



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

變局中開新局 上下同欲者勝



2020年
環境、社會及管治報告
ENVIRONMENTAL,
SOCIAL AND GOVERNANCE
REPORT 2020

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Environmental, Social and Governance Report

環境、社會及管治報告

About this Report

Purpose of this Report

This report (“Report”) is the fifth Environmental, Social and Governance (ESG) Report released by China Resources Medical Holdings Company Limited (the “Company” or “CR Medical”, together with its subsidiaries, the “Group”) which aims at reporting the sustainable development strategies, approaches and performance of the Company in 2020 to its stakeholders.

Reporting Period and Scope

This Report covers the period from January 1, 2020 to December 31, 2020. Some contents may go beyond the mentioned period to enhance the comparability and foresightedness of this Report. This Report covers CR Medical and the member institutions under the Company’s management, i.e. CR Medical, and all of its member medical institutions and subsidiaries.

Reference Standards

This Report is prepared mainly 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 (the “Listing Rules”).

Data Description

The sources of the data and information cited in this Report are the internal documents and the statistical information system of the Company. All currency amounts as quoted in this report are in RMB unless otherwise stated.

Interval, Versions of and Access to this Report

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

This Report also forms part of the sustainability report of the Company for year 2020, and the full version of the sustainability report can be viewed from the column of “Social Responsibility” at the Company’s official website.

關於本報告

報告目的

本報告(「本報告」)為華潤醫療控股有限公司(「本公司」或「華潤醫療」，連同下屬子公司為「本集團」)第五份環境、社會及管治報告，旨在向持份者彙報本公司於2020年在可持續發展的策略、方針和表現。

報告期間及範圍

本報告涉及的時間範圍為2020年1月1日至2020年12月31日，為增強報告可比性及前瞻性，部分內容有所延伸。報告範圍涵蓋華潤醫療及其具有管理權的各成員單位，即華潤醫療、各成員醫療機構及各子公司。

參考標準

就本報告之擬備主要參考香港聯合交易所有限公司發佈之《證券上市規則》(「上市規則」)附錄二十七所載之《環境、社會及管治報告指引》。

資料說明

報告中的資料來源於本公司內部文件和資訊統計系統資料。其中，報告涉及的貨幣種類及金額，如無特殊說明，均以人民幣為計量單位。

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有限公司網站及本公司官方網站下載。

本報告亦構成本公司2020年度可持續發展報告的一部分；完整版本的可持續發展報告可於企業官網「社會責任」欄目中查閱。

Reporting Principles

報告原則

	Meaning 釋意	The Group's Response 本集團的回應
Materiality 重要性	The issues covered in this Report should reflect the Group's significant impact on the economy, environment and society, or those affecting the assessment and decision of stakeholders. 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。	By communicating with stakeholders and considering the business nature and development of the Group, the Group identifies the major sustainability issues at the moment. 通過與持份者溝通，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。
Quantitative 量化	This Report should disclose key performance indicators ("KPIs") in a measurable manner. 報告應以可以計量的方式披露關鍵績效指標。	Where feasible, the Group discloses environmental and social KPIs in a quantitative manner. 在可行情況下，以量化的方式披露本集團的環境和社會關鍵績效指標。
Balance 平衡性	This Report should disclose both positive and negative information of the Group from an objective perspective to reflect the Group's performance on environmental, social and corporate governance. 報告以客觀的角度披露本集團的正面及負面資訊，以反映本集團的環境、社會及管治表現。	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 this Report. 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，並在報告中披露。
Consistency 一致性	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. 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，或陳述經修訂的彙報方法，又或說明會影響有意義對比的其他相關因素。	This Reporting method of this Report is substantially the same as that of the prior year. 本報告的彙報方法與之前一年大致一致。

Feedback

The support and trust of the stakeholders are the driving force behind our continuous progress. We 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 this Report or the Group's strategies, policies and performance (which include the aspects of environmental, social and corporate governance) on sustainable development, please email us at qehs@crmedical.hk.

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。我們虛心聆聽並仔細考慮每一個意見，力求提升本集團(包括環境、社會及管治的相關方面)的可持續發展績效。如對於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。

About CR Medical Corporate Profile

China Resources Medical Holdings Company Limited (hereinafter referred to as the “Company” or “CR Medical”, stock code: 1515.HK), a major medical platform of the China Resources Group in the healthcare sector, is mainly engaged in hospital investment, operation, and management. As a leading medical industry group, CR Medical, together with the member medical institutions, has more than 13,000 employees and manages and operates 107 medical institutions, including five Grade III hospitals, 19 Grade II hospitals, and 31 Grade I hospitals and community-based medical centers, as well as 52 clinics and other medical institutions in, among others, Beijing, North China, East China, Central China, and South China. With over 10,000 hospital beds, CR Medical provides comprehensive and multi-level medical services including clinical treatment, healthcare management, and public health, and treats more than 7.7 million outpatient cases annually.

Insisting on the corporate mission of “Serve the Community with Benevolence, Compassion and Professionalism,” CR Medical takes an active part in the supply-side structural reform of China’s medical service industry, and vigorously implements the Healthy China strategy. CR Medical gives full play to its experiences in participating in public hospital reform, constantly explores the path for state-owned enterprise hospital restructuring, establishes presence and boost business development in major areas across China, expands the size of healthcare industry, and constructs a high-quality and efficient regional integrated cooperative medical system; fully integrates the advantages of brands, resources, experiences, and teams to improve the diagnosis and treatment capabilities, operational efficiency, and service level, and provides high-quality health care services for the public; and, takes full advantage of platform resources to implement the strategies of the China Resources Group in the healthcare sector, and forming a good example for hospital investment, operation, and management in China.

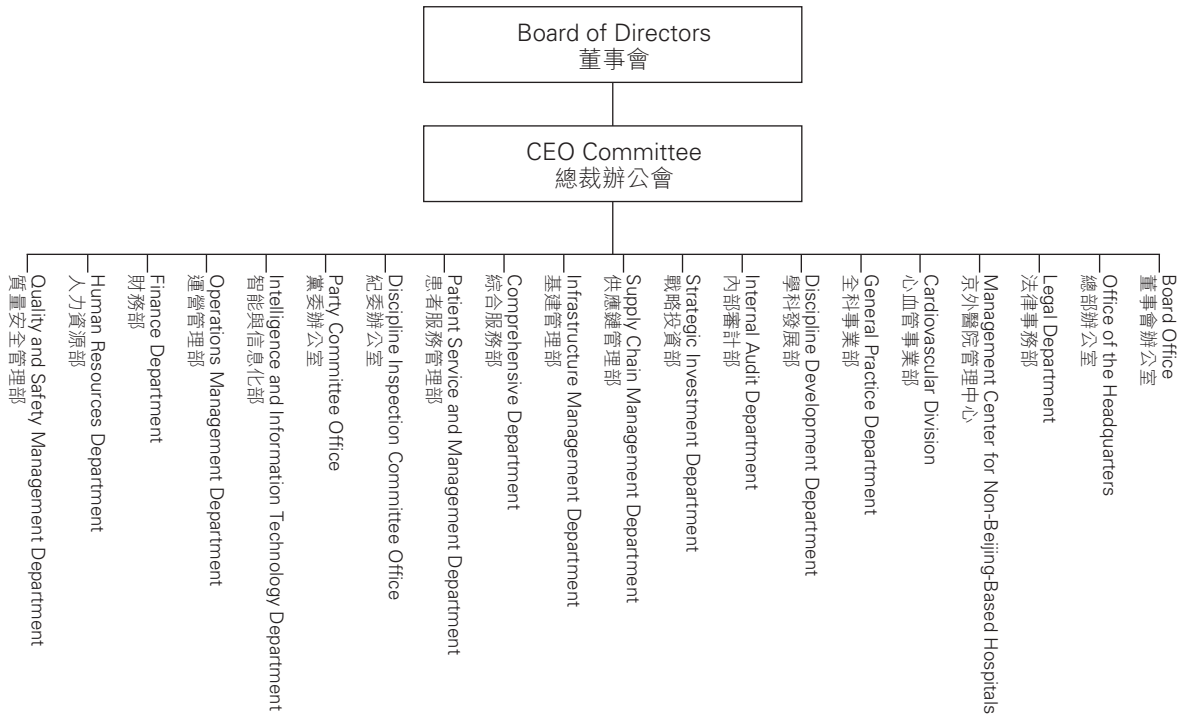
關於華潤醫療 公司簡介

華潤醫療控股有限公司（簡稱「本公司」或「華潤醫療」，股票代碼：1515.HK）是華潤集團大健康板塊負責醫院投資運營管理的醫療產業主平台。作為目前國內領先的醫療產業集團，華潤醫療連同成員醫療機構之員工總數超過1.3萬名，旗下管理運營107家醫療機構，包括5家三級醫院、19家二級醫院、31家一級醫院及社區中心、52家診所及其他醫療機構，分佈於北京、華北、華東、華中、華南等主要區域，提供臨床診療、健康管理、公共衛生等全方位、多層次的醫療健康服務，總床位數超過1萬張，年門診總量超過770萬人次。

華潤醫療秉承「仁心仁術，康澤天下」的企業使命，積極參與國家醫療服務產業供給側結構性改革，積極踐行健康中國戰略。充分發揮公司參與公立醫院改革的經驗，在國企醫院改制的道路上不斷探索，迅速佈局和深耕全國各重點區域，擴大健康產業規模，構建優質高效的區域一體化協作醫療體系；充分融合品牌、資源、經驗、團隊的優勢，提高現有醫療機構網路的診療技術能力、運營效率和服務水準，向社會大眾提供高品質的醫療健康服務；充分利用平台資源踐行華潤大健康產業戰略，塑造中國醫院投資運營管理的典範。

Organizational Structure

組織架構



Organizational Structure of CR Medical
華潤醫療組織架構圖

Business Layout

CR Medical is a hospital investment, operation and management platform with extensive experience and sophisticated business models, and conducts a number of hospital-derived businesses.

業務佈局

華潤醫療是投資管理經驗豐富、產業模式成熟的醫院投資運營管理平台，並開展多項醫院衍生業務。

<p>Hospital investment, operation and management</p> <p>醫院投資運營管理</p>	<p>Give full play to the Company's experience in participating in the reform of public hospitals, establish business presence in a fast manner and vigorously develop the businesses in key areas around China, expand the scale of its healthcare business, and strive to build a regionally integrated, coordinated medical system that offers high-quality and efficient services.</p> <p>充分發揮本公司參與公立醫院改革的經驗，迅速佈局和深耕全國各重點區域，擴大健康產業規模，構建優質高效的區域一體化協作醫療體系。</p> <p>Improve our diagnosis and treatment capabilities, operational efficiency and service level, and offer high-quality medical and healthcare services to the public.</p> <p>提高我們現有醫療機構網路的診療技術能力、運營效率和服務水準，向社會大眾提供高品質的醫療健康服務。</p>
<p>Hospital-derived businesses</p> <p>醫院衍生業務</p>	<p>GPO: Leverage the scale advantage of the Group and reduce the procurement cost remarkably; promote the experience of the group purchasing organization (GPO) gradually to build a supply chain system with core competitiveness.</p> <p>GPO: 發揮作為醫院集團的規模優勢，顯著降低醫院採購成本；將GPO的管理經驗逐步拓展，形成具有核心競爭力的供應鏈體系。</p> <p>Physician Companies: Expand the service scope and scale of the Physician Companies by various means, and establish an innovative business system with full professional coverage, wide service range and sufficient specialized talents.</p> <p>醫生集團: 通過多種模式，擴大醫生集團的服務範圍和規模，形成專業覆蓋全、服務範圍廣、專科人才足的創新業務體系。</p> <p>UCC: Conduct innovation in UCC service model, realize chain and industrial operation of community health services, and guide the high-quality medical resources to serve the community.</p> <p>UCC快捷診療: 創新UCC快捷診療服務模式，實現社區衛生服務的連鎖化和產業化運營，引導優質醫療資源下沉。</p> <p>Internet Medical: Conduct innovation in chronic disease management and service model, build cloud-based healthcare platform, and realize health management such as remote chronic disease management and family doctor services by means of Internet Plus.</p> <p>互聯網醫療: 創新慢性病管理服務模式搭建健康雲平台，通過「互聯網+」的方式實現遠端慢性病管理、家庭醫生服務等健康管理。</p>

Major Brands

• Self-Owned Hospitals

China Resources Wugang General Hospital
Grade III, Level A, General Hospital

Guangdong 999 Brain Hospital
Grade III, Level A, Specialized Hospital

Beijing Jing Mei Group General Hospital (equity participation)
Grade III, General Hospital

Huaibei Miner General Hospital
Grade III, Level A, General Hospital

Wuhan Iron and Steel (Group) Corporation No. 2 Staff Hospital
Grade III, General Hospital

Beijing Jian Gong Hospital
Grade II, Level A, General Hospital

Xuzhou Mining Hospital
Grade II, Level A, General Hospital

Guangdong CEEC Power Hospital
Grade II, Level A, General Hospital

Jinan Zhong Qi Hospital
Grade II, Level A, General Hospital

Guangxi Hydroelectric Hospital
Grade II, General Hospital

Huaibei City Mental Health Center
Grade II, Specialized Hospital

Beijing CEEC Hospital
Grade I, Level A, General Hospital

CEEC Anhui Hospital
Community Medical Center

• IOT/OT Hospitals

Tai'an City Hospital
Grade II, General Hospital

Mentougou District Hospital of Beijing
Grade II, Level A, General Hospital

Beijing Mentougou Traditional Chinese Medicine Hospital
Grade II, Level A, Specialized Hospital

Beijing Shunyi District Konggang Hospital
Grade II, General Hospital

Beijing Mentougou Hospital for Women and Children
Grade II, Level A, Specialized Hospital

The Second Hospital of Shunyi District of Beijing
Grade I, Level A, General Hospital

Baoding Third Center Hospital
Grade II, Level A, General Hospital

Yantai Zhifu Hospital
Grade II, Level A, General Hospital

主要品牌

• 自有醫院

華潤武鋼總醫院
三甲綜合

廣東三九腦科醫院
三級專科

北京京煤集團總醫院(參股)
三級綜合

淮北礦工總醫院
三甲綜合

武漢鋼鐵(集團)公司第二職工醫院(武鋼二醫院)
三級綜合

北京市健宮醫院
二甲綜合

徐州市礦山醫院
二甲綜合

廣東中能建電力醫院
二甲綜合

濟南重汽醫院
二甲綜合

廣西水電醫院
二級綜合

淮北市精神(心理)衛生中心
二級專科

北京中能建醫院
一甲綜合

中能建安徽醫院
社區中心

• IOT/OT醫院

泰安市立醫院
二級綜合

北京市門頭溝區醫院
二甲綜合

北京市門頭溝區中醫醫院
二甲專科

北京市順義區空港醫院
二級綜合

北京市門頭溝區婦幼保健院
二甲專科

北京市順義區第二醫院
一甲綜合

保定市第三中心醫院
二甲綜合

山東煙台芝罘醫院
二甲綜合

Environmental, Social and Governance Report

環境、社會及管治報告

Corporate Culture

企業文化

Mission 使命	To Serve the Community with Benevolence, Compassion and Professionalism 仁心仁術·康澤天下
Vision 願景	Become a trustworthy and leading medical industry holding management group in China 成為大眾信賴、國內一流的醫療產業控股管理集團
Values 核心價值觀	Integrity First, Performance Driven, Human Oriented, Innovation Constantly 誠實守信 業績導向 以人為本 創新發展
Corporate Spirit 企業精神	Pragmatism, Professionalism, Synergy, Dedication 務實 專業 協同 奉獻

ESG Management

ESG Guidelines

As a leading medical group, CR Medical, adhering to the original aspiration of “Serve the Community with Benevolence, Compassion and Professionalism,” strives for the health of our patients and offers high-quality medical services to the public. The Company is committed to managing environmental and social aspects in a sustainable manner, implementing responsibilities relating to quality, safety, environment, employment and society, and creating long-term value for employees, patients, shareholders, investors and other stakeholders.

環境、社會及管治管理

環境、社會及管治方針

作為領先的醫療產業集團，華潤醫療秉持「仁心仁術，康澤天下」的初心為社會大眾服務，為患者的健康把關。同時，華潤醫療致力以可持續發展的方式管理環境和社會範疇，落實品質安全、環境、僱傭和社會責任，為員工、患者、股東及投資者等持份者創造長期價值。

ESG Structure

CR Medical has established an effective ESG structure under which the board of directors of the Company is responsible for supervising the corporate governance, sustainability, and ESG risk management of the Group, and the CEO Committee and the functional departments are responsible for performing 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

華潤醫療已建立有效的環境、社會及管治架構，由本公司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，並由總裁辦公會和職能部門負責執行具體工作，推動各成員醫療機構在日常經營層面實施可持續發展，同時確保公司運營符合相關法律條例的規定。



Communication with Stakeholders

CR Medical attaches importance to the establishment of an effective communication mechanism with its shareholders, employees, customers, partners, the government, the community, and other stakeholders, earnestly listens to and accepts the suggestions and opinions of stakeholders, constantly refines operations guidelines, and improves sustainable development performance. The Company actively responds to the expectations and concerns of stakeholders, enhances information disclosure, and strives to lay a solid foundation for sustainable development.

持份者溝通

華潤醫療重視與股東、員工、客戶、合作夥伴、政府、社區等持份者建立有效的溝通機制，虛心聆聽和接納持份者意見，不斷改善營運方針，提升可持續發展表現；積極回應持份者期望與訴求，豐富資訊披露內容，為公司可持續發展奠定堅實基礎。

Stakeholders 持份者	Expectations and Concerns 期望與訴求	Engagement Methods 回應方式
Shareholders and investors 股東及投資者	Enhance profitability Improve governance structure Disclose information in an open and transparent manner	Hold general meeting of stockholders Establish effective investor communication mechanism Publish announcements and issue circulars as and when appropriate
Employees 員工	Protect legal rights and interests of employees Pay attention to career development and training Create good working environment Focus on occupational health and safety	Convene the workers' congress Conduct training activities for employees Organize cultural and sports activities regularly Provide protective and emergency equipment
Customers 客戶	Guarantee services quality Protect rights and interests of customers Protect customer privacy	Optimize quality management system Refine complaint and dispute management system Conduct customer satisfaction survey Ensure customer information security Improve safety service quality
	確保服務品質 保障客戶權益 保護客戶隱私	優化品質管制體系 完善投訴糾紛管理體系 開展客戶滿意度調查 保障客戶資訊安全 提高安全服務品質

Stakeholders 持份者	Expectations and Concerns 期望與訴求	Engagement Methods 回應方式
Suppliers and business partners 供應商／合作夥伴	Ensure fair competition Conduct integrity management and achieve mutual benefits Enhance management improvement and promote technology progress 確保公平競爭 實現誠信互惠 推動管理和技術進步	Abide by laws and regulations Insist on mutual benefits and win-win results Strengthen supply chain management Maintain healthy development of the industry 遵紀守法 堅持互惠共贏 加強供應鏈管理 維護行業健康發展
The government and regulators 政府及監督機構	Insist on compliance management Lead healthy development of the industry 堅持合規經營 引領行業健康發展	Conduct integrity management Pay taxes according to law Participate in government projects and sector cooperation programs 誠信經營 依法納稅 參與政府項目、行業協作
The community and the public 社區／公眾	Serve community development Conduct public welfare and charitable activities Implement energy-saving and emission reduction Protect the environment 服務社區發展 投身公益慈善 落實節能減排 保護生態環境	Enhance community communication Create job opportunities and boost local economic development Provide free clinic activities and organize volunteer activities Strengthen environmental management Promote green operation and green office practices 加強社區溝通 帶動就業和當地經濟發展 開展義診和志願者活動 加強環境管理 堅持綠色運營和辦公
Media 媒體	Disclose information in an open and transparent manner Press interviews and communication for projects 公開透明披露資訊 項目採訪和交流	Disclose information through official website, newspapers and periodicals, and other medial channels in a timely manner Establish perfect media communication mechanism 通過官方網站、報刊等分類媒體管道及時公開信息 建立完善的媒體溝通機制

Major Issues Identification

To further improve responsiveness, CR Medical has analyzed and compared the influences of different sustainable development issues on stakeholders and their importance to corporate development. Issues that need to be highlighted in this Report thus have been screened and identified.

• Issues Identification

Through analyzing the previous communication results with stakeholders, requirements when the listing rules and sustainable development trends, taking full consideration of the Company's development strategy, and fully learning and responding to the expectations and concerns of stakeholders, CR Medical has established a social responsibility issue pool to screen and identify major ESG issues. A total of 27 major issues from seven aspects of sustainable development management, economy, customers, partners, employees, the environment and the community have been identified in 2020.

重大議題識別

為了進一步提升針對性與回應性，華潤醫療通過分析比較不同可持續發展議題對持份者的影響和對本公司自身發展的重要性，識別篩選出需要在報告中重點披露的議題。

• 識別階段

通過分析過往與持份者的溝通結果、上市規則要求、可持續發展趨勢，結合華潤醫療發展戰略，充分瞭解和回應持份者的期望和訴求，華潤醫療建立可持續發展議題池，識別並篩選出2020年度可持續發展管理、經濟、客戶、夥伴、員工、環境、社區7大類，共計27個環境、社會及管治議題進行重點披露。

Aspects 類別	Issues 議題
Sustainable development 可持續發展	1. Sustainable development strategy/可持續發展戰略 2. Sustainable development management/可持續發展管理 3. Communication with stakeholders/持份者溝通
Operations governance 運營管治	4. Compliance management/合規經營 5. Risk management/風險管理 6. Anti-corruption & integrity/反腐倡廉 7. Information disclosure/資訊披露 8. Protection of rights and interests of minority shareholders/ 保護中小投資者權益
Customer services 客戶服務	9. Improvement of medical quality/提升醫療品質 10. Maintain price reasonable/保障價格合理 11. Guarantee medical safety/保障醫療安全 12. Innovation in medical service/醫療服務創新 13. Protection of rights and interests of patients/患者權益保護
Supply chain 供應鏈	14. Supply chain management/供應鏈管理 15. Promote supply chain to perform responsibility/推動供應鏈履責
Responsibility to the employees 員工責任	16. Rights and interests of employees/員工權益 17. Career development/員工成長與發展 18. Employee care/員工關懷 19. Occupational health and safety/職業健康安全

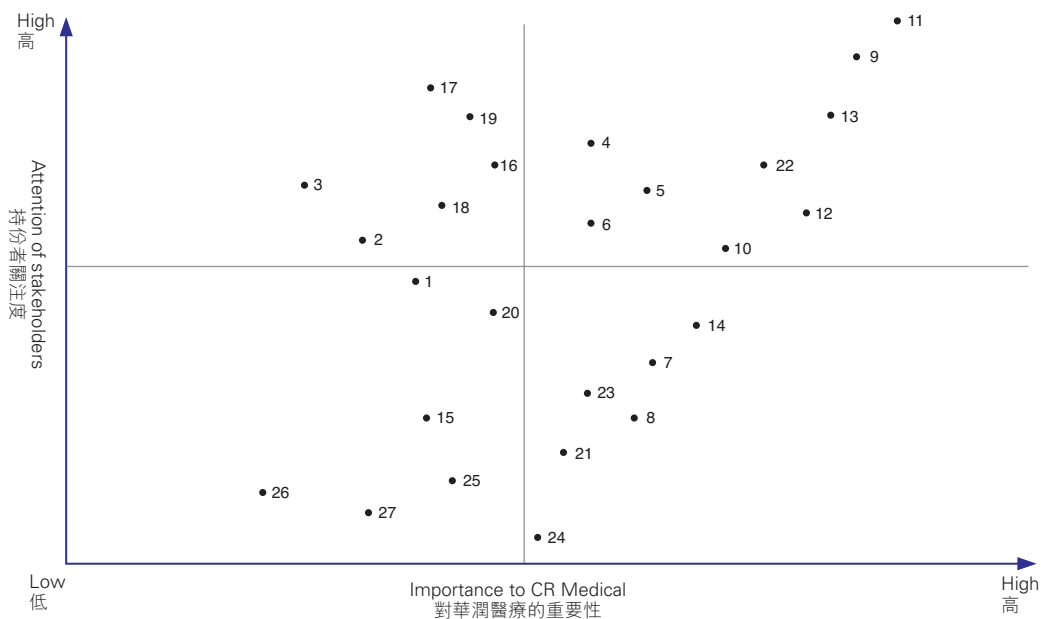
Aspects 類別	Issues 議題
Environmental protection 環境保護	20. Environmental management/環境管理 21. Energy-saving and emission reduction/節能減排 22. Proper disposal of medical waste/妥善處理醫療廢棄物 23. Green procurement/綠色採購 24. Tackle climate change/應對氣候變化 25. Green office/綠色辦公 26. Environmental public welfare/環保公益
Community contributions 社區貢獻	27. Public welfare and charity/公益慈善

Issue Analysis

To understand the issues mainly concerned by stakeholders, CR Medical has conducted major issue survey during the reporting period, and invited stakeholders to prioritize issues in accordance with those issues' importance, so as to adjust corporate strategies and guidelines in the future and further improve the sustainable development performance of the Company. Through establishing materiality matrix of "attention of stakeholders" and "importance to CR Medical," major issues of CR Medical have been determined.

議題分析

為瞭解持份者較為關注的議題，華潤醫療在報告期間展開了重點議題的調查，邀請持份者對議題重要性進行優先排序，以便日後調整本公司策略和方針，更有效提升企業可持續發展表現。通過建立「持份者關注度」和「對華潤醫療的重要性」二維矩陣，判定華潤醫療的重大披露議題。



Environmental, Social and Governance Report

環境、社會及管治報告

A. Environmental Emissions

A. 環境排放物

Indicators 指標	Unit 單位	Year 年度		
		2020	2019	2018
Total greenhouse gas (GHG) emissions 溫室氣體排放總量	tonnes of CO ₂ equivalent 公噸二氧化碳當量	88,607.85	50,956.82	45,788.04
Direct emissions (Scope 1) 直接排放(範圍1)		5,641.84	7,353.33	7,131.81
Indirect emissions (Scope 2) 間接排放(範圍2)		83,060.02	43,687.16	38,692.71
Greenhouse Gas (GHG) emission reduction (Scope 1) 溫室氣體減除量(範圍1)		94.01	83.67	36.48
Total GHG emissions per square meter of floor area (Scope 1 and Scope 2) 每平方米樓面面積的溫室氣體排放總量(範圍1及2)	kg CO ₂ equivalent/ m ² 公斤二氧化碳當量/平方米	135.49	84.28	84.25
NOx emissions 氮氧化物(NOx)排放量	tonne 噸	12.7336	7.73417	2.47433
SOx emissions 硫氧化物(SOx)排放量	tonne 噸	0.78999	0.92451	0.01985
PM emissions 懸浮顆粒物(PM)排放量	tonne 噸	0.19067	0.27108	0.08389
Total discharge of hazardous medical waste 有害醫療廢棄物排放總量	tonne 噸	1,281.39	1,297.48	883.06
Total amount of hazardous medical waste per square meter of floor area 每平方米樓面面積有害醫療廢棄物總量	kg/m ² 公斤/平方米	1.96	2.14	1.63
Total discharge of non-hazardous waste 無害廢棄物排放總量	tonne 噸	7,010	10,303.09	6,994.34
Total amount of non-hazardous waste per square meter of floor area 每平方米樓面面積無害廢棄物總量	kg/m ² 公斤/平方米	10.71	17.04	12.93
Total amount of recycled waste 回收廢棄物總量	tonne 噸	516.96	2,366.22	36.10

CR Medical has established and keep enhancing the responsibility system for the management of medical waste in accordance with the laws and regulations of the country, formulated and implemented the rules, procedures and working processes on medical waste management, and conducted regulatory management on the waste generated in member hospitals. Relying on the "CR Medical EHS Direct Report System," all of the units under the Group are required to make unified arrangement and collect information relating to the indicators of, among others, energy consumption, energy economic benefits, ecological and environmental protection monthly or quarterly in according to their businesses. The Group is considering in formulating specific emission targets and waste reduction targets.

(1) Medical Waste Management Mechanism

Appoint full-time personnel to carry out waste management work. The medical waste generated in the hospital shall be collected separately, and transferred to the designated temporary storage areas. Strict access control shall be implemented in those areas to guarantee the safe storage of various kinds of waste.

The handover procedures and registration rules shall be strictly followed; the medical waste shall be handed over to qualified medical waste disposal companies, and after the handover, the temporary storage areas shall be disinfected.

Emergency plans for the loss, leakage, spreading of medical waste and medical waste accidents shall be formulated; and training programs shall be conducted regularly for related personnel.

(2) Waste Management during COVID-19 epidemic

The non-medical waste generated by patients of suspected or confirmed COVID-19 cases shall be disposed as infectious medical waste in accordance with the requirements of the health authorities; the medical waste shall be double packaged and sealed in a timely manner; and the temporary storage areas shall be strictly managed, controlled and disinfected.

(3) Non-Hazardous Waste Management

The domestic waste, food waste and other non-hazardous waste shall be classified, collected and placed separately from those of the medical waste and other hazardous waste, and then transferred to the government-approved institutions to dispose regularly.

華潤醫療依據國家法律法規，已建立並持續健全醫療廢物管理責任制，制定並落實醫療廢物管理的規章制度、工作流程，對各成員醫院產生的廢棄物進行規範管理。借助「華潤集團EHS直報系統」，基於業務性質，按月／季度定期要求各單位在能源消費量指標、能源經濟效益指標、生態環境保護指標和其他指標上做統一部署和資訊收集。本集團目前亦正在研究制定具體的排放量目標和減廢目標。

(1) 醫療廢棄物管理機制

設立專職人員開展廢棄物管理工作。對院內的醫療垃圾進行分類收集，並轉運至指定暫時貯存地點，嚴格出入管理，對醫療廢棄物分類、安全存放。

嚴格遵守醫院的交接、登記規定，將醫療廢物交由取得合格資質的醫療廢物處置單位，並在交接完畢後對暫存點進行消毒。

制定醫療衛生機構醫療廢棄物流失、洩漏、擴散和意外事故應急方案，定期開展相關人員培訓。

(2) 疫情期廢棄物管理

依照衛生行政部門的要求，將疑似和確診新冠肺炎患者的生活垃圾作為感染性醫療垃圾處置；醫療廢物雙層包裝、及時密封；嚴格管控、消毒醫療廢物暫存點。

(3) 無害廢棄物管理

對於生活廢物和廚餘等無害廢棄物，將與醫療廢棄物等有害廢棄物進行分類收集及放置，並交由政府認可機構定期清理。

Use of Resources

資源使用

Indicators 指標	Unit 單位	Year 年度		
		2020	2019	2018
Total energy consumption 能源總耗用量	MWh	85,595.10	93,467.84	85,474.39
Petrol 汽油	MWh	1,513.40	2,887.64	1,358.37
Diesel 柴油	MWh	673.63	3,726.87	713.52
Natural gas 天然氣	MWh	25,637.59	24,706.54	18,880.35
LPG 液化石油氣	MWh	326.08	701.30	11,951.76
Purchased electricity 外購電力	MWh	57,444.40	61,445.49	52,650.39
Total energy consumption per square meter of floor area 每平方米樓面面積能源消耗總量	MWh/m ² MWh/平方米	0.13	0.15	0.16
Fresh water consumption 新鮮水耗用量	m ³ 立方米	1,788,553	1,961,515	1,577,154
Wastewater discharged 廢水排放量	m ³ 立方米	1,929,014	1,714,250	1,500,704
Total consumption of packaging materials 包裝物料總耗用量	tonne 噸	51.91	80.23	144.89

1. Energy Management

CR Medical has strived to promote further development of green and circular economy, strengthen energy management, reduce energy consumption, improve energy efficiency, and cut down emissions of greenhouse gases and exhaust gases, committing to sustainable development of the environment. In 2020, the total energy consumption of the Group and its member medical institutions was 85,595.10 MWh, down 8.4 percent year-on-year; the amount of waste recycled reached 516.96 tonnes and the comprehensive utilization rate was 7.3743 percent.

1. 能源管理

華潤醫療進一步發展綠色迴圈經濟，加強能源管理，節約能源消耗，提高能源使用率，減少溫室氣體、廢氣排放，致力於環境的可持續發展。2020年，本集團連同成員醫療機構能源消耗總量為85,595.10 MWh，較上一年減少8.4%；廢棄物回收量為516.96噸，綜合利用率為7.3743%。

2. 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. CR Medical has conducted strict management on domestic sewage and medical wastewater to prevent environmental pollution. The Company has established the *Sewage Treatment Management System*, and according to the system, wastewater containing chemical and pharmaceutical residues shall be centrally disposed by qualified medical waste recovery companies, and other wastewater shall be pretreated. The operation of medical wastewater discharge facilities shall be monitored to ensure there is no accident occurrence. Third-party testing institutions shall be entrusted to test, among others, the wastewater, sedimentation tanks, biochemical effluent and contact tank effluent, and the indicators include water volume, water temperature, chlorine, ph, coliform bacteria number, biochemical oxygen demand, and suspended solid.

Environment and Natural Resources

As a responsible corporate citizen, CR Medical has deeply recognized that environmental protection is an important responsibility that the enterprise should fulfill, formulated environmental management and organizational systems in accordance with the requirements of the units at all levels, strengthened environmental early warning and emergency management, effectively controlled the environmental pollutants resulted from day-to-day corporate operations, and enhanced green competitiveness.

2. 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。華潤醫療嚴格管理生活污水及醫療廢水，避免污水所造成的環境污染。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機構集中處理，其餘污水進行預處理。同時，對醫療污水排放設施運行情況進行監測，確保無異常情況發生。定期委託協力廠商檢測機構對污水、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。

環境及天然資源

作為負責任的企業公民，華潤醫療深刻認識到環境保護是企業應當履行的重要責任，嚴格按照各級單位規定要求，制定環境管理組織制度並加強環境預警应急管理，有效控制運營過程中產生的環境污染物，提升綠色競爭力。

Indicator 指標	Unit 單位	Year 年度		
		2020	2019	2018
Total investment in environmental protection 環保總投入	10,000 RMB 萬元人民幣	1,632	1,119	31

1. Establishing the Institutional Systems

CR Medical has set up a special group for environmental management, and formulated the *Management Measures of China Resources Medical Holdings Company Limited on Hazard Sources of Environment, Health and Safety*, *Management System of China Resources Medical Holdings Company Limited on Medical Waste*, *Management System of China Resources Medical Holdings Company Limited on Hospital Sewage Treatment*, and other environmental management systems, which comprehensively improve the environmental management quality of the Company from various links including planning, implementation, inspection and improvement.

2. Early Warning and Emergency Response

CR Medical has formulated the *Comprehensive Emergency Plan of China Resources Medical Holdings Company Limited on Environmental Incidents*, *Management and Control Procedures of China Resources Medical Holdings Company Limited on Facility Safety and Environmental Protection*, *Emergency Plan of China Resources Medical Holdings Company Limited on Sewage Treatment*, *Emergency Response Plan of China Resources Medical Holdings Company Limited on Medical Waste Accidents*, and other emergency plans to tackle environmental accidents, to identify, monitor, and assess potential accidents and emergencies timely, and to prevent and reduce any negative impacts to the environment.

B. Social Employment

CR Medical strictly abides by the *Company Law of the People's Republic of China*, *Labour Law of the People's Republic of China*, and other relevant laws and regulations. The self-owned hospitals of the Company have formulated relevant systems and measures to protect the legal rights and interests of employees and prohibit child labour and other forced labour. The Company insists on fair and open employment principles, resolutely eliminates discrimination based on gender, age, race, region and other factors, provides fair and reasonable employment and competition opportunities for employees, respects and protects employee privacy, and strives to create a diversified, inclusive, fair and reasonable working environment.

1. 制度體系建設

華潤醫療建立專門的環境管理組織負責本公司的環境管理工作，制定《華潤醫療控股有限公司 EHS 危險源管理辦法》、《醫療廢物管理制度》和《醫院污水處理管理制度》等環境管理制度，從計劃、執行、檢查、改進等環節全面提升環境管理品質。

2. 環保預警應急

華潤醫療針對各種環境事故制定《華潤醫療控股有限公司突發環境事件綜合應急預案》、《設施安全、環境保護管理控制程式》、《污水處理工作應急預案》、《醫療廢物意外事故應急處置預案》等應急預案，及時識別、監測、和評估潛在的事故或緊急情況，採取措施預防和減少對環境的負面影響。

B. 社會 僱傭

華潤醫療嚴格遵循《中華人民共和國公司法》和《中華人民共和國勞動法》等相關法律法規，旗下自有醫院制定相關制度及措施，保障員工合法權益，杜絕僱用童工與其他強制性勞動；堅持公平、公開的僱傭原則，堅決杜絕一切性別、年齡、種族、地區等因素的歧視行為，為員工提供公平合理的就業和競爭機會；尊重並保護員工隱私，創造多元包容、公平合理的職場環境。

Indicator 指標	Unit 單位	Year 年度		
		2020	2019	2018
Number of employees 員工總人數	person 人	13,823	12,699	11,959
Number of female employees 女性員工數	person 人	9,773	9,002	8,409
Number of male employees 男性員工數	person 人	4,050	3,697	3,550
Number of employees under the age of 30 30歲以下員工數	person 人	3,999	4,696	3,518
Number of employees aged between 30-50 30-50歲員工數	person 人	8,092	6,513	6,719
Number of employees over the age of 50 50歲以上員工數	person 人	1,732	1,490	1,722
Employee turnover rate 員工流失率	%	7.14	8.50	6.19
Turnover rate of female employees 女性員工流失率	%	6.74	6.61	—
Turnover rate of male employees 男性員工流失率	%	8.04	7.49	—
Turnover rate of employees under the age of 30 30歲以下員工流失率	%	9.96	8.99	—
Turnover rate of employees aged between 30-50 30-50歲員工流失率	%	5.51	5.21	—
Turnover rate of employees over the age of 50 50歲以上員工流失率	%	7.42	9.80	—

Note: For the Group and its member medical institutions

註：包含本集團及成員醫療機構

Health and Safety

Employees should take care of their own health and safety first, so as to protect our patients in the working environment. All the member medical institutions of CR Medical have set up environment, health and safety management committee, formulated the *Occupational Health Management System*, persisted in the principle of “prevention first and integrating prevention with treatment,” established and perfected work safety management system, introduced safety emergency management mechanism, strengthened the prevention and control of occupational hazards and conducted relevant training activities, and required employees to strictly follow the laws and regulations relating to occupational health and safety to minimize the risks. Physical examination has been organized for all employees every year, and health education activities for employees have also conducted regularly. In 2020, the physical examination coverage rate of employees was 100 percent.

健康與安全

員工必先守護好自身的健康和 safety，才能盡力守護好患者的健康。華潤醫療各成員醫療機構均設有品質與環境健康安全(EHS)管理委員會，制定《職業健康管理制》，以「預防為主，防治結合」為方針，建立健全安全生產管理體系，制定安全應急管理機制，加強職業危害防治工作和相關培訓，並要求員工嚴格遵守所有與職業健康安全相關的法律和規定，將職業健康安全風險降到最低，同時每年組織員工進行體檢，開展職工健康教育活動。2020年，員工體檢覆蓋率為100%。

Indicator 指數	Unit 單位	Year 年度		
		2020	2019	2018
Work-related deaths 因工作關係死亡人數	person 人	—	—	—
Investment in work safety 安全生產投入	10,000 RMB 萬元人民幣	3,796	4,071	1,605
Number of work safety accidents 安全生產事故數	time 次	—	—	—
Number of employees participating in work safety trainings 安全培訓人數	Person-time 人次	157,527	82,003	22,118

1. Work Safety Management System

CR Medical determines the work safety responsibility in accordance with the functions, posts and personnel, the department-in-charge shall be responsible for work safety, and has formulated and perfected management measures on the hazard sources environment, health and safety, the safety of stakeholders, the fire safety, and the quality safety. Various management systems covering, among others, office routines, fire safety, hazardous chemical, special equipment management, and oxygen stations have been developed by medical institutions of the Company to comprehensively guarantee the safety of employees, as well as the equipment and facilities.

2. Safety Emergency Management Mechanism

The medical institutions of CR Medical have set up environment, health, safety and quality leadership groups, formulated emergency plan management rules and measures for, among others, work safety accidents, firefighting and rescue, elevator accidents, and spill and exposure of hazardous chemicals, and conducted trainings and drills regularly. In 2020, the number of employees participating in safety emergency drill activities reached 19,573 person-times.

3. Safety Education and Protection

The medical institutions of CR Medical provide personal protective products and equipment such as masks, safety goggles, face shields, gloves, isolation gowns, protective clothing and shoe covers for employees in accordance with national standards and relevant regulations relating to labour protective products and equipment. They have formulated the *Personal Protective Equipment Management System*, inspected protective and emergency equipment regularly, provided physical examination and blood tests for employees, conducted work safety training activities, and enhanced protective measures and awareness, comprehensively guaranteeing the health of employees. On July 24, 2020, over 100 personnel engaged in environment, health and safety management from the medical institutions have participated in hazard source identification training.

1. 安全生產管理體系

華潤醫療根據部門、崗位和人員的工作職能來確定安全生產責任內容，並遵循「誰主管，誰負責」和「管生產必須管安全」的原則，針對EHS危險源、相關方安全、消防安全、品質安全等建立健全管理辦法。各醫院內部制定多種安全管理制度，涵蓋辦公室日常、消防安全、危化品、特種設備管、氧氣站等各個方面，全面保障醫院人員及設備安全。

2. 安全应急管理機制

各醫院建立環境、健康、安全及品質管制(EHSQ)領導部門，相繼出台有關生產安全事故、消防救援、電梯異常、化學危險品溢出與暴露等突發事件的應急預案管理條例和措施，定期組織培訓及演練。2020年度安全應急演練活動覆蓋19,573人次。

3. 安全教育與防護

各醫院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。制定《個人防護設備管理制度》，定期檢查防護及應急設備，為員工安排健康體檢和抽血化驗，開展安全生產相關培訓，提高防護措施和意識，全面保障員工健康。於2020年7月24日，各醫院100餘名EHS相關人員參加了危險源辨識培訓。

Environmental, Social and Governance Report

環境、社會及管治報告

4. Psychological Health Assistance

CR Medical always pays close attention to the psychological health of our medical staff, and calls on departments at all levels to attach importance to the psychological health issues and to analyze the causes. The Company vigorously carries out psychological health publicity and assessment work, conducts satisfaction survey, establishes effective communication channel, and refines psychological stress relief system, further enhancing employee care.

4. 心理健康援助

華潤醫療時刻關注醫務工作者心理健康，呼籲各級部門重視醫務工作者心理健康問題，剖析問題成因，並大力開展心理健康宣傳和評估工作，做好滿意度調查，建立有效溝通管道，完善心理壓力排解體系，為員工關懷再添動力。

Development and Training

發展及培訓

Indicators 指標	Unit 單位	Year 年度		
		2020	2019	2018
Investment in employee training 員工培訓投入	10,000 RMB 萬元人民幣	271.87	869.37	359.91
Number of employees participating in trainings 參與培訓員工人次	Person-time 人次	79,385	87,356	62,565
Training hours for employees 員工培訓時長	hour 小時	255,929	218,985	224,892
Average training hours for female employees 女性員工平均培訓時長	hour 小時	24.42	29.28	N/A 不適用
Average training hours for male employees 男性員工平均培訓時長	hour 小時	44.89	26.36	N/A 不適用
Proportion of female employees participating in training 女性員工培訓比例	%	77.62	57.17	N/A 不適用
Proportion of male employees participating in training 男性員工培訓比例	%	73.21	54.15	N/A 不適用

1. Building Career Path

Taking consideration of industry characteristics and actual situation of the Company, CR Medical has developed a career development system covering four professional categories, 22 professional types and 39 professional series, which is suitable for the headquarters and all the member units. The member medical institutions of the Company have carried out career development planning research and training, insisted on performance-oriented principles, provided equal opportunities for promotion for employees, enhanced selection and promotion mechanism, regulated selection and appointment procedures, expanded development path for high-caliber personnel, and smoothed development channel, striving to help employees achieve career development and self-fulfillment in their workplace.

2. Ever-enhancing Training System

CR Medical establishes and constantly perfects the employee training system, develops hospital-based training resources, conducts innovation in training model, expands training programs, and strives to promote and realize resultant competitive force of human resources, so as to help employees improve overall quality and skill capabilities in an all-around way. As of December 31, 2020, CR Medical invested RMB2.7187 million in employee training, and the number of participants reached 79,385 person-times.

1. 建設職業通道

華潤醫療結合行業特點和本公司實際情況，設計職業發展通道，適用於華潤醫療總部及各成員單位，包括4個職類、22個職種、39個職位序列，旗下各醫院開展職業發展規劃研究與培養，堅持業績為導向，堅持職稱晉升機會平等，健全晉升選拔機制，規範選拔任用程式，為優秀人才拓寬發展路徑，暢通發展通道，力求讓員工在工作崗位上最大程度實現個人成長，發揮個人價值。

2. 完善培訓體系

華潤醫療建立並不斷完善員工培訓體系，開發醫院培訓資源，創新培訓模式，擴大培訓專案，努力促進實現人力資源競爭合力，助力員工全方位提升綜合素質和職業技能。截至2020年12月31日，華潤醫療在員工培訓共投入271.87萬元人民幣，參訓人員達79,385人次。

Labour Standards

1. Deepening Democratic Management

To protect the legal rights and interests of employees, the self-owned hospitals of CR Medical actively implements the democratic management system, establishes and perfects trade union's organizational mechanism, develops channels for democratic opinions in various forms, builds fair promotion mechanism, effectively solves issues concerned by employees, and carries forward the ownership spirit of employees in their work.

2. Optimizing Compensation and Benefits System

CR Medical constantly optimizes the compensation and benefits system, establishes compensation incentive system, applies the principle of equal pay for equal work to different genders, pays attention to the protection of rights and interests of female employees, and effectively guarantees the legal rights and interests of employees. The Company carries out share incentive plan for backbone employees to achieve win-win results between employees and the employer, improves holiday benefits and benefits for special periods, offers medical assistance to employees and their family members, and cares about the interests of various stakeholders, striving to build harmonious labour relations. As of December 31, 2020, the coverage rate of social insurance of employees was 100 percent.

3. Work-Life Balance

CR Medical promotes a healthy lifestyle for its employees. Through carrying out various cultural and sports activities, and organizing rich and colorful employee activities, the Company has strengthened the organizational culture construction, balanced the work and life of employees, helped employees improve the physical and psychological state, and enhanced the sense of happiness of employees.

勞工準則

1. 深化民主管理

為保障職工合法權益，華潤醫療旗下自有醫院積極實行民主管理制度，包括建立健全工會組織機制、建設多形式民主意見通道、打造公平晉升機制、解決員工切實關心的問題，發揚職工在醫院工作中的「主人翁」精神。

2. 優化薪酬福利

華潤醫療不斷健全薪酬福利體系，建立薪酬激勵制度，男女同工同酬，重視保障女職工權益，切實保障員工合法權益；針對核心骨幹員工開展股權激勵計劃，實現員工與公司共贏；完善節假日和特殊時期福利待遇，為員工及家屬提供醫療支援，照顧各方利益，建設和諧勞動關係。截至2020年12月31日，社會保險覆蓋率100%。

3. 平衡工作生活

華潤醫療宣導員工形成健康的生活方式，通過開展各類文體活動，組織舉辦豐富多彩的員工活動，加強醫院內部組織文化建設，平衡員工的工作與生活，說明員工調節身心狀態，增強員工幸福感。

4. Enhancing Employee Care and Assistance

CR Medical constantly improves the employee care and assistance system, further enhances employee care by conducting diversified employee care activities, and promotes various employee care initiatives including holiday visits, "Summer Cool" services, birthday party, special post allowance, and supplementary medical insurance. The Company delivers warmth to employees who suffer serious illness, give birth, hospitalize, or suffer the loss of an immediate family member, cares about female employees and retirees, offers assistance to employees in need, and provides security for the happy life of employees, further enhancing the sense of belonging of employees.

(1) Care for Female Employees

CR Medical actively pays attention to the rights and interests and occupational health of female employees, and constantly provides serious illness insurance for female employees. Baby care rooms and other facilities have been established to enhance care for female employees in special periods.

(2) Assistance to Employees in Need

CR Medical pays attention to humanistic care, actively builds the aid and assistance system, integrates temporary assistance with long-term support, conducts warmth-delivering activities systematically and regularly, increases investment in employee assistance, guarantees the living needs of the needy employees, and strives to help all employees overcome difficulties. As of December 31, 2020, the investment in employee assistance was RMB189,600.

(3) Care for Retirees

CR Medical conducts retiree management work in a down-to-earth manner. The Company visits the retirees and organizes health examination for them regularly, showing considerate care for retired employees.

4. 員工關愛幫扶

華潤醫療持續推進員工關愛和幫扶體系建設，深入開展員工關愛活動，推進員工關愛舉措，如節日慰問、夏季送清涼、生日會、特殊崗位津貼、補充醫療保險等，在員工重大疾病、生育、住院、直系親屬去世等特殊時刻，及時給予慰問，切實關心女性員工、離退休員工，做好困難員工幫扶工作，為員工幸福生活提供保障，進一步增強員工歸屬感。

(1) 關愛女性員工

華潤醫療積極關注女性員工權益，關注女性職業健康，持續為女職工提供平安重疾互助保險，建立母嬰室關愛特殊時期的職業女性。

(2) 幫扶困難員工

華潤醫療注重人文關懷，積極構建幫困救助體系，將臨時救助與長期幫扶相結合，將送溫暖活動系列化、制度化，加大員工幫扶投入，保障困難職工生活需要，致力於說明所有員工解困脫困。截至2020年12月31日，困難員工幫扶投入18.96萬元人民幣。

(3) 關懷離退休員工

扎實做好離退休員工管理工作，定期慰問走訪，開展健康檢查，展現公司關懷。

Supply Chain Management

CR Medical constantly enhances management and control of and improves the quality of medical products and services, strengthens supply chain management, continuously perfects supply chain management system, intensifies the responsibility management awareness of suppliers by conducting trainings and communications, and helps suppliers solve practical issues.

供應鏈管理

華潤醫療持續管控醫療產品與服務品質，加強供應鏈管理，不斷完善供應鏈管理體系，通過培訓和溝通強化供應商的責任管理意識，協助供應商解決問題。

Indicators 指標	Unit 單位	Year 年度		
		2020	2019	2018
Number of compliance and risk trainings for suppliers 供應商守法合規及風險培訓次數	time 次	99	20	5
Number of participants of compliance and risk trainings for suppliers 供應商守法合規及風險培訓人次	Person-time 人次	583	221	159

1. Enhancing Supply Chain Management

To regulate responsible procurement and prevent major risks, CR Medical has revised the *Unified Supply Management System of China Resources Medical Holdings Company Limited*, *Procurement Management System of China Resources Medical Holdings Company Limited*, and *Management Measures of China Resources Medical Holdings Company Limited on Suppliers* in accordance with national laws, regulations and rules relating to procurement, drugs management, and medical equipment supervision and management, and formulated supplier code of conduct, implementation standards and specific measures, ensuring the effective promotion of responsible procurement. In 2020, the responsible procurement rate of CR Medical reached 100 percent.

1. 完善供應鏈管理

為規範責任採購，防範重大風險，華潤醫療以國家採購法律法規、藥品管理及醫療器械監督管理制度為依據，修訂《華潤醫療控股有限公司集團化供應管理制度》、《華潤醫療控股有限公司採購管理制度》及《華潤醫療控股有限公司供應商管理辦法》，對供應商各項行為制定相應管理要求及實施標準，並提出具體措施，保障責任採購相關工作有效推進。2020年，華潤醫療責任採購比率為100%。

	North China 華北	Northeast China 東北	South China 華南	West China 華西	Central China 華中	Total 合計
2020 Number of Suppliers 2020年度供應商數目	16	16	21	1	9	63

Note: The data only involve the procurement of materials for logistics services and comprehensive supporting services, infrastructure projects and IT projects in 2020.

備註：此數據只涉及2020年採購後勤物資及綜合配套服務、基建工程及資訊化專案。

(1) *Supplier Access Mechanism*

CR Medical has set standards for supplier access, requiring the component procurement departments at all level to select qualified suppliers according to the standards. The Company has formulated and issued the *Qualified Supplier List*, and the list shall be reviewed comprehensively at least once a year. The Company conducts strict assessment on the environmental and social risks of suppliers: The environmental assessment report, the pollutant discharge permit and other qualification requirements are listed as rigid qualifications, and the environmental system certification, the work safety permit and other industry-related requirements are listed as supporting qualifications. As for procurement, apart from quality assessment, the Company gives priority to environmentally and socially responsible suppliers, and strives to produce a positive impact on the supply chain.

(2) *Supplier Review Mechanism*

CR Medical conducts comprehensive quality review every year. The Company has established drug quality and supplier quality review files, and carried out dynamic management. In 2020, the Company reviewed a total of 334 drug suppliers, and eliminated 102 suppliers and 288 varieties. Currently, the Company has 209 qualified drug suppliers and the number of qualified drug varieties is 503.

(1) 供應商准入機制

設定供應商准入標準，要求各層級採購主責部門按標準遴選合格供應商，制定並發佈《合格供應商名冊》，至少每年一次對本機構《合格供應商名冊》進行全面審查。其中對供應商的環境和社會風險進行嚴格評估，如環境評價報告、排污許可證等硬性准入資質，並結合行業要求，核查供應商所在行業輔助資質，如環境體系認證、安全生產許可證等。在採購時，除了品質評價以外，優先考慮對環境和社會負責任的供應商，力求對供應鏈帶來正面影響。

(2) 供應商評審機制

每年對供應商進行綜合品質評審，建立藥品品質評審和供應商品質評審檔案，並進行動態跟蹤管理。2020年共評審藥品供貨企業334家，停用供應商102家，停用品種288個品規，現存合格供應商209家，合格品種503個品規。

(3) Day-to-Day Supplier Management

Supplier information management: Classify, add and change, and file the supplier information, and the files can be borrowed to view.

Sign integrity agreement: Strengthen anti-corruption mechanism of supply chain, advocate integrity management, fight against business fraud, build transparent procurement environment, and regulate the sales behavior of suppliers. In 2020, the Company signed integrity agreements with 697 suppliers.

Promote HRP system for drugs: Conduct closed-loop management of the whole process and improve data reusability; break down the information silos, and achieve sophisticated connectivity; conduct multi-dimensional analysis, implement data-driven businesses, and realize business efficiency and data quality.

Strengthen day-to-day regulation: Fill in the "Quality information collection and feedback form" at various regulation links; the quality management department is responsible for the inspection work.

(3) 供應商日常管理

供應商資訊管理：對供應商資訊進行分類、新增及變更、存檔、借閱管理。

簽訂廉潔保證協議：強化供應鏈反腐機制，宣導誠信經營，反對商業舞弊，構建陽光化採購環境，規範供應商銷售行為。2020年，本公司已與697家供應商簽訂廉潔保證協定。

推廣藥品HRP系統：全流程閉環，提高資料複用性；連通資訊孤島，實現多方位交互；多維度分析，實現以資料驅動業務，最終提升業務效率和資料品質。

加強日常監管：在各監管環節填寫「品質資訊收集與回饋表」，由品質管制部門組織相關檢查檢驗工作。

2. Promoting Supply Chain to Perform Responsibility

To better promote the sustainable development of supply chain, CR Medical actively conducts communications and exchanges with suppliers, carries out training activities regularly, promotes coordinated development, and takes up the responsibility.

(1) Coordinated Development

CR Medical takes initiative to explore and carry out cooperation projects in the fields of, among others, medical treatment, scientific research and medical discipline development with strategic partners, making joint efforts to improve product quality and medical technology level. In 2020, the Company conducted over 20 major cooperation projects, covering six key discipline clusters, and supported 318 activities with participants of around 15,000 person-times.

(2) Regular Training

In terms of procurement system, procurement compliance, and risk management and control, CR Medical conducts compliance and risk trainings for suppliers and procurement personnel in a regular manner. In 2020, the Company carried out 99 training activities, covering 583 person-times. In terms of basic conditions of supply chain, qualification management, regulatory operation of consumable material management system, and compliance requirements on logistics documents of suppliers, CR Medical conducts relevant trainings regularly. In 2020, the Company carried out over 60 on-site training activities and over 30 online trainings.

(3) Communication with Suppliers

CR Medical actively conducts conversation with suppliers in the fields of, among others, discipline development, centralized procurement, and innovative business models, and puts forward cooperation measures in the aspects of empowerment, value-added, strategic coordination, innovation exploration, and so on. The Company enhances supplier value recognition and strengthens quality standards and code of conduct of suppliers.

2. 推動供應鏈履責

為了能夠更好地促進供應鏈可持續發展，華潤醫療與供應商積極溝通，定期培訓，協同發展，展現作為。

(1) 協同發展

華潤醫療與戰略合作方積極探索與開展醫療科研、醫療學科建設等領域合作，共同致力於提升供應產品品質及醫療技術水準。2020年，本公司開展重點合作項目共計20餘項，涵蓋6項公司重點學科集群，支持各類活動逾318場次，覆蓋近15,000人次。

(2) 定期培訓

針對採購制度、採購守法合規和風險管控，華潤醫療定期對供應商和採購人員開展合規和風險培訓，2020年共開展99場培訓，覆蓋583人次。針對供應鏈基本情況、資質管理、耗材管理系統出入庫規範操作和供應商物流單據合規要求等內容，定期對供應商開展相關培訓，2020年共開展現場培訓60餘次，線上培訓30餘次。

(3) 供應商溝通

華潤醫療積極與供應商圍繞學科建設、集團化採購、創新業態項目等領域的合作進行探討，並在賦能增值、加強戰略協同、共同探索創新等方面，提出合作舉措，提升供應商價值認可度，強化品質規範行為準則。

(4) Social Responsibility Fulfillment

During the fight against COVID-19, CR Medical and many suppliers have taken their responsibilities to donate money and materials, fully reflecting the partnership of mutual trust, mutual support and common development. The suppliers have fulfilled social responsibility in a deep going way, using practical actions to show their duty and accountability to the society.

Product Responsibility

1. Optimizing Medical Services

Adhering to the patient-oriented purpose and insisting on the strategy of developing specialized departments gradually and making the brand stronger, CR Medical seeks development and tackles changes through innovation, takes initiative to adapt the changing needs of patients, as well as the changes in the requirements of the new medical reform, changes traditional thinking, and constantly improves medical service quality.

1.1 Constructing and Developing Key Disciplines

- New Technology, New Business, and New Model

CR Medical actively promotes discipline construction and development. The member medical institutions of the Company have vigorously introduced and promoted the new technology, new business and new model in the clinical field, and a total of 626 projects relating to new technology, new business and new model have been introduced, which advance the overall discipline development of CR Medical and enhance the lean management capabilities of the medical institutions and their departments.

- Specialized Departments for Specific Diseases

To respond to the strategy of making specialized departments stronger, CR Medical actively develops specialized departments with competitiveness, and has fostered model departments featuring specialized departments for special diseases with special technologies in several fields including brain, orthopedics, cardiovascular, oncology, digestion, rehabilitation. The establishment of over 10 demonstration training bases, as well as the Brain Hospitals Group and Run Dialysis Company, have provided a good platform support for the industrialization development of specialized departments of CR Medical.

(4) 社會履責

在抗擊新冠肺炎疫情防控期間，華潤醫療聯合眾多供應商積極作為，捐款捐物，充分體現出相互信任、相互支持、共同發展的夥伴關係，供應商深刻履責，以實際行動展現社會擔當。

產品責任

1. 優化醫療服務

華潤醫療秉承「以患者為中心」的宗旨理念，堅持「做好專科、做強品牌」，以創新謀發展應變局，主動適應患者需求變化，適應新醫改要求變化，改變傳統思維，不斷提升醫療服務品質。

1.1 優勢學科發展建設

- 「三新」項目引進

積極推進學科發展建設，各成員醫院大力引進、推廣臨床類「新技術、新業務、新模式」（以下簡稱「三新」），共引進「三新」項目626個，為華潤醫療整體學科發展和醫院、科室精細化管理助力。

- 專科專病建設

回應本公司「強專科戰略」，積極佈局優勢專科，在腦科、骨科、心血管、腫瘤、消化、康復等多個領域培育「專科專病專技建設」的典範，成立十多個示範培訓基地，並成立腦科集團、潤透析公司等，為專科產業化發展提供良好平台支撐。

Case: CR Medical establishes cardiovascular division to build hope for “heart”**華潤醫療成立心血管事業部凝心聚力打造「心」希望**

On January 11, 2020, CR Medical established the Cardiovascular Division to implement the strategic goal of cardiovascular cluster development. The division organizes, coordinates and leads the unified planning of cardiovascular departments of member hospitals, the integrated development of medical practice, education and research, and the training of talents in different disciplines, so as to actively explore the innovative development model of CR Medical and realize the specialty development strategy of the company. The division organizes the “Runxin Forum” series of high-level academic activities and specialized technical trainings, continuously strengthens exchanges with top experts in China, actively cultivates professional teams, and lays the foundation for building a first-class cardiovascular discipline in China.

2020年1月11日，華潤醫療成立心血管事業部，事業部以落實華潤醫療心血管集群化發展的戰略目標為出發點，對本公司各成員醫院心血管科室的學科統一規劃、醫教研一體化發展、學科人才培養等各項工作進行組織、協調及引領，積極探索出華潤醫療的創新發展模式，實現本公司專科發展戰略。事業部組織「潤心論壇」系列高水準學術活動和專項技術培訓，不斷加強與國內頂尖專家交流學習，積極培養專業技術團隊，為打造國內一流心血管學科奠定基礎。

Case: Brain hospital group continuously improves medical professionalism**腦科醫院集團持續提升醫療業務能力**

CR Medical’s brain hospital group actively promotes specialty construction and continuously improves medical professionalism. Guangdong CEEC Power Hospital, based on its discipline advantage, makes full use of its advanced equipment and develops the “Bio (including functional rehabilitation)-Psycho-Social” model for treatment of psychological disorders in children and adolescents. Guangxi Hydroelectric Hospital exerts efforts in building “standardized laboratories” with an investment of more than 50 million RMB in advanced medical equipment, such as 32-row 64-slice spiral CT, 1.5T MRI, DSA, video EEG, electromagnetic extracorporeal shock wave lithotripter, and transcranial Doppler, to further improve medical technology.

華潤醫療腦科醫院集團積極推進專科建設，不斷提升醫療業務水準。廣東中能建電力醫院結合學科優勢，充分利用醫院先進設備，形成以「生物(包括功能康復) — 心理 — 社會」為特徵的診療模式，開展兒童青少年心理障礙診療；廣西水電醫院建設「標準化實驗室」，投資5,000餘萬引進32排64層螺旋CT、1.5T磁共振、DSA、視頻腦電圖、電磁式體外衝擊波碎石機、經顱多普勒血流分析儀等先進醫療設備，進一步提升醫療技術水準。

- Discipline Cluster Establishment

Taking the strategic goal of implementing cluster development as starting point, CR Medical enhances discipline cluster construction among hospitals and departments and explores innovative development model of the Company. Meanwhile, CR Medical promotes coordinated development of medical care, medical education and scientific research, and creates a good research environment to facilitate innovation.

- Launch of Innovation and Development Awards

CR Medical actively encourages innovation, and has set up the Innovation and Development Award in 2015 to reward the collectives and individuals who have made outstanding achievements in the innovation and development of hospital management and discipline construction. In 2020, a total of 782 projects were submitted to apply the China Resources Healthcare Innovation and Development Award, among which 361 projects passed the review procedures, including 167 hospital management projects and 194 new technology and new business projects.

- 學科集群化建設

以落實集群化發展的戰略目標為出發點，加強院際和院內學科集群化建設，探索華潤醫療創新發展模式；同時打造醫教研協同驅動，營造研究氛圍，融合創新。

- 設立創新與發展獎

鼓勵積極創新，本公司於2015年設立創新與發展獎，激勵在醫院管理和學科建設的創新與發展方面取得優異成績的集體與個人。2020年創新與發展獎共報備782個項目，審核通過361個項目，其中醫院管理類167項，新技術、新業務類194項。

1.2 Promoting Intelligent Patient Services

- “Runxin” Patient Service System

Centering on patients, the “Runxin” patient service system takes medical humanities as the cornerstone, adopts the deepening of service awareness for patients, optimization of service process, improvement of service capability and enhancement of patient experience as the path, employs “Standard+ α ” management model, covers the full process of pre-hospital, in the hospital and pots-hospital phases, and involves whole staff participation. The system has been implemented in the member medical institutions for over two years, and the patient-oriented service awareness of medical staff has been deepened. The implementation of the “Runxin” patient service system has improved the overall service level of the Company, winning high recognition from the public.

In 2020, the “Runxin” patient service system conducted a self-inspection and rectification activity themed “Quality, Efficiency and Experience.” During the activity, a total of 645 seminars were held and 3,022 items were rectified, which further enhanced the problem-focused and patient-oriented service awareness.

1.2 推進智慧患者服務

- 「潤心」患者服務體系

華潤醫療「潤心」患者服務體系是以患者為中心，以醫學人文為基石，以深化患者服務意識，優化服務流程，提升服務能力，強化患者體驗為路徑，採用「標準+ α 」的管理模式，涵蓋院前、院中、院後全流程、全方位，並且全員參與的一套體系。該體系已在各成員醫院全面實施兩年多，醫務人員「以患者為中心」的服務意識得到深化，促進了整體服務水準能力的提升，贏得百姓的廣泛好評。

2020年，「潤心」患者服務體系以「品質、效率、體驗」為主題進行自查整改工作，共計開展討論645場，落實整改3,022項，引領了「以問題為導向，以患者為中心」的服務意識轉變。

“Standard+ α ”

「標準+ α 」

“Standard+ α ” refers to the implementation of the standard systems of, among others, organizational management, process management and control, information management, visual identity, brand publicity, and service training in the hospital; the member medical institutions of CR Medical organize and carry out distinct process reengineering, environmental improvement, public welfare service, model selection and other patient service activities to develop standards and conduct innovation in standard in accordance with their own actual conditions.

指患者服務的組織管理、流程管控、資訊管理、視覺識別、品牌傳播、服務培訓等標準系統在醫院落地實施；各醫院結合自身實際，組織開展各具特色的流程再造、環境改善、公益服務、典型選樹等患者服務活動，對標準進行創新和拓展。

- Innovation in Patient Service Model

CR Medical attaches importance to IT building of the member medical institutions, and has established professional IT team to independently develop the online medical information system of “Runyun Technology,” which features innovative online video visitation, online satisfaction survey, online psychological assistance, and so on. The Company also develops out-of-hospital services, launches new business model of “Internet + Nursing Services,” and constantly promotes the development of “Internet + Healthcare.”

1.3 Improving medical professional capability

As a leading medical management company in China, CR Medical has always attached importance to improving the medical capacity of member medical institutions, and with their unremitting efforts, the Group has achieved effective results in terms of medical business revenue growth, business scale expansion, medical efficiency improvement, and so on. As of December 31, 2020, CR Medical was managing and operating 107 medical institutions in 9 provinces and municipalities across China, among which five are Grade III hospitals, 19 are Grade II hospitals, and 83 are Grade I hospitals, community-based medical centers and other medical institutions, and owned more than 10,000 public hospital beds. In 2020, the business revenue of the member medical institutions of CR Medical reached about 6.64 billion RMB; the number of outpatient cases reached about 7.706 million person-times, and that of inpatients reached about 220,000 person-times; the number of inpatient operations reached about 45,000 cases, among which about 32,000 were Level 3 and Level 4 operations, taking a proportion of 71 percent; the number of endoscopic surgical procedures and interventional operations reached about 81,000 cases.

- 創新患者服務模式

華潤醫療重視各成員醫院信息化建設，成立專業信息化團隊，自主開發「潤雲科技」線上醫療諮詢系統，創新開發線上視頻探視、線上滿意度調查、線上心理援助等功能；開展院外延伸服務，開啟「互聯網+護理服務」新業務模式，持續推動「互聯網+醫療健康」發展。

1.3 提升醫療業務能力

作為國內領先的醫療管理公司，華潤醫療一貫重視下屬成員機構的醫療能力提升工作，各成員醫療機構不懈努力，本集團在醫療業務收入增長、業務規模擴大、醫療效率提升等方面均取得實效。截至2020年12月31日，華潤醫療在全國9個省市管理運營107家醫療機構，其中三級醫院5家，二級醫院19家，一級醫院及社區醫療機構等共計83家，開放床位超一萬張。成員醫療機構共計實現業務收入約66.4億元人民幣，門診量約770.6萬人次、住院量約22萬人次，全年完成住院手術量約4.5萬例，其中三四級手術約3.2萬例，佔住院手術比例71%，鏡下及介入類操作共計約8.1萬例。

Performance of comprehensive medical service capability 綜合醫療服務能力績效

Indicators 指標	Unit 單位	Year 年度		
		2020	2019	2018
Medical business revenue 醫療業務收入	10,000 RMB 萬元人民幣	664,385.2	686,880.3	668,381.9
Number of outpatients cases 門診人次	person-time 人次	7,706,005	8,780,915	8,222,421
Number of inpatients 住院人次	person-time 人次	219,758	252,368	248,048
Number of inpatient operations 住院手術量	case 例	44,832	50,540	44,590
Number of Level 3 & Level 4 operations 三四級手術量	case 例	31,553	34,127	28,761
Number of surgical procedures 操作例數	case 例	81,286	85,731	75,784
Number of public hospital beds 開放床位數	unit 張	10,965	10,222	10,380

1.4 Enhancing S&T Development

CR Medical focuses on using new technologies to add value to and empower its member medical institutions, actively advances the construction of learning organization, applies scientific research projects at various levels, and introduces, promotes and effectively use sophisticated technologies. CR Medical attaches great importance to the protection of intellectual property rights, and effectively implements the relevant requirements of the Trademark Law of the People's Republic of China, Copyright Law of the People's Republic of China, Patent Law of the People's Republic of China, and other laws and regulations. The Company, on the one hand, through trademark registration, copyright registration, patent application and other approaches, strengthens the protection of intellectual property rights, and actively develops relevant systems to enhance intellectual property rights management, and on the other hand, fully respects the intellectual property rights of its partners, and strictly abides by the permitted scope of practice.

In 2020, the investment in R&D reached 6,702 million RMB; the member medical institutions published 15 papers in journals listed in Science Citation Index, completed eight treatises, and participated in 35 scientific projects at provincial and municipal level or above; the number of employees took posts in national, provincial or municipal societies reached 125 person-times, and that won awards at provincial and municipal level or above reached 187 person-times; and, the number of newly added authorized patents was seven. The Company takes initiative to protect intellectual property rights and to promote the commercialization of research achievements.

Performance of innovation in technology

Indicators 指標	Unit 單位	Year 年度		
		2020	2019	2018
Investment in R&D 研發投入	10,000 RMB 萬元人民幣	670.2	293.2	502.4
Number of newly added authorized patents 新增專利授權數	piece 項	7	2	3

1.4 加強科技研發力度

華潤醫療堅持聚焦新技術為各成員醫院增值賦能，積極推動學習型組織建構，申報各級研究課題，引進、推廣、落地高新技術。高度重視對智慧財產權的保護，貫徹落實《中華人民共和國商標法》、《中華人民共和國著作權法》、《中華人民共和國專利法》等法律法規的相關要求。一方面，通過商標註冊、著作權登記、專利申請等，提升智慧財產權保護力度，並積極編製相關管理辦法，完善知產管理。另一方面，充分尊重合作方的智慧財產權，嚴格遵守許可範圍。

2020年，研發投入670.2萬元人民幣，各級醫療機構共發表SCI論文15篇，完成專著8本，參與省市級以上課題35項，在國家和省市級學會任職125人次，獲省市級以上學術獎勵187人次；新增專利授權數7項，積極保護智慧財產權，促進科研成果轉化。

技術創新績效

2. Strengthening Medical Management

Insisting on the corporate vision of “Become a trustworthy and leading medical industry holding management group in China,” CR Medical strengthens quality management, handles complaints and disputes properly, focuses on building harmonious medical institution-patient relations, guarantees effective operation of medical management system, and safeguards the health of patients.

2.1 Enhancing Quality Management

- Optimizing Management System

In 2010, CR Medical formulated and issued the 10 management systems including *Management Measures on Responsibility for Environment, Health, Safety and Quality* and *Detailed Implementation Rules for Annual Assessment on Quality Safety Management* in accordance with the *Management Measures of China Resources Medical Holdings Company Limited on Quality Safety Management Organizational System Construction*, further regulating quality management system. Classified management system and standards have been designed according to the classification of professional management departments of member medical institutions of CR Medical; a working group for quality management has been established to conduct direct business coaching at the member medical institutions; a quality management platform has been built to provide efficient information support and services for the Company and its member medical institutions, so as to realize information sharing and business coordination, and to improve the management efficiency and the level of reasonable decision-making.

2. 加強醫療管理

華潤醫療堅持「成為大眾信賴、國內一流的醫療產業控股管理集團」的企業願景，強化品質管制、妥善處理投訴糾紛、重視構建和諧醫患關係，保障醫療管理體系有效運行，守護患者健康。

2.1 完善品質管制

- 優化管理體系

2020年，華潤醫療依據《華潤醫療控股有限公司品質安全管理組織體系建設管理辦法》，編製發佈包括《崗位EHSQ責任管理辦法》和《品質安全管理年度考核實施細則》等共計10項管理制度，進一步規範品質管制體系。基於華潤醫療醫院各專業管理科室分類，設計分類管理體系和標準；成立品質管制工作組，深入各成員醫院進行直接業務輔導；同時搭建品質管制平台，為本公司及成員醫院提供高效的資訊支援和服務，實現信息共用和業務協同，提高管理效率和科學決策水準。

- Strengthening Risk Control

CR Medical further enhances the identification and control of medical risks, and has formulated a series of medical risk control systems including Management Measures of China Resources Medical Holdings Company Limited on Quality Safety Monitoring of Hospitals and Management Measures of China Resources Medical Holdings Company Limited on Adverse Events of Hospitals. Key indicators have been developed for major processes, major illnesses, and target population, and monitoring activities have been conducted regularly, so as to identify medical risks and continue to enhance management. CR Medical has provided management support and special trainings for the member medical institutions to improve their awareness on risk management and control. Emergency plans has been development and drilled, and medical safety inspection and supervision activities have been conducted irregularly to effectively solve the relevant issues.

- Enhancing Education and Training

CR Medical insists on carrying out medical quality education and training activities for the member medical institutions, aiming at further improving medical service capability and building quality safety culture. In 2020, the Company developed several medical quality safety management training courses including Root Cause Analysis (RCA), Failure Modes and Effects Analysis (FMEA) and Hazard Vulnerability Analysis (HVA); organized three member hospitals to participate in the online QFD innovative QCC workshop; conducted online lectures such as "Medical quality core system and patient safety," and more than 1,000 people including presidents, quality management personnel, medical staff, nursing personnel of 19 member hospitals, as well as front-line clinical doctors and nurses, participated in the lectures.

2.2 Managing Complaints and Disputes

CR Medical has integrated complaints and disputes into day-to-day management, guaranteed medical safety, maintained legal rights and interests of both the medical institutions and patients, and regulated compliant handling procedures, ensuring the smooth operation of medical order.

- 強化風險控制

華潤醫療進一步加強醫療風險的識別和控制，制訂《華潤醫療控股有限公司醫院品質安全監測管理辦法》和《華潤醫療控股有限公司醫院不良事件管理辦法》等一系列醫療風險控制制度；對重點流程、重點疾病、重點人群制定關鍵性指標，定期監測，發現醫療風險並持續改進；針對成員醫院提供管理支援及專項培訓，提升風險管控意識；進行應急預案完善及演練，不定期開展醫療安全檢查並督導落實相關問題改善。

- 加強教育培訓

華潤醫療堅持開展成員醫院醫療品質教育培訓，進一步提高醫療服務能力，建設醫院品質安全文化。2020年，本公司開發根本原因分析法(RCA)、失效模式與效果分析(FMEA)、災害脆弱性分析(HVA)等醫療品質安全管理培訓課程；組織3家成員醫院線上參加QFD創新型品管圈工作坊；同時開展「醫療品質核心制度與患者安全」等線上授課，19家成員醫院院長、質管、醫務、護理及一線臨床醫生、護士等千餘人線上參訓。

2.2 投訴糾紛管理

華潤醫療將醫療糾紛投訴納入日常工作，保障醫療安全，維護醫患雙方合法權益，規範投訴處理常式，確保醫療秩序正常運行。

- Building Management Mechanism

CR Medical has formulated the *Complaint Management System, Regulations on the Management of Medical Records, Management Measures of China Resources Medical Holdings Company Limited on Quality Safety Incidents and Events of Hospitals*, and other regulations and systems. A number of compliant channels such as making a complaint by phone call or written letter, or making on-site complaints have been set up, and specific department has been designated to actively and earnestly handle the complaints. The handling procedures for complaints include reception, recording, acceptance, investigation, and return visit. All of the medical complaints are required to be analyzed in a regular manner to help solve potential problems and improve service level.

- Handling Medical Disputes

For those patients and their family members who make a complaint, the competent department should receive them actively and record the compliant contents, and tell them clearly how to resolve medical disputes. Evidence collection shall be conducted according to statutory obligations. Medical incidents shall be recorded, reported and handled according to relevant regulations. There were 52 medical disputes occurred in the Group in 2020, representing a 22.39 percent decrease from the prior year.

- 搭建管理機制

制定《投訴管理制度》、《病歷管理規定》和《華潤醫療控股有限公司醫院品質安全事故事件管理辦法》等規章制度，設立電話、書信、現場等多種投訴管道，指定具體部門積極進行接待、記錄、受理、調查、回訪等工作，同時定期分析醫療投訴類事件，改進問題漏洞。

- 醫療糾紛處理

對於產生醫療糾紛的患者及家屬，積極進行接待記錄，並明確告知解決醫療糾紛爭議的途徑，在法定義務內配合留證取證工作；涉及醫療事故的事件依據規定進行記錄、上報、處理。2020年，本集團發生醫療糾紛52例，較2019年減少22.39%。

2.3 Promoting Medical Institution-Patient Relations

Insisting on the patient-oriented service idea, the member medical institutions of CR Medical attach great importance to the medical institution-patient relations, carry out positive interactions with patients, continuously enhances patient care, and strives to build harmonious medical institution-patient relations. In 2020, the satisfaction rate of the member medical institutions reached 93 percent.

- Enhancing Active Service Awareness

Taking the *Knowledge and Practice of CR Medical Workers* as an important point of penetration, CR Medical shares the feelings, experiences and empathic stories of medical staff in serving their patients, guides the member medical hospitals to practice the Hippocratic Oath, and promotes the building of a harmonious medical institution-patient relations.

- Improving Patient Experience

CR Medical continuously conducts innovation in management model, develops the satisfaction evaluation system covering the whole process of medical treatment for patients, and carries out satisfaction survey, public free clinic, health lecture, disease-themed heart-warming activities, and ward round to further improve patient experience and satisfaction.

2.3 促進醫患關係

華潤醫療各成員醫療機構秉承「以患者為中心」的服務理念，高度重視醫患關係，與廣大患者建立良性互動，持續加強患者關愛，建設和諧醫患關係。2020年，本公司各成員醫療機構患者滿意度為93%。

- 強化主動服務意識

以《華潤醫療人的知與行》為重要抓手，展示華潤醫療人服務患者的感悟經歷和共情故事，引導各成員醫院踐行醫者誓言，促進構建和諧醫患關係。

- 改善患者體驗

本公司持續創新管理模式，研發覆蓋患者就醫全流程的滿意度測評系統，開展滿意度管理、公益義診、健康講座、疾病主題日暖心活動、巡房慰問等活動進一步提升患者就醫體驗和滿意度。

Satisfaction rate of patients
患者滿意度指標

Indicators 指標	Unit 單位	Year 年度		
		2020	2019	2018
Satisfaction rate of patients 患者滿意度	%	93	91	90

3. Secure Service Safety

CR Medical serves patients wholeheartedly, and has formulated and implemented service safety systems and measures. The Company protects privacy of patients, makes special efforts to improve nursing safety level, and guarantees the drug use and dietary safety. The Company has established and perfected medical incident handling mechanism to effectively protect the person safety of patients.

3.1 Protecting Patient Privacy

CR Medical strictly protects the privacy of patients. The medical records and storage media involving the recording of patients' condition information and personal information shall be securely kept in accordance with the requirements of the *Provisions on the Administration of Medical Records in Medical Institutions*. The medical staff of the member medical institutions of the Company are required to strictly abide by the national laws and regulations including *Law of the People's Republic of China on Practicing Doctors and Regulations of the People's Republic of China on Nurses*. Disclosure of patient information is strictly prohibited. The Company requires all of its medical staff to respect the privacy of patients, and has formulated the *Patient Privacy Protection System* to enhance privacy protection of patients, which gives specific requirements in the aspects of medical information storage and access, as well as patient-oriented discussions.

3. 服務安全保障

華潤醫療全心全意服務患者，制定落實服務安全制度及措施，保護患者隱私，著力提升護理安全水準，守護患者用藥、飲食安全，建立健全醫療事故處理機制，切實保障患者人身安全。

3.1 保護患者隱私

華潤醫療在治療過程嚴格保護患者隱私，對於涉及記錄患者病情資訊、個人資訊的病歷與存儲媒介，醫院恪守《醫療機構病歷管理規定》的要求嚴格保管，醫院工作人員恪守《中華人民共和國執業醫師法》和《中華人民共和國護士條例》等法律規定，不對外透露患者資訊，尊重患者個人隱私。制定《患者隱私保護制度》，對患者病例資料存放、儲存資料平台訪問、患者病情討論等方面進行具體要求。

3.2 Enhancing Nursing Safety

CR Medical has constantly perfected the nursing system, established nursing working mechanism, conducted nursing safety training for nurses, improved nursing safety awareness, and enhanced nursing safety management.

- Nursing Mechanism

Conduct graded nursing according to the conditions of the patient; strictly implement the check system; provide nursing services in accordance with industry procedures and nursing guidelines; establish smooth channels to pay attention to and handle adverse events in nursing work; conduct monitoring on nursing quality in a regular manner, and constantly improve the quality according to the data analysis results.

- Code of Nursing Practice

Nurses should have the knowledge and skills to care for critical patients, to set up nursing routines, technical specifications, work processes and emergency plans for critical patients, and to assess risks and adopts safety precautions for critical patients. CR Medical implements the patient-oriented holistic nursing model, under which the nurse takes care of the patient and provides professional and regulatory nursing services.

- Extended Services

Provide patients with psychological, health, nursing, discharge and other guidance services; pay attention to the communications and exchanges with doctors and patients; strictly implement the handover procedures.

3.2 提升護理安全

華潤醫療持續健全護理制度體系，建立護理工作機制，針對護士進行護理安全培訓，提升護理安全意識，加強護理安全水準。

- 護理工作機制

依照病情程度進行分級護理，嚴格實施查對制度，依照行業規程與照護指南進行護理；建立暢通管道關注護理工作不良事件，對發現的問題進行持續改進；定期監測護理品質相關指標，對資料進行分析並持續改進。

- 護理人員規範

護士需具備護理危重患者的相關知識與操作技能，設置危重患者護理常規及技術規範、工作流程及應急預案，對危重患者有風險評估和 safety 防範措施；實施「以患者為中心」的責任制整體護理，護士分管患者，提供專業、規範的護理服務。

- 延伸服務

為患者提供心理、健康、照護、出院等指導服務，注重醫護之間、護士與患者之間的溝通，嚴格執行交接工作。

3.3 Safeguarding Drug Use Safety

CR Medical has formulated the *Drug Use Management and Control Procedures* to ensure the safe and effective management of selection, procurement, storage, prescription, distribution, administration and efficacy of drugs.

- Drug Management System

Monitor the storage environment and equipment daily, including temperature, humidity, and medical refrigerators.

Regularly check and record the quality of drugs, including the packages, states and colors.

Regularly take inventory of the storage quantity of drugs, and if any problem is found, deal with it in accordance with regulations.

- Drug Quality Incident Handling Mechanism

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.

3.3 守護用藥安全

華潤醫療制定《用藥管理控制程式》，保障藥物選擇、採購、儲存、處方、配置、給藥和藥物療效等各個藥物相關環節得到安全有效地管理。

- 藥品管理體系

每日對藥品儲存環境與設備，包括溫度、濕度、醫用冰箱等進行監測。

定期就藥品品質，包括包裝、性狀和色澤等進行檢查並做記錄。

定期對藥物存儲數量進行盤點，如發現問題及時依照規定處理。

- 藥品品質事故處理機制

如臨床發生藥物品質問題而引起的嚴重藥物不良反應或事故，嚴格按照《藥品品質事故的處理和報告制度》，告知患者停止服藥，通知藥劑科及時收回、封存藥物，進行調查分析，並上報藥監部門。

- Drug Recall Mechanism

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.

- Drug Quality Inspection

Abide by the *Law of the People's Republic of China on Drug Administration* and accept the inspection and guidance of the health authorities and the drug supervision and administration authorities on the categories, varieties and purchasing amount of drugs, the varieties of drugs annulled, the status of the drug quality management system, and so on.

3.4 Ensuring Dietary Safety

The member medical institutions of CR Medical attach great importance to dietary safety. They implement strict food material selection procedures to ensure food freshness and standard kitchen sanitation and food diet management procedures, and provide personalized services, to serve the patients wholeheartedly.

- Strict Control of Food Materials

CR Medical and the member medical institutions implement strict food materials selection procedures. During the COVID-19 epidemic, the hospitals conduct strict incoming inspection of raw materials susceptible to the virus in accordance with the national prevention and control rules; store materials based on their freshness standards and check the materials on a regular basis to ensure they were not polluted or decomposed within their shelf-life; and implement standard food materials processing procedures, prohibiting the use of banned materials.

- 藥物召回機制

制定藥物召回制度，收回並安全、正確銷毀召回藥物，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品質問題的藥物、分發錯誤的藥物等。

- 藥品品質檢查

依照《中華人民共和國藥品管理法》，接受衛生行政部門、藥品監督管理部門對於藥品的採購類別、品種、金額、撤銷品種數目、藥品品質管制制度等情況的檢查與指導。

3.4 確保飲食安全

華潤醫療各成員醫院高度重視醫療飲食安全，嚴格選擇食品原材料，保障食材新鮮，規範廚房衛生及膳食管理，開展患者個性化服務，全心全意為患者服務。

- 嚴格食材管控

嚴格選取食品原材料，尤其在疫情防控期間，對於易存在病毒的食品種類，依照國家防控規定嚴把入口關；依照食品特性的保鮮要求儲存食材，定期檢查食品，保證食材必須在保質期內且無污染、腐壞；規範食材處理、加工，嚴禁使用明令禁止的食材。

- Sanitation & Sterilization

CR Medical and the member medical institutions have established the kitchen sanitation systems to keep kitchen hygienic and sterilized and ensure their kitchen staff receive physical examination on a regular basis and perform their duties according to relevant sanitation requirements, to provide inpatients with safe food. They conduct spot checks of food and sanitize containers for parties and important receptions. To avoid cross infection, the hospitals does not allow different types of food to be contained in the same container.

- Regulatory Diet Management

CR Medical and the member medical institutions have established the dietary and nutritional therapy management systems. They provide a variety of diets and nourishment based on the nutritional status and treatment need of the patients. The patients are required to follow the doctor's diet advice and their family members or related persons are informed of dietary restrictions they need to follow.

3.5 Medical Incident Handling

CR Medical adheres to the principles of medical quality safety incidents should be reported whenever possible, and has formulated the Regulations on the Handling of Medical Incidents, Regulations on the Prevention and Handling of Medical Disputes, and other regulations and systems, requiring the hospital where the incident or dispute occurred to adopt necessary medical treatment measures to prevent further damage, to preserve evidence, and to cooperate with the health authorities to carry out investigation work and solve the disputes properly.

- 衛生消毒工作

制定《廚房衛生制度》，保持廚房環境衛生並定期消毒，廚房工作人員定期進行體檢，並按規定執行衛生要求，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須進行抽樣，容器須進行消毒，同時為防止交叉感染，不同食物須使用不同容器裝載。

- 規範膳食管理

制定《膳食與營養治療管理制度》，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，進食前確保主診醫生註明飲食醫囑，同時向患者家屬或其他相關人員告知患者的飲食禁忌。

3.5 醫療事故處理

華潤醫療實行「醫療品質安全事件逢疑必報」的原則，制定《醫療事故處理條例》和《醫療糾紛預防和處理條例》等制度，要求事發醫院應及時採取必要的醫療救治措施，防止損害後果擴大，保存相關證據，並積極配合衛生行政部門的調查和處理妥善解決糾紛。

Anti-Corruption

To create a clean management environment and promote high-quality corporate development, CR Medical has constantly enhanced the management on the events relating to corruption, embezzlement and malpractice, severely investigated and punished the violations of rules and discipline, resolutely opposed commercial fraud, and strived to build a clean and upright corporate image. In 2020, the number of closed legal cases brought against the Group or its employees for corrupt practices and outcomes was zero.

Strengthen problem prevention: Effectively implement the spirit of the Eight-point Decision on Improving Party and Government Conduct; tackle the emerging problems and adverse trend according to the requirements of early detection and early warning; conduct supervision and inspection on the hidden and mutated “Four Malfeasances.”

Strengthen medical culture building: Conduct self-inspection and self-correction on integrity risk points; promote the practice of signing integrity agreement between medical staff and patients; promote the construction of anti-commercial statistical prescription information system.

Strengthen “great supervision” system construction: Print and issue important matters circulation form; hold joint meeting of supervision departments to communicate the supervision work of each business division and carry out special self-inspection work.

Strengthen discipline enforcement and inspection: Conduct internal inspection tours; urge the inspected units to rectify in time.

Strengthen warnings and education: Conduct anti-corruption training through warnings and education conferences; educate the people around you with the things around you; strengthen employees’ vigilance so they have no desire to commit acts of corruption. In 2020, the Company conducted a total of 36 anti-corruption trainings.

反貪污

為營造廉潔治企氛圍，促進企業高品質發展，華潤醫療不斷強化對腐敗、貪污、舞弊事件的管理，嚴肅查處違規違紀行為，堅決反對商業舞弊，強化風清氣正的企業形象。2020年，對本集團或其僱員提起的腐敗行為和案件結果的已結案法律案件數目為0。

加強問題預防工作，緊盯中央八項規定精神落實，對苗頭性和傾向性的問題早發現、早提醒，對隱性變異的「四風」問題開展監督檢查。

加強醫療行風建設，開展廉潔風險點自查自糾，推廣醫務人員與住院患者簽訂不收不送紅包協議，推動反商業統計處方信息系統建設。

加強「大監督」體系建設，印發《監督部門事項通報表》，召開監督部門聯席會議，溝通各業務條塊監督工作情況，並開展專項自查工作。

加強執紀與巡察協同互補，開展內部巡察，督促被巡察單位及時整改。

加強警示教育，通過警示教育大會開展反腐敗培訓，用身邊事教育身邊人，督促員工形成不想腐的自覺。2020年共開展36次反腐敗培訓。

Community Investments

Centering on the Healthy China strategy, CR Medical and the member medical institutions give full play to the social responsibility performance of the central state-owned enterprise (SOE), and actively devote themselves into public welfare and charitable causes. Through conducting public welfare donations, carrying out free clinic activity and providing volunteer services, the Company and the member medical institutions take initiative to fulfill social responsibility, publicize medical and health knowledge, and create a good and harmonious social environment.

社區投資

圍繞健康中國戰略，華潤醫療與旗下成員醫院充分發揮央企社會責任，積極致力於社會公益慈善事業，通過公益捐贈、義診義工和志願者行為，積極履行社會責任，普及醫療健康知識，營造良好、和諧的社會氛圍。

Indicators 指標	Unit 單位	Year 年度		
		2020	2019	2018
Total public welfare donations 公益捐贈總額	10,000 RMB 萬元人民幣	11	5	4
Number of community-based free clinic activities 社區義務診療次數	time 次	592	597	472
Number of people benefiting from community-based free clinic activities 社區義診受益人數	person 人	79,418	58,640	53,883
Number of volunteers 員工志願者人數	person 人	1,928	2,051	1,994
Number of volunteer activities 員工志願者活動數	time 次	2,753	1,878	1,008
Number of people benefiting from volunteer activities 員工志願者活動受益人數	person 人	121,709	88,018	82,452
Number of people benefiting from civic health education activities 公民健康教育受益人數	person 人	2,199,749	185,328	42,725
Number of civic health education activities 公民健康教育開展次數	time 次	48,767	19,622	12,354

1. Donations

CR Medical actively establishes cooperation relations with public welfare organizations, carries out a series of public welfare activities, cares about vulnerable groups, donates money and materials, and provides assistance for the poor and the patients in need. As of December 31, 2020, the public welfare donations of the Company reached over RMB110,000.

2. Free Clinic

CR Medical has carried out a wide range of community-based and poverty alleviation-oriented free clinic activities. As of December 31, 2020, the Company conducted a total of 592 free clinic activities, benefiting 79,418 people.

3. Health Knowledge Promotion and Education

CR Medical gives full play to its own advantages, pays attention to the health of citizens, cares about the elderly, women, children and other special groups, provides health education and science popularization, and improves the health awareness and knowledge level of the whole society, making contributions to the building of a healthy China. As of December 31, 2020, CR Medical carried out 48,767 civic health education activities, benefiting 2,199,749 people.

4. Volunteer Work

Insisting on the idea of inclusive medical services, CR Medical has set up a volunteer team to absorb social volunteer force and conduct extensive volunteer activities. In 2020, the number of volunteers reached 1,928 people, and a total of 2,753 volunteer activities were organized in an orderly manner. Through organizing volunteer activities, the Company constantly lends a helping hand to others and send love and positive energy to the society.

1. 公益捐贈

華潤醫療積極攜手公益機構，開展多項慈善公益活動，關注弱勢群體，捐贈醫療物資，幫助貧困病患。截至2020年12月31日，華潤醫療公益捐贈11餘萬元人民幣。

2. 慈善義診

華潤醫療廣泛開展社區義診和扶貧義診活動，截至2020年12月31日，共開展義診活動592次，覆蓋人群79,418人次。

3. 健康普教

華潤醫療努力發揮自身優勢，關注公民健康，關心老人、婦女和兒童等特殊群體，提供健康宣教與科普，提高全民健康意識和知識水準，為打造健康中國貢獻力量。截至2020年12月31日，華潤醫療提供公民健康教育48,767次，受眾數量達2,199,749人。

4. 志願服務

華潤醫療基於普惠醫療的理念，組織建立志願者團隊，吸納社會志願者力量，廣泛開展志願者活動，2020年，志願者隊伍擴大至1,928人，有序開展志願者活動2,753次，不斷對他人施以援手，向社會傳遞愛與正能量。

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指標索引

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主要範疇A—環境			
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A1排放物	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。	排放物、資源使用	
	A1.1 The types of emissions and respective emissions data. A1.1 排放物種類及相關排放資料。	Emissions 排放物	P14
	A1.2 Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g., per unit of production volume, per facility). A1.2 直接及能源間接溫室氣體排放量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。	Emissions 排放物	P14
	A1.3 Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g., per unit of production volume, per facility). A1.3 所產生有害廢棄物總量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。	Emissions 排放物	P14
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	A1.5 Description of emissions target(s) set and steps taken to achieve them. 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。	Emissions 排放物	P15

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<p>A2: Use of Resources</p> <p>A2資源使用</p>	<p>General Disclosure</p> <p>Policies on the efficient use of resources, including energy, water and other raw materials.</p> <p>一般披露：有效使用資源(包括能源、水及其他原材料)的政策。</p>	<p>Use of Resources</p> <p>資源使用</p>	P16–P17
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	<p>A2.5 Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.</p> <p>A2.5 製成品所用包裝材料的總量(以噸計算)及(如適用)每生產單位估量。</p>	<p>Use of Resources</p> <p>資源使用</p>	P16

Issues 議題	KPIs 績效指標	Sections 位置	Page(s) 對應頁碼
A3: Environment and Natural Resources A3環境及天然資源	General Disclosure Policies on minimising the issuer's significant impacts on the environment and natural resources. 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。	Environment and Natural Resources 環境及天然資源	P17-18
	A3.1 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them. A3.1 描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。	Environment and Natural Resources 環境及天然資源	P17-18
A4: Climate Change 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. 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。	Not Disclosed in this Reporting Period 本報告期內暫不披露	N/A 不適用
	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. 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。	Not Disclosed in this Reporting Period 本報告期內暫不披露	N/A 不適用
B. Social			
主要範疇B—社會			
Employment and Labour Practices 僱傭及勞工常規			
B1: Employment	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	P18-25

Issues 議題	KPIs 績效指標	Sections 位置	Page(s) 對應頁碼
B1 僱傭	一般披露：有關薪酬及解僱、招聘及晉升、工作時間、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	
	B1.1 Total workforce by gender, employment type (e.g., full- or part-time), age group and geographical region. B1.1 按性別、僱傭類型 (如全職或兼職)、年齡組別及地區劃分的僱員總數。	Employment 僱傭	P19
	B1.2 Employee turnover rate by gender, age group and geographical region. B1.2 按性別、年齡組別及地區劃分的僱員流失比率。	Employment 僱傭	P19
B2: Health and Safety 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. 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) 遵守對上市公司有重大影響的相關法律及規例的資料。	Health and Safety 健康與安全	P20–22
	B2.1 Number and rate of work-related fatalities occurred in each of the past three years including this Reporting year. B2.1 過去三年 (包括彙報年度) 每年因工作亡故的人數及比率。	Health and Safety 健康與安全	P20
	B2.2 Lost days due to work injury. B2.2 因工傷損失工作日數。	Not Disclosed in this Reporting Period 本報告期內暫不披露	N/A 不適用
	B2.3 Description of occupational health and safety measures adopted, and how they are implemented and monitored. B2.3 描述所採納的職業健康與安全措施，以及相關執行及監察方法。	Health and Safety 健康與安全	P20–P22

Issues 議題	KPIs 績效指標	Sections 位置	Page(s) 對應頁碼
B3: Development and Training B3發展與培訓	General Disclosure Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. 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。	Development and Training 發展與培訓	P22-P23
	B3.1 The percentage of employees trained by gender and employee category (e.g., senior management, middle management). B3.1 按性別及僱員類別(如高級管理層、中級管理層等)劃分的受訓僱員百分比。	Development and Training 發展與培訓	P22
	B3.2 The average training hours completed per employee by gender and employee category. B3.2 按性別及僱員類別劃分，每名僱員完成受訓的平均時數。	Development and Training 發展與培訓	P22
B4: Labour Standards 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. 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。	Labour Standards 勞工準則	P24-P25
	B4.1 Description of measures to review employment practices to avoid child and forced labour. B4.1 描述檢討招聘慣例的措施以避免童工及強制勞工。	Labour Standards 勞工準則	P18, P24-P25
	B4.2 Description of steps taken to eliminate such practices when discovered. B4.2 描述在發現違規情況時消除有關情況所採取的步驟。	Labour Standards 勞工準則	P24-P25

Issues 議題	KPIs 績效指標	Sections 位置	Page(s) 對應頁碼
營運慣例 Operating Practices			
B5: Supply Chain Management B5 供應鏈管理	General Disclosure Policies on managing environmental and social risks of the supply chain. 一般披露：管理供應鏈環境及社會風險的政策。	Supply Chain Management 供應鏈管理	P26–P30
	B5.1 Number of suppliers by geographical region. B5.1 按地區劃分的供應商數目。	Supply Chain Management 供應鏈管理	P26
	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. B5.2 描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目以及有關慣例的執行及監察方法。	Supply Chain Management 供應鏈管理	P26–P28
	B5.3 Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored. B5.3 描述有關識別供應鏈每個環節的環境及社會風險的慣例，以及相關執行及監察方法。	Supply Chain Management 供應鏈管理	P27
	B5.4 Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored. B5.4 描述在揀選供應商時促使多用環保產品及服務的管理，以及相關執行及監察方法。	Supply Chain Management 供應鏈管理	P27–P30
B6: Product Responsibility 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. 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。	Product Responsibility 產品責任	P30–P45

Issues 議題	KPIs 績效指標	Sections 位置	Page(s) 對應頁碼
	<p>B6.1 Percentage of total products sold or shipped subject to recalls for safety and health reasons.</p> <p>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。</p>	<p>Not Disclosed in this Reporting Period</p> <p>本報告期內暫不披露</p>	<p>N/A</p> <p>不適用</p>
	<p>B6.2 Number of products and service related complaints received and how they are dealt with.</p> <p>B6.2 接獲關於產品及服務的投訴數目以及應對方法。</p>	<p>Strengthening Medical Management</p> <p>加強醫療管理</p>	<p>P38–P39</p>
	<p>B6.3 Description of practices relating to observing and protecting intellectual property rights.</p> <p>B6.3 描述與維護及保障智慧財產權有關的慣例。</p>	<p>Optimizing Medical Service</p> <p>優化醫療服務</p>	<p>P30–P36</p>
	<p>B6.4 Description of quality assurance process and recall procedures.</p> <p>B6.4 描述品質檢定過程及產品回收程式。</p>	<p>Strengthening Medical Management, Guaranteeing Service Safety</p> <p>加強醫療管理、服務安全保障</p>	<p>P37–P45</p>
	<p>B6.5 Description of consumer data protection and privacy policies, and how they are implemented and monitored.</p> <p>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。</p>	<p>Guaranteeing Service Safety</p> <p>服務安全保障</p>	<p>P41</p>
<p>B7: Anti-corruption</p> <p>B7反貪污</p>	<p>General Disclosure Information on:</p> <p>(a) the policies; and</p> <p>(b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.</p> <p>一般披露：有關防止賄賂、勒索、欺詐及洗黑錢的：</p> <p>(a) 政策；及</p> <p>(b) 遵守對發行人有重大影響的相關法律及規例的資料。</p>	<p>Anti-corruption</p> <p>反貪污</p>	<p>P46</p>

Issues 議題	KPIs 績效指標	Sections 位置	Page(s) 對應頁碼
	<p>B7.1 Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during this Reporting period and the outcomes of the cases.</p> <p>B7.1 於彙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。</p>	<p>Anti-corruption</p> <p>反貪污</p>	P46
	<p>B7.2 Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.</p> <p>B7.2 描述防範措施及舉報程式，以及相關執行及監察方法。</p>	<p>Anti-corruption</p> <p>反貪污</p>	P46
	<p>B7.3 Description of anti-corruption training provided to directors and staff.</p> <p>B7.3 描述向董事及員工提供的反貪污培訓。</p>	<p>Anti-corruption</p> <p>反貪污</p>	P46
社區 Community			
B8: Community Investment	<p>General Disclosure</p> <p>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.</p>	<p>Community Investment</p>	P47-P48
B8社區投資	<p>一般披露：有關以社區參與來瞭解發行人營運所在社區需要和確保其業務活動會考慮社區利益的政策。</p>	社區投資	
	<p>B8.1 Focus areas of contribution (e.g., education, environmental concerns, labour needs, health, culture, sport).</p> <p>B8.1 專注貢獻範圍(如教育、環境事宜、勞工需求、健康、文化、體育)。</p>	<p>Community Investment</p> <p>社區投資</p>	P47-P48
	<p>B8.2 Resources contributed (e.g., money or time) to the focus area.</p> <p>B8.2 在專注範圍所動用資源(如金錢或時間)。</p>	<p>Community Investment</p> <p>社區投資</p>	P47-P48



華潤醫療控股有限公司

China Resources Medical Holdings Company Limited