

CHINA HEALTHWISE HOLDINGS LIMITED

中國智能健康控股有限公司

(Incorporated in the Cayman Islands with limited liability)

(於開曼群島註冊成立之有限公司)

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2021

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

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# Environmental, Social and Governance Report

## 環境、社會及管治報告

### ABOUT THIS REPORT

China Healthwise Holdings Limited (the “Company”), together with its subsidiaries (the “Group”), is pleased to present this Environmental, Social and Governance Report (the “Report”) to provide an overview of the Group’s management on significant issues affecting the operation, and the performance of the Group in terms of environmental and social aspects. This Report is prepared by the Group with the professional assistance of APAC Compliance Consultancy and Internal Control Services Limited.

#### Preparation Basis and Scope

This Report is prepared in accordance with Appendix 27 to the rules governing the listing of securities (the “Listing Rules”) on The Stock Exchange of Hong Kong Limited (the “Stock Exchange”) — “Environmental, Social and Governance (“ESG”) Reporting Guide” and has complied with “comply or explain” provision in the Listing Rules.

This Report summarises the performance of the Group in respect of corporate social responsibility, covering its operating activities which are considered as material by the Group — Chinese health products segment, money lending segment and investment in financial instruments segment in Hong Kong and The People’s Republic of China (“PRC”) only.

With the aim to optimise and improve the disclosure requirements in the Report, the Group has taken initiative to formulate policies, record relevant data, implement and monitor measures. This Report shall be published both in Chinese and English on the website of Stock Exchange. Should there be any discrepancy between the Chinese and the English versions, the English version shall prevail.

#### Reporting Period

This Report demonstrates our sustainability initiatives during the reporting year from 1 January 2021 to 31 December 2021.

#### Contact Information

The Group welcomes your feedback on this Report. Please share your views with us via email at [enquiry@healthwisehk.com](mailto:enquiry@healthwisehk.com) to help improve our sustainability policies.

### 關於本報告

中國智能健康控股有限公司(「本公司」，連同其附屬公司統稱為「本集團」)欣然提呈本環境、社會及管治報告(「本報告」)，概述本集團對影響其營運的重大事宜的管理及本集團在環境和社會方面的表現。本報告乃由本集團在亞太合規顧問及內控服務有限公司之專業協助下編製。

#### 編製基準及範圍

本報告乃依照香港聯合交易所有限公司(「聯交所」)證券上市規則(「上市規則」)附錄二十七—「環境、社會及管治(「環境、社會及管治」)報告指引」而編製並遵守上市規則「不遵守就解釋」條文。

本報告概述本集團於企業社會責任方面的表現，涵蓋本集團視為重要的僅於香港及中華人民共和國(「中國」)的經營活動—中藥保健品分部、放債分部及投資金融工具分部。

為優化和完善本報告的披露要求，本集團已主動制定政策、記錄相關數據、實施及監督措施。本報告以中、英文版本在聯交所網站刊發。中、英文版本如有任何歧異，概以英文版本為準。

#### 報告期間

本報告列載我們於二零二一年一月一日起至二零二一年十二月三十一日止報告年內的可持續發展措施。

#### 聯絡資料

閣下如對本報告有任何反饋，歡迎電郵至 [enquiry@healthwisehk.com](mailto:enquiry@healthwisehk.com)，與本集團分享寶貴意見，幫助我們完善可持續發展政策。

### INTRODUCTION

The Group is dedicated to the provision of Chinese health products business, money lending business and investment in financial instruments business with a clear business strategy for development and growth. In the meantime, the Group acknowledges the importance of operating its business in a responsible manner to achieve sustainable development. We constantly review our operating practices and standards relating to environmental protection and social responsibility. Our corporate social responsibility (“CSR”) objective is to support the development of local community against challenges. We endeavour to help the disadvantaged and strengthen their voice in our business decision making as we aim to achieve the objectives below to fulfil our CSR:

1. Respecting social and cultural diversities, as well as equality and pride that everyone deserves.
2. Enhancing an inclusive and fair society, upholding the spirit of inclusiveness and accountability.
3. Promoting our values of honesty and humanity, as well as business principles of transparency and consistency.

Clear instructions have been made that our daily operations must be in compliance with minimum legal standards. The Group’s CSR policies are applicable to all directors, senior executives and other employees. Details of the management approaches to sustainable development in different areas are illustrated in this Report.

### STAKEHOLDERS ENGAGEMENT

The Group understands the success of the Group’s business depends on the support from its key stakeholders, who (a) have invested or will invest in the Group; (b) have the ability to influence the outcomes within the Group; and (c) are interested in or affected by or have the potential to be affected by the impact of the Group’s activities, products, services and relationships. This allows the Group to understand risks and opportunities. The Group will continue to ensure effective communication and maintain good relationship with each of its key stakeholders.

Stakeholders are prioritised from time to time in view of the Group’s roles and duties, strategic plan and business initiatives. The Group engages with its stakeholders to develop mutually beneficial relationships and to seek their views on its business proposals and initiatives as well as to promote sustainability in the marketplace, workplace, community and environment.

### 緒言

本集團致力於提供中藥保健品業務、放債業務及投資金融工具業務，訂有清晰的業務發展及增長策略。同時，本集團認識到負責任地經營業務對實現可持續發展的重要性。我們會不斷審視我們有關環保及社會責任的營運慣例及準則。我們企業社會責任（「企業社會責任」）的目標為支持本地社區的發展，協助其應對挑戰。我們竭力扶助弱勢社群，加強彼等在我們的業務決策中的話語權，因為我們旨在朝著以下目標履行我們的企業社會責任：

1. 尊重社會及文化差異，所有人均應享有公平待遇及尊嚴。
2. 推動包容公平社會，秉持包容負責精神。
3. 推崇誠信、人文的價值觀，秉持透明、一致的業務原則。

本集團已明確指示，我們的日常營運必須符合最低法律標準。本集團的企業社會責任政策適用於所有董事、高級行政人員及其他員工。針對不同領域可持續發展的管理方針詳述於本報告。

### 持份者參與

本集團深知本集團業務之成功取決於其主要持份者之支持，該等持份者(a)已投資或將投資於本集團；(b)有能力影響本集團內產生之結果；及(c)於本集團之活動、產品、服務及關係中擁有權益或受其影響或可能受其影響。透過持份者，本集團可了解風險及機遇。本集團將繼續確保與各主要持份者維持有效溝通和保持良好關係。

本集團不時因應其角色及職責、策略規劃及業務舉措而排列持份者的優先次序。本集團與其持份者接洽，旨在建立互惠關係並尋求彼等對業務計劃及舉措以及促進於市場、工作場所、社區及環境可持續發展方面之意見。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

The Group acknowledges the importance of intelligence gained from the stakeholders' insights, inquiries and continuous interest in the Group's business activities. The Group has identified key stakeholders that are important to our business and established various channels for communication.

本集團認同自持份者之見解、查詢及對本集團業務活動之持續關注中所得資料之重要性。本集團已識別對我們業務至關重要之主要持份者，並建立各種溝通渠道。

The following table provides an overview of the Group's key stakeholders, and various platforms and methods of communication are used to reach, listen and respond.

下表概述本集團之主要持份者及用於接收、聆聽及回應的各類溝通平台及方法。

Stakeholders 持份者	Issues of concern 關注事項	Engagement channels 參與渠道
Government and Market Regulators 政府及市場監管者	<ul style="list-style-type: none"><li>- Compliance</li><li>- Proper tax payment</li><li>- Promote regional economic development and employment</li></ul>	<ul style="list-style-type: none"><li>- On-site inspections and checks</li><li>- Research and discussion through work conferences, work reports preparation and submission for approval</li></ul>
Shareholders and Investors 股東及投資者	<ul style="list-style-type: none"><li>- Return on the investment</li><li>- Information disclosure and transparency</li><li>- Protection of interests and fair treatment of shareholders</li></ul>	<ul style="list-style-type: none"><li>- Annual general meetings and other shareholder meetings</li><li>- Annual reports, announcements and website</li><li>- Meeting with investors and analysts</li></ul>
Employees 僱員	<ul style="list-style-type: none"><li>- Safeguard the rights and interests of employees</li><li>- Career development opportunities</li><li>- Health and safety</li></ul>	<ul style="list-style-type: none"><li>- Trainings, seminars, briefing sessions</li><li>- Cultural and sport activities</li><li>- Intranet and emails</li></ul>

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## 環境、社會及管治報告

Stakeholders 持份者	Issues of concern 關注事項	Engagement channels 參與渠道
Customers 客戶	<ul style="list-style-type: none"> <li>- Safe and high-quality products</li> <li>- Stable relationship</li> <li>- Information transparency</li> <li>- Business ethics</li> <li>- 安全及優質產品</li> <li>- 穩定關係</li> <li>- 資料透明度</li> <li>- 商業道德</li> </ul>	<ul style="list-style-type: none"> <li>- Websites, brochures, annual reports</li> <li>- Email and customer service hotline</li> <li>- Feedback forms</li> <li>- Retail shops</li> <li>- 網站、宣傳冊、年報</li> <li>- 電郵及客戶服務熱線</li> <li>- 意見反饋表</li> <li>- 零售商舖</li> </ul>
Suppliers/Partners 供應商／合作夥伴	<ul style="list-style-type: none"> <li>- Long-term partnership</li> <li>- Honest cooperation</li> <li>- Fairness and openness</li> <li>- Risk reduction</li> <li>- 長期合作關係</li> <li>- 誠實合作</li> <li>- 公平公開</li> <li>- 降低風險</li> </ul>	<ul style="list-style-type: none"> <li>- Business meetings, supplier conferences, phone calls, interviews</li> <li>- Regular meetings</li> <li>- Review and assessment</li> <li>- Tendering process</li> <li>- 業務會議、供應商會議、電話、面訪</li> <li>- 定期會議</li> <li>- 檢討及評估</li> <li>- 投標流程</li> </ul>
Peer/Industry associations 同業／行業協會	<ul style="list-style-type: none"> <li>- Experience sharing and cooperation</li> <li>- Fair competition</li> <li>- 經驗分享及合作</li> <li>- 公平競爭</li> </ul>	<ul style="list-style-type: none"> <li>- Industry conference</li> <li>- Site visits</li> <li>- 行業會議</li> <li>- 實地拜訪</li> </ul>
Public and Communities 公眾及社區	<ul style="list-style-type: none"> <li>- Community involvement</li> <li>- Social responsibilities</li> <li>- 社區參與</li> <li>- 社會責任</li> </ul>	<ul style="list-style-type: none"> <li>- Volunteering</li> <li>- Charity and social investment</li> <li>- 義工</li> <li>- 慈善及社會投資</li> </ul>

Through general communication with stakeholders, the Group understands the expectations and concerns from stakeholders. The feedbacks obtained allow the Group to make more informed decisions, and to better assess and manage the resulting impact.

透過與持份者的全面溝通，本集團了解持份者的期望及顧慮，所獲得的反饋令本集團可作出更為明智的決定，以及更好地評估及管理其產生的影響。

The Group have adopted the principle of materiality in the ESG reporting by understanding the key ESG issues that are important to the business of the Group. All the key ESG issues and key performance indicators (KPIs) are reported in the Report according to recommendations of the ESG Reporting Guide (Appendix 27 of the Listing Rules) and the guidelines of Global Reporting Initiative ("GRI").

本集團透過了解對本集團的業務而言屬重要的關鍵環境、社會及管治議題，已於環境、社會及管治報告中採納重要性原則。根據環境、社會及管治報告指引(上市規則附錄27)及全球報告倡議組織(「全球報告倡議組織」)指引的推薦建議，本集團已於本報告中匯報所有關鍵環境、社會及管治議題和關鍵績效指標。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

The Group has evaluated the materiality and importance in ESG aspects through the following steps:

### Step 1: Identification — Industry Benchmarking

- Relevant ESG areas were identified through the review of relevant ESG reports of the local and international industry peers.
- The materiality of each ESG area was determined based on the importance of each ESG area to the Group through internal discussion of the management and the recommendation of ESG Reporting Guide (Appendix 27 of the Listing Rules).

### Step 2: Prioritization — Stakeholder Engagement

- The Group discussed with key stakeholders on key ESG areas identified above to ensure all the key aspects to be covered.

### Step 3: Validation — Determining Material Issues

- Based on the discussion with key stakeholders and internal discussion among the management, the Group's management ensured all the key and material ESG areas, which were important to the business development, were reported and in compliance with ESG Reporting Guide.

As a result of this process carried out in 2021 those important ESG areas to the Group were discussed in this Report.

## ESG GOVERNANCE

### Board's oversight of ESG issues

Board's overall vision and strategy in managing ESG issues

The board of directors ("Board") has a primary role in overseeing the management of the Group's sustainability issues. During the year, the Board and the ESG Working Group spent significant time in evaluating the impact of ESG-related risks on our operation and formulating relevant policy in dealing with the risks. The oversight of the Board is to ensure the management to have all the right tools and resources to oversee the ESG issues in the context of strategy and long-term value creation.

本集團已透過採取下列步驟評估環境、社會及管治方面之重大性及重要性：

### 步驟 1：識別 — 行業基準

- 透過審閱本地及國際同行之相關環境、社會及管治報告，識別環境、社會及管治相關範疇。
- 各環境、社會及管治範疇之重要性乃基於透過管理層內部討論得出其對本集團的重要程度，並按上市規則附錄 27 環境、社會及管治報告指引之推薦意見而釐定。

### 步驟 2：優先次序 — 持份者參與

- 本集團就上文識別之主要環境、社會及管治範疇與主要持份者進行討論，以確保涵蓋所有重要範疇。

### 步驟 3：確認 — 釐定重大議題

- 基於與主要持份者之討論及管理層內部討論，本集團管理層確保所有對業務發展屬重要之主要及重大環境、社會及管治範疇均予以呈報，且遵守環境、社會及管治報告指引。

由於該程序於二零二一年實施，對本集團屬重要之環境、社會及管治範疇均已於本報告內討論。

## 環境、社會及管治

### 董事會對環境、社會及管治事宜的監督

董事會就管理環境、社會及管治事宜的整體願景及策略

董事會（「董事會」）在監督本集團管理可持續發展事宜方面擔當重要角色。年內，董事會及環境、社會及管治工作小組花費大量時間評估環境、社會及管治相關風險對我們的營運及制訂處理有關風險的相關政策的影響。董事會進行監督以確保管理層備有一切合適工具及資源監察策略及長遠創造價值方面的環境、社會及管治事宜。

To demonstrate our commitment to transparency and accountability, our Group has established an ESG Working Group, which directly reports to the Board. We highly value the opinions of each stakeholder and treat them as the cornerstone for the development of the Group. During the reporting year, the ESG Working Group consisted of four members, including two Executive Directors, an Assistant Human Resources Manager and an Accountant.

The ESG Working Group is primarily responsible for reviewing and supervising the ESG process, and risk management of the Group. Different ESG issues are reviewed by the ESG Working Group at the meetings, which holds once a year. During the reporting year, the ESG Working Group and the management reviewed the ESG governance and different ESG issues.

### Board's ESG management approach and strategy for material ESG-related issues

In order to better understand the opinions and expectations of different stakeholders on our ESG issues, materiality assessment is conducted each year. We ensure various platforms and channels of communication are used to reach, listen and respond to our key stakeholders. Through general communication with stakeholders, the Group understands the expectations and concerns from stakeholders. The feedbacks obtained allow the Group to make more informed decisions, and to better assess and manage the resulting impact.

The Group has evaluated the materiality and importance in ESG aspects through the steps: (1) material ESG area identification by industry benchmarking; (2) key ESG area prioritization with stakeholder engagement; and (3) validation and determining material ESG issues based on results of communication among stakeholders and the management.

Hence, this can enhance understanding of their degree and change of attention to each significant ESG issue, and can enable us to more comprehensively plan our sustainable development work in the future. Those important and material ESG areas identified during our material assessment were discussed in this Report.

為說明我們對透明度及問責性的承擔，本集團已成立環境、社會及管治工作小組，該小組直接向董事會報告。我們高度重視每名持份者的意見，視其為本集團發展的基石。於報告年內，環境、社會及管治工作小組由四名成員組成，包括兩名執行董事、一名助理人力資源經理及一名會計師。

環境、社會及管治工作小組主要負責審閱及監督本集團的環境、社會及管治流程及風險管理。該環境、社會及管治工作小組於每年舉行一次的會議上審閱多項環境、社會及管治事宜。於報告年內，環境、社會及管治工作小組與管理層審閱環境、社會及管治的管治工作及多項環境、社會及管治事宜。

### 董事會對重大環境、社會及管治相關事宜的環境、社會及管治管理方針及策略

為更了解各持份者對我們的環境、社會及管治事宜的意見及期望，我們每年進行重大性評估。我們確保使用多個溝通平台及渠道與主要持份者接洽、聆聽及作出回應。透過與持份者進行一般交流，本集團得以了解持份者的期望及關注事項。所獲得反饋使本集團可作出更知情決定並更有效評估及管理所導致的影響。

本集團已透過下列步驟評估環境、社會及管治方面的重大性及重要性：(1)按行業基準識別重大環境、社會及管治範疇；(2)在持份者參與下排列主要環境、社會及管治範疇的優先次序；及(3)根據持份者與管理層的溝通結果核實及釐定重大環境、社會及管治事宜。

因此，此舉可提升彼等對重大環境、社會及管治事宜的關注程度及有關變化，令我們未來得以更全面規劃我們的可持續發展工作。本報告已討論於重大性評估中識別的該等重要及重大環境、社會及管治範疇。



# Environmental, Social and Governance Report

## 環境、社會及管治報告

### Board review progress against ESG-related goals and targets

The progress of target implementation and the performance of the goals and targets should be closely reviewed from time to time. Rectification may be needed if the progress falls short of expectation. Effective communication about the goals and target process with key stakeholders such as employees is essential, as this enables them to be engaged in the implementation process, and to feel they are part of the change that the Company aspires to achieve.

Setting strategic goals for the coming three to five years enables the Group to develop a realistic roadmap and focus on results in achieving the visions.

Setting targets requires the ESG Working Group to carefully examine the attainability of the targets which should be weighed against the company's ambitions and goals. During the year, our Group set targets on an absolute basis.

## A. ENVIRONMENTAL ASPECTS

### A1. Emissions

The Group is committed to providing consumers with high-quality and safe products which are harmless to both human and environment. Our employees' behaviour is bound by our environmental policies, which are also set out in employment contracts. Review of our environmental policies and relevant internal guidelines are conducted regularly to ensure that we comply with relevant local laws and are aligned with the latest industry practices, thereby further improving our environmental standard.

#### Air Pollutants Emission

The Group's air pollutants emission mainly comes from daily operation of offices. The Group did not have air pollutants emission from 1 January 2021 to 31 December 2021 as it did not have any vehicle used during the year.

### 董事會針對環境、社會及管治相關目標及指標的審閱程序

我們不時密切檢討落實指標以及達成目標及指標的程序。倘有關程序未符預期，則可能需要作出糾正。與主要持份者(例如僱員)有效溝通有關目標及指標程序乃屬關鍵，因為此舉令彼等可參與落實過程，使彼等可感受本身等為本公司盼望達成變革的一部分。

為未來三至五年訂立策略性目標讓本集團可專注為達成願景而制訂具體計劃。

訂立指標需要環境、社會及管治工作小組仔細審查指標的可實現程度，針對本公司志向及目標進行衡量。年內，本集團按絕對基準訂立指標。

## A. 環境層面

### A1. 排放

本集團旨在為消費者提供優質、安全、對人體及環境無害的產品。我們的環保政策亦列於員工合約當中，以對員工有關行為進行制約。我們定期檢討環保政策及相關內部指引，以確保符合相關地區的法律以及行業的最新慣例，從而持續提升我們的環保水平。

#### 空氣污染物排放

本集團排放的空氣污染物主要來自於辦公室日常營運。由於本集團於報告年內並無使用汽車，故本集團自二零二一年一月一日起至二零二一年十二月三十一日並無空氣污染物排放。

### Greenhouse Gas (“GHG”) Emission

Communities around the world are gradually becoming more concerned about climate change. The Group recognises that climate change can pose a risk to its business and it is committed to mitigating the effects of climate change. GHG is considered as one of the major contributors to climate change. As the majority of the Group’s GHG emission comes from energy consumption, the Group manages its carbon footprint by minimising the energy consumption in its business operation.

Policies and measures adopted on energy saving to reduce GHG emission are mentioned in the section “Use of Resources”. The Group did not have GHG Scope 1 emission in 2021 as there was no vehicle use during the year. The increase in GHG emission in 2021 was mainly attributable to the increase in the operating activities of Nam Pei Hong shops and the revenue from sales of the Chinese health product segment during the reporting year. Furthermore, the Group targets to reduce GHG emission intensity (in terms of tonnes of CO<sub>2</sub>-e emitted per employee) by 5% by 2030.

The GHG emission of the Group during the year is as follows.

GHG emission 溫室氣體排放	Unit 單位	2021 二零二一年	2020 二零二零年
Scope 2 <sup>1</sup> 範圍 2 <sup>1</sup>	tonnes of CO <sub>2</sub> -e 噸二氧化碳當量	137	128
Total GHG emission 溫室氣體排放總量	tonnes of CO <sub>2</sub> -e 噸二氧化碳當量	137	128
GHG emission intensity 溫室氣體排放密度	tonnes of CO <sub>2</sub> -e/employee 噸二氧化碳當量／員工	1.32	1.33

<sup>1</sup> Scope 2: Indirect emissions from the purchased electricity consumed by the Group.

### 溫室氣體排放

氣候變化日益受到全球社區的廣泛關注。本集團知悉氣候變化會對其業務產生風險，並致力減低氣候變化的影響。溫室氣體被視為導致氣候變化的主要原因之一。由於本集團排放的溫室氣體主要來自能源消耗，本集團藉減少業務營運期間的能源消耗以控制其碳足印。

為減少溫室氣體排放而採取的節能政策及措施於「資源使用」一節中提述。本集團於二零二一年並無溫室氣體範圍1排放，乃由於於年內並無使用汽車。於二零二一年溫室氣體排放有所增加，主要由於報告年內南北行店舖的經營活動以及中藥保健品分部銷售收入增加所致。此外，本集團的目標為於二零三零年之前將溫室氣體排放密度（以每僱員排放的二氧化碳當量（噸）計）減少5%。

於年內，本集團的溫室氣體排放如下。

<sup>1</sup> 範圍2：本集團所消耗購買電力間接產生的排放。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

### Waste Management

The Group encourages the use of email and electronic documentation to achieve “paperless office”. The Group sets up a paper usage monitoring system. Paper consumption is recorded to analyse the trend of paper usage in order to formulate measures to save paper. The decrease in the non-hazardous waste in 2021 was mainly due to the effective implementation of waste reduction policies such as the adaptation of smaller size printed label instead of A4 paper for HKTV Mall sales packaging during the year. Furthermore, the Group targets to reduce waste generation intensity (in terms of tonnes of waste per employee) by 5% by 2030.

The wastes produced by the Group with different management methods during the reporting year are summarised as follows:

Non-hazardous waste generated 所產生無害廢棄物	Unit 單位	2021 二零二一年	2020 二零二零年
Non-hazardous waste recycled 無害廢棄物回收量	tonnes 噸	0.26	0.67
Non-hazardous waste generated <sup>2</sup> 所產生無害廢棄物量 <sup>2</sup>	tonnes 噸	0.26	0.67
Non-hazardous waste generated intensity 無害廢棄物密度	tonnes/employee 噸／員工	0.003	0.007

### 廢棄物處理

本集團鼓勵利用電郵及電子文件以達至「無紙化辦公」。本集團已安裝用紙監控系統，記錄紙張消耗以分析用紙趨勢並制定措施節約紙張。於二零二一年無害廢棄物有所減少，主要由於年內有效實施減廢政策，例如於HKTV Mall的銷售包裝改用小尺寸印刷標籤以代替A4紙所致。此外，本集團的目標為於二零二零年之前將所產生廢棄物密度（以每僱員排放的廢棄物（噸）計）減少5%。

於報告年內，本集團所產生的採用不同處理方法的廢棄物概述如下：

<sup>2</sup> Total non-hazardous waste produced is the sum of total non-hazardous waste disposed and total non-hazardous waste recycled.

<sup>2</sup> 所產生無害廢棄物總量是總無害廢棄物棄置量和總無害廢棄物回收量相加的總和。

### A2. Use of resources

#### Energy Saving

The Group sets up an electricity usage monitoring system to better monitor the electricity usage. Monthly electricity consumption is recorded to analyse any sudden increase in consumption and to implement measures to minimise the electricity consumption. Besides, we have installed LED lighting system to reduce electricity consumption. During the reporting year, the increase in total energy consumption was mainly due to the increase in the operating activities of Nam Pei Hong shops and the revenue from sales of the Chinese health product segment in 2021. Furthermore, the Group targets to reduce energy consumption intensity (in terms of MWh of energy consumed per employee) by 5% by 2030.

The energy consumption of the Group is as follows:

Energy Consumption 能源消耗	Unit 單位	2021 二零二一年	2020 二零二零年
Purchased electricity 購買電力	MWh 兆瓦時	351	328
Total energy consumption 能源消耗總量	MWh 兆瓦時	351	328
Energy consumption intensity 能源消耗密度	MWh/employee 兆瓦時／員工	3.38	3.41

### A2. 資源使用

#### 節能

本集團已安裝用電監控系統以更好地監控用電。該系統記錄每月用電，以分析其任何突然增加並制定措施減少電力消耗。此外，我們亦已安裝LED照明系統減少電力消耗。於報告年內，能源消耗總量有所增加，主要由於南北行店舖的經營活動及來自中藥保健品分部的銷售收益於二零二一年均有增加所致。此外，本集團的目標為於二零三零年之前將能源消耗密度(以每僱員耗用的能源(兆瓦時)計)減少5%。

本集團的能源消耗如下：

# Environmental, Social and Governance Report

## 環境、社會及管治報告

### Water Saving

The water consumption of the Group comes from office operation. In case of any leaking pipes, the Group will immediately inform repairing company to reduce water wastage. The increase in water consumption in 2021 was mainly attributable to the increase in the operating activities of Nam Pei Hong shops and the revenue from sales of the Chinese health product segment during the reporting year. Furthermore, the Group targets to reduce water consumption intensity (in terms of m<sup>3</sup> of water consumed per employee) by 5% by 2030.

During the reporting year, the water consumption of the Group is as follows:

Water Consumption 耗水量	Unit 單位	2021 二零二一年	2020 二零二零年
Water consumption 耗水量	m <sup>3</sup> 立方米	172	94
Total water consumption 總耗水量	m <sup>3</sup> 立方米	172	94
Water consumption intensity 耗水密度	m <sup>3</sup> /employee 立方米／員工	1.66	0.98

### Packaging Materials

The major packaging materials used are paper, plastic and metal. The packaging materials consumption remained stable in 2021 as there was effective implementation of packaging materials saving policies during the year. In addition, the Group targets to reduce packaging materials consumption intensity (in terms of tonnes of packaging materials consumed per employee) by 5% by 2030. The consumption of these materials by the Group is summarised as below:

### 節水

本集團的水消耗產生自辦公室運作。倘存在任何水管泄漏，本集團將及時通知維修公司以減少水資源浪費。於二零二一年耗水量有所增加，主要由於報告年內南北行店舖的經營活動以及中藥保健品分部銷售收入增加所致。此外，本集團的目標為於二零三零年之前將耗水密度(以每僱員耗用的水量(立方米)計)減少5%。

於報告年內，本集團的耗水量如下：

### 包裝材料

我們使用的主要包裝材料為紙張、塑料及金屬。於二零二一年包裝材料消耗量維持穩定，此乃由於年內有效實施減少包裝材料政策所致。此外，本集團的目標為於二零三零年之前將包裝材料消耗(以每僱員消耗的包裝材料量(噸)計)減少5%。本集團使用的有關材料消耗量概述如下：

Packaging Materials Consumption 包裝材料消耗量	Unit 單位	2021 二零二一年	2020 二零二零年
Paper 紙張	tonnes 噸	4.8	3.0
Plastic 塑料	tonnes 噸	3.0	5.0
Metal 金屬	tonnes 噸	1.3	1.2
Total 總計	tonnes 噸	9.1	9.2

### A3. The environment and natural resources

With the integration of policies and measures to reduce air pollutants and GHG emission, waste generation and resources consumption, the Group strives to enhance environmental sustainability and minimise the impacts on the environment. Our executives oversee the implementation of relevant policies and measures. When necessary, improvement measures will be implemented.

### A3. 環境及天然資源

透過整合減少空氣污染物及溫室氣體排放、廢棄物的產生及資源消耗的政策及措施，本集團致力提升環境可持續性及盡量減少對環境造成之影響。我們的行政人員會監督相關政策及措施的實施情況。如有需要，我們會實施改善措施。

### A4. Climate change

#### Governance

Our Group addresses climate-related risks based on the nature of the risk to our operations. The physical impacts of climate change, including extreme weather events, or damage to facilities have immediate operational impacts and are treated as operational risks. Long-term challenges, such as emerging ESG issues and climate-related risks and opportunities, may be discussed by the Group's ESG Working Group. Our ESG Working Group provides effective governance for integrating and addressing ESG issues, including climate change, within our business.

The ESG Working Group is responsible for approving operational emissions targets for the Group and commissioning an ESG benchmarking, as well as gap analysis exercise to identify gaps in both disclosure and policy relative to best practice standards. Moreover, the ESG Working Group works closely with the Group's different operation departments, with an aim to develop consistent and enhanced approaches on addressing ESG risk issues and report to the management.

#### Strategy

Climate change risk forms part of our overall risk profile through its role in increasing the frequency and intensity of certain diseases, and the health and mortality impacts resulting from natural disasters. We assess the overall level of risk by taking into consideration a range of diverse risk factors across the many categories in our product or services range.

This diversity of risk is combined with our business strategy and broad geographic footprint helps us distribute risk and provide protection against the impacts of short-term climate change effects. Our products and services continue to provide protection for people in our communities against weather and heat-related disease. Besides, we continue to explore opportunities to engage our business partners and encourage them to develop climate resilience and reduce their operational carbon footprint by taking into consideration of different climate-related scenarios, including a "2°C or lower scenario" through the following steps:

### A4. 氣候變化

#### 管治

本集團根據營運風險性質應對氣候相關風險。會對營運產生即時影響的氣候變化實體影響(包括極端天氣事件或設施損壞)被視為營運風險。本集團的環境、社會及管治工作小組可能會討論長期挑戰，例如新出現的環境、社會及管治事宜以及氣候相關風險及機遇。我們的環境、社會及管治工作小組提供有效的管治，以便在我們的業務中整合及應對環境、社會及管治事宜，包括氣候變化。

環境、社會及管治工作小組負責批准本集團的營運排放目標並委託進行環境、社會及管治基準測試，以及差距分析活動，以識別與最佳常規標準相關的披露及政策方面的差距。此外，環境、社會及管治工作小組與本集團不同的營運部門緊密合作，旨在就解決環境、社會及管治風險事宜，制定一致及改善方法並向管理層報告。

#### 策略

就我們整體風險狀況而言，氣候變化風險會增加某些疾病的頻率及強度以及自然災害對健康及死亡率的影響。我們透過考慮我們產品或服務範圍內不同類別的多樣風險因素來評估整體風險水平。

風險的多樣性與我們的業務策略互相結合，廣泛的地理足印有助我們分散風險並提供針對短期氣候變化影響的保護。我們的產品及服務繼續為社區的人們提供保護，使其免受天氣及高溫相關疾病的侵害。此外，我們將繼續探索與我們業務合作夥伴參與的機會，並鼓勵他們通過以下步驟考慮不同氣候相關情景，包括「2°C 或以下的情景」，以發展氣候韌性並減少其營運碳足印：

### Step 1: Set Future Images Assuming Climate Change Effects

As climate change measures proceeds, there is a possibility that the industry will be exposed to substantial changes, such as stricter policies including the introduction of and increases in carbon pricing, as well as advances in technology and changes in customer awareness.

In light of these climate change effects, based on the International Energy Agency ("IEA") scenarios and others, we developed multiple future images as the external environment that will surround our Group. With regard to the IEA scenarios, we put focus on the 2°C scenario (2DS) and pictured future images in case where climate change measures do not progress and where such measures progress further "Beyond 2°C scenario".

### Step 2: Consider the Impacts

We considered the impacts on our Group for each of the future images developed in Step 1. We believe that it will be possible to expedite carbon dioxide reduction effects in our society.

With regard to the effects on raw material procurement and production, introduction of and increases in carbon pricing is anticipated in accordance with the global advance of climate change measures, leading to the possibility of higher raw material procurement and production costs.

On the other hand, in the case where climate change measures are not adequate throughout society, production interruptions and supply chain disruptions are likely to increase as a result of higher frequency and intensification of natural disasters such as flooding.

步驟 1：以假設氣候變化影響設置未來圖像

隨著氣候變化措施的推進，業界可能會面臨重大變化，例如更嚴格的政策，包括引入及提高碳定價，以及技術進步及客戶意識的變化。

鑒於該等氣候變化的影響，我們根據國際能源署（「國際能源署」）的情景及其他情況制定了多個未來圖像作為本集團周圍的外部環境。就國際能源署的情景而言，我們將重點放在 2°C 情景（「2DS」）上，並描繪了在氣候變化措施沒有取得進展以及有關措施進一步發展成「超出 2°C 的情景」情況下的未來圖像。

步驟 2：考慮其影響

我們考慮了於步驟 1 中制定的每一個未來圖像對本集團的影響。藉此，我們相信可加快於我們社會的二氧化碳減排成效。

在對原材料採購及生產的影響方面，隨著全球氣候變化措施的推進，預計碳定價的引入及上升將導致原材料採購及生產成本上升的可能性。

另一方面，在社會應對氣候變化措施不足的情況下，由於洪水等自然災害的頻率及強度增加，生產中斷及供應鏈中斷的可能性亦會增加。



# Environmental, Social and Governance Report

## 環境、社會及管治報告

### Step 3: Respond to the Strategies

Our Group will begin promoting the reduction of non-renewable energy in our daily operation. This strategy will allow for flexible and strategic responses to each demand for the regions where the emission factors of purchased electricity consumptions are high. By promoting real carbon emissions reductions throughout the world through these types of initiatives, we are working to achieve zero carbon emission in our business.

We minimize carbon emissions through comprehensive energy-saving and introduction of renewable energy. With respect to renewable energy in particular, we have set a new target, achieve a reduction rate for purchased electricity in coming few years.

With regard to the ongoing confirmation of the suitability and progress of the Group's strategies, we believe that we will have opportunities for stable funding and sustainable increase in corporate value through appropriate information disclosure, dialogue with institutional investors and other stakeholders.

### Risk Management

Our Group identifies the climate change related risks or to test the existing risk management strategies under climate change with the aid of risk assessment. Hence, the areas where new strategies are needed can be identified.

The risk assessment takes a standard risk-based approach using national data, local information and expert knowledge, which can identify how climate change may compound existing risks or create new ones.

### 步驟 3：回應策略

本集團將從日常營運中開始推動減少不可再生能源。有關策略將允許對購買電力消耗量排放因素高的地區各種需求做出靈活及策略性的回應。透過在世界各地推動有關類型的倡議、促進真正的碳減排，我們正努力從業務中實現零碳排放。

我們透過綜合節能及引進可再生能源來減少碳排放。特別是在可再生能源方面，我們制定了新的目標，於未來幾年內實現減少購買電力。

就持續確認本集團策略的適宜性及進展而言，我們相信，透過適當的信息披露、與投資機構及其他持份者的對話，我們將有機會獲得穩定的資金及可持續的企業價值增長。

### 風險管理

本集團透過風險評估識別氣候變化相關風險或測試氣候變化下的現有風險管理策略，因此能夠識別需要新策略的範疇。

風險評估採用基於風險的標準方法，使用國際數據、本地信息及專家知識，有關方法能夠識別氣候變化如何加劇現有風險或引起新的風險。

The risk assessment is conducted through the following steps:

### Step 1: Establish the context

- Objective/goal
- Scale
- Time frame
- Climate change scenario for most climate variables and sea level

### Step 2: Identify existing risk (past and current)

- Identify the record of occurrence of climatic hazard in the past in the area
- Risk management strategies in place to tackle future occurrence of the hazard

### Step 3: Identify future risk and opportunities

- Explore climate change projections for the selected time frame(s) and emission scenario(s)
- Identify potential hazards
- Investigate whether any existing risk from Step 2 may get worse under future projected changes
- Identify new risks that can emerge under future projected changes

### Step 4: Analyze and evaluate risk

- Identify a set of decision areas or systems (i.e., geographical areas, business operation, assets, ecosystems, etc.) that has the potential to be at risk in future

風險評估透過以下步驟進行：

### 步驟 1：制定背景

- 目標
- 規模
- 期限
- 大多數氣候可變因素及海平面的氣候變化情景

### 步驟 2：識別現有風險（過去及目前）

- 識別有關區域過去發生氣候災害的記錄
- 制定風險管理策略以應對未來發生的災害

### 步驟 3：識別未來風險及機遇

- 探索已選定期限及排放情景的氣候變化預測
- 識別潛在災害
- 調查步驟 2 中的任何現有風險在未來預計的變化下會否惡化
- 識別在未來預計變化下可能出現的新風險

### 步驟 4：分析及評估風險

- 識別未來潛在風險的決策範疇或系統（即地理區域、業務營運、資產、生態系統等）

# Environmental, Social and Governance Report

## 環境、社會及管治報告

As outlined within the Governance section above, the Group has robust risk management and business planning processes that are overseen by the board of directors in order to identify, assess and manage climate-related risks. The Group engages with government and other appropriate organizations in order to keep abreast of expected and potential regulatory and/or fiscal changes.

We continue to raise awareness of climate change in regard to monitoring of carbon and energy footprint in our daily operation. However, there remains gaps in understanding how such climate risks and opportunities may impact our operations, assets and profits. Our Group assesses how the business addresses climate change risks and opportunities and takes the initiative to monitor and reduce their environmental footprint.

誠如上文管治一節所述，本集團擁有健全的風險管理及業務規劃流程，並由董事會監督，以識別、評估及管理與氣候相關風險。本集團與政府及其他適當組織合作，以跟上預期及潛在的監管及／或財政變化。

我們繼續提高對氣候變化的意識，以監察我們日常營運中的碳及能源足印。然而，在理解有關氣候風險及機遇可如何影響我們的營運、資產及溢利而言仍然存在差距。本集團評估業務如何應對氣候變化風險及機遇，並主動監察及減少其環境足印。

### Significant Climate-related Issues

During the reporting period, the significant climate-related physical risks and transition risks, which have impacted and/or may impact our Group's business and strategy in (i) operations, products and services, (ii) supply chain and value chain, (iii) adaptation and mitigation activities, (iv) investment in research and development, and (v) financial planning, as well as the steps taken to manage these risks, are as follows:

### 重大氣候相關事宜

於報告期內，已影響及／或可能會影響本集團在(i)營運、產品及服務、(ii)供應鏈及價值鏈、(iii)應對及緩解活動、(iv)研發投資、及(v)財務規劃方面的業務及策略的重大氣候相關實體風險及過渡風險，以及為管理有關風險而採取的步驟如下：

Climate-related risks description 氣候相關風險描述	Financial Impact 財務影響	Steps taken to manage the risks 為管理風險而採取的步驟
<p><b>Physical Risk</b> 實體風險</p> <p><b>Acute physical risks</b> 急性實體風險</p> <ul style="list-style-type: none"> <li>Increased severity and frequency of extreme weather events such as cyclones and floods. These have the potential to cause both idiosyncratic and systemic risks, resulting in potential damage to office equipment.</li> <li>極端天氣事件的嚴重性及頻率增加，例如颱風及洪水。有關事件有可能導致特殊以及系統性風險，導致辦公室設施的潛在損害。</li> </ul>	<ul style="list-style-type: none"> <li>Operating cost and repairing expense increase</li> <li>營運成本及維修開支增加</li> </ul>	<ul style="list-style-type: none"> <li>Planned to establish a natural disasters emergency plan.</li> <li>計劃制定自然災害緊急方案。</li> <li>Planned to devise an action plan to articulate the goals and targets of GHG emission and energy consumption reduction, and how to achieve those targets and defined responsibilities.</li> <li>計劃制定行動計劃以明確減少溫室氣體排放及能源消耗量目標，以及如何實現有關目標及定義的職責。</li> </ul>

# Environmental, Social and Governance Report

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Climate-related risks description 氣候相關風險描述	Financial Impact 財務影響	Steps taken to manage the risks 為管理風險而採取的步驟
<b>Chronic physical risks 慢性實體風險</b> <ul style="list-style-type: none"><li>• Changes in precipitation patterns and extreme variability in weather patterns. Frequent extreme weather events and rising in sea levels are likely to pose disruptions to communities across the region over the long term, affecting economic output and business productivity.</li><li>• Governments that have been pushing for new regulation to reduce GHG emission will pose a threat to financial performance of a business and increase regulatory risk.</li><li>• 降雨模式及極端的天氣模式的變化。頻繁的極端天氣事件及海平面上升長期可能會對各地區的社區造成干擾，影響經濟產出及企業生產力。</li><li>• 已推動減少溫室氣體排放的新規定的政府將引起對企業財務業績的威脅及增加監管風險。</li></ul>	<ul style="list-style-type: none"><li>• Revenue reduces</li><li>• Operating cost increases</li><li>• 收入減少</li><li>• 營運成本增加</li></ul>	<ul style="list-style-type: none"><li>• Planned improvements, retrofits, relocations, or other changes to facilities that may reduce their vulnerability to climate impacts, and increases climate resilience in long term.</li><li>• Record the energy consumption to identify peaks in usage, thus significant savings could be determined.</li><li>• Engaged with local or national governments and local stakeholders on local resilience.</li><li>• 計劃對設施改善、翻新、遷移或其他變動，以減少氣候影響對有關設施的致命性，並提高長期的氣候韌性。</li><li>• 記錄能源消耗量以識別使用量的高峰期，從而節省大量資金。</li><li>• 就本地韌性而言，與本地或全球政府及本地持份者合作。</li></ul>

Climate-related risks description 氣候相關風險描述	Financial Impact 財務影響	Steps taken to manage the risks 為管理風險而採取的步驟
<p>Transitional Risk 過渡風險</p>		
<p>Policy risk 政策風險</p> <ul style="list-style-type: none"> <li>• As a result of energy efficiency requirements, the carbon-pricing mechanisms set by the Government may increase the price of fossil fuels.</li> <li>• Mandates on and regulation of existing products and services as of the tightened environmental and safety laws and standards of oil. We have to spend much compliance cost to update or maintain the equipment to fulfil the new regulations.</li> <li>• 政府制定的碳定價機制可能會因能源效率的要求令化石燃料的價格上升。</li> <li>• 在收緊的環境及石油安全法規及標準下授權及監管現有的產品及服務。我們須使用更多的合規成本以更新或維持設備以履行新的規定。</li> </ul>	<ul style="list-style-type: none"> <li>• Operating cost increases</li> <li>• 營運成本增加</li> </ul>	<ul style="list-style-type: none"> <li>• Planned to conduct a carbon footprint survey, in order to work out the company's footprint, to prioritize energy and reductions.</li> <li>• Monitor the updates of the relevant environmental laws and regulations against existing products and services, to avoid the unnecessary increase in cost and expenditure due to non-compliance.</li> <li>• 計劃進行碳足印調查來計算出本公司的足印，優先考慮能源及減排。</li> <li>• 監察針對現有產品及服務相關的環境法律及法規的更新，避免不必要及因不合規的成本增加。</li> </ul>

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Climate-related risks description 氣候相關風險描述	Financial Impact 財務影響	Steps taken to manage the risks 為管理風險而採取的步驟
<p><b>Legal risk</b> 法律風險</p> <ul style="list-style-type: none"><li>Exposure to litigation risk. We have to adapt the tightened law and regulations imposed by the government due to climate change, as well as bear the risk of potential litigation once we fail to obligate the new regulations.</li><li>Enhanced air pollutant emissions-reporting obligations for local government, and we may have to spend more time on fulfilling the ESG reporting standards to comply with the Hong Kong Listing Rules.</li><li>面臨訴訟風險。我們必須適應由政府因氣候變化而實施收緊的法律及法規，以及一旦我們無法履行新規定的義務，則須承擔潛在訴訟風險。</li><li>就本地政府提高對報告空氣污染物排放的義務而言，我們可能須花更多的時間來履行環境、社會及管治報告準則以遵守香港上市規則。</li></ul>	<ul style="list-style-type: none"><li>Operating cost increases</li><li>營運成本增加</li></ul>	<ul style="list-style-type: none"><li>Monitored the updates of environmental laws and regulations and implemented GHG emissions calculations in advance.</li><li>Continued monitoring of the ESG reporting standards of the Hong Kong Listing Rules.</li><li>監察環境法律及法規的更新並提早實施溫室氣體排放計算。</li><li>繼續監察香港上市規則環境、社會及管治報告準則。</li></ul>
<p><b>Technology risk</b> 技術風險</p> <ul style="list-style-type: none"><li>Low-carbon, energy-saving technologies are launched recently. Lagging behind of technology advancement may weaken our competitive edges.</li><li>最近推出的低碳、節能技術。技術落後可能會削弱我們的競爭優勢。</li></ul>	<ul style="list-style-type: none"><li>Capital investment increases</li><li>Research and Development (R&amp;D) expense increases</li><li>投資資本增加</li><li>研發開支增加</li></ul>	<ul style="list-style-type: none"><li>Planned to invest in the innovations of energy saving products.</li><li>Examined the feasibility and benefits of applying the latest low-carbon and energy-saving technologies into our operation.</li><li>計劃投資於節能產品創新。</li><li>審查在我們營運中應用最新的低碳及節能技術的可行性及好處。</li></ul>

Climate-related risks description 氣候相關風險描述	Financial Impact 財務影響	Steps taken to manage the risks 為管理風險而採取的步驟
<b>Market risk</b> <b>市場風險</b>		
<ul style="list-style-type: none"> <li>• More customers are concerned about climate-related risks and opportunities, which may lead to changes in customer preference.</li> <li>• Inability to attract co-financiers and/or investors due to uncertain risks related to the climate.</li> <li>• 更多客戶關注氣候相關風險及機遇，可能令客戶偏好有所改變。</li> <li>• 因氣候相關的不確定風險而導致無法吸引融資合作夥伴及／或投資者。</li> </ul>	<ul style="list-style-type: none"> <li>• Revenue decreases</li> <li>• Operating cost increases</li> <li>• Production cost increases</li> <li>• 收益減少</li> <li>• 營運成本增加</li> <li>• 生產成本增加</li> </ul>	<ul style="list-style-type: none"> <li>• Fulfilled the climate-related regulations by the government.</li> <li>• Prioritize the climate change as a high concern in the market decisions to show to the clients that the company is concerned about the problem of climate change.</li> <li>• 符合政府的氣候相關規例。</li> <li>• 作出市場決策時將氣候變化優先列為高度關注事項，讓客戶了解到公司對氣候變化問題的關注。</li> </ul>
<b>Reputational risk</b> <b>信譽風險</b>		
<ul style="list-style-type: none"> <li>• Negative press coverage related to support of our Group's business projects or activities with negative impacts on the climate (e.g., GHG emissions and energy conservation), which may affect our reputation and image.</li> <li>• 有關本集團商業項目或活動支援對氣候有負面影響(如溫室氣體排放及節省能源)的負面新聞報道，可能會影響我們的信譽及形象。</li> </ul>	<ul style="list-style-type: none"> <li>• Revenue decreases</li> <li>• Operating costs increases</li> <li>• 收益減少</li> <li>• 營運成本增加</li> </ul>	<ul style="list-style-type: none"> <li>• Fulfilled the social responsibility by organizing more public relation activities to show how our Group places importance on climate change.</li> <li>• 組織更多公關活動展示本集團對氣候變化的重視，以履行社會責任。</li> </ul>



# Environmental, Social and Governance Report

## 環境、社會及管治報告

During the reporting period, the primary climate-related opportunities and the corresponding financial impacts were as follows:

於報告期內，氣候相關的主要機遇及相應財務影響如下：

### Detailed description of climate-related opportunities 氣候相關機遇之詳細描述

### Financial Impact 財務影響

#### Resource efficiency

##### 資源效率

- Use of more efficient modes of transport
- Use of more efficient production and distribution processes
- Use of recycling
- Reduce water consumption
- 使用更有效率的交通工具
- 使用更有效率的製作及分銷流程
- 循環再用
- 減少用水

- Operating cost reduces through efficiency gains and cost reductions
- 透過加強效率及節省成本降低營運成本

#### Energy source

##### 能源

- Use of lower-emission sources of energy
- Use of supportive policy incentives
- Use of new technologies
- Shift toward decentralized energy generation
- 使用低排放能源
- 使用支援政策獎勵措施
- 使用新技術
- 過渡至分散能源的時代

- Operating cost reduces through use of lowest cost abatement
- Returns on investment in low-emission technology increases
- 透過使用最低成本減排降低營運成本
- 增加低排放技術的投資回報

Detailed description of climate-related opportunities 氣候相關機遇之詳細描述	Financial Impact 財務影響
<p><b>Products and services</b> 產品及服務</p> <ul style="list-style-type: none"> <li>• Development of climate adaptation and insurance risk solutions</li> <li>• Ability to diversify business activities</li> <li>• Development of new products or services through R&amp;D and innovation</li> <li>• 制定氣候適應及保險風險解決方案</li> <li>• 多元化業務活動的能力</li> <li>• 透過研發及創新技術開發新產品或服務</li> </ul>	<ul style="list-style-type: none"> <li>• Revenue increases through new solutions to adaptation needs, such as insurance risk transfer of products and services</li> <li>• 透過適應氣候變化所需的新解決方案(如產品及服務的保險風險轉移)提升收益</li> </ul>
<p><b>Markets</b> 市場</p> <ul style="list-style-type: none"> <li>• Access to new markets</li> <li>• 進入新市場</li> </ul>	<ul style="list-style-type: none"> <li>• Revenue increases through access to new and emerging markets</li> <li>• 透過進入新興市場增加收益</li> </ul>
<p><b>Resilience</b> 適應力</p> <ul style="list-style-type: none"> <li>• Participation in renewable energy programs and adoption of energy-efficiency measures</li> <li>• Resource substitution or diversification</li> <li>• 參與可再生能源計劃及採取節能措施</li> <li>• 資源替代或多元化</li> </ul>	<ul style="list-style-type: none"> <li>• Market valuation increases through resilience planning, such as planning of the research in the use of electric vehicles</li> <li>• Reliability of supply chain and ability to operate under various condition increases</li> <li>• Revenue increases through new products and services related to ensuring resiliency</li> <li>• 透過彈性規劃(如規劃研究使用電動車)增加市場估值</li> <li>• 增強供應鏈的可靠性及在各種條件下的營運能力</li> <li>• 透過與適應力相關的新產品及服務增加收益</li> </ul>

# Environmental, Social and Governance Report

## 環境、社會及管治報告

### Metrics and Targets

Our Group adopts the key metrics to assess and manage climate-related risks and opportunities. The energy consumption and greenhouse gas (GHG) emissions indicators are the key metrics used to assess and manage relevant climate-related risks where we consider such information is material and crucial for evaluating the impact of our operation on global climate change during the year. Our Group regularly tracks our energy consumption and GHG emissions indicators to assess the effectiveness of emission reduction initiatives, as well as set targets to contribute our effort to have minimal impact on global warming.

The details of time frames over which the target applies and base year from which progress is measured are described in the section A1: "Emissions" and section A2: "Use of Resources" of this Report. Our Group adopts absolute target to manage climate-related risks, opportunities and performance.

## B. SOCIAL ASPECTS

### B1. Employment

The Group believes that people are the most important asset and the key to maintaining its competitiveness. We are committed to providing a fair working environment which is free of harassment or discrimination. We have established employment and labour practices in compliance with the relevant labour laws and regulations in regions where we operate, including Hong Kong Employment Ordinance and the Labour Law of the PRC. During the reporting year, we had no material violation on the laws and regulations related to employment.

### 指標及目標

本集團採納關鍵指標以評估及管理氣候相關風險及機遇。倘我們認為有關資料就評估我們業務於年內對全球氣候變化的影響而言屬重大及關鍵，則使用能源消耗及溫室氣體排放指標為關鍵指標，以評估及管理有關氣候相關風險。本集團定期追蹤能源消耗及溫室氣體排放指標，以評估減排措施的效益，並為盡量減低對全球暖化的影響作出貢獻而設定目標。

本報告A1：「排放物」一節及A2：「資源使用」一節中描述了適用目標的時間範圍及衡量進展的基準年之詳情。本集團採納硬性目標以管理氣候相關的風險、機遇及表現。

## B. 社會層面

### B1. 僱傭

本集團相信，人力是最重要的資產，亦是維持其競爭力的關鍵。我們致力於提供公平的工作環境，杜絕騷擾及歧視發生。我們已根據我們經營所在地區的相關勞工法律法規（包括香港《僱傭條例》及中國《勞動法》）制定僱傭及勞工常規。於報告年內，我們並無嚴重違反僱傭相關法律法規。

### Recruitment and Dismissal

The Group has adopted an unbiased recruitment process in order to promote workforce diversity and equitable workplace. Candidates have equal opportunities for vacancies regardless of gender, age, marital status, religion, race, nationality and disability, etc. They are selected solely based on performance, experience and skills. Both internal employees and external talents are welcome to apply for job positions in the Group.

For termination of employment contract, regardless of reasons, the Group's human resources department follows all procedures under our personnel management policies and applicable labour laws. Termination clauses are set out in all employees' contracts and other relevant documents. In case of complex situation, human resources department will consult our legal advisors and/or management to ensure such employment termination is in compliance with applicable employment laws.

### Employee Welfare and Wellness

The Group endeavours to offer its employees a competitive remuneration package which is in line with the market trend. Promotion and salary increments are assessed based on performance and experience in order to attract, retain and motivate high-performing employees. Annual discretionary bonuses are given to employees with reference to our business performance and individual staff performance. To provide flexible and effective means of incentivising, rewarding, remunerating, compensating employees who contribute the success of the Group, the Group has adopted a share option scheme.

In addition to remuneration, the Group cares about the wellness of employees. The Group's management strives to understand employees' needs by holding regular meetings to listen to their concerns. This can help enhance communication between management and employees to enable employees to better understand the company and bolster their sense of belonging. We also provide employees with different benefits and are dedicated to help them to maintain a work-life balance through contractual working hours and vacation entitlements. These include mandatory provident fund contribution, medical insurance, social insurance, paid annual leave, maternity leave and so forth.

### 招聘及解僱

本集團採納公正的招聘程序以促進員工多元化及公平的工作場所。候選人擁有平等的機會填補職位空缺，而不論性別、年齡、婚姻狀況、宗教、種族、國籍及殘疾等，其選拔完全取決於其表現、經驗及技能。歡迎內部員工及外部人才申請本集團職務。

不論何原因終止僱傭合約，本集團人力資源部會跟循人事管理制度及適用勞工法例下的程序處理。本集團已將終止條款載列於所有員工的僱傭合約及其他相關文件。就處理個別複雜情況，人力資源部會徵詢法律顧問及／或管理層意見，以確保終止僱傭符合適用僱傭法例要求。

### 僱員福利及健康

本集團致力向其僱員提供符合市場趨勢的具競爭力的薪酬待遇。晉升及加薪會基於表現及經驗評核，以吸引、挽留及激勵優秀僱員。亦會參考我們的業務表現及個別僱員之表現向僱員派發年度酌情花紅。本集團已採納購股權計劃，旨在提供靈活有效之途徑，以鼓勵、回饋、酬謝、補償為本集團之成功作出貢獻之僱員。

除薪酬外，本集團亦關注僱員的健康。本集團管理層透過舉行定期會議聽取僱員之關注事項，致力了解僱員需要。此舉可有助於提高管理層與僱員之溝通，以確保僱員更好地了解本公司及提升彼等的歸屬感。我們亦為僱員提供多項福利及致力於透過合約工作時間及度假權利，協助彼等保持工作與生活的平衡。福利包括強制性公積金供款、醫療保險、社會保險、帶薪年假、產假等。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

As at 31 December 2021, the Group had 104 employees (2020: 97 employees) from the Chinese health products segment, money lending segment and investment in financial instruments segment. Below is the detailed breakdown of the number of employees by gender, age group, employment category and geographical region.

於二零二一年十二月三十一日，本集團之中藥保健品分部、放債分部及投資金融工具分部合計擁有104名（二零二零年：97名僱員）。以下為按性別、年齡組別、僱傭類別及地理位置劃分的僱員數目明細詳情。

Employee composition	僱員組成	2021 二零二一年	2020 二零二零年
<b>By gender</b>	<b>按性別劃分</b>		
• Male	• 男	39%	41%
• Female	• 女	61%	59%
<b>By employment type</b>	<b>按僱傭類別劃分</b>		
• Senior management	• 高級管理層	13%	14%
• Middle management	• 中級管理層	7%	24%
• General staff	• 一般員工	62%	62%
• Contract/short term staff	• 合約/短期員工	18%	—
<b>By age group</b>	<b>按年齡組別劃分</b>		
• Age 30 or below	• 30歲或以下	4%	5%
• Age 31–40	• 31至40歲	18%	18%
• Age 41–50	• 41至50歲	32%	38%
• Age 51 or above	• 51歲或以上	46%	39%
<b>By geographical region</b>	<b>按地理位置劃分</b>		
• Hong Kong	• 香港	98%	99%
• The PRC	• 中國	2%	1%

The employee turnover rate during the reporting year by gender, age group and geographical region are as follows:

於報告年度按性別、年齡組別及地理位置劃分的僱員流失率如下：

Employee turnover rate	僱員流失率	2021 二零二一年	2020 二零二零年
<b>By gender</b>	<b>按性別劃分</b>		
• Male	• 男	19%	8%
• Female	• 女	14%	16%
<b>By age group</b>	<b>按年齡組別劃分</b>		
• Age 30 or below	• 30歲或以下	50%	33%
• Age 31–40	• 31至40歲	22%	13%
• Age 41–50	• 41至50歲	19%	16%
• Age 51 or above	• 51歲或以上	9%	5%
<b>By geographical region</b>	<b>按地理位置劃分</b>		
• Hong Kong	• 香港	16%	11%
• The PRC	• 中國	–	67%
<b>Overall</b>	<b>總體</b>	<b>16%</b>	<b>12%</b>

## B2. Health and safety

As people are our most important asset, we recognise the importance of securing the health and safety of employees and are dedicated to providing a healthy and safe working environment for our employees. We have established a comprehensive safety control system, which consists of various work safety and contingency guidelines according to job nature.

The Group strictly complies with Occupational Safety and Health Ordinance in Hong Kong, Law of the PRC on the Prevention and Treatment of Occupational Diseases and other applicable laws and regulations. During the reporting year, we had no material violation on relevant laws and regulation on occupational health and safety that had a significant impact on the Group.

## B2. 健康與安全

人力是我們的最寶貴資產，我們深明保障僱員健康及安全之重要性且致力於為僱員提供健康及安全的工作環境。我們已建立完善的安管理制度，包括根據工作性質制訂工作安全及意外事故應急處理指引。

本集團嚴格遵守香港職業安全及健康條例、中國職業病防治法及其他適用法律及法規。於報告年內，我們並無嚴重違反對本集團構成重大影響有關職業健康及安全之相關法律及法規。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

### Workplace and Equipment Management

The Group places great emphasis on the safety of machines and equipment by arranging maintenance and performing regular checks to make sure that they are functioning safely and properly.

### Safety Training and Education

The Group believes that increasing employees' awareness and knowledge in occupational health and safety is the basis for minimising work-related incidents. All employees, including existing and new, permanent and contract-based staff, receive trainings about healthy and safe working environment every year. These includes health, safety and environment ("HSE") training, evacuation drill training, fire drill training, etc.

In 2021, the Group recorded zero case of work-related injuries (2020: nil, 2019: 1 case) and zero case of work-related fatality (2020: nil, 2019: nil), as well as zero lost day due to work injury (2020: nil, 2019: 4 days) during its business operation. In case of significant safety risks and accidents, employees and supervisors shall report to management and make necessary improvement measures.

## B3. Development and training

The Group considers the continuous improvement of employees as the key elements of the Group's sustainable development. A series of development and training programmes are organised which aim at nurturing employees' growth. The training programmes include internal and external trainings.

During the reporting year, the training activities organised by the Group included workshops on the latest industrial development trend and market knowledge, and corporate governance and business-related training for directors to update on the laws, rules and regulations and develop professional skills.

### 工作場所及設備管理

本集團高度重視機器及設備安全，透過安排維護及執行定期檢查，確保機器及設備安全及正常運作。

### 安全培訓與教育

本集團認為，加強僱員對職業健康與安全的意識及了解是減少與工作相關事故發生的基礎。所有僱員(包括現有及新、長期及合約員工)每年均會接受健康及安全工作環境培訓。該等培訓包括健康、安全及環境(HSE)培訓、疏散演習培訓、火警演習培訓等。

於二零二一年，在其業務營運期間，本集團已記錄零宗與工作相關之受傷事件(二零二零年：無、二零一九年：一宗)及零宗與工作相關之死亡事故(二零二零年：無、二零一九年：無)，而因工傷損失工作日數為零(二零二零年：無，二零一九年：四日)。如有重大安全風險及意外，員工及主管須向管理層報告，並作必要改善措施。

## B3. 發展及培訓

本集團認為僱員的持續進步乃本集團可持續發展的關鍵因素。本集團已安排一系列發展及培訓項目，旨在培育僱員成長。培訓項目包括內部及外部培訓。

於報告年內，本集團安排的培訓活動包括對董事開展有關最新行業發展趨勢及市場知識的研討會、企業管治及業務相關培訓，以幫助彼等了解最新法例、規則及規例，並培養專業技能。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

We encourage employees who have received training to share their knowledge with other colleagues to promote a learning culture within the Group. We also establish an open communication and discussion between management and employees about working condition, promotion, career goal, with a view to supporting their development and growth with the Group. To retain talent and reward employees with good performance and high potential, we offer internal promotion prospects within the Group to motivate employees' self-development. In future, we expect to spend more on continuous training for employees and workers in order to improve our productivity and quality for sustainable development.

The detailed breakdown of the percentage of employees trained by gender and employee category is as follows:

我們鼓勵受訓僱員與其他同事分享所獲得的知識，在本集團形成學習氣氛。我們亦營造開放溝通的氛圍，鼓勵僱員就其工作情況、晉升機會及事業發展目標與管理人員討論，協助僱員發展所長，與本集團共同成長。為了挽留人才及表揚表現優秀、具有發展潛力的僱員，我們會為僱員提供本集團內部晉升機會，以激勵僱員自我發展。未來，我們預期將在僱員及工人持續培訓方面投入更多資源，從而在可持續發展方面提升我們的產能及質量。

按性別及僱員類別劃分的受訓僱員百分比明細詳情如下：

Percentage of employee trained (%)	受訓僱員百分比(%)	2021	2020
		二零二一年	二零二零年
<b>By gender</b>	<b>按性別劃分</b>		
— Male	• 男	19%	20%
— Female	• 女	7%	7%
<b>By employment category</b>	<b>按僱傭類別劃分</b>		
— Senior management	• 高級管理層	64%	64%
— Middle management	• 中級管理層	—	—
— General staff	• 一般員工	5%	5%
— Contract/short term	• 合約/短期	—	—
<b>Overall</b>	<b>總體</b>	<b>12%</b>	<b>12%</b>



# Environmental, Social and Governance Report

## 環境、社會及管治報告

During of the reporting period, the composition of employees received training by gender and employment category was as follows:

於報告期內，按性別及僱員類別劃分的受訓僱員組成如下：

Composition of Employees Received Training 受訓僱員組成		2021 二零二一年	2020 二零二零年
<b>By gender</b>	<b>按性別劃分</b>		
• Male	• 男	67%	67%
• Female	• 女	33%	33%
<b>By employment category</b>	<b>按僱傭類別劃分</b>		
• Senior management	• 高級管理層	75%	75%
• Middle management	• 中級管理層	–	–
• General staff	• 一般員工	25%	25%
• Contract/short term	• 合約/短期	–	–

In addition, the average training hours completed per employee by gender and employee category during the reporting period is as follows:

此外，於報告期內，按性別及僱員類別劃分的每名僱員完成的平均受訓時數如下：

Average training hours (hours/employee) 平均受訓時數 (小時/僱員)		2021 二零二一年	2020 二零二零年
<b>By gender</b>	<b>按性別劃分</b>		
• Male	• 男	3.0	3.3
• Female	• 女	0.5	0.8
<b>By employment category</b>	<b>按僱傭類別劃分</b>		
• Senior management	• 高級管理層	10.4	11.5
• Middle management	• 中級管理層	–	–
• General staff	• 一般員工	0.2	0.3
• Contract/short term	• 合約/短期	–	–
<b>Overall</b>	<b>總體</b>	1.5	1.8

### B4. Labour standards

The Group upholds human rights and emphasises on the prohibition of engaging child or forced labour in workplace. The Group is in strict compliance with Hong Kong Employment Ordinance, the Regulations of Labour Security Supervision and Provisions on the Prohibition of Using Child Labour of the PRC, and all other relevant laws and regulations in the regions where we operate. The Group has established internal guidelines and system regarding labour standards with reference to the laws, regulations and international labour standards.

The Group's recruitment process and staff promotion are governed by the above-mentioned internal labour system. Our management, administration department and human resources department keep a close eye on the business operation to prevent any child or forced labour. For recruitment process and staff promotion, all candidates and employees have the equal opportunities for the vacancies. Candidates are required to provide identity proofs to human resources department for verification to avoid recruitment of child labour. We also prohibit our management from squeezing our labour for their interest or forcing them to work by any forms of threat or extortion.

Based on employees' code of conduct in employment contract and employee handbook, our employees' behaviours are under stringent supervision. We encourage our employees to report any suspected case of child or forced labour to the management. Investigation on the case, appropriate disciplinary action and improvement on the current labour system will be carried out to prevent similar case from happening again. During the reporting year, none of the Group's operations was exposed to significant risk in the use of child or forced labour.

### B4. 勞工準則

本集團堅守人權，並強調嚴禁在工作場所聘用童工或強迫勞役。本集團嚴格遵守香港《僱傭條例》以及中國《勞動保障監察條例》及《禁止使用童工規定》以及營運所在地區的所有其他相關法律及法規。本集團已參考法例、規例及國際勞工標準，制訂有關勞動標準的內部守則指引及制度。

本集團的招聘程序及員工晉升均受上述內部勞工制度所制約。管理層、行政部及人力資源部人員嚴格監督業務經營，確保本集團無任何童工或強迫勞役。就招聘程序及員工晉升而言，所有候選人及僱員均有平等機會爭取席位。為防止招聘童工，候選人必須向人力資源部門提供身份證明以作核實。我們亦嚴禁管理人員以任何威脅或勒索的方式榨取勞工的利益和強迫員工工作。

依據僱傭合約及員工守則上刊出對員工個人操守的規範，我們的僱員的行為受嚴格監督。我們鼓勵僱員面對任何疑似童工或強迫勞役的事件時，向管理層舉報。本集團將對事件進行調查並採取適當的紀律處分及改進現有勞動制度以防止同類事件再次發生。於報告年內，本集團的業務概無面臨使用童工或強迫勞役的重大風險。

### B5. Supply chain management

As part of our commitment to environmental protection and social responsibility, the Group attaches great importance to supplier management by formulating internal policies and guidelines on supply chain management.

#### Selection Criteria

We have adopted a fair and unbiased selection process when selecting suppliers. We choose suppliers based on a list of criteria carefully, including product quality, costs, capability, social and environment responsibility. We compare suppliers' performance and work with suppliers with the highest performance-to-price ratio and the best overall performance.

We stress the importance of integrity of our suppliers and business partners. As far as we are concerned, our suppliers and business partners have proven business records and had no material law violation or violation of business ethics. The supplier selection process is carried out according to our internal guidelines to prevent suppliers or business partners from securing contracts through any forms of transfer of interest.

#### Supplier Assessment

We undertake review on suppliers' performance. Supplier assessment is carried out on a regular basis to ensure suppliers fulfil their responsibilities and meet our standards under the supplier contract. Suppliers who do not meet our requirements or fail to fulfil contract liability will be reported to the management. We maintain a long-term and stable relationship with suppliers based on the assessment result.

Apart from supplier assessment, we also maintain a close communication with our suppliers to enable them to fully understand our Group's standards on suppliers in terms of legal compliance, labour standard, health and safety in workplace, security (GSV and C-TPAT) and product specification. With good communication and relationship with our suppliers, we can better manage the environmental and social risks of the supply chain.

### B5. 供應鏈管理

作為我們對環境保護及社會責任承諾的一部分，本集團高度重視供應商管理，通過制定內部政策及指引進行供應鏈管理。

#### 甄選標準

於甄選供應商時，我們已遵循公平公正的甄選流程。我們依據產品質量、成本、產能、社會及環境責任等一系列標準審慎挑選供應商。我們將多家供應商的表現作比較，並與具有最高性價比及最佳整體表現的供應商合作。

我們非常重視供應商及業務夥伴的誠信。據我們所認知，我們的供應商及業務夥伴過去營商紀錄良好，並無任何重大違規或違反商業道德行為。供應商甄選過程乃按照內部指引進行，以防止供應商或業務夥伴透過任何形式的利益輸送而取得合約。

#### 供應商評估

我們定期檢討及評估供應商的表現，以確保供應商履行其於供應商合約項下的責任及符合我們的標準。對於不符合要求或未有履行合約責任的供應商，我們將匯報管理層。我們根據評估結果與供應商維持長期穩定的關係。

除供應商評估外，我們亦會與供應商持續密切溝通，讓其全面了解本集團對供應商在合規、勞工標準、職安健、保安(GSV及C-TPAT)以及產品規格方面的標準。鑒於與供應商良好的溝通及關係，我們能較好地管理供應鏈的環境及社會風險。

### B6. Product responsibility

We value product quality to achieve sustainable growth of the Group. We always seek opportunities to improve product quality, enhance customers' satisfaction and protect intellectual property. We have formulated the following guidelines and policies to manage the Group's product responsibility:

1. Quality assurance procedures
2. Quality control procedures
3. Compliant handling procedures
4. Return procedures
5. Labelling procedures
6. Procedures of intellectual property protection

We strictly comply with applicable laws and regulations relating to product responsibility in the regions we operate. During the reporting year, no violation on relevant laws and regulations that had a significant impact on the Group relating to product responsibility issues was noted during the reporting period.

#### Quality Management

The Group strives to provide the best quality products to our consumers. Therefore, we have established quality assurance and quality control procedures to maintain our product quality.

For our Chinese health product business, in recognition of our continuous effort on high product quality and customer service management, Nam Pei Hong Sum Yung Drugs Company Limited ("Nam Pei Hong") has been recognised as "Quality Tourism Services Scheme ("QTS") Accredited Shops" by the Hong Kong Tourism Board since 2007 and "Hong Kong Top Brand" by the Hong Kong Brand Development Council since 2009. During the reporting year, the Group has been accredited for 11 consecutive years for QTS.

### B6. 產品責任

我們重視產品質量，從而實現本集團的持續增長。我們一直探尋著機遇以提升產品質量、提高客戶的滿意度及保護知識產權。我們已經制訂以下多項指引及政策，以管理本集團的產品責任：

1. 質量檢定程序
2. 質量管控程序
3. 投訴處理程序
4. 產品回收程序
5. 產品標籤指引
6. 保護知識產權指引

我們嚴格遵循有關我們經營所在地區產品責任的適用法律法規。於報告年內，我們並無發現違反對本集團有重大影響的相關法律法規及有關產品責任問題的事件。

#### 質量管理

本集團致力為客戶提供優質產品。因此，我們已建立質量檢定及質量管控程序保持產品質量。

就我們的中藥保健品業務而言，作為對我們不斷致力於優質產品及客戶服務管理的認可，南北行參茸葯材有限公司（「南北行」）自二零零七年起獲香港旅遊發展局認可為「優質旅遊服務計劃（「優質旅遊服務計劃」）認可零售商戶」及自二零零九年以來獲香港品牌發展局認可為「香港名牌」。於報告年內，本集團已連續十一年獲得優質旅遊服務計劃的認可。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

### Complaint Handling

The Group has implemented compliant handling procedures to ensure that our customers' opinions are heard and responded in a timely manner. All complaints are considered and carefully handled by responsible department. Relevant investigation is taken and improvement measure is implemented to improve the product and service quality and customer experience. In addition, we have established return procedures to allow customers to return the products that they are not satisfied with under certain terms and condition.

We believe that complaints are valuable opportunities to obtain feedback from customers so as to identify the need for quality and policy improvements. During the reporting year, no complaint related to the services and products was received by the Group.

### Customer Data Protection

The Group takes privacy issues seriously. We have established relevant policies on customer data protection and strictly complied with the applicable laws and regulations such as the Personal Data (Privacy) Ordinance to safeguard customers' information and data. Some customer protection measures implemented during the year. For example, customer data can only be used appropriately for authorised business operations and are only accessible by authorised personnel.

During the reporting year, no substantial complaints regarding breaches of customer data and privacy were received.

### Intellectual Property Rights

The Group is committed to the protection of intellectual property with the aim to enhance customers' confidence in our products and strengthen the Group's reputation. All employees and suppliers, who are involved in handling products (in terms of, e.g., product design, patent technology and labelling) need to sign a confidentiality agreement regarding intellectual property. We have strict guidelines over product sales, advertising and labelling.

### 投訴處理

本集團已實施投訴處理程序，以確保我們可收悉客戶意見並及時作出回應。所有投訴均會經過主管部門的審查及審慎處理。我們會採取相關調查及實行改進舉措，以提高產品及服務質量以及客戶體驗。此外，我們已建立產品回收程序，允許客戶在若干條款及條件下退回其不滿意的產品。

我們認為，投訴乃獲得客戶反饋的寶貴機會，從而發現需要進行的質量及政策改善。於報告年內，本集團並無接獲與服務及產品相關之投訴。

### 客戶數據保護

本集團嚴肅對待私隱問題。我們已設有相關政策保護客戶數據及嚴格遵循適用法律法規(如個人資料(私隱)條例)以保障客戶資料及數據。本集團已於年內實施若干客戶保護措施。例如，客戶數據僅可適用於經授權的業務營運並僅可供經授權人員查閱。

於報告年內，我們並無收到有關違反客戶數據及私隱的重大投訴。

### 知識產權

本集團致力於保護知識產權，旨在提高客戶對我們產品的信心及鞏固本集團聲譽。所有涉及處理產品的產品設計、專利技術及標籤等工作的員工及供應商，均須簽訂知識產權保密協議。我們對產品銷售、宣傳及標籤均有嚴格指引。

We comply with applicable laws and regulations including the Copyright Ordinance. All products are sold with appropriate labelling which shows clearly their ingredients and usage.

To show our commitment to intellectual property protection, Nam Pei Hong has participated in the “No Fakes Pledge Scheme” coordinated by Intellectual Property Department, HKSAR and Hong Kong Retail Management Association since 2008. We have committed not to sell or deal in counterfeit or pirated goods and to sell only genuine goods to our consumers.

### B7. Anti-corruption

The Group is committed to upholding high standards of ethics and integrity in all the business operations. The Group has set up anti-corruption control system according to the relevant laws and regulations from countries and regions where we have operations, including Hong Kong Prevention of Bribery Ordinance and Criminal Law of the PRC. Our directors, senior executives and all other employees have the responsibility to adhere to the laws and regulations and to hamper any forms of corruption, including bribery, extortion, fraud and money-laundering. Our business partners are expected to follow the same anti-corruption standards when working with us. We do not work with any business partners who fail to comply with the anti-corruption standards of the Group. During the reporting year, there was no concluded legal case regarding corrupt practices brought against the Group or its employees.

The Group has established an anonymous whistle-blowing mechanism to encourage employees and our business partners to report suspected cases of corrupt practice. We take confidential measures to safeguard the interests of whistle-blowers. We promptly investigate on the suspected cases and confirm internally before reporting to our management and Board of Directors and if necessary, the law enforcement authorities. As our business continues to develop, we will further improve our anti-corruption control system and strengthen our monitoring efforts in future.

我們遵循適用法律法規，包括版權條例。所有出售產品均貼上合適的產品標籤，清楚列示產品成份及用途。

為履行我們對保護知識產權的承諾，南北行自二零零八年以來一直參與由香港特別行政區知識產權署及香港零售管理協會聯合發起的「正版正貨承諾計劃」。我們已承諾不會銷售或買賣假貨或盜版貨品且僅向客戶銷售正品。

### B7. 反貪污

本集團致力於所有業務經營中維持高水平的道德及誠信。本集團按照我們經營所在國家及地區的相關法律法規（包括香港防止賄賂條例及中國刑法）建立反貪污管理制度。我們的董事、高級行政人員及所有其他僱員有責任遵守法律法規，杜絕任何形式的貪污，包括賄賂、勒索、欺詐及洗錢。預期我們的業務夥伴在與我們合作時遵循相同的反貪污標準。我們並不與任何未能遵守本集團反貪污標準的業務夥伴進行合作。於報告年內，概無針對本集團或其僱員提出並已審結的貪污訴訟案件。

本集團已建立匿名舉報機制，鼓勵僱員及我們的業務夥伴報告涉嫌貪污行為的事件。我們為舉報人提供保密措施以保障其權益。我們及時對涉嫌貪污事件開展調查及內部核實，並向管理層及董事會匯報及（如需要）通報執法機關。隨著我們的業務不斷發展，我們將在未來進一步提高我們的反貪污管理系統並加強我們的監察力度。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

To reinforce corporate governance, we have formed an audit committee, while hiring external lawyers and auditors to offer opinions on our financial report and other compliance issues. Apart from complying with Stock Exchange's corporate governance requirements on listed companies, we will continue to review and improve our internal control and corporate governance.

The Group organized training sessions of anti-corruption to the directors, including the case study video sharing session provided by the Independent Commission Against Corruption ("ICAC"). During the reporting year, 9 directors and staff have been received a total of 9 hours of anti-corruption training.

At the end of the reporting period, the number of employees received anti-corruption training and the training hours by employment category were as follows:

為加強企業管治，我們設有審核委員會，並聘請外部律師及核數師對我們的財務報告及其他合規事宜提供意見。除遵守聯交所對上市公司的企業管治規定外，我們將持續檢討及改善我們的內部監控及企業管治。

我們為董事舉辦培訓有關反貪污的培訓課程，包括由廉政公署提供的案例研究分享會。於報告年內，9名董事及員工已接受合共9小時的反貪污培訓。

於報告期末，按僱員類別劃分的接受反貪污培訓的僱員人數及受訓時數如下：

Anti-corruption training	反貪污培訓	2021 二零二一年	2020 <sup>3</sup> 二零二零年 <sup>3</sup>
<b>Number of employees received training</b>	<b>受訓僱員人數</b>		
• Board of directors	• 董事會	9	N/A 不適用
• Senior management	• 高級管理層	–	N/A 不適用
• Middle management	• 中級管理層	–	N/A 不適用
• General	• 一般員工	–	N/A 不適用
<b>Total employees</b>	<b>僱員總數</b>	9	N/A 不適用
<b>Number of training hours</b>	<b>受訓時數</b>		
• Board of directors	• 董事會	9	N/A 不適用
• Senior management	• 高級管理層	–	N/A 不適用
• Middle management	• 中級管理層	–	N/A 不適用
• General	• 一般員工	–	N/A 不適用
<b>Total training hours</b>	<b>總培訓時數</b>	9	N/A 不適用

<sup>3</sup> The data for year 2020 was not available.

<sup>3</sup> 二零二零年度數據不適用。

### B8. Community investment

The Group is committed to make contributions to the community by incorporating social participation in our business development. We organise and participate in different community activities, make donations or develop scholarship programmes. We believe that through organising these events, not only can a great corporate culture and practice be nurtured within the Group, but also relationships among the Group, our employees and the community can be fostered. During the reporting year, we continuously took part in different community activities for the benefit of the community.

Nam Pei Hong has been recognised as “Caring Company” by The Hong Kong Council of Social Service since 2015, which is a recognition to our continuous effort in building a cohesive society by promoting strategic partnerships among business and social service partners and public sectors.

### B8. 社區投資

本集團致力於為社區作出貢獻，把社會參與納入我們的業務發展。我們組織並參與不同的社區活動、捐款或開展獎學金計劃。我們認為，組織該等活動不僅有利於本集團培養良好的企業文化及常規，而且可建立本集團、僱員及社區的關係。於報告年內，我們為社區利益持續參與各種社區活動。

自二零一五年以來，南北行獲香港社會服務聯會表彰為「商界展關懷公司」，此乃嘉獎我們為透過促進商業及社會服務合作夥伴及公營部門之間戰略夥伴關係以建設具有凝聚力社會所作出的不懈努力。



# Environmental, Social and Governance Report

## 環境、社會及管治報告

### ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORTING INDEX

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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 於過去三個年度各年(包括報告年度)因工作關係而死亡的人數及比率	No work-related fatality was noted. 並無注意到與工作相關的死亡事件。	– –
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	No lost day due to work injury was noted. 並無注意到因工傷而損失的工作日。	– –
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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」	33 33
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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	The Group currently does not report on this indicator. 本集團目前並無報告此項指標。	– –
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，以及有關慣例的執行及監察方法	"Supply Chain Management" 「供應鏈管理」	34 34

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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 本集團目前並無報告此項指標。	-
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KPI B8.2	Resources contributed (e.g. money or time) to the focus area	The Group currently does not report on this indicator.
關鍵績效指標 B8.2	在專注範疇所動用資源(如金錢或時間)	本集團目前並無報告此項指標。 -

**CHINA HEALTHWISE HOLDINGS LIMITED**

**中國智能健康控股有限公司**

Unit 1209, Shun Tak Centre, West Tower,  
168-200 Connaught Road Central, Hong Kong  
香港干諾道中168-200號信德中心西座1209室  
Tel: (852) 2268 8248 Fax: (852) 2548 5575