位元堂
WAI YUEN TONG

Wai Yuen Tong Medicine Holdings Limited
位元堂藥業控股有限公司
Incorporated in Bermuda with limited liability
於百慕達註冊成立之有限公司
Stock Code 股份代號: 897

香港百年品牌　用心守護健康



2025

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



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About the Group
關於本集團

Wai Yuen Tong Medicine Holdings Limited (the "**Company**", together with its subsidiaries, "**Wai Yuen Tong**", the "**Group**", "**We**", or "**us**") leverages on its solid foundation of the century-old traditional Chinese medicine ("**TCM**") brand, highly efficient and scientific management methods, and flexible market strategies to serve society, and has been established in Hong Kong for years.

Established in 1897 during the 23rd year of the Guangxu reign in the Qing Dynasty, the Group has consistently adhered to its philosophy of 'Preparing Medicine with Dedication, Growing Strong with Reputation'. Over its 128-year history, it has strived to meet modern society's healthcare needs by delivering high-quality Chinese medicine products and services while innovating within the field of Chinese healthcare. Despite societal changes and challenges, the management team and employees have remained dedicated to improving medical care and healthcare. The Group owns the renowned Chinese medicine and health food brand 'Wai Yuen Tong' through Wai Yuen Tong Medicine Company Limited, as well as the globally recognised Western medicine and health food brands 'Madame Pearl's' and 'Pearl's' through Luxembourg Medicine Company Limited. This integration of Chinese and Western medicines with its healthcare businesses has created synergistic growth, positioning the Group as an industry leader.

位元堂藥業控股有限公司(「**本公司**」,連同其附屬公司統稱「**位元堂**」、「**本集團**」、「**我們**」)紮根香港多年,憑藉百年傳統中醫藥(「**傳統中藥**」)品牌的堅實根基,以高效科學的管理辦法及靈活變通的市場策略一直服務社會。

本集團始創於一八九七年(清光緒23年),一直貫徹「以誠意用心造藥,憑信譽繼往開來」的宗旨,成立一百二十八年以來,本集團一直致力於通過提供高質量的中藥產品及服務滿足現代社會的醫療保健需求,同時在中醫藥領域進行創新。儘管面臨社會變革及挑戰,管理團隊及員工仍然致力於提升醫療護理和保健水平。本集團透過位元堂藥廠有限公司持有知名中藥及保健食品品牌一「位元堂」,以及透過盧森堡大藥廠有限公司持有廣受國際認可的西藥及保健食品品牌一「珮夫人」及「珮氏」,中西藥與醫療保健業務的整合創造了協同增長,使本集團成為行業領導者。

"Preparing Medicine with Dedication, Growing Strong with Reputation."
「以誠意用心造藥,憑信譽繼往開來。」



About the Report
關於本報告

PROJECT OVERVIEW

This Environmental, Social and Governance Report (the "**ESG Report**", or the "**Report**") summarises the environmental, social and governance ("**ESG**") initiatives, plans and performances of the Group, and demonstrates our commitment to sustainable development. The Group is adhering to developing sustainably in accordance with the ESG management principles and is committed to effectively and responsibly handling the Group's ESG issues as a core part of our business strategy, as we believe this is the key to our continued success in the future.

項目概覽

本環境、社會及管治報告(「**環境、社會及管治報告**」或「**報告**」)概述本集團的環境、社會及管治(「**環境、社會及管治**」)舉措、計劃和表現，並展示我們對可持續發展的承諾。本集團堅持按照環境、社會及管治管理原則進行可持續發展，並致力於有效和負責任地處理本集團的環境、社會及管治事宜，將其作為業務戰略的核心部分，因為我們相信這是未來取得持續成功的關鍵。

REPORTING PERIOD

This Report describes the ESG activities, challenges and measures taken by the Group during the year ended 31 March 2025 (the "**Reporting Period**", "**FY2025**").

報告期間

本報告詳述本集團於截至二零二五年三月三十一日止年度(「**報告期間**」、「**二零二五財政年度**」)環境、社會及管治方面的活動、挑戰和採取的措施。

REPORTING FRAMEWORK

This Report has been prepared in accordance with the ESG Reporting Guide as set out in Appendix C2 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (the "**Stock Exchange**").

報告框架

本報告根據香港聯合交易所有限公司(「**聯交所**」)上市規則附錄C2所載的《環境、社會及管治報告指引》編製。

REPORTING PRINCIPLES

During the preparation of this ESG Report, the Group has applied the Reporting principles stipulated in the ESG Reporting Guide as follows:

報告原則

在編製本環境、社會及管治報告的過程中，本集團應用《環境、社會及管治報告指引》列明的報告原則，如下所示：

- *"Materiality"* — A materiality assessment was conducted to identify material issues during the Reporting Period, thereby adopting the confirmed material issues as the focus for the preparation of this ESG Report. The materiality of issues was reviewed and confirmed by the Board. Please refer to the sections headed "Engaging Stakeholders" for further details.

- *"Quantitative"* — Supplementary notes are added along with quantitative data disclosed in this ESG Report to explain any standards, methodologies, and source of conversion factors used during the calculation of environmental KPI.

- *"Balance"* — This Report aims to provide a holistic and fair view of the sustainability performance of the Group and has not omitted any information related to material ESG topics.

- *"Consistency"* — The approach adopted for the preparation of this ESG Report was substantially consistent with the previous year, and explanations were provided regarding data with changes in the scope of disclosure and calculation methodologies.

- *「重要性」*－於報告期間內，本集團進行重要性評估以識別重要議題，以確定重要議題作為本環境、社會及管治報告的編寫重點。這些議題的重要性均由董事會審閱和確認。更多詳情請參考「持份者溝通」一節。

- *「量化」*－本環境、社會及管治報告中所披露量化數據已附加補充說明，以解釋在計算環境關鍵績效指標時使用的任何標準、方法和轉換系數的來源。

- *「平衡」*－本報告旨在對本集團的可持續發展表現提供全面和公平的看法，並沒有遺漏任何與重大環境、社會及管治主題相關的信息。

- *「一致性」*－編製本環境、社會及管治報告所採納的方法與上年度基本一致，並已就披露範圍和計算方法有變之數據提供解釋。



REPORTING SCOPE AND BOUNDARY

The scope covers the main measures and performance of the Group's two core businesses, which represent the Group's major source of revenue.

- Wai Yuen Tong Medicine Company Limited
- Luxembourg Medicine Company Limited

Production and Sale of Chinese Pharmaceutical and Health Food Products **生產及銷售中藥及保健食品產品**	**Production and Sale of Western Pharmaceutical and Health Food Products** **生產及銷售西藥及保健食品產品**
Operated by Wai Yuen Tong Medicine Company Limited 由位元堂藥廠有限公司營運	Operated by Luxembourg Medicine Company Limited 由盧森堡大藥廠有限公司營運
Holds the widely known century-old Chinese medicine brand "Wai Yuen Tong" 持有家傳戶曉「位元堂」之百年中藥品牌	Holds the renowned Western medicine and health food brands "Madame Pearls" and "Pearl's" 持有著名的「珮夫人」及「珮氏」西藥及保健食品品牌

The ESG data and related ESG key performance indicators ("**KPI**") that the Group has direct access to, and is under the Group's direct operational control are as below:

1. The Group's headquarters' office in Kowloon Bay, Hong Kong ("**Headquarters**")
2. Pharmaceutical factories in Yuen Long Industrial Estate ("**Yuen Long Factory**")
3. Pharmaceutical factories in Ping Shan ("**Ping Shan Factory**")
4. Offices in Shenzhen ("**Operating Sites**")
5. Retail shops located in Hong Kong and Mainland China ("**Retail Shops**")
6. Cross Border E-Commerce in Mainland China ("**Cross-Border E-Commerce**")

The Group will continue to assess the major ESG aspects of different businesses and extend the scope of disclosures when and where applicable.

報告範圍及界限

報告範圍包括本集團兩個核心業務的主要計量及表現，其為本集團的主要收入來源。

- 位元堂藥廠有限公司
- 盧森堡大藥廠有限公司

本集團可直接取得且由本集團直接營運控制的環境、社會及管治數據及相關環境、社會及管治關鍵績效指標(「**關鍵績效指標**」)載列如下：

1. 本集團位於香港九龍灣的總部辦事處(「**總部**」)
2. 位於元朗工業邨的製藥廠房(「**元朗廠房**」)
3. 位於坪山的製藥廠房(「**坪山廠房**」)
4. 位於深圳的辦事處(「**營運點**」)
5. 位於香港及中國內地的零售店(「**零售店**」)
6. 中國內地跨境電子商務(「**跨境電商**」)

本集團將繼續評估不同業務的主要環境、社會及管治層面並在合適情況下擴大披露範圍。



FORWARD-LOOKING STATEMENTS

This Report contains forward-looking statements which are based on the current expectations, projections, and assumptions of the Group about the businesses and the markets in which it and its subsidiaries operate. These forward-looking statements are not guarantees of future performance and are subject to market risk, uncertainties, and factors beyond the control of the Group. Therefore, actual outcomes and returns may differ materially from the assumptions made and the statements contained in this Report.

前瞻性陳述

本報告包含前瞻性陳述，其乃基於本集團對其及其附屬公司經營的業務和市場的當前期望、預測和假設。這些前瞻性陳述不是對未來業績的保證，並受市場風險、不確定性和本集團無法控制的因素所影響。因此，實際結果及回報可能與本報告所載假設及陳述有重大差異。

CONFIRMATION AND APPROVAL

Information cited in this Report was sourced from official documents and statistical data of the Group. This Report has been reviewed and approved by the board of directors of the Company (the "**Board**").

確認及批准

本報告引用的資料均來自本集團的官方文件及統計數據。本報告已獲本公司董事會(「**董事會**」)審閱及批准。

CONTACT AND FEEDBACK

Your feedback is valuable to our continuous improvement, and we welcome any comments and suggestions you may have on this Report or our future ESG strategy in general. Please share any comments or suggestions regarding the Group's ESG performance at pr@waiyuentong.com.

聯絡及意見反饋

閣下的反饋對我們的持續進步具有寶貴價值，我們歡迎 閣下對本報告或對我們未來環境、社會及管治策略提出任何意見和建議。如有關於本集團環境、社會及管治表現的任何意見或建議，可聯絡pr@waiyuentong.com。



THE BOARD STATEMENT – OVERSEEING OF ALL ESG ISSUES

The Board bears ultimate responsibility for overseeing ESG matters of the Group, including the management approach, strategies, and policies related to ESG. To effectively oversee the Group's ESG performance and address potential risks, the Board collaborates with the ESG Committee when needed to assess and prioritise key ESG issues, taking stakeholder feedback into account.

董事會聲明－監督所有環境、社會及管治事宜

董事會肩負監管本集團環境、社會及管治事宜的最終責任，包括環境、社會及管治的管理方法、策略及政策。為有效監督本集團的環境、社會及管治表現及應對潛在風險，董事會於有需要時與環境、社會及管治委員會合作，評估及優先處理主要環境、社會及管治事宜，並考慮持份者的反饋意見。

Board
董事會

- Oversight of all ESG issues
  監督所有環境、社會及管治事宜
- Provide management approaches and strategies
  提供管理方針及策略
- Review ESG related goals and targets
  審閱環境、社會及管治相關目標

ESG Committee
環境、社會及管治委員會

- Collect, analyse ESG data and evaluate the effectiveness of policies and procedures
  收集、分析環境、社會及管治數據及評估政策及程序的有效性
- Ensure the implementation of plans to reach the ESG goals
  確保計劃實施以達成環境、社會及管治目標
- Ensure compliance with ESG related laws and regulations
  確保遵守環境、社會及管治相關法律法規
- Report to the Board and compile annual ESG Report
  向董事會匯報及編製年度環境、社會及管治報告



THE ESG COMMITTEE – IMPLEMENTING AND MONITORING THE ESG PLANS

The ESG Committee, composed of core members from different departments, is established to facilitate the Board's overseeing of ESG matters. The ESG Committee is responsible for collecting and analysing ESG data, monitoring and evaluating the Group's ESG performance, ensuring compliance with ESG-related laws and regulations, and preparing ESG reports. The ESG Committee arranges meetings when required to evaluate the effectiveness of current policies and procedures while formulating appropriate solutions to improve the overall performance of ESG policies. At meetings, the ESG Committee discusses existing and upcoming plans to monitor and manage the Group's strategic goals in terms of sustainable development, mitigate potential risks, and minimise their negative impacts on our business operations. By setting ESG-related goals and targets to minimise the environmental impacts from the Group's operations, the Group has affirmed its commitment to embedding sustainability into its business operations and fulfilling its corporate responsibility. The ESG committee would report to the Board, assist in assessing and identifying the Group's ESG risks and opportunities, evaluate the implementation and effectiveness of the internal control mechanism, and review the progress of set goals and targets.

環境、社會及管治委員會－實施及監察環境、社會及管治計劃

環境、社會及管治委員會已告成立，由不同部門的核心成員組成，旨在協助董事會監督環境、社會及管治事項。環境、社會及管治委員會負責收集及分析環境、社會及管治數據、監管及評估本集團的環境、社會及管治表現、確保遵守環境、社會及管治相關法律法規及編製環境、社會及管治報告。環境、社會及管治委員會於需要評估當前政策及程序的有效性並制定適當的解決方案以提升環境、社會及管治政策的整體表現時安排會議。於會議上，環境、社會及管治委員會商議當前及未來計劃以監督及管理本集團可持續發展方面的策略目標、減輕潛在風險及盡量降低其對我們的業務營運的負面影響。透過制定環境、社會及管治相關目標以減低本集團營運的環境影響，本集團申述其將可持續發展融入業務營運並履行其企業責任的承諾。環境、社會及管治委員會將向董事會匯報、協助其評估及識別本集團環境、社會及管治風險及機遇、評估內部監控機制的實施及有效性並審查已制定目標的進程。



Stakeholder Engagement
持份者溝通

The Group highly values its stakeholders and their insights into our business and ESG performance. To address their key concerns effectively, the Group maintains open and consistent communication with its primary stakeholders, such as shareholders, investors, customers, employees, suppliers, NGOs, the public, government bodies, and regulatory authorities. Their invaluable feedback is integrated into the Group's strategic planning, reinforcing our dedication to sustainable business practices and corporate responsibility. When developing operational and ESG strategies, the Group takes stakeholders' expectations into account through a variety of engagement approaches and communication channels, as outlined below.

本集團高度重視持份者及其對本集團業務及環境、社會及管治表現的意見。為有效回應彼等的重點關注事項，本集團與股東、投資者、客戶、僱員、供應商、非政府組織、公眾、政府機構及監管機構等主要持份者保持開放及一致的溝通。其寶貴的反饋意見將納入本集團的策略規劃，強化我們對可持續業務常規及企業責任的投入力度。於制定營運及環境、社會及管治策略時，本集團透過多種參與方式及溝通渠道考慮持份者的期望，概述如下。

Major Stakeholder Groups 主要持份者	Engagement Channels 溝通渠道
Shareholders and Investors **股東及投資者**	• Annual general meeting and other shareholders' meetings 股東週年大會及其他股東大會 • Financial reports 財務報告 • Announcements and circulars 公佈及通函 • Company websites 公司網站
Customers **客戶**	• Customer service hotline 客服熱線 • Customer complaint mechanism 客戶投訴機制 • Social media 社交媒體 • Online shop electronic platform 網店電子平台
Employees **僱員**	• Training, seminars and briefing sessions 培訓、講座及簡報會 • Performance reviews 表現檢討 • Employee complaint mechanism 僱員投訴機制 • Company gathering 公司聚會
Suppliers **供應商**	• Supplier evaluation meeting 供應商評估會議 • Supplier audit 供應商審核



Major Stakeholder Groups 主要持份者	Engagement Channels 溝通渠道
Communities and NGOs **社區及非政府組織**	• Community activities 社區活動 • Employees' volunteer activities 僱員義工活動 • Sponsorships and donations 贊助及捐贈
Media and the Public **媒體及公眾**	• ESG report 環境、社會及管治報告 • Company website 公司網站
Government and Regulatory Authorities **政府及監管機關**	• Written or electronic correspondence 書面或電子通訊 • Phone meetings 電話會議 • Face to face meetings 面對面會議

MATERIALITY ASSESSMENT

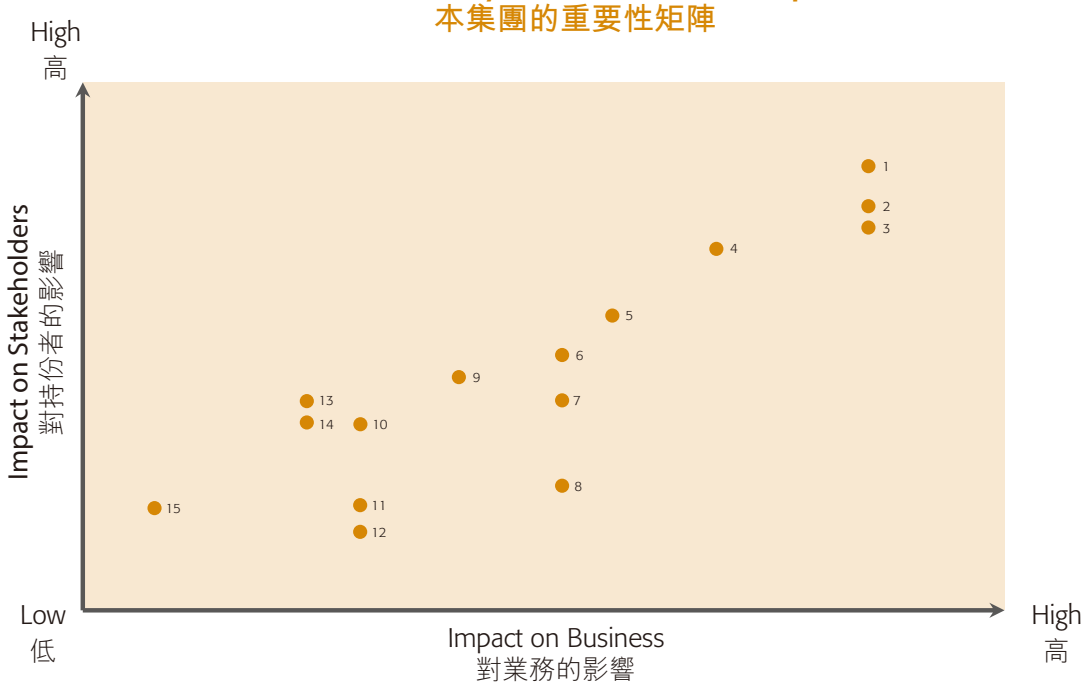
The Group recognises the significance of different material topics to its stakeholders and strives to identify and evaluate issues that are critical to both its business and stakeholders. These material topics are determined based on three key factors: (i) global sustainability agendas and internationally recognised best practices; (ii) the Group's risks and strategic objectives; and (iii) feedback from stakeholders. During the reporting period, the Group conducted a materiality survey to gather stakeholders' perspectives on ESG-related issues, and the findings are presented below. After reviewing the materiality assessment results, the Group has confirmed their continued relevance. Going forward, the Group will consistently monitor its business operations and ESG performance.

重要性評估

本集團深明不同重大議題對其持份者的重要性，並致力識別及評估對其業務及持份者均至關重要的議題。該等重大議題乃根據三個關鍵因素釐定：(i)全球可持續發展議程及國際認可最佳典範；(ii)本集團的風險及策略目標；及(iii)持份者的反饋。於報告期內，本集團完成了一項重要性調查，以蒐集持份者對環境、社會及管治相關議題的意見，結果呈列如下。經審查重要性評估的結果後，本集團已確認該等報告之持續相關性。展望未來，本集團將持續監測其業務營運及環境、社會及管治表現。



Materiality Matrix of the Group
本集團的重要性矩陣



	Materiality Issues 重要性事宜		Materiality Issues 重要性事宜
1	Safeguarding Customer Health and Safety 保障客戶健康與安全	9	Labour Standards 勞工準則
2	Customer Satisfaction and Privacy 客戶滿意度與私隱	10	Climate Change 氣候變化
3	Product Quality Control 產品品質管理	11	Energy Usage 能源使用
4	Occupational Health and Safety 職業健康與安全	12	Emissions 排放物
5	Anti-Corruption 反貪污	13	Staff Development and Training 員工發展及培訓
6	Supply Chain Management 供應鏈管理	14	Employment Practices 僱傭常規
7	Advertising and Label Management 廣告及標籤管理	15	The Environment and Natural Resources 環境及天然資源
8	Philanthropy and Community Development 慈善事業及社區發展		



"Sustainability is one of Wai Yuen Tong's core strategic goals, leading our way to long-term and sustainable growth for our stakeholders and investors."
「可持續發展是位元堂的核心戰略目標之一，引領我們實現持份者和投資者的長期和可持續增長。」

We have always placed public health at the heart of our mission. As the climate crisis becomes increasingly urgent, we have boldly taken on the responsibility of addressing environmental health as a core element of our corporate vision. Our dedication to sustainability is reflected in our ambition to achieve net-zero carbon emissions. To support this goal, our ESG strategy incorporates robust measures to effectively control emissions, enhance energy efficiency, and reduce waste.

我們始終將大眾健康置於我們使命的核心。隨著氣候危機日益逼在眉睫，我們勇於承擔應對環境健康的重責，使之成為公司願景的核心要素。我們致力於可持續發展，體現在我們實現淨零碳排放的抱負。為支持這一目標，我們的環境、社會及管治策略納入強有力的措施，以有效控制排放、提高能源效率及減少浪費。

One of our significant advancements includes embracing solar energy, a renewable power source offering numerous benefits. This transformative step enables us to harness clean, sustainable energy while achieving considerable cost savings. By utilising solar power, we lessen our reliance on conventional energy sources, yielding substantial financial advantages for our organisation.

我們的重大進展之一包括採用太陽能，一種好處眾多的可再生能源。這一轉型舉措令我們能夠利用清潔、可持續的能源，同時節約可觀的成本。利用太陽能，我們減少了對傳統能源的依賴，為我們的組織帶來了巨大的財務優勢。

Moreover, this transition strengthens our brand reputation by exemplifying our commitment to environmental sustainability, mitigating climate risks, and promoting a greener future. The adoption of solar energy seamlessly aligns with our net-zero emissions objective as a carbon-neutral solution, propelling us closer to a sustainable, emission-free future.

此外，這一轉型體現我們對環境可持續發展、減輕氣候風險及營造更趨環保的未來的承諾，從而提高了我們的品牌聲譽。採用太陽能與我們作為碳中和解決方案的淨零排放目標完美契合，推動我們更接近可持續、無排放的未來。

In addition, we have partnered with the Hong Kong Productivity Council to implement our first automated packaging system, marking a significant milestone in technological innovation. This advanced system accommodates various packaging materials of different sizes, shapes, and colors, representing a leap in efficiency. Our automated production line efficiently performs bottle filling and individual packaging with minimal human intervention, reducing waste from human error and elevating operational hygiene standards.

此外，我們與香港生產力促進局合作，實施首個自動化包裝系統，成為科技創新的一個重要里程碑。這一先進的系統可容納各類尺寸、形狀和顏色不同的包裝物料，極大提升效率。我們的自動化生產線以最低程度的人手干預完成裝瓶及獨立包裝工序，減少人為錯誤造成的浪費並提高操作衛生標準。



Journey to Carbon Net Zero
邁向碳淨零之路

CLIMATE CHANGE

Climate scientists have established that carbon emissions resulting from industrial and commercial activities have been the primary driver of global warming over the past two centuries. Currently, Earth's average temperature is approximately 1.1°C higher than it was in the late 1800s and has been steadily increasing every decade for the last forty years. Without urgent solutions and decisive action, the impact of climate change on humanity could be devastating. The threats posed by climate change extend beyond rising temperatures, encompassing severe droughts, widespread wildfires, rising sea levels, flooding, melting polar ice caps, destructive storms, and a decline in biodiversity.

The United Nations Environment Programme has emphasised the critical need to limit the global temperature increase to 1.5°C, as outlined in the Paris Agreement. Achieving this requires reducing carbon emissions by 45% by 2030 and reaching net-zero emissions by 2050, to ensure the planet remains habitable and sustainable for future generations.

氣候變化

氣候科學家已經確定，在過去的兩個世紀里，工商業活動產生的碳排放是全球變暖的主要原因。目前，地球的平均溫度已經比1800年代後期高出約1.1℃，並且在過去四十年中每十年穩步上升。若不採取緊急解決方案及果斷行動，氣候變化可能對人類造成毀滅性影響。氣候變化帶來的威脅不僅僅是氣溫上升，亦包括嚴重乾旱、大範圍野火、海平面上升、洪水、極地冰蓋融化、破壞性風暴及生物多樣性下降。

聯合國環境規劃署強調，正如《巴黎協定》所概述一般，迫切需要將全球氣溫上升限制在1.5℃以內。實現這一目標需要於二零三零年前將碳排放量減少45%，於二零五零年前實現淨零排放，確保地球保持宜居環境，以供子孫後代可持續發展。

"Our mission of 1.5 degree is in action — we need to keep temperature risk within 1.5°C to avoid extreme climates"
「我們正在履行1.5度的使命－我們需要將溫度上升保持在1.5 ℃以內，以避免造成極端氣候」

Temperature rise
<1.5°C
溫度上升在
1.5°C以內

▶

Emissions reduction
45%
by 2030
二零三零年
減少排放量**45%**

▶

Net zero
by 2050
二零五零年
達至**淨零排放**



Transitioning to a net-zero world is one of the greatest challenges ahead of us. As a responsible corporate citizen, the Group calls for a transformation of habits, behaviours and mindsets. Switching to renewable energy and living a more sustainable lifestyle will lead us onto the right track.

過渡到淨零排放的世界是我們面臨的最大挑戰之一。作為負責任的企業公民，本集團呼籲徹底轉變習慣、行為和思維方式。改用可再生能源並邁向更可持續的生活方式將引領我們走上正軌。

OUR ESG MANAGEMENT APPROACH AND STRATEGY

我們的環境、社會及管治管理方針及策略

The Group recognises the importance of responsible environmental management and remains committed to promoting the well-being of society through sustainable practices. Acknowledging that its operations may have varying impacts on the environment, the Group actively manages emissions and resource consumption across its businesses, aiming to reduce environmental footprints and uphold the principles of green development.

本集團深明負責任的環境管理的重要性，並繼續致力透過可持續實踐促進社會福祉。本集團認識到其營運可能對環境造成不同影響，因此積極管理其業務的排放及資源消耗，旨在減少環境足跡及堅持綠色發展原則。

To support these efforts, the Group has established comprehensive environmental management systems and procedures that govern daily operations. These frameworks regulate emissions and waste, promote resource efficiency, reduce the carbon footprint, and encourage natural resource conservation – aligning with the Group's long-term sustainability objectives.

為支持該等工作，本集團已建立全面的環境管理系統及程序以規管日常營運。該等框架規管排放及廢物、提高資源效率、減少碳足跡及鼓勵保護自然資源，符合本集團的長期可持續發展目標。



ENVIRONMENTAL TARGETS BY 2030

Achieving carbon neutrality before 2050 is a vital goal that demands participation and support of the entire community. As a responsible corporate citizen cooperating with the Government to achieve this goal, the Group has established environmental KPIs, and the progress is outlined below:

二零三零年的環境目標

於二零五零年前實現碳中和是一項重大目標，需要全社會的參與及支持。作為配合政府達成此目標的負責任企業公民，本集團訂下環境關鍵績效指標，進展概述如下：

Area 範疇	Targets 目標	Status 狀態
Energy Consumption 能源消耗	Lowering the energy consumption intensity by 3% to 5% by 2030 (using 2023 as a baseline) and deploying the use of renewable energy 二零三零年前降低能源消耗密度3%至5%（以二零二三年作為基準年份）及採用可再生能源	In Progress 進行中
Water Consumption 耗水	Maintaining the water consumption intensity by 2030 (using 2023 as a baseline) 二零三零年前維持耗水密度（以二零二三年作為基準年份）	In Progress 進行中
GHG Consumption 溫室氣體排放	Lowering the GHG emissions intensity by 3% to 5% by 2030 (using 2023 as a baseline) 二零三零年前降低溫室氣體排放密度3%至5%（以二零二三年作為基準年份）	In Progress 進行中
Waste Production 廢棄物產生	Lowering the generation of hazardous and non-hazardous waste intensity by 2030 (using 2023 as a baseline) 二零三零年前降低有害及無害廢棄物的產生密度（以二零二三年作為基準年份）	In Progress 進行中



SOLAR POWER

In FY 2025, Wai Yuen Tong made a meaningful stride toward sustainability by embracing solar energy as a renewable and eco-friendly solution. Acknowledging the pressing challenges of climate change and global warming, the Company installed Photovoltaic ("**PV**") solar panels on the rooftop of its Yuen Long Factory. These panels, consisting of PV modules made up of multiple PV panels, efficiently capture sunlight. Using advanced PV materials and devices, the PV cells within the panels absorb solar energy and convert it into electrical power. This adoption of solar energy not only underscores Wai Yuen Tong's dedication to environmentally responsible practices but also plays a vital role in mitigating the impacts of climate change.

ENERGY SAVING PRACTICES

Wai Yuen Tong is dedicated to promoting the efficient use of resources. Recognising the importance of minimising its environmental impact, the Group actively monitors and mitigates potential adverse effects arising from its operations. A key focus is on raising employee awareness regarding resource conservation and environmental protection.

The Group also prioritises the effective management of major energy-consuming equipment. Understanding the environmental impact of energy use, Wai Yuen Tong has implemented standardised operational procedures to enhance energy efficiency. Its primary sources of energy consumption are electricity for operations and petrol for company vehicles. To address this, the Group has adopted a range of initiatives aimed at conserving energy and optimising resource utilisation.

太陽能

二零二五財政年度，位元堂採用太陽能作為可再生及環保的解決方案，向可持續發展邁出有意義的一步。本公司深明氣候變化和全球暖化的嚴峻挑戰，因而在位於元朗廠房的天台安裝光伏(「**光伏**」)太陽能電池板。該等電池板由多塊光伏面板組成的光伏模塊組成，有效地捕捉陽光。運用先進的光伏物料及儀器，光伏面板上的光伏電池可吸收太陽能，並將之轉化為電能。此次採用太陽能不僅彰顯位元堂致力於對環境負責的實踐，也在減輕氣候變化的影響方面發揮重要作用。

節能實踐

位元堂致力於推動有效利用資源。本集團認識到盡量減少對環境影響的重要性，因此積極監察及緩減其營運所產生的潛在不利影響，重點之一為提高僱員節約資源及保護環境的意識。

本集團亦優先考慮有效管理主要耗能設備。位元堂了解能源使用對環境的影響，已實施標準化作業程序以提高能源效益。其能源消耗的主要來源是營運用電及公司車輛用汽油。作為應對，本集團已採取一系列旨在節約能源及優化資源利用的措施。



USE OF RESOURCES

Energy Consumption

During the Reporting Period, Wai Yuen Tong's energy consumption was as below:

資源使用

能源消耗

於報告期間，位元堂的能源消耗如下：

Energy Consumption 能源消耗	**Unit** **單位**	**2025** **二零二五年**	2024 二零二四年
Direct Energy Consumption **直接能源耗量**	MWh 兆瓦時	**1,676.56**	1,234.11
• Town Gas and Natural Gas 煤氣及天然氣	MWh 兆瓦時	**1,182.41**	1,068.12
• Unleaded Petrol 無鉛汽油	MWh 兆瓦時	**494.15**	165.99
Indirect Energy Consumption **間接能源耗量**	MWh 兆瓦時	**11,299.50**	9,948.97[1]
• Purchased Electricity 外購電力	MWh 兆瓦時	**11,299.50**	9,948.97
Total Energy Consumption **能源總耗量**	MWh 兆瓦時	**12,976.06**	11,183.07
Intensity **密度**	MWh/ft² 兆瓦時／平方呎	**0.041**	0.037

During the Reporting Period, we launched a new cross-border e-commerce business in Mainland China, leading to an increase in our petrol consumption.

於報告期內，我們於中國內地推出一項新的跨境電商業務，導致燃油消耗量增加。

Note:

1. Data of electricity consumption for the year ended 31 March 2024 ("**FY 2024**") has been restated.

附註：

1. 截至二零二四年三月三十一日止年度(「**二零二四財政年度**」)的電力耗量數據已予重列。



Water Resources

Water consumption at the Headquarters and Operation Sites in Shenzhen is minimal compared to the Group's Yuen Long Factory, where water usage is primarily attributed to washing Chinese herbs and production processes. To promote water conservation, the Group has implemented the following measures.

- Water consumption at the Yuen Long Factory is carefully monitored. and targets for water conservation are established to encourage sustainable practices and efficient resource utilisation;
- Environmentally friendly water tanks and sensor faucets have been installed in washrooms to regulate daily water use;
- The Yuen Long Factory has set up facilities such as rainwater harvesting system, brown water treatment and collection to reduce water consumption; and
- An inspection is regularly conducted at the Yuen Long Factory to determine whether there is leakage in faucets and pipelines. We will arrange for repair when appropriate.

During the Reporting Period, the Group has not encountered any issues in sourcing water that was fit for purpose due to the geographic location of our operation.

REDUCING OUR CARBON FOOTPRINT

With the growing public awareness and global discussions surrounding climate change has become an increasingly prominent and pressing topic. Recognising the severity and urgency of the climate crisis, governments worldwide, including Hong Kong, have intensified their efforts to address this issue, aiming to achieve net-zero carbon emissions by 2050.

Considering these developments, the Group acknowledges the significance of identifying and mitigating major climate-related concerns. It remains vigilant in assessing the potential impact of climate change on its business and operations, understanding the importance of managing climate-related risks that could affect its activities. To ensure effective oversight and management of these risks, the Group's ESG Committee maintains regular monitoring of climate-related issues, guaranteeing that its strategies incorporate these critical factors.

Physical Risks

The increased frequency and severity of extreme weather events such as typhoons, storms, heavy rains, and extreme cold or heat bring acute and chronic physical risks to the Group's business. The Group's productivity will be reduced under extreme weather conditions as the safety of our employees are threatened during work at construction sites and the power grid or communication infrastructures might be damaged, which exposes the Group to risks associated with non-performance and delayed performance, leading to a direct negative impact on the Group's revenue. To minimise the potential risks and hazards, the Group has established mitigation plans, including flexible working arrangements, precautionary measures and extra formwork protection during bad or extreme weather conditions. The Group will explore emergency plans to further reduce the vulnerability of our installations to extreme weather events to enhance business stability.

水資源

相比用水量主要來自清洗中藥材和生產流程的本集團元朗廠房，總部及深圳各運營點的耗水量極低。本集團採取以下措施提倡節約用水。

- 元朗廠房密切監控用水情況，並設定節水目標，以鼓勵能源的可持續實踐及高效利用；
- 在洗手間安裝環保型水箱及自動感應水龍頭以規範每日用水；
- 元朗廠房設置雨水收集系統、棕水處理及回收等設施，以減少用水量；及
- 元朗廠房亦定期檢查水龍頭及管道有否滲漏。我們將適時安排維修。

於報告期間，本集團並無因業務所處的地理位置而出現任何尋找合適水源的問題。

減少碳足跡

隨著公眾對氣候變化的意識不斷提高，並掀起全球熱議，氣候變化已逐漸成為迫切的焦點議題之一。鑒於氣候危機的嚴重性和緊迫性，包括香港在內，各地政府已加強應對氣候變化的措施，旨在於二零五零年前實現淨零碳排放。

考慮到上述發展，本集團深知識別及緩解重大氣候相關議題的重要性，繼續密切關注氣候變化對其業務及營運的潛在影響，更明瞭管理可能影響本集團業務活動的氣候相關風險的重要性。為保證監察和管理該等風險的成效，本集團的環境、社會及管治委員會定期監察氣候相關事宜，確保其策略包含以上關鍵性因素。

實體風險

漸趨頻繁和嚴重的極端天氣情況，如颱風、風暴、暴雨、嚴寒或酷熱，對本集團業務構成急性和慢性的實體風險。在極端天氣情況下，在廠址進行工作的員工的安全受到威脅，電網或通訊基礎設施亦可能遭到破壞，降低了本集團的生產效率，令其面臨與不履約及延遲履約相關的風險，繼而對本集團收益產生直接負面影響。為盡量減少潛在的風險和危害，本集團已經制定應對計劃，包括在惡劣或極端天氣情況下的彈性工作安排和預防措施以及增設額外模板保護。本集團將探索應急計劃，進一步降低廠房裝置受極端天氣情況影響的程度，以提高業務的穩定性。



Transition Risks

To achieve the global vision of carbon neutrality, the Group expects the evolution of the regulatory, technological and market landscape due to climate change, including the tightening of national policies, the emergence of environmental-related taxes, and the shifting of customer preference for an eco-friendly resorts operation. In response to the policy and legal risks as well as the reputation risks, the Group constantly monitors any changes in laws or regulations, and global trends on climate change to avoid cost increments, non-compliance fines or reputational risks due to delayed responses.

過渡風險

為實現碳中和的全球願景，本集團預料監管、技術和市場的佈局將因氣候變化而有所改變，當中包括收緊國家政策、徵收環保相關稅項，以及客戶偏好轉向環保經營的公司。為應對政策、法律及聲譽風險，本集團持續監察法規的任何變更及全球氣候變化的趨勢，以避免增加成本、違規罰款或因未有及時處理而引致的聲譽相關風險。

Greenhouse Gas Emissions (GHG)

Wai Yuen Tong's greenhouse gas (GHG) emissions mainly come from three sources: direct emissions (Scope 1) from gasoline used in transportation and towngas for Chinese medicine processing; indirect emissions (Scope 2) from purchased electricity; and other indirect emissions (Scope 3), which include emissions from waste disposal in landfills, and electricity used for freshwater and sewage treatment by government departments.

溫室氣體排放

位元堂溫室氣體排放的三大源頭：運輸用汽油燃燒及中藥加工用煤氣產生的直接排放(範圍1)；外購電力產生的能源間接排放(範圍2)；以及其他間接排放(範圍3)，包括堆填區廢棄物處置的排放，以及政府部門用於飲用水及污水處理的電力。

To manage these emissions, the Group has adopted targeted energy efficiency policies, as detailed in the "Use of Resources" section, aimed at reducing energy consumption and minimising environmental impact.

為管理該等排放，本集團已採納有針對性的能源效益政策(詳情載於「資源使用」一節)，旨在減少能源消耗及盡量減少對環境的影響。

During the Reporting Period, the Group recorded no material violations of local environmental laws related to air and greenhouse gas (GHG) emissions, water and soil discharge, or the handling of hazardous and non-hazardous waste.

於報告期內，本集團就與空氣及溫室氣體排放、向水及土地的排污或有害及無害廢棄物處理有關方面，並無嚴重違反當地環境法例的情況。



The Group's GHG emissions performance was as below:

本集團的溫室氣體排放表現如下：

Indicators[2] **指標[2]**	**Unit** **單位**	**2025[4]** **二零二五年[4]**	2024 二零二四年
Scope 1 範圍1	tCO_2e 公噸二氧化碳當量	**393.86**	265.23
Scope 2 範圍2	tCO_2e 公噸二氧化碳當量	**4,597.74**	4,102.75[5]
Scope 3 範圍3	tCO_2e 公噸二氧化碳當量	**3,524.87**	1,496.46
Total Greenhouse Gas Emissions 溫室氣體排放總量	tCO_2e 公噸二氧化碳當量	**8,516.47**	5,864.43
Intensity[3] 密度[3]	tCO_2e/ft^2 公噸二氧化碳當量／平方呎	**0.027**	0.019

Notes:

2. GHG emissions data is presented in terms of carbon dioxide equivalent and are based on, including but not limited to, "The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standards" issued by the World Resources Institute and the World Business Council for Sustainable Development, "How to prepare an ESG Report – Appendix 2: Reporting Guidance on Environmental KPIs" issued by the Stock Exchange, the "2024 Sustainability Report" published by HK Electric Investments Limited and the "CLP 2024 Sustainability Report" published by CLP Holdings Ltd.

3. The intensity data in this Report is calculated based on the gross floor area of 314,881 (FY 2024: 300,944 sq. ft, including Retail Shops).

4. During the Reporting Period, the Group's operational expansion led to an increase in greenhouse gas emissions across Scope 1, Scope 2, and Scope 3 categories.

5. Data of Scope 2 in FY 2024 has been restated.

附註：

2. 溫室氣體排放數據乃按二氧化碳當量呈列，並以(包括但不限於)世界資源研究所及世界可持續發展工商理事會刊發的《溫室氣體盤查議定書：企業會計與報告標準》、聯交所發佈的《如何準備環境、社會及管治報告－附錄二：環境關鍵績效指標匯報指引》、港燈電力投資有限公司發佈的《二零二四年可持續發展報告》及中電控股有限公司發佈的《中電二零二四年可持續發展報告》為依據。

3. 於本報告中，密度數據是根據建築面積314,881平方呎計算(二零二四財政年度：300,944平方呎，包括零售店面積)。

4. 於報告期間，本集團經營擴張導致範圍1、範圍2及範圍3類別溫室氣體排放增加。

5. 二零二四財政年度範圍2數據已予重列。



Air Emissions

The principal source of air emissions originating from the Group's operations were primarily attributed to the fuel consumption of its company vehicles. In response to this emission source, the Group diligently ensures that all its vehicles operate under optimal conditions through regular maintenance. Wai Yuen Tong emphasises the selection of local vendors for product and service supplies, thereby minimising the distance required for transportation. Moreover, the Group takes proactive measures by conducting regular examinations to monitor exhaust gas emissions from business vehicles. The staff at the Yuen Long Factory also actively reminds drivers to switch off their engines when parked, effectively reducing unnecessary emissions. Additionally, Wai Yuen Tong employs hydro vent and scrubber technologies to eliminate oil and odor from fumes prior to their emission, further mitigating potential environmental impact.

During the Reporting Period, the Group's air emissions performances were as follows. Owing to the increasing usage of vehicles, there has been a rise in the concentration of Respirable Suspended Particulates in the air.

廢氣排放

本集團營運產生的主要廢氣排放源頭為公司車輛消耗的燃料。針對此排放源頭，本集團通過定期維護確保其所有車輛處於最佳狀態。位元堂會優先挑選當地供應商的產品及服務供應，從而盡量縮短運輸距離。另外，本集團亦會主動採取為業務車輛定期進行檢測等措施，以監察有關車輛的廢氣排放情況。元朗廠房員工亦會積極提醒司機停車熄匙，以便有效減少不必要的廢氣排放。此外，位元堂採用灑水式煙罩及洗滌器，排放前去除煙霧中的油分及氣味，繼而進一步降低可能對環境造成的影響。

於報告期間，本集團廢氣排放表現如下。因增加使用車輛，空氣中的可吸入懸浮粒子的濃度上升。

Types of Air Emissions **廢氣排放類型**	**Unit** **單位**	**2025**[6] **二零二五年**[6]	2024 二零二四年
Nitrogen Oxides (NO_x) 氮氧化物	Kg 千克	**41.45**	23.11
Sulphur Oxides (SO_x) 硫氧化物	Kg 千克	**0.83**	0.31
Respirable Suspended Particulates 可吸入懸浮粒子	kg 千克	**1.90**	0.78

Note:

6. As the Group expand its business operations, a corresponding increase in air emissions has been observed.

附註：

6. 本集團因擴展其業務經營，錄得廢氣排放相應增加。



Waste Management

The Group is dedicated to sustainable operations by optimising resource use and minimising waste across all sites. Upholding strict waste reduction standards, it follows the 3R Policy – Reduce, Reuse, and Recycle – to ensure responsible disposal and management of business-related waste.

At Wai Yuen Tong, employees are encouraged to practice responsible waste management by sorting recyclable materials into designated containers. The Yuen Long Factory implements a comprehensive waste sorting system, prioritising the recycling and reuse of paper boxes to promote sustainable packaging. Additionally, the Headquarters and Shenzhen office have set up recycling boxes and coordinate regular collections with recyclers.

Non-hazardous waste at the Group's headquarters primarily consists of paper. In support of environmental sustainability, the Group fosters a paperless office culture actively. Employees are encouraged to reduce paper waste through double-sided printing whenever possible, while the reuse of envelopes and document folders is actively promoted for internal correspondence and document delivery.

Handling of Hazardous Wastes

Wai Yuen Tong's hazardous waste is mainly generated from the operation of Yuen Long Factory. These hazardous wastes encompass various substances such as waste halogenated solvents, expired pharmaceuticals, other pharmaceutical raw materials, and chemical wastes. These materials encompass both traditional Chinese medicine processing and Western pharmaceutical production and must be handled with care due to their potential risks. The Group places significant emphasis on adhering to rigorous protocols for storage, management, and disposal, ensuring compliance with relevant regulations and industry best practices. To maintain safety and environmental responsibility, all chemical waste, including that generated from Chinese traditional medicines and Western pharmaceutical processes, is properly stored and collected by an external qualified waste management service provider.

廢棄物管理

本集團致力於通過優化資源使用及盡量減少所有地點的廢棄物來實現可持續運營。本集團恪守減少廢棄物的嚴格標準，根據3R政策－Reduce(減少使用)、Reuse(物盡其用)及Recycle(循環回收)處置及管理其業務相關廢棄物。

位元堂鼓勵僱員負責任地管理廢物，將可回收物料分類放入指定容器。元朗廠房實施完善的廢棄物分類系統，優先回收及重複使用紙盒，推廣可持續包裝。此外，總部及深圳辦事處已設立回收箱，並與回收商協調定期收集。

本集團總部的無害廢棄物主要包括紙張。為支持環境可持續發展，本集團積極推行無紙化辦公文化。本集團鼓勵僱員盡可能雙面打印以減少紙張浪費，並積極推廣重複使用信封及文件夾進行內部通訊及文件傳遞。

處理有害廢棄物

位元堂的有害廢棄物主要來自元朗廠房的營運，當中包括廢鹵化溶劑、過期藥品、其他醫藥原料及化學廢物等。該等物料涵蓋中藥加工及西藥生產，由於其潛在風險，必須小心處理。本集團非常重視遵守嚴格的儲存、管理和處置協議，確保遵守相關法規及行業最佳實踐。為始終踐行安全及環境責任，所有化學廢物(包括中藥及西藥加工產生的化學廢物)均由外聘合資格廢物管理服務供應商妥善儲存及收集。



Sewage Discharge

The Group mainly generates wastewater from two sources: domestic wastewater and industrial wastewater. The industrial wastewater specifically arises from the processing and utilisation of traditional Chinese medicine. Within this context, the traditional Chinese medicine wastewater is primarily derived from activities such as feedstock and herbal cleaning, medicine processing, and workplace washing. To ensure compliance with regulations, the Group has obtained a license from the Environmental Protection Department of Hong Kong (EPD) under the Water Pollution Control Ordinance. Consequently, the Group adheres to the applicable requirements outlined by the EPD to responsibly discharge wastewater in line with environmental standards and regulations.

廢水排放

本集團產生的廢水兩大主要源頭為生活廢水及工業廢水。傳統中藥加工和利用的過程中會產生工業廢水。據此，傳統中藥廢水主要來自原料及藥材清洗、藥物加工、工作場所清洗等過程。為確保遵守有關法規，本集團已獲得香港環境保護署(「**環保署**」)根據《水污染管制條例》頒發的牌照。因此，本集團會奉行環保署所訂明的適用規定，遵照環境標準及法規負責任地排放廢水。

The Environment and Natural Resources

The Group has always been concerned about the impact of the operating locations in its surrounding environment and natural resources. We are committed to reducing the negative environmental impacts from daily operations through measures such as treasuring resources and properly disposing of waste. The Group has formulated relevant policies and has considered the negative impacts of planting pharmaceutical raw materials on biodiversity, to improve the environmental monitoring and early warning system and to establish an emergency response mechanism for environmental emergencies.

環境與自然資源

本集團一直關注營運地點對周邊環境及天然資源的影響，致力透過珍惜資源及妥善處置廢物等措施，減少日常營運對環境造成的負面影響。本集團制定相關政策，考慮醫藥原料種植過程對生物多樣性的負面影響，完善環境監測預警體系，建立突發環境事件應急機制。

Packaging Materials

The Group consistently engages in the review and enhancement of its packaging design to minimise the consumption of packaging materials. A key focus is placed on utilising sustainable and recyclable packaging materials whenever possible. One notable approach employed by the Group is the incorporation of QR codes on packages. By simply scanning these codes, customers can access additional product information through relevant websites. This innovation allows for a reduction in label size, effectively reducing the need for excessive packaging materials. Looking ahead, the Group aims to expand the application of QR codes to maximise their utility. Furthermore, the Group remains committed to exploring solutions that enhance the efficiency of packaging material usage. This includes considering the adoption of biodegradable packaging materials derived from regenerative elements.

包裝材料

本集團持續檢討及改善包裝設計，並減少耗用包裝材料。為盡量使用可持續及可回收的包裝材料，本集團採用的其中一項主要方法為在包裝上印刷二維碼，客戶只需掃描二維碼便可連結到相關網站，了解更多產品資訊。此創新做法能縮小標籤尺寸，有效降低對包裝材料的過度需求。展望未來，本集團務求拓展二維碼的應用，以盡量擴大其使用範圍。此外，本集團會繼續致力探討提高包裝材料使用效率的方案，如考慮使用可生物降解及含有再生成分的包裝材料。



Reducing Packaging Waste by Technological Innovation – Intelligent Automated GMP Product Packaging System

The Group emphasis product quality and brand reputation, continuously striving to adapt to changing market demands. Recognising the need for an upgraded packaging process, the Group embarked on a research initiative in collaboration with the Hong Kong Productivity Council (HKPC). Over the past three years, HKPC has developed an intelligent automated Good Manufacturing Practice ("**GMP**") product packaging system, specifically tailored to the Group's requirements.

The Group previously relied on manual packaging, which made it difficult to meet market demand. However, since the introduction of the intelligent packaging system in October 2022, significant improvements have been achieved. The system was designed to accommodate the unique characteristics of Traditional Chinese Medicine, which emphasises precise processing and the use of authentic medicinal materials. Notably, the intelligent packaging system can handle various types of tiny medicine vials, including those with different shapes, outer box designs, product contents, and colors.

The implementation of the intelligent packaging system has yielded remarkable benefits for the Group. Packaging productivity has doubled, while the need for manual labour has been reduced by 90%. As a result, employees previously engaged in packaging tasks can now be assigned to other non-automated responsibilities. The complex design of the system ensures compatibility with products of different shapes, such as fan-shaped and rectangular-shaped items.

This collaboration with HKPC and the adoption of the intelligent packaging system have significantly enhanced the Group's packaging efficiency and ability to meet market demands.

通過技術創新減少包裝廢棄物－智能自動化GMP產品包裝系統

本集團重視產品質量及品牌聲譽，一直致力應對變化萬千的市場需求。考慮到對升級包裝流程的需要，本集團已著手與香港生產力促進局(「**香港生產力促進局**」)合作進行研究計劃。過去三年，香港生產力促進已成功開發按本集團要求專門定製的智能自動化(「**GMP**」)產品包裝系統。

本集團此前依賴人工包裝，難以滿足市場需求。然而，自二零二二年十月引入智能包裝系統後，本集團的包裝流程實現明顯改善。該系統旨在配合傳統中藥的獨有特性，著重精準的加工流程與地道藥材的使用。值得注意的是，該智能包裝系統可處理多種迷你藥瓶產品(包括不同包裝形狀、設計、產品內容及顏色)。

採用智能包裝系統令本集團取得顯著成效，不但令包裝生產率翻倍，更將手動需求減少90%。因此，過往從事包裝工作的僱員現可獲調配處理其他非自動化職務。該系統的設計複雜，確保可與不同形狀(如扇形、長方形等)產品兼容。

與香港生產力促進局合作並採用智能包裝系統，本集團的包裝效率及滿足市場需求的能力獲得顯著提升。



Packaging Waste Reduction

By integrating a robotic arm into its system, HKPC has effectively improved the efficiency of identifying and handling different quantities of medicine bottles during packaging. Operating at high speeds with consistent precision, the robotic arm replicates manual packaging methods. It expertly places small medicine vials into blotter trays within metal cans, meticulously adjusting strength and angle to prevent bottles from bouncing out.

The integration of the robotic arm into the system has led to several significant advancements. First, it has improved the quality and stability of product packaging, ensuring the precise and consistent insertion of medicine bottles, which reduces the risk of errors or damage during the process. Second, the robotic arm plays a vital role in optimising material usage and minimising waste, effectively lowering packaging wastage.

To further enhance accuracy, the HKPC team utilises electronic vision technology for precise placement of medicine bottles and batch numbers, ensuring proper labelling. Beyond its efficiency, the intelligent packaging system provides real-time data for monitoring and analysis, enabling HKPC to identify opportunities for optimisation and streamline operations to boost production efficiency. Additionally, the system adheres strictly to Good Manufacturing Practice (GMP) regulations, ensuring the safety and integrity of the Group's products.

減少包裝廢棄物

香港生產力促進局在系統中加裝機械臂，有效提高了在包裝過程中識別和處理不同數量藥瓶的效率。機械臂以一致的精度高速運作，模擬人手包裝操作，熟練地將細小的藥樽插入金屬罐內的吸塑盤，小心調整力度和角度，以避免瓶身彈出。

在系統中加裝機械臂帶來幾項重大進步。首先，加裝機械臂的系統提升了產品包裝的質量和穩定性，確保藥瓶插入位置一致精准，降低過程中出錯或損壞的風險。其次，機械臂在優化材料使用和最大限度地減少浪費方面發揮着至關重要的作用，有效降低了包裝浪費。

為進一步提高精度，香港生產力促進局團隊利用電子視覺技術精確放置藥瓶及批號，確保標籤正確。除提高效率外，智能包裝系統還提供實時數據進行監控和分析，使香港生產力促進局能夠伺機優化及精簡操作，以提高生產效率。此外，該系統嚴格遵守GMP規定，確保本集團產品的安全性和完整性。



EMPLOYMENT PRACTICES

As the largest team of registered Chinese medicine practitioners in Hong Kong, Wai Yuen Tong prioritises the utilisation of quality medicinal materials, which requires a team of talented staff. The Group places a strong emphasis on the well-being of its employees and actively invests in their professional growth for mutual success. At Wai Yuen Tong, employees are treated with utmost respect, their contributions are valued, and they are empowered to excel in their roles. Recognising that employee development is crucial not only for long-term corporate advancement but also a responsibility towards their workforce, the Group remains committed to fostering a supportive environment for their employees' growth and success.

During the Reporting Period, the Group reported no significant non-compliance with laws and regulations related to compensation, dismissal, recruitment, promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, or other employee benefits and welfare that would have a notable impact on the Group.

Recruitment Talents

With a proactive approach, the Group actively seeks out promising talents and upholds the principles of openness and fairness in its recruitment procedures. The recruitment process at Wai Yuen Tong considers different factors, including capabilities, job comprehension, practical work requirements, and suitability for a particular position. These criteria serve as the benchmarks for recruitment, guaranteeing a transparent and equitable process for all candidates involved.

Team Recognition and Sense of Belonging

Ensuring fairness and competitiveness, Wai Yuen Tong offers equitable compensation to its employees. Salaries and year-end bonuses are determined based on various factors, including qualifications, work performance, performance appraisal results, and prevailing market trends. Furthermore, the Group provides diverse career development opportunities for its workforce. Employee promotions and appointments adhere to the principles of meticulous organisation, comprehensive evaluation, merit-based selection, and adherence to stringent requirements.

Wai Yuen Tong maintains a zero-tolerance policy towards unfair dismissals and places great emphasis on conducting fair and transparent dismissal procedures. The procedures and conditions for dismissal and contract termination are clearly outlined in the Employee Handbook, ensuring clarity and consistency. Additionally, a comprehensive list of handover tasks is provided to facilitate a seamless transition of job responsibilities. These measures collectively contribute to a supportive and structured work environment within the Group.

僱傭常規

作為全港最大的註冊中醫師團隊，位元堂已成立一支優秀人才團隊優先選用上乘藥材。本集團十分關注員工的福祉，並積極為他們的專業發展投入資源，藉以達致共同成功。位元堂非常尊重員工，珍視他們作出的貢獻，並賦權員工盡展所長。考慮到僱員發展不僅是企業長遠發展的關鍵，亦是對員工的責任，本集團會繼續打造支持員工成長和取得成功的環境。

於報告期間，本集團並無嚴重違反任何可能對本集團構成顯著影響，涉及賠償與解僱、招聘和晉升、工作時數、假期、平等機會、多元化、反歧視或其他僱員利益和福利的法例及法規。

招聘人才

本集團採取主動方針，積極物色具備潛力的人才，並在招聘過程中秉持公開公正的原則。位元堂於招聘過程中會以工作能力、對工作的認識、實際工作要求和是否適合特定崗位等不同因素作為招聘標準，並確保招聘過程對所有應徵者而言屬透明公允。

團隊認可及歸屬感

位元堂為員工提供公平且具競爭力的薪酬。薪金和年終獎金是根據資歷、工作表現、績效評估結果及現行市場趨勢等多項因素釐定。此外，本集團亦為員工提供多元化的職業發展機會，並奉行「組織細心、考察全面、錄取擇優、寧缺勿濫」的原則晉升及委任員工。

位元堂對不公平的解僱持零容忍態度，並確保解僱程序公正且透明。《員工手冊》明確訂明了解僱和終止合同的程序及條件，確保有關程序及條件清晰及保持一致。此外，本集團亦設有詳盡的交接安排以便工作職責無縫過渡。上述措施共同將本集團內部打造成一個結構分明並會提供支援的工作環境。



Promoting Diversity and Inclusion

Wai Yuen Tong upholds the commitment to provide equal opportunities to all employees and job applicants, ensuring the prevention of any form of discrimination. The interests of employees are safeguarded, and the Group strictly prohibits any discriminatory practices based on factors such as gender, marital status, pregnancy, family position, race, religion, or disability. Embracing diversity and inclusivity, the Group actively recruits individuals with disabilities, fosters a culture of integration for disabled individuals, and strives to build a diverse and inclusive workforce.

Looking ahead, the Group envisions implementing additional measures to further enhance diversity and integration in the workplace. This includes offering training programs focused on equal opportunities, anti-discrimination practices, and human rights.

鼓勵多元包容文化

位元堂致力向全體員工及應聘人士提供平等機會，防止任何形式的歧視情況發生，並維護員工權益。本集團嚴禁因性別、婚姻狀況、懷孕、家庭崗位、種族、信仰或殘疾等因素作出任何歧視行為。本集團鼓勵多元包容，積極招聘殘障人士，推動傷健共融的文化，致力建立多元共融的工作團隊。

展望未來，本集團預期將實施更多措施，在工作環境中進一步推動多元共融，有關措施包括提供與平等機會、反歧視和人權相關的培訓計劃。

Supporting Team's Well Being

Wai Yuen Tong offers a comprehensive remuneration package that is closely linked to the outcomes of annual performance appraisals and evaluations. To maintain market competitiveness, remuneration levels are regularly reviewed and adjusted based on industry benchmarks and the importance of each role.

Eligible employees also benefit from a wide range of perks, including in-patient and out-patient medical coverage, internal shopping discounts, and special rates for Traditional Chinese Medicine (TCM) out-patient services, dental care, and medical programs. Many of these benefits extend to employees' immediate family members, ensuring access to essential care and support when needed.

For transparency, the Group clearly outlines working hours and schedules in the Employee Handbook. Forced labor is strictly prohibited, and all overtime is voluntary and fairly compensated with appropriate allowances.

To support work-life balance and individual needs, Wai Yuen Tong provides different types of leave, including statutory holidays, maternity and paternity leave, compassionate leave, birthday leave, and examination leave. These measures reflect the Group's commitment to employee well-being and a supportive workplace culture.

為團隊謀福祉

位元堂提供綜合薪酬待遇與年度績效評估及評價的結果密切相關。為保持市場競爭力，我們會根據行業基準及各職位的重要性定期檢討及調整薪酬水平。

符合條件的僱員亦享有廣泛的福利，包括住院及門診醫療保險、內部購物折扣以及中醫門診服務、牙科保健及醫療計劃的特價。僱員的直系親屬亦能享有其中諸多福利，確保在需要時獲得必要的護理和支持。

為提高透明度，本集團於僱員手冊中清楚列明工作時間及時間表。嚴禁強迫勞動，所有加班以自願為原則，並得到適當津貼的公平補償。

為配合工作與生活的平衡及個人需要，位元堂提供不同類型的假期，包括法定假期、分娩假及侍產假、恩恤假、生日假及考試假。該等措施反映本集團對僱員福祉及人性化工作場所文化的承諾。



Career Forum with CEO

The career forum, led by the CEOs of the Company and Wang On Group, provides employees with a valuable opportunity to gain insights into leadership, industry trends and career development. This interactive session encourages open dialogue, allowing employees to share ideas, ask questions, and understand the company's vision directly from its top leader. By bridging communication between leadership and frontline teams, the forum inspires professional development, enhances engagement, and strengthens alignment with the Group's long-term goals, empowering staff to drive success together.

與行政總裁的職業座談會

由本公司及宏安集團行政總裁主持的職業座談會，為員工提供寶貴機會，深入了解領導力、行業趨勢及職業發展。這次互動會議促進了公開對話，允許員工分享想法、提出問題，並直接向最高領導者了解公司的願景。座談會為領導層與一線團隊之間建立溝通橋樑，鼓勵員工專業發展，提高參與度，並深化與集團長期目標的一致性，激勵僱員共同邁向成功。



DEVELOPING AND TRAINING

Retaining talented individuals is essential for the Group's continued success. As such, the Group is dedicated to fostering the professional growth and development of its employees. Significant resources are invested annually to offer training and development programs across all levels and departments. These initiatives benefit front-line sales staff at Retail Shops, TCM practitioners, the operations team at the Yuen Long Factory, and all back-office personnel.

To oversee the training initiatives, the Group has established a training department responsible for setting the overall training direction, implementing relevant strategies, and designing appropriate training courses tailored to employees' respective roles. The primary objective is to enhance the professionalism of the entire workforce. As one of the largest employers of Chinese Medical Practitioners (CMPs) in Hong Kong, the Group places great emphasis on keeping CMPs well-informed about current knowledge and information on Chinese herbal medicine. Training sessions for CMPs are conducted every two months, covering topics including communication skills with customers, information about Wai Yuen Tong's new products, information on different medicinal materials and TCM system training, lecturing skills, and other relevant subjects. Product training sessions and knowledge-sharing sessions are organised to familiarise CMPs with the procurement, screening, and pharmaceutical processes involved in Chinese herbal medicine.

發展及培訓

挽留優秀人才對本集團的持續成功至關重要。因此，本集團致力促進僱員的專業成長及發展。我們每年投入大量資源為各級別和各部門提供培訓及發展計劃。該等措施惠及零售店的一線銷售人員、中醫師、元朗廠房的營運團隊以及所有後勤人員。

為監督培訓計劃，本集團已設立培訓部門，負責制定整體培訓方向並實施相關策略，以及為不同崗位的員工量身訂制合適的培訓課程，銳意提升全體員工的專業能力。培訓的主要目標是提高整個員工隊伍的專業水平。作為香港最大的中醫師僱主之一，本集團注重為中醫師提供最新的中藥知識和資訊。中醫師的培訓課程每兩個月進行一次，主題包括與客戶溝通技巧、位元堂新品資訊、不同藥材資訊、傳統中藥系統培訓、授課技巧及其他相關主題。本集團會籌辦產品培訓和分享會，以便向中醫師介紹中藥的採購、篩選和製藥過程。



The Group's Chairman hosts regular exchange meetings or dinners with the CMP team every 2–3 months to enhance internal communication. These gatherings provide valuable opportunities for open dialogue and collaboration within the organisation.

本集團主席每兩至三個月與中醫師團隊定期舉辦交流會或晚宴，以加強內部溝通。該等聚會提供珍貴機會與組織進行公開對話和合作。

Recognising the significance of ongoing personal and professional development, the Group actively encourages employees at all levels to pursue educational and training opportunities. To facilitate this, an External Training Subsidy policy has been established, allowing staff members to enhance and maintain job-related skills essential for optimal performance. Employees can seek reimbursement for continuing education and training courses accredited by the Education Bureau, as well as subsidies for professional association memberships.

本集團深明持續實現個人及專業發展的重要性，因而積極鼓勵各級員工接受教育及培訓的機會。有見及此，本集團已制定外部培訓補貼政策，使各員工能提升和保持與工作有關的技能，以充分發揮表現。員工可申請發還教育局認可的持續進修及培訓課程費用，及申請專業學會會籍資助。

LABOUR STANDARDS

勞工準則

The Group has zero tolerance and strictly prohibits the use of child labour, forced labour and hiring of illegal immigrants in our operations. Below measures have been taken to avoid these illegal employment practices.

本集團採取零容忍態度，嚴禁在營運中僱用童工、強制勞工及聘用非法移民。我們已採取以下措施以避免該等非法僱傭。

Prevention of Child Labour

防止誤用童工

During the recruitment process, the human resources department will verify the applicant's identity documents and ensure that they have reached the minimum age for employment. If the Group finds any violation of relevant labour laws, regulation or standards regarding child labour, the Group will immediately terminate the labour contract and take disciplinary action against the relevant staff.

人力資源部在招聘過程中會核實應徵者的身份證明文件，確保應徵者符合最低入職年齡。倘本集團發現任何違反童工相關法律法規或準則的情況，本集團將立即終止勞動合同並對相關人員進行紀律處分。



Prohibition of Forced Labour

The Group specifies overtime compensation provisions in the Employee Handbook. The Group carefully monitors the employee working time and working schedule to ensure they work voluntarily and freely.

In case of any illegal labour practice is discovered, the Group will stop their employment immediately. An investigation will be carried out subsequently and report the case to the relevant authorities.

During the Reporting Period, the Group was not aware of any material non-compliance with child and forced labour-related laws and regulations, including but not limited to Employment Ordinance.

禁止強制勞工

本集團於《員工手冊》訂明加班補償規定。本集團密切監察僱員的工作時間及工作時間表，以確保彼等自願及自由地工作。

倘發現任何非法勞工行為，本集團將立即停止僱用彼等，隨後將進行調查，並向有關部門報告此案。

於報告期間，本集團沒有發現任何重大違反與童工及強制勞工有關的法律法規的情況，包括但不限於《僱傭條例》。

OCCUPATIONAL HEALTH AND SAFETY

The Group prioritises the health and safety of its employees and is deeply committed to maintaining a healthy, safe, and comfortable working environment. To support this commitment, a comprehensive Health and Safety Policy has been established. This policy addresses occupational safety hazards through a strong safety management structure, clear procedures and guidelines, and thorough risk assessments and mitigation measures.

At the Yuen Long Factory, an occupational health and safety board has been set up to keep employees informed about updates to health and safety procedures, relevant ordinances, analysis of recent work-related injury cases, and safety supervision reports. Furthermore, the Group has made the Health and Safety Manual readily available for easy reference, ensuring employees have access to critical information. Additionally, the Group places great emphasis on machine safety by regularly educating staff on proper operational procedures, potential hazards, and preventative measures to ensure a secure and efficient working environment.

To safeguard the health of all staff members and prevent fire hazards, smoking is strictly prohibited in all areas of the Yuen Long Factory. Regular fire drills are conducted to ensure preparedness and to enhance safety awareness among employees. As the treatment and extraction of Chinese herbal medicine may involve the use of various chemicals, hazard labels play a crucial role in communicating the classification and hazards associated with these substances. By ensuring consistent and clear hazard labeling, employees can readily identify potential risks and follow instructions for safe usage. This practice facilitates the implementation of appropriate safety controls in the workplace within the Yuen Long Factory.

職業健康與安全

本集團將僱員的健康及安全放在首位，並致力維持健康、安全及舒適的工作環境。為此，我們已制定全面的健康與安全政策。該政策通過健全的安全管理架構、清晰的程序及指引以及全面的風險評估和緩解措施應對職業安全風險。

元朗廠房已設立職業健康及安全報告板，提醒員工注意有關健康及安全程序的消息、相關條例、最近的工傷個案分析及安全監察報告。此外，本集團亦製作《健康與安全手冊》以便查閱，從而確保員工可獲得重要資訊。另外，本集團非常重視機器安全，定期教育員工有關正確操作程序、潛在危險及預防措施，以確保安全及高效的工作環境。

為保障所有員工的健康並防止發生火災，元朗廠房內所有區域均嚴禁吸煙。我們會定期進行消防演習，確保作好準備及提高各員工的安全意識。由於中草藥的處理及提取可能涉及不同種類化學品的使用，故危險標籤在傳達該等物質的分類和危險信息時發揮關鍵作用。藉由確保危險標籤一致和清晰，員工可隨時識別潛在風險，並遵循安全使用的說明。此舉有助於元朗廠房中工作場所實施適用的安全控制措施。



During the Reporting Period, the Group was not aware of any material non-compliance with health and safety-related laws and regulations that would have a significant impact on the Group.

於報告期間，據本集團所知，其並無嚴重違反任何可能會對本集團構成重大影響的健康與安全相關法例及法規。





HEALTH AND SAFETY TRAINING

The Yuen Long Factory serves as the company's primary production base and has implemented a comprehensive health and safety plan. This plan includes monthly training sessions with topics tailored to the specific job duties of employees in various departments. Training materials are customised to ensure both relevance and effectiveness. Following each session, employees undertake post-training tests, and comprehensive records of training and attendance are meticulously maintained for future audits. In addition to factory-specific training, Wai Yuen Tong extends training programs to its retail store employees in Hong Kong and the PRC, as well as to back-office staff. This holistic approach ensures that all team members across the organisation receive the necessary training to perform their roles effectively.

健康與安全培訓

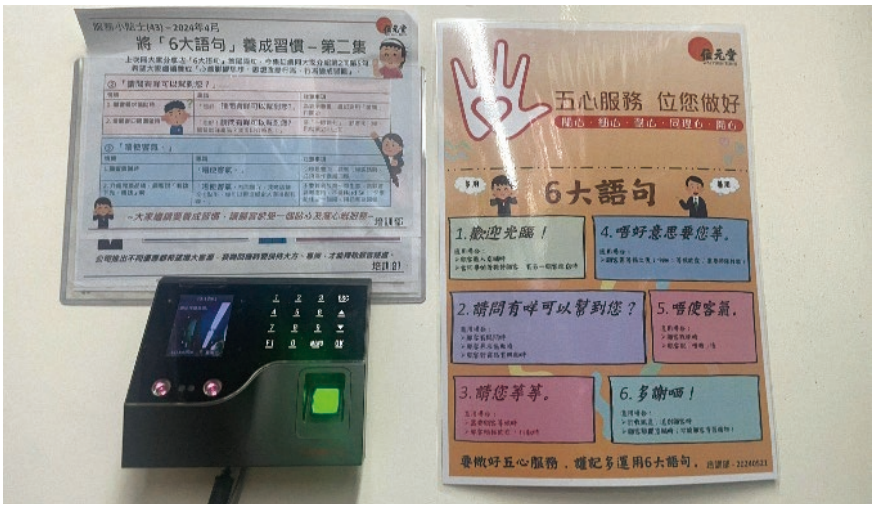
位元堂的元朗廠房為公司主要生產基地，已施行全面的健康與安全計劃。該計劃包括根據各部門員工的特定工作職責為他們訂製每月主題的培訓課程，並訂製培訓材料以確保相關性及成效。於每次培訓後，員工進行培訓後測試，並保存完整的培訓及出席記錄，以便日後審計。除廠房特定培訓外，位元堂亦將培訓計劃擴展至香港及中國的零售店僱員以及後勤人員。這一全局方案確保整個組織的所有團隊成員均接受必要的培訓，以有效地履行其職責。



Operational Excellence
卓越營運

Wai Yuen Tong recognises that exceptional product and service quality are fundamental to building lasting customer relationships. To ensure continuous improvement, we have implemented comprehensive policies that enhance the consistency and reliability of our offerings, promote responsible supply chain management, and uphold strict anti-corruption standards. In addition, we have placed reminder posters in our shops to reinforce our commitment to outstanding customer service, ensuring that our frontline staff remain attentive and dedicated to delivering superior experience. Through these measures, the Group demonstrates its unwavering dedication to excellence, integrity, and customer trust.

位元堂認識到卓越的產品和服務質量是建立持久客戶關係的基礎。為確保持續改進，我們實施全面的政策，以提高我們產品的一致性及可靠性，促進負責任的供應鏈管理，並堅持嚴格的反貪污標準。此外，我們已在店舖張貼提醒海報，以加強我們對卓越客戶服務的承諾，確保我們的一線員工保持專注並致力於提供卓越體驗。通過該等措施，本集團展示其對卓越、誠信及客戶信任的堅定承諾。



ENHANCING SERVICE TRANSPARENCY THROUGH TRAINING VIDEO PRODUCTION

To strengthen service quality and improve staff training, the Group has created a comprehensive training video that demonstrates the complete process of a client consultation with a Chinese medicine practitioner. The video showcases each step, from the initial client consultation and the practitioner's diagnosis, followed by the issuance of a prescription and the preparation of medicine at the dispensary. By visually documenting this workflow, the training video serves as an effective tool for ensuring standardised practices, enhancing operational transparency, and improving the overall customer experience.

通過培訓影片製作提高服務透明度

為加強服務質素及完善員工培訓，本集團製作了一個全面的培訓影片，向客戶展示中醫師諮詢的全過程。該影片依次呈現了從客戶諮詢、醫生診斷，到開立處方及藥房配藥的每個步驟。透過影片呈現這一流程，有助於確保標準化實踐、提高運營透明度和提升整體客戶體驗的有效工具。



CERTIFICATION PROGRAM FOR FRONTLINE STAFF

To elevate service quality and enrich customer interactions, the Group is introducing a comprehensive certification program for frontline staff. This initiative aims to equip employees with essential service skills, evaluate their proficiency through structured assessments, and ensure they meet our high standards of professionalism and efficiency. Employees will undergo targeted training that focuses on customer engagement, problem-solving, and service excellence. They will then participate in practical and scenario-based evaluations that gauge their ability to effectively handle real-world service situations. Those who successfully complete these assessments will receive an official Service Excellence Certificate, recognising their expertise and commitment to delivering outstanding service.

一線員工認證計劃

為提升服務質素及加強客戶互動，本集團正為一線員工引入全面的認證計劃。該計劃旨在為僱員提供基本的服務技能，通過結構化評估檢視彼等的熟練程度，並確保彼等符合我們高標準的專業性和效率。僱員將接受有針對性的培訓，專注客戶參與、解決問題和卓越服務，然後進行實務操作及情境模擬評估，以衡量彼等有效處理真實服務情況的能力。通過評估者將獲得官方的卓越服務證書，以表彰彼等的專業知識和提供卓越服務的承諾。



PRODUCT RESPONSIBILITIES

As part of our ongoing commitment to regulatory compliance and product excellence, Wai Yuen Tong ensures that its Yuen Long Factory meets stringent safety and quality standards, as evidenced by the following certifications:

- PIC/S standards as accredited by the Therapeutic Goods Administration of Australia ("**TGA**")
- ISO 22000:2005 Food Safety Management System certification
- Certificate of GMP issued by Proprietary Chinese Medicine Council of Hong Kong ("**GMP**")
- HACCP Hazard Analysis and Critical Control Points certification

During the Reporting Period, the Group was not aware of any incidents of non-compliance with related laws and regulations concerning health and safety, advertising, labelling, and privacy matters relating to products and services provided and methods of redress that would have a significant impact on the Group.

Product Quality Control

Wai Yuen Tong has established comprehensive internal quality and production management protocols by leveraging diverse pharmaceutical standards. These protocols are effectively implemented through Standard Operating Procedures (SOPs), enabling the Group to standardise production processes across various product lines.

Understanding the importance of a controlled production environment, the Group has established internal quality inspection standards and dedicated laboratories for rigorous testing of both raw materials and finished products. These measures help prevent human error and cross-contamination, ensuring that all products meet the internal specifications and quality benchmarks.

To further minimise risks of contamination, Wai Yuen Tong employs fully automated production equipment. Employees are required to adhere to strict sanitary protocols tailored to their roles, including the use of sanitary overalls, shoe covers, and protective caps. Regular cleaning for production equipment is also enforced.

For storage, the Group adheres to strict guidelines to preserve product integrity. The Quality Control Department is responsible for verifying labeling accuracy and monitoring ingredient stability. Additionally, the Group meticulously controls lighting, ventilation, temperature, and humidity to maintain an optimal environment for both production and storage.

產品責任

作為我們持續致力遵守監管法規及卓越產品的一部分，位元堂確保其元朗廠房符合嚴格的安全及質量標準，以下列認證為證：

- 澳洲藥物管理局(「**TGA**」)授予的國際醫藥品稽查協約組織生產標準認證
- ISO 22000:2005食品安全管理體系認證
- 香港中醫藥管理委員會出具的《中成藥生產質量管理規範》(「**GMP**」)認證
- HACCP危害分析和關鍵控制點認證

於報告期間，據本集團所知，並無發生任何違反有關健康與安全、廣告、標籤以及所提供產品和服務涉及的私隱事宜相關法例法規的事件及補救方法，繼而對本集團構成重大影響。

產品品質管理

位元堂已根據不同製藥標準制定全面的內部品質及生產管理規範，並透過「標準操作程序」(SOP)有效施行，使本集團得以統一各生產線的流程標準。

本集團深知受控生產環境的重要性，故已制定內部質量檢驗標準及實驗室專門用於原材料及成品的嚴格檢測，協助避免人為出錯及交叉污染，確保所有產品均符合內部規格及質量標準。

為進一步減低污染風險，位元堂採用全自動生產設備。僱員必須遵守針對其職位量身訂製的嚴格衛生規範，包括使用衛生工作服、鞋套及保護帽，並強制定期清潔生產設備。

於儲存方面，本集團遵守嚴格的指引以保持產品完整性。品質控制部門負責驗證標籤的準確性並監測成分的穩定性。此外，本集團精心控制照明、通風、溫度和濕度，以維持最佳的生產及儲存環境。



Advertising and Label Management

The Group ensures that all product labels and instructions for its proprietary Chinese medicines, whether sold locally or exported, comply with the Chinese Medicines Regulation of Hong Kong, as well as the *Guidelines on Labels of Proprietary Chinese Medicines* and the *Guidelines on Package Inserts of Proprietary Chinese Medicines*. This commitment ensures that all advertising content is factual, unbiased, and not misleading or deceptive.

To continuously enhance its product advertising and label management, the Group regularly reviews and assesses updates to relevant laws and regulations. Additionally, all product packaging and instructions provide comprehensive information, including:

- Main active ingredients
- Dosage and methods of use
- Functional or pharmacological effects
- Storage instructions
- Contraindications or potential side effects
- Expiration date

By maintaining these standards, the Group safeguards the health and safety of its customers.

Intellectual Property Protection

Wai Yuen Tong prioritises the protection of intellectual property by ensuring clear and well-defined contract terms in all collaborations with external organisations. These agreements safeguard against potential violations of intellectual property rights by partners.

The Group remains steadfast in respecting the intellectual property rights of other companies and individuals. To uphold this commitment, it actively conducts research and closely monitors industry patent information. This proactive approach enables the Group to avoid potential infringements while staying informed about the evolving intellectual property landscape within its sector.

廣告及標籤管理

本集團確保其中成藥(不論在本地銷售或出口)的所有產品標籤及說明書均符合香港《中藥規例》，以及*「中成藥標籤指引」*和*「中成藥說明書指引」*，這一承諾確保所有廣告內容保持真實、公正，既不誤導亦不欺詐。

為持續加強其產品廣告及標籤管理，本集團定期檢討及評估相關法律及法規的更新。此外，所有產品包裝及說明書均提供全面的資訊，包括：

- 主要活性成份
- 用量及使用方法
- 功能或藥理作用
- 儲存指示
- 禁忌或潛在副作用
- 失效日期

透過維持該等標準，本集團保障其客戶的健康及安全。

知識產權保護

位元堂在與外部機構的所有合作中，確保合約條款清晰明確，優先保護知識產權。該等協議防止合作夥伴可能侵犯知識產權。

本集團堅定不移地尊重其他公司及個人的知識產權。為履行這一承諾，本公司積極開展研究並密切監控行業專利資訊，以令本集團能夠避免潛在的侵權行為，同時了解其行業內不斷變化的知識產權格局。



Safeguarding the Health and Safety of Customer

The Group has implemented comprehensive measures across all its stores to prevent the spread of epidemics and safeguard customer health and safety. To uphold these standards, the Group has established Store Hygiene Epidemic Preventive Measures and Codes, which all employees and required to follow.

Retail stores place significant emphasis on enhanced cleanliness and disinfection procedures. Regular cleaning and sanitisation are conducted for frequently used instruments and tools, including:

- Herbal medicine boxes
- Slicing machines
- Powder machines
- Cash registers

Through these proactive measures, the Group ensures a safe and hygienic environment for both customers and employees.

Customer Satisfaction and Privacy

Wai Yuen Tong has implemented a regular mystery shopper programme to evaluate the service quality of front-line employees. This initiative assesses key aspects of service, including politeness, product recommendations, and the overall customer experience. The insights gained from these evaluations help the Group identify areas for improvement and update internal service guidelines accordingly. This iterative approach enhances service standards and ensures consistently high-quality customer experience.

To further safeguard customer interests, the Group has established a complaint mechanism that aligns with the Adverse Drug Reaction Handling Procedure (Hong Kong). Customers can report concerns through various channels, including the customer service hotline, email, and social media platforms. If a product recall is necessary, as verified by the Quality Control Department, the Group promptly activates its recall protocol and notifies all relevant stakeholders, including the Chinese Medicine Council of Hong Kong.

The Group regularly reviews and enhances its product recall mechanism to ensure timely and effective resolution of complaints. Regional managers are also trained and encouraged to participate in relevant programmes that support continuous service improvement. Data analysis is utilised to develop targeted enhancement plans and set performance benchmarks.

保障顧客健康與安全

本集團已在旗下各店舖實施全面措施，以防止疫情擴散及保障顧客健康及安全。為維護該等標準，本集團已制定《門市衛生防疫措施及守則》，全體僱員必須遵守該守則。

零售店非常重視加強清潔及消毒程序。對經常使用的儀器及工具進行定期清潔及消毒，包括：

- 藥材盒
- 切片機
- 打粉機
- 收銀機

透過該等積極措施，本集團確保為客戶及僱員提供安全及衛生的環境。

客戶滿意度與私隱

位元堂已定期實施神秘顧客計劃以評估前線員工的服務質素。該計劃評估禮貌、產品推介及整體客戶體驗等關鍵服務方面。從該等評估中獲得的見解有助於本集團確定需要改進的地方，並相應地更新內部服務指引。這一迭代方法提高了服務標準，並確保始終如一的高質量客戶體驗。

為進一步保障客戶利益，本集團亦根據香港藥物不良反應處理程序設立申訴機制。客戶可以通過各種渠道報告問題，包括顧客服務熱線、電郵和社交媒體平台。若品質控制部門經查證須回收產品，本集團會立即啟動其回收方案，並通知所有相關持份者，包括香港中醫藥管理委員會。

本集團定期檢討及加強其產品回收機制，以確保及時有效地處理投訴。我們亦培訓區域經理，並鼓勵彼等參與相關計劃，支持持續改善服務。我們使用數據分析制定有針對性的增強計劃並設定績效基準。



The Group places great importance on protecting customers' personal information. According to the Employee Handbook, employees are strictly prohibited from disclosing any confidential data, including personal, purchase, or medical records, without proper authorisation. To ensure compliance with data protection laws, internal training was conducted during the Reporting Period, focusing on proper data handling in accordance with the Data Protection Ordinance.

本集團非常重視保護顧客的個人資料。根據《員工手冊》，未經適當授權，嚴禁僱員披露任何機密數據，包括個人資料、購買記錄或診症病歷。為確保遵守數據保護法律，本集團於報告期間以根據《資料保護條例》妥善處理數據為重點進行內部培訓。

During the Reporting Period, no product recalls or customer complaints related to health and safety were recorded.

於報告期間，並無因健康及安全問題而須進行任何產品回收，亦無接獲顧客投訴。

ANTI-CORRUPTION

反貪污

The Group maintains a strong commitment to ethical business practices and strictly prohibits any form of corruption, including bribery, extortion, fraud, and money laundering. The Employee Handbook serves as a comprehensive guide for employees, outlining anti-corruption guidelines that govern their daily conduct. To effectively prevent conflicts of interest, the Group requires employees to complete a Declaration of Interest Form, ensuring that personal interests do not conflict with the interests of the company. Regular review and updates of the anti-corruption policy further strengthen the Group's commitment to maintaining a corruption-free environment. The Employee Handbook also addresses the acceptance of gifts from individuals or entities doing business with the Group. Employees are instructed to complete an Application Form for Receiving Gifts and submit it to the Human Resources Department for verification and appropriate processing.

本集團堅定致力於實踐道德商業行為，嚴格禁止任何形式的貪污，包括賄賂、勒索、欺詐及洗黑錢。《員工手冊》為僱員提供全面的指引，列明規管日常行為的反貪污指引。為有效防止利益衝突，本集團規定僱員填妥《利益申報表》，確保個人利益與公司利益並無任何衝突。定期檢視和更新反貪污政策亦將進一步有助本集團維持無貪污的環境。《員工手冊》亦列明員工若接受來自與本集團有業務往來人士或實體之禮物，僱員須填寫《收取禮物申請表》並遞交予人力資源部以作進一步核實及適當處理。

During the Reporting Period, the Group was not aware of any material non-compliance with the relevant laws and regulations of bribery, extortion, fraud and money laundering that would significantly impact the Group. There were no concluded legal cases regarding corrupt practices brought against the Group or its employees.

於報告期間，本集團並不知悉任何嚴重違反賄賂、勒索、欺詐及洗黑錢相關法律及法規而對本集團造成重大影響的情況。概無對本集團或其僱員提出並已審結的貪污訴訟案件。



Anti-Corruption Training

Wai Yuen Tong is dedicated to maintaining the highest standards of integrity and ethical conduct. To reinforce this commitment, anti-corruption training was provided for both directors and employees during the Reporting Period. The training covered key topics such as identification and prevention of bribery, managing conflicts of interest, and understanding proper reporting procedures. All new joiners participating in the training program will receive mandatory anti-corruption training as part of their on boarding process.

反貪污培訓

位元堂致力維持最高標準的誠信及道德操守。為此，本公司於報告期間為董事及僱員提供反貪污培訓。培訓涵蓋識別及預防賄賂、處理利益衝突及瞭解適當的報告程序等關鍵主題。所有參加培訓計劃的新入職員工將必須接受反貪污培訓，這屬於員工入職流程的一環。



Anti-Corruption training at the Commission Against Corruption of the Macao SAR (CCAC) office
澳門特區廉政公署辦公室反貪污培訓

Whistle-blowing Mechanism

The Group encourages its employees, customers, suppliers, and other stakeholders to report concerns about suspected improprieties, misconduct, or malpractice. A confidential channel is available for submitting reports, ensuring that all cases are handled with the utmost discretion. In line with the Whistleblowing Policy, the Group guarantees protection for whistleblowers against unfair dismissal, victimisation, or unwarranted disciplinary action. Reports related to fraud and corruption will be thoroughly investigated to uphold integrity and accountability.

舉報機制

本集團鼓勵其僱員、客戶、供應商及其他持份者舉報疑似不當行為、失當行為或瀆職。我們設有提交舉報資料的保密渠道，確保以最大的酌處權處理所有案件。根據舉報政策，本集團保證保護舉報人免受不公平解僱、受傷害或受到不合理懲處。為秉持誠信及問責性，有關欺詐及貪污的舉報均予仔細調查。



Business Ethics Training

The Group recognises the fundamental role of ethical principles in conducting business. We firmly believe that integrity forms the foundation of sustainable success and fosters positive relationships. As part of our unwavering commitment to the highest ethical standards, we provide continuous training to ensure that every member of our Group is well-versed in business ethics. Our comprehensive program covers key areas such as ethical decision-making, conflict of interest, transparency, and responsible business practices. By equipping our staff with the necessary knowledge and tools, we cultivate a corporate culture rooted in integrity, respect for diverse perspectives, and ethical conduct in every business interaction. By prioritising business ethics, we build lasting relationships, earn stakeholder trust, and make meaningful contributions to the communities we serve.

商業道德培訓

本集團深知道德原則在經營業務中的重要作用。我們堅信，誠信是可持續成功的基石，能促進積極的關係。作為我們堅持最高道德標準的堅定承諾一部分，我們提供持續培訓，以確保本集團的每一位成員都精通商業道德。我們的綜合計劃涵蓋關鍵領域，如道德決策、利益衝突、透明度和負責任的商業行為。通過讓員工掌握必要的知識和工具，我們在每一次業務互動中培養了植根於誠信、尊重不同觀點及道德行為的企業文化。通過將商業道德放在首位，我們建立持久的關係，贏得持份者的信任，並為我們所服務的社區做出了有意義的貢獻。

SUPPLY CHAIN MANAGEMENT

供應鏈管理

Wai Yuen Tong values its suppliers as vital business partners and has established a comprehensive procurement policy to define expectations across commercial, environmental, and social aspects. This policy requires suppliers to uphold high ethical standards, comply with labor laws and regulations, and protect employees' legal rights. Suppliers are strictly prohibited from engaging in extortion or other improper practices.

位元堂視供應商為重要的業務夥伴，並已制定全面的採購政策，以界定商業、環境及社會方面的期望。該政策要求供應商秉持高道德標準，遵守勞動法律法規，保障僱員合法權益。我們亦嚴禁供應商涉及任何勒索或其他不正當行為。

To maintain consistent selection criteria, the policy provides clear management guidelines and a standardised evaluation framework. When introducing new or modified products, Wai Yuen Tong conducts quotations and basic tests to ensure quality meets the Group's standards. During supplier selection, emphasis is placed on the submission of relevant quality certifications. Additionally, inspections are conducted, and suppliers must provide analysis certificates for each batch of goods to facilitate rigorous product quality monitoring.

為保持篩選準則一致，該政策提供清晰的管理指引及標準化評估框架。在推出新產品或改良產品時，位元堂會進行報價及基本測試，以確保品質符合本集團的標準。在選擇供應商的過程中，我們注重提交相關品質證書。此外須進行檢驗，供應商必須就每批貨品提供分析證書，以進行嚴格的產品質量監控。

To ensure an objective evaluation, Wai Yuen Tong typically considers more than three potential candidates during the supplier selection process. Each candidate must submit a pre-acceptance assessment form, which the Group uses to evaluate their suitability as suppliers.

為確保客觀地評估，位元堂在選擇過程中特別考慮三名以上的潛在候選供應商。各候選供應商必須提交預驗收評估表，本集團使用該表評估彼等作為供應商的合適性。



Green Procurement

Wai Yuen Tong is dedicated to green procurement as part of its sustainable development strategy. The Group prioritises local suppliers and environmentally friendly products to reduce its carbon footprint while supporting local economic growth and job creation. In addition to focusing on environmental considerations, Wai Yuen Tong actively monitors suppliers and contractors for compliance with laws, regulations, and social standards, including health and safety, fair labor practices, and corporate ethics. The procurement department conducts on-site visits and annual reviews to ensure ESG standards are met and to maintain sustainable supplier relationships.

Beyond its core business, Wai Yuen Tong recognises the importance of social impact and corporate responsibility. The Group invests time, expertise, and resources in initiatives that enhance employee well-being and support communities. Employees are encouraged to engage in volunteer activities aligned with the Group's mission, contributing to civil infrastructure, health, public welfare, and poverty alleviation through services, sponsorships, and donations.

To demonstrate its commitment to corporate responsibility and community impact, Wai Yuen Tong has established a comprehensive policy on community investment. This policy outlines key initiatives aimed at supporting civil infrastructure, improving public health and welfare, and addressing poverty through volunteer services, sponsorships, and donations. Wai Yuen Tong's community investment focuses on four main areas:

綠色採購

位元堂致力推行綠色採購，作為其可持續發展策略的一部分。本集團優先選擇本地供應商及環保產品，以減少碳足跡，同時支持本地經濟增長及創造就業機會。除重點考量環境外，位元堂亦積極監察供應商及承包商是否遵守法律、法規及社會標準，包括健康及安全、公平勞工慣例及企業道德。採購部進行實地考察及年度檢討，以確保符合環境、社會及管治標準，並維持可持續的供應商關係。

除核心業務外，位元堂深明社會影響及企業責任的重要性。本集團投入時間、專業知識及資源於提升僱員福利及支持社區的計劃。我們鼓勵員工參與與本集團使命一致的義工活動，通過服務、贊助和捐贈等方式，為民用基建、健康、公益和扶貧事業作出貢獻。

為展示其對企業責任及社區影響的承擔，位元堂已制定全面的社區投資政策。該政策概述旨在支持民用基建、改善公眾健康與福祉以及通過志願服務、贊助及捐贈解決貧困問題的關鍵舉措。位元堂的社區投資集中於四大範疇：

- Caring for the Elderly 關懷長者
- Youth Development 青年發展
- Public Health Awareness 公眾健康意識
- Protect Animal Health and Welfare 保護動物健康和福利



During the Reporting Period, the Group contributed approximately HKD425,600 to numerous local charitable organisations, including Tung Wah Group of Hospitals, The Dragon Foundation, Hong Kong Dental Association Limited, The Hong Kong Buddhist Association, Education Development Foundation of Guangzhou University of Chinese Medicine in Guangdong Province and Paws Hero Limited.

於報告期間，本集團向東華三院、龍傳基金、香港牙醫學會有限公司、香港佛教聯合會、廣東省廣州中醫藥大學教育發展基金會、動物英雄聯盟等多個本地慈善機構捐款約425,600港元。

The Caring Company Scheme (the "**Scheme**") was launched by The Hong Kong Council of Social Service ("**HKCSS**") in 2002, aiming to foster strategic partnerships between the business and social services sectors to promote good corporate citizenship and to create a more inclusive society. The Scheme also facilitates a deeper understanding between corporations and social services organisations, which in turn develop cross-sector community projects that address community needs.

香港社會服務聯會(「**社聯**」)於二零零二年推出「商界展關懷」計劃(「**該計劃**」),旨在促進商界與社會服務界別之間的策略夥伴關係,以推廣良好企業公民意識及創建更包容的社會。該計劃亦有助企業及社會服務機構更深入了解彼此,從而開發可解決社區需求的跨行業社區項目。

15 years+ 商界展關懷 caringcompany
Awarded by The Hong Kong Council of Social Service 香港社會服務聯會頒發

The Hong Kong Council of Social Service
香港社會服務聯會

Wai Yuen Tong - 15 Years Plus Caring Company
位元堂 - 15年 Plus 商界展關懷

Luxembourg Medicine Company Limited was awarded the "15 Years Plus Caring Company" and Wai Yuen Tong Medicine Company Limited was honoured with the "15 Years Plus Caring Company" title. These awards demonstrate our Group's long-standing commitment to supporting local community development and assisting those in need, as well as our dedications to being responsible corporate citizens.

盧森堡大藥廠有限公司獲頒「15年Plus商界展關懷」及位元堂藥廠有限公司獲頒「15年Plus商界展關懷」。這些獎項表明本集團對支持當地社區發展及幫助有需要人士的長期承諾,以及我們致力於成為負責任的企業公民。

15 years+ 商界展關懷 caringcompany
Awarded by The Hong Kong Council of Social Service 香港社會服務聯會頒發

The Hong Kong Council of Social Service
香港社會服務聯會

Luxembourg Medicine - 15 Years Plus Caring Company
盧森堡大藥廠 - 15年 Plus 商界展關懷



Community Investment
社區投資

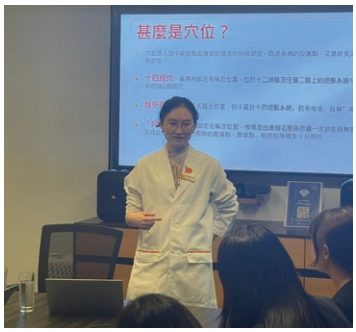
EXPERT TIPS FOR SEASONAL NUTRITION AND SKIN CARE

Wai Yuen Tong recently hosted an insightful medical talk featuring a registered Chinese medicine practitioner offering valuable guidance on maintaining health and wellness during seasonal change. During the talk, the Chinese medicine practitioner shared essential information about the best foods to consume in spring and summer, emphsising how dietary choices can help maintain balance and vitality during the changing seasons. Additionally, the talk included practical advice on managing common health concerns, such as eczema, offering natural remedies and preventive measures rooted in traditional Chinese medicine. Attendees gained a deeper understanding of how food and lifestyle adjustments can contribute to overall well-being, making the talk highly beneficial.

季節性營養及皮膚護理的專業建議

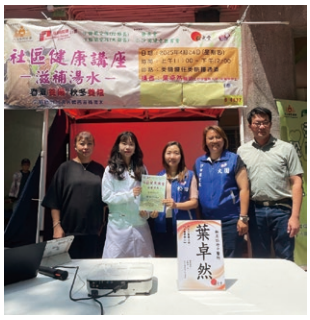
位元堂近期舉辦一個由一位註冊中醫師主講的深度醫學講座，就換季期間的健康及保健提供珍貴的指導。在講座過程中，這位中醫師分享了最宜春夏食用食物的必備資訊，強調飲食選擇如何幫助在換季時保持均衡和活力。此外，講座還包含管理常見健康問題(如濕疹)的實用建議，提供了植根於傳統中醫的自然療法及預防措施。與會者更深入地了解食物和生活方式的調整如何有助於整體健康，使得講座大有益處。





In another initiative, Wai Yuen Tong visited a community housing estate together with a Chinese medicine practitioner to conduct a health talk for the residents. The event focused on sharing valuable insights into traditional Chinese wellness practices, particularly through nourishing soups that promote health. The practitioner introduced various beneficial soup recipes, explained their medicinal properties, and provided guidance on selecting ingredients based on individual health needs. The event also included a Q&A segment, allowing attendees to ask health-related questions and receive personalised advice from the expert.

另外，位元堂聯同一位中醫師到訪社區住戶，為居民共同主持健康講座。該活動旨在分享對中國傳統健康實踐的寶貴見解，尤其是促進健康的營養湯。該醫師介紹各種有益湯的配方，解釋其藥用特性，並按照個別健康需求提供選擇食材的指導。該活動還包括問答環節，與會者可提出健康相關問題，並獲得專家的定製化建議。







GUANGZHOU UNIVERSITY OF CHINESE MEDICINE × WAI YUEN TONG

Guangzhou University of Chinese Medicine and Wai Yuen Tong Medicine Holdings Limited co-hosted the 'Guangzhou-Hong Kong-Macao International Forum on Inheritance, Innovation, and High-Quality Development of Traditional Chinese Medicine' (粵港澳中醫藥傳承創新高質量發展國際論壇). The forum aimed to cultivate new productive forces in TCM and establish the Greater Bay Area as a leading hub for TCM development. The forum focusing on foster outstanding talent and actively explore the modernization of TCM. Through this collaboration, both institutions are committed to promoting the high-quality, modern, and international development of TCM, thereby contributing to its global advancement and sustainable growth.

廣州中醫藥大學×位元堂

廣州中醫藥大學與位元堂藥業控股有限公司共同主辦「粵港澳中醫藥傳承創新高質量發展國際論壇」。該論壇旨在培育中醫藥新生產力，打造大灣區中醫藥發展先導樞紐。該論壇專注於培養優秀人才，積極探索中醫藥現代化。通過此次合作，雙方正致力於推動中醫藥的高質量、現代化和國際化發展，藉此為其全球進步和可持續發展作出貢獻。



HONG KONG CPPCC YOUTH ASSOCIATION × CITY UNIVERSITY OF HONG KONG – YOUTH INTEGRATION

The Hong Kong CPPCC Youth Association has launched the "Youth Integration Program" at City University of Hong Kong, marking a significant milestone in promoting youth participation and social impact. The initiative has garnered enthusiastic involvement from over a hundred students who actively support the development of social enterprises and contribute valuable efforts to various charitable causes. Through this program, participants cultivate essential skills and establish meaningful connections, fostering a spirit of collaboration and social responsibility within the youth community.

香港政協青年聯會×香港城市大學－社青共融

香港政協青年聯會於香港城市大學推出「社青共融計劃」，標誌著促進青年參與及社會影響方面的一個重要里程碑。是次計劃獲過百名學生踴躍參與，學生積極支持社會企業的發展，為各項慈善事業貢獻寶貴力量。通過是次計劃，參與者培養重要技能，並建立有意義的聯繫，培養青年社區的協作精神及社會責任感。





EMPOWERING YOUNG TALENT: TUNG WAH GROUP OF HOSPITALS × WAI YUEN TONG CAREER JOURNEY

Tung Wah Group of Hospitals students recently joined Wai Yuen Tong as trainees, gaining firsthand experience in the world of traditional Chinese medicine. During their time in our shops, they had the opportunity to interact with our experienced Chinese medicine practitioners, learning about diagnostic techniques, herbal formulations, and the principles of holistic healing. This training experience deepened their understanding of Chinese medicine, equipping them with practical insights that can support their future studies and careers. Through this program, Wai Yuen Tong continues to nurture young talent while promoting the rich heritage of Chinese medicine.

賦能青年才俊：東華三院×位元堂職業生涯

東華三院的學生最近加入位元堂擔任實習生，親身體驗中醫世界。學生於我們店舖實習期間，有機會與我們經驗豐富的中醫師互動，學習診斷技術、草藥配方及整體治療的原理。是次實習加深他們對中醫的認識，使他們掌握實用的見解，有助於未來的學習和職業生涯。位元堂透過這項計劃，繼續培育年青人才，同時推廣中醫藥的豐富遺產。









HONG KONG POLICE FORCE CRIME PREVENTION ALLIANCE COMMENDATION CEREMONY

Wai Yuen Tong participated in the Hong Kong Police Force's Project HERO, a meaningful initiative dedicated to combating fraud. As part of this effort, we implemented several strategies to raise awareness among employees and customers. To reinforce anti-fraud messaging, every purchase made through our online shopping platform includes an informational flyer that provide guidance on staying vigilant against scams. Additionally, anti-fraud posters have been prominently displayed in our office premises to effectively communicate these precautions to staff. Further strengthening our commitment, Wai Yuen Tong organised informative sessions where employees engaged in insightful anti-fraud discussions led by experts, equipping them with valuable knowledge to safeguard themselves and our community.

香港警務處防罪聯盟計劃嘉許禮

位元堂參與香港警務處防罪聯盟計劃，一項旨在打擊詐騙的重要舉措。作為這項工作的一部分，我們實施數項策略提高僱員及顧客的意識。為加強反詐資訊傳播，通過我們的線上購物平台進行的每一次購買均含有一份資訊傳單，提供關於保持警惕欺詐的指引。此外，我們已在辦公場所的顯著位置張貼反欺詐海報，以有效地向僱員傳達該等預防措施。為進一步加強我們的承諾，位元堂舉辦資訊講座，讓僱員參與由專家主講的深入反詐討論，讓彼等握寶貴的知識，以保護自身和我們的社區。







Summary of Key Performance Indices
關鍵績效指標總覽

EMISSIONS (KPI A1.1, A1.2, A1.3, A1.4)

排放物(關鍵績效指標A1.1、A1.2、A1.3、A1.4)

Types of Air Emissions 廢氣排放類型	Unit 單位	2025[7] 二零二五年[7]	2024 二零二四年
Nitrogen Oxides (NO_x) 氮氧化物	kg 千克	**41.45**	23.11
Sulphur Oxides (SO_x) 硫氧化物	kg 千克	**0.83**	0.31
Respirable Suspended Particulates 可吸入懸浮粒子	kg 千克	**1.90**	0.78

Different Scopes of GHG[8] 溫室氣體排放的不同範圍[8]	Unit 單位	2025[9] 二零二五年[9]	2024 二零二四年
Scope 1 範圍1	tCO_2e 公噸二氧化碳當量	**393.86**	265.23
Scope 2 範圍2	tCO_2e 公噸二氧化碳當量	**4,597.74**	4,102.75[11]
Scope 3 範圍3	tCO_2e 公噸二氧化碳當量	**3,524.87**	1,496.46
Total GHG Emissions 溫室氣體排放總量	tCO_2e 公噸二氧化碳當量	**8,516.47**	5,864.43
Intensity[10] 密度[10]	tCO_2e/ft^2 公噸二氧化碳當量／平方呎	**0.027**	0.019

Notes:

7. As the Group expand its business operations, a corresponding increase in air emissions has been observed.

8. GHG emissions data is presented in carbon dioxide equivalent and was in reference to, including but not limited to, the reporting requirements of the "GHG Protocol Corporate Accounting and Reporting Standard" issued by the World Resources Institute and the World Business Council for Sustainable Development, the "How to prepare an ESG Report – Appendix II: Reporting Guidance on Environmental KPIs" issued by the HKEX, the "Sustainability Report 2024" published by the Hong Kong Electric Investments Limited, the "2024 Sustainability Report" published by the CLP Power Hong Kong, the latest released emission factors of China's regional power grid basis and the "Global Warming Potential Values" from the IPCC Fifth Assessment Report (AR5), 2014.

9. During the Reporting Period, the Group's operational expansion led to an increase in greenhouse gas emissions across Scope 1, Scope 2, and Scope 3 categories.

10. The intensity data in this Report is calculated based on the gross floor area of 314,881 sq. ft. (FY 2024: 300,944 sq. ft).

11. Data of Scope 2 in FY 2024 has been restated.

附註：

7. 本集團因擴展其業務經營，錄得廢氣排放相應增加。

8. 溫室氣體排放數據乃按二氧化碳當量呈列，並參考(包括但不限於)世界資源研究所及世界可持續發展工商理事會發佈的《溫室氣體盤查議定書：企業會計與報告標準》、香港交易所發佈的《如何準備環境、社會及管治報告－附錄二：環境關鍵績效指標匯報指引》、港燈電力投資有限公司發佈的《二零二四年可持續發展報告》、中華電力發佈的《二零二四年可持續發展報告》、最新發佈的中國區域電網基準排放因子及二零一四年政府間氣候變化專門委員會第五次評估報告的《全球升溫潛能值》。

9. 於報告期間，本集團經營擴張導致範圍1、範圍2及範圍3類別溫室氣體排放增加。

10. 於本報告中，密度數據是根據建築面積314,881平方呎計算。(二零二四財政年度：300,944平方呎)。

11. 二零二四財政年度範圍2數據已予重列。



Hazardous Waste **有害廢棄物**	**Unit** **單位**	**2025[12]** **二零二五年[12]**	2024 二零二四年
General Hazardous Waste 一般有害廢棄物	Tonne 公噸	**4.24**	8.78
Pharmaceutical Wastewater 醫藥廢水	Tonne 公噸	**11.39**	27
Total Hazardous Waste Produced 所產生有害廢棄物總量	Tonne 公噸	**16**	35.78
Intensity 密度	Tonne/ft² 公噸／平方呎	**0.00005**	0.00012

Non-hazardous Waste **無害廢棄物**	**Unit** **單位**	**2025[13]** **二零二五年[13]**	2024 二零二四年
Total Non-hazardous Waste Produced 所產生無害廢棄物總量	Tonne 公噸	**2,320**	962.00
Intensity 密度	Tonne/ft² 公噸／平方呎	**0.0074**	0.0032

Sewage Discharge **廢水排放**	**Unit** **單位**	**2025[13]** **二零二五年[13]**	2024 二零二四年
Domestic Sewage 生活廢水	m³ 立方米	**2,443**	1,535
Industrial Sewage 工業廢水	m³ 立方米	**25,073**	22,448
Total Sewage Discharge 廢水排放總量	m³ 立方米	**27,516**	22,983
Intensity 密度	m³/ft² 立方米／平方呎	**0.087**	0.076

Notes:

12. The substantial decrease in hazardous waste generation in FY 2025 compared to FY 2024 is primarily attributed to the disposal of a large volume of expired syrup samples in FY 2024.

13. Our ESG data collection system has been improved. Starting from FY 2025, data will include office and retail shops in Shenzhen.

附註：

12. 二零二五財政年度產生的有害廢棄物相比二零二四財政年度大量減少乃主要歸因於二零二四財政年度出售大量過期糖漿樣品。

13. 我們改善了環境、社會及管治數據收集系統。自二零二五財政年度起，數據將包括深圳辦公室及零售店。



Summary of Key Performance Indices *(Continued)*
關鍵績效指標總覽*(續)*

Energy Consumption **能源消耗**	**Unit** **單位**	**2025** **二零二五年**	2024 二零二四年
Total Energy Consumption 能源總耗量	MWh 兆瓦時	**12,976.06**	11,183.07
Intensity 密度	MWh/ft² 兆瓦時／平方呎	**0.041**	0.037
Direct Energy Consumption **直接能源耗量**	MWh 兆瓦時	**1,676.56**	1,234.11
Towngas and Natural Gas 煤氣及天然氣	MWh 兆瓦時	**1,182.41**	1,068.12
Unleaded Petrol 無鉛汽油	MWh 兆瓦時	**494.15**[14]	165.99
Indirect Energy Consumption **間接能源耗量**	MWh 兆瓦時	**11,299.50**	9,948.97[16]
Purchased Electricity 外購電力	MWh 兆瓦時	**11,299.50**	9,948.97
Total Water Consumption 耗水總量	m³ 立方米	**46,418**	49,544
Intensity 密度	m³/ft² 立方米／平方呎	**0.15**	0.16
Total Packaging Materials Used 使用的包裝材料總量	Tonne 公噸	**545.34**	352.03
Packaging Materials Intensity (by Product Value)[15] 包裝材料密度(以產品產值計算)[15]	Tonne/Product Value 公噸／產品產值	**0.73**	0.44

Notes:

14. During the Reporting Period, Wai Yuen Tong launched a new cross-border e-commerce business in Mainland China, leading to an increase in our petrol consumption.

15. The product value in FY 2025 was approximately HK$745.3 million and in FY 2024 was approximately HK$783.9 million. This data is used for calculating packaging materials intensity only.

16. Data of electricity consumption in FY 2024 has been restated.

附註：

14. 於報告期間，位元堂於中國內地開展新的跨境電子商務業務，導致汽油消耗量增加。

15. 二零二五財政年度的產品產值為約745,300,000港元，二零二四財政年度為約783,900,000港元。此數據只用作包裝材料密度計算。

16. 二零二四財政年度的電力耗量數據已予重列。



EMPLOYMENT (KPI B1.1)

僱傭(關鍵績效指標B1.1)

Employee Size Breakdown 僱員數量明細	Hong Kong[17] 香港[17]	Mainland China 中國內地
Total Number[18] 總數[18]	**609**	118
By Gender **按性別**		
Male 男性	**212**	36
Female 女性	**397**	82
By Age group **按年齡組別**		
Below 30 30歲以下	**47**	18
30–50 30至50歲	**282**	87
Above 50 50歲以上	**280**	13
By Employment Type **按僱傭類型**		
Full-time 全職	**593**	118
Part-time 兼職	**16**	0

Notes:

17. Included the employees located at Kowloon Bay Headquarters, Yuen Long Factory and retail shops in Hong Kong.

18. As at 31 March 2025, the Group had 759 employees of whom approximately 84.5% were located in Hong Kong (609 employees) and Macau (32 employees), and the rest were located in Mainland China.

附註：

17. 包括位於九龍灣總部、元朗廠房及香港零售店的僱員。

18. 於二零二五年三月三十一日，本集團僱用759名僱員，其中約84.5%位於香港(609名僱員)及澳門(32名僱員)，其餘位於中國內地。



TURNOVER (KPI B1.2)

流失率(關鍵績效指標B1.2)

Employee Turnover Rate (%)[19] 僱員流失率(%)[19]	Hong Kong 香港	Mainland China 中國內地
Overall **整體**	**22.2%**	65.28%
By Gender **按性別**		
Male 男性	**20.8%**	21.53%
Female 女性	**22.9%**	43.75%
By Age Group **按年齡組別**		
Below 30 30歲以下	**45.3%**	5.56%
30–50 30至50歲	**19.6%**	55.56%
Above 50 50歲以上	**20.4%**	4.17%

Note:

19. Employee Turnover rate is calculated by number of employees left during the Reporting Period/Total number of employees at 31 March 2025 x 100%.

附註：

19. 僱員流失率按報告期間離職僱員人數除以二零二五年三月三十一日的僱員總數 x 100%計算。



EMPLOYEE TRAINING (KPI B3.1, B3.2)

僱員培訓(關鍵績效指標B3.1、B3.2)

Employee Training (Hong Kong)[20] 僱員培訓(香港)[20]	Percentage of Employees Trained 受訓僱員百分比	Average Training Hours (hours) 平均培訓時數(小時)
Overall **整體**	**100%**	19.3
By Gender **按性別**		
Male 男性	**100%**	19.7
Female 女性	**100%**	19.2
By Employment Category **按僱傭類別**		
Senior Management 高級管理層	**100%**	3.1
Middle Management 中級管理層	**100%**	24.5
Supervisor 主管	**100%**	11.8
General Staff 普通僱員	**100%**	20.0

Employee Training (Mainland China)[20] 僱員培訓(中國內地)[20]	Percentage of Employees Trained 受訓僱員百分比	Average Training Hours (hours) 平均培訓時數(小時)
Overall **整體**	**125%**	2.4
By Gender **按性別**		
Male 男性	**97%**	2
Female 女性	**137%**	2.5
By Employment Category **按僱傭類別**		
Senior Management 高級管理層	**67%**	3.5
Middle Management 中級管理層	**130%**	1.7
Supervisor 主管	**227%**	1.6
General Staff 普通僱員	**107%**	2.8

Note:

20. Training data includes training received by employees who have left the Group during the Reporting Period and conducted by different means such as classroom training, online training, seminars & workshops, video sharing and self-learning by circulate training materials.

附註：

20. 培訓數據包括於報告期間從本集團離職的員工通過課堂培訓、線上培訓、講座及工作坊、影片分享、分發培訓材料自學等多種方式進行的培訓。



HEALTH AND SAFETY (KPI B2.1, B2.2)

健康與安全(關鍵績效指標B2.1、B2.2)

	Unit 單位	**2025** **二零二五年**	2024 二零二四年	2023 二零二三年
Fatalities Due to Work 工傷死亡	Cases 宗	**0**	0	0
Work Injury Cases 工傷	Cases 宗	**9**	17	5
Lost Days Due to Work Injury 因工傷損失工作日數	Days 日	**383**	168.5	322
Work Injury Rate[21] 工傷率[21]	% %	**1.16**	2.09	0.75

Note:

21. Work Injury rate is calculated by number of employees get injured/total number of employees x 100%.

附註：

21. 工傷率按受傷僱員人數除以僱員總數x100%計算。

SUPPLIERS DISTRIBUTION (KPI B5.1)

供應商分佈(關鍵績效指標B5.1)

Location **地點**	**No. of Suppliers** **供應商數目**
Mainland China 中國內地	10
Hong Kong 香港	33
Macau 澳門	2
Total 總計	45



The ESG Reporting Guide Content Index of the Stock Exchange of Hong Kong Limited
香港聯合交易所有限公司《環境、社會及管治報告指引》內容索引

Mandatory Disclosure Requirements **強制披露規定**	**Section/Declaration** **章節／呈報**
Governance Structure 管治架構	The Board Statement – Overseeing of all ESG Issues 董事會聲明－監督所有環境、社會及管治事宜
Reporting Principles 報告原則	Reporting Principles 報告原則
Reporting Boundary 報告界限	Reporting Scope and Boundary 報告範圍及界限

Subject Areas, Aspects, General Disclosures and KPIs **主要範疇、層面、一般披露及關鍵績效指標**	**Description** **說明**	**Section/Declaration** **章節／呈報**
Aspect A1: Emissions **層面A1：排放物**		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to Exhaust Gas and GHG emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	Journey to Carbon Net Zero
一般披露	有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	邁向碳淨零之路
KPI A1.1	The types of emissions and respective emissions data.	Journey to Carbon Net Zero – Air Emissions
關鍵績效指標A1.1	排放物種類及相關的排放數據。	邁向碳淨零之路－廢氣排放
KPI A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity.	Journey to Carbon Net Zero – Greenhouse Gas Emissions
關鍵績效指標A1.2	直接(範圍1)及能源間接(範圍2)的溫室氣體排放量(以公噸計算)，及(如適用)密度。	邁向碳淨零之路－溫室氣體排放
KPI A1.3	Total hazardous waste produced (in tonnes) and intensity.	Journey to Carbon Net Zero – Waste Management
關鍵績效指標A1.3	所產生有害廢棄物總量(以公噸計算)及密度。	邁向碳淨零之路－廢棄物管理
KPI A1.4	Total non-hazardous waste produced (in tonnes) and intensity.	Journey to Carbon Net Zero – Waste Management
關鍵績效指標A1.4	所產生無害廢棄物總量(以公噸計算)及密度。	邁向碳淨零之路－廢棄物管理
KPI A1.5	Description of emission target(s) set and steps taken to achieve them.	Journey to Carbon Net Zero – Waste Management
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。	邁向碳淨零之路－廢棄物管理



Subject Areas, Aspects, General Disclosures and KPIs **主要範疇、層面、一般披露及關鍵績效指標**	**Description** **說明**	**Section/Declaration** **章節／呈報**
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.	Journey to Carbon Net Zero – Waste Management
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。	邁向碳淨零之路－廢棄物管理
Aspect A2: Use of Resources **層面A2：資源使用**		
General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	Journey to Carbon Net Zero
一般披露	有效使用資源(包括能源、水及其他原材料)的政策。	邁向碳淨零之路
KPI A2.1	Direct and/or indirect energy consumption by type in total and intensity.	Journey to Carbon Net Zero – Energy Consumption
關鍵績效指標A2.1	按類型劃分的直接及／或間接能源總耗量及密度。	邁向碳淨零之路－能源消耗
KPI A2.2	Water consumption in total and intensity.	Journey to Carbon Net Zero – Water Resources
關鍵績效指標A2.2	總耗水量及密度。	邁向碳淨零之路－水資源
KPI A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	Journey to Carbon Net Zero – Energy Saving Practices
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。	邁向碳淨零之路－節能實踐
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.	Journey to Carbon Net Zero – Water Resources
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。	邁向碳淨零之路－水資源
KPI A2.5	Total packaging material used for finished products (in tonnes) and with reference to per unit produced.	Journey to Carbon Net Zero – Packaging Materials
關鍵績效指標A2.5	製成品所用包裝材料的總量(以公噸計算)及每生產單位佔量。	邁向碳淨零之路－包裝材料



Subject Areas, Aspects, General Disclosures and KPIs 主要範疇、層面、一般披露及關鍵績效指標	Description 說明	Section/Declaration 章節／呈報
Aspect A3: The Environment and Natural Resources **層面A3：環境及天然資源**		
General Disclosure	Policies on minimising the issuer's significant impact on the environment and natural resources.	Journey to Carbon Net Zero
一般披露	減低發行人對環境及天然資源造成重大影響的政策。	邁向碳淨零之路
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Journey to Carbon Net Zero
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。	邁向碳淨零之路
Aspect A4: Climate Change **層面A4：氣候變化**		
General Disclosure	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	Reducing Our Carbon Footprint
一般披露	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。	減少碳足跡
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.	Reducing Our Carbon Footprint – Physical risks, Transition risks
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。	減少碳足跡－實體風險、過渡風險



Subject Areas, Aspects, General Disclosures and KPIs 主要範疇、層面、一般披露及關鍵績效指標	Description 說明	Section/Declaration 章節／呈報
Aspect B1: Employment **層面B1：僱傭**		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	People Oriented
一般披露	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： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	以人為本
KPI B1.1	Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.	People Oriented
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。	以人為本
KPI B1.2	Employee turnover rate by gender, age group and geographical region.	People Oriented
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。	以人為本
Aspect B2: Health and Safety **層面B2：健康與安全**		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	People Oriented – Occupational Health and Safety
一般披露	有關提供安全工作環境及保障僱員避免職業性危害的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	以人為本－職業健康與安全
KPI B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the Reporting Period.	Summary of Key Performance Indices
關鍵績效指標B2.1	過去三年(包括報告期間)每年因工亡故的人數及比率。	關鍵績效指標總覽
KPI B2.2	Lost days due to work injury.	Summary of Key Performance Indices
關鍵績效指標B2.2	因工傷損失工作日數。	關鍵績效指標總覽
KPI B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	Summary of Key Performance Indices
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。	關鍵績效指標總覽



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Aspect B3: Development and Training **層面B3：發展及培訓**		
General Disclosure 一般披露	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。	People Oriented – Developing and Training 以人為本－發展及培訓
KPI B3.1 關鍵績效指標B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management). 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。	People Oriented – Developing and Training 以人為本－發展及培訓
KPI B3.2 關鍵績效指標B3.2	The average training hours completed per employee by gender and employee category. 按性別及僱員類別劃分，每名僱員完成受訓的平均時數。	People Oriented – Developing and Training 以人為本－發展及培訓
Aspect B4: Labour Standards **層面B4：勞工準則**		
General Disclosure 一般披露	Information on: (a) the policies; and (b) 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： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	People Oriented – Labour Standards 以人為本－勞工準則
KPI B4.1 關鍵績效指標B4.1	Description of measures to review employment practices to avoid child and forced labour. 描述檢討招聘慣例的措施以避免童工及強制勞工。	People Oriented – Prevention of Child Labour, Prohibition of Forced Labour 以人為本－防止誤用童工、禁止強制勞工
KPI B4.1 關鍵績效指標B4.1	Description of steps taken to eliminate such practices when discovered. 描述在發現違規情況時消除有關情況所採取的步驟。	People Oriented – Labour Standards 以人為本－勞工準則



Subject Areas, Aspects, General Disclosures and KPIs **主要範疇、層面、一般披露及關鍵績效指標**	**Description** **說明**	**Section/Declaration** **章節／呈報**
Aspect B5: Supply Chain Management **層面B5：供應鏈管理**		
General Disclosure 一般披露	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。	Operational Excellence – Supply Chain Management 卓越營運－供應鏈管理
KPI B5.1 關鍵績效指標B5.1	Number of suppliers by geographical region. 按地區劃分的供應商數目。	Operational Excellence – Supply Chain Management 卓越營運－供應鏈管理
KPI B5.2 關鍵績效指標B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored. 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。	Operational Excellence – Supply Chain Management 卓越營運－供應鏈管理
KPI B5.3 關鍵績效指標B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored. 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。	Operational Excellence – Green Procurement 卓越營運－綠色採購
KPI B5.4 關鍵績效指標B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored. 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。	Operational Excellence – Green Procurement 卓越營運－綠色採購



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Aspect B6: Product Responsibility **層面B6：產品責任**		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	Operational Excellence – Product Responsibilities
一般披露	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： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	卓越營運－產品責任
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Operational Excellence – Product Quality Control
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。	卓越營運－產品品質管理
KPI B6.2	Number of products and service-related complaints received and how they are dealt with.	Operational Excellence – Customer Satisfaction and Privacy
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。	卓越營運－客戶滿意度與私隱
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	Operational Excellence – Customer Satisfaction and Privacy
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。	卓越營運－客戶滿意度與私隱
KPI B6.4	Description of quality assurance process and recall procedures.	Operational Excellence – Product Quality Control
關鍵績效指標B6.4	描述質量檢定過程及產品回收程序。	卓越營運－產品品質管理
KPI B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	Operational Excellence – Customer Satisfaction and Privacy
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。	卓越營運－客戶滿意度與私隱



Subject Areas, Aspects, General Disclosures and KPIs 主要範疇、層面、一般披露及關鍵績效指標	Description 說明	Section/Declaration 章節／呈報
Aspect B7: Anti-corruption **層面B7：反貪污**		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	Operational Excellence – Anti-corruption
一般披露	有關防止賄賂、勒索、欺詐及洗黑錢的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	卓越營運－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.	Operational Excellence – Anti-corruption
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。	卓越營運－反貪污
KPI B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	Operational Excellence – Whistle-blowing Mechanism
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。	卓越營運－舉報機制
KPI B7.3	Description of anti-corruption training provided to directors and staff.	Operational Excellence – Business Ethics Training
關鍵績效指標B7.3	描述向董事及員工提供的反貪污培訓。	卓越營運－商業道德培訓
Aspect B8: Community Investment **層面B8：社區投資**		
General Disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	Community Investment
一般披露	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。	社區投資
KPI B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	Community Investment
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)。	社區投資
KPI B8.2 關鍵績效指標B8.2	Resources contributed (e.g. money or time) to the focus area. 在專注範疇所動用資源(如金錢或時間)。	Community Investment 社區投資



位元堂
WAI YUEN TONG

