



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 **2022**

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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, centres and hospitals with respect to our services provided in Hong Kong (including five day surgery centres and eight satellite clinics for our ophthalmic services, six dental clinics, six optometry centres, three general practice clinics, one oncology centre and a one-stop centre for medical aesthetics, dental and ophthalmic services), nine eye hospitals in Shenzhen (Futian and Baoan), Beijing, Shanghai, Guangzhou, Zhuhai, Kunming, Huizhou, Jieyang, our two eye centres in Fuzhou and Shenzhen (Nanshan) and our three satellite eye clinics in Shanghai, and a dental hospital and 12 dental clinics in Shenzhen from 1 January 2022 to 31 December 2022 (the “Reporting Period”). During the Reporting Period, the Group is involved in providing the services of ophthalmic, dental, general practitioner (GP), medical aesthetics, oncology service and clinical research, sales of vision aid products and sales of medical consumables in Hong Kong and Mainland China. Throughout the Reporting Period, the Group actively expanded and acquired new subsidiaries in different aspects, which are all covered in the scope of the ESG Report this year.

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 “Stock Exchange”).

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 ESG Report, we have adopted the international standards and emission factors specified in the guidance materials on ESG issued by the Stock Exchange 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 2021 ESG Report. The application of materiality is detailed in the subsection headed “Materiality Analysis”.

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。有關數據乃就我們於2022年1月1日至2022年12月31日(「報告期間」)在我們位於香港(包括五間日間手術中心、八間提供眼科服務的衛星診所、六間牙科診所、六間眼科視光中心、三間全科診所、一間腫瘤科中心及一間一站式醫學美容、牙科及眼科服務中心)、於深圳(福田及寶安)、北京、上海、廣州、珠海、昆明、惠州、揭陽的九間眼科醫院, 我們於福州及深圳(南山)的兩間眼科中心以及於上海的三間衛星眼科診所, 以及於深圳的一間牙科醫院及12間牙科診所提供服務的辦事處、診所、中心及醫院收集並記錄。於報告期間, 本集團參與提供眼科、牙科、全科、醫療美容、腫瘤科服務及臨床研究服務、於香港及中國內地銷售視力輔助產品及醫療耗材。在整個報告期間, 本集團積極擴張及收購不同範疇的新附屬公司, 且全部包括在本年度環境、社會及管治報告的範疇之內。

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(「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。編製環境、社會及管治報告時, 我們已採納聯交所刊發的環境、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2021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。

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 health care service providers in Hong Kong and the Mainland China established under the brand of “C-MER Dennis Lam (希瑪林順潮)”.

Our Group is an ophthalmic, dental and other medical service provider, and engaged in sales of vision aid products and medical consumables in Hong Kong and Mainland China. Our ophthalmologists/physicians are specialised in the fields of cataract, glaucoma, strabismus and refractive surgeries and external eye diseases. Our dentists have expertise and qualifications across a wide range of specialty areas, covering general dentistry, orthodontics and implantology. Our other medical services in Hong Kong included general practitioner (GP) service, medical aesthetics service, oncology service and clinical research.

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：

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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醫療服務提供商之一，其以「希瑪林順潮」品牌成立。

本集團為眼科、牙科及其他醫療服務供應商，從事於香港及中國內地銷售視力輔助產品及醫療耗材。我們的眼科醫生／醫生專攻白內障、青光眼、斜視及屈光手術及眼表疾病領域。我們的牙醫具備多種專業領域的專識和資格，涵蓋普通牙科、正畸科及種植科。我們在香港的其他醫療服務包括全科服務、醫療美容服務、腫瘤科服務及臨床研究。

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 summarises 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評估涵蓋及評估。

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，董事會將繼續檢討本集團有關環境、社會及管治目的及目標的進度，以建設更可持續的業務及為整體社會帶來更大裨益。

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日常管理及監察環境、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 acting 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為依歸的環境、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 on 31 March 2023. For details of the corporate governance of the Company, please refer to the “Corporate Governance Report” of the annual report of the Company for the year ended 31 December 2022.

本環境、社會及管治報告已於2023年3月31日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2022年12月31日止年度的年報的「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, government and community. 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、政府及社區）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
Stock Exchange 聯交所	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 standards

Essential

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

Important

Geographical 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素進行分析，包括本集團的整體策略、發展、目的及目標。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

健康與服務安全
客戶私隱及資料保護
反貪污的實踐
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
自然資源的運用
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 (including air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous wastes) in Hong Kong and the Mainland China which have a significant impact on us, including but not limited to, “Waste Disposal Ordinance” of 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)” of 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 the Group’s core business is the provision of medical services and sales of vision aid products and medical consumables, there is no significant air pollutant produced during our daily operations. The Group hold a fleet of vehicles for daily logistics and serving management team members, in which air pollutants are generated from fuel combustion. The major air pollutants emitted from vehicles include nitrogen oxides (NOx), sulphur oxides (SOx), and particulate matter (PM). All vehicles are under regular maintenance check to facilitate fuel consumption efficiency, which ensures road safety and keeps air emissions at their minimum.

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。為於日常營運中貫徹可持續性發展，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（包括空氣及溫室氣體排放，向水源及土地排放，以及有害及無害廢物的產生）有關的所有相關法律及規例，該等法律及規例對我們有重大影響，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

由於本集團的核心業務為提供醫療服務及銷售視力輔助產品及醫療耗材，故於我們的日常營運中不會產生大量空氣污染物。本集團擁有一支車隊，用於日常物流以及服務管理層團隊成員，當中燃燒燃料產生空氣污染物。汽車排放的主要空氣污染物包括氮氧化物、硫氧化物及懸浮粒子。我們為所有汽車進行定期保養檢查，以改善燃油消耗效能，保障道路安全，並將廢氣排放量維持於最低水平。

Details of exhaust gas generated by the Group during Reporting Period are as follows:

本集團於報告期間產生的廢氣詳情載列如下：

Types of Emissions 排放物類型	Unit 單位	Year ended 31 December 2022 截至2022年 12月31日止年度	Year ended 31 December 2021 ¹ 截至2021年 12月31日止年度 ¹
		Total 總計	Total 總計
Nitrogen Oxides (NOx) 氮氧化物	Kg 千克	170.54	N/A 不適用
Sulphur Oxides (SOx) 硫氧化物	Kg 千克	0.39	N/A 不適用
Particulate Matter (PM) 懸浮粒子	Kg 千克	16.06	N/A 不適用

¹ Along with the business expansion of our Group, we decide to disclose the emissions data of our vehicles starting from the Reporting Period and no relevant data was recorded for the year ended 31 December 2021.

¹ 隨着本集團的業務擴展，我們決定自報告期間起披露汽車的排放數據且截至2021年12月31日止年度並無錄得相關數據。

To uphold the principles of sustainable development, the Group is committed to reducing and maintaining the respective exhaust gas emission between 90% to 120% of the level of baseline year ended 31 December 2022 in the next reporting period.

為了秉持可持續發展的原則，本集團承諾在下個報告期間，將減少各項廢氣排放量，並維持在截至2022年12月31日止年度的基準水平介乎90%至120%之間。

In order to reduce the amount of respective exhaust gas emission and achieve the target on exhaust gas emission, we maintain regular check on all vehicles to facilitate fuel consumption efficiency and we ensure the vehicles are used solely for business purpose.

為了減少各種廢氣排放量及達到廢氣排放的目標，我們定期檢查所有車輛，促進燃料消耗效率，且我們僅就業務用途使用車輛。

Greenhouse Gas Emission

During the Reporting Period, greenhouse gas emissions are mainly from combustion of fuels by vehicles under scope 1, consumption of purchased electricity under scope 2, and the disposal of waste paper at landfills and business air travel under scope 3 of the Guidance.

As mentioned above, vehicles are used for serving the Group's management team members as transportation purpose. While electricity is used in order to support the daily operations of our offices and clinics such as the air-conditioning system, lighting system, 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 and business air travel by our employees.

During the Reporting Period, the Group produced 3,924.45 tonnes of Carbon Dioxide (2021: 1,740.47 tonnes) and 0.0494 tonnes of Carbon Dioxide per floor area in sq.m. (2021: 0.0500 tonnes per floor area in sq.m.). The increase in the total greenhouse gas emission is attributed to the introduction of vehicles in the Group's business and the increased usage in electricity for the provision of a wider coverage in terms of locations and range of medical services by the Group in the Reporting Period compared to previous year. Apart from ophthalmic service, the Group also extend its service to the aspects of dental in Hong Kong and Mainland China and other medical services including GP, medical aesthetics, oncology and clinical research in Hong Kong. Corresponding to a larger service scale in the Reporting Period, the amount of energy consumed in respective clinics and hospital area has largely increased. Regarding the decrease in intensity, it can be attributed to the larger total floor area of the Group and better control of energy consumption during the Reporting Period. To uphold the principles of sustainable development, the Group is committed to reducing and maintaining the total greenhouse gas emission intensity between 90% to 120% of the level of baseline year ended 31 December 2022 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 "Use of Energy".

溫室氣體排放

於報告期間，溫室氣體排放主要產生自指引範圍1項下汽車燃燒燃料、範圍2項下對所購電力的消耗及範圍3項下於堆填區棄置廢紙及商務空中差旅。

誠如上文所述，汽車用於服務本集團管理層團隊成員，作交通運輸用途。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棄置廢紙及員工商務空中差旅而排放出的溫室氣體。

於報告期間，本集團產生3,924.45噸二氧化碳(2021年：1,740.47噸)及每平方米建築面積0.0494噸二氧化碳(2021年：每平方米建築面積0.0500噸)。溫室氣體總排放量增加主要由於本集團業務所使用汽車，以及用電量上升，而此乃由於本集團在報告期間較過往年度在更多地點及更多範疇提供更廣泛的醫療服務。除眼科服務外，本集團亦拓展其服務至於香港及中國內地的牙科，以及於香港的全科、醫療美容、腫瘤科及臨床研究等其他醫療服務。相關診所及醫院範圍所耗用的能源量大幅上升，此上升與報告期間本集團服務規模有所擴大相符。溫室氣體排放密度減少乃由於本集團的總建築面積增加，以及報告期間更好地控制能源消耗。為貫徹可持續發展原則，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及維持於截至2022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「能源使用」一節。

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

於報告期間錄得的溫室氣體排放統計數據列示如下：

		Year ended 31 December 2022 截至2022年12月31日止年度		Year ended 31 December 2021 截至2021年12月31日止年度	
Scope of Greenhouse Gas Emission 溫室氣體排放範圍	Emission Sources 排放源	Emission (in tonnes of CO _{2e}) 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 _{2e}) 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	Vehicles 汽車	70.70	0.0009	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	3,782.94	0.0476	1,682.70	0.0483
Scope 3 範圍3					
Other Indirect Emission 其他間接排放	Business Air Travel 商務空中差旅	8.07	0.0001	N/A ³ 不適用 ³	N/A 不適用
Other Indirect Emission 其他間接排放	Paper Consumption 紙張消耗	62.74	0.0008	57.77	0.0017
Total Greenhouse Gas Emission (tonnes CO_{2e}) 溫室氣體總排放量		3,924.45	0.0494	1,740.47	0.0500

² According to the Sustainability Reports published by HK Electric and CLP, the carbon footprint per kWh of electricity sold in 2022 was 0.71 kg and 0.39 kg, respectively. According to 2022 Corporate Greenhouse Gas Emissions Accounting Methodology and Reporting Guidelines – Power Generation Facilities (Revised 2022) (《企業溫室氣體排放核算方法與報告指南—發電設施》(2022年修訂版)) for purchased electricity within Mainland China, published by the Ministry of Ecology and Environment, the emission factor in Mainland China was standardised to 0.5703 t-CO₂/MWh.

³ Along with the business expansion of our Group, we decide to disclose the emissions data of our business air travel starting from the Reporting Period and no relevant data was recorded for the year ended 31 December 2021.

² 根據港燈及中電所刊發的可持續發展報告，2022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》(2022年修訂版)，中國內地的排放因子統一為0.5703噸二氧化碳/兆瓦時。

³ 隨著本集團的業務擴展，我們決定自報告期間起披露商務空旅的排放數據且截至2021年12月31日止年度並無錄得相關數據。

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" of 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 in the Reporting Period.

During the Reporting Period, the Group produced 23.10 tonnes of clinical waste (2021: 21.52 tonnes of clinical waste) and 0.0007 tonnes per surgery performed (2021: 0.0010 tonnes per surgery performed). The increase in total waste generated was mainly due to our expansion in our medical services in both Hong Kong and the Mainland China which contributed to an increase in number of fully operating clinics and hospitals. With an expansion in business operations, more surgeries were performed in the Reporting Period as compared to the previous year. However, due to a shift in the types of surgeries performed in the Reporting Period, the total amount of clinical waste generated has not increased significantly, which attributed to a decreased amount of waste generated per surgery performed. 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 2022 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:

		Year ended 31 December 2022 截至2022年 12月31日止年度	Year ended 31 December 2021 截至2021年 12月31日止年度
Clinical waste generated (in tonnes)	所產生醫療廢物(以噸計)	23.10	21.52
Number of surgeries performed	所進行手術數目	35,031	21,939
Clinical waste (tonnes per surgery performed)	醫療廢物(每次手術的噸數)	0.0007	0.0010

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及規例，該等法律及規例對我們有重大影響，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》。於報告期間，我們並未發現有關危險廢物管理的，已確認發生的重大不合規事件或申訴。

於報告期間，本集團產生23.10噸醫療廢物(2021年：21.52噸醫療廢物)及每宗手術0.0007噸醫療廢物(2021年：每宗手術0.0010噸)。所產生廢物總量增加主要由於在香港及中國內地擴展我們的醫療服務，令全面營運的診所及醫院數目有所增加。隨著業務擴展，報告期間進行的手術比去年多，但由於報告期間進行的手術類型轉變，每宗手術產生的廢物量有所減少，故所產生醫療廢物總量並無大幅增加。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2022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。於報告期間錄得的醫療廢物統計數據列示如下：

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” of Hong Kong and “Regulations on the Administration of Medical Wastes (醫療廢物管理條例)” of 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 and the corresponding environmental impact 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 sterilisation performed.

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. 醫療廢物容器於密封前，不應超過顯示其最大容量70%至80%間的警示線。
2. 包裝及密封時應小心進行，以確保無醫療廢物粘附於容器的外面。
3. 每個醫療廢物容器均須附有標籤，並須穩妥地貼在或提前印在容器的顯眼位置，以方便閱讀標籤上的資料。

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、處理及棄置危險廢物以保障社區健康及環境。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及相關環境影響，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。

Non-hazardous Waste Management

The major non-hazardous waste is produced from the paper consumption for administrative work. During the Reporting Period, the Group produced 13.07 tonnes of paper consumption (2021: 12.04 tonnes of paper consumption) and the intensity is 0.0002 tonnes per floor area in sq.m. (2021: 0.0003 tonnes per floor area in sq.m.). The increase in total consumption was mainly due to the expansion of business operation with the newly developed medical services in both Hong Kong and the Mainland China which contributed to an increase in number of fully operating clinics and hospitals, and the use of paper in daily operations. While for the intensity of paper consumption, it shows a decrease of 33% approximately, which can be attributed to the larger total floor area of the Group in the Reporting Period, as well as the Group's effort in encouraging better use of resources. The following shows the statistics of paper consumption during the Reporting Period:

		Year ended 31 December 2022 截至2022年 12月31日止年度	Year ended 31 December 2021 截至2021年 12月31日止年度
Paper consumption (in tonnes)	紙張消耗(以噸計)	13.07	12.04
Intensity (tonnes/floor area in sq.m.)	密度(每平方米建築面積/ 噸數)	0.0002	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 colour output, selection of bypass for using recycled paper are also encouraged. 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 2022 in the next reporting period.

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，本集團產生13.07噸紙張消耗(2021年：12.04噸紙張消耗)及密度為每平方米建築面積0.0002噸(2021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業務營運擴張，於香港及中國內地新發展的醫療服務令全面營運的診所及醫院數目及日常營運所用的紙張數目有所增加。紙張消耗密度減少約33%，此乃由於本集團於報告期間總建築面積增加，以及本集團致力鼓勵善用資源。於報告期間紙張消耗的統計數據列示如下：

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善用紙張，我們鼓勵僱員使用電子版以代替打印版。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。我們亦鼓勵其他預設設置，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。為貫徹可持續發展原則，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2022年12月31日止年度基準水平的90%至120%。

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.

Use of Energy

During the Reporting Period, the total amount of fuels consumed by vehicles, which includes the consumption of gasoline, totalled 257,612 kWh, with an intensity of 3.24 kWh per floor area in sq.m. and 121.80 kWh per capita. The unit of electricity purchased from electricity providers totalled 6,665,748.43 kWh, with an intensity of 83.93 kWh per floor area in sq.m. and 3,151.65 (2021: 2,470.80) kWh per capita. The total energy consumption intensity of the Group during the Reporting Period totalled 87.17 (2021: 83.43) kWh per floor area in sq.m. and 3,273.45 (2021: 2,470.80) kWh per capita. The following is the statistics of fuel and electricity consumption recorded during the Reporting Period:

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。

能源使用

於報告期間，汽車消耗的燃料總量，包括汽油的消耗，合共為257,612千瓦時，密度為每平方米建築面積3.24千瓦時及人均121.80千瓦時。向電力供應商購買的用電度數合共為6,665,748.43千瓦時，密度為每平方米建築面積83.93千瓦時及3,151.65（2021年：2,478.80）人均千瓦時。本集團於報告期間能源消耗總密度合共為每平方米建築面積87.17（2021年：83.43）千瓦時及人均3,273.45（2021年：2,470.80）千瓦時。於報告期間錄得的燃料及電力消耗統計數據列示如下：

		Year ended 31 December 2022 截至2022年 12月31日止年度	Year ended 31 December 2021 截至2021年 12月31日止年度
Fuel consumption (in kWh)	燃料消耗(以千瓦時計算)	257,612.00	N/A 不適用 ⁴
Fuel consumption Intensity (kWh/floor area in sq.m.)	燃料消耗密度(千瓦時/平方米建築面積)	3.24	N/A 不適用 ⁴
Fuel consumption intensity (kWh/capita)	燃料消耗密度(千瓦時/人均)	121.80	N/A 不適用 ⁴
Electricity consumption (in kWh)	電力消耗(以千瓦時計算)	6,665,748.43	2,905,664.37
Electricity consumption intensity (kWh/floor area in sq.m.)	電力消耗密度(千瓦時/平方米建築面積)	83.93	83.43
Electricity consumption intensity (kWh/capita)	電力消耗密度(千瓦時/人均)	3,151.65	2,470.80
Total energy consumption intensity (kWh/floor area in sq.m.)	總能源消耗密度(千瓦時/平方米建築面積)	87.17	83.43
Total energy consumption intensity (kWh/capita)	總能源消耗密度(千瓦時/人均)	3,273.45	2,470.80

⁴ Along with the business expansion of our Group, we decide to disclose the fuel consumption by vehicles starting from the Reporting Period and no relevant data was recorded for the year ended 31 December 2021.

⁴ 隨著本集團的業務擴展，我們決定自報告期間起披露汽車的油耗且截至2021年12月31日止年度並無錄得相關數據。

As aforementioned, the increase in total energy consumption was mainly due to the expansion of our medical services in terms of locations and scope of services in both Hong Kong and the Mainland China (i.e. services of dental, GP, medical aesthetics, oncology and clinical research) during the Reporting Period and also the increase in operational needs, whilst the increase in both intensity per floor area in sq.m. and intensity per capita, which accounts for approximately 4% and 32% respectively, can be attributed to the increased business operations during the Period. The Group will make continuous efforts in working towards the target of maintaining or reducing the energy consumption per floor area in sq.m. and capita between 90% to 130% of the level of baseline year ended 31 December 2022 in the next reporting period.

Concerning the scarcity of the natural resources, the Group encourages better use of the energy and 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 when not in use;
- 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 vehicles, office and medical equipment to ensure efficient operation;
- Avoiding use of the Group's vehicles for non-business purpose; and
- Setting the printing machines in the office in energy-saving mode by default so as to reduce unnecessary energy consumption.

如上文所述，總能源消耗量，乃主要由於在報告期間於香港及中國內地在地點及服務範疇方面擴展我們的醫療服務（即牙科、全科、醫療美容、腫瘤科及臨床研究），及營運需求增加，而每平方米建築面積密度及人均密度分別增加佔約4%及32%，乃由於期內業務營運增加。本集團將不斷努力，實現於下一個報告期間將每平方米建築面積及人均能源消耗量維持於或減低至截至2022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，本集團鼓勵善用能源及制定節能措施，以鼓勵員工明智地使用電力：

- 將耗電量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；
- 關閉閒置空調及照明；
- 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；
- 定期維護汽車、辦公室及醫療設備以確保其有效運作；
- 避免使用本集團汽車作非業務用途；及
- 將辦公室的打印機預設為節能模式，以減少不必要的能源消耗。

Use of Water

Water resources are mainly used in office and daily operations in clinics/centres/hospitals. 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 most office and clinics in Hong Kong 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 our clinics/centres in Shatin, Yuen Long, Tsuen Wan, Causeway Bay, Kwun Tong, Jordan, Taiwai, Olympics, North Point, Sai Wai, Diamond Hill, Wanchai and Central in Hong Kong, as well as centres/hospitals in Shenzhen, Beijing, Shanghai, Kunming, Zhuhai, Huizhou, Guangzhou, Jieyang and Fuzhou in the Mainland China:

用水

水資源主要用於辦公室及診所／中心／醫院的日常營運。我們於用水符合目的方面並無任何問題，且現有水供應滿足我們日常運作需求。由於香港大部分辦公室及診所的水費均計入管理費中，故我們無法收集並披露相關用水記錄。香港沙田、元朗、荃灣、銅鑼灣、觀塘、佐敦、大圍、奧運、北角、西環、鑽石山、灣仔及中環的診所／中心，以及中國內地深圳、北京、上海、昆明、珠海、惠州、廣州、揭陽及福州的中心／醫院業務營運錄得的耗水量列示如下：

		Year ended 31 December 2022 截至2022年 12月31日止年度	Year ended 31 December 2021 截至2021年 12月31日止年度
Water consumption (in cubic meter)	耗水量(按立方米計算)	76,133.10	13,164.75 ⁵
Intensity (cubic meter/ floor area in sq.m.)	密度(立方米／平方米 建築面積)	0.96	0.38
Intensity (cubic meter/capita)	密度(立方米／人均)	38.92	11.19

⁵ Only water consumption recorded from the operations of Yuen Long, Tsuen Wan, Shatin and Kwun Tong clinics, Shenzhen, Kunming, Zhuhai, Shanghai, Huizhou and Beijing hospitals was taken into account for the year ended 31 December 2021 as the additional locations were only acquired and/or commenced business for substantial part of the year in 2022.

⁵ 截至2021年12月31日止年度，只計及元朗、荃灣、沙田及觀塘診所、深圳、昆明、珠海、上海、惠州及北京醫院的運營所記錄用水量，因為額外的地點於2022年才被收購及／或在年內的大部分時間開始營業。

During the Reporting Period, the Group has acquired dental service of the Shenzhen C-MER Aikangjian Dental Group Co., Ltd. (formerly known as Shenzhen Aikangjian Group Co., Ltd) and its subsidiaries (“Shenzhen CKJ Group”). Due to the business nature of dental service, in which a large volume of water is consumed during the operational procedures, along with the increase of daily operational needs for the provision of other health care services in other office and clinics of the Group, a larger water consumption was attained throughout the Reporting Period, as well as the respective intensities per floor area in sq.m. and capita, comparing with the year ended 31 December 2021 as illustrated in the table above. The Group will make continuous efforts in working towards the target of maintaining or reducing the water consumption per floor area in sq.m. and capita between 90% to 130% of the level of baseline year ended 31 December 2022 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.

Environment 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.

於報告期間，本集團收購深圳希瑪愛康健口腔集團有限公司（前稱深圳市愛康健齒科集團股份有限公司）及其附屬公司（「深圳愛康健集團」）的牙科服務。基於牙科服務的業務性質，當中營運過程中耗水量龐大，而隨着本集團在其他辦公室及診所提供其他醫療保健服務令日常營運需要增加，令報告期間耗水量及每單位平方米建築面積及人均密度分別較截至2021年12月31日止年度有所增加（如上表所示）。本集團將不斷努力，實現於下一個報告期間將每單位的平方米建築面積及人均耗水量維持於或減低至截至2022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。

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、應用上文所述有關節能政策及環保措施、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 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 • 環境相關規例變化 • 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 medical 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規例 • 鼓勵僱員出席會議及培訓以緊貼醫療技術的最新發展

On the other hand, in the face of the potential transition risks, our Group may capture more business opportunities and reduce cost, as follow:

另一方面，面對潛在過渡風險，本集團可把握更多商機及降低成本，詳情如下：

Opportunities 機會	Potential Financial Impact 潛在財務影響	Short (current 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)	Current response measures 目前的應對措施
<ul style="list-style-type: none"> • More low-emission energy sources available • Higher awareness of commercial corporations/ individual customers on environmental friendliness • 有更多低排放能源可供使用 • 商業機構／個別客戶的環保意識增強 	<ul style="list-style-type: none"> • Decrease in cost of energy • Decrease in cost of finance • Shift of consumer preference to more environmentally friendly options when comes to decision making • Increase in revenue due to higher demand on refractive surgery as an environmentally-friendly option over the use of contact lenses • 降低能源成本 • 降低財務成本 • 作出決定時消費者喜好轉移至更環保的選項 • 屈光眼科手術較使用隱形眼鏡環保，需求有所上升，從而增加收益 		✓	✓	<ul style="list-style-type: none"> • Explore the possibilities of applying renewable or clean energy in offices, clinics and hospitals • Adopt carbon reduction measures • Effort in promoting the option of refractive surgery in terms of its environmental-friendliness and green impact brought • 研究於辦公室、診所及醫院應用可再生或清潔能源的可能性 • 採用減碳措施 • 屈光眼科手術符合環保原則和具有綠色效益，對此選項加以推廣

B. SOCIAL

Employment

We comply with all relevant laws and regulations in relation to employment (including compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare) 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” of 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 2022, the Group employed a total of 2,115 employees (2021: 1,461 employees).

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（包括補償及解僱、招聘及晉升、工作時數、休息時間、平等機會、多元化、反歧視以及其他福利及待遇）的法律及規例，該等法律及規例對我們有重大影響，包括但不限於香港的《僱傭條例》、《最低工資條例》及《僱員補償條例》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2022年12月31日，本集團合共僱用2,115名僱員（2021年：1,461名僱員）。

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	2022 2022 年
Total Workforce	勞動力總數	2,115
Type of Employment	僱傭類別	
Full time	全職	2,021
Part time	兼職	94
By Gender	按性別	
Male	男性	610
Female	女性	1,505
By Age Group	按年齡組別	
< 25	25 歲以下	354
25–29	25–29 歲	565
30–39	30–39 歲	711
39–49	39–49 歲	288
> 50	50 歲以上	197
By Geographical Region	按地區	
Hong Kong	香港	266
Mainland China	中國內地	1,849

The Group aims at recruiting the most talented and qualified persons from the job market, in order to bring immense value to the business and to build trust in its customers. The process of recruitment is standardised, subject to further selection mechanisms conducted on the basis of merit to avoid discrimination. Also, background checks are performed to ensure good attributes of candidates and subjective judgement of interviewers will not affect the selection process. Employees contracts covering matters such as general terms, wages, bonuses, employee benefits, workplace safety, confidentiality obligations, non-competition obligations and grounds for termination, are entered into with our employees.

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 who are employed over three months, they are entitled to the statutory holidays, mandatory provident fund, basic social insurance and various types of paid annual leave in accordance with the relevant laws and regulations. We have implemented a fair promotion and awarding system in order to enhance employee performance. There is annual appraisal on work performance of our employees. Outstanding employees may be eligible for promotion as well as rewards and discretionary bonuses.

Pursuant to the "Code of Practice on Employment" under the "Disability Discrimination Ordinance" and "Sex Discrimination Ordinance" of 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.

We take our employer-employee relations seriously and do not take dismissal actions lightly. Except in cases where they have violated the law or our code of conduct, all employees who are susceptible to dismissal shall be given the proper notice or compensation.

本集團旨在從就業市場上招聘最具才幹及資歷的人士，以為業務帶來重大價值，並在客戶中建立信任。招聘過程統一，以擇優錄取原則按機制作進一步遴選，以免造成歧視。此外，我們亦進行背景調查，確保候選人品格良好，而面試官的主觀判斷不會影響遴選過程。與僱員訂立的僱員合約涵蓋一般條款、工資、花紅、僱員福利、工作場所安全、保密責任、不競爭義務及終止僱用理由等事項。

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回應其需求。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，根據相關法律及規例，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。我們實施公正的擢升及獎勵制度，以提升僱員表現。我們每年會評核僱員的工作表現。表現卓越的僱員有機會被晉升，以及獲得獎勵和酌情花紅。

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。

我們重視僱傭關係，不會輕易採取開除行動。除非彼等違法或違反操守指引，所有可能遭辭退的僱員會獲恰當通知或賠償。

Details of the employee turnover rates as at 31 December 2022 are as follows:

於2022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	34%
By Gender	按性別	
Male	男性	27%
Female	女性	37%
By Age Group	按年齡組別	
< 25	25歲以下	45%
25–29	25–29歲	48%
30–39	30–39歲	25%
39–49	39–49歲	19%
> 50	50歲以上	28%
By Geographical Region	按地區	
Hong Kong	香港	46%
Mainland China	中國內地	32%

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” of Hong Kong. During the Reporting Period, there are 5 cases of work-related injuries and 39 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.

健康與安全

我們遵守所有對我們有重大影響的職業健康與安全相關法律及規例，包括但不限於香港的《職業安全及健康條例》。於報告期間，共發生五宗工傷，並因工傷共損失39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。

We strive to offer a healthy and safe work environment for our employees. To ensure proper implementation and monitoring of occupational health and safety measures, we have established a work cycle which include: (i) risk assessment of potential hazards; (ii) operation policies and procedures development; (iii) employee training and education; (iv) regular inspections and audits; and (v) employee feedback and continuous improvement.

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.

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.

我們致力為僱員提供健康安全的工作環境。為了確保職業健康與安全措施得到適當的實施和監察，我們設立工作週期，包括：(i)潛在危險的風險評估；(ii)操作政策和程序制訂；(iii)員工培訓和教育；(iv)定期檢查和審核；及(v)員工反饋意見和持續改進。

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利器收集箱內，以防止發生針刺事故而可能導致血液感染。

為確保安全的工作環境，我們已公布《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。

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, throughout the Reporting Period, the Group has implemented a number of pandemic prevention measures to safeguard the health and safety of employees at all levels. The Group has also 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.

In Hong Kong, monthly training and regular workshops are provided to our clinical staff to keep abreast of the relevant and latest medical standards, procedures and technology adopted in the clinics/centers. In the Mainland China, our physicians and other medical staff regularly receive technical trainings on the operation of medical devices, treatment procedures and latest technologies or developments in their relevant fields.

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，故於整個報告期間本集團已實施多項防控措施，從多方面保障員工的健康和安全。本集團亦已為各眼科醫院制定新冠肺炎防控政策，以更好地保障員工及病人的健康。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；
- 開展新冠肺炎防控培訓；及
- 購置防護口罩、消毒用品、紅外線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。

在香港，我們會每個月為臨床醫務人員提供培訓及定期工作坊，以便彼等及時了解眼科診所／中心採用的相關及最新醫療標準、程序及技術。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。

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

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	55%
By Gender	按性別	
Female	男性	23%
Male	女性	77%
By Employee Category	按員工類別	
Junior Staff	初級職員	68%
Senior Staff	高級職員	24%
Management	管理層	8%
Average Training Hour (hours)	平均培訓時數(小時)	
Per Staff	每名員工	6.87
By Gender	按性別	
Female	男性	3.79
Male	女性	8.11
By Employee Category	按員工類別	
Junior Staff	初級職員	6.38
Senior Staff	高級職員	7.63
Management	管理層	10.66

Scientific Research and Innovation

C-MER is a professional medical group founded and operated by Dr. Lam Shun Chiu Dennis, and it recognises the importance of research and innovation in improving the quality of medical services and is committed to bringing new hope to patients through innovative treatments. The Group is striving to enhance its overall competitiveness in China's ophthalmic industry by investing heavily in research and development, partnering with universities to nurture expertise, and building a platform for international academic collaboration to promote the integration of industry, academia and research.

科研創新

希瑪眼科為林順潮醫生創辦及經營管理的專業醫療集團，深明科研創新對提升醫療服務質素之重要性，致力利用嶄新療法為病人帶來新希望。本集團透過大力投資強化科研實力、與大學戰略合作培育專才、並搭建國際學術合作平台，推動產學研融合發展，全方位提升希瑪在中國內地眼科醫療行業的綜合競爭力。

The Group's pursuit of quality medical services is embodied in the "C-MER" brand logo, where the "R" stands for "Pioneering Research." We are committed to realising the Group's vision of establishing C-MER as a national brand for quality Hong Kong-style medical services in four areas, namely clinical services, management, education and research.

Medical Innovation

During the Reporting Period, the Group fully responded to the National Eye Health Plan (2021–2025) of China's 14th Five-Year Plan to strengthen eye health research and invested substantial resources to enhance innovation in clinical diagnosis and treatment technology, applied research as well as talent training.

The C-MER International Eye Research Centre of the Chinese University of Hong Kong, Shenzhen

In October 2022, "The C-MER International Eye Research Centre of the Chinese University of Hong Kong, Shenzhen" was officially inaugurated and Dr. Lam Shun Chiu Dennis, Chairman of the Group, was appointed as the Director of the centre. The centre has officially launched a global recruitment campaign for ophthalmology talents to build a world-class platform for high level ophthalmology research, which will carry out high level medical research and transformation, provide high quality medical services, and nurture top notch medical talents for Shenzhen and the whole country.

本集團對優質醫療水平的追求，體現於希瑪「C-MER」的品牌標誌，其中「R」代表開創性科研(Pioneering Research)。我們致力從臨床、管理、教學、科研四大方面，實踐本集團的願景，將希瑪打造成全國性的優質港式醫療服務品牌。

醫療創新

於報告期間，本集團全力響應國家《「十四五」全國眼健康規劃（2021–2025年）》強化眼健康科研建設，投入大量資源，加強臨床診療技術創新、應用研究與人才培訓。

香港中文大學(深圳)希瑪國際眼科研究中心

2022年10月，「香港中文大學(深圳)希瑪國際眼科研究中心」正式揭牌，本集團主席林順潮醫生獲聘任為中心主任。中心正式啟動全球招募眼科人才，打造為國際一流的高水準眼科研究平台，將開展高水準醫學研究和轉化，提供高品質的醫療服務，並為深圳以至全國培養高層次醫學人才。



C-MER Drugs and Medical Devices R&D Centre

In July 2022, C-MER was approved to set up the C-MER Drugs and Medical Devices R&D Centre in the Shenzhen-Hong Kong Innovation and Technology Co-operation Zone in the Loop. The centre will bring in international experts to develop new drugs for trial, clinical trials and industrialisation, and establish a drug R&D platform with primary focus on innovative drug research. In addition, the C-MER R&D Office has been established in the Hong Kong Science and Technology Park to develop various research projects with industrialisation potential, focusing on eye diseases.

希瑪藥械研發中心

2022年7月，希瑪眼科獲批在「河套深港科技創新合作區」設立「希瑪藥械研發中心」。中心將引入國際級專家，以開發試驗用新藥、臨床試驗及產業化為目標，建立以創新藥物研究為核心的藥物研發轉化平台。此外，「希瑪科技研發工作站」於香港科學園成立，以眼病為重點開展多個具產業化潛力的研究專案。



C-MER Greater Bay Area Headquarters in Ping Shan, Shenzhen

In June 2022, C-MER’s high-end eye hospital and its Greater Bay Area headquarters in Pingshan, Shenzhen officially commenced construction. The total planned construction area of the project is about 30,000 square meters, which is expected to be completed in 2025. The new headquarters will be built in accordance with the layout of international medical institutions, integrating office, strategic development centre, technological R&D centre, and high-end ophthalmology hospital, and will serve as C-MER’s global surgical training centre, teaching training centre and international exchange centre.

深圳坪山希瑪大灣區總部

2022年6月，位於深圳坪山之希瑪高端眼科醫院和大灣區總部正式動工，項目總規劃建築面積約30,000平方米，預計於2025年竣工。新總部大樓按照國際醫療機構格局興建，集辦公、戰略拓展中心、技術研發中心及高端眼科醫院於一身，將成為希瑪面向全球的手術培訓中心、教學培訓中心和國際交流中心。



International and Domestic Academic Exchanges

In 2022, C-MER actively participated in academic exchanges and built a high-level international and domestic exchange and cooperation platform for the ophthalmic industry. Successful events held during the year included the 3rd Asia-Pacific Myopia Society (APMS) Online Academic Conference and the 6th International Conference on Ophthalmology Precision Medicine, VC2022 Greater Bay Area Forum on New Progress in Myopia Prevention and Treatment, and the academic activities of standardised diagnosis and treatment of innovative drugs for fundus.

國際國內學術交流

希瑪眼科於2022年積極參與學術交流，為眼科同業搭建高水準的國際國內交流合作平台。年內成功舉辦盛事包括第三屆亞太近視學會(APMS)線上學術會議及第六屆眼科精準醫療國際會議、VC2022近視防治新進展大灣區論壇及眼底創新藥物規範化診療學術活動等。



Asia-Pacific Journal of Ophthalmology Ranks 16th in the World

Asia-Pacific Journal of Ophthalmology (APJO), founded and chief-edited by Dr. Lam Shun Chiu Dennis, ranked 16th internationally in the ophthalmology category of Journal Citation Reports published in 2022, ranked 2nd in Asia for two consecutive years, and became the SCI journal with the largest surge in both the annual international ranking of ophthalmology category and the score of Impact Factor (4.206 points).

《亞太眼科雜誌》眼科學術期刊全球排名第16

林順潮醫生創辦和主編的《亞太眼科雜誌》(Asia-Pacific Journal of Ophthalmology, APJO)，在2022年發佈的《期刊引證報告》(Journal Citation Reports)眼科類別中，全球排名第16位，連續兩年位列亞洲第2，更成為年度眼科類國際排名和影響因子得分(4.206分)躍升最多的SCI期刊。



Talent Pool

Talent is an important part of the unique advantages of C-MER. In 2022, Dr. Lam Shun Chiu Dennis, Chairman of the Group, was selected as one of the “Top 100 Ophthalmologists in the World” for five consecutive years, and ranked No.2 in ophthalmology in China in the “2022 Top 100,000 Scientists in the World” by globalauthorid.com. He is also the first Chinese ophthalmologist to be awarded the “Naumann Global Ophthalmology Service Leadership Award” by the International Ophthalmology Committee (ICO). With Dr. Lam’s influence at home and abroad, social network and international resources, C-MER is equipped with a top-notch medical and research team.

17 members of C-MER’s two eye hospitals in Shenzhen were selected into the Shenzhen Science and Technology Expert Database after strict evaluation by the Shenzhen Science and Technology Expert Committee, demonstrating the success of the Group’s talent strategy and scientific research strategy, and core competitiveness. The Group also attaches great importance to cooperation with higher education institutions in Mainland China and Hong Kong to nurture more young professionals for the industry in the future.

Stars of Hope – China Ophthalmologists and Optometrists Elite Programme

In July 2022, C-MER and Wenzhou Medical University launched the “Stars of Hope – China Ophthalmologists and Optometrists Elite Programme” and the “C-MER Stars of Hope Scholarship”, to nurture talents in the field of ophthalmology and optometry in China, with a total of 31 students selected for the first phase. They will receive mentorship from a team of 33 international mentors, who will provide guidance on leadership, career planning and different projects with an international perspective.

專家人才

專才為希瑪眼科獨特優勢的重要組成部分。本集團主席林順潮醫生於2022年度連續5屆入選「世界眼科人物100強」；全球學者庫網站評選榮膺「2022全球頂尖前10萬科學家」，中國眼科排名第2；更是首位中國眼科醫生獲國際眼科委員會(ICO)頒發「Naumann全球眼科服務領導獎」。憑藉林醫生的中外影響力、人脈網路及國際資源，為希瑪眼科打造出高端醫療和科研團隊。

希瑪深圳兩間眼科醫院17人，經深圳市科技專家委員會嚴格評審，入選深圳市科技專家庫，正是本集團人才戰略及科研戰略奏效及核心競爭力的表現。本集團更高度重視與內地及香港高等院校合作，致力為業界培育更多未來年輕專才。

希望之星－中國眼科及眼視光醫生菁英計劃

2022年7月，希瑪眼科聯同溫州醫科大學推出「希望之星－中國眼科及眼視光醫生菁英計劃」暨「希瑪·希望之星獎學金」，培養國內眼科及眼視光領域人才，首期共有31位學員入選。他們將接受33名國際導師團帶教，就領導才能、職業發展規劃及不同項目等，給予具有國際視野的指導。



Strategic Cooperation

In 2022, C-MER has entered into strategic partnerships with a number of universities in Mainland China:

- Established an all-round strategic partnership with Southern Medical University in platform building, talent training and scientific research
- C-MER (Fuzhou) Dennis Lam Eye Center and Fujian University of Chinese Medicine strategically cooperated to establish the "Institute of Ophthalmology with Integrated Chinese and Western Medicine" to enhance the quality of ophthalmology diagnosis and treatment
- In cooperation with Kunming University, C-MER Kunming Eye Hospital was selected as a teaching and research base to set up an eye surgery training centre
- On the first anniversary of the establishment of C-MER School of Ophthalmology and Optics in Shenzhen Polytechnic, initial achievements have been made in talent cultivation, the joint development of professional and curriculum standards, and the building of a team of high-level dual-qualified teachers

戰略合作

2022年，希瑪眼科先後與內地多間大學開展戰略合作：

- 與南方醫科大學在平台共建、人才培養、科學研究等方面展開深度合作，建立全方位戰略合作關係
- 福州希瑪林順潮眼科醫院與福建中醫藥大學戰略合作，成立「中西醫結合眼病研究所」，推動眼科診療質量提升
- 與昆明學院合作，將希瑪•昆明眼科醫院作為教學研究基地，成立眼科手術培訓中心
- 深職院•希瑪眼視光學院成立一週年，在人才培養、共同開發專業與課程標準、打造高水準雙師團隊方面初見成效



Nurturing and Mentoring Ophthalmic Teams

During the year, the Group launched training seminars on Smile, ICL and cataract surgery standardisation, as well as the OPT Dry Eye Academy. Through a combination of internal training, which includes passing on skills, providing support and guiding newcomers, the Group continued to enhance the medical service capability of each hospital and nurture a team of high-level and versatile ophthalmic talents. In March 2022, C-MER (Guangzhou) Dennis Lam Eye Hospital established C-MER's 5th International Consultation Centre for Rare and Complex Eye Diseases.

培育指導眼科團隊

本集團於年內陸續開展全飛秒、ICL、白內障手術標準化培訓研討會、OPT乾眼學院，通過內部培訓「傳、幫、帶」相結合，持續提升各醫院醫療服務能力，培養出一支支高水平、複合型的優秀眼科人才隊伍。廣州希瑪林順潮眼科醫院於2022年3月成立希瑪第5間「疑難眼病國際會診中心」。



Stakeholder Relations

Partnership is the key to improving the quality of medical services at C-MER. We aim to bring the highest quality of medical services to our patients by building long-term partnerships with different stakeholders, keeping us abreast of the latest medical technologies and improving the quality of our services.

持份者關係

夥伴合作是希瑪眼科提升醫療服務質素的關鍵所在，我們透過與不同持份者建立長遠的協作關係，以掌握最新醫療科技為經，提升服務質素為緯，目標是為病人帶來最優質的醫療服務。



Supplier Relations

The Group procures advanced ophthalmic medical equipment and organises training programmes for medical professionals in collaboration with suppliers. The second phase of the C-MER Group and Zeiss Surgical Standardisation Training Seminar was held in September 2022 at C-MER (Guangzhou) Dennis Lam Eye Hospital, with doctors, optometrists and nurses from various hospitals of the Group attending online and offline to enhance the standardisation of the Smile surgical procedure and promote the building of a refractive talent team.



供應商關係

本集團採購先進的眼科醫療設備，並與供應商合作為醫護人員舉辦培訓課程。希瑪集團X蔡司第二期手術標準化培訓研討會於2022年9月在廣州希瑪林順潮眼科醫院舉辦，來自集團各地醫院的醫生、視光師、護士等線上線下聯動，提升全飛秒Smile手術流程標準化操作，推進屈光人才團隊建設。

Customer Relations

The Group places a high priority on the standard of its medical services. During the Reporting Period, we conducted a Smile surgery customer satisfaction survey with an overall average score of 8.8 (out of 10) and listened to feedback from our customers to create a better experience for them. We also organised promotional activities regularly during holiday seasons, such as Valentine's Day, Christmas and Chinese New Year, so as to enhance our relationship with customers in all respects.

客戶關係

集團高度重視其醫療服務水準。於報告期間，我們進行了Smile手術客戶滿意度問卷調查，總平均得分為8.8（滿分為10分），並聽取客戶的反饋，為客戶締造更佳的服務體驗。我們又定期舉辦各種節日推廣活動，例如情人節、聖誕節及農曆新年，全方位增進與客戶的關係。



Employee Relations

C-MER regularly organises team-building activities, such as the “Healthy and Happy Workplace Creativity Competition” in July 2022, which was well attended by staff from different departments, and the Executive Certificate Course for management staff in September to enhance cross-departmental teamwork. Through these employee interaction activities, the Group is committed to strengthening staff cohesion, helping them achieve work-life balance and enhancing work efficiency.

員工關係

希瑪眼科經常舉辦不同團隊建立活動，例如2022年7月的「健康愉快工作間創意大賽」，獲得來自不同部門員工的踴躍參與；9月特別為管理級員工舉辦行政管理證書課程，加強跨部門團隊合作精神。透過該等僱員互動活動，本集團努力強化員工的凝聚力，幫助他們取得工作與生活的平衡，提升工作效率。



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 strive for 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。



C-MER (Beijing) Dennis Lam Eye Hospital Staff Day 2022 北京希瑪林順潮眼科醫院2022年首10屆員工大會

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" of 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)" of the Mainland China.

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及規例，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》。

The Group guarantees that no employee is made to work against his/her will, or work as forced labour, or be subject to coercion related to work. 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 or anyone in his/her probation period is found providing false information, 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. Through the whistleblowing channels, employees are able to voice out injustice they face. For any reported cases, our management will conduct investigation immediately, and take further follow-up actions if necessary. During the Reporting Period, the Group has complied with all applicable labour laws and regulations.

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.

本集團保證絕不逼使任何員工違背自身意願工作，或進行強迫勞動，或受到與工作有關的脅迫。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，或發現任何人在試用期間提供虛假資料，我們會即時終止合約並對事件展開調查，並且可能會對須對事件成因負責的任何員工採取紀律處分。員工可循舉報途徑道出所面對的不公義之事。如有任何舉報個案，我們的管理層會即時展開調查，並在必要時採取進一步跟進行動。於報告期間，本集團一直遵守所有適用的勞工法律及規例。

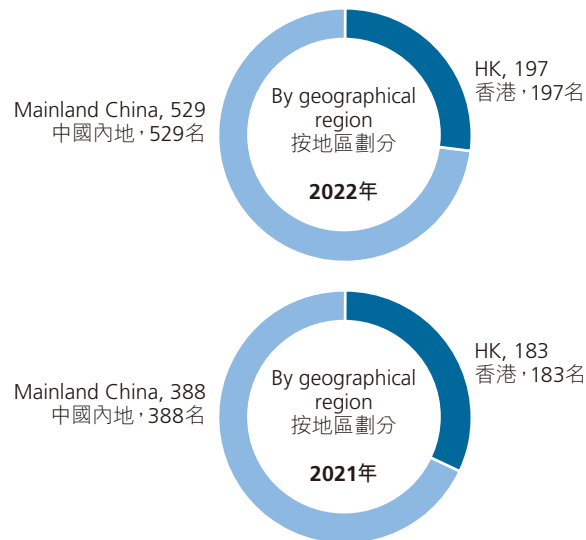
供應鏈管理

我們的供應商主要包括藥品、醫療耗材及人工晶體的分銷商。我們盡力與供應商進行溝通並與彼等積極合作，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療耗材。

As at 31 December 2022, there are approximately 726 (2021: 571) approved suppliers with the following shows the corresponding number of suppliers by geographical region. The increase in number of suppliers is attributed to the Group's expansion of business units and operational service in the Reporting Period.

於2022年12月31日，約有726家（2021年：571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。供應商數目增加由於本集團於報告期間拓展業務單位及營運服務。



Product and Service Responsibility

We comply with all relevant laws and regulations relating to health and safety relating to products and services provided and methods of redress in Hong Kong and the Mainland China which have a significant impact on us.

We are principally engaged in the provision of medical services in Hong Kong and the Mainland China, including but not limited to the service of ophthalmic, dental, general practitioner (GP), medical aesthetics, oncology and clinical research, and the sales of vision-aid products and medical consumables. Generally speaking, our ophthalmic services provided are outpatient or day-care procedures, performed under local anesthesia. Our physicians are specialised in the fields of cataracts, glaucoma, strabismus and refractive surgeries and other eye diseases, including corneal and vitreoretinal diseases. Our dentists have expertise and qualifications across a wide range of specialty areas, covering general dentistry, orthodontics and implantology. While for other medical services as mentioned, our physicians and dentists are also experts with related professional qualifications. 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

在香港和中國內地，我們遵守所有對我們有重大影響且涉及提供產品和服務的健康和安全以及補救方法的相關法律和法規。

我們主要從事在香港及中國內地提供醫療服務包括但不限於眼科、牙科、全科、醫療美容、腫瘤科及臨床研究服務以及銷售視力輔助產品及醫療耗材。一般而言，我們提供的眼科服務為門診或日間護理流程，實行局部麻醉。我們的醫師專攻白內障、青光眼、斜視及屈光手術及角膜、玻璃體視網膜疾病等其他眼科疾病領域。我們的牙醫具備多種專業領域的專識和資格，涵蓋普通牙科、正畸科及種植科。就上文所述的其他醫療服務而言，我們的醫生及牙醫亦擁有相關專業資格的专业知識。於報告期間，本集團並無發起及／或進行任何產品回收行動。

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 Mainland China's "Measures for the Administration of Medical Advertisements (醫療廣告管理辦法)" and Hong Kong's "Undesirable Medical Advertisements Ordinance" in order to prevent the public suffering from health issues through the prohibition and restriction on advertisements which are likely to induce the seeking of improper handling 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 centres/hospitals in Shenzhen, Zhuhai, Beijing, Shanghai, Kunming, Guangzhou, Fuzhou, Huizhou and Jieyang 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 Leadership 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及規例，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》，目的是透過禁止及限制可能引導市民就若干病況尋求不當治理方法的廣告，從而避免公眾健康受到影響。

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、昆明、廣州、福州、惠州及揭陽眼科中心／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。我們希望各方在平等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. Dennis LAM and Dr. Vincent LEE 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 medical incidents 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 were 19 complaints brought by patients of our C-MER (Beijing) Dennis Lam Eye Hospital, C-MER (Huizhou) Dennis Lam Eye Hospital and Shenzhen CKJ Group. The Group has engaged lawyers to handle the medical dispute and all complaints have been properly handled and resolved.

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. Similarly, in accordance with the “Dentists Registration Ordinance”, all dentists in Hong Kong are registered with the Dental Council of Hong Kong and shall not practice dentistry 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, dentists, nurses and other supporting health professionals, who are registered in accordance with the relevant healthcare administrative authorities in the Mainland China.

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，北京希瑪林順潮眼科醫院、惠州希瑪林順潮眼科醫院及深圳愛康健集團的病人提出19宗投訴。本集團已聘請律師處理該醫療糾紛，所有投訴均已妥善處理及解決。

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。同樣，根據《牙醫註冊條例》，香港所有牙醫均於香港牙醫管理委員會註冊，欠缺有效的執業牌照，不得從事牙醫工作。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、牙醫、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。

The Group places great emphasis on its medical services. During the Reporting Period, we conducted satisfaction questionnaire to receive customers' feedback and received an overall rating of over 8.8 out of 10. This is conducive for enhancing our services based on the customers' experience.

We regularly check the medical service 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.

Data Protection and Privacy

We comply with all relevant laws and regulations that have significant impacts on us relating to privacy.

Our "Client Privacy Policies" is to comply with Hong Kong's "Personal Data (Privacy) Ordinance" and Mainland China's "Personal Information Protection Law" (個人信息保護法). 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 designed 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 unauthorised 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. Within 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.

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，並取得在10分中8.8分的整體評級。此舉有利於我們根據客戶體驗提高我們的服務。

我們定期檢查醫療服務系統及設備，以維持其性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。

資料保護及私隱

我們遵守所有對我們有重大影響的私隱相關法律及法規。

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《個人信息保護法》。政策亦旨在遵守私隱專員頒佈的所有相關實務守則及指引，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，並向患者清楚闡明收集目的。我們採取合理措施保障個人資料及病歷檔案，杜絕未經授權查閱、處理、刪除或使用的情況。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》指引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，以維護本集團及其客戶的利益。

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.

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" of 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.

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 would clearly

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。

反貪污

我們遵守香港及中國內地對我們有重大影響的所有賄賂、勒索、欺詐及洗黑錢相關的法律及規例，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》。

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。

為防止任何貪污行為，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，任何有貪污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貪污的投訴。根據該等程序，員工將受到保護，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。

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後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。

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 recognise the importance of giving back to the society. Therefore, we encourage our staff to participate in various activities especially related to the medical field for the contribution to our local communities. Through joining social services, we are better connected with the community so as to have a better understanding on the needs and concerns of the community.

The Group invested in establishing sustainable communities in places where the Group operates. During the Reporting Period, the Group organised and participated in a total of 524 volunteering activities in Hong Kong and the Mainland China, with our employees' contribution of over 648,510 volunteer hours⁶. To take up its social responsibility, the Group donated a total of HK\$1.1 million to The Community Chest of Hong Kong.

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，貢獻本地社區。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。

本集團投放資源在業務所在地區建設可持續發展社區。於報告期間，本集團在香港和內地舉辦及參與合共524項義工活動，員工貢獻義工服務時數超過648,510小時⁶。為了履行社會責任，本集團亦向香港公益金捐款合共1.1百萬港元。



⁶ In order to better illustrate and present our employees' contribution in the participation of volunteer activities for the pursuit of community investment, the number of total volunteer hours disclosed in the Reporting Period has been presented in the aggregate hours of charitable activities contributed by each of our participating employee.

⁶ 為更好地闡述及展示員工於參與義工活動的貢獻，以實行社區投資，報告期間披露的義工服務總時數以每名參與員工所貢獻的慈善活動合計時數表示。

Pandemic Prevention and Control

C-MER is dedicated to safeguarding public health. Our medical team is deeply involved in and supportive of the fight against the COVID-19 pandemic in Hong Kong and Mainland China, contributing to the well-being of our society.

Donating Rapid Testing Kits from Hong Kong

During the Reporting Period, the Group and Shenzhen YHLO Biotech Co., Ltd. donated a total of 1.2 million sets of rapid testing kits for free distribution to grassroots citizens, to support the fight against the pandemic. The Group also sold a total of 2.1 million sets of rapid testing kits to more than 360 primary and secondary schools as well as kindergartens at a lower-than-cost price to support the testing arrangements for school resumption.

支援疫情防控工作

希瑪眼科守護市民健康，我們醫療團隊在香港和內地深度參與和支持抗擊新冠疫情的工作，為促進社會安康貢獻力量。

香港捐贈快速檢測試劑盒

於報告期間，本集團與深圳市亞輝龍生物科技股份有限公司合共捐贈共1.2百萬套快速檢測試劑盒，免費發放予基層市民，以支援抗疫。本集團又以低於成本價向超過360間中小學和幼稚園出售了合共2.1百萬套快速檢測試劑盒，以支持學校復課的檢測安排。



Volunteering to Help Prevent and Control the Virus in Mainland China

In December 2022, a number of C-MER eye hospitals responded to the urgent needs of the public by distributing free ibuprofen and other anti-pandemic materials to the community to meet the demand for medication due to the rising number of COVID-19 infections. In addition, medical teams from Mainland China actively supported vaccination and PCR test, and the C-MER eye hospitals in Futian and Nanshan, Shenzhen were awarded the titles of “Outstanding Contribution Award in Fighting COVID-19 in Futian District” and “Outstanding Contribution Enterprise in Fighting COVID-19” respectively during the year.

內地全力義助防控病毒

2022年12月，希瑪眼科多間醫院急群眾之所急，向社會單位免費發分布洛芬藥物及其他防疫物資，以應付因新冠感染人數上升而出現的用藥需求情況。此外，內地醫療團隊主動支援疫苗接種及核酸檢測工作，深圳福田及南山希瑪眼科兩間醫院於年內分別獲「福田區抗擊新冠疫情突出貢獻獎」及「抗擊疫情突出貢獻企業」稱號。



Building Healthy Communities

Secondary School Influenza Vaccination Outreach Programme

In November 2022, in line with the seasonal influenza vaccination programme launched by the HKSAR Government, C-MER Hong Kong was commissioned by three secondary schools on Hong Kong Island to send outreach medical staff to schools to provide influenza vaccination for nearly 800 students and teachers, with the objective to reducing the risk of influenza outbreaks in schools.

建設健康社區

中學流感疫苗外展接種計劃

2022年11月，希瑪配合特區政府推出的季節性流感疫苗接種計劃，獲港島區3間中學委託，派出外展醫護人員到校，為接近800名學生和教職員接種流感疫苗，減低流感於學校爆發的機會。



Eye Care for a Brighter Future

During the Reporting Period, several hospitals of C-MER in Mainland China launched different forms of myopia prevention and control activities for children, including scientific talks and a student vision screening, with 375,000 students from 467 schools participating, and the 6th “C-MER Cup” Myopia Prevention and Control Speech Contest hosted by the C-MER eye hospitals in Futian and Nanshan, Shenzhen. Through five major channels, namely prevention, detection, diagnosis, care and management, the Group has established a defence line for youth myopia prevention.

護眼愛護光明未來

於報告期間，希瑪眼科位於內地的多間醫院開展不同形式的兒童近視防控活動，包括科普講座、學生視力篩查，共有467間學校共37.5萬名學生參與，以及深圳福田和深圳南山希瑪林順潮眼科醫院承辦的第六屆「希瑪杯」近視防控主題演講賽等。本集團透過防、查、診、護、管五大渠道，共建青少年近視防線。



C-MER CKJ Stomatology Delivers Care and Love

Shenzhen C-MER CKJ Stomatology, together with the Project Vision Charitable Foundation (Guangdong), launched the “Red Vest” Dental Health Charity Campaign in November 2022 in response to Shenzhen Voluntary Service Foundation, rolling out a series of dental health services for volunteers and their families. All branches of the Shenzhen CKJ Group chain have set up “Health Volunteering U-stations” as volunteer service stations.

希瑪愛康健口腔關懷送愛

深圳愛康健集團聯同廣東省亮睛工程慈善基金會響應深圳市志願服務基金會，於2022年11月啟動「紅馬甲」口腔健康公益活動，推出了一系列專門針對志願者及其家屬的口腔健康公益服務。深圳愛康健集團連鎖各分院同時設立「健康志願服務U站」，作為志願者服務站。



Awards and Commendation

The various awards won by C-MER in 2022, ranging from corporate accolades, brand strengths to social responsibility, are testament to the high level of recognition the Group has received from the community in different aspects of its business operations.

獎項及嘉許

希瑪眼科於2022榮獲眾多獎項，範疇由企業榮譽、品牌優勢以至社會責任，印證了本集團在業務營運的不同層面，廣受社會各界的高度認同。

**Corporate Accolades
企業殊榮**



Standard Chartered Corporate Achievement Awards 2022 – Greater Bay Area Corporate Outstanding Award
渣打企業成就大獎2022—大灣區企業傑出獎



MNC Regional Headquarter in Shenzhen
深圳市跨國公司總部企業



JRJ Navigating China “GoldenWis Award” 2022 – Outstanding Growth Enterprise Award
2022金融界領航中國「金智獎」
—傑出成長性企業獎



2022 Most Valuable Companies in Hong Kong Awards
香港最佳價值企業大獎2022



Best Investor Companion Award
最佳投資者陪伴獎



Shenzhen Top 500 Enterprises 2022
2022 深圳企業 500 強

Brand Achievements
品牌成就



Hong Kong Premier Service Brand
香港卓越服務名牌



The Most Influential Brand in the Greater Bay Area 2022
2022 粵港澳大灣區年度最具影響力品牌



2022 Most Trusted Brand by Netizens
2022 年度最值得網民信賴品牌

社會責任



Social Capital Builder Awards 2022 – SCB Logo Awards
社會資本動力獎2022 – 標誌獎



2021/2022 National (Shenzhen) Excellent Enterprise with Foreign Investment – Harmonious Labour Relations Promotion Award
2021-2022 年度全國(深圳)優秀外商投資企業和諧勞動關係促進獎



Happy Company Award 2022
開心工作間2022 – 開心企業



Best Employers in Shenzhen – Special Award “Employer Culture Award”
深圳市最佳僱主 – 專項獎「僱主文化獎」

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。	Types of Emissions 排放物種類	
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。	Types of Emissions; Greenhouse Gas Emission 排放物種類; 溫室氣體 排放	
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 Energy 能源使用	
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 Water 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 Energy 能源使用	
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 Water 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. Environment 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。	Environment 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。	Environment 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

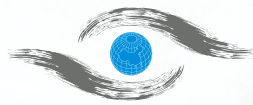
ESG Aspects 環境、社會及管治層面	Related Section(s) 相關章節	Remarks 備註
B1. Employment		
B1. 僱傭		
Information on the policies and compliance with laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, 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; Building the Team of C-MER 僱傭；建立希瑪團隊	
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	

ESG Aspects 環境、社會及管治層面	Related Section(s) 相關章節	Remarks 備註
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。	Complaint Handling 投訴處理	
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。	Intellectual Property Rights 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。	Service Quality Assurance 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 描述消費者資料保障及私隱政策，以及相關執行及監察方法。	Data Protection and Privacy 資料保護及私隱	

ESG Aspects 環境、社會及管治層面	Related Section(s) 相關章節	Remarks 備註
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	
B8. Community investment B8. 社區投資		
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. 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。	Community Investment; Scientific Research and Innovation 社區投資；科研創新	
KPI B8.1 Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport). 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)。	Community Investment; Scientific Research and Innovation 社區投資；科研創新	
KPI B8.2 Resources contributed (e.g. money or time) to the focus area. 關鍵績效指標B8.2在專注範疇所動用資源(如金錢或時間)。	Community Investment; Scientific Research and Innovation 社區投資；科研創新	



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