自指引範圍2項下對所購電力的消耗及範圍3項下於堆填區處置廢紙。

電力用於支持我們辦公室及診所的日常運營，如空調系統、照明系統、蒸汽高壓滅菌系統及其他電子設備。消耗所購買的電力產生間接溫室氣體排放。此外，其他間接產生的排放物主要為於堆填區處置廢紙而排放出的溫室氣體。

於報告期間，本集團產生1,740.47噸二氧化碳（2020年：1,566.38噸）及每建築面積0.0500噸二氧化碳（2020年：每建築面積0.0512噸）。儘管溫室氣體總排放量增加，惟密度（按每平方米建築面積計算）因本集團採取的能源效益常規而下降。溫室氣體排放主要源於電力消耗。增加乃主要由於在珠海及惠州新開業的眼科醫院分別自2020年12月及2021年3月起全面營運。於報告期間冠狀病毒疫情（「新冠肺炎」）好轉令營運恢復，亦是溫室氣體排放增加的原因。為堅守可持續發展原則，本集團致力於下一個報告期間將溫室氣體總排放量密度減低至或維持於截至2021年12月31日止年度基準水平的90%至120%。

為減少溫室氣體的產生，我們教育員工了解能源效率的概念。有關節能措施的詳情，請參閱「電力及能源效率」一節。

The following shows the statistics of greenhouse gas emissions recorded during the Reporting Period:

以下列示於報告期間錄得的溫室氣體排放統計數據：

Scope of Greenhouse Gas Emission 溫室氣體排放範圍	Emission Sources 排放源	Year ended 31 December 2021 截至2021年12月31日止年度		Year ended 31 December 2020 截至2020年12月31日止年度	
		Emission (in tonnes of CO ₂ e) 排放量(二氧化碳當量噸數)	Emission per floor area (tonnes of CO ₂ /sq.m.) 每建築面積的排放量(噸二氧化碳/平方米)	Emission (in tonnes of CO ₂ e) 排放量(二氧化碳當量噸數)	Emission per floor area (tonnes of CO ₂ /sq.m.) 每建築面積的排放量(噸二氧化碳/平方米)
Scope 1 範圍1					
Direct Emission 直接排放	N/A 不適用	N/A 不適用	N/A 不適用	N/A 不適用	N/A 不適用
Scope 2 範圍2					
Indirect Emission ² 間接排放 ²	Purchased Electricity 所購買電力	1,682.70	0.0483	1,525.27	0.0497
Scope 3 範圍3					
Other Indirect Emission 其他間接排放	Paper Consumption 紙張消耗	57.77	0.0017	41.11	0.0015
Total Greenhouse Gas Emission 溫室氣體總排放量		1,740.47	0.0500	1,566.38	0.0512

² According to the Sustainability Reports published by HK Electric and CLP, the carbon footprint per kWh of electricity sold in 2021 was 0.71 kg and 0.39 kg, respectively. According to 2021 Corporate Greenhouse Gas Emissions Accounting Methodology and Reporting Guidelines – Power Generation Facilities (《企業溫室氣體排放核算方法與報告指南 – 發電設施》) for purchased electricity within Mainland China published by the Ministry of Ecology and Environment, the emission factor in Mainland China was standardised to 0.5810 t-CO₂/MWh.

² 根據港燈及中電所刊發的可持續發展報告，2021年出售的每千瓦時電力碳足跡分別為0.71千克及0.39千克。根據生態環境部對中國內地所購電力頒佈的《企業溫室氣體排放核算方法與報告指南 – 發電設施(2021年修訂版)》，中國內地的排放因子統一為0.5810噸二氧化碳/兆瓦時。

Hazardous Waste Management

We comply with all relevant laws and regulations in relation to hazardous waste management that have a significant impact on us, including but not limited to, "Waste Disposal Ordinance" in Hong Kong and "Regulations on the Administration of Medical Wastes (醫療廢物管理條例)" and "Law of the People's Republic of China on the Prevention and Treatment of Infectious Diseases (中華人民共和國傳染病防治法)" of the Mainland China. No confirmed material non-compliance incidents or grievances in relation to hazardous waste management were noted by us.

During the Reporting Period, the Group produced 21.52 tonnes of clinical waste (2020: 10.98 tonnes of clinical waste) and 0.0010 tonnes per surgery performed (2020: 0.0006 tonnes per surgery performed). The increase was mainly due to the newly opened eye hospitals in Zhuhai and Huizhou that were in full operation since December 2020 and March 2021, respectively. The resumption of business operations and more surgeries performed due to the easing of COVID-19 during the Reporting Period also contributed to the increase in clinical waste generated. The Group is committed to reducing or maintaining the intensity of clinical waste generated between 90% to 130% of the level of baseline year ended 31 December 2021 in the next reporting period.

The major hazardous wastes produced in our operations are clinical wastes. The following shows the statistics of clinical waste recorded during the Reporting Period:

危險廢物管理

我們遵守與危險廢物管理有關的所有相關法律法規，該等法律法規對我們有重大影響，包括但不限於香港的《廢物處置條例》以及中國內地的《醫療廢物管理條例》及《中華人民共和國傳染病防治法》。我們並未發現有關危險廢物管理的已確認重大不合規事件或申訴。

於報告期間，本集團產生21.52噸醫療廢物（2020年：10.98噸醫療廢物）及每次手術0.0010噸醫療廢物（2020年：每次手術0.0006噸）。增加乃主要由於在珠海及惠州新開業的眼科醫院分別自2020年12月及2021年3月起全面營運。於報告期間新冠肺炎好轉令業務營運恢復及進行更多手術，亦是所產生醫療廢物增加的原因。本集團致力於下一個報告期間將所產生醫療廢物密度減低至或維持於截至2021年12月31日止年度基準水平的90%至130%。

我們營運過程中產生的危險廢物主要是醫療廢物。以下列示於報告期間錄得的醫療廢物統計數據：

		Year ended 31 December 2021 截至2021年 12月31日止年度	Year ended 31 December 2020 截至2020年 12月31日止年度
Clinical waste generated (in tonnes)	所產生醫療廢物 (以噸計)	21.52	10.98
Number of surgeries performed	所進行手術數目	21,939	19,521
Clinical waste (tonnes per surgery performed)	醫療廢物(每次手術的 噸數)	0.0010	0.0006

In handling hazardous wastes, “Waste Disposal Guidelines” are formulated to describe the standard operating procedures on how to properly deal with the hazardous wastes. Some of the guidelines on hazardous waste disposal are extracted below:

1. Containers of clinical waste should not be filled above the warning line indicating between 70% and 80% of their maximum volumes before sealing.
2. The packaging and sealing should be conducted with care to ensure that no clinical waste adheres to the external surface of the containers.
3. Every container of clinical waste must bear a label which must be securely affixed or pre-printed on a prominent position of the container which allows the information on the label to be read easily.

Pursuant to the “Waste Disposal Ordinance” in Hong Kong and “Regulations on the Administration of Medical Wastes (醫療廢物管理條例)” in the Mainland China, licensed waste collectors are appointed for the collection, treatment and disposal of the hazardous wastes to safeguard community health and the environment. Despite the fact that the generation of clinical waste is inevitable in our ordinary course of business, we strive to reduce its generation by implementing various measures, including but not limited to providing trainings to our employees on proper clinical waste disposal; and reusing equipment and instruments that could be safely and legally reused with proper disinfection and sterilization performed.

Non-hazardous Waste Management

The major non-hazardous waste is produced from the paper consumption for administrative work. The following shows the statistics of paper consumption during the Reporting Period:

在處理危險廢物方面，制定《廢物處置指引》以描述如何妥當處理危險廢物的標準操作程序。部分有關危險廢物處理的指引摘錄如下：

1. 醫療廢物收集箱於封箱前，不應裝至超過顯示其最大容量70%至80%間的警示線。
2. 包裝及封箱時應小心進行，以確保無醫療廢物粘附於收集箱的外面。
3. 每個醫療廢物收集箱均須附有標籤，並須穩妥粘附或提前印在收集箱的顯眼位置，以方便閱讀標籤上的信息。

根據香港《廢物處置條例》及中國內地《醫療廢物管理條例》，委任持牌廢物收集商收集、處理及處置危險廢物以保護社區健康及環境。儘管在我們的日常業務過程中，醫療廢物的產生乃不可避免，但我們通過採取各種措施致力減少其產生，包括但不限於為員工提供正確處理醫療廢物的培訓；及重用經過適當消毒及殺菌處理後可安全及合法重用的設備及儀器。

非危險廢物管理

非危險廢物主要產生自行政工作的紙張消耗。於報告期間紙張消耗的統計數據列示如下：

		Year ended 31 December 2021 截至2021年 12月31日止年度	Year ended 31 December 2020 截至2020年 12月31日止年度
Paper consumption (in tonnes)	紙張消耗(以噸計)	12.04	8.56
Intensity (tonnes per floor area in sq.m.)	密度(每平方米建築面積的 噸數)	0.0003	0.0003

In order to minimise the usage of paper, we cultivate a paperless working environment among our employees. To avoid unnecessary wastage and promote effective use of paper, our employees are encouraged to use electronic copies instead of hard copies. If printing is necessary, we encourage the use of double-sided printing. For any papers that have been used for single-sided printing, they should be reused when there is no confidential information on the printed side of the paper. Other default settings such as the adoption of economic mode, black and white color output, selection of bypass for using recycled paper are also encouraged.

During the Reporting Period, the Group produced 12.04 tonnes of paper consumption (2020: 8.56 tonnes of paper consumption) and the intensity is 0.0003 tonnes per floor area in sq.m. (2020: 0.0003 tonnes per floor area in sq.m.). The increase of total paper consumption is mainly due to the newly opened eye hospitals in Zhuhai and Huizhou that were in full operation since December 2020 and March 2021, respectively. The resumption of operations that lead to more operational needs because of the easing of COVID-19 during the Reporting Period also contributed to the rise in paper consumption. However, with the group encouraging better use of resources, the intensity of paper consumption remains at the same level. To uphold the principles of sustainable development, the Group is committed to reducing or maintaining the intensity of paper consumption between 90% to 120% of the level of baseline year ended 31 December 2021 in the next reporting period.

The Group encourages better use of the resources and the (i) greenhouse gas emission per floor area and the intensity of non-hazardous waste and (ii) that of hazardous waste were (i) unchanged and (ii) increased, respectively, for the year ended 31 December 2021 comparing with the year ended 31 December 2020 as illustrated in the tables on pages 10 to 12, respectively due to the mix results of better practices of efficient use of resources (in terms of the decrease of indirect greenhouse gas emission per floor area) and increased operations (in terms of the increase of (i) paper consumption in tonnes and (ii) clinical waste generated in tonnes and the related intensity).

為盡可能減少紙張的使用，我們向僱員提倡無紙化的辦公環境。為避免不必要的浪費及提高紙張的使用效率，我們鼓勵僱員使用電子副本以代替影印本。倘必須打印時，我們鼓勵使用雙面打印。就已用於單面打印的任何紙張而言，倘該紙張的打印面上並無機密資料，則應予以再利用。我們亦鼓勵其他默認設置，例如採納經濟模式、黑白輸出、選擇使用再生紙的手送進紙匣。

於報告期間，本集團產生12.04噸紙張消耗（2020年：8.56噸紙張消耗）及密度為每平方米建築面積0.0003噸（2020年：每平方米建築面積0.0003噸）。紙張消耗總量增加乃主要由於在珠海及惠州新開業的眼科醫院分別自2020年12月及2021年3月起全面營運。於報告期間新冠肺炎好轉令營運恢復，致使營運需求加大，亦是紙張消耗增加的原因。然而，本集團鼓勵善用資源，紙張消耗密度維持於相同水平。為堅守可持續發展原則，本集團致力於下一個報告期間將紙張消耗密度減低至或維持於截至2021年12月31日止年度基準水平的90%至120%。

本集團一直努力善用資源，如第10頁及第12頁的表格所分別闡明，截至2021年12月31日止年度的(i)每建築面積的溫室氣體排放量及非危險廢物及(ii)危險廢物密度較截至2020年12月31日止年度分別(i)維持不變及(ii)增加，綜合結果由於有效使用資源（按每建築面積為單位的溫室氣體間接排放量減少）及業務增加所致（按(i)每噸為單位的紙張消耗量及(ii)按噸為單位的所產生醫療廢物和相關密度上升）。

Use of Resources

The Group encourages environmental protection and enhances the environmental awareness among employees. The Group pursues the practices of efficient use of resources, including energy, water and other natural resources and further reduces the negative impacts on the natural environment.

Electricity and Energy Efficiency

The following is the statistics of electricity consumption recorded during the Reporting Period:

		Year ended 31 December 2021 截至2021年 12月31日止年度	Year ended 31 December 2020 截至2020年 12月31日止年度
Electricity consumption (in kWh)	電力消耗(以千瓦時計算)	2,905,664.37	1,962,154.25
Intensity (kWh/floor area in sq.m.)	密度(千瓦時／平方米 建築面積)	83.43	64.00
Intensity (kWh/capita)	密度(千瓦時／人均)	2,470.80	1,854.59

As aforementioned, the increase in electricity consumption and its relevant intensity (in terms of both kWh per floor area in sq.m. and kWh per capita) was mainly due to the newly opened eye hospitals in Zhuhai and Huizhou that were in full operation since December 2020 and March 2021, respectively and also the increase in operational needs due to the easing of COVID-19 during the Reporting Period and thus the resumption of business operations. The Group will make continuous efforts in working towards the target of maintaining or reducing the electricity consumption per floor area between 90% to 130% of the level of baseline year ended 31 December 2021 in the next reporting period.

Concerning the scarcity of the natural resources, we established energy-efficiency measures to encourage our staff to use electricity wisely:

- Considering power consumption as one of the evaluation criteria for purchasing office electronic devices, and selecting electronic devices that consume less electricity;
- Turning off air conditioners and lights during non-office hours and in idle rooms;

資源使用

本集團鼓勵環保並提高僱員的環境意識。本集團致力於有效使用資源(包括能源、水及其他自然資源)的常規並進一步減少對自然環境的負面影響。

電力及能源效率

於報告期間錄得的電力消耗統計數據如下：

如上文所述，電力消耗及其有關密度(按每平方米建築面積千瓦時及人均千瓦時計算)上升，乃主要由於在珠海及惠州新開業的眼科醫院分別自2020年12月及2021年3月起全面營運，以及於報告期間新冠肺炎好轉令營運需求增加，從而使業務營運恢復。本集團將不斷努力，實現於下一個報告期間將每建築面積電力消耗維持於或減低至截至2021年12月31日止年度基準水平的90%至130%的目標。

考慮到自然資源的匱乏，我們制定節能措施，以鼓勵員工明智地使用電力：

- 將電力消耗作為購買辦公電子設備的一個評估標準，並挑選耗電較低的電子設備；
- 在非辦公時間及閒置房間關閉空調及電燈；

- Using blinds to insulate the heat from outside to protect the medical equipment and reduce power consumption of the air conditioning system;
- Educating employees on energy saving and efficient use of resources;
- Carrying out regular maintenance of office and medical equipment to ensure they are operating efficiently; and
- Setting the printing machines in the office in energy-saving mode by default so as to reduce unnecessary energy consumption.
- 使用百葉窗隔離外部熱量以保護醫療設備及降低空調系統的電力消耗；
- 教育僱員節能及有效使用資源；
- 定期維護辦公室及醫療設備以確保其有效運作；及
- 將辦公室的打印機設置為默認節能模式，以減少不必要的能源消耗。

The Group encourages better use of the electricity with the energy-efficiency measures. However, the intensity per floor area and the intensity per capita of electricity consumption increased for the year ended 31 December 2021 comparing with the year ended 31 December 2020 as illustrated in the table on page 14 due to the reasons explained above.

本集團通過節能措施鼓勵更好地利用電力。然而，如第14頁的表格所示，與截至2020年12月31日止的年度相比，截至2021年12月31日止的年度的每建築面積的電力消耗和人均用電強度有所增加，原因是上述原因所致。

Use of Water

Water resources are mainly used in office operations. We do not have any issues in sourcing water that is fit for purpose, and the existing supply of water meets our daily operational needs. As the water charges of all office and clinics in Hong Kong, except that of the Yuen Long, Tsuen Wan, Shatin and the Kwun Tong branches, are included in the management fees, we are unable to collect and disclose relevant water usage records. The following shows the water consumption recorded from the operations of the Yuen Long, Tsuen Wan, Shatin and Kwun Tong clinics, Shenzhen, Kunming, Zhuhai, Shanghai, Huizhou and Beijing hospitals:

用水

水資源主要用於辦公室營運。我們於提供用作適合用途的用水方面並無任何問題，且現有水供應滿足我們日常運作需求。由於香港所有辦公室及診所的水費（除元朗、荃灣、沙田及觀塘分所外）均計入管理費中，故我們無法收集並披露相關用水記錄。元朗、荃灣、沙田及觀塘診所、深圳、昆明、珠海、上海、惠州及北京醫院業務營運錄得的耗水量如下所示：

		Year ended 31 December 2021 截至2021年 12月31日止年度	Year ended 31 December 2020 截至2020年 12月31日止年度
Water consumption (in cubic meter)	耗水量(按立方米計算)	13,164.75	8,202.00
Intensity (cubic meter/floor area in sq.m.)	密度(立方米/平方米建築面積)	0.38	0.27
Intensity (cubic meter/capita)	密度(立方米/人均)	11.19	7.75

The Group will make continuous efforts in working towards the target of maintaining or reducing the water consumption per floor area between 90% to 130% of the level of baseline year ended 31 December 2021 in the next reporting period.

In order to mitigate the use of water and encourage our employees to conserve water, we have established several water-saving practices. For instance, water pipes and tapes are regularly checked by maintainers to prevent water leakage. Warm reminders are placed in prominent spots to remind our staff to turn off water tap when not in use.

Due to a rising number of surgeries and the newly opened eye hospitals in Zhuhai and Huizhou that were in full operation since December 2020 and March 2021, respectively, the intensity of use of water (in terms of both cubic meter per floor area in sq.m. and cubic meter per capita) was increased for the year ended 31 December 2021 comparing with the year ended 31 December 2020 as illustrated in the table above.

Environmental and Natural Resources

The Group does not pose significant impacts on environment or natural resources in its daily operation. The Group has always adhered to the principle of environment and natural resources protection in the course of its operations, complied with environmental, social and governance policies and procedures, applied relevant energy saving policies and green measures, waste management as aforementioned, and strived to avoid causing significant impacts on the environment or over-consumption of natural resources.

本集團將不斷努力，實現於下一個報告期間將每建築面積耗水量維持於或減低至截至2021年12月31日止年度基準水平的90%至130%的目標。

為減少用水及鼓勵僱員節約用水，我們已制定若干節水常規。例如，維修人員定期檢查水管及水龍頭，以防止漏水。在顯眼的地方放置溫馨提示，以提醒員工於不使用時關掉水龍頭。

由於手術數目增加及在珠海及惠州新開業的眼科醫院分別自2020年12月及2021年3月起全面營運，截至2021年12月31日止年度的用水密度（按每平方米建築面積立方米及人均立方米計算）較截至2020年12月31日止年度上升（見上表所示）。

環境及天然資源

本集團的日常營運對環境或天然資源並無造成重大影響。本集團於營運過程中時刻堅守保護環境及天然資源的原則、遵守環境、社會及管治政策及程序、應用有關節能政策及環保措施、上述廢物管理及致力避免對環境造成重大影響或過度消耗天然資源。

Climate Change

The Group reviews and identifies the climate-related risk annually while conducting the risk assessment. We have considered the potential climate-related risks in respect of the recommendations of the Task Force on Climate-related Financial Disclosure issued by G20 Financial Stability Board, which are the physical risks such as acute extreme weather conditions, chronic sustained high temperature, and transition risks such as regulatory change on environmental matters, and the potential climate-related risks are summarised as below:

氣候變化

本集團每年檢討及識別氣候相關風險，同時進行風險評估。我們就20國集團金融穩定理事會發佈的氣候相關財務信息披露工作組推薦建議審視潛在氣候相關風險，即實體風險（如急劇極端天氣情況、慢性持續高溫）及過渡風險（如環境事宜的監管變化），而潛在氣候相關風險概述如下：

Risk Type 風險類別	Risks 風險	Potential Financial Impact 潛在財務影響	Short (Reporting period) 短期(報告期間)	Medium (one to three years) 中期(一至三年)	Long (four to ten years) 長期(四至十年)	Mitigation Strategy 緩減策略
Physical Risks 實體風險	<ul style="list-style-type: none"> Extreme weather conditions such as flooding and typhoon Sustained elevated temperature 極端天氣情況，如氾濫及颱風 持續高溫 	<ul style="list-style-type: none"> Reduced revenue from business and supply chain disruptions 業務及供應鏈中斷導致收益減少 	✓	✓		<ul style="list-style-type: none"> Established adverse weather condition policy Adopted energy conservation measures 制定惡劣天氣狀況政策 採取節能措施
Transition Risks 過渡風險	<ul style="list-style-type: none"> Changes in environmental-related regulations Emerging technologies 環境相關法規變化 新興技術 	<ul style="list-style-type: none"> Higher operating costs to adopt new practices or technologies Decreased competitiveness and impact on revenues 採取新常規或技術使營運成本上升 競爭力減低及影響收益 		✓	✓	<ul style="list-style-type: none"> Continues to monitor the regulatory environment to ensure that the Group meets the expectations of regulatory authority and complies with the environmental-related law and regulation Encourages our employees to attend conferences and trainings to keep it abreast with the latest developments of ophthalmic technologies 持續監察監管環境以確保本集團符合監管機構的期望及遵守環境相關法律及法規 鼓勵僱員出席會議及培訓以緊貼眼科技術的最新發展

On the other hand, in the face of the potential transition risks, our Group's revenue mainly derives from the provision of ophthalmic services, and laser eye surgery is considered to be a more environmentally-friendly option over the use of contact lenses, as such we may capture more business opportunities.

另一方面，面對潛在過渡風險，本集團的收益主要源於提供眼科服務及激光矯視手術，與使用隱形眼鏡相比為較環保的選擇，故此，我們能把握更多商機。

B. SOCIAL

Employment

We comply with all relevant laws and regulations in relation to employment in Hong Kong and the Mainland China which have a significant impact on us, including but not limited to the "Employment Ordinance", "Minimum Wage Ordinance" and the "Employees' Compensation Ordinance" in Hong Kong, "Labour Contract Law of the People's Republic of China (中華人民共和國勞動合同法)" and "Labour Law of the People's Republic of China (中華人民共和國勞動法)". As at 31 December 2021, the Group employed a total of 1,176 employees (2020: 1,058 employees).³

The breakdowns of the Group's workforce by gender, age group and region are as follows:

B. 社會

僱傭

我們遵守香港及中國內地所有有關僱傭的法律法規，該等法律法規對我們有重大影響，包括但不限於香港的《僱傭條例》、《最低工資條例》及《僱員賠償條例》以及《中華人民共和國勞動合同法》及《中華人民共和國勞動法》。於2021年12月31日，本集團合共僱用1,176名僱員（2020年：1,058名僱員）。³

本集團勞動力按性別、年齡組別及地區劃分的明細如下：

As at 31 December	於 12 月 31 日	2021 2021 年
Total Workforce	勞動力總數	1,176
Type of Employment	僱傭類別	
Full time	全職	1,128
Part time	兼職	48
By Gender	按性別	
Male	男性	290
Female	女性	886
By Age Group	按年齡組別	
< 25	25 歲以下	244
25 – 29	25–29 歲	330
30 – 39	30–39 歲	329
39 – 49	39–49 歲	148
> 50	50 歲以上	125
By Geographical Region	按地區	
Hong Kong	香港	233
Mainland China	中國內地	943

³ The Report accounted for the employees in Hong Kong and those in the fully operated eye hospitals / centres in Mainland China during the Reporting Period, hence the number of total employees varies from that in the annual report.

³ 本報告計入於報告期間的香港員工及中國內地全面營運的眼科醫院／中心的員工，因此員工總數與年報所載數字有所不同。

We view our employees as the cornerstone of the Group's business operational development. Thus, we adopt a people-oriented approach for actively responding to their needs. As stipulated in the "Employee Handbook", we have a policy regarding compensation, dismissal and holiday. We would compensate the efforts of our employees on their over-time works with compensated leave. For staff employed over three months, they are entitled to statutory holidays, mandatory provident fund, basic social insurance and various types of paid annual leave in accordance with the relevant laws and regulations.

Pursuant to the "Code of Practice on Employment" under the "Disability Discrimination Ordinance" and "Sex Discrimination Ordinance" in Hong Kong, we promise to provide equal opportunities for all candidates without consideration of race, religion, skin colour, national origin, marital status, age, sex, disability, political preference, sexual orientation or philosophical belief in the recruitment and promotion processes. Instead, we hire employees based on their skills and capabilities in a fair manner.

Details of the employee turnover rates as at 31 December 2021 are as follows:

我們視僱員為本集團業務經營發展的基石。因此，我們運用以人為本的方式積極響應其需求。正如《僱員手冊》中規定，我們設有有關賠償、解僱及假期的政策。我們將以補休形式對僱員的加班工作進行補償。就獲僱用三個月以上的員工，根據相關法律法規，彼等有權享有法定假期、強制性公積金、基本社會保險及各類型的帶薪年假。

根據香港《殘疾歧視條例》及《性別歧視條例》項下的《僱傭實務守則》，我們承諾於招聘及晉升流程上為所有候選人提供平等機會，而概不考慮種族、宗教、膚色、國籍、婚姻狀況、年齡、性別、傷殘、政治傾向、性取向或哲學信仰，而是基於其技能及能力公平地招聘僱員。

於2021年12月31日的員工流失率詳情如下：

Employee Turnover Rates		員工流失率
Total	總計	35%
By Gender	按性別	
Male	男性	31%
Female	女性	36%
By Age Group	按年齡組別	
< 25	25歲以下	39%
25 – 29	25–29歲	38%
30 – 39	30–39歲	38%
39 – 49	39–49歲	24%
> 50	50歲以上	24%
By Geographical Region	按地區	
Hong Kong	香港	55%
Mainland China	中國內地	30%

Health and Safety

We comply with all relevant laws and regulations in relation to occupational health and safety that have a significant impact on us, including but not limited to, "Occupational Safety and Health Ordinance" in Hong Kong. During the Reporting Period, there are three cases of work-related injuries and 82 days lost in total due to work injuries. No work-related fatalities and relevant lost days were recorded by the Group in the past three years including the Reporting Period.

We strive to offer a healthy and safe work environment for our employees, we have incorporated the bulletins published by the Occupational Safety & Health Council as our internal policies that are applicable to all employees, with a view to ensuring strict compliance with such requirements, which primarily include the following measures:

- Staff should wear appropriate work shoes according to the nature of work and environment;
- All chemicals, disinfectants and bactericides should be properly labelled and stored in the designated area;
- Staff must wear protective clothing such as masks, goggles or gloves when they contact with patients' blood or body fluid;
- After removing clothing such as robes, uniforms or gloves, staff should wash their hands immediately with hand sanitisers; and
- Used syringes must be placed in the sharp box with care to prevent acupuncture accidents which may cause blood infection.

Trainings are provided to employees on proper use of personal protective equipment for infection control, proper handling of sharps, contaminants and chemicals, and on proper operation of equipment and machines. Eye hospitals in Mainland China have also set up relevant safety working groups in implementing and monitoring the safety measures to ensure both employees' and clients' health and safety in all aspects.

健康與安全

我們遵守所有對我們有重大影響的職業健康及安全相關法律法規，包括但不限於香港的《職業安全及健康條例》。於報告期間，共發生三宗工傷，並因工傷共損失82天工作日。本集團於過去三年（包括報告期間）並無錄得與工作有關的傷亡事故及有關損失日數。

我們致力為僱員提供健康安全的工作環境，我們已將職業安全健康局刊發的公告納入我們的內部政策，其適用於全體員工，旨在確保嚴格遵守有關要求，其中主要包括以下措施：

- 員工應根據工作性質及環境穿著適當的工作鞋；
- 所有化學品、消毒劑及殺菌劑應貼上適當標籤並存放於指定區域；
- 員工接觸患者的血液或體液時，必須穿戴防護服，如口罩、護目鏡或手套；
- 員工於脫下長袍、制服或手套等衣物後，應立即用洗手液洗手；及
- 使用過的注射器必須小心放置於盛針盒內，以防止發生針刺事故而可能導致血液感染。

我們為員工提供培訓，指導彼等正確使用個人防護設備以控制感染，正確處理利器、污染物及化學品，以及正確操作設備及機器。中國內地的眼科醫院亦成立相關的安全工作小組，其實施及監督安全措施，以保障員工及客戶在各方面的健康與安全。

To ensure a safe working environment, a “Fire Safety Policy” is published. As stipulated in the policy, all fire extinguishing systems must be checked regularly with the date of inspection, and relevant information should be marked on the extinguishers and fire extinguishing systems. Fire extinguishers should be placed in prominent areas without blockage by any obstructions. Staff is trained with the fire safety knowledge such as evacuation routes and use of fire extinguisher.

The spread of COVID-19 has imposed a big strike on the economy and livelihood of people. We understand that the pandemic has caused an adverse impact on the lives and well-being of employees. As a result, we implemented a number of pandemic prevention measures to safeguard the health and safety of employees at all levels. Also, the Group has established COVID-19 prevention and control policy for various eye hospitals to better protect both employees’ and patients’ health. The measures put into practice include but are not limited to:

- Require employees to conduct body temperature check and wear masks every day to work;
- Conduct frequent disinfection;
- Conduct COVID-19 prevention and control trainings; and
- Purchase pandemic prevention supplies such as protective masks, disinfectants and thermometers.

The Group will continue to assess the development of the COVID-19 outbreak, and regularly reviews the relevant countermeasures in accordance with the local government regulations to ensure the effectiveness of the measures.

Development and Training

Upon joining the Group, we provide induction training for nurses and other medical health staff to help them familiarise themselves with our service standards, policies and procedures. Regular performance review is conducted to evaluate the skills and competencies of our staff. We also provide mentoring to our newly-joined physicians and nurses so that they can learn techniques from and perform procedures under the supervisions of our experienced physicians and nurses. Our administrative and management staff also receives regular training in management skills and business operations.

為確保安全的工作環境，我們已出台《消防安全政策》。根據政策規定，所有滅火系統必須於檢查日期定期檢查，滅火器及滅火系統亦應標明相關信息。滅火器應放置於顯眼區域，不得有任何障礙物阻擋。員工已接受消防安全知識的培訓，如疏散路線及滅火器的使用。

新冠肺炎肆虐，不論經濟或民生都受到前所未有的衝擊和影響。我們明白疫情對員工的生活和身心都造成嚴重影響，故我們實施多項防控措施，從多方面保障員工的健康和安全。此外，本集團已為各眼科醫院制定新冠肺炎防控政策，以更好地保護員工及病人的健康。具體措施包括但不限於：

- 員工每天上班需接受體溫檢測及佩戴口罩；
- 經常消毒；
- 開展新冠肺炎防制培訓；及
- 購置防護口罩、消毒用品、紅外測溫設備等防護用品。

本集團將繼續評估新冠肺炎疫情的發展，並根據當地政府的規定定期審查相關對策，確保措施行之有效。

發展及培訓

護士及其他醫療輔助人員加入本集團後，我們會提供入職培訓，幫助彼等熟悉我們的服務標準、政策及程序。我們會定期進行績效評估以評估員工的技能及能力。我們亦為新加入的醫生及護士提供指導，以便彼等可在我們經驗豐富的醫生及護士的監督下學習技術並執程序。我們的行政管理人員亦會定期接受管理技能及業務運營方面的培訓。

In Hong Kong, monthly training is provided to our clinical staff to keep abreast of the relevant and latest medical standards, procedures and technology adopted in the eye centers/hospitals. For example, eye dressing demonstration and practice, nurse station work tasks briefing, understanding and handling of the Selective Laser Trabeculoplasty ("SLT") as well as updates on dispensing.

In the Mainland China, our physicians and other medical staff regularly receive technical training on the operation of medical devices, treatment procedures and latest technologies or developments in their relevant fields.

Details of our employees' trainings during the Reporting Period are as follows:

在香港，我們會每個月為臨床醫務人員提供培訓，以便彼等及時了解眼科中心／醫院採用的相關及最新醫療標準、程序及技術，例如，眼睛敷料示範及操作、護士站工作任務簡報、理解及處理選擇性激光小梁成形術（「SLT」）以及配藥的最新情況。

在中國內地，我們的醫生及其他醫務人員定期接受有關醫療器械操作、治療程序及其相關領域內最新技術或發展的技能培訓。

我們員工於報告期間的培訓詳情如下：

Percentage of Trained Employees (%)		已培訓員工的百分比(%)
Total	總計	66%
By Gender	按性別	
Female	男性	74%
Male	女性	26%
By Employee Category	按員工類別	
Junior Staff	初級職員	66%
Senior Staff	高級職員	28%
Management	管理層	6%

Average Training Hour (hours)		平均培訓時數(小時)
Per Staff	每名員工	10.96
By Gender	按性別	
Female	男性	10.92
Male	女性	11.08
By Employee Category	按員工類別	
Junior Staff	初級職員	12.26
Senior Staff	高級職員	7.92
Management	管理層	6.44

Building the Team of C-MER

The Group arranged a wide variety of internal activities for its staff with the aim of relieving stress and strengthening team spirit. These activities served as an appreciation to the employees' hard work and strengthen the inter-department cooperation. They included annual dinner and different kinds of team-building activities. Through these activities, employees from different departments got the chances to interact with each other, which in turn boosted their morale, helped them to strike a work-life balance, and enhanced their productivity.

建立希瑪團隊

本集團安排各種內部員工活動以作鬆弛及建立團隊精神，並答謝僱員辛勤工作及加強跨部門團隊合作。活動包括年度晚宴及各種團建活動。透過該等活動，不同部門的僱員有所互動，營造士氣高昂的工作氣氛，有利工作生活平衡及提升生產力。



深圳希瑪眼科醫院醫師節活動 Shenzhen C-MER Eye Hospital Healthcare Workers' Day

Labour Standards

We comply with all relevant laws and regulations that have a significant impact on us relating to forced and child labour, including but not limited to, "Employment Ordinance" in Hong Kong and "Provisions on the Prohibition of Using Child Labour (禁止使用童工規定)" and "Labour Law of the People's Republic of China (中華人民共和國勞動法)" in the Mainland China.

To avoid forced and child labour, Human Resources and Administration Department performs detailed interview screening procedures on each candidate. A thorough background check is conducted to verify personal data stated on the application form by examining the applicant's original identity card and making detailed inquiries to ensure that we do not employ child and forced labour.

If our management discovered any child and forced labour, we would immediately terminate the contract and investigate into the incident, and might take disciplinary actions against any staff members who are responsible for the causes of the incident.

Supply Chain Management

Our suppliers primarily include distributors of pharmaceuticals, medical consumables and intraocular lenses. We strive to engage our suppliers and actively work with them so as to achieve the Group's standards on business ethics, environment, and health and safety.

In selection of suppliers, we perform rigorous assessments based on several criteria, including quality and source of products, reputation in the industry, price and delivery time. Environmentally friendly drugs with high-quality standards would be more favorable. Generally, we will check whether the potential suppliers obtained licenses and permits to operate their business, such as business licenses, GMP and/or GSP Certificates. Suppliers that were approved by our Clinic Manager would be shortlisted in our "Drug Vendor List". These measures ensure that our clients are treated with quality medical consumables.

勞工準則

我們遵守所有對我們有重大影響的強制勞工及童工相關法律法規，包括但不限於香港的《僱傭條例》以及中國內地的《禁止使用童工規定》及《中華人民共和國勞動法》。

為避免出現強制勞工及童工事件，人力資源及行政部門對每名求職者執行詳細的面試篩選程序。我們通過檢查應聘者的身份證正本並仔細詢問其情況，進行徹底的背景調查，以核實申請表格上聲明的個人信息，從而確保我們不會僱用童工以及強制勞工。

倘我們的管理層發現存在任何童工及強制勞工的情況，則我們會即時終止合約並對事件開展調查，而且可能會對須對事件成因負責的任何員工實行紀律處分。

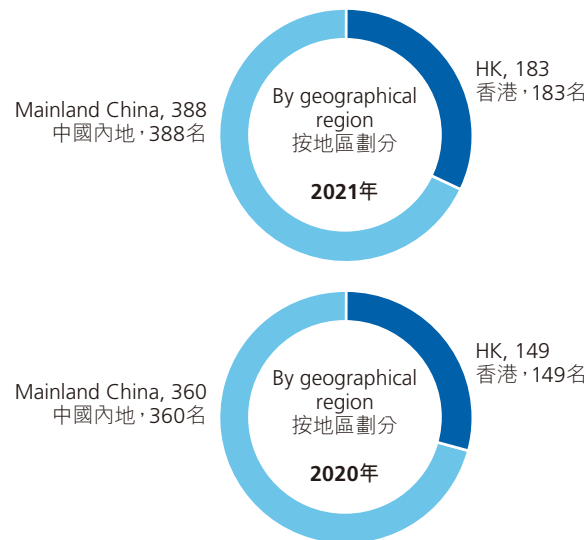
供應鏈管理

我們的供應商主要包括藥品、醫用耗材及人工晶體的分銷商。我們努力聘請供應商並與彼等積極合作，以便彼等達到本集團在商業道德、環境、健康與安全方面的標準。

挑選供應商時，我們會根據多項標準進行嚴格的評估，包括產品的質量及來源、業內聲譽、價格及交貨時間。高品質且無環境污染的藥品將更受我們的青睞。一般情況下，我們將檢查潛在供應商是否已獲得業務經營的牌照及許可，例如營業執照、GMP及／或GSP證書。經門診經理核准的供應商將被列入我們的「藥品供應商名單」。該等措施確保我們的客戶獲得優質的醫用耗材。

As at 31 December 2021, there are approximately 571 (2020: 509) approved suppliers with the following showing the corresponding number of suppliers by geographical region.

於 2021 年 12 月 31 日，約有 571 家（2020 年：509 家）經核准供應商，下圖展示了按地理區域劃分的相應供應商數目。



Product and Service Responsibility

We are principally engaged in the provision of ophthalmic services and the sale of visual aids and pharmaceutical products in Hong Kong and the Mainland China. The ophthalmic services provided are focused on surgeries for the treatments of not only cataracts, glaucoma and strabismus, but also eye diseases, including corneal and vitreoretinal diseases. Generally speaking, ophthalmic services are outpatient or day-care procedures, performed under local anesthesia. Our ophthalmologists/physicians are specialised in the fields of cataracts, glaucoma, strabismus and refractive surgeries, and external eye diseases. During the Reporting Period, the Group has not been involved in instigating and/or carrying out any product recall.

產品及服務責任

我們主要從事在香港及中國內地提供眼科服務以及銷售視力輔助產品及醫藥產品。所提供的眼科服務專注於治療白內障、青光眼及斜視的手術以及角膜、玻璃體視網膜疾病等眼科疾病。一般而言，眼科服務為門診或日間護理流程，實行局部麻醉。我們的眼科醫生／醫師專攻白內障、青光眼、斜視及屈光手術及眼表疾病領域。於報告期間，本集團並無參與策動及／或實施任何產品召回。

Advertising and Labelling

We comply with all relevant laws and regulations that have significant impacts on us relating to advertising, including but not limited to, the “Measures for the Administration of Medical Advertisements (醫療廣告管理辦法)” in the Mainland China and “Undesirable Medical Advertisements Ordinance” in Hong Kong order to prevent the public suffering from health issues through prohibiting or restricting advertisements which may induce the seeking of improper management of certain health conditions.

According to the “Pharmacy and Poisons Ordinance”, we strictly monitor the sale and labelling of products which are classified as pharmaceutical products and medicines. The “Pharmacy and Poisons Ordinance” also requires all pharmacists in Hong Kong to be registered with the “Pharmacy and Poisons Board” and shall not practice without a valid practicing certificate.

Complaint Handling

We care about the feedback and comments received from our clients especially regarding the services we provided. Through establishing a comprehensive medical dispute handling procedure, we listen attentively to our clients in order to continuously enhance our services in a timely manner.

Eye hospitals in Shenzhen, Zhuhai, Beijing, Shanghai, Huizhou and Kunming have set up a “Medical Complaint/Dispute/Accident Handling Procedures (醫療投訴／糾紛／事故處理流程)” for relevant staff to follow when medical disputes are received from patients. For any disputes forwarded to the department head, the department head would record the details of the complaints onto the “Hospital Complaint Registration Form (醫院投訴登記表)” for follow-ups and documentation. We have formulated a “Medical Dispute/Accident Mediation Team (醫療糾紛／事故調解領導小組)” for further investigating and handling the disputes that cannot be resolved by the “Medical Department (醫務科)” and the “Nursing Department (護理部)”. We hope that all parties would voluntarily reach a mediation consensus based on fair negotiation to resolve the medical disputes.

廣告及標籤

我們遵守所有對我們有重大影響的廣告相關法律法規，包括但不限於中國內地的《醫療廣告管理辦法》和香港的《不良廣告（醫藥）條例》，目的是透過禁止或限制可能引導市民就若干病況尋求不當治理方法的廣告，從而保障公眾健康。

根據《藥劑業及毒藥條例》，我們嚴格監察藥劑製品及藥物類產品的銷售和標籤。《藥劑業及毒藥條例》亦規定香港所有的藥劑師須向「藥劑業及毒藥管理局」註冊且無有效執業證明書者不得從業。

投訴處理

我們重視客戶的反饋及意見，尤其是關於我們所提供服務的反饋及意見。透過建立全面的醫療糾紛處理流程，我們專心傾聽客戶的反饋及意見，以及時並持續地提升服務。

深圳、珠海、北京、上海、惠州及昆明眼科醫院已設立《醫療投訴／糾紛／事故處理流程》，於患者發生醫療糾紛時供相關員工遵循。就轉交部門主管處理的任何糾紛，部門主管會將投訴詳情記錄在「醫院投訴登記表」上，以便追蹤及歸檔。我們已成立「醫療糾紛／事故調解領導小組」，進一步調查及處理「醫務科」及「護理部」無法解決的糾紛。我們希望，各方將在公平協商基礎上自願通過調解達成共識，解決醫療糾紛。

In Hong Kong, we have established a “Handling Client Enquiries and Complaints” procedure to formulate the complaint handling procedures. Our clinic manager is responsible for handling complaints from our clients, and that all complaints received will be recorded in writing and submitted to Dr. LAM Shun Chiu Dennis and Dr. LEE Yau Wing Vincent for reviews and follow-up recommendations. All documents and reports will be properly kept and we aim to resolve all complaints, other than those involving malpractices or alleged negligence, within one month from the date of the relevant complaint. A follow-up response will also be communicated to the relevant client when the complaint is duly handled and resolved.

During the Reporting Period, there was one legal proceeding brought by the patient of our Shenzhen eye hospital. The Group has engaged lawyer to handle the medical dispute and will closely monitor the status of the said proceeding.

Service Quality Assurance

Pursuant to the “Medical Registration Ordinance”, all practicing medical practitioners (the “Registered Medical Practitioners”) in Hong Kong are registered with the Medical Council of Hong Kong and shall not practice medicine, surgery or midwifery in Hong Kong, or any branches of medicine or surgery in Hong Kong, without a valid practicing certificate. Further, all of our nurses and other allied health professionals have to comply with the code of professional conduct or discipline as applicable to them.

Our professional medical team in the Mainland China comprises overseas ophthalmologists, physicians, anesthetists, nurses and other allied health professionals, who are registered in accordance with the relevant healthcare administrative authorities in the Mainland China.

The Group places great emphasis on its medical service. During the Reporting Period, we conducted satisfaction questionnaire to receive customers’ feedback. This is conducive for enhancing our services based on the customers’ experience.

We regularly check the ophthalmic systems and the equipment in order to maintain its functionality and efficiency, ensuring that the equipment is normally operated. Temperature and humidity of the operating rooms are maintained in a standard range to guarantee the work environment is up to standard.

於香港，我們已設立《處理客戶查詢及投訴》，以制定投訴處理流程。我們的門診經理負責處理客戶投訴，且所有的投訴均會以書面記錄並上報林順潮醫生及李佑榮醫生，供彼等審查及提供後續意見。所有文件及報告將妥善保存，且我們旨在於相關投訴日期起一個月內解決所有投訴，涉及醫療事故或指稱疏忽的投訴除外。投訴得到適當處理及解決後，我們亦會將後續回應告知相關客戶。

於報告期間，深圳眼科醫院的病人提起一宗法律訴訟。本集團已聘請律師處理該醫療糾紛，並將密切關注該訴訟的進展。

服務質量保證

根據《醫生註冊條例》，所有香港執業醫生（「註冊醫生」）均須向香港醫務委員會註冊，且除非持有有效的執業證明書，否則不得在香港從事內科、外科或助產科執業或在香港從事內科或外科的任何分科的執業。此外，我們的所有護士及其他輔助醫療專業人士須遵守適用的專業行為守則或紀律。

我們於中國內地的專業醫療團隊包括海外眼科醫生、醫師、麻醉師、護士及其他輔助醫療專業人士，彼等均於中國內地相關醫療管理部門註冊。

本集團重視其醫療服務。於報告期間，我們進行滿意度問卷調查，以聽取客戶的反饋。此舉有利於我們根據客戶的經驗提高我們的服務。

我們定期檢查眼科系統及設備，以維持其機能及效率並確保有關設備正常運行。手術室的溫度及濕度維持在標準的範圍內，保證工作環境符合標準。

Data Protection and Privacy

Our “Client Privacy Policies” is to comply with the “Personal Data (Privacy) Ordinance” in Hong Kong and the “Personal Information Protection Law” of the People’s Republic of China (中華人民共和國個人信息保護法) in the Mainland China. The policy is also to comply with all relevant codes of practice and guidelines issued by the Privacy Commissioner to ensure that the information is collected for specific purposes and only designated staff has access to it.

As stipulated in our “Client Privacy Policies”, we have put in place standard procedures to collect personal data in a legal and fair manner with the purposes clearly explained to the patients. We take reasonable steps to protect the personal data and medical records from unauthorised access, handling, deletion or use. Access controls are in place in the workstations to prevent unauthorized access to confidential information. Important information is regularly backed up to prevent data loss, whilst operating systems and software are regularly updated so as to prevent hackers from accessing and exploiting stored data. Besides, the “Handling Client Enquiries and Complaints” guides our staff on how to protect patients’ confidential information when they receive enquires from different means. According to the “Employee Handbook”, all employees are required to protect the sensitive information and patients’ personal information obtained when performing the job duties. Information should not be disclosed to any third parties unless and to the extent that it is necessary to make such disclosure. If there is any leakage of the Group’s confidential information, the Group may impose fines, administrative penalties or pursue legal liabilities against the parties concerned to protect the interest of the Group and its clients.

Intellectual Property Rights

We have registered trademarks which are important to our business. We regularly monitor whether our trademarks are being infringed. We are committed to protecting intellectual property rights which we handle with great care during our daily operations.

資料保護及私隱

我們的《客戶私隱政策》須符合香港的《個人資料(私隱)條例》及中國內地的《中華人民共和國個人信息保護法》。該政策亦須符合私隱專員頒佈的所有相關實務守則及指引，以確保收集的資料作特定用途，且僅可由指定人士查閱。

根據《客戶私隱政策》的規定，我們已制定標準程序，合法及公平地收集個人資料，並向患者闡明收集目的。我們採取合理措施保障個人資料及病史檔案，杜絕未經授權查閱、處理、刪除或使用個人資料及病史檔案的情況。工作站設有存取控制，以防未經授權查閱機密資料。重要資料會定期備份以免數據丟失，同時操作系統及軟件會定期更新，以防黑客存取及利用存儲數據。此外，《處理客戶查詢及投訴》引導員工在接受不同形式的查詢時如何保障患者的保密資料。根據《僱員手冊》，所有僱員於履行工作職責時須保障所獲取的敏感資料及患者個人資料。除非有必要作出披露，否則不得向任何第三方披露有關資料。倘出現任何本集團機密資料洩漏的情況，本集團可能會對涉事人士提出罰款、行政處罰或追究法律責任，以保護本集團及其客戶的利益。

知識產權

我們的註冊商標對我們的業務至關重要。我們會定期監控我們的商標是否遭到侵權。我們致力於保護知識產權並於日常運營中格外謹慎地處理知識產權。

Anti-corruption

We comply with all relevant laws and regulations with regard to bribery, extortion, fraud and money laundering in Hong Kong and the Mainland China which have significant impacts on us, including but not limited to, "Prevention of Bribery Ordinance" in Hong Kong, "Criminal Law of the People's Republic of China (中華人民共和國刑法)" and "Anti-Money Laundering Law of the People's Republic of China (中華人民共和國反洗錢法)".

We uphold business philosophies of probity and integrity as our core values, and we deliver our values through the formulation of the "Anti-bribery Policy". All directors and employees are required to strictly follow the Group's policy in order to prevent potential bribery, extortion, fraud and money laundering.

To prevent any corrupt practices, we distributed an "Employee Handbook" to each of our staff before the commencement of work. It reminds our employees not to use any information obtained from work to solicit or being solicited any benefits from other third parties. Otherwise, legal actions will be taken against any staff who conducted corrupt practices.

Furthermore, we provide several whistleblowing channels including dedicated postbox, hotline and email address, which encourage employees to raise concerns and report any suspected corruption-related complaints. Employees will be protected from punishments or unfair treatments for disclosing concerns in good faith in accordance with these procedures. In return, the respective channels enable management to be informed at an early stage about acts of misconduct.

反貪污

我們遵守香港及中國內地所有賄賂、敲詐、欺詐及洗錢相關的法律法規，包括但不限於香港的《防止賄賂條例》、《中華人民共和國刑法》及《中華人民共和國反洗錢法》，該等法律法規對我們有重大影響。

我們堅持誠信及正直的商業理念作為我們的核心價值觀，並通過制訂《反賄賂政策》以實現我們的價值觀。全體董事及僱員都必須嚴格遵守本集團的政策，以防潛在的賄賂、勒索、欺詐及洗錢。

為防止任何腐敗行為，我們於入職前向每位員工發放《僱員手冊》，以提醒僱員不要利用從工作中獲得的任何信息來向其他第三方謀取任何利益或為他人向其他第三方謀取任何利益。否則，任何有腐敗行為的員工將會被訴諸法律。

此外，我們提供多個舉報渠道，包括專用的郵箱、熱線及電子郵件地址，鼓勵僱員提出疑慮並報告任何涉嫌腐敗的投訴。根據該等程序，員工將受到保護，避免因善意披露疑慮而受到懲罰或不公平待遇。相應的渠道亦使管理層能夠於早期階段了解不當行為。

With the above anti-corruption mechanisms, we aim at developing a culture composing of openness, accountability and integrity among all directors and employees. During the Reporting Period, no concluded legal cases regarding corrupt practices were brought against the Group or our employees. All Directors of the Group have received corporate governance training provided by the Group before listing or upon their appointment, so that the Directors clearly understand their responsibility and exercise their fiduciary duties. The Group offers new employee induction training which includes trainings in relation to basic employee ethics, such as anti-corruption. The Group will closely monitor the regulatory development and will arrange relevant anti-corruption trainings for our employees and directors, where necessary.

Community Investment

We understand the importance of giving back to the society. Therefore, we encourage our staff to participate in various activities especially related to the medical field. Through joining social services, we are better connected with the community so as to consolidate our understandings towards the needs and concerns of the community.

During the Reporting Period, the Group invested in establishing sustainable communities in places where the Group operates. This year, we organised over 318 volunteer activities in Hong Kong and the Mainland China, which were equivalent to a contribution of over 8,150 volunteer hours. For instance, the Group held an Eye Care Seminar and a Free Eye Examination Campaign for the general public to raise their awareness of the importance of maintaining good eyesight.

To take up our social responsibility, the Group donated a total of over HK\$131,000 to the Liaison Office of the Central People's Government in the Hong Kong Special Administrative Region for disaster relief, Shenzhen Voluntary Service Foundation and Shenzhen Ageing Development Foundation to support their work to the community.

通過上述反貪污機制，我們旨在為所有董事及僱員孕育坦誠開放、具責任感及正直的文化。於報告期間，本集團或我們的僱員概無牽涉有關貪污行為的已結案法律案件。本集團全體董事於上市前或獲委任時均接受本集團提供的企業管治培訓，以便董事清楚了解自己的責任並行使其受託責任。本集團為新員工提供入職培訓，其中包括與員工基本道德規範有關的培訓，如反貪污。本集團將密切關注監管動態，必要時為員工及董事安排相關的反貪污培訓。

社區投資

我們理解回饋社會的重要性。因此，我們鼓勵員工參與各種活動，尤其是醫療領域相關活動。通過參與社會服務，我們可以更好地與社區建立聯繫，從而深入了解社區需求及社區關注的事宜。

於報告期間，本集團投放資源在業務所在地區建設可持續發展社區。我們於年內在香港和內地舉辦了超過318項義工活動，義工服務時數超過8,150小時。舉例而言，本集團為大眾舉辦護眼講座、免費眼睛檢查活動，以提升彼等對保持眼睛健康重要性的意識。

為了履行社會責任，本集團向中央人民政府駐香港特別行政區聯絡辦公室、深圳市志願服務基金會及深圳市老齡事業發展基金會捐贈超過131,000港元，以支持社區工作。



惠港同心“益”路同行“健康惠州”社區義診公益活動Free eye check-up in Huizhou

As at the date of this ESG Report, the Group has joined hands with Shenzhen YHLO Biotech Co., Ltd. and donated a total of 1.2 million sets of rapid test kits for free distribution to the grassroots in February 2022, to support Hong Kong in the fight against the pandemic. In addition, the Group sold a total of 1.7 million sets of rapid test kits at below cost to over 300 schools to support the reopening of schools. The Group will continue to explore more community activities and to contribute to the prosperity of the community.

截至本環境、社會及管治報告日期，本集團已與深圳市亞輝龍生物科技股份有限公司攜手合作，於2022年2月捐贈共計1.2百萬套快速檢測試劑盒，免費發放予基層市民，以支持香港抗疫。此外，本集團以低於成本的價格向300多所學校出售了合共1.7百萬套快速檢測試劑盒，以支持學校的復課。本集團將繼續探索更多的社區活動，為社區的繁榮發展作出貢獻。



捐贈快速檢測試劑盒，在香港免費派發，以抗擊疫情

Donation of rapid test kits for free distribution in Hong Kong to fight against the pandemic

HKEX ESG REPORTING GUIDE CONTENT INDEX

香港交易所《環境、社會及管治報告指引》內容索引

Part A: Environmental

A 部：環境

ESG Aspects 環境、社會及管治層面	Related Section(s) 相關章節	Remarks 備註
A1. Emissions A1. 排放物		
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. 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。	Environmental Compliance 環境合規	
KPI A1.1 The types of emissions and respective emissions data. 關鍵績效指標A1.1 排放物種類及相關排放資料。	N/A 不適用	No air emission was generated during the course of the Group's operations. 在本集團營運過程中並無產生任何空氣排放物。
KPI A1.2 Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emission in total (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 關鍵績效指標A1.2 直接（範圍1）及能源間接（範圍2）溫室氣體排放總量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。	Greenhouse Gas Emission 溫室氣體排放	
KPI A1.3 Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 關鍵績效指標A1.3 所產生有害廢棄物總量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。	Hazardous Waste Management 危險廢物管理	
KPI A1.4 Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 關鍵績效指標A1.4 所產生無害廢棄物總量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。	Non-hazardous Waste Management 非危險廢物管理	
KPI A1.5 Description of emissions target(s) set and steps taken to achieve them. 關鍵績效指標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。	Greenhouse Gas Emission; Electricity and Energy Efficiency 溫室氣體排放；電力及能源效率	
KPI A1.6 Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them. 關鍵績效指標A1.6 描述處理有害及無害廢棄物的方法，及描述所訂立的減廢目標及為達到這些目標所採取的步驟。	Hazardous Waste Management; Non-hazardous Waste Management 危險廢物管理；非危險廢物管理	

ESG Aspects 環境、社會及管治層面	Related Section(s) 相關章節	Remarks 備註
A2. Use of Resources A2. 資源使用		
Policies on the efficient use of resources, including energy, water and other raw materials. 有效使用資源(包括能源、水及其他原材料)的政策。	Use of Resources 資源使用	
KPI 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). 關鍵績效指標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)。	Use of Resources – Electricity and Energy Efficiency 資源使用－電力及能源效率	
KPI A2.2 Water consumption in total and intensity (e.g. per unit of production volume, per facility). 關鍵績效指標A2.2總耗水量及密度(如以每產量單位、每項設施計算)。	Use of Resources – Use of Water 資源使用－用水	
KPI A2.3 Description of energy use efficiency target(s) set and steps taken to achieve them. 關鍵績效指標A2.3描述所訂立的能源使用效益目標及為達到這些目標所採取的步驟。	Use of Resources 資源使用	
KPI A2.4 Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them. 關鍵績效指標A2.4描述求取適用水源上可有任何問題，以及所訂立的用水效益目標及為達到這些目標所採取的步驟。	Use of Resources – Use of Water 資源使用－用水	
KPI A2.5 Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced. 關鍵績效指標A2.5製成品所用包裝材料的總量(以噸計算)及(如適用)每生產單位佔量。	N/A 不適用	No packaging material was used during the course of the Group's operations. 在本集團的經營過程中並無使用任何包裝材料。

ESG Aspects 環境、社會及管治層面	Related Section(s) 相關章節	Remarks 備註
A3. The Environmental and Natural Resources		
A3. 環境及天然資源		
Policies on minimizing the issuer's significant impact on the environment and natural resources. 減低發行人對環境及天然資源造成重大影響的政策。	Environmental and Natural Resources 環境及天然資源	
KPI A3.1 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them. 關鍵績效指標A3.1 描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。	Environmental and Natural Resources 環境及天然資源	
A4. Climate Change		
A4. 氣候變化		
Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer. 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。	Climate Change 氣候變化	
KPI 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. 關鍵績效指標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。	Climate Change 氣候變化	

Part B. Social

B 部. 社會

ESG Aspects 環境、社會及管治層面	Related Section(s) 相關章節	Remarks 備註
B1. Employment B1. 僱傭		
Information on the policies and compliance with laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare. 有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的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。	Employment 僱傭	
KPI B1.1 Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region. 關鍵績效指標B1.1按性別、僱傭類型(如全職或兼職)、年齡組別及地區劃分的僱員總數。	Employment 僱傭	
KPI B1.2 Employment turnover rate by gender, age group and geographical region. 關鍵績效指標B1.2按性別、年齡組別及地區劃分的僱員流失比率。	Employment 僱傭	
B2. Health and Safety B2. 健康與安全		
Information on the policies and compliance with laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards. 有關提供安全工作環境以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。	Health and Safety 健康與安全	
KPI B2.1 Number and rate of work-related fatalities occurred in each of the past three years including the reporting year. 關鍵績效指標B2.1過去三年(包括報告年度)每年因工亡故的人數及比率。	Health and Safety 健康與安全	
KPI B2.2 Lost days due to work injury. 關鍵績效指標B2.2因工傷損失工作日數。	Health and Safety 健康與安全	
KPI B2.3 Description of occupational health and safety measures adopted, and how they are implemented and monitored. 關鍵績效指標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。	Health and Safety 健康與安全	

ESG Aspects 環境、社會及管治層面	Related Section(s) 相關章節	Remarks 備註
B3. Development and Training B3. 發展及培訓		
Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. 有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。	Development and Training 發展及培訓	
KPI B3.1 The percentage of employees trained by gender and employee category (e.g. senior management, middle management). 關鍵績效指標B3.1 按性別及僱員類別（如高級管理層、中級管理層）劃分的受訓僱員百分比。	Development and Training 發展及培訓	
KPI B3.2 The average training hours completed per employee by gender and employee category. 關鍵績效指標B3.2 按性別及僱員類別劃分，每名僱員完成受訓的平均時數。	Development and Training 發展及培訓	
B4. Labour Standards B4. 勞工準則		
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 labour. 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。	Labour Standards 勞工準則	
KPI B4.1 Description of measures to review employment practices to avoid child and forced labour. 關鍵績效指標B4.1 描述檢討招聘慣例的措施以避免童工及強制勞工。	Labour Standards 勞工準則	
KPI B4.2 Description of steps taken to eliminate such practices when discovered. 關鍵績效指標B4.2 描述在發現違規情況時消除有關情況所採取的步驟。	Labour Standards 勞工準則	

ESG Aspects 環境、社會及管治層面	Related Section(s) 相關章節	Remarks 備註
B5. Supply Chain Management B5. 供應鏈管理		
Policies on managing environmental and social risks of the supply chain. 管理供應鏈的環境及社會風險政策。	Supply Chain Management 供應鏈管理	
KPI B5.1 Number of suppliers by geographical region. 關鍵績效指標B5.1按地區劃分的供應商數目。	Supply Chain Management 供應鏈管理	
KPI B5.2 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored. 關鍵績效指標B5.2描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目，以及相關執行及監察方法。	Supply Chain Management 供應鏈管理	
KPI B5.3 Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored. 關鍵績效指標B5.3描述有關識別供應鏈每個環節的環境及社會風險的慣例，以及相關執行及監察方法。	Supply Chain Management 供應鏈管理	
KPI B5.4 Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored. 關鍵績效指標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。	Supply Chain Management 供應鏈管理	
B6. Product Responsibility B6. 產品責任		
Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and method of redress. 有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的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。	Product and Service Responsibility 產品及服務責任	
KPI B6.1 Percentage of total products sold or shipped subject to recalls for safety and health reasons. 關鍵績效指標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。	Product and Service Responsibility 產品及服務責任	
KPI B6.2 Number of products and service-related complaints received and how they are dealt with. 關鍵績效指標B6.2接獲關於產品及服務的投訴數目以及應對方法。	Product and Service Responsibility – Complaints Handling 產品及服務責任－投訴處理	

ESG Aspects 環境、社會及管治層面	Related Section(s) 相關章節	Remarks 備註
KPI B6.3 Description of practices relating to observing and protecting intellectual property rights. 關鍵績效指標B6.3描述與維護及保障知識產權有關的慣例。	Product and Service Responsibility – Intellectual Property Rights 產品及服務責任－知識產權	
KPI B6.4 Description of quality assurance process and recall procedures. 關鍵績效指標B6.4描述質量檢定過程及產品回收程序。	Product and Service Responsibility – Service Quality Assurance 產品及服務責任－服務質量 保證	
KPI B6.5 Description of consumer data protection and privacy policies, how they are implemented and monitored. 關鍵績效指標B6.5描述消費者數據保障及私隱政策，以及相關執行及監察 方法。	Product and Service Responsibility – Data Protection and Privacy 產品及服務責任－資料保護 及私隱	
B7. Anti-corruption B7. 反貪污		
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. 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。	Anti-corruption 反貪污	
KPI B7.1 Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases. 關鍵績效指標B7.1於報告期間對發行人或其僱員提出並已審結的貪污訴訟 案件的數目及訴訟結果。	Anti-corruption 反貪污	
KPI B7.2 Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored. 關鍵績效指標B7.2描述防範措施及舉報程序，以及相關執行及監察方法。	Anti-corruption 反貪污	
KPI B7.3 Description of anti-corruption training provided to directors and staff. 關鍵績效指標B7.3描述向董事及員工提供的反貪污培訓。	Anti-corruption 反貪污	

ESG Aspects 環境、社會及管治層面	Related Section(s) 相關章節	Remarks 備註
B8. Community investment B8. 社區投資		
<p>Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure that its activities take into consideration the communities' interests.</p> <p>有關以社區參與來了解營運所在社區需要和確保其業務活動會考慮社區利益的政策。</p>	Community Investment 社區投資	
<p>KPI B8.1 Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).</p> <p>關鍵績效指標B8.1專注貢獻範疇(如教育、環境事宜、勞工需求、健康、文化、體育)。</p>	Community Investment 社區投資	
<p>KPI B8.2 Resources contributed (e.g. money or time) to the focus area.</p> <p>關鍵績效指標B8.2在專注範疇所動用資源(如金錢或時間)。</p>	Community Investment 社區投資	



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