



華潤醫療控股有限公司

China Resources Medical Holdings Company Limited

(Incorporated in the Cayman Islands with limited liability)
(於開曼群島註冊成立之有限責任公司)

Stock Code 股票代號 : 1515

二零一九年環境、社會及管治報告

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT 2019



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About the Report

Purpose of the Report

China Resources Medical Holdings Company Limited (“CR Medical” or the “Company”) together with its subsidiaries (collectively the “Group” or “we”) are pleased to present to their stakeholders the fourth environmental, social and governance (“ESG”) report (the “Report”), which aims at reporting the Group’s strategies, approaches and performance on sustainable development in 2019.

Reporting Period and Scope

The Report covers the period from 1 January 2019 to 31 December 2019 (the “Reporting Period”). Unless otherwise specified, this Report only covers (A) Beijing Phoenix Jiayi Medical Devices Company Limited (北京鳳凰佳益醫療器械有限公司) and Beijing Wanrong Yikang Medical Pharmaceutical Company Limited (北京萬榮億康醫藥有限公司), which are engaged in GPO (Group Purchasing Organization) business, and (B) the following 17 medical institutions under the Group’s operation and control:

- (i) Beijing Jian Gong Hospital (北京市健宮醫院) (“Jian Gong Hospital”);
- (ii) Xuzhou Mining Hospital (徐州市礦山醫院) (“Xukuang Hospital”);
- (iii) Huaibei Miner General Hospital (淮北礦工總醫院) (“Huaikuang Hospital”);
- (iv) Guangdong 999 Brain Hospital (廣東三九腦科醫院) (“Brain Hospital”);
- (v) China Resources Wugang General Hospital (華潤武鋼總醫院) (“Wugang Hospital”);
- (vi) Wuhan Iron and Steel (Group) Corporation No. 2 Staff Hospital (武漢鋼鐵(集團)公司第二職工醫院) (“Wugang No. 2 Hospital”);
- (vii) Beijing Jing Mei Group General Hospital (北京京煤集團總醫院) (“Jing Mei Hospital”);
- (viii) Beijing Mentougou Hospital (北京市門頭溝區醫院) (“Mentougou Hospital”);

關於本報告

報告目的

華潤醫療控股有限公司(「華潤醫療」或「本公司」)，連同其附屬公司(統稱為「本集團」或「我們」)欣然向持份者發表第四份環境、社會及管治報告(「本報告」)，旨在匯報本集團於二零一九年在可持續發展的策略、方針和表現。

報告期間及範圍

本報告的報告期為二零一九年一月一日至二零一九年十二月三十一日(「報告期」)。除非另有說明，本報告的報告範圍僅涵蓋(A)從事集團採購組織(GPO)業務的北京鳳凰佳益醫療器械有限公司及北京萬榮億康醫藥有限公司，以及(B)下列17家本集團擁有營運控制權的醫療機構：

- (i) 北京市健宮醫院(「健宮醫院」)；
- (ii) 徐州市礦山醫院(「徐礦醫院」)；
- (iii) 淮北礦工總醫院(「淮礦醫院」)；
- (iv) 廣東三九腦科醫院(「腦科醫院」)；
- (v) 華潤武鋼總醫院(「武鋼醫院」)；
- (vi) 武漢鋼鐵(集團)公司第二職工醫院(「武鋼二院」)；
- (vii) 北京京煤集團總醫院(「京煤醫院」)；
- (viii) 北京市門頭溝區醫院(「門頭溝區醫院」)；

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| <p>(ix) Beijing Mentougou Traditional Chinese Medicine Hospital (北京市門頭溝區中醫醫院) (“Mentougou Traditional Chinese Medicine Hospital”);</p> | <p>(ix) 北京市門頭溝區中醫醫院(「門頭溝區中醫醫院」);</p> |
| <p>(x) Beijing Mentougou Hospital for Women and Children (北京市門頭溝區婦幼保健院) (“Mentougou Hospital for Women and Children”);</p> | <p>(x) 北京市門頭溝區婦幼保健院(「門頭溝婦幼保健院」);</p> |
| <p>(xi) Beijing Shunyi District Konggang Hospital (北京市順義區空港醫院) (“Konggang Hospital”);</p> | <p>(xi) 北京市順義區空港醫院(「空港醫院」);</p> |
| <p>(xii) The Second Hospital of Shunyi District, Beijing (北京市順義區第二醫院) (“Second Hospital”);</p> | <p>(xii) 北京市順義區第二醫院(「第二醫院」);</p> |
| <p>(xiii) Baoding Third Center Hospital (保定市第三中心醫院) (“Third Center Hospital”);</p> | <p>(xiii) 保定市第三中心醫院(「第三中心醫院」);</p> |
| <p>(xiv) Beijing CEEC Hospital (北京中能建醫院) (“Beijing CEEC Hospital”);</p> | <p>(xiv) 北京中能建醫院(「北京能建醫院」);</p> |
| <p>(xv) CEEC Anhui Hospital (中能建安徽醫院) (“Anhui Hospital”);</p> | <p>(xv) 中能建安徽醫院(「安徽醫院」);</p> |
| <p>(xvi) Guangdong CEEC Power Hospital (廣東中能建電力醫院) (“Guangdong Power Hospital”); and</p> | <p>(xvi) 廣東中能建電力醫院(「廣東電力醫院」); 及</p> |
| <p>(xvii) Guangxi Hydropower Hospital (廣西水電醫院) (“Guangxi Hydropower Hospital”).</p> | <p>(xvii) 廣西水電醫院(「廣西水電醫院」)。</p> |

Note: Due to changes in the business of the Group, the Report’s reporting scope excludes 999 Clinic and includes Beijing CEEC Hospital, Anhui Hospital, Guangdong Power Hospital and Guangxi Hydropower Hospital. In addition, Wugang No. 2 Hospital, which was under Wugang Hospital in 2018, is included in the reporting scope as it was directly managed by the Group during the Reporting Period.

註：基於本集團業務變化，本報告的報告範圍將三九門診部剔除，並納入北京能建醫院、安徽醫院、廣東電力醫院及廣西水電醫院。另外，武鋼二院二零一八年度隸屬武鋼醫院旗下，於報告期間則由本集團直接管理，故亦被納入於報告範圍當中。



Environmental, Social and Governance Report

環境、社會及管治報告

Reporting Standards

The Report is prepared in accordance with the requirements under the “Environmental, Social and Governance Reporting Guide” set out in Appendix 27 of the Rules Governing the Listing of Securities of The Stock Exchange of Hong Kong Limited (“Hong Kong Stock Exchange”).

Explanation on the Report’s Data

The data and information cited in the Report come from the official documents, statistical reports and financial reports of the Group, and have been audited by relevant departments.

Interval, Versions of and Access to the Report

The Report is issued annually and is available in Chinese and English. In case of discrepancy, the Chinese version shall prevail. The Report can be downloaded on the website of the Hong Kong Stock Exchange and the official website of the Group.

報告標準

本報告依據香港聯合交易所有限公司（「香港聯合交易所」）《證券上市規則》附錄二十七《環境、社會及管治報告指引》的要求編撰。

報告數據說明

本報告所引用的數據及資料均來自本集團正式文檔、統計報告及財務報告，並通過相關部門審核。

報告發佈週期、版本與獲取方式

本報告為年度報告，具備中文及英文版本。若內容理解不一致，請以報告中文版本為準。本報告可在香港聯合交易所網站及本集團官方網站下載。

Reporting Principles

報告原則

	Meaning 意思	The Group's Response 集團回應
Materiality 重要性	<p>The issues covered in the Report should reflect the Group's significant impact on the economy, environment and society, or those affecting the assessment and decision of stakeholders.</p> <p>報告所涵蓋的議題應反映本集團對經濟、環境及社會的重大影響，或影響持份者評估及決定的範疇。</p>	<p>By communicating with stakeholders and considering the business nature and development of the Group, the Group identifies the major sustainability issues at the moment.</p> <p>透過與持份者溝通，同時考慮本集團的業務性質和發展，識別當前的重大可持續發展議題。</p>
Quantitative 量化	<p>The Report should disclose key performance indicators ("KPIs") in a measurable manner.</p> <p>報告應以可以計量的方式披露關鍵績效指標。</p>	<p>Where feasible, the Group discloses environmental and social KPIs in a quantitative manner.</p> <p>在可行情況下，以量化方式披露本集團的環境和社會關鍵績效指標。</p>
Balance 平衡性	<p>The Report should disclose the positive and negative information of the Group from an objective perspective to reflect the Group's overall performance on sustainable development.</p> <p>報告應以客觀角度披露本集團的正面及負面信息，以反映本集團整體的可持續發展表現。</p>	<p>The Group has identified ESG issues that are material to its business, including its achievements and the challenges it faces, and disclosed the issues in the Report.</p> <p>本集團已識別對於其業務有重大影響的環境、社會及管治議題，當中包括其成果及所面對的挑戰，並於報告中披露。</p>
Consistency 一致性	<p>The Group should confirm that the ESG Report is prepared in the same manner as in previous years, or state the revised reporting method, or describe other relevant factors affecting a meaningful comparison.</p> <p>本集團應確認編製環境、社會及管治報告的方法與過往年度所用者一致，或陳述經修訂的匯報方法，又或說明會影響有意義對比的其他相關因素。</p>	<p>The reporting method of the Report is substantially the same as that of the prior year.</p> <p>報告的匯報方法與之前一年大體一致。</p>

Feedback

The support and trust of each stakeholder are the driving force behind our continuous progress. We will listen to and carefully consider every opinion with an open mind in order to improve our performance on sustainable development. If you have any comments on the Report or the Group's strategies, policies and performance on sustainable development, please email us at qehs@crmedical.hk.

About CR Medical






Established in 1988, CR Medical has become the largest general hospital management group in China with 107 medical institutions in Beijing, North China, East China, Central China, South China and other regions, offering all-round and multi-level healthcare services such as clinical diagnosis and treatment, health management, public hygiene and medical and healthcare integration with more than 10,000 beds. Committed to the corporate mission of "To Serve the Community with Benevolence, Compassion and Professionalism", CR Medical actively participates in the supply-side structural reform of the national medical service industry by taking full advantage of its brand, resources, experience and teams to improve the treatment technologies, operating efficiency and service standards of its existing network of medical institutions, provide premium medical and healthcare services to the public, and establish a high-quality and efficient medical system.

意見回饋

每位持份者的支持和信賴都是我們不斷進步的源動力。我們會虛心聆聽並仔細考慮每一個意見，務求提升可持續發展績效。如閣下對本報告或本集團的可持續發展策略、方針及表現有任何意見，歡迎電郵至 qehs@crmedical.hk。

關於華潤醫療

始於1988年，華潤醫療作為全中國目前最大的綜合醫院管理集團，旗下擁有107家醫療機構，分佈於北京、華北、華東、華中、華南等區域，提供臨床診療、健康管理、公共衛生、醫養結合等全方位、多層次的醫療健康服務，總床位數超過1萬張。秉承「仁心仁術，康澤天下」的企業使命，華潤醫療積極參與國家醫療服務產業的供給側結構性改革，充分融合品牌、資源、經驗、團隊的優勢，提高現有醫療機構網絡的診療技術能力、運營效率和服務水平，向社會大眾提供高品質的醫療健康服務，構建優質高效的醫療體系。

 <p>Founded over 30 years ago 創辦超過 30年</p>	 <p>Over 10,000 beds 床位數超過 10,000張</p>	 <p>Over 8.78 million outpatients in 2019 2019年 全年門診量超過 878萬人次</p>	 <p>Over 250,000 inpatients in 2019 2019年 全年住院量超過 25萬人次</p>	 <p>With 107 medical institutions 醫療機構 107家</p>
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Environmental, Social and Governance Report

環境、社會及管治報告

Mission

To Serve the Community with Benevolence, Compassion and Professionalism

Vision

To Become a World Renowned Leading Medical Group

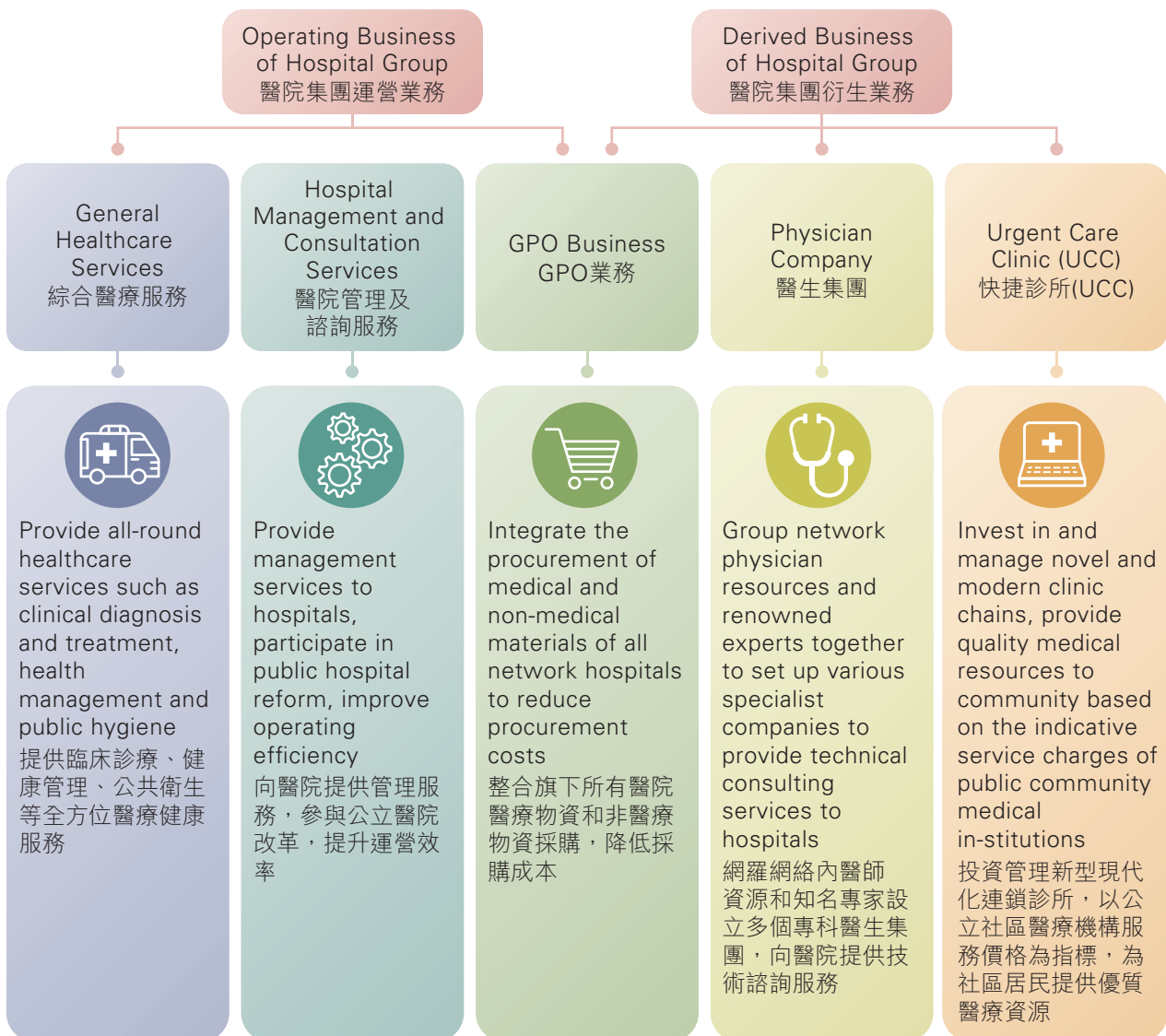
Values

Integrity First, Performance Driven, Human Oriented, Innovation Constantly

Corporate Spirit

Pragmatism, Professionalism, Synergy, Dedication

Business Overview



使命

仁心仁術 康澤天下

願景

成為大眾信賴的國際領先醫療產業集團

價值觀

誠實守信 業績導向 以人為本 創新發展

企業精神

務實 專業 協同 奉獻

業務概覽

Awards, Honours, Recognitions and Organisations Joined

獎項、榮譽、殊榮及參與組織

Unit 單位	Award, Honour, Recognition and Organisation Joined 獎項、榮譽、殊榮及參與組織	Issuing Authority 頒發機構
Brain Hospital 腦科醫院	<ul style="list-style-type: none"> The Strongest Hospital Department in Guangdong 2019 2019廣東醫院最強科室 	<ul style="list-style-type: none"> Guangzhou Medical Association 廣州市醫學會
Jing Mei Hospital 京煤醫院	<ul style="list-style-type: none"> Core Collaborative Network Unit of National Clinical Research Center for Geriatric Diseases 國家老年疾病臨床醫學研究中心 協同網路核心單位 Beijing Advanced Monitoring Unit for Adverse Drug Reaction 北京市藥品不良反應監測先進單位 Beijing Advanced Monitoring Unit for Adverse Events of Devices 北京市器械不良事件監測先進單位 Third Group Prize in Beijing Tuberculosis Clinical Diagnosis and Treatment Skills Competition 2019 2019年北京市結核病臨床診療技能競賽獲團體三等獎 National Early Gastrointestinal Cancer Prevention and Treatment Center Alliance 國家消化道早癌防治中心聯盟 Third Prize in the 4th Asia Symposium on Quality Function Deployment and Innovation and Quality Function Deployment and Innovation Case Competition 第四屆亞洲品質功能展開與創新研討會暨品質功能展開與創新案例大賽三等獎 100 "National Nutrition Week" Outstanding Hospitals 百家「全民營養周」優秀醫院 	<ul style="list-style-type: none"> General Hospital of the People's Liberation Army of China 中國人民解放軍總醫院 Beijing Medical Products Administration 北京市藥品監督管理局 Beijing Medical Products Administration 北京市藥品監督管理局 Beijing Municipal Health Commission 北京市衛生健康委員會 Beijing Municipal Health Commission 北京市衛生健康委員會 National Early Gastrointestinal Cancer Prevention and Treatment Center Alliance 國家消化道早癌防治中心聯盟 Asia Quality Function Deployment and Innovation Committee 亞洲品質功能展開與創新委員會 Chinese Nutrition Society 中國營養學會



Environmental, Social and Governance Report

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Unit 單位	Award, Honour, Recognition and Organisation Joined 獎項、榮譽、殊榮及參與組織	Issuing Authority 頒發機構
	<ul style="list-style-type: none"> Beijing Outstanding Sentinel Unit for Monitoring Multi-pathogens in Respiratory Tract 北京市呼吸道多病原監測優秀哨點單位 	<ul style="list-style-type: none"> Beijing Center for Diseases Prevention and Control 北京市疾病預防控制中心
	<ul style="list-style-type: none"> Member Unit of China Smart Pharmacy Alliance 中國智慧藥學聯盟成員單位 	<ul style="list-style-type: none"> Beijing Clinical Research Center for Geriatric Diseases 北京老年疾病臨床醫學研究中心
	<ul style="list-style-type: none"> Third Prize in Grade III General Hospital Group in the 7th National Quality Control Circle Competition of Chinese Hospitals 第七屆全國醫院品管圈大賽三級綜合醫院專場三等獎 	<ul style="list-style-type: none"> Quality Control Alliance of Chinese Hospitals 中國醫院品質管理聯盟 Institute for Hospital Management of Tsinghua University 清華大學醫院管理研究院
	<ul style="list-style-type: none"> Beijing Advanced Unit for Health Promotion 北京市居民健康提素推廣工作先進單位 	<ul style="list-style-type: none"> Beijing Center for Diseases Prevention and Control 北京市疾病預防控制中心
	<ul style="list-style-type: none"> Outstanding Organisation Award for Collection of “Me and Reform and Opening-up” Stories of Beijing 北京市衛健委「我與改革開放」故事徵集活動優秀組織獎 	<ul style="list-style-type: none"> Beijing Municipal Health Commission 北京市衛生健康委
	<ul style="list-style-type: none"> Beijing Water Saving Unit 北京市節水型單位 	<ul style="list-style-type: none"> Beijing Water Authority 北京市水務局

Unit 單位	Award, Honour, Recognition and Organisation Joined 獎項、榮譽、殊榮及參與組織	Issuing Authority 頒發機構
Jian Gong Hospital 健宮醫院	<ul style="list-style-type: none"> Advanced Collective of Central Enterprises 中央企業先進集體 	<ul style="list-style-type: none"> Ministry of Human Resources and Social Security of the People's Republic of China 中華人民共和國人力資源和社會保障部 State-owned Assets Supervision and Administration Commission of the State Council 國務院國有資產監督管理委員會
	<ul style="list-style-type: none"> Outstanding Sentinel Hospital 優秀哨點醫院 	<ul style="list-style-type: none"> Beijing Center for Diseases Prevention and Control 北京市疾病預防控制中心
	<ul style="list-style-type: none"> Beijing Traffic Safety Advanced Unit 北京市交通安全先進單位 	<ul style="list-style-type: none"> Beijing Traffic Management Bureau 北京公安交通管理局
Mentougou Hospital for Women and Children 門頭溝婦幼保健院	<ul style="list-style-type: none"> Outstanding Award for Good Rules Around Me Stage Show Competition 我身邊的好規矩舞台劇比賽優秀獎 	<ul style="list-style-type: none"> Disciplinary Committee and Youth League Committee of Mentougou District 門頭溝區紀委與團委
	<ul style="list-style-type: none"> Third Prize in the 3rd Pharmacy Cup Skills Competition of Mentougou Food and Drug Association in 2019 2019年度門頭溝區食藥協會第三屆藥學杯技能大賽三等獎 	<ul style="list-style-type: none"> Beijing Mentougou Food and Drug Safety Enterprise Association 北京市門頭溝區食品藥品安全企業協會
	<ul style="list-style-type: none"> Advanced Unit of Beijing Public Oral Health Service Project 2019 2019年度北京市口腔公共衛生服務專案先進單位 	<ul style="list-style-type: none"> Beijing Institute of Preventive Dentistry 北京市牙病防治所
Guangdong Power Hospital 廣東電力醫院	<ul style="list-style-type: none"> Signing Unit of Guangzhou Social Insurance Integrity Convention 廣州市社會保險誠信公約簽訂單位 	<ul style="list-style-type: none"> Guangzhou Social Insurance Supervision Committee Office 廣州市社會保險監督委員會辦公室
	<ul style="list-style-type: none"> 1st Place in the 11th Tug-of-war "Anniversary Cup" 第十一屆「局慶杯」拔河比賽活動第一名 	<ul style="list-style-type: none"> Union Committee of China Energy Engineering Group Guangdong Electric Power Engineering Bureau Co., Ltd. 中國能源建設集團廣東電力工程局有限公司工會委員會

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Unit 單位	Award, Honour, Recognition and Organisation Joined 獎項、榮譽、殊榮及參與組織	Issuing Authority 頒發機構
Guangxi Hydropower Hospital 廣西水電醫院	<ul style="list-style-type: none"> Outstanding Award in Nanning Clinical Nursing Skills Competition 2019 2019年南寧市臨床護理職業技能大賽優秀獎 	<ul style="list-style-type: none"> Nanning Municipal Health Commission 南寧市衛生健康委員會 Nanning General Labour Union 南寧市總工會
Wugang Hospital 武鋼醫院	<ul style="list-style-type: none"> 2019 Wuhan Demonstration Unit of Chinese Medicine Work 2019年武漢市中醫藥工作示範單位 Hubei Charity Communication Model 2019 2019年度湖北公益傳播榜樣 	<ul style="list-style-type: none"> Wuhan Municipal Health Commission 武漢市衛健委 Tencent Gongyi 騰訊公益 Hubei Charity Federation 湖北省慈善總會 Hubei Red Cross Foundation 湖北省紅十字基金會
Huairuang Hospital 淮礦醫院	<ul style="list-style-type: none"> Second Prize in the 1st Anhui Laboratory Medicine Morphology Competition 安徽省第一屆檢驗醫學形態學競賽二等獎 Bronze Award in the 1st HuaiBei New Era Volunteer Service Project Contest 淮北市首屆新時代志願服務專案大賽銅獎 	<ul style="list-style-type: none"> Anhui Association of China Medicine 安徽省中醫藥學會 HuaiBei Guidance Commission on Building Spiritual Civilization 淮北市精神文明建設指導委員會
Konggang Hospital 空港醫院	<ul style="list-style-type: none"> 2018-2019 National "Early Screening and Comprehensive Intervention Project for Population with a High Risk of Cardiovascular Diseases" — Shunyi Advanced Unit 2018年 – 2019年度全國「心血管高位人群早期篩查與綜合干預專案」— 順義區先進單位 Advanced Unit of Beijing Early Cancer Diagnosis and Treatment Project 北京市癌症早診早治專案先進單位 Shunyi Health System "May Flowers" Variety Show 2019 — Outstanding Organisation Award 順義衛生健康系統2019年「五月的鮮花」文藝匯演活動 — 優秀組織獎 	<ul style="list-style-type: none"> Office of Shunyi Health Promotion Commission 順義區健康促進工作委員會辦公室 Beijing Municipal Health Commission 北京市衛生健康委員會 Shunyi Health Commission 順義區衛生健康委員會

Unit 單位	Award, Honour, Recognition and Organisation Joined 獎項、榮譽、殊榮及參與組織	Issuing Authority 頒發機構
Mentougou Traditional Chinese Medicine Hospital 門頭溝區中醫院	<ul style="list-style-type: none"> • Demonstration Unit of Economical Public Institution 節約型公共機構示範單位 	<ul style="list-style-type: none"> • National Government Offices Administration/National Development and Reform Commission/Ministry of Finance 國家機關事務管理局／國家發展改革委／財政部
	<ul style="list-style-type: none"> • TCM Medical Record Award of Excellence 中醫病案品質優勝獎 	<ul style="list-style-type: none"> • Beijing TCM Medical Record Management Center 北京中醫病案管理中心
	<ul style="list-style-type: none"> • Fifth Place in the 8th Mentougou Men's Team Table Tennis Labour Cup 門頭溝區第八屆職工杯乒乓球比賽男子團體第五名 	<ul style="list-style-type: none"> • Beijing Mentougou General Labour Union 北京市門頭溝區總工會 • Labour Union of Beijing Jing Mei Group Company Limited 北京京煤集團有限責任公司工會
	<ul style="list-style-type: none"> • Outstanding Award in Outstanding Information Construction Selection Show 資訊化建設優秀案例評選展演優秀獎 	<ul style="list-style-type: none"> • Beijing Association of Integrative Medicine 北京中西醫結合學會
	<ul style="list-style-type: none"> • Second Prize in the 3rd Pharmacy Cup Skills Competition of Mentougou Food and Drug Association in 2019 2019年度門頭溝區食藥協會第三屆藥學杯技能大賽二等獎 	<ul style="list-style-type: none"> • Beijing Mentougou Food and Drug Safety Enterprise Association 北京市門頭溝區食品藥品安全企業協會
	<ul style="list-style-type: none"> • Advanced Unit for Health Promotion 健康促進先進單位 	<ul style="list-style-type: none"> • Beijing Center for Diseases Prevention and Control/Beijing Association of Health Education 北京市疾病預防控制中心／北京健康教育協會

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Mentougou Hospital 門頭溝區醫院	<ul style="list-style-type: none"> Outstanding Organisation Unit of Ankang Cup 安康杯競賽活動優秀組織單位 Outstanding Unit in the National Standardisation of PCCM Section Construction in Grade II Hospitals 國家PCCM科規範化建設二級醫院優秀單位 Neurosurgical Society of Chinese Medical Association 中華醫學會神經外科學分會 Joint Demonstration Unit of Spine and Spinal cord Surgery 脊柱脊髓外科共建示範單位 Research and Promotion Unit for the Elderly Full-Cycle Rehabilitation Technology System and Information Management 老年全週期康復技術體系與資訊化管理研究推廣單位 	<ul style="list-style-type: none"> Beijing General Labour Union 北京市總工會 Beijing Emergency Management Bureau 北京市應急管理局 Chinese Medical Doctor Association 中國醫師協會 Thoracic Society of Chinese Medical Association 中華醫學會呼吸病學分會 National Medical Cluster for Respiratory Diseases 全國呼吸專科醫聯體 National Medical Quality Control Center for Respiratory Diseases 國家呼吸疾病醫療質控中心 Neurosurgical Society of Chinese Medical Association 中華醫學會神經外科學分會 Spine and Spinal Cord Diseases Section of Neurosurgical Society of Chinese Medical Association 中華醫學會神經外科學分會脊柱脊髓疾病學組 National Clinical Research Center for Geriatric Diseases (Huashan), Huashan Hospital of Fudan University 國家老年疾病臨床醫學研究中心(華山)復旦大學附屬華山醫院

Unit 單位	Award, Honour, Recognition and Organisation Joined 獎項、榮譽、殊榮及參與組織	Issuing Authority 頒發機構
	<ul style="list-style-type: none"> Beijing Elderly Friendly Hospital 北京老年友善醫院 	<ul style="list-style-type: none"> Beijing Municipal Health Commission 北京市衛生健康委員會
	<ul style="list-style-type: none"> Member of China Quality Association 中國品質協會會員 	<ul style="list-style-type: none"> China Quality Association 中國品質協會
	<ul style="list-style-type: none"> National Medical Health Information Interconnection Standardisation Maturity Level 3 國家醫療健康資訊互聯互通標準化成熟度等級三級 	<ul style="list-style-type: none"> Statistical Information Center of National Health Commission 國家衛生健康委統計資訊中心
	<ul style="list-style-type: none"> Advanced Unit of Beijing Early Cancer Diagnosis and Treatment Project 北京市癌症早診早治項目先進單位 	<ul style="list-style-type: none"> Beijing Municipal Health Commission 北京市衛健委
	<ul style="list-style-type: none"> Member Unit of the 1st National Alliance of Geriatric Emergency of National Clinical Research Center for Geriatric Diseases 國家老年疾病臨床醫學研究中心第一屆國家老年急診聯盟成員單位 	<ul style="list-style-type: none"> Member Unit of the 1st National Alliance of Geriatric Emergency of National Clinical Research Center for Geriatric Diseases (for a term of 3 years) 國家老年疾病臨床醫學研究中心第一屆國家老年急診聯盟成員單位(為期3年)

CR Medical's Approach to Sustainability

As a leading group in the healthcare industry, we recognise the important role played by the Group in the community medical system, and stay true to our initial goal of “To Serve the Community with Benevolence, Compassion and Professionalism” to serve the public and keep their health in check. Similarly, we are committed to managing environmental and social aspects in a sustainable manner, fulfilling our responsibilities for quality and safety, the environment, employment and society, and creating long-term value for stakeholders such as employees, patients, shareholders and investors.

華潤醫療的可持續發展方針

作為領先的醫療產業集團，我們深明本集團在社區醫療體系所扮演的重要角色，秉持「仁心仁術，康澤天下」的初心為社會大眾服務，為他們的健康把關。同樣地，我們亦致力以可持續發展的方式管理環境和社會範疇，落實質量安全、環境、僱傭和社會責任，為員工、病人、股東及投資者等持份者創造長期價值。

<p>Quality and safety responsibility</p> <p>質量安全責任</p>	<p>Giving priority to quality and safety and taking a patient-centric approach to manage every service and medical process in the strictest possible manner in order to protect the health and lives of patients.</p> <p>將質量和安全為前提，以患者為中心，對每一個服務和醫療流程實施最嚴格的管理，致力守護病人健康和生命。</p>
<p>Environmental responsibility</p> <p>環境責任</p>	<p>Advocating energy-saving and low-carbon operating models, managing our emissions and resources consumption, and disposing of medical wastes in strict accordance with national and local regulations to earnestly pursue our responsibility for environmental protection.</p> <p>倡導節能低碳的營運方式，管理自身排放和資源消耗，嚴格按照國家和地方規例處置醫療廢物，切實奉行環境保護責任。</p>
<p>Employment responsibility</p> <p>僱傭責任</p>	<p>Respecting employment relationship and caring about the rights, welfare and well-being of employees to pursue the goal of becoming an ideal employer.</p> <p>重視僱傭關係，注重員工權益、福利和安康，致力成為理想僱主。</p>
<p>Social responsibility</p> <p>社會責任</p>	<p>Taking root in the community, putting in resources to serve the public, participating in public welfare activities, and offering free consultation and medicine to bring health to every household.</p> <p>扎根社區，投放資源服務社會大眾，參與公益，贈醫施藥，將健康帶到每一戶。</p>

ESG Structure

The establishment of an effective ESG structure is essential for the effective implementation of sustainability strategies and approaches. We have put in place a governance structure for sustainable development, in which the Board is responsible for supervising corporate governance, sustainable development work and ESG risk management of the Group, and the CEO Committee and functional departments are responsible for executing specific tasks, in order to promote sustainable development in the daily operation of each member medical institution while ensuring their operations are in compliance with relevant laws and regulations.

環境、社會及管治架構

建立有效的環境、社會及管治架構，對有效落實可持續發展策略及方針至關重要。我們已建立可持續發展管治架構，由董事會負責監督本集團的企業管治、可持續發展工作以及環境、社會及管治風險管理，並由旗下的總裁辦公會和職能部門負責執行具體工作，以推動各成員醫療機構在日常經營層面實施可持續發展，同時確保營運符合相關法律及規例的規定。



Communication with Stakeholders

Stakeholder engagement is undoubtedly an important component in the promotion of sustainable development. We have identified patients and their family members, medical staff, employees, suppliers, academic groups, shareholders and investors, regulatory bodies and communities as the Group's major stakeholders. We maintain close and two-way communications with stakeholders through various formal and informal communication channels, including interviews, telephone calls, meetings, general meetings, financial reports, announcements, the Group's website, emails and social platforms. We also undertake to attentively listen to and accept their opinions, as part of our ongoing efforts to improve our operation direction and performance on sustainable development.

Materiality Assessment

In addition to daily communication with stakeholders, we also considered their opinions when preparing the Report as one of the major factors in determining the sustainability issues that are material to the Group. In order to understand the issues that stakeholders were more concerned about, we conducted a stakeholder survey during the Reporting Period to invite them to prioritise the 24 ESG issues identified pursuant to the results of past and constant stakeholder communications, the Listing Rules and the trend in sustainable development for a materiality analysis in order to adjust the Group's strategies, approaches and measures, and enhance our performance on sustainable development in a more effective manner in the future.

持份者溝通

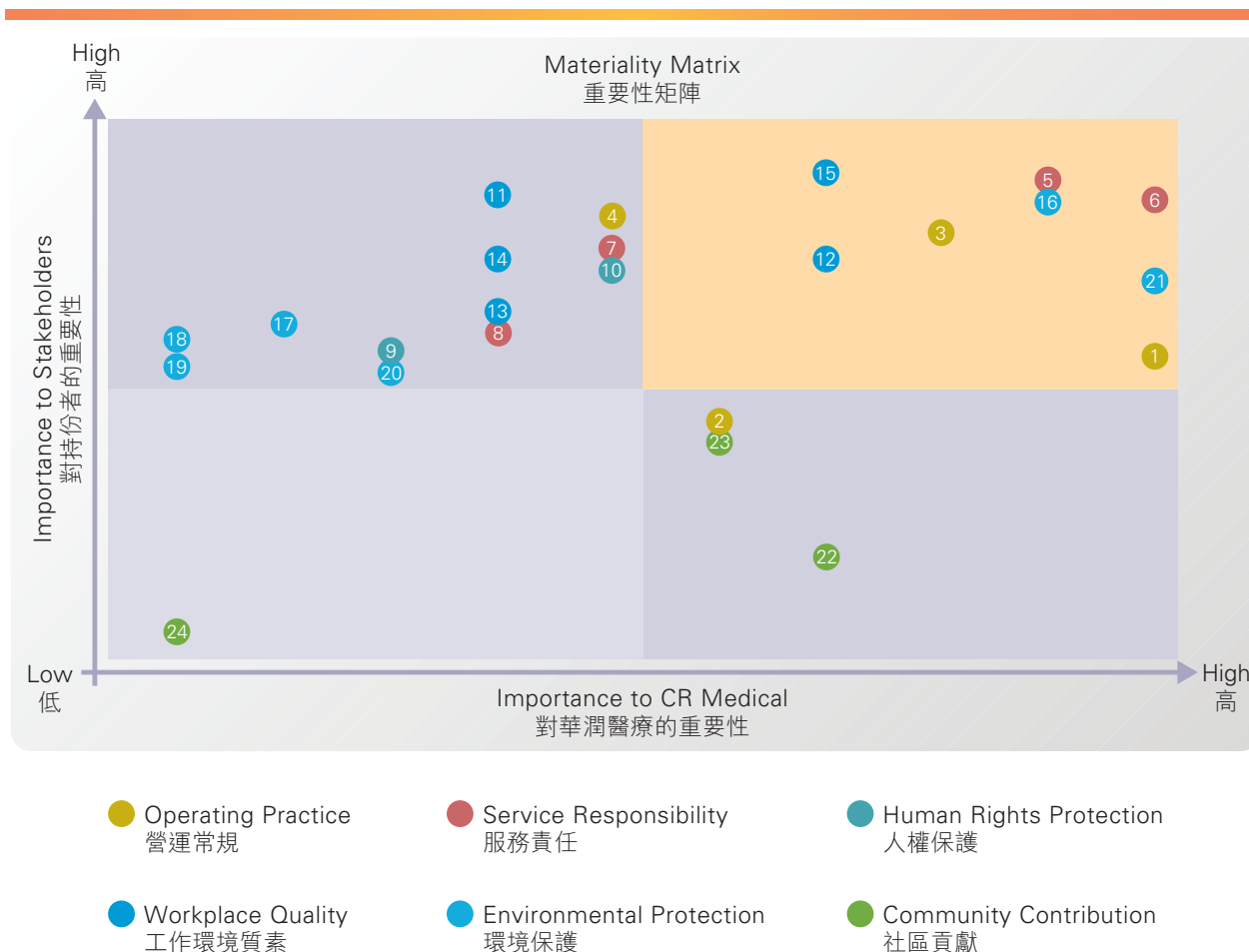
持份者參與無疑是推動可持續發展的重要一環。我們已識別病人及其家屬、醫護人員、員工、供應商、學術團體、股東及投資者、監管機構、社區等為本集團的主要持份者類別。我們會透過各種正式及非正式的溝通渠道，包括面談、電話、會議、股東大會、財務報告、公告、集團網站、電郵、社交平台等與持份者保持緊密而雙向的溝通，並承諾會虛心聆聽和接納他們的意見，作為不斷改善營運方針，提升可持續發展表現的良藥。

重要性評估

除了日常的持份者溝通，我們在編製本報告時亦重點考慮持份者的意見，作為決定對本集團重大的可持續發展議題的主要來源之一。為了解持份者較為關注的議題，我們在報告期間展開了持份者調查，透過過往和恆常的持份者溝通結果、上市規則、可持續發展趨勢等方式識別出24個環境、社會及管治議題，邀請持份者進行優先排序，並進行重要性分析，以便日後調整本集團的策略、方針和措施，更有效提升我們的可持續發展表現。

The results of materiality assessment obtained by the Group during the Reporting Period are set out in the following materiality matrix. The eight issues in the upper right corner represent stakeholders' most concerned issues, which are disclosed in detail in the Report.

本集團於報告期間得出的重要性評估結果載列於下列的重要性矩陣，當中右上角的8個議題為持份者最為關注的議題，此等議題會在本報告中詳細披露。



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Operating Practice 營運常規	Service Responsibility 服務責任	Human Rights Protection 人權保護	Workplace Quality 工作環境質素	Environmental Protection 環境保護	Community Contribution 社區貢獻
1. Supplier management procedures 供應商管理程序 2. Environmental and social risk management of suppliers 供應商環境及社會風險管理 3. Anti-corruption 反舞弊腐敗 4. Emergency management 緊急事件管理	5. Medical quality 醫療質素 6. Medical services compliance 醫療服務合規性 7. Patients' privacy protection 病人隱私保障 8. Medical incidents and complaint management 醫療事故及投訴管理	9. Diversity and equal opportunities (such as age, gender and disability) 多元化及均等機會(年齡、性別、傷殘等) 10. Prevention of child and forced labour 防止童工及強制勞動	11. Employee benefits 員工福利 12. Training and development 培訓及發展 13. Employment relationship 僱傭關係 14. Communication with employees 與員工溝通 15. Occupational safety and health 職業安全及健康	16. Disposal of medical wastewater and medical wastes 醫療廢水和醫療廢棄物的處理 17. Energy efficiency 能源效益 18. Greenhouse gas and air emissions 溫室氣體及廢氣排放 19. Use of natural resources (including paper and packaging materials) 天然資源利用(包括紙張及包裝物料) 20. Disposal of general wastes 一般廢物處理 21. Compliance with laws and regulations on environmental protection 環保法律法規的合規	22. Free consultation and medicine 贈醫施藥 23. Civic education 公民教育 24. Charitable donation 慈善捐贈

Key Environmental Data
主要環境數據

Indicator 指標	2019 2019年度	2018 2018年度	Unit 單位
Greenhouse gas (GHG) 溫室氣體			
Total emissions 排放總量	50,956.81	45,788.05	tonnes of CO ₂ equivalent 公噸二氧化碳當量
Direct emissions (scope 1) 直接排放(範圍1)	7,353.33	7,131.81	tonnes of CO ₂ equivalent 公噸二氧化碳當量
Indirect emissions (scope 2) 間接排放(範圍2)	43,687.16	38,692.71	tonnes of CO ₂ equivalent 公噸二氧化碳當量
GHG emission reduction (scope 1) 溫室氣體減除量(範圍1)	83.67	36.48	tonnes of CO ₂ equivalent 公噸二氧化碳當量
Total GHG emissions per square metre of floor area (scopes 1 and 2) 每平方米樓面面積的溫室氣體排放總量 (範圍1及2)	84.28	84.25	kg CO ₂ equivalent (per sq.m.) 公斤二氧化碳當量 (每平方米)
Air emissions 廢氣			
Nitrogen oxides (NOx) 氮氧化物(NOx)	7,734.17	2,474.33	kg 公斤
Sulphur oxides (SOx) 硫氧化物(SOx)	924.51	19.85	kg 公斤
Particulate matter (PM) 懸浮顆粒(PM)	271.08	83.89	kg 公斤
Hazardous waste 有害廢棄物			
Total emissions 排放總量	1,260.35	1,069.60	tonnes 公噸
Total hazardous waste per square metre of floor area 每平方米樓面面積有害廢棄物總量	2.08	1.97	kg (per sq.m.) 公斤(每平方米)

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Indicator 指標	2019 2019年度	2018 2018年度	Unit 單位
Non-hazardous waste 無害廢棄物			
Total emissions 排放總量	10,303.09	6,994.34	tonnes 公噸
Total non-hazardous waste per square metre of floor area 每平方米樓面面積無害廢棄物總量	17.04	12.93	kg (per sq.m.) 公斤 (每平方米)
Waste disposed 棄置廢棄物總量	7,896.87	6,958.24	tonnes 公噸
General refuse 生活廢物	7,147.67	6,894.20	tonnes 公噸
Paper 紙張	93.66	10.00	tonnes 公噸
Food waste 廚餘	277.16	54.04	tonnes 公噸
Plastic 塑膠	33.24	not applicable 不適用	tonnes 公噸
Metal 金屬	1.00	not applicable 不適用	tonnes 公噸
Glass 玻璃	84.00	not applicable 不適用	tonnes 公噸
Construction waste 建築廢料	285.00	not applicable 不適用	tonnes 公噸
Waste collected for recycling 回收廢棄物總量	2,366.22	36.10 36.10	tonnes 公噸
General refuse 生活廢物	1,933.66	not applicable 不適用	tonnes 公噸
Paper 紙張	170.22	6.24	tonnes 公噸
Food waste 廚餘	101.20	not applicable 不適用	tonnes 公噸
Plastic 塑膠	39.21	26.82	tonnes 公噸
Metal 金屬	1.26	not applicable 不適用	tonnes 公噸
Glass 玻璃	101.36	3.04	tonnes 公噸
Construction waste 建築廢料	20.00	not applicable 不適用	tonnes 公噸

Indicator 指標	2019 2019年度	2018 2018年度	Unit 單位
Energy 能源			
Total consumption 總耗用量	93,467.83	85,474.38	MWh 千個千瓦時
Purchased Electricity 外購電力	61,445.49	52,650.39	MWh 千個千瓦時
Diesel 柴油	3,726.87	713.52	MWh 千個千瓦時
Petrol 汽油	2,887.64	1,358.37	MWh 千個千瓦時
Natural gas 天然氣	24,706.54	18,880.35	MWh 千個千瓦時
Liquefied petroleum gas (LPG) 液化石油氣	701.30	11,951.76	MWh 千個千瓦時
Total energy consumption per square metre of floor area 每平方米樓面面積能源消耗總量	0.15	0.16	MWh (per sq.m.) 千個千瓦時 (每平方米)
Water 水			
Total consumption 總耗用量	1,961,515.00	1,577,154.00	m ³ 立方米
Total water consumption per square metre of floor area 每平方米樓面面積耗水總量	3.25	2.90	m ³ (per sq.m.) 立方米(每平方米)
Packaging materials 包裝物料			
Total consumption 總耗用量	80.23	144.89	tonnes 公噸
Plastic 塑膠	63.67	48.29	tonnes 公噸
Paper 紙	15.86	96.60	tonnes 公噸
Metal 金屬	0.50	not applicable 不適用	tonnes 公噸
Wood 木材	0.20	not applicable 不適用	tonnes 公噸
Packaging materials used per square metre of floor area 每平方米樓面面積包裝物料用量	132.69	266.60	g (per sq.m.) 克(每平方米)

Note: Environmental data during the Reporting Period do not include those related to Third Center Hospital. Besides, given the differences in reporting scope and statistics approach adjustments between the Reporting Period and 2018, the major environmental data of both years cannot be directly compared.

註：報告期間的環境數據並不包括第三中心醫院的相關數據。另外，基於報告期間以及2018年的報告範圍差異和統計口徑調整，兩年的主要環境數據並不能作直接比較。

Quality and Safety Responsibility

"To Serve the Community with Benevolence, Compassion and Professionalism", with the corporate vision of "becoming a world renowned leading medical group", CR Medical has been at the forefront for more than 30 years, trying its best to protect the health of patients. We are committed to maintaining a high standard of medical services, respecting the rights and wishes of every patient, and taking good care of patients' health and safety while abiding by applicable laws and regulations such as the "Detailed Rules for the Implementation of the Administrative Measures for the Drug Supervision of Medical Institutions in Beijing" (《北京市醫療機構藥品監督管理辦法實施細則》), "Food Safety Law of the PRC" (《中華人民共和國食品安全法》), "Drug Administration Law of the PRC" (《中華人民共和國藥品管理法》), "Law on Prevention and Treatment of Infectious Diseases" (《傳染病防治法》), "Regulation on the Administration of Medical Institutions" (《醫療機構管理條例》), "Regulation on the Urgent Handling of Public Health Emergencies" (《突發公共衛生事件應急條例》), "Regulation on the Supervision and Administration of Medical Devices" (《醫療器械監督管理條例》), "Administrative Measures for the Deployment and Use of Large Medical Equipment" (《大型醫用設備配置與使用管理辦法》), "Tort Law of the PRC" (《中華人民共和國侵權責任法》) and "Regulation on the Handling of Medical Accidents" (《醫療事故處理條例》). During the Reporting Period, the Group was not aware of any violation of laws and regulations or complaint in relation to the health and safety of products and services, advertising, labelling and privacy involved in its business.

Medical Quality

The maintenance of professional and quality medical services lies at the very core of medical treatment. We constantly improve the quality of medical care through continuous training of medical staff and stringent quality management systems and measures to give patients peace of mind. We have established a group management system in each hospital to manage its daily operation in accordance with strict quality standards. We inspect our medical equipment at regular intervals according to the types of devices. The appearance, labels, cables, fixed devices, batteries, etc. will be checked to ensure the normal operation of equipment and the quality of treatment processes. In addition, the Group convened the quality and safety management work meeting of the year in April 2019 to promote the implementation of quality and safety management work in all hospitals and improve the quality of medical care and patient safety management.

質量安全責任

「仁心仁術 康澤天下」，本著「成為大眾信賴的國際領先醫療產業集團」的企業願景，華潤醫療30多年來始終堅持站在最前線，盡力守護病人的健康。我們致力維持高質素的醫療服務，尊重每一位病人的權益和意願，照顧好病人的健康和 safety，同時恪守《北京市醫療機構藥品監督管理辦法實施細則》、《中華人民共和國食品安全法》、《中華人民共和國藥品管理法》、《傳染病防治法》、《醫療機構管理條例》、《突發公共衛生事件應急條例》、《醫療器械監督管理條例》、《大型醫用設備配置與使用管理辦法》、《中華人民共和國侵權責任法》、《醫療事故處理條例》等適用的法律及規例。於報告期間，本集團並不知悉旗下業務涉及產品和服務的健康與安全、廣告、標籤及私隱相關法律及規例的違規事件或投訴。

醫療質量

維持專業和高質素的醫療服務是救治病人的核心。我們會透過持續的醫護人員培訓以及嚴謹的質量管理制度和措施，不斷提升醫療質量，給病人一個安心。我們在各間醫院已建立集團化管理體系，按照嚴格的質量標準管理醫院的日常運作。我們會定期進行醫療設備巡檢，按照不同種類的設備會有不同頻率，會檢查其外觀、標識、線纜、固定裝置、電池等，確保設備能夠正常運作，保障治療過程的質素。此外，本集團於2019年4月份開展了本年度的質量安全管理工作會議，推動各醫院落實質量安全管理工作，提升醫療質量和病人安全管理。

By virtue of its stringent quality management of medical care, Jian Gong Hospital has been accredited by the Joint Commission International (JCI), acknowledging that the hospital's patient and institutional management has met international medical quality standards.

憑藉嚴格的醫療質量管理，健宮醫院已獲得國際聯合委員會 (Joint Commission International, JCI) 認證，印證醫院的病人管理和機構管理達到國際醫療質量標準。



In order to effectively improve patients' medical experience, CR Medical works to build an online information platform to meet patients' need for "consultation at their fingertips and easy drug purchase without leaving home". During the Reporting Period, Guangdong 999 Brain Hospital officially obtained the internet hospital licence and became the first internet hospital of the Group. It took the lead in launching the "Runxin Patient Service Information System Mini Programme", which provided comprehensive pre-hospital, in-hospital and post-hospital services such as registration appointment, online consultation, report inquiry, payment and online prescription to facilitate follow-up consultations for patients with chronic diseases. In the future, we expect to extend the internet hospital model and online platform to all hospitals of the Group to promote the standardised development of "Internet + Medical Healthcare" services.

為有效改善病人就醫體驗，華潤醫療著力構建線上信息平台，滿足病人「足不出戶、掌上問診、便捷購藥」的需求。於報告期間，廣東三九腦科醫院正式獲取互聯網醫院牌照，成為本集團旗下首家互聯網醫院，並率先推行「潤心患者服務信息系統小程序」，提供預約掛號、在線諮詢、報告查詢、繳費、在線處方等院前、院中、院後的全方位服務，方便慢性病人進行覆診。未來我們期望將互聯網醫院的模式和線上平台擴展至旗下各大醫院，促進「互聯網+醫療健康」服務的規範發展。

Safety

It is our responsibility and mission to spare no effort in treating every patient and safeguard patients' health and safety. CR Medical has implemented rigorous safety systems and measures in each of its hospitals, focusing on drugs, incidents handling, catering:

Drug Safety

- Formulate "Drug Management and Control Procedures" to ensure the safe and effective management of selection, procurement, storage, prescription, distribution, administration and efficacy of drugs
- Regularly check and record the quality of medicines, including the packages, states and colours, and dispose of any defective medicines immediately
- In case of adverse drug reactions or incidents due to drug quality in clinical condition, stop the patient from taking the drugs and notify the pharmacy department for the prompt recall, confinement and investigation of drugs in strict accordance with the "Handling and Reporting System on Drug Quality Incident", and report the incidents the regulatory body of drugs
- Formulate a drug recall system to collect and destroy recalled drugs safely and correctly, including those that have been recalled by the government or suppliers, have expired, have been damaged, have caused serious adverse reactions, have quality issues, or have been wrongly distributed
- Conduct annual drug quality inspection and submit a report to the regulatory body of drugs, check the categories, types and amount of drugs purchased, the types of drugs annulled, the status of the drug quality management system, and the rectification of problems according to the "Rules for Administration of Drug Supervision and Management in Beijing Medical Institutions" (《北京市醫療機構藥品監督管理辦法實施細則》)

安全

全力救治每一位病人、保障病人的健康和安全是我們的責任和使命。華潤醫療已在旗下每間醫院實施嚴謹的安全制度和措施，從用藥、事故處理、飲食等方面著手：

用藥安全

- 制定《用藥管理控制程序》，保障藥物選擇、採購、儲存、處方、配置、給藥和藥物療效得到安全有效的管理
- 定期就藥品質量，包括包裝、性狀和色澤等進行檢查並作記錄，如發現有問題的藥品及時處理
- 如臨床發生藥物質量問題而引起的嚴重藥物不良反應或事故，會嚴格按照《藥品質量事故的處理和報告制度》，讓病人停止服藥並通知藥劑科，藥劑科會及時收回、封存藥物並進行調查分析，亦會上報藥監部門
- 制定藥物召回制度，收回並安全而正確地銷毀召回藥物，包括政府或供應商召回的藥物、已過期、破損或有嚴重不良反應和質量問題的藥物、分發錯誤的藥物等
- 按照《北京市醫療機構藥品監督管理辦法實施細則》，每年執行藥品質量檢查並向藥監部門提交報告，檢查藥品的採購類別、品種、金額、撤銷品種數目、藥品質量管理制度的情況，以及問題的整改情況

Incidents Handling

- In case of serious medical malpractice, notify the local health department within 12 hours, and formulate handling and rectification measures
- Compile the “Measures of Administration for Quality and Safety Incidents and Events in Hospitals”, and formulate the measures and standards for prevention, handling, reporting and investigation of quality and safety incidents including death, disability or organ damage of patients as a result of diagnosis and treatment errors, medical product defects, etc.
- Formulate the “Hospital Infection Management Measures” and “Technique Standard for Isolation in Hospital” to guide hospitals to strictly implement relevant technical specifications and standards in order to effectively prevent and control infection incidents while carrying out quarantine according to the standards
- In case of an outbreak of infectious disease, conduct screening, quarantine suspected patients, open infectious disease wards or designate quarantine areas, send patients who have been diagnosed or are suspected to have airborne disease to negative pressure wards, deploy dedicated ambulances for patient transportation, strengthen medical waste management, increase chlorine content in sewage treatment stations, and notify local authorities within 2 hours
- Formulate the “Contingency Plan for Public Health Emergencies”, set up a leading group and subordinate working groups for public health emergencies for information collection, treatment, disease control supervision, publicity and back-end support to prevent, control and eliminate public health emergencies, such as major infectious diseases, infections, major food poisoning, etc.

事故處理

- 如發生重大醫療過失行為，會在12小時內通報當地衛生部門，並制定處理和整改措施
- 編製《醫院質量安全事件管理辦法》，就質量安全事故如診療出錯、醫藥產品缺陷等導致患者死亡、殘疾或器官損傷等，制定預防、處理、報告和調查的措施和標準
- 制定《醫院感染管理辦法》和《醫院隔離技術規範》，指導各醫院嚴格執行相關技術操作規範和標準，以有效預防和控制感染事故，同時按照標準進行隔離
- 如發生突發傳染病疫情，會進行篩查、將疑似患者隔離，啟用傳染病病房或劃出指定隔離區域，將已確診或疑似經空氣傳播的患者送到負壓病房，並設置專用救護車接送患者，同時加強醫療廢物管理，污水處理站加強氯份量，2小時內通報當地部門
- 制定《突發公共衛生事件應急預案》，設立突發公共衛生事件領導小組和屬下工作小組，進行信息收集、救治、疾控監督、宣傳和後勤保障等工作，以預防、控制和消除突發公共衛生事件，如重大傳染病、感染、重大食物中毒等

Food Safety

- Formulate the “Kitchen Hygiene System” to set out the handling process of ingredients, banned ingredients and hygiene matters to ensure the food safety of patients in hospitals
- Take food samples from group meals and important reception activities, put different kinds of food in separate and sterilised containers to prevent cross-contamination, and refrigerate them at 0–4°C promptly for more than 48 hours. In case of suspected food poisoning, provide samples promptly and cooperate with supervising bodies on investigation
- Formulate the “Dietary and Nutritional Treatment Management System” to regulate dietary management, e.g. providing a variety of food and nourishment according to the nutritional status and treatment requirements of patients, ensuring dietary orders are given by attending doctors before consumption, considering patients’ age, nutritional status and requirements, preference, religious belief, illness, treatment plan and food allergy, and inform patients’ family members or other relevant people of their dietary restraints

Respect for Patients

For CR Medical, every patient and every life deserve our best efforts to save and protect. We respect the rights and dignity of patients, provide services to them equally, and will not refuse to treat or discriminate them because of their age, gender, marital status, political affiliation, race, nationality, religious belief, origin, mental status, sexual orientation, economic status, etc. All medical personnel comply with high standards of professional conduct and ethics, and respect patients’ reasonable requests and wishes, including the right to accept or reject any medical advice. If the patients have expressed their wishes before becoming incapacitated, we will execute them through their will or alternative consent. We will also explain to the patients and their family members their rights and responsibility to refuse or stop treatment, terminate resuscitation and stop life supporting treatment to safeguard patients’ rights.

飲食安全

- 制定《廚房衛生制度》，規範食材處理、禁用食材及衛生等事項，確保患者住院期間的飲食安全
- 集體用餐和重要接待活動的食品應予以抽樣，不同食品須以不同容器盛載，防止交叉污染，容器應經過消毒，及時存放在0–4°C的冷藏條件下，保存48小時以上。如發生疑似食物中毒事故，須及時提供樣品，配合監督機構的調查
- 制定《膳食與營養治療管理制度》，規範膳食管理，如根據患者營養狀況和治療需求，提供多種飲食選擇和營養品，進食前須確保主診醫生註明飲食醫囑，考慮患者年齡、營養狀況和需求、愛好和宗教信仰、病情和治療計劃、食物敏感情況等，亦會向患者家屬或其他相關人員告知患者的飲食禁忌

尊重病人

對華潤醫療而言，每一位病人、每一個生命，都值得我們竭盡全力去救治和保護。我們尊重病人的權利與尊嚴，為他們提供一視同仁的服務，不會因其年齡、性別、婚姻狀況、政治關係、種族、國籍、宗教信仰、出身或精神狀況、性取向、經濟地位等而拒絕診治或歧視。各醫護人員皆具備高度的專業操守和道德規範，尊重病人的合理要求和意願，包括接受或拒絕任何醫療建議的權利。如病人在喪失能力前表達其意願，我們會透過生前遺囑、替代同意等方式為其執行，亦會向病人和家屬解釋拒絕或停止治療、終止復甦搶救和停止生命支持治療的權力和責任，保障病人權益。

The treatment of patients involves a lot of sensitive information, including patients' personal information and medical records. The Group abides by the laws and regulations, such as the "Administrative Measures for the Clinical Application of Nursing Technologies" (《護療技術臨床應用管理辦法》), "Nurses Regulation" (《護士條例》) and "Law of the PRC on Medical Practitioners" (《中華人民共和國執業醫師法》), respects the privacy of patients, and undertakes to use our best endeavours to fulfil our obligation of confidentiality. We have formulated the "Patient Privacy Protection System", which includes the following measures:

1. Put patients' medical records in a locked medical record cart and put them back immediately after use
2. Set passwords and access permission for the storing platform of patient data
3. When a special disease or abnormality is found during examination, only the patient will be made aware of the nature and extent of the disease except for procedural reporting
4. Prohibit disclosure of the condition to others without consent
5. Ensure the provision of a private space and proper cover during consultation

We also respect patients' opinions. We invite patients and their family members to take part in monthly or quarterly surveys to understand their degree of satisfaction towards inpatient, outpatient or clinical services. We count and analyse the scores in order to continuously improve our services and medical quality. In addition, patients are welcome to direct their complaints to the outpatient service department, hospital office, medical department, nursing department and other departments through letters, visits, calls or online director's mailbox. The complaints will be documented to ensure that all of them will be handled in a timely and appropriate manner.

我們在治療病人的過程中會牽涉大量敏感資料，包括病人的個人資料和病歷。本集團恪守《護療技術臨床應用管理辦法》、《護士條例》、《中華人民共和國執業醫師法》等法律及規例，尊重病人的個人私隱，承諾會盡一切努力履行保密責任。我們已制定《患者隱私保護制度》，當中措施包括：

1. 將具有病人相關病歷資料放在帶鎖的病歷車，用後立即放回
2. 儲存病人資料的平台設置密碼及訪問權限
3. 檢查中發現病人有特殊疾病或檢查異常時，除按程序上報，只會向病人說明疾病性質及程度
4. 未經同意不得向他人洩露病情
5. 就診時確保提供隱密的空間並給予適當掩護

對於病人的意見，我們亦樣尊重。我們會邀請病人及其家屬進行月度或季度滿意度調查，了解彼等對住院服務、門診服務或臨床服務的滿意度評分。我們會統計評分並進行分析，以便不斷改善服務和醫療質素。此外，我們歡迎病人如有任何投訴可通過來信、來訪、來電或網上院長信箱向門診服務部、院辦、醫務部、護理部等反映，我們會將投訴內容記錄，並確保所有投訴均得到及時合適的處理。

Supply Chain Management

To further manage and control medical quality, supplier management is essential as well. The products procured by the Group mainly include pharmaceutical products, medical devices and medical consumables. During the Reporting Period, we had a total of 879 suppliers. Since these products are material to the medical quality of hospitals, we adopt the strictest and most prudent approach when selecting suppliers, and aspects such as reputation, product quality, service quality and price will all be evaluated. In addition, we make sure that the products procured comply with relevant industry regulations. We make procurement according to the laws and regulations, including the “Pharmaceutical Administration Law of the PRC” (《中華人民共和國藥品管理法》), “Good Supply Practice for Pharmaceutical Products” (《藥品經營質量管理規範》), “Guiding Principles for On-Site Inspections for the Good Supply Practice for Pharmaceutical Products” (《藥品經營質量管理規範現場檢查指導原則》), “Measures for the Supervision and Administration of Circulation of Pharmaceuticals” (《藥品流通監督管理辦法》) and “Regulation on the Supervision and Administration of Medical Devices” (《醫療器械監督管理條例》), to ensure the legality of suppliers’ qualifications and products. We enter into quality assurance agreements with our suppliers, and conduct comprehensive reviews of their performance ability, reputation on quality and drug status annually in order to control the quality of drugs.

In addition to the supplier management system above, we also attach great importance to the environmental and social risks of the overall supply chain. During procurement, we do not only consider the quality of suppliers’ products, but also their performance in fulfilling their corporate social responsibilities. On the condition that medical quality will not be affected, we give priority to environmentally and socially responsible suppliers in a bid to make a positive impact on the supply chain.

供應鏈管理

為進一步管理並控制醫療質量，供應商的管理亦必不可少。本集團所採購的產品主要包括藥品、醫療器械和醫用耗材，於報告期間總共有879家供應商。由於此等產品對醫院的醫療質素有重要影響，我們選擇供應商時會採取最嚴格、謹慎的態度，對其聲譽、產品品質、服務質素、價格等進行評核。此外我們亦確保所採購的產品符合行業相關規定。我們會根據《中華人民共和國藥品管理法》、《藥品經營質量管理規範》、《藥品經營質量管理規範現場檢查指導原則》、《藥品流通監督管理辦法》、《醫療器械監督管理條例》等法律及規例進行採購，確保供應商資質及產品的合法性。我們會與供應商簽訂質量保證協議，每年亦會對其履約能力、質量信譽和藥品情況進行綜合評審，務求對藥品質量進行把關。

除了以上的供應商管理制度，我們對整體供應鏈的環境和社會風險亦相當重視。在採購時，我們不但會考慮供應商的供貨質量，亦會考慮彼等履行企業社會責任的表現，在不影響醫療質素的前提下，優先考慮對環境和社會負責的供應商，務求對供應鏈帶來正面影響。

Advertising and Labelling

In respect of advertising and promotion, the Group abides by the laws and regulations, such as the “Advertisement Law of the PRC” (《中華人民共和國廣告法》), “Measures for the Administration of Medical Advertisements” (《醫療廣告管理辦法》) and “Notice of the Ministry of Health on Further Strengthening the Administration of Medical Advertisements” (《衛生部關於進一步加強醫療廣告管理的通知》), and ensures the authenticity of all promotional content to protect consumers’ rights. In addition, with regard to labelling, although we are not involved in product manufacturing, we have strict requirements on suppliers of pharmaceutical products, who are contractually obliged to comply with relevant national administrative regulations.

Business Integrity

In addition to maintaining high-quality medical services, we always uphold the principle of business integrity, eradicate all acts of corruption, bribery, extortion, money laundering, fraud and other behaviours in violation of the law and business ethics, and strive to comply with the laws and regulations, such as the “Anti-unfair Competition Law of the PRC” (《中華人民共和國反不正當競爭法》), “Nine Prohibitions for Proper Medical and Healthcare Industry Practices” (《加強醫療衛生行風建設九不准》), “Certain Regulations on Integrity of Leaders in State-owned Enterprises” (《國有企業領導人員廉潔從業若干規定》) and “Supervision Law of the PRC” (《中華人民共和國監察法》). We set out the relevant requirements in the “Code for Employees”, which stipulates that employees shall comply with relevant laws and regulations, and any illegal behaviours such as corruption, receipt of rebates and commercial bribery are prohibited. Meanwhile, we have entered into the “Responsibility Letter for the Unit Carrying out Party Anti-corruption Construction” with our hospitals to set out their responsibility to abide by business ethics and integrity, and maintain a clean and honest corporate culture.

In addition to being strict with itself, in respect of the Group’s GPO business, we shall also enters into an integrity assurance agreement with our suppliers to set out the obligations of both parties to comply with the laws and avoid any illegal activities such as receipt of rebates and transfer of benefits.

廣告標籤

針對廣告宣傳方面，本集團恪守《中華人民共和國廣告法》、《醫療廣告管理辦法》、《衛生部關於進一步加強醫療廣告管理的通知》等法律及規例，確保所有宣傳內容的真實性，以保障消費者權益。此外，針對標籤方面，雖然我們並無涉及產品製造，但我們對於藥品的供應商有嚴格規定，於合同上要求供應商須遵守相關國家管理規定。

誠信經營

我們除了維持高質素的醫療服務，亦時刻秉持誠信經營的原則，杜絕一切貪污、賄賂、勒索、洗黑錢、欺詐等有違法紀和損害商業道德的行為，致力遵守《中華人民共和國反不正當競爭法》、《加強醫療衛生行風建設九不准》、《國有企業領導人員廉潔從業若干規定》、《中華人民共和國監察法》等法律及規例。我們在《員工守則》列明有關要求，規定員工遵守相關法律及規例，嚴禁任何貪污、收受回扣、商業賄賂等違法行為，同時與旗下醫院簽訂《黨風廉潔建設主體責任書》，明確彼等恪守商業道德和誠信的責任，維持廉潔誠信的企業文化。

除了對自身嚴格，本集團就GPO業務亦會與供應商簽訂廉潔保證協議書，明確雙方的合規責任，避免任何收受回扣、利益輸送等違法行為。

Employment Responsibility

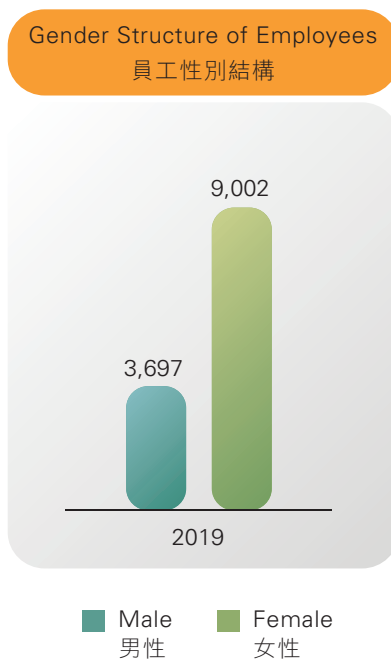
We regard every employee, including physician, nursing staff, technician, back-office staff, as the most important asset of CR Medical and a contributor to medical and healthcare promotion. We are committed to establishing an equal and diversified workplace with “zero” discrimination, providing employees with competitive compensation and benefits and a healthy and safe working environment, and respecting the interests of every employee while strictly abiding by the relevant laws and regulations in our place of operation, including but not limited to the “Labour Law of the PRC” (《中華人民共和國勞動法》), “Labour Contract Law of the PRC” (《中華人民共和國勞動合同法》), “Law of the PRC on the Prevention and Control of Occupational Diseases” (《中華人民共和國職業病防治法》) and “Provisions on the Prohibition of Using Child Labour” (《禁止使用童工規定》). During the Reporting Period, we were not aware of any violation of laws and regulations related to employment by the Group or its member medical institutions.

As of 31 December 2019, the medical institutions of entities covered in this Report had a total of 12,699 employees. The gender, age and employment type structures as well as the turnover rate by gender and age are as follows:

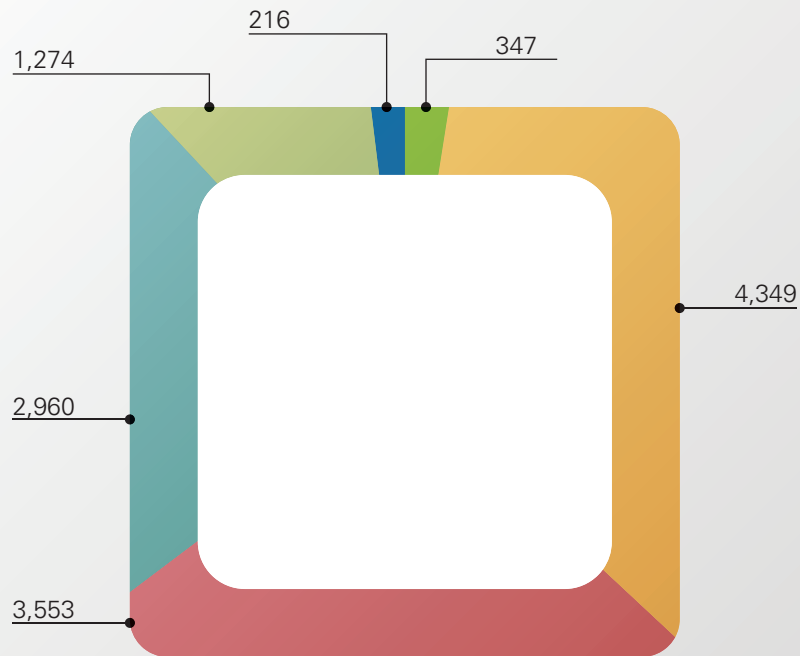
僱傭責任

我們將每一位員工，包括醫療人員、護理人員、技術人員和後勤及行政人員視為華潤醫療最為重要的資產，亦是推動醫療健康的功臣。我們承諾建立一個平等、多元化、「零」歧視的職場，為員工提供具競爭力的薪酬福利、健康安全的工作環境，尊重每一位員工的權益，同時嚴格遵循業務所在地的相關法律及規例，包括但不限於《中華人民共和國勞動法》、《中華人民共和國勞動合同法》、《中華人民共和國職業病防治法》、《禁止使用童工規定》等。於報告期間，我們並不知悉本集團或旗下成員醫療機構有任何違反僱傭相關法律及規例的情況。

截止2019年12月31日，本報告所涵蓋之公司之醫療機構聘請了一共12,699位員工，其性別、年齡和僱傭類別結構以及按性別及年齡的僱員流失比率如下：



Age Structure of Employees 員工年齡結構



- Aged 20 or below
20歲或以下
- Aged 21-30
21-30歲
- Aged 31-40
31-40歲
- Aged 41-50
41-50歲
- Aged 51-60
51-60歲
- Aged above 60
60歲以上

Employment Type Structure 僱傭類別結構

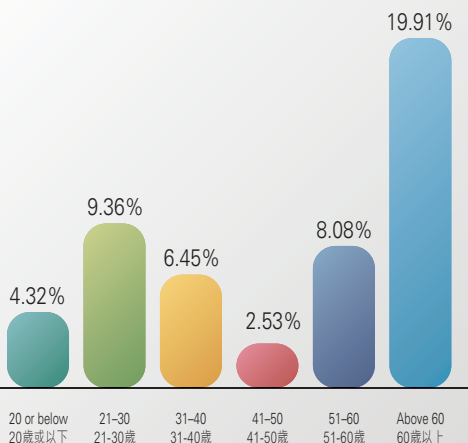


- Physicians — who possess qualified physician licence
 醫 — 持有合資格醫師執業牌照的醫療人員
- Nursing staff — who possess qualified nursing licence
 護 — 持有合資格執業牌照的護理人員
- Technicians — technical staff holding professional qualifications, including pharmacy, imaging and laboratory staff
 技 — 持有專業資格的技术人員，包括藥房、影像科及實驗室人員等
- Back-office staff — supporting staff and executives
 行 — 後勤及行政人員

Turnover Rate by Gender
按性別的僱員流失比率



Turnover Rate by Age
按年齡的僱員流失比率



Recruitment

In order to effectively evaluate the demand for talents, we formulate our recruitment plan annually based on the current status of personnel and business development needs to recruit suitable talents to join us. As a responsible employer, we firmly refuse to employ child and forced labour. We will check applicants' identification documents and work visas during the recruitment process to verify their age and background.

Employees' Interests

CR Medical always treats every employee equally and is committed to protecting their interests. We pursue a diverse and equal workplace culture. In recruitment, promotion or other areas, employees are treated equally regardless of their gender, age, race, religion, physical and family status to ensure that they will not be discriminated.

We have clearly stated in the staff handbook and other human resources systems the provisions in relation to compensation, working hours, rest periods, termination of labour contracts and dismissal to protect the interests of both parties. Except for medical and nursing staff, the standard working hours of office employees are generally from 9 a.m. to 12 noon and from 1 p.m. to 5:30 p.m.. In case of termination of labour contracts by employees, we will invite them to conduct an exit interview to understand the reasons and conduct a review. We will also make appropriate compensation in accordance with the laws and regulations. Employees' remuneration is mainly composed of monthly salary, service fee, year-end bonus, etc. We contribute to social insurance and housing provident funds for employees in China as required by the "Social Insurance Law of the PRC" (《中華人民共和國社會保險法》). Apart from statutory holidays, employees can enjoy annual leave, paid sick leave, personal leave, marriage leave, maternity leave, breastfeeding leave, etc. In addition, in order to attract and retain talents, we have prepared a wealth of employee benefits, including but not limited to:

招聘

為有效評估人才需求，我們每年會根據人員現狀和業務發展需要，制定招聘計劃，以招募合適的人才加入我們。作為負責任的僱主，我們堅決拒絕聘請童工及強制勞工，會在招聘過程中核實應徵者的身份證明文件和工作簽證，確保彼等的年齡和背景符合資格。

員工權益

華潤醫療向來以一視同仁的態度對待每一位員工，並致力保障他們的權益。我們樹立多元化而平等的職場文化，在招聘、晉升或其他範疇中，員工不論其性別、年齡、種族、宗教、身體及家庭狀況，均可獲得同等對待，同時亦確保彼等不會受到歧視。

我們在員工手冊及其他人力資源制度已清晰列明有關薪酬、工時、假期、解除勞動合同和解僱的條文，以保障雙方利益。除醫護人員外，辦公室員工一般的標準工作時間為上午9時至12時和下午1時至5時30分。如員工解除勞動合同時，我們會邀約彼等進行離職面談，了解箇中原因並作出檢討，亦會按情況依照法律及規例規定作出適當補償。員工的薪酬主要由月度工資、勞務費、年終獎金等組成，按照《中華人民共和國社會保險法》的規定，我們為國內員工辦理社會保險和住房公積金。除法定假期外，員工可享有年假、帶薪病假、事假、婚假、產假、哺乳假等假期。此外，為吸引並挽留人才，我們亦提供豐富的員工福利，包括但不限於：

Transport allowance 交通補助	Holiday payment 過節費	Marriage allowance 結婚禮金
Special allowance 專項補助	Holiday benefits 節日福利	Director of Hospital's subsidy 院長津貼
Call allowance 通話補助	Birthday allowance 生日禮金	Business insurance 商業保險
Meal allowance 餐補	Sickness allowance 生病慰問金	Physical examination 健康體檢

Communication with Employees

The two-way communication between the Group and employees is indispensable for the development of CR Medical. We have established various communication channels, including meetings, social media and internal publications, to allow employees to understand the Group's business development and make suggestions, so that we could improve our human resources policies continuously.

To keep a balance between work and life, our departments and member institutions organise various recreational and sports activities to bring employees together to foster a closer relationship and a stronger sense of belonging to the Group. Activities held by hospitals during the Reporting Period include:

- | | | |
|-----------------------------------|---|---|
| • Variety show
文藝表演 | • Sports day
運動會 | • Blood donation
捐血活動 |
| • Chinese New Year Visits
新春團拜 | • Knowledge contest
知識競賽 | • Doctors' Day activities
醫師節活動 |
| • Nurses Day activities
護士節活動 | • Women's Day activities
三八節活動 | • Film viewing party
電影觀賞會 |
| • Basketball game
籃球賽 | • Photography competition
攝影比賽 | • Employee appreciation
ceremony
員工表彰大會 |
| • Singing contest
歌唱比賽 | • Mooncake making
experience
月餅製作體驗 | • Hiking
登山活動 |

員工溝通

集團和員工之間的雙向溝通對於華潤醫療的向前發展有著不可或缺的作用。我們建立多個溝通渠道，包括會議、社交媒體、內部刊物等，讓員工了解本集團的業務發展概況之餘能夠提出意見，讓我們不斷改善人力資源政策。

為平衡工作與生活，各部門及成員機構會舉辦各種文娛康體活動，讓員工聚首一堂，加強彼此之間的聯繫和對本集團的歸屬感。報告期間各醫院舉辦的活動包括：

Employee Development

In light of the challenges posed by public health issues, we must always equip ourselves and continue to improve our medical technologies and professional knowledge accordingly to safeguard the health of the general public.

Each year, departments, hospitals, offices and subsidiaries devise training plans according to the needs of employees to provide various kinds of training, including pre-job training, applicable laws and regulations, professional knowledge and skills, latest technology and development, contingency plans, fire safety training and monthly quality training, allowing employees to equip themselves to cope with the successive challenges in the healthcare industry. We provide continuous training for employees through provincial, municipal or national courses or academic conferences, internal training courses, distance learning, thesis and job-specific training where necessary.

To allow employees to study and learn anytime and anywhere, we have set up a WeChat public account of the China Resources Healthcare College (CHC). Employees can log in to this learning platform anytime and anywhere to register, check-in, evaluate and read online articles. There is also a "student assembly" interface for employees to share learning resources, strengthen online and offline communication and interaction, and improve learning efficiency.

員工發展

面對公共衛生問題所帶來的挑戰，我們必須時刻裝備自己，不斷提升醫療技術和專業知識，以作出應對，保障市民大眾的健康。

每年，各部門、醫院、科室和子公司均會按員工的培訓需求制定培訓計劃，為員工提供各類培訓，當中涵蓋崗前培訓、適用法律及規例、專業知識和技能、最新技術和發展、應急預案、消防安全培訓、質量月培訓等，讓員工時刻裝備自己，以應付醫療行業接踵而來的挑戰。根據不同需要，我們會透過省市級或國家級的課程或學術會議、內部培訓課程、遠程教育、論文、特殊崗位培訓等方式，讓員工持續進修。

為了讓員工能隨時隨地學習和進修，我們成立了華潤醫學苑 (China Resources Healthcare College, CHC) 微信公眾號，員工可隨時隨地登入這個學習平台進行報名、簽到、評價、閱覽線上文章等，此外亦設有「學生薈」介面，讓員工互相分享學習資源，加強線上和線下的交流互動，提升學習效率。

National Training Programme

During the Reporting Period, CR Medical collaborated with the Talent Exchange Service Centre of the National Health Commission and participated in the hospital-level training of the Nursing Management Sub-programme of the Chinese Health Talent Training Programme. Members of our institutions were sent to participate in training courses in nursing, stress and time management, performance management and process management, which aimed to enhance professionalism of our nursing management team.

國家級培訓項目

於報告期間，華潤醫療與國家衛生健康委人才交流服務中心合作，參與中國衛生人才培養項目護理管理子項目院級培訓，派出各機構成員參與護理、壓力與時間管理、績效管理、流程管理等培訓課程，旨在提升護理管理團隊的專業化水平。

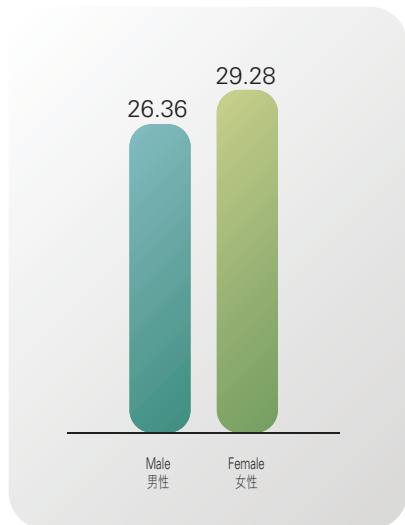
Environmental, Social and Governance Report

環境、社會及管治報告

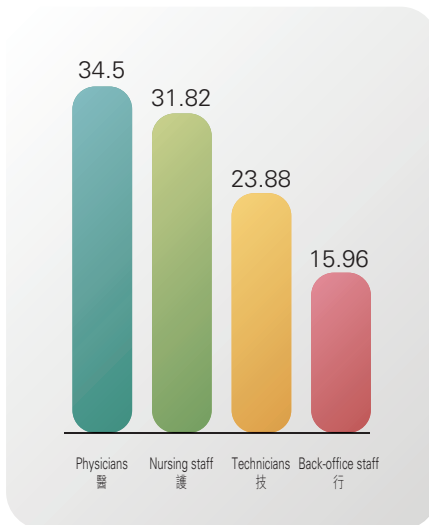
During the Reporting Period, employees of the Group received more than 360,000 hours of training in total. The average training hours and percentage of employees trained by gender and employment category are as follows:

於報告期間，本集團的員工總培訓時數超過360,000小時，當中按性別及僱傭類別的平均培訓時數以及培訓比例如下：

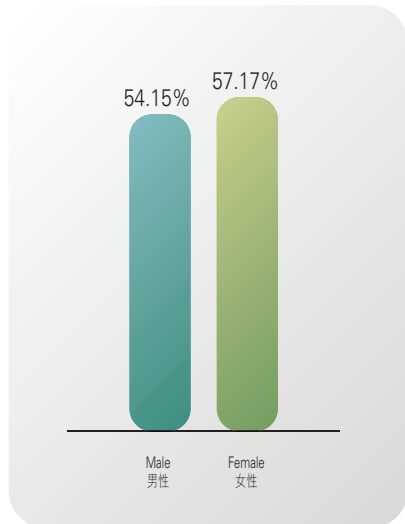
Average Training Hours by Gender
按性別的平均培訓時數



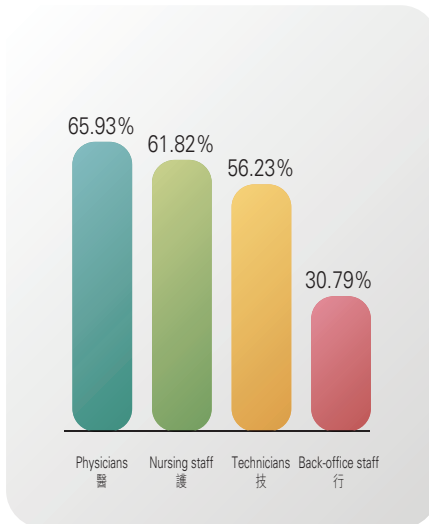
Average Training Hours by Employment Category
按僱傭類別的平均培訓時數



% of Employees Trained by Gender
按性別的培訓比例



% of Employees Trained by Employment Category
按僱傭類別的培訓比例



In addition, to allow employees to grow together with the Group, we have an established career ladder in place so that every employee has the opportunity for promotion, and the conditions of which are based on the annual appraisal results. In addition to the annual appraisal, front-line medical personnel are required to conduct quarterly assessments organised by the department in the first year of employment to ensure that they are capable in their positions in the sense of professional knowledge and skills.

Health Protection

We must protect our own health and safety before we can protect the health of patients. The Group and all its member medical institutions have their own quality and environmental health and safety (EHS) management committee to strengthen management of medical quality and safety of environmental facilities. Meanwhile, our “Occupational Health Management System” requires all member institutions and staff to adhere to the principle of “prevention first and prevention-treatment integration”, strengthen occupational hazard prevention work and related training, and abide by all laws and regulations related to occupational health and safety, including but not limited to the “Law of the PRC on the Prevention and Control of Occupational Diseases” (《中華人民共和國職業病防治法》), “Work Safety Law of the PRC” (《中華人民共和國安全生產法》) and “Nurses Regulation” (《護士條例》).

In accordance with the laws and regulations above, CR Medical has established the “Occupational Health Management System” to standardise related work, and provides employees with personal protective equipment, such as masks, goggles, face shields, gloves, isolation clothing, protective clothing and shoe covers, in accordance with the standards and related requirements for labour protection equipment issued by the state. The “Personal Protective Equipment Management System” has been formulated to set out supplies’ usage, correct use and precautions to ensure the effective use of protective equipment. We regularly check the protective and emergency equipment to ensure that the resources are sufficient and effective. In addition, we also arrange physical examination and blood test for employees to protect their health.

此外，為了讓員工與本集團共同成長，我們制定完善的職業發展階梯，每一位員工都可獲得晉升的機會，晉升條件參考自每年展開的績效考核結果。除了年度考核外，前線醫護人員亦需在新入職一年內進行由部門組織的季度考核，確保其專業知識和技能能夠勝任其崗位。

守護健康

我們必先守護好自身的健康和 safety，方能盡力守護好病人的健康。本集團以及各成員醫療機構皆設有質量與環境健康安全(EHS)管理委員會，加強醫療質量及環境設施安全管理，同時制定《職業健康管理制》，要求各成員機構和工作人員堅持「預防為主，防治結合」的方針，加強職業危害防治工作和相關培訓，同時謹遵所有與職業健康及安全相關的法律及規例，包括但不限於《中華人民共和國職業病防治法》、《中華人民共和國安全生產法》及《護士條例》。

按照以上法律及規例，華潤醫療編製了《職業健康管理制》，規範相關工作，並按照國家頒發的勞動防護用品配備標準及有關規定，為員工提供個人防護用品，如口罩、護目鏡、防護面罩、手套、隔離衣、防護服、鞋套等，並制定《個人防護設備管理制度》，規範用品的使用情況、正確使用方法及注意事項，以確保防護用品能有效發揮其作用。我們會定期檢查防護及應急設備，確保資源充足和有效。此外，我們亦會為員工安排健康體檢和抽血化驗，保障員工安康。

For safety purpose, we have formulated a contingency plan for accidents to set out the measures, procedures and personnel responsibilities for events such as fire, traffic, natural disasters and exposure to or inhalation of hazardous chemicals, and the preventive measures. Our hospitals carry out fire drills, fire safety training and emergency and infectious disease outbreak control drills regularly, and maintain fire protection equipment on a regular basis to ensure that it does not pose a risk to employees and patients.

We regularly review and update relevant policies to ensure that the measures comply with current requirements and to minimise the risks of occupational health and safety. During the Reporting Period, the Group and its hospitals had no work-related fatalities, and 645 working days were lost due to work injury.

Environmental Responsibility

As a pioneer in the healthcare industry, CR Medical must shoulder the responsibility for environmental protection, and strive to reduce its carbon footprint to mitigate the negative impact on the environment. We require all hospitals and offices to abide by the applicable laws and regulations, including the “Environmental Protection Law of the PRC” (《中華人民共和國環境保護法》), “Atmospheric Pollution Prevention and Control Law of the PRC” (《中華人民共和國大氣污染防治法》), “Water Pollution Prevention and Control Law of the PRC” (《中華人民共和國水污染防治法》), “Regulation on Urban Drainage and Sewage Treatment” (《城鎮排水與污水處理條例》), “Administrative Measures for Medical Wastes of Medical and Health Institutions” (《醫療衛生機構醫療廢物管理辦法》), “Regulation on the Administration of Medical Wastes” (《醫療廢物管理條例》) and “Administrative Measures for Urban Living Garbage” (《城市生活垃圾管理辦法》). During the Reporting Period, we were not aware of any violation of environmental laws and regulations by the Group that caused significant impacts on the Group.

針對安全方面，我們已制定事故應急預案，規範火災、交通、自然災害、接觸或吸入危險化學品等事件的應急處理措施、流程和人員職責，並制定預防措施。各間醫院會定期進行消防演習、消防安全培訓和應急及傳染病爆發控制演練，並對防火設備定期進行維護，確保不會對員工和病人構成危險。

我們會定期檢討並更新有關政策，確保措施符合現行規定，將職業健康與安全的風險減到最低。於報告期間，本集團及旗下醫院於報告期間並沒有因工死亡事故，而因工傷損失工作日數則有645日。

環境責任

身為醫療行業的先驅，華潤醫療定當肩負起保護環境的責任，致力減低碳足跡，減少對環境的負面影響。我們要求各醫院和辦公室謹遵《中華人民共和國環境保護法》、《中華人民共和國大氣污染防治法》、《中華人民共和國水污染防治法》、《城鎮排水與污水處理條例》、《醫療衛生機構醫療廢物管理辦法》、《醫療廢物管理條例》、《城市生活垃圾管理辦法》等適用法律及規例。於報告期間，我們並不知悉本集團在環境方面有任何違反法律及法規的行為以致對本集團產生重大影響。

Wastes and Packaging Materials

The Group generates certain hazardous wastes, including medical wastes, and non-hazardous wastes, including general refuse and food wastes from hospitals and offices, in its daily operation. Some hospitals also use disposable food containers, paper bags, medicine bags and other resources as the packaging materials of finished products. The data related to the hazardous and non-hazardous wastes generated and packaging materials used by the Group during the Reporting Period and 2018 are set out below:

廢棄物及包裝物料

本集團在日常營運中會產生一定程度的有害廢棄物、包括醫療廢物、以及無害廢棄物，包括醫院及辦公室的生活廢物和廚餘等。部分醫院亦會使用一次性食物器皿、紙袋、藥袋等資源作為製成品的包裝物料。以下詳列本集團於報告期間及2018年度的有害及無害廢棄物，以及包裝物料的相關數據：

Indicator 指標	2019 2019年度	2018 2018年度	Unit 單位
Non-hazardous waste 無害廢棄物			
Total emissions 排放總量	10,303.09	6,994.34	tonnes 公噸
Total non-hazardous waste per square metre of floor area 每平方米樓面面積無害廢棄物總量	17.04	12.93	kg (per sq.m.) 公斤(每平方米)
Waste disposed 棄置廢棄物總量	7,896.87	6,958.24	tonnes 公噸
General refuse 生活廢物	7,147.67	6,894.20	tonnes 公噸
Paper 紙張	93.66	10.00	tonnes 公噸
Food waste 廚餘	277.16	54.04	tonnes 公噸
Plastic 塑膠	33.24	not applicable 不適用	tonnes 公噸
Metal 金屬	1.00	not applicable 不適用	tonnes 公噸
Glass 玻璃	84.00	not applicable 不適用	tonnes 公噸
Construction waste 建築廢料	285.00	not applicable 不適用	tonnes 公噸
Waste collected for recycling 回收廢棄物總量	2,366.22	36.10	tonnes 公噸
General refuse 生活廢物	1,933.66	not applicable 不適用	tonnes 公噸
Paper 紙張	170.22	6.24	tonnes 公噸
Food waste 廚餘	101.20	not applicable 不適用	tonnes 公噸
Plastic 塑膠	39.21	26.82	tonnes 公噸
Metal 金屬	1.26	not applicable 不適用	tonnes 公噸
Glass 玻璃	101.36	3.04	tonnes 公噸
Construction waste 建築廢料	20.00	not applicable 不適用	tonnes 公噸

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Indicator 指標	2019 2019年度	2018 2018年度	Unit 單位
Hazardous waste 有害廢棄物			
Total emissions 排放總量	1,260.35	1,069.60	tonnes 公噸
Total hazardous waste per square metre of floor area 每平方米樓面面積有害廢物總量	2.08	1.97	kg (per sq.m.) 公斤 (每平方米)
Packaging materials 包裝物料			
Total consumption 總耗用量	80.23	144.89	tonnes 公噸
Plastic 塑膠	63.67	48.29	tonnes 公噸
Paper 紙	15.86	96.60	tonnes 公噸
Metal 金屬	0.50	not applicable 不適用	tonnes 公噸
Wood 木材	0.20	not applicable 不適用	tonnes 公噸
Packaging materials used per square metre of floor area 每平方米樓面面積包裝物料用量	132.69	266.60	g (per sq.m.) 克 (每平方米)

To reduce the burden of wastes on the environment, the Group strictly follows the relevant requirements such as the "Regulation on the Administration of Medical Wastes" (《醫療廢物管理條例》) and "Administrative Measures for Medical Wastes of Medical and Health Institutions" (《醫療衛生機構醫療廢物管理辦法》) to standardise the waste separation, storage, transportation and collection procedures. For non-hazardous wastes such as general refuse and food wastes, we collect and place them separately from medical wastes and other hazardous wastes, and engage organisations recognised by the government for regular removal.

為減低廢棄物對環境造成的負擔，本集團嚴格按照《醫療廢物管理條例》、《醫療衛生機構醫療廢物管理辦法》等有關規定，嚴格規範廢棄物的分類、儲存、運送和收集等程序。對於生活廢物和廚餘等無害廢棄物，我們會將之與醫療廢物等有害廢棄物分開收集及放置，並交由政府認可機構定期清運。

Energy, Air and GHG Emissions

The Group's air and GHG emissions come directly from the fuel consumption of business vehicles and ambulances, back-up generators, boilers and canteen gas stoves, and indirectly from the electricity used to support daily operations. These constitute the primary sources of energy consumption. The following are the Group's GHG and air emissions and energy consumption data during the Reporting Period and 2018:

能源、廢氣及溫室氣體排放

本集團的廢氣及溫室氣體排放直接來自公務用車和救護車、後備發電機、鍋爐、食堂燃氣爐的燃油消耗，並間接來自支持日常營運的用電，它們亦是構成能源消耗的主要來源。以下為本集團於報告期間及2018年的溫室氣體及廢氣排放，以及能源消耗數據：

Indicator 指標	2019 2019年度	2018 2018年度	Unit 單位
GHG^(Note) 溫室氣體^(註)			
Total emissions 排放總量	50,956.81	45,788.05	tonnes of CO ₂ equivalent 公噸二氧化碳當量
Direct emission (scope 1) 直接排放(範圍1)	7,353.33	7,131.81	tonnes of CO ₂ equivalent 公噸二氧化碳當量
Indirect emission (scope 2) 間接排放(範圍2)	43,687.16	38,692.71	tonnes of CO ₂ equivalent 公噸二氧化碳當量
GHG emission reduction (scope 1) 溫室氣體減除量(範圍1)	83.67	36.48	tonnes of CO ₂ equivalent 公噸二氧化碳當量
Total GHG emissions per square metre of floor area (scopes 1 and 2) 每平方米樓面面積的溫室氣體排放總量 (範圍1及2)	84.28	84.25	kg CO ₂ equivalent (per sq.m.) 公斤二氧化碳當量 (每平方米)
Air emissions 廢氣			
Nitrogen oxides (NOx) 氮氧化物(NOx)	7,734.17	2,474.33	kg 公斤
Sulphur oxides (SOx) 硫氧化物(SOx)	924.51	19.85	kg 公斤
Particulate matter (PM) 懸浮顆粒(PM)	271.08	83.89	kg 公斤

Note: According to the Greenhouse Gas Protocol — A Corporate Accounting and Reporting Standard (Revised Edition) issued by the World Business Council for Sustainable Development and the World Resources Institute, scope 1 direct emissions covers GHG emissions directly generated by businesses owned or controlled by the Group, whereas scope 2 indirect emissions covers GHG emissions from “indirect energy” arising from the electricity, heat, cooling and steam internally consumed (purchased or acquired) by the Group.

註：根據由世界企業永續發展協會及世界資源研究所發行的溫室氣體盤查議定書 — 企業會計與報告標則(修訂版)，範圍1直接排放涵蓋有本集團擁有或控制的業務直接產生的溫室氣體排放，而範圍2間接排放則涵蓋來自本集團內部消耗(購回來的或取得的)電力、熱能、冷凍及蒸氣所引致的「間接能源」溫室氣體排放。

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Indicator 指標	2019 2019年度	2018 2018年度	Unit 單位
Energy 能源			
Total consumption 總耗用量	93,467.83	85,474.38	MWh 千個千瓦時
Purchased Electricity 外購電力	61,445.49	52,650.39	MWh 千個千瓦時
Diesel 柴油	3,726.87	713.52	MWh 千個千瓦時
Petrol 汽油	2,887.64	1,358.37	MWh 千個千瓦時
Natural gas 天然氣	24,706.54	18,800.35	MWh 千個千瓦時
LPG 液化石油氣	701.30	11,951.76	MWh 千個千瓦時
Total energy consumption per square metre of floor area 每平方米樓面面積能源消耗總量	0.15	0.16	MWh (per sq.m.) 千個千瓦時 (每平方米)

To reduce carbon emissions, we actively seek suitable energy-saving and emission-reducing measures in the course of operation. The Group has formulated the "Regulations on Environmental Protection, Energy Conservation and Emission Reduction", and advocated hospitals establishing energy conservation and emission reduction leadership groups to implement energy-saving and emission-reducing strategies in order to enhance energy efficiency and reduce emissions.

為減少碳排放，我們積極在營運過程中尋求合適的節能減排措施。本集團已制定《環境保護和節能減排管理辦法》，倡導各醫院成立節能減排領導小組，落實節能減排方針，從而提高能源效益，減少排放。

Water Management

The Group's domestic water is mainly provided by local water supply companies, and there was no problem in sourcing water that was fit for purpose during the Reporting Period. The following are the water consumption data of the Group during the Reporting Period and 2018:

用水管理

本集團的生活用水主要由當地供水公司所提供，於報告期間在獲取適用水源上並無任何問題。下列為本集團於報告期間及2018年度的用水數據：

Indicator 指標	2019 2019年度	2018 2018年度	Unit 單位
Water 水			
Total consumption 總耗用量	1,961,515.00	1,577,154.00	m ³ 立方米
Total water consumption per square metre of floor area 每平方米樓面面積耗水總量	3.25	2.90	m ³ (per sq.m.) 立方米(每平方米)

Due to our business nature, we discharge domestic sewage and medical wastewater. To avoid environmental pollution arising from the discharge of sewage without proper treatment, we have adopted strict measures for sewage treatment and established the “Sewage Treatment Management System” to engage authorised medical waste recyclers to collect and process sewage that contains residual chemicals and drugs, and carry out pre-treatment procedures for the remaining sewage. We record the volume of sewage discharged and check the operation of facilities to ensure that there are no abnormalities. We regularly engage third-party testing institutions to test sewage, sedimentation tanks, biochemically treated effluent and contact tank effluent, for volume, temperature, chlorine, pH value, coliform count, biochemical oxygen demand, suspended solids, etc. Government authorities also conduct random inspections to ensure compliance with the “Discharge Standard of Water Pollutants for Medical Organisation” (《醫療機構水污染物排放標準》) and “Discharge Standard of Pollutants for Municipal Wastewater Treatment Plant” (《城鎮污水處理廠污染物排放標準》).

Green Healthcare

As the nation’s leading healthcare group, CR Medical is committed to reducing its significant impact on the environment and natural resources, and integrates environmental elements into its operations to put “green healthcare” into practice. To this end, we closely monitor the emissions and resources utilisation data of various hospitals and offices and identify the significant impact of our business on the environment in order to take appropriate actions and formulate suitable and effective environmental protection measures. We have established the “Regulations on Environmental Protection, Energy Conservation and Emission Reduction” to implement a responsibility system for the environmental protection work of each hospital, strengthen supervision, assessment and education, and ensure compliance with relevant environmental laws, regulations and standards.

基於業務性質，我們會排放生活污水和醫療廢水。為免污水未經妥善處理而排放所造成的環境污染，我們對污水處理採取嚴格措施，建立《污水處理管理制度》，將含有殘餘化學物和藥物的污水交由認可的醫療廢物回收商收集處理，並將其餘污水進行預處理程序。我們會記錄污水排放量並檢查設施運行情況，確保沒有異常情況。我們會定期委託第三方檢測機構對污水、沉澱池、生化處理出水、接觸池出水等進行檢測，包括水量、水溫、氯、酸鹼值、大腸菌數、生化需氧量、懸浮固體等等，政府部門亦會進行抽檢，確保符合《醫療機構水污染物排放標準》和《城鎮污水處理廠污染物排放標準》等規定。

綠色醫療

作為全國領先的醫療集團，華潤醫療致力減輕對環境及天然資源的重大影響，同時將環保元素融入營運當中，實踐「綠色醫療」的理念。為此，我們密切監察各醫院和辦公室的排放和資源運用數據，識別業務對環境的重大影響，從而對症下藥，制定合適而有效的環保措施。我們已建立《環境保護和節能減排管理辦法》，對各醫院的環境保護工作實行責任制，加強監督、考核和教育，確保遵守環境相關法律及規例和標準。

Depending on the business nature, each hospital produces a certain degree of medical wastes, which may affect the surrounding environment. In respect of infectious, pathological, injuring, pharmaceutical, chemical and other medical wastes, we have formulated the “Medical Waste Management System” to regulate the management of medical wastes, including storage, time of collection, transportation, protective measures, handling of leaks and disposal, to reduce the risk of infection in hospitals. We collect medical wastes with special containers, which are labelled to prevent mixing with general refuse, and hand them to organisations with a business licence for hazardous wastes for collection and disposal. We also conduct a monthly inspection on the collection, transportation, temporary storage and disposal of medical wastes.

In addition, there is radiation equipment for diagnosis and treatment purposes in hospitals. To ensure its safety and compliance with the laws and regulations such as the “Provisions on the Administration of Radiological Diagnosis and Treatment” (《放射診療管理規定》) and the “Regulation on the Safety and Protection of Radioisotopes and Radiation Devices” (《放射性同位素與射線裝置安全和防護條例》), we strictly administer the equipment maintenance, safe operation, protection requirements, waste disposal and emergency measures of radiology and diagnostic imaging services in accordance with systems such as the “Safety Management of Radiation Scheme” and “Radiation Contingency Plan”. Drill is conducted at least once a year to ensure the safety of employees, patients, their family members and the surrounding environment.

針對業務性質，各間醫院會產生一定程度的醫療廢物，或會對周遭環境造成影響。對於感染性廢物、病理性廢物、損傷性廢物、藥物性廢物、化學性廢物等醫療廢物，我們已制定《醫療廢物管理制度》，規管醫療廢物的管理，包括存放、回收時間、運送、防護措施、洩漏處理、棄置等，減低醫院感染風險。我們會利用專用容器收集醫療廢物，同時貼上標識，防止混入生活垃圾，並交由具備危廢經營許可證的機構收集並處置，每月亦會檢查收集、運送、暫存和處置等工作的情况。

此外，醫院設有放射設備以進行診療。為確保其安全性，遵守《放射診療管理規定》及《放射性同位素與射線裝置安全和防護條例》等法律及規例，我們依照《放射安全管理計劃》和《輻射應急預案》等制度，嚴格管理放射和診斷影像服務的設備維護、安全操作、防護要求、廢棄物處置、應急措施等，每年亦會進行至少1次演習，保障員工、病人及其家屬和周邊環境的安全。

Social Responsibility

Committed to the corporate mission of “To Serve the Community with Benevolence, Compassion and Professionalism”, we stay true to our initial goal by serving the patients as well as the general public with the resources, manpower and professional medical knowledge and technology of the Group to bring health to every community. During the Reporting Period, our hospitals contributed more than 1,400 hours of service in total.

Volunteer Consultations and Services

CR Medical has started out in hospital treatment, and is now committed to reaching out to communities by taking advantage of the professional knowledge and skills of medical staff to provide volunteer medical and health consultations for various conditions, including general consultation, diabetes, nephropathy, gynaecology and ophthalmology. In addition, we organise health seminars and courses on different topics from time to time, such as:

- | | | |
|--|-------------------------------------|---|
| • Infectious disease prevention
傳染病預防 | • Information on oral care
口腔知識 | • Information on diabetes
糖尿病知識 |
| • World No Tobacco Day
世界無煙日 | • Maternal and child health
母嬰健康 | • Information on Chinese medicine
中醫知識 |
| • Hypertension prevention
高血壓預防 | • Dengue fever prevention
預防登革熱 | |
| • Children’s mental health
兒童心理健康 | • First aid training
急救培訓 | |

During the Reporting Period, we provided our services in hospitals, rehabilitation training centres, health centres, enterprises, government agencies and residential communities across the country.

社會責任

秉承「仁心仁術，康澤天下」的企業使命，我們從未忘記初心，致力透過本集團資源、人手、專業的醫療知識和技術，在服務病人的同時，可以服務廣大民眾，將健康帶到每一個社群。於報告期間，各間醫院的總服務時數超過1,400小時。

義診及義工服務

華潤醫療以醫院診療為起點，致力深入各個社區，利用醫護人員的專業知識和技能，為市民大眾提供各種義診和健康諮詢服務，包括一般診症、糖尿病、腎病、婦科及眼科診症等。此外，我們亦會不定時舉辦不同主題的健康講座和培訓，如：

於報告期間，我們所服務的地點涵蓋全國不同地區的醫院、康復訓練中心、衛生院、企業、政府機構、住宅社區等。

Internship Opportunities for Students

To train more young people for a career in the healthcare industry, CR Medical has provided internship opportunities for students from vocational colleges and occupational health schools for many years, allowing them to gain experience in different hospital departments such as laboratory, pharmacy and nursing department and preparing them to deal with real-life situations in the future.

Charity Donation

To promote the charitable spirit, CR Medical does not only take action to encourage employees to participate in volunteer consultations and activities in their spare time, but also provides financial assistance to groups in need. During the Reporting Period, we donated more than RMB40,000 in total to Beijing Red Cross, Mentougou Charity Association, Guangzhou YMCA, etc.

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關鍵績效指標A1.1	排放物種類及相關排放數據。	能源、廢氣及溫室氣體排放	43-44

為學生提供實習機會

為培養更多年青一輩成為醫護行業的專才，華潤醫療多年來均會為來自職業技術學院、職業衛生學校等地的學生提供實習機會，讓他們體驗醫院不同部門如檢驗科、藥劑科、護理部等的工作，為將來投身社會，救急扶危作好準備。

慈善捐款

為善不甘後人，華潤醫療不僅身體力行，積極推動員工在公餘時間參與義診和義工活動，亦會向有需要的群體提供金錢援助。於報告期間，我們向北京市紅十字會、門頭溝區慈善協會、廣州基督教青年會等單位捐出一共超過4萬元人民幣。

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KPI A1.2 關鍵績效指標A1.2	Greenhouse gas emissions in total and intensity. 溫室氣體總排放量及密度。	Energy, Air and GHG Emissions 能源、廢氣及溫室氣體排放	43-44
KPI A1.3 關鍵績效指標A1.3	Total hazardous waste produced and intensity. 所產生有害廢棄物總量及密度。	Wastes and Packaging Materials 廢棄物及包裝物料	41-42
KPI A1.4 關鍵績效指標A1.4	Total non-hazardous waste produced and intensity. 所產生無害廢棄物總量及密度。	Wastes and Packaging Materials 廢棄物及包裝物料	41-42
KPI A1.5 關鍵績效指標A1.5	Description of measures to mitigate emissions and results achieved. 描述減低排放量的措施及所得成果。	Environmental Responsibility 環境責任	40-46
KPI A1.6 關鍵績效指標A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved. 描述處理有害及無害廢棄物的方法、減低產生量的措施及所得成果。	Environmental Responsibility 環境責任	40-46
Aspect A2: Use of Resources 層面A2：資源使用			
General Disclosure 一般披露	Policies on the efficient use of resources, including energy, water and other raw materials. Note: Resources may be used in production, storage, transportation, buildings, electronic equipment, etc. 有效使用資源(包括能源、水及其他原料)的政策。 註：資源可用於生產、儲存、運輸、樓宇、電子設備等。	Environmental Responsibility 環境責任	40-46
KPI A2.1 關鍵績效指標A2.1	Direct and/or indirect energy consumption by type in total and intensity. 按類型劃分的直接及／或間接能源總耗量及密度。	Energy, Air and GHG Emissions 能源、廢氣及溫室氣體排放	43-44

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KPI A2.2	Water consumption in total and intensity.	Water Management	44-45
關鍵績效指標A2.2	總耗水量及密度。	用水管理	44-45
KPI A2.3	Description of energy use efficiency initiatives and results achieved.	Energy, Air and GHG Emissions	43-44
關鍵績效指標A2.3	描述能源使用效益計劃及所得成果。	能源、廢氣及溫室氣體排放	43-44
KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.	Water Management	44-45
關鍵績效指標A2.4	描述求取適用水源上可有任何問題，以及提升用水效益計劃及所得成果。	用水管理	44-45
KPI A2.5	Total packaging material used for finished products and with reference to per unit produced.	Wastes and Packaging Materials	41-42
關鍵績效指標A2.5	製成品所用包裝材料的總量及每生產單位佔量。	廢棄物及包裝物料	41-42
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.	Green Healthcare	45-46
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。	綠色醫療	45-46

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KPI A3.1 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Green Healthcare	45-46
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。	綠色醫療	45-46
B. Social		
B. 社會		
Employment and Labour Practices		
僱傭及勞工常規		
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.	Employment Responsibility	32-40
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。	僱傭責任	32-40
KPI B1.1 Total workforce by gender, employment type, age group and geographical region.	Employment Responsibility	32-40
關鍵績效指標B1.1 按性別、僱傭類型、年齡組別及地區劃分的僱員總數。	僱傭責任	32-40
KPI B1.2 Employee turnover rate by gender, age group and geographical region.	Employment Responsibility	32-40
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。	僱傭責任	32-40

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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.	Health Protection	39-40
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。	守護健康	39-40
KPI B2.1 Number and rate of work-related fatalities.	Health Protection	39-40
關鍵績效指標B2.1 因工作關係而死亡的人數及比率。	守護健康	39-40
KPI B2.2 Lost days due to work injury.	Health Protection	39-40
關鍵績效指標B2.2 因工傷損失工作日數。	守護健康	39-40
KPI B2.3 Description of occupational health and safety measures adopted, how they are implemented and monitored.	Health Protection	39-40
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。	守護健康	39-40
Aspect B3: Development and Training 層面B3：發展及培訓		
General Disclosure Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	Employee Development	37-39
一般披露 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。	員工發展	37-39
KPI B3.1 The percentage of employees trained by gender and employee category.	Employee Development	37-39
關鍵績效指標B3.1 按性別及僱員類別劃分的受訓僱員百分比。	員工發展	37-39

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KPI B3.2	The average training hours completed per employee by gender and employee category.	Employee Development	37-39
關鍵績效指標B3.2	按性別及僱員類別劃分，每名僱員完成受訓的平均時數。	員工發展	37-39
Aspect B4: Labour Standards			
層面B4：勞工準則			
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 preventing child and forced labour.	Recruitment	35
一般披露	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。	招聘	35
KPI B4.1	Description of measures to review employment practices to avoid child and forced labour.	Recruitment	35
關鍵績效指標B4.1	描述檢討招聘慣例的措施以避免童工及強制勞工。	招聘	35
KPI B4.2	Description of steps taken to eliminate such practices when discovered.	Not disclosed during the Reporting Period.	N/A
關鍵績效指標B4.2	描述在發現違規情況時消除有關情況所採取的步驟。	本報告期內暫不披露。	不適用
Operating Practices			
營運慣例			
Aspect B5: Supply Chain Management			
層面B5：供應鏈管理			
General Disclosure	Policies on managing environmental and social risks of the supply chain.	Supply Chain Management	30
一般披露	管理供應鏈的環境及社會風險政策。	供應鏈管理	30
KPI B5.1	Number of suppliers by geographical region.	Not disclosed during the Reporting Period.	N/A
關鍵績效指標B5.1	按地區劃分的供應商數目。	本報告期內暫不披露。	不適用

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KPI B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.	Supply Chain Management	30
關鍵績效指標B5.2	描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目、以及有關慣例的執行及監察方法。	供應鏈管理	30
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.	Quality and Safety Responsibility	24-31
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。	質量安全責任	24-31
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	The Group is not involved in product manufacturing.	N/A
關鍵績效指標B6.1	已售或已運送產品總數中因安全與健康理由而須回收的百分比。	本集團並不涉及產品製造。	不適用
KPI B6.2	Number of products and service related complaints received and how they are dealt with.	Not disclosed during the Reporting Period.	N/A
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。	本報告期內暫不披露。	不適用
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	Due to its business nature, intellectual property rights are not a major issue for the Group.	N/A
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。	基於業務性質，知識產權並非本集團重大議題。	不適用

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KPI B6.4 關鍵績效指標B6.4	Description of quality assurance process and recall procedures. 描述質量檢定過程及產品回收程序。	The Group is not involved in product manufacturing. 本集團並不涉及產品製造。	N/A 不適用
KPI B6.5 關鍵績效指標B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored. 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。	Respect for Patients 尊重病人	28-29 28-29
Aspect B7: Anti-corruption 層面B7：反貪污			
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 bribery, extortion, fraud and money laundering. 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。	Business Integrity 誠信經營	31 31
KPI B7.1 關鍵績效指標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. 於匯報期內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。	Business Integrity 誠信經營	31 31
KPI B7.2 關鍵績效指標B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored. 描述防範措施及舉報程式，以及相關執行及監察方法。	Business Integrity 誠信經營	31 31

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Community			
社區			
Aspect B8: Community Investment 層面B8：社區投資			
General Disclosure 一般披露	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. 有關以社區參與來瞭解營運所在社區需要和確保其業務活動會考慮社區利益的政策。	Social Responsibility 社會責任	47-48 47-48
KPI B8.1 關鍵績效指標B8.1	Focus areas of contribution. 專注貢獻範疇。	Social Responsibility 社會責任	47-48 47-48
KPI B8.2 關鍵績效指標B8.2	Resources contributed to the focus area. 在專注範疇所動用資源。	Not disclosed during the Reporting Period. 本報告期內暫不披露。	N/A 不適用



華潤醫療控股有限公司

China Resources Medical Holdings Company Limited