



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

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

2023



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Introduction

關於本報告

This Report is the eighth Environmental, Social and Governance (ESG) Report released by China Resources Medical Holdings Company Limited (referred to as "we", "the Company", "CR Medical" or "the Group", together with its subsidiaries). The Report aims at reporting the sustainable development strategies, approaches and performance of the Company in 2023 to its stakeholders based on the principles of objectivity, transparency, standardization and comprehensiveness, and communicating with shareholders honestly. This Report is an annual report and is available in Traditional Chinese and English. In case of discrepancy, the Traditional Chinese version shall prevail.

Reporting Period

This Report covers the period from January 1, 2023 to December 31, 2023. Some contents may go beyond the mentioned period to enhance the comparability and foresightedness of this Report.

Reporting Scope

This Report covers CR Medical and the member units under the Company's management, that is, CR Medical, and all its member institutions and subsidiaries. For more information, please refer to the Company's *2023 Annual Report* released on April 25, 2024.

Reference Standards

This Report is prepared mainly in accordance with the requirements under the Environmental, Social and Governance Reporting Guide set out in Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong Limited (the "Listing Rules") in Appendix C2.

Report Description

The internal documents and the statistical information system of the Company are the major sources of the figures and other data used in this Report. All currency amounts are in RMB unless otherwise stated. The Board of Directors of the Company hereby commits that this Report does not contain any false records or misleading statements, and takes full responsibility for its authenticity, accuracy, and completeness.

本報告乃華潤醫療控股有限公司（以下簡稱「我們」「公司」「華潤醫療」或「本公司」，連同下屬子公司合稱為「本集團」）所發布的第八份環境、社會及管治(ESG)報告。本著客觀、透明、規範、全面的原則，旨在向持份者詳述本公司於2023年在可持續發展方面的策略、方針及業績，以便與持份者進行坦誠溝通。本報告為年度報告，以繁體中文及英文兩種語言發布。若中英文版本內容存在不一致之處，請以繁體中文版本為準。

報告期

本報告涉及的時間範圍為2023年1月1日至2023年12月31日，為增強報告的可比性及前瞻性，部分內容有所延伸。

報告範圍

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、成員單位及各子公司。詳細範圍參見於2024年4月25日披露的華潤醫療《2023年度報告》。

報告標準

本報告主要參考《香港聯合交易所有限公司證券上市規則》（「上市規則」）附錄C2所載之《環境、社會及管治報告指引》。

報告說明

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。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。公司董事會承諾本報告不存在任何虛假記載、誤導性陳述，並對其內容真實性、準確性和完整性負責。

Access to this Report

This Report can be downloaded on the website of the Stock Exchange of Hong Kong Limited (HKEX) and the official website of the Company at <http://www.crmedical.hk>.

Response to Reporting Principles

Reporting Principles 匯報原則	Meaning 釋義	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 business, 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營、環境及社會的重大影響，或影響持份者評估及決定的範疇。	The Company identifies important or relevant environmental, social, and governance (ESG) issues for the Company and stakeholders by conducting surveys and questionnaires related to ESG. The importance of those issues is then ranked and prioritized. 公司透過向利益相關方發放ESG有關的問卷調查等，辨識對公司及權益人而言重要或相關的環境、社會及管治議題，並對其重要性進行排序。
Quantitative 量化	This Report should disclose key performance indicators ("KPIs") in a measurable manner. 報告應以可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	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 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。	This report objectively presents the Company's efforts in ESG. 本報告客觀呈現了公司在環境、社會及管治方面的工作。
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方法一致，或陳述經修訂的方法，又或說明會影響有意義對比的其他相關因素。	The reporting method of this Report is substantially the same as that of the prior year. 本報告的匯報方法與上年度大致一致。

報告獲取方式

本報告可在香港聯合交易所有限公司官方網站www.hkexnews.hk或本公司官方網站<http://www.crmedical.hk>下載。

報告原則回應

The Group's Response

本集團的回應

The Company identifies important or relevant environmental, social, and governance (ESG) issues for the Company and stakeholders by conducting surveys and questionnaires related to ESG. The importance of those issues is then ranked and prioritized.

公司透過向利益相關方發放ESG有關的問卷調查等，辨識對公司及權益人而言重要或相關的環境、社會及管治議題，並對其重要性進行排序。

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。

This report objectively presents the Company's efforts in ESG.

本報告客觀呈現了公司在環境、社會及管治方面的工作。

The reporting method of this Report is substantially the same as that of the prior year.

本報告的匯報方法與上年度大致一致。

Introduction

關於本報告

Feedback

CR Medical attaches great importance to the opinions and suggestions of every stakeholder and is looking forward to receiving their feedback and support to improve its performance of sustainable development regarding ESG. If you have any opinions or suggestions regarding this Report or the Group's ESG strategies, policies, and performance, please feel free to send them to ir@crmedical.hk. We will listen attentively and provide a response.

意見回饋

華潤醫療高度重視持份者的意見與建議，並深切期待能夠獲得每位持份者的寶貴反饋與堅定支持，以便進一步提升本集團在環境、社會及管治等多個方面的可持續發展績效。倘若您對本報告或本集團ESG策略、方針及表現持有任何觀點或建議，敬請透過電子郵件方式發送至ir@crmedical.hk，我們將竭誠傾聽並予以回應。

About CR Medical

關於華潤醫療

Company Profile

China Resources Medical Holdings Company Limited (hereinafter referred to as "CR Medical") is a comprehensive medical listed company that leads in the capital markets of Mainland China and Hong Kong. It is the sole listed platform of CR Healthcare, a wholly-owned subsidiary of China Resources Group. The Company owns 134 medical institutions, including 13 Grade III hospitals and 25 Grade II hospitals, with a total of 21,515 beds. Those institutions operate in 10 provinces (districts and cities).

CR Medical fully leverages the advantages of group-based operation and refined management to create a distinctive medical operation model with CR characteristics. By focusing on the construction of a regional leading hospital and a regional medical consortium, CR Medical continuously enhances its discipline construction, patient service quality, and digitalization of its member units through integrated and efficient organization management. It aims to provide high-quality and accessible medical services for the public and meet the increasingly diverse healthcare service needs of the general public.

CR Medical is driven by the ESG to achieve high-quality development and continuously improve its governance structure. With a broad vision for the nation's well-being, CR Medical safeguards the well-being of the people. CR Medical has been included in the "ESG – Pioneer 50 Index of Central SOEs" for three consecutive years. The case of *Putting People First and Enhancing Health* has been selected as an "Excellent ESG Case of Central SOEs" in 2023 and has been included in the Hang Seng Stock Connect China ESG Leading Index for Central SOEs, demonstrating the continuous improvement in market recognition and reputation.

Looking ahead, CR Medical will adhere to the mission of "Strive for Public Health" and actively implement the "Healthy China" strategy. We are committed to becoming a leading medical and health industry group in China and a pioneer in the reform of State-owned medical institutions. By constructing a harmonious and symbiotic holistic value ecosystem for comprehensive health, we aim to comprehensively improve the quality of medical care and service levels, benefiting patients and society as a whole.

公司簡介

華潤醫療控股有限公司（簡稱「華潤醫療」）是中國內地和香港兩地資本市場規模領先的綜合性醫療上市公司，是華潤集團全資子公司——華潤健康的唯一上市平台。現有醫療機構134間，其中三級醫院13間，二級醫院25間，營運床位數合計21,515張，業務覆蓋10個省（區、市）。

華潤醫療充分發揮集團化營運和精細化管理優勢，打造有華潤特色的醫療營運模式，以區域龍頭醫院和區域醫聯體建設為載體，透過一體化高效組織管理，不斷提升旗下成員單位學科建設水平、患者服務品質和智數化建設能力，向大眾提供高品質且可及的醫療服務，不斷滿足民眾日益增長的多層次多樣化醫療健康服務需求。

華潤醫療以ESG理念驅動高品質發展，不斷完善治理架構，胸懷國之大者，守護民生福祉。連續三年入選「央企ESG•先鋒50系列指數」，履責案例《堅持人民至上擦亮健康底色》入選2023年「央企ESG優秀案例」，並被納入恆生港股通中國央企ESG領先指數，市場認同度和美譽度持續提升。

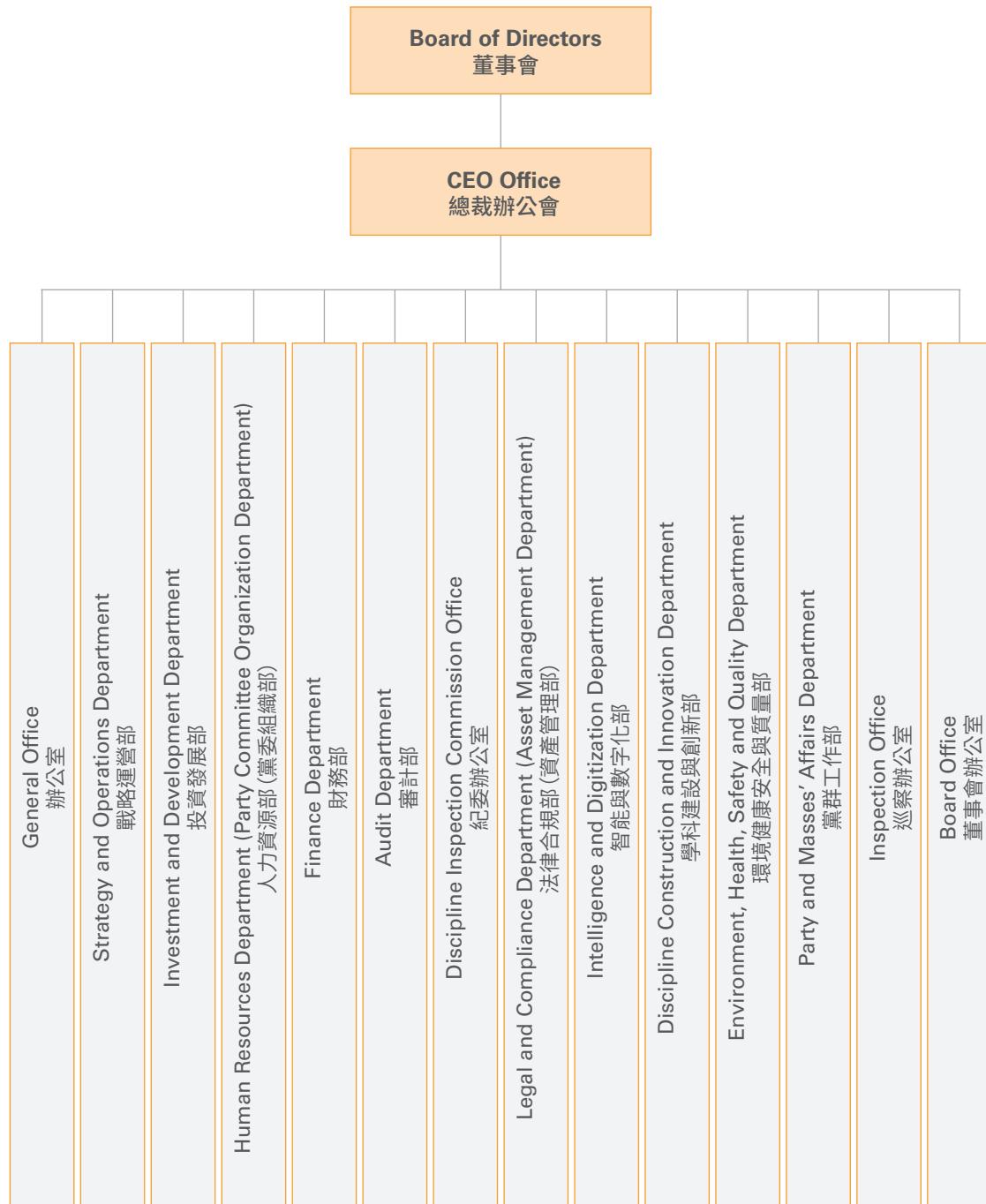
展望未來，華潤醫療堅守「一切為了大眾健康」的使命，積極踐行「健康中國」戰略，致力於成為國內領先的醫療健康產業集團和國企醫療機構改革的領導者，透過構建和諧共生的大健康全價值生態系統，全面提升醫療品質和服務水平，惠澤患者、造福社會。

About CR Medical

關於華潤醫療

Organizational Structure

組織架構



Main Business

CR Medical is an investment holding company, mainly engaged in provision of general healthcare services; provision of hospital management services, and sale of pharmaceuticals, medical devices and medical consumables and provision of other hospital ancillary services to such hospitals in Chinese Mainland.

主要業務

華潤醫療作為一間投資控股公司，主要從事於中國內地提供綜合醫療服務及醫院管理服務，和銷售藥品、醫療器械及醫用耗材，以及提供其他醫院衍生服務予相關醫院。



Corporate Responsibility

In the context of the ongoing deepening of reform in state-owned medical institutions and the requirements for high-quality and sustainable development of hospitals, CR Medical, as a listed platform for a central SOE and healthcare group, deeply understands the principle of "putting the people first and valuing life". It regards the implementation of the "Healthy China" strategy as an important manifestation of serving the well-being of the people. We actively participate in healthcare reform and promote the optimal allocation of medical resources. In terms of ESG management concepts, governance, and practice, we continuously explore the path to achieve both economic and social benefits. We are committed to becoming a leading medical and health industry group in China and a pioneer in the reform of state-owned medical institutions.

Sustainable Development: CR Medical adheres to a patient-centered approach and aims to improve operation efficiency and enhance service quality, thereby promoting the construction of green and efficient modern hospitals. We actively follow the arrangement of local governments, adhere to the principle of being people-oriented, and comprehensively carry out targeted assistance and support. We spare no effort to fulfill tasks such as ensuring the supply of medical resources and services, expanding employment, participating in public emergency response, and providing medical support for major national events. We aim to safeguard the life, health, and safety of the people and fulfill the social responsibility of a central SOE. While promoting the overall development of hospitals, we strive to create employee and shareholder value to achieve economic and social benefits. The commitment is an important goal of our responsibility management and a shared responsibility of all employees.

責任理念

在國有醫療機構改革持續深入和醫院高品質可持續發展要求的背景下，華潤醫療作為央企健康集團上市平台，深刻領悟「人民至上、生命至上」原則，將踐行「健康中國」戰略作為服務「大國民生」的重要體現。我們積極參與醫療改革，推動醫療資源的優化配置，在環境、社會和治理(ESG)管理理念、治理和實踐方面，不斷探索實現經濟效益與社會效益共贏的路徑，致力於成為國內領先的醫療健康產業集團和國企醫療機構改革的領導者。

可持續發展理念：華潤醫療秉承以患者為中心，以提高營運效益和提升服務水平為目標，推動綠色、高效的現代化醫院建設。我們積極響應地方政府部署，堅持以人為本，全面開展定點幫扶與對口支援等工作，全力完成保醫保供、擴大就業、公共搶險、國家重大活動醫療保障等任務，保障人民生命健康安全，踐行央企社會責任。促進醫院全面發展，力求在創造員工、股東價值的同時，實現經濟效益與社會效益雙向推動。實現此承諾是我們責任管理的重要目標，也是全體員工共同責任。

Quality and Safety Responsibility: CR Medical always adheres to the principle of putting people and life first, and a patient-centered approach. In order to further improve medical quality and ensure the safety of diagnosis and treatment, we standardize the process of quality and safety management, carry out full-process management, strictly monitor key indicators, and continuously improve the medical traceability mechanism. We earnestly fulfill the main responsibility for work safety management, firmly establish the mindset of safety bottom line and the awareness of safety development, strengthen prevention, continuously carry out hidden danger identification, special inspections, and problem rectification, resolutely prevent and avoid safety accidents, effectively ensure the safety of patients and employees' lives and property, and firmly uphold the "safety" for the high-quality development of the hospital.

Environmental Responsibility: CR Medical is committed to ensuring harmonious coexistence with the environment, low-carbon and energy-saving practices, rational use of resources, and operational efficiency. To avoid health hazards during medical services, we strictly enforce the regulation that medical waste shall be transported and disposed of by enterprises licensed by the national and local governments. We ensure that the relevant emissions comply with national standards and take on our environmental protection responsibilities effectively.

品質安全責任理念：華潤醫療始終堅持人民至上、生命至上，始終以患者為中心，為進一步提高醫療品質，保障診療安全，規範品質安全管理流程，實施全流程管理，嚴格監督關鍵指標，推動醫療可追溯機制不斷完善；認真落實安全生產管理主體責任，牢固樹立安全經營底線思維和安全發展紅線意識，強化防範工作，持續開展隱患排查、專項檢查及問題整改，堅決預防和避免安全事故發生，切實保障患者和職工的生命財產安全，堅決守住醫院高品質發展的「安全紅線」。

環境責任理念：華潤醫療致力於與環境和諧共生，倡導低碳節能，合理利用資源，提高運行效率。避免醫療服務過程中的健康危害，嚴格執行醫療廢棄物由國家及地方政府許可的企業運輸和處置，確保相關排放符合國家標準，切實擔負起環境保護責任。

ESG Management

ESG管理

CR Medical strictly complies with the requirements of the *Environmental, Social and Governance Reporting Guide* under the Listing Rules. We have established a sound ESG management system and incorporated ESG management principles into the entire corporate governance. We strive to achieve harmonious coexistence with the environment and society and continuously promote sustainable development in our business management.

Statement of the BoD on ESG

The Board of the Directors (BoD) of the Company is the supreme governing organization responsible for ESG issues and decision-making, and is responsible for the Company's ESG strategy. The BoD regularly receives the report of the CEO Office on the ESG and reviews ESG-related issues that may affect the Company's business, shareholders and other stakeholders.

The BoD stated that CR Medical will strictly comply with the disclosure requirements of the *Environmental, Social and Governance Reporting Guide*, incorporate the ESG concept into the whole process of the Company's development, operation and due diligence in accordance with the national strategy, stakeholders' expectations and the Company's development direction, and attach importance to the direction, goal and long-term nature of corporate performance. We will pay attention to the development trend of ESG at home and abroad, constantly improve the level of ESG management in practice, prevent and resolve the risks and challenges encountered by the Company in environmental, social and governance aspects, seize opportunities, and promote high-quality sustainable development of the Company.

華潤醫療嚴格遵守《香港聯合交易所有限公司證券上市規則》下設的《環境、社會及管治報告指引》的要求，建立健全環境、社會及管治(ESG)管理體系，將ESG管理理念融入公司治理全流程，努力與環境和社會和諧共生，持續推進公司經營管理可持續發展。

董事會ESG聲明

董事會是ESG事宜的最高管治機構，對公司ESG事宜管理與決策負責，明確ESG事宜發展方向，制定ESG工作策略，定期聽取總裁辦公會關於ESG工作匯報，審定有可能影響公司業務或股東與其他持份者的ESG相關事宜。

董事會聲明，華潤醫療將嚴格遵循《環境、社會及管治報告指引》的披露要求，結合國家戰略、利益相關方期望及公司發展方向，將ESG理念全面融入公司發展經營和盡職履責的全過程，重視企業履責的方向性、目標性和長期性；注重國內外ESG發展態勢，不斷在實踐中提升ESG管理水平，防範並化解公司在環境、社會及治理方面遇到的風險挑戰，把握機遇，推動公司高品質可持續發展。

ESG Governance Policy

CR Medical attaches great importance to ESG risk management and focuses on addressing current environmental and social hot topics as well as the key demands of stakeholders. We continuously improve our ESG governance system, conduct regular evaluations of important ESG issues, and then report such evaluations to the BoD for review. The BoD discusses and determines the risks and opportunities of ESG, takes the management and improvement of key ESG issues as the focus, includes those issues into the overall strategy of the Company and supervises the management and performance of those issues.

ESG Governance Structure

CR Medical attaches great importance to sustainable development and has established a comprehensive and effective ESG governance structure led by the BoD. We have also set up a hierarchical and clear ESG management department, forming an organizational system that covers the entire process from decision-making and communication to actual implementation. This system promotes the integration of ESG concepts into the daily management and operations of member units, effectively mitigates risks, and ensures the steady and long-term development of the Company.

BoD: The BoD of the Company guides the overall strategy and development direction of the Group, supervises the corporate governance, sustainable development, and ESG risk management and related work of the Group, and guides the ESG efforts of the CEO Office.

CEO Office: The CEO Office is responsible for assisting the BoD in managing risks and maintaining the performance of the internal control system, regularly reporting the work processes, development and modification of policies, and identification of ESG-related risks and issues to the BoD so as to supervise the implementation of ESG efforts by the functional departments.

ESG管治方針

華潤醫療高度重視ESG風險管控，注重結合當下環境、社會的熱點問題及利益相關方的重點需求，不斷完善ESG的管治體系，定期開展ESG重要議題評估，並報董事會審閱。董事會討論並確定公司ESG風險與機遇，將重要議題的管理與提升作為ESG重點工作，並將其納入公司整體戰略加以考慮，監督議題管理與績效表現。

ESG管治架構

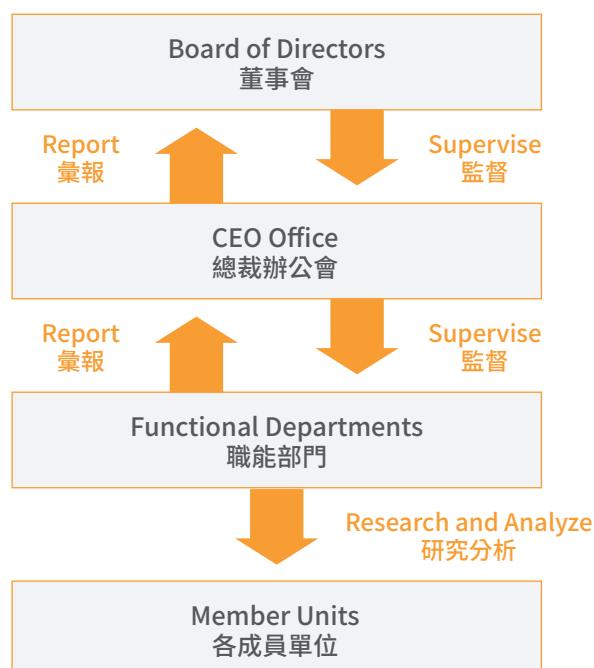
華潤醫療高度重視可持續發展，建立由董事會領導，完整有效的ESG管治架構，組建層級鮮明、職責清晰的ESG管理部門，形成從決策、溝通到實際執行全流程的組織體系，推動成員單位將ESG理念落實到日常管理與經營中，切實有效防範風險，確保公司發行穩致遠。

董事會：引領集團策略與發展方向，全面監督企業管治、可持續發展及ESG風險管理及相關工作，指導總裁辦公會ESG工作。

總裁辦公會：負責協助董事會持續進行風險管理及維持內控系統的成效，定期向董事會匯報工作流程、政策制定及修訂，環境、社會及管治相關風險辨識及相關事宜，並監督職能部門落實ESG工作。

Functional Departments: The functional departments study and analyze the combination of ESG and the actual business, promote member units to integrate the ESG concept with daily business development, improve sustainable development, report to the CEO Office on a regular basis and ensure that the Company's operation is in accordance with the provisions of applicable laws and regulations.

各職能部門：研究分析ESG與實際業務相結合的具體情況，推動各成員單位將ESG理念融入企業日常經營發展，提升可持續發展能力，同時確保公司營運符合相關法律條例的規定，並定期向總裁辦公會進行匯報。



Responsibilities and Communication

CR Medical attaches great importance to the demands and expectations of stakeholders, continuously develops diversified and effective communication with stakeholders, and establishes a comprehensive and sound communication mechanism.

責任溝通

華潤醫療高度重視利益相關方的訴求及期望，持續探索與利益相關方的多元有效溝通方式，建立了全面完善的溝通機制。

Stakeholders 利益相關方	Expectation and Demand 期望與訴求	Communication Method 溝通方式	Response Method 回應方式
	Insist on compliance management 堅持合規經營	Visit 訪問	Conduct integrity management 堅持誠信經營
	Lead healthy development of the industry 引領行業健康發展	Conference 會議	Pay taxes according to law 依法納稅
	Pursue integrity and anti-corruption 廉潔反腐		Participate in government projects and sector cooperation programs 參與政府專案和行業協作
Government and regulators 政府及監管機構	Green and low-carbon development 綠色低碳發展		Anti-corruption monitoring, training and warning training 開展反腐敗監督、培訓和警示教育
			Actions regarding energy conservation and emission reduction implementation plan 部署節能減排實施方案
			Proposals by National People's Congress deputies 人大代表議案

ESG Management ESG管理

Stakeholders 利益相關方	Expectation and Demand 期望與訴求	Communication Method 溝通方式	Response Method 回應方式
	Sound corporate governance system 健全的企業管治體系	Questionnaire survey 問卷調查	General meeting of shareholders 召開股東大會
	Risk management and internal control 風險管理和內部控制	Interview and teleconference 面談及電話會議	Periodical report and temporary announcement 發布定期報告、臨時公告
	Digital transformation 企業數碼化轉型	Investor forum and conference 投資者論壇及會議	Performance briefing 召開業績說明會
Shareholders and investors 股東及投資者	Open and transparent disclosure of information 資訊披露公開透明	General meeting of shareholders 股東大會	Conduct internal review and risk assessment 開展內部審計與風險評估
	Arrange press interviews and communication for projects 安排專案採訪和交流	Annual and interim reports 年報及中期報告	Investigation and research tours conducted by BoD members 開展董事調研
	Practice of national strategy 踐行國家戰略	“Investor Relationships” column on the official website 官方網站「投資者關係」專欄	Improve communication with investors 完善投資者溝通渠道
		Research 調研訪問	

Stakeholders 利益相關方	Expectation and Demand 期望與訴求	Communication Method 溝通方式	Response Method 回應方式
Patient 患者	Improve service quality 提升服務品質	Questionnaire survey 問卷調查	Improve quality management system of diagnosis and treatment 完善診療品質管理體系
	Improvement of overall medical care 提升整體醫療水平	Satisfaction survey 滿意度調查	
	Ensure medical safety 保障醫療安全	On-site research and communication 實地調研溝通	Develop construction of key disciplines 開展重點學科建設
	Reasonable price for medical service 醫療價格合理	Telephone follow-up 電話回訪	Enhancement of regional integration and the development of a medical consortium 加強區域一體化和醫聯體建設
	Conduct patient satisfaction survey 開展患者滿意度調查	Website and social media 網站及社交媒體	
	Protect the security of patient information 保障患者資訊安全		Deal with complaints and disputes 積極處理投訴糾紛
	Improvement of the complaint handling mechanism 完善投訴處理機制		Conduct medical treatment satisfaction survey 開展就診滿意度調查
			Ensure the security of medical information 保障就診資訊安全
			Optimize the quality of medical service 優化就診服務品質
			Build smart hospital 開展智慧醫院建設

ESG Management

ESG管理

Stakeholders 利益相關方	Expectation and Demand 期望與訴求	Communication Method 溝通方式	Response Method 回應方式
Employee 員工	Protect employee benefits 保障員工福利	Questionnaire survey 問卷調查	Hold regular congress of workers and staff 定期召開職工代表大會
	Ensure equal promotion and training 平等晉陞與培訓	Face-to-face communication 面談溝通	Conduct training activities for employees 開展員工培訓
	Protect employee safety 保護員工安全	Meeting 會議溝通	Organize cultural and sports activities regularly 定期組織文體活動
	Humanistic care 人文關懷	Training 培訓會	
	Ensure democratic management 保障民主管理	Communication campaign 溝通活動	Establish a comprehensive production safety guarantee system 建立完備的生產安全保障體系
	Ensure fair competition 確保公平競爭	Continuous direct communication 持續地直接溝通	Abide by applicable laws and regulations 遵守適用的法律及規例
Suppliers/partners 供應商／合作夥伴	Conduct integrity management and achieve mutual benefits 實現誠信互惠	Review and evaluation 審核及評估	Insist on the cooperation principle of mutual benefits and win-win results 堅持互惠互贏的合作原則
	Promotion of common progress 推動共同進步	Strategic cooperation 戰略合作	
	Complete supplier management 完善供應商管理	Digital management system 數碼化管理系統	Build green supply chains 建設綠色供應鏈
			Maintain healthy development of the industry 維護行業健康發展
			Organize business cooperation training 開展業務合作培訓

Stakeholders 利益相關方	Expectation and Demand 期望與訴求	Communication Method 溝通方式	Response Method 回應方式
The community/the public 社區／公益	Social welfare and charity 服務社會公益	Public welfare activities 公益活動	Enhance community communication 加強社區溝通
	Focus on climate change 關注氣候變化	Volunteer activities 志願服務	Create job opportunities and boost local economic development 帶動就業和當地經濟發展
	Protect ecological environment 保護生態環境	Care for special groups 關愛特殊群體	
	Response to public incidents 應對公共事件		Provide free medical services and organize volunteer activities 開展義診和志願者活動
			Promote green operation and green office practices 堅持綠色營運及辦公

Analysis of ESG Issues

CR Medical's business operations and ESG governance have not undergone significant changes in 2023. In the preparation of the ESG report, we conducted in-depth research on the disclosure requirements of the *Environmental, Social and Governance Reporting Guide* and invited industrial experts to review and evaluate the annual issues to ensure the high relevance of such issues to the industry in which the Group operates. Based on domestic and foreign ESG reports in the same industry and in line with the development strategy of CR Medical, we conducted a survey on important ESG issues through our official WeChat account. In that way, we identified, selected, and developed the key ESG issues for CR Medical in 2023. In this report, we will provide detailed descriptions and discussions on these identified issues.

ESG議題分析

華潤醫療本年度經營業務和ESG管治未發生重大變化。在ESG報告籌備中，我們深入研究了《環境、社會及管治報告指引》的披露要求，並邀請行業專家對年度議題進行回顧和評估，確保議題與集團所在行業高度相關。參考國內外同行業企業ESG報告議題，結合華潤醫療發展戰略，透過官方微信號開展重要議題調查，辨識、篩選並制定出華潤醫療2023年度ESG重要議題，並在本報告中詳細描述和討論。

Identification of Issues

Through the survey of material issues, we identified and selected the following 40 issues related to environment, society and governance respectively in 2023:

議題辨識

華潤醫療透過開展實質性議題調查，辨識並篩選出2023年度關於環境、社會及管治3大類別的40項議題，具體如下所示：

Aspects 範疇	Issues 議題
Governance 管治	1 Sound corporate governance system 健全的企業管治體系
	2 Internal compliance management 企業內部合規管理
	3 Comprehensive risk management 開展全面風險管理
	4 Participation of the BoD in ESG management 董事會參與ESG工作
	5 Investor relations management and shareholder rights 投資者關係管理與股東權益
	6 Transparency of information disclosure 資訊披露透明度
	7 Clarification of ESG governance policy 明確ESG管治方針
	8 Development of ESG management system 完善ESG管理制度
	9 Clarification of ESG concept 明確ESG理念
	10 Communication with stakeholders 持份者溝通
	11 Protection of intellectual properties 保護知識產權
	12 Information security 資訊安全
	13 Anti-corruption and anti-bribery 反貪污、反賄賂
	14 Anti-monopoly and fair competition 反壟斷與公平競爭

Aspects 範疇	Issues 議題
	15 Improvement of environment management system 完善環境管理體系
	16 Environment management certification 開展環境管理認證
	17 Reduction of discharge of waste gas, waste water and solid waste 降低「三廢」排放
	18 Energy conservation and carbon reduction 節能降碳
Environment 環境	19 Response to climate change 應對氣候變化
	20 Proper handling of medical waste 妥善處理醫療垃圾
	21 Improvement of energy efficiency and use of renewable energy 提高能源使用效率及使用可再生能源
	22 Use and management of water resources 水資源使用及管理
	23 Green operation and green construction 綠色營運及綠色建造

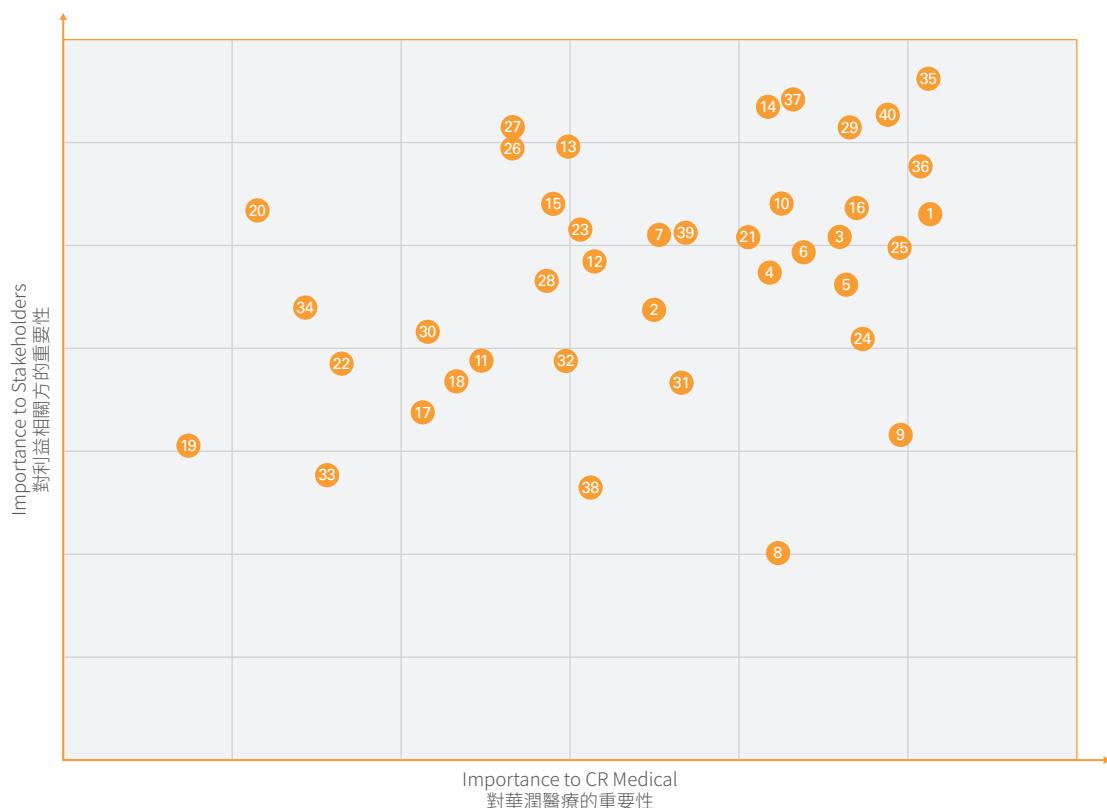
Aspects 範疇	Issues 議題
Society 社會	<p>24 Improvement of medical service quality 提升醫療服務品質</p> <p>25 Reasonable price for medical service 醫療價格合理</p> <p>26 Ensure medical safety 保障醫療安全</p> <p>27 Development of digital healthcare services 打造數碼化醫療服務</p> <p>28 Protect patient privacy 保護患者私隱</p> <p>29 Equal employment and promotion of job opportunities 平等僱傭和促進就業</p> <p>30 Ensure equal promotion and training 平等晉陞與培訓</p> <p>31 Ensure democratic management 保障民主管理</p> <p>32 Protect employee safety 保護員工安全</p> <p>33 Focus on humanistic care 注重人文關懷</p> <p>34 Sustainable supply chain 打造可持續供應鏈</p> <p>35 Regional integration and development of a medical consortium 區域一體化和醫聯體建設</p> <p>36 Implementation of the "Healthy China" strategy 實施「健康中國」戰略</p> <p>37 Promotion of industrial development 推動行業發展</p> <p>38 Promotion of public welfare and charitable activities 促進公益慈善</p> <p>39 Rural vitalization 服務鄉村振興</p> <p>40 Public incidents 關注公共事件</p>

Analysis of Issues

To enhance the accuracy and relevance of ESG issues and continuously improve ESG governance, CR Medical has established a two-dimensional matrix that encompasses stakeholders' attention and the importance of CR Medical. Such a matrix is used to determine the significant responsibility issues of the Company. Please refer to the diagram below:

議題分析

為提升重大環境、社會及管治議題的準確性和針對性，推進ESG管治工作持續提升，華潤醫療構建了一個二維矩陣，涵蓋「持份者關注度」和「對華潤醫療的重要性」，以此判定公司的重大責任議題。詳圖見下：



I. Responsible Operation for High-Quality Development

一、責任經營 為高品質發展

(1) Compliant Corporate Governance

CR Medical strictly follows laws, regulations, and regulatory documents such as the *Companies Ordinance and the Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong Limited*. The Company continuously improves its modern corporate organizational system, strengthens the construction of the BoD, and clarifies the governance structure and supervision mechanisms to ensure robust and effective corporate governance. During the reporting period, a total of 18 BoD meetings were held, with 49 proposals reviewed.

Corporate Governance Structure

CR Medical continuously improves its governance structure, with the BoD serving as the supreme executing organization, reserving decision-making authority over all major matters of the Company. This includes the approval and supervision of all policies, overall strategy and budget, internal control and risk management systems, major transactions, financial information, and other significant financial and operational matters.

(1) 合規公司治理

華潤醫療嚴格遵循《香港公司法》《聯交所上市公司章程指引》等法律、規例及規範性文件，持續健全現代企業組織制度，強化董事會建設，明晰治理架構和監督機制，以確保公司治理的穩健與實效。報告期內，共召開18次董事會，審議議案49項。

公司治理架構

華潤醫療不斷完善治理架構，董事會作為最高執行機構，保留公司所有重大事項決定權，包括批准及監督所有政策事宜、整體策略及預算、內部控制及風險管理系統、重大交易、財務資料，以及其他重大財務及營運事宜。

I. Responsible Operation for High-Quality Development

一、責任經營 為高品質發展

Independence of the BoD

The BoD features three specialized committees, namely the Audit Committee, the Nomination Committee, and the Remuneration Committee. Each committee conducts in-depth research on relevant matters based on their respective areas of expertise and responsibilities, and provides strong support for the decisions of the BoD to ensure the scientificity, accuracy, and efficiency of such decisions. This aims to optimize the Company's governance structure, improve decision-making efficiency, and ensure the long-term stable development of the Company.

The Audit Committee is composed of independent directors and is primarily responsible for matters related to financial and other reporting, risk management and internal controls, external and internal review, as well as other financial and accounting matters periodically determined by the BoD.

The Nomination Committee is chaired by one executive director (Chairman of the Board), with two independent directors serving as members. Its main responsibility is to identify qualified individuals to serve as members of the BoD and make recommendations to the Board regarding the selection and nomination of individuals for directorship positions.

The Remuneration Committee is chaired by one independent director, with one non-executive director and one independent director serving as members. Its main responsibility is to review and develop the remuneration framework policies for all directors and senior management of CR Medical, and make recommendations to the BoD for consideration.

董事會獨立性

董事會下設三個專門委員會，分別為審核委員會、提名委員會及薪酬委員會。各委員會成員根據各自的專業領域和職責分工，深入研究相關事項，為董事會的決策提供有力的專業支撐，以保障決策的科學性、準確性和高效性。此舉旨在優化公司治理結構，提升決策效率，確保公司長期穩定發展。

審核委員會全部由獨立董事組成，主要負責就有關財務及其他匯報、風險管理及內部監控、外聘及內部審核事宜以及董事會不時釐定的其他財務及會計事宜等。

提名委員會由1位執行董事(董事長)擔任主席，2位獨立董事擔任委員，主要負責物色符合資格出任董事會成員之人士，並就甄選及獲提名擔任董事職務之人向董事會作出建議等。

薪酬委員會由1位獨立董事擔任主席，1位非執行董事和1位獨立董事擔任委員，主要負責檢討及制訂有關華潤醫療全體董事及高級管理人員之薪酬架構政策，並向董事會提出建議以供其考慮等。

I. Responsible Operation for High-Quality Development

一、責任經營 為高品質發展



Diversity of BoD

The BoD consists of 9 members, including executive directors, non-executive directors, and independent non-executive directors, with 2 of them being female. CR Medical strictly follows the *Diversity Policy for Board Members of China Resources Medical Holdings Company Limited*. When selecting board members, the Company shall not only meet compliance requirements but also place emphasis on diversity among the members. According to the Company's business model and job requirements, the current BoD members feature experience in various fields such as medicine, finance, management, and law based on their geographical location, age, cultural background, education, and expertise. This helps to enhance the efficiency of the Company's management.

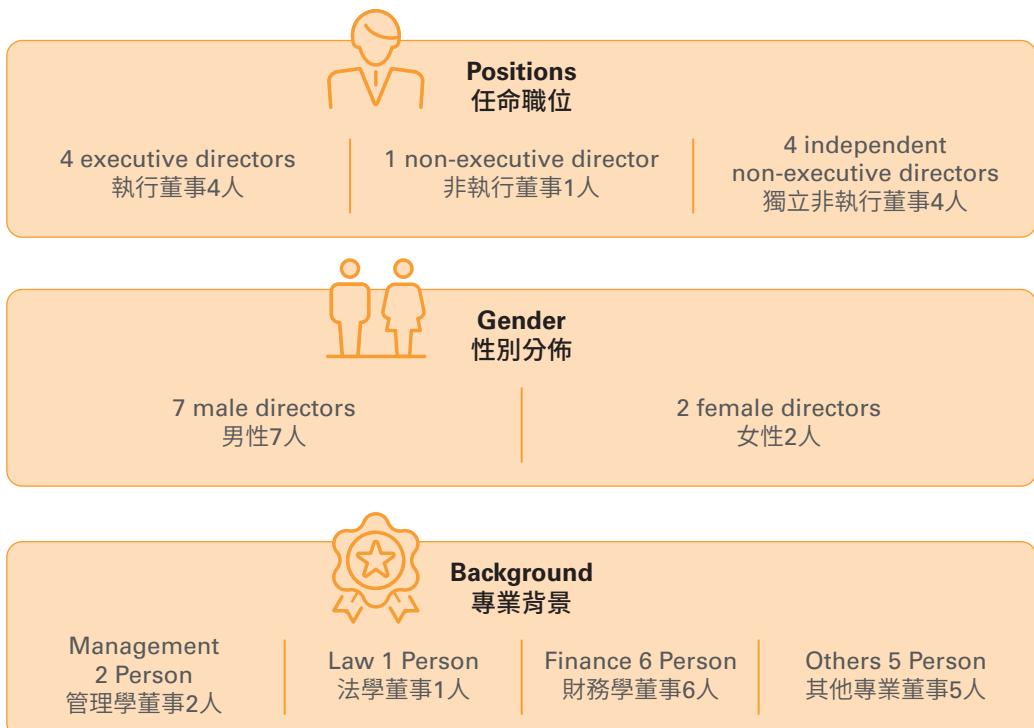
董事會多元化

公司董事會由9名成員組成，包括執行董事、非執行董事以及獨立非執行董事，其中女性董事佔2名。華潤醫療嚴格遵循《華潤醫療控股有限公司董事會成員多元化政策》，在選拔董事會成員時，除滿足合規要求外，還著重考慮成員的多元化。根據公司業務模式和工作需求，結合成員的地區、年齡、文化、教育背景及專業經驗，現任董事會成員在醫藥、財務、管理、法律等多個領域都具備豐富經驗，從而提高公司管理效率。

I. Responsible Operation for High-Quality Development

一、責任經營 為高品質發展

Diversified Structure of the BoD of CR Medical 華潤醫療董事會多元化結構



I. Responsible Operation for High-Quality Development

一、責任經營 為高品質發展

Compliance Management

Compliance Management System

Organizational Structure Development. The Committee for Legal Governance, Risk Control, and Compliance Management is established and responsible for organizing the construction of the compliance management system, the development of policies and regulations, and relevant supervision. It also reviews important policies, major issues, and significant plans related to compliance management.

System Building. We continuously improve the compliance system, establish a sound compliance management system, explore the development of compliance management systems and specific guidelines in key areas, and develop fundamental compliance management regulations. Based on the compliance management system of China Resources Group and in consideration of the characteristics and development needs of the medical industry, CR Medical strengthens the construction of the compliance management system.

Compliance Risk Management Mechanism

Clarification of compliance management checklist. We promote the headquarters and member units to develop a compliance risk checklist, compliance responsibility checklist, and business control process checklist (hereinafter referred to as the "Three Lists"). At the headquarters level, a total of 21 management systems have been reviewed, with 132 risks and 157 important management processes identified and summarized. We have also urged the revision of 12 important systems and developed 13 recommendations for process management.

合規管理

合規管理體系

組織體系建設。設立依法治企、風控與合規管理委員會，負責組織合規管理體系建設、制度建設與監督工作，審議合規管理重要政策、重大事項、重要方案。

制度體系建設。持續完善合規制度，健全合規管理體系，探索在重點領域制定合規管理制度及專項指引，制定合規管理基本制度。在華潤集團合規管理相關制度的基礎上，結合醫療行業特點及發展實際需要，加強合規管理制度體系建設。

合規風險管控機制

明確合規管理清單。推動總部及成員單位梳理合規風險清單、合規職責清單以及業務管控流程清單（以下簡稱「三張清單」）。在總部層面共梳理各項管理制度21項，歸納總結各類風險132項、重要管理流程157項，督促重要制度修訂12項、形成流程管理建議13項。

I. Responsible Operation for High-Quality Development

一、責任經營 為高品質發展

Determination of matters related to compliance management. According to the characteristics of the medical industry, we have established 7 primary key compliance areas, covering hospital management, legal practice, diagnosis and treatment services, medical service and environmental protection, pharmaceutical consumables and medical devices, medical insurance funds, and market supervision. Each primary area is further divided into 3-5 secondary compliance areas, totaling 25 secondary areas. Those areas include decision-making management, labor employment, medical consortium, hospital-acquired Infection, hazardous chemicals, medical insurance funds, medical advertising, and medical data compliance management.

Improvement of compliance risk supervision mechanism. We set an annual compliance management reporting mechanism in accordance with the requirements of the State-owned Assets Supervision and Administration Commission and China Resources Group's requirements for informatization-based management of administrative penalties, and create a reporting group for member units' regulatory and penalty information. Member units shall regularly submit administrative penalty information, and a database of administrative penalty information for member units will thus be established to report relevant information to China Resources Group.

Development of Compliance

We actively promote the development of compliance and carry out the construction and promotion of compliance management systems and regulations among member units. This includes the development of compliance management systems, the implementation of the Three Lists, the annual compliance management report, and the establishment of an administrative penalty information database. To promote and explain the internal logic of the Three Lists for compliance management, we organized 21 seminars. Additionally, we have completed the promotion of 8 systems related to listing compliance and corporate governance of listed companies.

確立合規管理領域事項。根據醫療行業特點，設定一級重點合規領域7項，覆蓋醫院經營管理、依法執業、診療服務、醫療環保、藥耗器械、醫保基金、市場監督等領域；每項一級領域細分3-5項二級合規領域，共形成二級領域25項，細化決策管理、勞動用工、醫聯體、醫院感染、危化品、醫保基金、醫療廣告、醫療數據等合規管理事項。

完善合規風險監督機制。建立合規管理年度報告機制，根據國資委及華潤集團行政處罰資訊化管理要求，成立成員單位監管處罰資訊報告小組，成員單位定期報送本單位行政處罰資訊，建立成員單位行政處罰資訊庫，向華潤集團報備相關資訊。

培育合規文化

積極開展合規文化培育，對成員單位開展合規管理體系建設及合規管理制度宣傳貫徹，內容包括合規管理制度、三張清單、合規管理年度報告、行政處罰資訊庫建設等。並針對合規管理三張清單的內在邏輯進行宣傳貫徹說明，組織研討會21次；同時，完成與上市合規以及上市公司治理相關的8項制度宣傳貫徹。

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Risk and Internal Control Management

CR Medical has established an internal control system that is risk-oriented and focuses on compliance management. During the reporting period, the BoD has conducted reviews on the efficiency of risk management and internal control systems in various areas such as finance, operation, compliance, and risk management. The current risk management and internal control system already covers the existing business of CR Medical, and will continue to be improved according to business development.

Risk Management

The Company attaches great importance to risk management and has established a long-term mechanism for early detection, early warning, and early handling of major risks. This has enhanced the Company's ability to anticipate and predict changes in the business environment and development trends. The Company scientifically identifies, assesses, and predicts the major operation risks it faces on an annual basis.

風險及內控管理

華潤醫療建立了以風險管理為導向、合規管理為重點的內部控制（以下簡稱「內控」）體系。報告期內，董事會已就財務、營運、合規及風險管理等不同範疇對風險管理及內部監控制度的效率進行檢討。目前的風險管理及內控制度已涵蓋華潤醫療現有業務，並將持續根據業務發展完善。

風險管理

公司高度重視風險管理，建立了重大風險早發現、早預警、早處置長效機制，提升了對經營環境變化、發展趨勢的預見和預判能力，科學辨識、評估預判所面臨的年度重大經營風險。

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Risk management process of CR Medical

華潤醫療風險管理流程

Identification and assessment 辨識與評估	Through questionnaires, expert consultations, and panel interviews, we have completed risk assessments in various areas and identified 75 risk points that may affect the operation of CR Medical. The Committee for Legal Governance, Risk Control, and Compliance Management has reviewed and determined 10 major operational risks for 2023, including medical insurance, medical workload, public health safety, medical policies, operation efficiency, information system operation and planning, remuneration and benefits, business structure transformation, and market competition risks. 透過問卷、專家諮詢和座談訪談，完成各領域風險評估，發現75個可能影響華潤醫療經營的風險點。依法治企、風控與合規管理委員會審議確定了2023年10個重大經營風險，包括醫保、醫療負荷、公共衛生安全、醫療政策、經營效益、資訊系統運行和規劃、薪酬與福利、業務結構轉型和市場競爭風險。
Monitoring and early warning 監測與預警	CR Medical and its member units, based on the risk assessment results at the beginning of the year, scientifically establish risk quantification monitoring indicators to monitor significant operation risks that may affect the annual performance. 華潤醫療及各成員單位結合年初風險評估結果，針對年度可能影響的重大經營風險，科學設置風險量化監測指標，進行風險監測。
Supervision and rectification 監督與整改	We focus on significant changes in the assessed risks at the beginning of the year, promptly identify and address new risks, reassess changes in existing risks, continuously adjust and improve measures to enable dynamic risk management. 密切跟蹤年初評估的重大風險變化，及時發現和解決新增風險事件，重新評估現有風險變化，持續調整改進工作措施，實現風險動態管理。
Summary and improvement 總結與改進	In response to the annual top 10 operation risks of CR Medical, we conduct a comprehensive analysis of the causes, impacts, and countermeasures for each risk. We also establish and improve the quarterly monitoring mechanism for major operation risks to regularly monitor various risk information. 針對華潤醫療的年度10大經營風險，逐一研判原因、影響及應對措施，並持續建立健全重大經營風險季度監測機制，定期監測各類風險資訊。

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Internal Control Management

To enhance risk response capabilities, CR Medical continues to strengthen internal control management and improve its leadership system, organizational structure, and institutional framework for internal control.

Leadership system: The BoD serves as the supreme supervisory and decision-making organization of the internal control system. It approves relevant plans and reports, and reviews and deliberates on the internal control.

Organizational structure: The “Committee for Legal Governance, Risk Control, and Compliance Management” is established to be responsible for the sound establishment and effective implementation of the legal, compliance, and risk control systems.

Institutional system: The Office, with the establishment of the mechanism for reviewing and supervising the operation of systems, serves as the centralized management department responsible for organizing the streamlining and optimization of regulations and systems. The Legal and Compliance Department (Asset Management Department) is responsible for conducting compliance reviews of the formulation and revision of systems. The Audit Department is responsible for auditing and supervising the performance of regulations and systems. Other departments (as the main responsible departments for systems) are responsible for the formulation of regulations and systems regarding respective functional areas.

內控管理

華潤醫療為提升風險應對能力，持續強化內控管理，完善內控工作領導體制、組織架構和制度體系。

領導體制：董事會是內控體系的最高監管機構、最終決策機構，批准相關規劃和報告，並研究審議內部控制工作情況。

組織架構：成立「依法治企、風控與合規管理委員會」，負責法律、合規及風控體系的建立健全和有效實施。

制度體系：建立制度審查及運行監督機制，其中辦公室作為制度歸口管理部門，負責組織規章制度的梳理優化等工作；法律合規部（資產管理部）負責對制度的制定、修訂進行合規審查；審計部負責對規章制度的執行情況進行審計監督；其他各部室（制度主責部門）負責本職能領域的規章制度制定等工作。

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Investor Communication

Information Disclosure

The BoD of the Company strictly follows the rules of information disclosure for listed companies and upholds a rigorous, truthful, and compliant attitude. It orderly completes the preparation and review of regular reports and fulfills its obligations of information disclosure. It also continuously enhances the transparency and quality of disclosure, provides comprehensive operation information for investors and strengthens the understanding of the Company in the capital market and among investors.

According to the Listing Rules, the Company discloses all necessary information to shareholders, including periodic reports such as annual performance announcements, annual reports, interim performance announcements, interim reports, as well as temporary reports such as announcements and shareholder communications. We continuously engage external audit firms to review or audit the Company's interim and annual financial reports to ensure the accuracy of disclosed information. The relevant compliance information can be obtained from the "HKEXnews" page of the Stock Exchange of Hong Kong Limited website and the Company's official website. The latest and key information about the Company can also be found on the official website of the Company.

Management of Investor Relations

The Company attaches great importance to the management of investor relations and has a dedicated communication team. By means of regular performance briefings, company visits, and brokerage strategy meetings, the Company provides an in-depth interpretation of its development strategy and operation status, effectively safeguards the investors' right to know, and strengthens the delivery of company value. In 2023, the Company further strengthened its management of investor relations and established a multi-level and mutually beneficial interaction mechanism. Following the principles of truthfulness and reliability, the Company has timely and accurately disclosed operation information to shareholders and investors.

投資者溝通

資訊披露

公司董事會嚴格遵守上市公司資訊披露規則，秉持嚴謹、真實、合規的工作態度，有序完成定期報告的編製、審議，並嚴格履行資訊披露義務，不斷提升資訊透明度和披露品質，向投資者全面傳遞公司各項經營資訊，增強資本市場和投資者對公司的認識。

遵照上市規則，公司向股東披露所有必要資料，包括年度業績公告、年度報告、中期業績公告、中期報告等定期報告，以及公告、股東通函等臨時報告。持續聘請外部審計機構對公司的中期和年度財務報告進行審閱或審計，以確保披露資訊的準確性。相關合規資訊披露內容均可在香港聯交所「披露易」網站及公司官網等渠道獲取。公司最新及主要資料也可在公司官網查閱。

投資者關係管理

公司對投資者關係管理工作高度重視，設有專業的投資者關係溝通團隊，透過舉辦定期業績發布會議、組織公司調研及參加券商策略會等形式，深度解讀公司發展戰略和營運狀況，有效保障投資者知情權，並強化公司價值傳遞。2023年，公司進一步強化投資者關係管理，建立多層次良性互動機制，按照真實可靠的原則，向股東和投資者及時準確披露經營資訊。

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Strengthening key management of investor relations:

Through statutory information disclosure platforms, as well as channels such as general meetings of shareholders, investor briefings, roadshows, reverse roadshows (company open day), analyst conferences, visit reception, special sections on the Company's website, and new media, we enhance daily communication and interaction with investors. We actively listen to their opinions and promptly respond to their demands.

Holding annual and interim performance briefings: The Company invites a wide range of stakeholders including small and medium-sized investors, industry analysts, and the media. The Chairman and CEO consistently attend these meetings and engage in direct dialog with investors, addressing various questions regarding the Company's development to enhance shareholders' understanding and recognition of the Company.

強化關鍵投資者關係管理：透過法定資訊披露平台，以及股東大會、投資者說明會、路演、反向路演(公司開放日)、分析師會議、接待來訪、公司網站專欄和新媒體等多種渠道，加強與投資者的日常溝通交流，積極傾聽投資者意見和建議，迅速回應投資者訴求。

舉辦年度及中期業績發布會：廣泛邀請包括中小投資者、行業分析師和媒體在內的相關方參加，持續推動董事長、總裁出席會議並直接與投資者對話，在會上解答投資者關於公司發展的各類問題，以增進股東對公司的認識和認同。

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(2) Fulfillment of corporate responsibility (2) 践行企業責任

Integrity Construction

CR Medical regards integrity as the foundation of sustainable management of the Company, and maintains a "zero tolerance" attitude towards corruption. It strictly abides by national laws and regulations such as the *Company Law of the People's Republic of China*, the *Anti-Money Laundering Law of the People's Republic of China*, the *Anti-Unfair Competition Law of the People's Republic of China*, the *Interim Provisions on Prohibiting Commercial Bribery*, and the *Anti-Monopoly Law of the People's Republic of China*. The Company has developed various regulations and systems for anti-corruption and anti-bribery, organized education and training on improving Party conduct and promoting integrity and continuously improved its anti-corruption system. There were no corruption incidents or cases that occurred in the Company in 2023.

廉潔建設

華潤醫療將誠信廉潔視作公司可持續經營的立身之本，對貪污腐敗秉持「零容忍」態度。嚴格遵守《中華人民共和國公司法》《中華人民共和國反洗錢法》《中華人民共和國反不正當競爭法》《關於禁止商業賄賂行為的暫行規定》《中華人民共和國反壟斷法》等國家法律及規例，制定華潤醫療反貪污、反腐敗各項規章制度，開展黨風廉政教育培訓，完善反腐敗體系。2023年，公司未發生貪腐事件及貪污訴訟案件。

Indicators 指標	Unit 單位	Year 年度		
		2023	2022	2021
Number of anti-corruption training sessions 反腐敗培訓次數	Time 次	1,737	152	50
Number of people involved in anti-corruption training sessions 反腐敗培訓覆蓋人數	Person 人	25,074	9,672	6,538
Number of corruption cases 貪腐事件發生數	Case 件	0	0	0

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Development of a Culture of Anti-corruption and Integrity

CR Medical attaches great importance to employee integrity and cautionary training. We persistently implement the “three-in-one” approach of pre-holiday integrity reminders, mid-holiday inspections, and post-holiday summary reports to strengthen a favorable atmosphere for celebrating the holidays with integrity. We actively promote inspections and spot checks on aspects such as hospitality involving alcoholic beverages, sealing of official vehicles, gifting through express delivery, acceptance of red envelopes, and banquets for weddings and funerals. We are committed to cracking down on the “Four Malfeasances” and strictly adhering to the principle of taking immediate action without any tolerance upon the discovery of such malfeasances. We will continue to strengthen the construction of a clean and upright culture in the new era. During the reporting period, the number of individuals involved in cautionary training and integrity education exceeded 240,000.

Improvement of the Anti-corruption System

In compliance with the Work Regulations of the Central Commission for Discipline Inspection of the Communist Party of China, Nine Guiding Principles for Honest Conduct of Staff in Medical Institutions, and other policies and regulations of the Party and state, CR Medical continuously improves the Whistle-blowing Policies of China Resources Medical Holdings Company Limited and other anti-corruption regulations. We are committed to putting an end to corruption, extortion, bribery, money laundering and other illegal acts and promoting integrity-building and anti-corruption campaigns with full endeavor, aiming at creating a clean and upright development environment.

營造反腐倡廉文化

華潤醫療高度重視員工廉潔與警示教育。持之以恆實施節前廉潔提醒、節中檢查抽查和節後總結報告的「三位一體」工作，以強化廉潔過節的良好氛圍。積極推動酒水招待、公車封存、快遞送禮、收受紅包、婚喪宴請等方面的檢查抽查。嚴肅查處「四風」問題，秉持一經發現即予以打擊、絕不縱容的原則，持續加強新時代廉潔文化建設。報告期內，警示教育和廉潔教育覆蓋人次超過24萬。

完善反腐制度

華潤醫療嚴格遵守《中國共產黨紀律檢查委員會工作條例》《醫療機構工作人員廉潔從業九項準則》等黨和國家政策規例，持續優化《華潤醫療控股有限公司舉報政策》等反貪污制度，堅決杜絕貪污、勒索、賄賂及洗黑錢等不法行為，全力推動廉政建設和反貪污工作，竭力營造風清氣正的發展環境。

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Implementation of Anti-corruption Measures

CR Medical has set up a leading group to ensure clean management and anti-corruption, guide member units to establish systems for handling complaints and reports and pay follow-up visits to patients. The Company also discloses channels for filing claims and reports to accept complaints and petitions. With a centralized management department and ledger in each hospital, feedback is given to cases closed in time. Besides, channels for presenting complaints and petitions are kept open to make solid progress in advancing integrity building.

Responsibility-based Healthcare Service

Anti-commercial Bribery

CR Medical strictly takes control measures against commercial bribery. Each member hospital shall display signs saying "No entry for pharmaceutical representatives" in places such as consultation rooms, examination rooms, wards, and office areas. They shall display messages on electronic screens in public areas and post signs in conspicuous locations in each department, stating "red envelopes unacceptable and supervision highly appreciated". They shall also publish the *Announcement on Reporting Channels for Supervising Red Envelopes and Kickbacks* on its official website and in conspicuous locations within the hospital.

Responsible Services

CR Medical has always embraced the concept of "putting the nation first" and has been committed to the principle of "people-oriented and life-oriented" through practical actions. We take it as our responsibility to safeguard people's health and strive to build a brand of medical technology services. Being patient-centered, we provide transparent pricing information, ensure pricing transparency, deliver high-quality medical services, and achieve sustainable development.

落實廉政舉措

華潤醫療成立黨風廉政建設和反腐敗工作領導小組，指導成員單位建立投訴舉報、患者回訪等工作制度，公開申訴與舉報途徑，受理信訪舉報，設立歸口部門，建立台賬明細，辦結後及時反饋結果，暢通信訪舉報渠道，推進廉政建設取得實際成效。

責任醫療

反商業賄賂

華潤醫療嚴格落實反商業賄賂的管控措施，各成員醫院在診室、檢查室、病區、辦公區等醒目位置張貼「醫藥代表謝絕入內」標識，並在公共區域的電子顯示器滾動播放，在各科室醒目位置張貼醫務人員「拒收紅包，敬請監督」標識，在院內顯著位置及醫院官網公佈《關於公佈「紅包」、回扣監督舉報途徑的公告》。

負責任服務

華潤醫療始終胸懷「國之大者」，以實際行動踐行「人民至上、生命至上」理念，以守護人民健康為己任，聚力打造醫療技術服務品牌。以患者為中心，提供公開的定價資訊，確保定價透明，傳遞高品質診療服務，實現可持續發展。

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The Company strictly adheres to the price disclosure system and discloses information such as the names, specifications, manufacturers, and prices of medical services, drugs, and medical supplies. Patients can access such information through channels such as the fee inquiry system, price boards, electronic displays, and mobile apps. In that way, patients are ensured to have the right to be informed. Before surgeries, medical staff will clearly inform the patient (or their family members) about the prices of medical services, commonly used medications, and major medical consumables, as well as the reimbursement ratio in medical insurance, to ensure transparency in charges.

Anti-monopoly and Fair Competition

CR Medical strictly complies with the provisions of the Anti-Monopoly Law of the People's Republic of China, the Anti-Unfair Competition Law of the People's Republic of China, and other relevant laws. We earnestly meet the requirements of fair trade and compliance, and refuse any unfair competition or monopoly behavior. We have set regulations on the management of trade secrets, whistle-blowing policies, and other systems to strictly fulfill the reporting obligations for investment projects involving business concentration, thereby maintaining a fair market competition order.

Protection of Intellectual Property Rights

CR Medical attaches great importance to the protection and management of intellectual property rights (IPR) and implements the IPR strategic plan of China Resources Group. We strive to promote business development with IPR from all aspects and strengthen our management of IPR to provide a guarantee for business innovation and development. In 2023, CR Medical applied for 25 different types of patents, obtained 14 new patents, and held a total of 115 patents.

公司嚴格遵守價格公示制度，對醫療服務、藥品和醫用材料的品名、規格、生產廠家、醫療機構銷售價格等資訊進行公開，患者可透過收費查詢系統、物價牌板、電子顯示器、手機APP等渠道查詢相關內容，充分保障患者的知情權。手術前，醫護人員將提供的醫療服務、常用藥品及主要醫用耗材的價格，以及在醫療保險中的報銷比例等資訊明確告知患者（家屬），以確保收費透明度。

反壟斷與公平競爭

華潤醫療嚴格遵守《中華人民共和國反壟斷法》《中華人民共和國反不正當競爭法》等法律的規定，切實履行公平交易、廉潔合規的工作要求，反對任何形式的不正當競爭及壟斷行為，並透過制定商業秘密管理規範、舉報政策等制度，對涉及經營者集中的投資專案嚴格履行申報義務的舉措，維護了市場的公平競爭秩序。

知識產權保護

華潤醫療高度重視知識產權保護和管理，貫徹落實華潤集團知識產權戰略規劃，秉承知識產權全方位助力業務發展，加大對知識產權的管理，為業務創新發展提供有力保障。2023年，華潤醫療申請各類專利25項，新增授權各類專利14項，累計擁有專利數115項。

I. Responsible Operation for High-Quality Development

一、責任經營 為高品質發展

Indicators ¹ 指標 ¹	Unit 單位	Year 年度		
		2023	2022	2021
R&D investment 研發投入	RMB10,000 萬元	1,886.90	616.35	116.40
Number of new patent applications 新增專利申請數	Nos. 項	25	5	5
Number of new patents licensed 新增專利授權數	Nos. 項	14	12	8
Number of patents in possession 累計擁有專利數量	Nos. 項	115	44	15

Information security

CR Medical strictly adheres to the Cyber Security Law of the People's Republic of China, Data Security Law of the People's Republic of China, Personal Information Protection Law of the People's Republic of China, Measures for Cyber Security Administration of Medical and Healthcare Institutions and other applicable laws and regulations. The Company has established a comprehensive, scientific, and effective information security and privacy protection management system and technical system. It promptly detects external attacks on information systems and Internet computer terminals, ensures the security and stability of the Company's information systems, continuously strengthens data security construction and focuses on the protection of patients' personal information. In 2023, there were no network security violation cases.

The Company attaches great importance to the development of awareness and protection in network and information security. Through various levels of cyber security training such as National Cyber Security Awareness Week, Cyber Security Awareness Month, and specialized cyber security training, we aim to enhance the cyber security awareness of employees at all levels and ensure the security of company data and patient data. In 2023, the Company conducted cybersecurity training for over 30,000 employees.

資訊安全

華潤醫療嚴格遵循《中華人民共和國網絡安全法》《中華人民共和國數據安全法》《中華人民共和國個人信息保護法》《醫療衛生機構網絡安全管理辦法》等法律及規例，建立了全面、科學、有效的資訊安全與私隱保護管理體系和技術體系，及時發現針對資訊系統和互聯網電腦終端的外部攻擊，保障公司資訊系統安全穩定，並持續加強數據安全建設，注重患者個人資訊保護。2023年，公司未發生網絡安全違規事故。

公司注重網絡與資訊安全意識與防護能力的培養，透過開展國家網絡安全宣傳周、網絡安全宣傳月、網絡安全專題培訓等多層次網絡安全培訓，提升各級員工的網絡安全意識，保障公司數據、患者數據的安全。2023年，公司開展網絡安全培訓覆蓋員工超3萬人次。

¹Note: In 2023, CR Medical acquired 36 medical institutions from LR & JE projects and included them in the statistical scope.

¹註： 2023年，華潤醫療收購遼健和江能項目36間醫療機構，並將其納入統計口徑。

II. Responsible Employer to Promote Employee Development

二、責任僱主 攜手員工成長

CR Medical adheres to the principle of being people-oriented and implements comprehensive care policies to safeguard the employees' rights and interests. The Company upholds democratic management and supports employee growth. By establishing a comprehensive assistance system and organizing a variety of employee activities, we effectively improve employee satisfaction and work together with employees to achieve sustainable development for the Company.

華潤醫療以人為本，全面實施員工關愛政策，保障員工權益，堅持民主管理，支持員工成長。透過構建全方位的幫扶體系以及豐富多樣的員工活動，切實提高員工滿意度，攜手員工與公司共同可持續發展。

Indicators ¹ 指標 ¹	Unit 單位	Year 年度		
		2023	2022	2021
Total number of employees ² 員工總人數 ²	Person 人	25,074	14,533	15,422
Number of new employees in the reporting period 報告期內吸納就業人數	Person 人	1,487	1,582	1,124
Number of female employees 女性員工數	Person 人	18,061	10,302	10,940
Number of male employees 男性員工數	Person 人	7,013	4,231	4,482
Number of employees in Beijing (Beijing-based hospitals and the headquarters) 在京員工數 (在京醫院及總部)	Person 人	5,692	5,608	5,689
Number of employees outside Beijing 京外員工數	Person 人	19,382	8,925	9,733
Number of employees under the age of 30 30歲及以下員工人數	Person 人	6,396	4,497	3,819
Number of employees aged between 31 and 50 31-50歲員工人數	Person 人	14,898	8,036	9,441
Number of employees over the age of 51 51歲及以上員工人數	Person 人	3,780	2,000	2,162

¹Note: In 2023, CR Medical acquired 36 medical institutions from LR & JE projects and included them in the statistical scope.

²Note: The total workforce includes contract employees, dispatched employees, regular employees, and temporary employees. The statistical coverage is the whole group, i. e. , the headquarters and all members units, covering personnel from government hospitals.

¹注：2023年，華潤醫療收購遼健和江能項目36間醫療機構，並將其納入統計口徑。

²注：員工總人數包括勞動合同制、勞務派遣制員工以及事業編和臨時用工，統計口徑為本集團全口徑，即總部及各單位，涵蓋政府辦醫院人數。

II. Responsible Employer to Promote Employee Development

二、責任僱主 攜手員工成長

Indicators 指標	Unit 單位	Year 年度		
		2023	2022	2021
Ratio of contracted employees 勞動合同簽訂率	%	100	100	100
Coverage of social insurance 社會保險覆蓋率	%	100	100	100
Number of paid annual leave days per capita per year 每年人均帶薪年休假天數	Day 天	7.30	8.42	-
Turnover of employees ¹ 員工流失率 ¹	%	4.45	7.21	-
Turnover of male employees 男性員工流失率	%	5.03	6.90	4.21
Turnover of female employees 女性員工流失率	%	4.23	7.34	6.65
Turnover of employees under the age of 30 30歲及以下員工流失率	%	7.25	11.67	10.52
Turnover of employees aged between 31 and 50 31-50歲員工流失率	%	3.39	5.35	10.60
Turnover of employees aged 51 and above 51歲及以上員工流失率	%	3.92	4.65	3.63
Turnover of employees in Beijing (Beijing-based hospitals and the headquarters) 在京員工流失率 (在京醫院及總部)	%	5.39	7.04	6.64
Turnover of employees outside Beijing 京外員工流失率	%	4.18	7.32	8.14

¹Note: The statistical coverage features voluntary turnover, excluding the turnover of new employees during their probationary period and dismissed employees.

¹注：統計口徑為主動流失人員，不包括試用期內新員工流失及辭退員工。

II. Responsible Employer to Promote Employee Development

二、責任僱主攜手員工成長

(1) Protection of Employees' Rights and Interests

CR Medical practices equal employment, values democratic management, and strives to protect employees' legal rights and interests. The Company improves its remuneration and benefits, and is committed to providing employees with a safe, healthy, comfortable, and fair working environment. CR Medical cares about employees' lives and mental health, regularly assists employees in need, and effectively enhances their sense of belonging and well-being.

Equal and Compliant Employment

CR Medical strictly follows the labor employment system and ensures compliance with the employment process through a series of measures. During recruitment, personal information is verified to prevent the employment of child labor and prohibit discrimination, forced labor, and harassment. During the reporting period, the Company did not violate any laws and regulations with regard to the use of child labor and forced labor and other matters or incur any administrative penalties for employment.

On the basis of equal consultation, we sign labor contracts with employees, contribute to social insurance, and protect employee privacy. We strive to build diversified recruitment channels and adhere to the principle of fairness, without discrimination due to age, gender, race, etc. We make efforts to provide suitable job positions for disadvantaged groups such as disabled and underprivileged individuals, so as to ensure equal employment opportunities. The Company cares for its female employees and strongly recognizes the importance of diverse talents. It has taken measures to promote diversity and equal opportunities for talents at all levels. As of the end of the reporting period, the proportion of female employees in the senior management and middle management of the company was¹ 30.4% and 50.3% respectively.

(1) 保護員工權益

華潤醫療踐行平等僱傭，重視民主管理，全力保障員工合法權益，完善薪酬福利，致力於為員工提供安全、健康、舒適和公平的工作環境，關心員工生活和心理健康，定期幫扶困難員工，切實提高員工的歸屬感與幸福感。

平等合規僱傭

華潤醫療嚴格遵守勞動用工制度，透過一系列措施確保僱傭和用工流程合規，招聘時核實個人資訊，杜絕僱傭童工，禁止歧視、強迫勞動和騷擾行為。報告期內，未出現任何僱用童工、強迫勞動等違法違規事件，亦未因僱傭行為受到行政處罰。

在平等協商基礎上，與員工簽訂勞動合同，繳納社會保險，保障員工私隱。構建多元化招聘渠道，堅持公平原則，不分年齡、性別、種族等，努力為殘疾、困難等弱勢群體提供合適就業崗位，確保就業機會均等。本公司關愛女員工，並非常認同多元化人才重要性，採取措施促進各層級人才的多元化和機會平等。截至報告期末，公司高級管理層和中級管理層的女性¹佔比分別為30.54%與50.63%。

¹Note: The management is separated based on the Company and each member unit. The senior management team includes the Company's management team and the management teams of each member unit. The middle management team refers to the middle cadres of the Company's headquarters and each member unit.

¹注：管理層以公司和各成員單位分別統計，高級管理層包括公司管理團隊、各成員單位管理團隊；中級管理層為公司總部部室及各成員單位中層幹部。

II. Responsible Employer to Promote Employee Development

二、責任僱主 攜手員工成長

Indicators 指標	Unit 單位	Year 年度	
		2023	2022
Proportion of minority employees 少數民族員工佔比	%	7. 45	3. 98
Proportion of disabled employees 殘疾人員工佔比	%	0. 42	0. 83
Employee satisfaction 員工滿意度	%	86. 43	85. 92

Promotion of Democratic Management

CR Medical has established a sound democratic management mechanism, promoting and improving the construction of trade unions and congress of workers and staff at all levels. The Company has also set up and publicly disclosed formal, confidential, and accessible channels for complaints and reports. The Company respects employees' freedom of speech and expression, protects their right to know, suggest, and supervise, encourages them to provide rational suggestions and participate in corporate management, and promotes the establishment of harmonious and democratic labor relations. During the reporting period, the employee attendance rate reached 99.11%.

堅持民主管理

華潤醫療健全民主管理機制，推動和完善各級工會及職代會建設，設立並公開正式、保密、無障礙的申訴與舉報通道。尊重員工言論和表達自由，保障員工知情權、建議權與監督權，鼓勵員工提出合理化建議、參與企業管理，促進構建和諧民主的勞動關係。報告期內，員工入會率高達99.11%。

II. Responsible Employer to Promote Employee Development

二、責任僱主攜手員工成長

Case: Fukuang General Hospital implements democratic management

Fukuang General Hospital implements democratic management and organizes two congresses of workers and staff per year to review and approve major decisions. It has established a permanent deliberative body and holds four meetings on a yearly basis to discuss important issues and make decisions. The hospital achieves an attendance rate of over 95% for collecting and implementing employee proposals, so as to ensure that their voices are fully received and promptly reflected. It also signs and complies with collective contracts to protect employee rights, thus achieving a 100% compliance rate. Those efforts promote harmonious and stable labor relations and high-quality development in the hospital, significantly enhancing the transparency and efficiency in its management.

案例：撫礦總醫院落實民主管理

撫礦總院落實民主管理，召開1屆2次職工代表大會，審議通過重大決策；建立常設議事機構，全年召開4次會議，涵蓋重要議題決策；實現職工提案徵集落實率達95%以上，確保員工聲音得到充分反映和快速響應；簽訂並全面履行集體合同，保障員工權益，實現100%履約率，促進了醫院勞動關係和諧穩定和高品質發展，顯著提升了醫院管理的透明度和效率。

Case: General Hospital of Benxi Steel improves democratic supervision mechanism

General Hospital of Benxi Steel adopts the approach of “participation in the process and transparency of results” to address hot issues of concern to employees in an open and transparent manner, ensuring transparent and accountable operations. The congress of workers actively fulfills its supervisory role and organizes the worker representatives to participate in the discussions on “major issues, important appointments and removals, major projects, and the use of large amounts of money” including CT procurement.

案例：本鋼總醫院完善民主監督機制

本鋼總醫院採取「過程參與、結果公開」的方式，對職工關心的熱點問題做到公開透明，陽光操作。積極發揮職工代表監督職能，組織職工代表參加了CT採購等「三重一大」事項的討論。

II. Responsible Employer to Promote Employee Development

二、責任僱主 攜手員工成長

Guarantee of Employee Care

CR Medical is committed to promoting normal employee care activities, with a focus on caring for female employees. The Company has established a comprehensive assistance system and prioritizes the physical and mental health of its employees. Various themed activities are organized to create a positive and uplifting atmosphere and enhance employees' sense of belonging and happiness.

Care for Female Employees CR Medical pays attention to the rights and health of female employees. We regularly conduct legal knowledge training for female employees, provide examinations for breast and cervical cancer, establish a care room for female employees, and take a series of care measures for nursing female employees, aiming to create a warm working environment for female employees.

Assistance for Employees in Need We promote the system of regular visits, poverty alleviation and assistance, and visits during major holidays. We have established an employee mutual aid association to address special difficulties. In 2023, CR Medical invested RMB695,000 to help 611 employees in need, visited 70 employee families suffering problems, and allocated RMB343,300 to provide medical assistance for 418 employees.

落實員工關愛

華潤醫療致力於推進員工關愛活動的常態化，關心女性員工，構建全方位的幫扶體系，注重員工的身心健康，開展各類主題活動，營造積極向上氛圍，提升職工的歸屬感和幸福感。

關懷女性員工。關注女性員工權益和健康，針對女性員工定期開展法律知識培訓，進行兩癌篩查，設立女職工關愛室，並針對哺乳期女員工實施一系列關愛措施，為女性員工營造溫馨的工作環境。

幫扶困難員工。堅持日常慰問、扶貧幫困和重大節日走訪制度，成立員工互助協會，解決特殊困難。2023年，華潤醫療投入69.50萬元幫扶困難員工，覆蓋員工611人，走訪慰問70個困難員工家庭；投入34.33萬元救助418位患病員工。

II. Responsible Employer to Promote Employee Development

二、責任僱主攜手員工成長

Maintenance of Work-life Balance. To create a work-life balance for employees, we provide them with favorable working conditions and organize various recreational activities to promote their enthusiasm and interests. In 2023, CR Medical and its affiliated hospitals will organize various activities, including the "Runxin Health Cup" table tennis tournament, staff spring and autumn outings, employee photography training courses, and a cultural performance to celebrate the Mid-Autumn Festival and National Day.

Focus on Physical and Mental Health. By organizing health lectures and providing one-on-one psychological counseling, we aim to enhance employees' awareness of health protection. We also purchase work-related injury insurance to promptly identify any mental health issues among our staff and effectively safeguard the physical and mental well-being of our medical workers. In 2023, a total of 1,641 days were lost due to work injuries during commuting and non-production work.

平衡工作生活。為員工創造工作與生活平衡發展的職業條件，開展各類文娛活動，促進員工保持充沛熱情和興趣。2023年，華潤醫療及成員醫院舉辦「潤心健康杯」乒乓球賽、職工春遊及秋遊、員工攝影培訓班和中秋迎國慶職工文藝匯演等活動。

關注身心健康。透過舉辦健康講座、開展一對一心理諮詢等方式，增強職工健康防護意識，購置工傷保險，及時發現員工心理健康問題，切實保障醫務工作者身心健康。2023年，在上下班途中及非生產性工作中，因工傷損失工作日數1,641天。

Indicators ¹ 指標 ¹	Unit 單位	Year 年度		
		2023	2022	2021
Work-related fatalities 因工死亡員工人數	Person 人	0	0	0
Rate of work-related fatalities 因工死亡的員工比率	%	0	0	0
Lost days due to work injury 因工損失的工作日數	Day 天	1,641	1,500	24

¹Note: Starting from 2022, the statistical scope of lost days due to work injuries has been expanded, including data from all member units.

¹注：自2022年，因工損失的工作日數的統計範圍有所擴大，增加了各成員單位統計數據。

II. Responsible Employer to Promote Employee Development

二、責任僱主 攜手員工成長

Case: Jinan Beicheng Hospital cares for employees' mental health

In November, Jinan Beicheng Hospital organized the Seminar on Stress and Emotion Management by the New Energy Psychology Research Institute, aiming to help employees overcome occupational burnout and enhance their creativity. The seminar also focused on promoting emotional management and fostering a proper understanding of the positive and negative aspects of emotions.

Case: Beijing Jian Gong Hospital carries out "Guardian Angel" care service for CR employees and their families.

Beijing Jian Gong Hospital carries out "Guardian Angel" care service for CR employees and their families at China Resources Tower. By analyzing common sub-health issues among employees and taking a demand-oriented approach, Beijing Jian Gong Hospital organized relevant department experts to conduct special "Runxin Science" salons and on-site Q&A sessions focusing on spinal care, common hair loss and skin sensitivity, and interpretation of medical examination reports.

案例：濟南北城醫院關愛員工心理健康

11月，濟南北城醫院開展「新動能心理研究院壓力與情緒管理講座」，幫助職工克服職業倦怠，提升職工的創新性；做好情緒管理，正確認識情緒的正、負面意義。

案例：北京市健宮醫院開展「守護天使」華潤員工和家屬關愛服務活動

北京市健宮醫院在華潤大廈開展「守護天使」——華潤員工和家屬關愛服務活動。透過分析員工常見亞健康問題，以需求為導向，組織相關科室專家圍繞脊椎保健、常見脫髮及皮膚敏感和解讀體檢報告，開展專題「潤心科普」沙龍及現場問答。

Improvement of Remuneration and Benefits

To promote the high-quality development of the Company and attract and motivate core talents, we have built a competitive remuneration and benefits system based on fairness and justice. We follow the principle of "equal pay for equal work" and establish a scientific job grading system to ensure that employees in different positions receive fair remuneration. We provide comprehensive support for employees, including paid leave, benefits, and performance bonuses. Take paid leave as an example, we comply with national regulations and provide paid sick leave, annual leave, maternity leave, and parental leave, among others. During the reporting period, the average number of paid annual leave days per employee reached 7.3 days.

完善薪酬福利

為推動公司高品質發展並吸引、激勵核心人才，我們基於公平、公正原則，構建具有競爭力的薪酬福利體系。我們堅持「同工同酬」，建立科學的崗位等級，確保各崗位員工獲得公正薪酬；為員工提供包括帶薪休假、福利補貼和績效獎金在內的全面支持。以帶薪休假為例，我們遵循國家規定，提供帶薪病假、年休假、產假和育兒假等。報告期內，人均帶薪年休假達到7.3天。

II. Responsible Employer to Promote Employee Development

二、責任僱主攜手員工成長

Case: CR & WISCO General Hospital promotes the “people-oriented” benefit system

Based on the national legal requirements and considering the characteristics of hospital operation, CR & WISCO General Hospital has made optimized adjustments for employees on maternity leave and breastfeeding leave. Female employees who have infants under 1 year old and are still breastfeeding are not allowed to be scheduled for night shifts.

In order to protect the basic salary of new employees, the hospital has taken measures to provide a guaranteed minimum salary for new employees. Additionally, it provides housing subsidies and relocation allowances for new employees with different educational backgrounds. In 2023, the hospital provided a guaranteed minimum salary for approximately 400 individuals and housing subsidies to 363 individuals.

In 2023, the hospital established individual bonuses for annual performance incentives and recognition for Doctor's Day and Nurse's Day, and distributed individual bonuses to 2,503 individuals.

案例：華潤武鋼總醫院打造「以人為本」的福利體系

在國家法定基礎上結合醫院工作特點為育兒假、哺乳假員工進行優化調整，對哺乳未滿1周歲嬰兒的女員工，不得安排夜班工作。

對新入職員工實行新員工保底薪資保護措施，並對不同學歷新員工發放住房補貼及安家費，2023年，發放保底薪資約400人次，發放住房補貼363人次。

設立單項獎金，如年度考核優秀激勵、醫師節、護士節表彰等，2023年發放單項獎金2,503人次。

(2) Talent-driven Innovation

CR Medical responds to the national call by improving its talent development system, creating an innovative-driven environment for talent development, expanding career development opportunities, smoothing career development paths, accelerating the growth of young talents, and providing talent support for high-quality and sustainable development. The Company is committed to developing more outstanding talents for China's medical industry.

(2) 人才引領創新

華潤醫療響應國家號召，完善人才培育體系，構建創新驅動的人才發展環境，拓寬職業發展途徑，暢通職業發展路徑，加速青年人才成長，為高品質可持續發展提供人才保障，致力於為中國醫療行業培育更多的優秀人才。

II. Responsible Employer to Promote Employee Development

二、責任僱主 攜手員工成長

Indicators 指標	Unit 單位	Year 年度 2023
Investments in employee training 員工培訓投入	RMB 10,000 萬元	536.54
Number of employees participating in training 參與培訓員工人數	Number of employees 人數	20,178
The proportion of employees participating in training 參與培訓員工比例	%	80.47
Training hours for employees 員工培訓時長	Hour 小時	1,093,845
Average training hours for employees 員工人均培訓時長	Hour/person 小時／人	54.21

Employee training by gender 按性別劃分的僱員培訓情況	The proportion of employees participating in training 培訓比例(%)	Average training hours Hour/person 平均受訓時長 小時／人
Male employees 男性員工	77.78	60.18
Female employees 女性員工	81.52	52.00

Employee training by type 按僱員類別劃分的僱員培訓情況	The proportion of employees participating in training 培訓比例(%)	Average training hours (Hour/person) 平均受訓時長 (小時／人)
Management 管理層	71.43	158.53
Middle employee 中層員工	84.94	95.97
Ordinary employees 普通員工	80.19	49.75

II. Responsible Employer to Promote Employee Development

二、責任僱主攜手員工成長

Optimization of Development System

We adhere to the talent values of China Resources Group – “respecting the human value, developing the human potential, and enhancing the human spirit”. Starting from strategic implementation and leveraging our own development advantages, we focus on the talent development strategy of hierarchical classification, optimize the talent development system, enrich learning resources, strengthen the learning management system, and build a value-oriented headquarters to continuously enhance organizational capabilities, based on the requirements of developing talent strategy model “one body and two wings”.

Smooth Development Channel

We have established a reasonable job grade system, optimized the evaluation criteria for job titles, and ensured smooth promotion paths. We have built a professional talent team and unleashed the two-way development potential of management, R&D, and technical talents. By combining internal training and external recruitment strategies, we have established an open, fair, and transparent human resources management system. The Company has established a dual career development path in both “specialty” and “management”, aiming to develop and create a talented team that can achieve market leadership, create organizational advantages, and lead value-oriented initiatives. This supports the strategic goals of CR Healthcare.

優化培養體系

我們秉承華潤集團「尊重人的價值，開發人的潛能，升華人的心靈」的人才價值觀，從戰略落地出發，結合自身發展優勢，基於「一體兩翼」人才隊伍建設要求，專註於分層分類人才培養策略，優化人才培養體系，豐富學習資源，夯實學習管理體系，構建價值型總部，以推動組織能力持續提升。

暢通發展通道

我們構建合理的崗位職級體系，優化職務職稱評價標準，確保職業晉陞路徑暢通。打造專業人才隊伍，激發經營管理、科研及技術人才的雙向發展潛力。透過內部培養與外部招聘相結合的策略，建立開放、公平、透明的人力資源管理體制。公司建立「專業」「管理」雙通道的職業發展路徑，培養和造就一支能夠贏得市場領先、創造組織優勢、引領價值導向的人才隊伍，支持華潤健康集團戰略目標實現。

II. Responsible Employer to Promote Employee Development

二、責任僱主 攜手員工成長

(3) Protection of Employee Safety

CR Medical prioritizes employee safety and strictly adheres to regulations related to occupational health. In 2023, CR Medical organized its employees to participate in specialized training programs such as the training for *Examination and Management Measures for Occupational Health and Personal Protection for Occupational Health* issued by the National Health Commission. They also studied the *Occupational Health Management Guidelines of China Resources Group* and implemented the *Guidelines for Graded and Classified Control of Occupational Health Risks in China Resources Group*. The Company organized its member hospitals to identify and evaluate occupational disease hazards and risks, aiming to enhance the management of occupational health managers and strengthen the awareness of occupational protection among frontline employees. Throughout 2023, various educational drills were conducted over 300 times, involving more than 10,000 individuals and effectively enhancing the safety literacy and emergency response of hospital employees. In 2023, CR Medical reported zero new cases of occupational diseases.

Case: Promotion of safety and culture education

The Company organized the publicity week for the Law of the People's Republic of China on the Prevention and Control of Occupational Diseases, with a total of 26 consultation activities, 48 cautionary training activities, more than 4,100 promotional materials, 15 promotional videos, and over 180 publicity personnel, reaching over 31,000 people.

Construction of Solid Biosecurity

CR Medical has established a system for reporting and handling occupational exposures, conducted risk assessments for both known and unknown biological hazards, and handled and reported them in accordance with regulations. We strictly implement the pre-examination triage system and infectious disease reporting system to promptly identify infected patients and suspected cases and take early isolation measures. To reduce occupational hazard exposure, standardized operating procedures have been established, along with instructions on the selection and proper wearing of personal protective equipment. We regularly conduct training sessions to enhance employees' proficiency in using personal protective equipment.

(3) 護航員工安全

華潤醫療堅持將員工安全放在首位，嚴格執行職業健康相關規定。2023年，華潤醫療組織員工參加國家衛健委《職業健康檢查管理辦法》《職業健康個人防護》等專項培訓，學習《華潤集團職業健康管理指導手冊》，按《華潤集團職業健康風險分級分類管控指導辦法》，組織各成員醫院辨識和評價職業病危害因素風險，提升職業健康管理人員管理水平，強化一線員工職業防護意識。全年開展各類教育演練300餘次，覆蓋10,000餘人，有效提升醫院員工安全素養和應急能力。2023年，華潤醫療新增職業病0報告。

案例：開展安全文化宣教

公司開展《中華人民共和國職業病防治法》宣傳周活動，累計舉辦諮詢活動26次，警示教育活動48次，發放宣傳材料4,100餘份，製作宣傳影片15個，派出宣傳人員180餘人，覆蓋人數超過3.1萬人次。

筑牢生物安全防線

華潤醫療建立職業暴露上報及處置管理制度，對已知和未知生物性有害因素職業暴露進行風險評估，並按照規範進行處理和上報。嚴格落實預檢分診制度和傳染病報告制度，及時發現傳染病患者及疑似患者，儘早採取隔離措施。為減少職業危害暴露，制定了標準化的操作程序，提供個人防護用品選擇及正確佩戴方式的說明。並定期開展培訓，提高員工對個人防護用品使用的熟練度。

II. Responsible Employer to Promote Employee Development

二、責任僱主攜手員工成長

Radiation Safety and Protection

CR Medical complies with applicable laws and regulations such as the Law of the People's Republic of China on the Prevention and Control of Occupational Diseases and the Regulations on the Management of Radiotherapy and Radiology, and carries out the "three simultaneous" work for radiotherapy and radiology projects, as well as the evaluation of occupational hazards and the acceptance of completed radiotherapy and radiology facilities. We supervise all medical institutions to develop and improve radiation protection management systems and emergency plans. We conduct regular occupational health examinations, personal dose monitoring, and protective knowledge training for radiation workers.

Prevention of Other Physical and Chemical Occupational Hazards

CR Medical supervises all medical institutions to correctly and safely use ultraviolet lamps, and requires them to avoid direct exposure to ultraviolet radiation and wear protective goggles to prevent laser radiation. In places with chemical hazards such as the inspection department and pathology department, priority is given to the use of non-toxic or low-toxic chemicals. Good ventilation shall be maintained to reduce the duration or frequency of exposure. For places where chemical burns or acute poisoning may occur, emergency shower and eye-washing facilities as well as emergency medicine cabinets should be provided. Regular supervision and inspection are conducted to ensure the proper use of personal protective equipment. Training shall be organized to guide employees in following prescribed procedures.

放射安全與防護

華潤醫療遵守《中華人民共和國職業病防治法》《放射診療管理規定》等法律及規例，開展放射診療建設專案放射防護設施「三同時」工作，開展職業病危害評價和放射防護設施竣工驗收等。監督各醫療機構制定、完善制定放射防護管理制度和應急計劃。定期對放射工作人員進行職業健康檢查、個人劑量監測和防護知識培訓。

謹防其他物、化職業病危害因素

華潤醫療監督各醫療機構正確、安全使用紫外燈，要求避免直接接觸紫外輻射，規範佩戴防激光輻射護目鏡等。同時，在檢驗科、病理科等化學性危害因素場所，強調優先採用無毒或低毒化學物質，保持良好通風，減少接觸時間或頻率。對可能發生化學性灼傷或急性中毒的場所，配置沖淋、洗眼設施和應急藥箱。定期監督檢查個體防護用品使用，開展培訓，引導工作人員按規程操作。

II. Responsible Employer to Promote Employee Development

二、責任僱主 攜手員工成長

Handling of Personal Safety Risks

CR Medical guides hospitals to establish and improve their security systems in accordance with national requirements. This includes strengthening and enhancing the provision of security, inspection, alarm, and monitoring facilities. In addition, CR Medical has developed workplace violence management regulations and emergency response procedures. The Company organizes regular training for medical staff on workplace violence handling and effective communication with patients, aiming to enhance their ability to assess the level of danger posed by patients. Regular workplace violence prevention training and drills are conducted to improve the ability of medical staff to identify, report, and prevent incidents. Furthermore, CR Medical actively conducts psychological assessments of medical staff and provides psychological intervention and counseling to ensure their environmental safety and mental health.

應對人身安全隱患

華潤醫療根據國家相關要求，引導醫院建立健全安全保衛系統，加強完善安防、安檢、報警、監控等設備設施配備，同時制定工作場所暴力管理制度和應急處置流程，組織醫務人員定期參加工作場所暴力應對、患者有效溝通等相關培訓，提升對就診患者危險度評判的能力，定期開展工作場所暴力防範培訓和演練，提高醫務人員辨識、報警、防範能力，同時積極開展醫務人員心理健康評估，加強醫務人員的心理幹預和疏導，確保醫務人員環境安全和心理健康。

III. Responsible Medical Service to Heal Patients with Warmth

三、責任醫療 暖心治癒患者

The medical quality and safety are directly related to the health of the general public and their personal experience. CR Medical strengthens medical quality management and medical safety management, constructs a high-quality and efficient medical quality management and control system, and continuously improves the normalization, standardization, and homogenization of medical quality, in order to provide high-quality and safe medical services for the general public.

(1) Medical Quality Management

Medical quality management and continuous improvement are the eternal themes of hospital management at CR Medical. We adhere to the management philosophy of "patient safety at the center" and "quality management at the core". We actively promote every hospital, department, and employee to participate in quality improvement and gradually shift employees' mindset from "I have to do it" to "I want to do it", so as to foster a sense of conscious participation in quality management, and achieve continuous improvement in hospital quality management.

醫療品質和醫療安全直接關係到民眾的健康和對醫療服務的切身感受。華潤醫療透過加強醫療品質管理、醫療安全管理，構建高品質高效的醫療品質管理與控制體系，持續提升醫療品質規範化、標準化和同質化水平，向社會大眾提供高品質安全的醫療服務。

(1) 醫療品質管理

醫療品質管理和持續改進是華潤醫療醫院管理的永恆主題，始終秉承「以患者安全為中心」「以品質管理為核心」的管理理念，積極推動每一間醫院、每一個科室、每一位員工參與品質改進活動，使員工逐步從「要我做」向「我要做」轉變，樹立自覺參與品質管理的意識，實現醫院品質管理水平的持續提升。

III. Responsible Medical Service to Heal Patients with Warmth

三、責任醫療 暖心治癒患者

Medical Safety Management

CR Medical prioritizes quality and safety as its primary objective, strictly adheres to laws and regulations, and has promoted management regulations such as the *Management Measures for Quality and Safety Monitoring of China Resources Medical Holdings Company Limited*, *Implementation Rules for Annual Assessment of Quality and Safety Management of China Resources Medical Holdings Company Limited*, and *Implementation Rules for Quality and Safety Accident Management of China Resources Medical Holdings Company Limited* to strengthen the foundation of quality and safety management. In 2023, CR Medical further improved its quality and safety management system and developed the *Management Measures for Quality and Safety Supervision and Inspection of China Resources Medical Holdings Company Limited* to promote the construction and operation of the quality management system at the hospitals. In the meantime, CR Medical has continuously improved its medical risk management mechanism, standardized management requirements at all links, conducted cautionary training based on typical cases, and regularly issued risk alerts. To strengthen daily supervision and management, we focus on integrated management of regional hospitals, carry out monitoring and assessment of medical quality indicators, reduce medical risks, and ensure patient safety.

醫療安全管理

華潤醫療將品質安全作為第一目標，嚴格遵守法律及規例，發布《華潤醫療控股有限公司品質安全監測管理辦法》《華潤醫療控股有限公司品質安全管理年度考核實施細則》及《華潤醫療控股有限公司品質安全事故事件管理實施細則》等管理規定，夯實品質安全管理基礎。2023年，華潤醫療進一步完善品質安全管理體系，制定《華潤醫療控股有限公司品質安全監督檢查管理辦法》，促進品質管理體系在醫院層面的建設和運行。同時，華潤醫療不斷健全醫療風險管理機制，規範各環節管理要求，結合典型案例開展警示教育，定期發布風險提示。加強日常監督管理，關注區域醫院一體化管理，開展醫療品質指標監測與考核，降低醫療風險，保障患者安全。

III. Responsible Medical Service to Heal Patients with Warmth

三、責任醫療 暖心治癒患者

Improvement of Nursing Safety

CR Medical has established a comprehensive nursing quality control system based on its compliance with the Law of the People's Republic of China on Prevention and Treatment of Infectious Diseases, Regulations of the People's Republic of China on Nurses, and other relevant laws and regulations. The system defines quality control objectives and tasks, formulates specific quality control processes and indicators, and reflects comprehensive evaluation and supervision of nursing quality. The Company has conducted regular nursing safety and legal knowledge training to enhance the nursing safety awareness and skills of medical staff.

Case: In 2023, PingKuang General Hospital revised 15 nursing regulations to enhance nursing quality and safety. It strengthened the standard nursing management, standardized nursing work, and improved nursing management to provide the public with high-quality, safe, and efficient nursing services.

Guarantee of Medication Safety

In compliance with the Law of the People's Republic of China on Pharmaceutical Administration, Regulations for the Implementation of the Law of the People's Republic of China on Pharmaceutical Administration, Measures for the Administration of Clinical Use of Antibacterials, Regulations on the Administration of Narcotics and Psychotropics and other applicable laws and regulations, CR Medical attaches great importance to medication safety, improves the Medication Management and Control Procedures as well as the pharmaceutical management system. According to industrial standards and the practice of benchmark hospitals, the Company has developed guidelines for high-risk links related to medication safety for hospitals, and the Regulations on Management of Oral Medical Advice, Regulations on Hierarchical Management of Antibacterials and Regulations on Management of High-Alert Medications have been formulated and issued to promote the standard management of member hospitals. Through on-site supervision and inspection, it helps hospitals discover and rectify medication safety hazards.

提升護理安全

華潤醫療在遵循《中華人民共和國傳染病防治法》《中華人民共和國護士條例》等法律及規例基礎上，構建了完善的護理品質控制體系，明確了質控目標和任務，並制定具體的質控流程和指標，全面評估與監管護理品質。定期開展護理安全教育和法律知識教育，增強醫護人員的護理安全意識和技能水平。

案例：2023年萍礦總醫院為提高護理品質與安全，修訂15項護理制度，強化護理管理標準化建設，規範護理工作，提高護理管理水平，為群眾提供高品質、安全、高效的護理服務。

守護用藥安全

華潤醫療高度重視用藥安全，嚴格遵循《中華人民共和國藥品管理法》《中華人民共和國藥品管理法實施條例》《抗菌藥物臨床應用管理辦法》《麻醉藥品和精神藥品管理條例》等法律及規例，優化實施《用藥管理控製程序》，健全藥品管理體系。根據行業標準和標杆醫院實踐，為醫院編製用藥安全相關高風險環節指引，制定發布《口頭醫囑管理制度》《抗菌藥物分級管理制度》《高警示藥品管理制度》，規範成員醫院的標準化管理；透過現場督導檢查，幫助醫院發現和整改用藥安全隱患。

III. Responsible Medical Service to Heal Patients with Warmth

三、責任醫療 暖心治癒患者

Guarantee of Diet Safety

CR Medical attaches great importance to the safety of patients' diets and strictly complies with the Food Safety Law of the People's Republic of China. The Company optimizes the implementation of the Hygiene Regulations for Kitchens and Regulations on Diets and Medical Nutritional Therapy, continuously strengthens the development of regulations, improves the quality control of the patient's dietary processing, and practices the health management system for employees involved. According to relevant national standards, we implement food sampling work, optimize the food safety supervision mechanism throughout the process, and ensure traceability of food sources. We strictly supervise every aspect of the canteen to ensure food safety and quality, meet patients' needs for dietary and nutritional therapy, and safeguard the safety of patients.

Improvement of Medical Quality

CR Medical continues to focus on and value quality management, with the goal of normal, standard, and homogeneous management. By promoting continuous improvement and encouraging participation in industrial quality brand activities, the overall level of hospital quality management is improved.

Promotion of Continuous Improvement. In order to promote the awareness and competence of medical personnel in practicing medicine in accordance with the law, understanding the latest medical quality policies, industry trends, and nursing knowledge, and enhancing the overall quality and safety awareness and competence of medical service personnel, various activities have been organized, including themed training on preventing medical disputes, dissemination of the Second China Medical Quality Conference, and lectures on medical nursing by internal and external nursing experts.

確保膳食安全

華潤醫療高度重視患者膳食安全，嚴格遵循《中華人民共和國食品安全法》，優化實施《廚房衛生制度》《膳食與營養治療管理制度》，持續加強制度建設、完善患者膳食加工過程的品質管控、執行從業人員健康管理制度。按照國家相關標準要求執行食品留樣工作，優化食品安全全程監督機制，保證食品來源可追溯。嚴格監督餐廳各環節，確保食品安全和品質，滿足患者膳食及營養治療需求，守護患者舌尖上的安全。

醫療品質提升

華潤醫療持續關注並重視品質管理，以規範化、標準化和同質化管理為目標，透過推動持續改進、鼓勵參加行業品質品牌活動，實現醫院品質管理水平的整體提升。

推動持續改進。組織召開醫療糾紛預防主題培訓會議、第二屆中國醫療品質大會宣傳貫徹會、邀請內外部護理專家講解醫療護理知識等活動，推動醫務人員提升依法執業意識，了解最新醫療品質政策、行業動態及護理知識，全面提升醫療服務工作人員的品質安全意識和品質安全質素。

III. Responsible Medical Service to Heal Patients with Warmth

三、責任醫療 暖心治癒患者

Participation in Industrial Quality Brand Activities. CR Medical organizes and promotes member hospitals to carry out continuous improvement in medical quality, learn from internal and external benchmarks, and achieve significant results.

參加行業品質品牌活動。組織推動成員醫院開展醫療品質持續改進專案，向內外部標杆學習，取得顯著成果。

- A total of 7 hospitals, including General Hospital of Benxi Steel, Tie Fa Coal General Hospital, Fukuang General Hospital, General Hospital of Mining Industry Group Fuxin, Beijing Jing Mei Group General Hospital, and Beijing CEEC Hospital, won a total of 12 awards in the National Convention on Hospital Quality Control Circles.
- Guangdong 999 Brain Hospital and Xuzhou Mining Hospital were awarded four “Typical Cases of Continuous Improvement in Medical Quality and Safety Management” and one “Typical Example of Patient Safety Management Tool” at the Second China Medical Quality Conference hosted by the National Institute of Hospital Administration, NHC.
- Beijing Jing Mei Group General Hospital, Jinan Beicheng Hospital, and one other hospital have won a total of five awards at the Asia Symposium on Quality Function Deployment and Innovation.
- 本鋼總醫院、鐵煤總醫院、撫礦總醫院、阜新礦總醫院、北京京煤集團總醫院、北京中能建醫院等7間醫院獲國家級多維工具大賽，總計獲12項獎項；
- 廣東三九腦科醫院和徐州市礦山醫院獲國家衛生健康委醫院管理研究所主辦的第二屆中國醫療品質大會的4項「醫療品質安全管理持續改進典型案例」和1項「患者安全管理工具典型實例」；
- 北京京煤集團總醫院、濟南北城醫院等3間醫院獲得亞洲品質改進與創新案例大賽5個獎項。

Focus on Medical Services

Guided by patients' needs and being patient-centered, CR Medical is deeply committed to continuous improvement in patient services and medical services. We strive to provide high-quality medical services that meet the needs of the public.

Promotion of Smart Services CR Medical takes patients' perception, experience, and convenience as the starting point and focus, utilizing intelligent means to improve patients' medical experience and quality of life, and enhance the quality and efficiency of medical services. In 2023, a total of six hospitals including Fukuang General Hospital, General Hospital of Mining Industry Group Fuxin, and General Hospital of Benxi Steel have obtained new licenses for online hospitals. By leveraging Internet+ medical services, CR Medical continuously expands the efficiency and coverage of its medical services.

醫療服務改善

華潤醫療深耕患者服務領域的精益改善，以需求為導向、以患者為中心，不斷提升醫療服務能力，滿足大眾對高品質醫療服務的需求。

推進智慧服務。華潤醫療以患者的感受度、體驗度和便捷性為出發點和落腳點，透過智能化手段改善患者的就醫體驗和生活品質，提高醫療服務的品質和效率。2023年，撫礦總院、阜新礦總院和本鋼總院新獲互聯網醫院牌照，累計6間。透過互聯網+醫療服務，不斷拓展醫療服務時效和空間。

III. Responsible Medical Service to Heal Patients with Warmth

三、責任醫療 暖心治癒患者

Case: Digital ward technology enables better communication between the General Hospital of Mining Industry Group Fuxin and patients

General Hospital of Mining Industry Group Fuxin has launched the first smart ward system within the group. With the bedside intelligent interactive system as the core application, the system achieves integrated management of medical personnel and patients, bringing smart medical services to the patient's bedside.

With the smart interactive platform, the hospital achieves dynamic intelligent display and closed-loop management of infusion in the wards. Through bedside smart terminals, it enables patients to manage their entire process independently. Through the empowerment of science and technology, the quality, safety and efficiency of medical services have been greatly improved, and a more convenient, efficient and comfortable medical experience has thus been brought to patients.

Practice of Precision Medicine. CR Medical is committed to “precision medicine” and continuously deepens the lean improvement in medical technology, quality and safety, and patient services. We strive to enhance the medical service of our member hospitals.

Case: Beijing Jian Gong Hospital introduces international advanced medical devices

Beijing Jian Gong Hospital introduced the da Vinci robot-assisted surgical system and orthopedic surgical navigation system in October 2022 and April 2023 respectively, indicating the hospital's entry into the era of robot-assisted minimally invasive surgery. As of the end of the reporting period, Beijing Jian Gong Hospital has performed over 500 robot-assisted surgeries.

案例：阜新礦總醫院數智病區構建醫護患溝通「心」橋樑

阜新礦總院啟用全集團首間智慧病房系統，以床旁智能交互系統為核心應用，實現醫護患一體化管理，將智慧醫療服務送到患者床旁。

透過智慧交互平台，完成病區動態智能展示及輸液閉環管理，並透過床旁智能終端，實現患者全流程自助管理。透過科技賦能，極大提升了醫療品質安全和效率，為患者帶來更加便利、高效、舒適的就醫體驗。

開展精準醫療。華潤醫療立足「精準醫療」，在醫療技術與品質安全、患者服務等領域持續深耕精益改善工作，加強成員醫院的醫療服務能力。

案例：北京市健宮醫院引進國際化先進醫療設備

北京市健宮醫院在2022年10月和2023年4月分別引進達芬奇手術機器人系統和骨科手術導航定位系統，全面進入機器人輔助手術微創時代。截至報告期末，北京市健宮醫院機器人手術破500例。

III. Responsible Medical Service to Heal Patients with Warmth

三、責任醫療 暖心治癒患者

(2) Protection of Patient Privacy

Protection of Patient Privacy

CR Medical places great emphasis on protecting patient privacy and strictly follows applicable laws and regulations such as the *Law of the People's Republic of China on Medical Practitioners*, *Regulations of the People's Republic of China on Nurses*, and *Regulations on Medical Records Management in Medical Institutions*. It has established the *Regulations on Protecting Patient Privacy*, which clearly specify requirements for the storage and retrieval of patient's medical records. It also outlines the standards and principles that employees must follow when dealing with patient information, including information collection, use, storage, and sharing. To enhance the awareness of privacy protection among medical personnel and standardize their diagnosis and treatment behavior, patient privacy protection has been incorporated into pre-job training and on-the-job training programs. At the same time, a sound emergency response mechanism is established for information leakage incidents and to clarify the responsibilities and obligations of responsible persons at all levels. In the meantime, emergency plans and disposal methods are developed. During the reporting period, there was no patient health information leakage.

Prevention and Response to Complaint

CR Medical follows the *Law of the People's Republic of China on Medical Practitioners*, *Regulations on Handling Medical Accidents*, and other relevant regulations and urges each member hospital to perfect its internal regulations. It strictly practices the "system of first complaint receiver to be responsible for transferring or handling the complaint" and each member hospital has established dedicated departments to handle patient complaints and medical disputes. The responsible party for handling complaints is clearly defined, and the resolution of complaints and disputes is included in routine management. To ensure patient rights, CR Medical supervises all medical institutions to establish smooth channels for complaints, maintain complaint records, and incorporate patient complaints into the quality assessment system of each department. In 2023, CR Medical received 182 complaints and solved 97.35% of patient complaints.

(2) 保護患者權益

守護患者私隱

華潤醫療注重患者私隱保護，嚴格遵守《中華人民共和國醫師法》《中華人民共和國護士條例》《醫療機構病歷管理規定》等法律及規例，制定《患者隱私保護制度》，對患者病歷資料保管、存儲、調閱明確具體要求，明確規定員工在處理患者資訊時應遵循的規範和原則，包括資訊收集、使用、存儲和共享。將患者私隱保護列入崗前培訓和在職培訓計劃，提升醫護人員私隱保護意識，規範醫務人員的診療行為。同時，建立健全的資訊洩露事件應急響應機制，明確各級責任人的職責和義務，並制定應急預案和處置辦法。報告期內，未發生患者健康資訊泄露事件。

預防應對投訴

華潤醫療全面遵循《中華人民共和國醫師法》《醫療事故處理條例》及有關規定，推動各醫院結合實際完善內部制度。嚴格執行「首訴負責制」，成員醫院均設立專職部門處理患者投訴和醫療糾紛，明確投訴責任主體，並將糾紛投訴處理納入日常管理工作範疇。為確保患者權益，華潤醫療監督各醫療機構暢通投訴渠道，建立投訴檔案，並將患者投訴情況納入各科室工作品質考核體系。2023年，華潤醫療投訴數目182個，患者投訴解決率為97.35%。

III. Responsible Medical Service to Heal Patients with Warmth

三、責任醫療 暖心治癒患者

(3) Enhancement of Care for Patient

Runxin Patient Service

CR Medical continuously improves its service management system and optimizes the implementation of regulations such as the *Management and Implementation Rules for Patient Service Training of China Resources Medical Holdings Company Limited (trial)* and the *Management Measures for the Best Practices of Patient Services of China Resources Medical Holdings Company Limited*. Those measures effectively standardize the service behaviors of employees in various positions. The Company also focuses on building the "Runxin Patient Service System" and encourages member hospitals to develop implementation plans and work schedules for patient service system construction, further enhancing service quality and efficiency, and improving the patient experience.

Improvement of Patient Satisfaction

CR Medical adheres to the service concept of "patient-centered" and has established the *Doctor-Patient Communication Regulation* to enhance the level of service. It promotes hospitals to disclose medical resources on appointment registration platforms, enriches online appointment channels and contents, and improves medical accessibility. It organizes various patient care activities to strengthen communication with patients and build a harmonious doctor-patient relationship. The Company conducts patient satisfaction surveys, implements closed-loop service management, and strives to improve service quality and efficiency. In 2023, CR Medical got a patient satisfaction of 93.12%.

(3) 加強患者關愛

潤心患者服務

華潤醫療不斷健全服務管理制度，優化落實《華潤醫療控股有限公司患者服務培訓管理實施細則（試行）》《華潤醫療控股有限公司患者服務最佳實踐管理辦法》等制度，切實規範各崗位員工服務行為；聚力打造「潤心患者服務體系」，推動成員醫院制定患者服務體系建設實施方案和工作計劃，進一步提升服務品質和效率，改善患者就醫體驗。

提升患者滿意度

華潤醫療秉持「以患者為中心」的服務理念，制定《醫患溝通制度》，提升服務水平；推動醫院在預約掛號平台進行醫療資源公佈，豐富線上預約途徑及內容，提升醫療可及性；組織開展多樣化患者關愛活動，加強與患者之間的交流，建設和諧醫患關係。開展患者滿意度調查，落實服務閉環管理，提升服務品質和效率。2023年，華潤醫療患者滿意度為93.12%。

IV. Green Responsibility to Improve the Medical Treatment

四、綠色責任 改善就醫環境

CR Medical actively promotes the construction of green hospitals, aiming to provide patients and medical staff with a healthy, comfortable, and safe medical and working environment. By conducting comprehensive scientific analysis and implementing precise measures, we aim to enhance the energy management and resource utilization of our member hospitals, promote efficient energy conservation and emission reduction, and embark on the green path toward sustainable development.

(1) Construction of Green Hospital

CR Medical complies with relevant laws and regulations such as the Law of the People's Republic of China on Energy Conservation, the Environmental Protection Law of the People's Republic of China, and the Law of the People's Republic of China on Environmental Impact Assessment. We integrate the concept of green and low-carbon sustainable development into our development strategy, establish scientific and reasonable environmental management goals, and build a comprehensive environmental management system. We simplify medical treatment and promote the construction of digital and green hospitals.

Environmental Management System

CR Medical has established a dual-level EHSQ (Environment, Health, Safety, Quality) management system, demonstrating its commitment and practice in environmental management. At the overall level, CR Medical focuses on setting the principles, values, and management policies. At the level of its directly managed member units, the emphasis is on the specific implementation of emergency plans and operation standards to ensure its compliance with environmental regulations in all activities.

華潤醫療積極開展綠色醫院建設，致力於為患者與醫護人員提供健康、舒適、安全的醫療、工作環境。透過全方位科學分析、精準實施，提升成員醫院能源管理能力、資源利用水平，推動高效節能減排，走實現可持續發展的綠色之路。

(1) 綠色醫院建設

華潤醫療遵守《中華人民共和國節約能源法》《中華人民共和國環境保護法》《中華人民共和國環境影響評價法》等相關法律及規例，將綠色低碳的可持續發展理念融入發展戰略，制定科學合理的環境管理目標，構建完善的環境管理體系，簡化就醫流程、推動數碼化綠色醫院建設。

環境管理體系

華潤醫療建立雙層級EHSQ (環境、健康、安全、品質)管理體系，踐行在環境管理方面的承諾與實踐。分為華潤醫療總體層面和直管成員單位層面，總體層面聚焦於理念、價值觀及管理方針設定；成員單位側重於應急預案、操作規範的具體實施，確保各項活動遵守環境法律和規例。

IV. Green Responsibility to Improve the Medical Treatment

四、綠色責任 改善就醫環境

We have revised and released the *Comprehensive Contingency Plan of China Resources Medical Holdings Company Limited for Environmental Emergencies* to enhance the group's emergency response to environmental incidents. We establish a comprehensive environmental early warning and emergency response mechanism, covering organizational responsibilities, emergency handling procedures, and safeguard measures. Special emergency plans are developed for specific risks such as sewage treatment and scattering of medical wastes. Regular drills are organized to ensure the effectiveness of such plans and the response capabilities of the team, so as to minimize personal injuries, ecological damage, property loss, and social impact caused by environmental pollution events. During the reporting period, a total of RMB19,681,800 was invested in environmental protection. There were no environmental incidents or violations throughout the year.

Environmental Management Certification

CR Medical always follows the requirements of the ISO14000 environmental management system when planning and designing major asset projects for hospital construction. We strictly follow the relevant provisions of the *Environmental Protection Law of the People's Republic of China*, the *Law of the People's Republic of China on Environmental Impact Assessment*, and the *Classification Management Catalog for Environmental Impact Assessment of Construction Projects*. We follow the requirements of the ecological and environmental authorities, prepare environmental impact reports, environmental impact statements, or environmental impact registration forms, and take relevant measures after obtaining recognition and approval. We strictly follow the "three simultaneous" system in the design, construction, and operation of environmental protection facilities and main projects. We are committed to taking the environmental impact prevention and control measures proposed in the environmental impact assessment report to ensure that pollutants are discharged in compliance with standards. In terms of material selection, we prioritize the use of fire-resistant, antibacterial, and recyclable environmentally-friendly building materials to fulfill our commitment to environmental protection.

修訂發布《華潤醫療控股有限公司突發環境事件綜合應急預案》，提高本集團應對突發環境事件的應急能力。建立詳盡的環保預警及應急響應機制，涵蓋組織機構職責、應急處置流程及保障措施，並針對特定風險如污水處理和醫療廢物遺撒制定專門的應急預案，定期組織演練以確保預案的有效性和團隊的響應能力，最大限度降低環境污染事件造成的人身傷害、生態破壞、財產損失以及社會影響。報告期內，環保總投入共1,968.18萬元，全年環境事件發生0次，環保違法違規事件0次。

環境管理認證

華潤醫療在規劃設計醫院新建重大資產專案時，始終遵循ISO14000環境管理體系要求，並嚴格依據《中華人民共和國環境保護法》《中華人民共和國環境影響評價法》以及《建設項目環境影響評價分類管理名錄》的相關規定執行。按照生態環境主管部門的要求，編製建設專案環境影響報告書、環境影響報告表或環境影響登記表，並獲得其認定和批複後實施。嚴格執行環境保護設施與主體工程同時設計、同時施工、同時投產使用的「三同時」制度。堅決落實環評報告中提出的環境影響防治對策，確保污染物達標排放；在材料選擇上，優先考慮使用防火、抗菌、可回收環保建築材料，以踐行我們對環境保護的堅定承諾。

IV. Green Responsibility to Improve the Medical Treatment

四、綠色責任 改善就醫環境

Case: Ruizhou Hospital Passes Rigorous Environmental Impact Assessment

Ruizhou Hospital is committed to creating a high-quality medical environment for patients and ensuring strict compliance with medical and health standards to prevent cross-infection. Before the construction of the new comprehensive inpatient building project, Ruizhou Hospital filled in the "Construction Project Environmental Impact Registration Form" in the registration system for environmental impact assessment in accordance with the *Classified Management Directory for Environmental Impact Assessment of Construction Projects (2021 Edition)* issued by the Ministry of Ecology and Environment, and obtained approval. Upon project completion, Ruizhou Hospital conducted the *Ruizhou Hospital Water Quality Testing Project*, adhering to relevant regulations. This ensured the effective control and minimization of environmental impact during both construction and operational phases of the hospital, thus achieving a harmonious balance between hospital development and environmental conservation.

案例：瑞州醫院透過嚴格環境影響評價

瑞州醫院新建住院綜合大樓專案建設，致力於為患者創造高品質的診療環境，確保醫療衛生標準得到嚴格遵守，以預防交叉感染髮生。專案建設前，瑞州醫院根據生態環境部發布的《建設項目環境影響評價分類管理名錄（2021年版）》環評類別，在建設專案環境影響登記表備案系統填報「建設專案環境影響登記表」並獲得批複。專案完成後，根據相關規定開展《瑞州醫院水質檢測項目》評價，確保醫院在建設和使用中對環境影響得到有效控制和最小化，實現醫院建設和環境保護的雙贏局面。

Response to climate change

The Board of Directors (BOD) of CR Medical places a high priority on the implications of climate risks within the healthcare sector. Annually, we assess the potential risks and opportunities presented by climate change to our medical services and operations. This assessment guides relevant departments in refining climate risk evaluations and formulating effective response strategies, thereby bolstering CR Medical's adaptability and resilience in the face of climate change.

During the reporting period, we have diligently monitored meteorological data, and issued warnings and risk alerts in a timely manner. Throughout the year, we have issued more than 20 meteorological advisories concerning typhoons, heavy rainfall, blizzards, and other severe weather events. These advisories prompted our regional units to undertake emergency provisioning, risk management, and safety inspections. We provided guidance to each member unit to establish and improve emergency plans and develop specific response measures for different disasters, ensuring a rapid and effective response to a range of emergency situations.

應對氣候變化

華潤醫療董事會高度關注氣候風險對醫療行業的影響，每年審議氣候變化可能對醫療服務及營運帶來的風險和機會，並指導相關部門優化氣候風險評估、制定有效的應對措施，不斷提升華潤醫療在應對氣候變化方面的適應力和韌性。

報告期內，我們密切監測氣象資訊並及時發布預警和風險提示，全年針對颱風、暴雨、暴雪等氣象警示資訊發布超過20次，提示相關區域單位開展應急物資供應、風險管理與隱患排查。指導各成員單位建立和完善應急預案，針對不同災害制定具體應對措施，確保在面對各類突發事件時能迅速有效響應。

IV. Green Responsibility to Improve the Medical Treatment

四、綠色責任 改善就醫環境

Digitalization

CR Medical actively implements a digital transformation strategy and explores the application scenarios of intelligence in medical services. We focus on constructing “three-in-one” (smart healthcare, smart service and smart management) smart hospitals, upon research on member hospitals and planning on IT development strategies that keep abreast of trends of development. With continuous efforts on smart service system building, we keep promoting patients’ medical experience. We promote the construction of smart hospitals in areas such as hospital management, clinical management, medical management, medical technology and assistance, and operational management through digital technology. In 2023, the Group achieved 100% coverage with its control system, and the coverage rate for the management information systems and electronic medical records of member hospitals also reached 100%.

Case: Fukuang General Hospital awarded the title of “China Resources Group’s 2023 Benchmark Grassroots Unit for Intelligence and Digitalization”

In 2022, Fukuang General Hospital embarked on the journey to become a smart hospital and has since achieved a 70.6% digital coverage rate across its key business processes. The establishment of 20 systems and 177 subsystems has markedly enhanced the quality of medical services and management efficiency, while simultaneously reducing medical costs. The success of Fukuang General Hospital has set a standard for digital transformation within the China Resources Group and across the industry at large, showcasing the immense potential of technological innovation in elevating the quality and efficiency of medical services. In recognition of its achievements, the hospital has been awarded the title of “China Resources Group’s 2023 Benchmark Grassroots Unit for Intelligence and Digitalization.”

數碼化建設

華潤醫療積極實施數碼化轉型戰略，探索智慧化在醫療服務方面的應用場景，以智慧醫療、智慧服務、智慧管理「三位一體」的智慧醫院建設為重點，以集團化營運、專業化管理構建縱向一體化融合、橫向集成化共享、覆蓋全價值鏈的數碼化生態系統。透過數碼化技術支援醫院管理、臨床管理、醫療管理、醫技醫輔和營運管理等領域智慧醫院建設。2023年，集團化管控系統100%全覆蓋，成員醫院管理資訊系統覆蓋率達100%，電子病歷率達100%。

案例：撫礦總醫院榮膺「華潤集團2023年度智能與數碼化標杆基層單位」稱號

撫礦總醫院2022年啟動智慧醫院建設，已實現關鍵業務環節70.6%數碼化覆蓋率，透過20個系統及177個子系統的建設，顯著提升醫療服務品質與管理效率，同時降低醫療成本。撫礦總醫院的成功案例成為華潤集團乃至行業內的數碼化轉型標杆，展示了科技創新在提升醫療服務品質和效率方面的巨大潛力，被授予「華潤集團2023年度智能與數碼化標杆基層單位」榮譽。

IV. Green Responsibility to Improve the Medical Treatment

四、綠色責任 改善就醫環境

(2) Use of Hospital Resources

As medical technology continues to advance and diagnostic and treatment equipment is regularly updated, hospitals are faced with an increase in energy-consuming systems, extended operating hours, and higher energy intensity compared to other public institutions. CR Medical has conducted a thorough analysis of hospital energy consumption patterns and identified existing issues. It is steadfast in promoting energy-saving technologies, improving energy efficiency, and enhancing the utilization efficiency of various resources. During the reporting period, the Company made an investment of RMB2,666,100 in initiatives focused on energy conservation and emission reduction.

Water Resources Management

CR Medical has established a comprehensive water resources management system, which clearly defines the inspection content, operational procedures, and specific requirements for water management, as well as corresponding reward and punishment mechanisms. This system reinforces the water management responsibilities of all member units, enhances water resource utilization efficiency, and ensures the sustainable use of water resources. During the reporting period, no problems are found in obtaining suitable water.

Standardize water usage: Establish the *Energy Conservation and Emission Reduction Management System* in hospitals, clearly define the management organization and requirements, standardize water usage habits, management processes for water facilities and equipment, and daily inspection and maintenance. Require hospitals to refine the use of water-saving appliances, strengthen daily data statistics, implement daily inspections and repairs, and prevent water leakage. Through in-depth analysis and scientific formulation of water usage assessment indicators, guide hospitals to fully implement water-saving measures and behaviors. To enhance water efficiency, CR Medical has set clear water efficiency targets for 13 hospitals for the year 2024. The company has set an objective to reduce the consumption of fresh water per RMB10,000 of operating revenue (ton/RMB10,000) by 1% annually.

(2) 醫院資源使用

隨著醫療技術的不斷進步、診療設備的不斷更新，相較其他公共機構，醫院用能系統較多，用能時間較長、用能強度較深。華潤醫療深入分析醫院的能耗規律與存在問題，不斷推廣節能技術、提高節能水平，提升各項資源的利用效率。報告期間，公司節能減排投入共計266.61萬元。

水資源管理

華潤醫療建立詳盡的水資源管理體系，清晰界定用水管理的各項檢查內容、操作流程和具體要求，以及相應的獎懲機制，加強各成員單位用水管理責任，提高水資源利用效率，確保水資源的可持續利用。報告期內，公司未在求取適用水源方面遇到問題。

規範用水行為：建立醫院《節能減排管理制度》，明確管理機構和管理要求，規範用水使用習慣、用水設施設備管理流程及日常巡檢維護；要求醫院細化節水器具的使用，強化日常數據統計，落實日常巡檢及維修，嚴防「跑冒滴漏」現象發生；透過深入分析和科學制定醫院用水考核指標，引導醫院全面實施節水措施和行為。對13間醫院明確2024年用水效益目標，制定公司萬元營業收入可比價用新水量(噸／萬元)逐年下降1%的目標。

IV. Green Responsibility to Improve the Medical Treatment

四、綠色責任 改善就醫環境

Conduct water conservation campaigns: We actively implement the national environmental protection management requirements and promote water conservation through various forms of publicity during the World Environment Day (June 5) and the National Energy Conservation Week every year. At the same time, we organize member hospitals to carry out daily publicity, correct unreasonable water consumption habits, promote the scientific and rational use of water resources, and build resource-saving and environmentally friendly hospitals.

開展節水宣傳：積極貫徹國家環境保護管理要求，每年在六五環境日、節能宣傳週期間宣傳節約用水；同時日常組織各成員醫院開展多形式宣傳，糾正不合理用水習慣，推進科學合理利用水能源，構建資源節約型、環境友好型醫院。

Indicators ¹ 指標 ¹	Unit 單位	Year 年度		
		2023	2022	2021
Consumption of fresh water 新鮮水耗用量	m ³ 立方米	3,997,091	1,890,450	1,827,881
Consumption of fresh water per RMB10,000 of operating revenue 萬元營收新鮮水耗用量	m ³ /RMB10,000 立方米/萬元	3.95	3. 29	4. 11
Consumption of recycled water ² 循環用水量 ²	Tonnes/RMB10,000 噸/萬元	0	0	-

¹Note: In 2023, CR Medical acquired 36 medical institutions from LR & JE projects and included them in the statistical scope.

²Note: During the reporting period, according to the local water supply management requirements and the actual application of recycled water, a small amount of daily recycled water is used for greening and other purposes by all member units and is recorded as 0 due to its low amount.

1註： 2023年，華潤醫療收購遼健和江能項目36間醫療機構，並將其納入統計口徑。

2註： 報告期內，成員單位結合屬地供水管理要求以及使用循環用水的實際應用效果，日常微量循環用水，用於綠化等使用，量級較低，故計為0。

IV. Green Responsibility to Improve the Medical Treatment

四、綠色責任 改善就醫環境

Energy Management

Strengthen Energy Management: CR Medical implements the *Law of the People's Republic of China on Energy Conservation* and other relevant laws and regulations, promotes the construction of an energy management system, and establishes a leadership group for energy conservation and emission reduction with the Party Secretary as the group leader and the main responsible persons of each member unit as members. Every year, energy assessment targets are set for subordinate member units, and the completion of targets is regularly supervised. Corresponding management systems and measures are developed to improve energy efficiency in production and daily operations and reduce energy consumption. By 2023, the comprehensive energy consumption per RMB10,000 of output value decreased by 8% compared to 2020, reaching 0.0327 tonnes of standard coal per RMB10,000. The comprehensive energy consumption per RMB10,000 of value added decreased by 6% compared to 2020, reaching 0.1030 tonnes of standard coal per RMB10,000.

Implement energy conservation and carbon reduction: We apply energy-saving equipment and carry out technological transformation, gradually phase out high-energy-consuming equipment and processes, strengthen the management of key energy-consumption aspects and equipment such as heating, gas, air conditioning and elevators, and promote energy-saving-based technological transformation and clean energy application.

Promote Green Office Practices: We promote green office practices by regularly reminding employees to close unnecessary doors, windows, lights, and electrical devices. We also encourage measures such as double-sided printing and paper recycling to further reduce energy and resource consumption. In the energy management system of member units, specific requirements are outlined for the setting of air conditioning temperature, paper usage, and recycling within the hospital campus to ensure the improvement of energy efficiency and overall conservation.

能源管理

加強能源管理：華潤醫療貫徹執行《中華人民共和國節約能源法》等法律及規例，推進能源管理體系建設，建立了以黨委書記為組長，各成員單位主要負責人為組員的節能減排降碳領導組織，每年為下屬成員單位設定能源考核目標，並定期督導指標完成情況，制定相應管理制度和措施，推動提高生產和日常營運中能源效率，減少能源能耗。2023年，萬元產值綜合能耗可比價較2020年下降8%，即0.0327噸標準煤／萬元；萬元增加值綜合能耗可比價較2020年下降6%，即0.1030噸標準煤／萬元。

實施節能降碳：應用節能設備及技術改造，逐步淘汰高能耗設備和工藝；加強對供暖、燃氣、空調、電梯等醫院重點用能領域和設備的管理，推動節能技術改造和清潔能源使用。

推行綠色辦公：推行綠色辦公，定期提醒員工關閉不必要的門窗、燈具及用電設備，推廣雙面打印和紙張回收等措施，進一步減少能源和資源的消耗。在成員單位的節能管理制度中，明確院區內空調溫度設定、紙張使用與回收等要求，以確保能源使用的效率提升和總量節約。

IV. Green Responsibility to Improve the Medical Treatment

四、綠色責任 改善就醫環境

Indicators ¹ 指標 ¹	Unit 單位	Year 年度		
		2023	2022	2021
Total energy consumption 能源總耗用量	MWh	293,041.12	89,602.78	81,652.56
Petrol 汽油	MWh	3,247.68	1,598.73	1,091.52
Diesel 柴油	MWh	2,049.02	929.60	760.89
Natural gas 天然氣	MWh	48,140.73	21,570.35	23,629.57
LPG ² 液化石油氣 ²	MWh	174.59	398.64	688.53
Purchased electricity 外購電力	MWh	136,983.80	65,105.47	55,482.05
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	0.32	0.19	0.12
Energy intensity per unit revenue 萬元營收綜合能耗	Tonnes of standard coal/RMB10,000 噸標煤／萬元	0.0414	0.0192	–

¹Note: In 2023, CR Medical acquired 36 medical institutions from LR & JE projects and included them in the statistical scope.

²Note: In 2023, member hospitals will optimize the energy usage structure and reduce the consumption of liquefied petroleum gas.

¹註： 2023年，華潤醫療收購遼健和江能項目36間醫療機構，並將其納入統計口徑。

²註： 2023年，成員醫院優化能源使用結構，降低液化石油氣消耗量。

IV. Green Responsibility to Improve the Medical Treatment

四、綠色責任 改善就醫環境

Discharge Management

Waste Water Discharge Management: In order to promote compliant and efficient discharge and management of medical waste water, we have implemented a research and inspection method called “four no’s and two direct” (i.e. no advance notice, no greetings, direct on-site inspection, direct investigation of the actual situation). We have conducted focused inspections on the implementation of medical waste and sewage treatment management in member hospitals. The inspections cover various aspects including sewage treatment discharge permit qualifications, facility and equipment configuration, daily monitoring compliance, and provision of personal protective equipment. These inspections aim to supervise hospitals’ compliant discharge of sewage treatment and promote the upgrading and improvement of sewage treatment facilities to enhance treatment efficiency and water quality, and reduce the environmental burden of sewage treatment activities. CR Medical has included waste water discharge management in its development plan, and set a goal to reduce the discharge amount of waste water per RMB10,000 of operating revenue by 2% in 2024 compared to 2022.

Waste Gas Emission Management: In view of the nature of business, the waste gases during our operation mainly include the nitrogen oxides (NOX) and suspended particulate matter (PM) and other atmospheric pollutants from the use of official vehicles owned by member units and fuel consumption. We promote the establishment of an *Energy Conservation and Emission Reduction Management System* in member hospitals, standardize the energy consumption habits of hospitals in gas and electricity usage, clarify the management process of important facilities and equipment, promote the scientific and rational use of energy, improve energy utilization efficiency, and reduce exhaust emissions. To ensure compliance with emission permits, our member units strictly adhere to the requirements and conduct regular monitoring to ensure that the quality of emitted waste gases meets local environmental standards. CR Medical has included waste gas emission management into its development plan, and set the goal to reduce the emission amount of waste gas per RMB10,000 of operating revenue by 2% in 2024 compared to that in 2022.

排放物管理

廢水排放管理：為推動醫療廢水的合規排放和高效管理，實施了「四不兩直」(即不預告、不打招呼、直奔現場、直查實情)的調研檢查方式，對成員醫院在醫療廢棄物和污水處理管理的落實情況進行重點檢查，檢查內容涵蓋污水處理排污許可資質、設施設備配置、日常監測執行和勞動防護用品配置等多個方面，以督導醫院污水處理合規排放；推動醫院對污水處理設施進行改造升級，提高污水處理的效率和處理後水質，減輕污水處理活動對環境的負擔。華潤醫療將廢水排放管理納入發展規劃，設定萬元營業收入廢水排放量2024年較2022年度下降2%的目標。

廢氣排放管理：鑑於業務性質，我們在營運過程中的廢氣排放包括主要來自成員單位自有公務車輛使用以及燃料消耗過程中產生的氮氧化物(NOX)、懸浮顆粒物(PM)等大氣污染物。推動成員醫院建立《節能減排管理制度》，規範醫院在用氣、用電等用能習慣，明確重要設施設備管理流程，推進科學合理利用能源，提高能源利用效果，減少廢氣排放。督導成員單位嚴格執行排污許可證的要求，確保廢氣排放合規，並進行定期監測，確保排放的廢氣品質滿足當地環保標準。華潤醫療將廢氣排放管理納入發展規劃，設定萬元營業收入廢氣排放量2024年較2022年度下降2%的目標。

IV. Green Responsibility to Improve the Medical Treatment

四、綠色責任 改善就醫環境

Waste Discharge Management: We encourage our member hospitals to establish a Medical Waste Management Policy to provide clear management requirements for the usage habits, collection, transportation, and facility management of medical waste. The target is set to reduce the handling amount of hazardous medical waste per RMB10,000 of operating revenue by 15% in 2025 compared to that in 2021.

- **Standardize Waste Management:** Medical waste and non-hazardous domestic waste are both required to be handed over to qualified professional institutions or government departments for centralized collection and disposal, in accordance with the requirements of the local government. Our hospitals have signed agreements with qualified professional institutions to clarify the rights, obligations, and relevant requirements of both parties, ensuring standardized disposal in accordance with national regulations.
- **Reduce Waste Emissions:** We continuously promote and implement environmental protection management requirements in all hospitals. We implement the classification and collection of medical waste and non-hazardous domestic waste, aiming to minimize the discharge of relevant waste. We also consistently raise public awareness of environmental protection requirements and their importance, guiding the public to advocate for a healthy and green lifestyle and reduce the generation of domestic waste.
- **規範廢棄物處理:** 將醫療廢物、無害生活廢物均按照屬地的政府要求交由有資質的專業機構或政府部門進行集中收集、處置。醫院與有資質的專業機構簽訂協議明確雙方的權利和義務以及相關要求，確保按國家要求規範處置。
- **減少廢棄物排放:** 持續宣傳、貫徹環境保護管理要求，在各醫院實施醫療廢物及無害生活廢物的分類收集，盡可能減少相關廢物的排放，持續向公眾宣傳環境保護要求和重要性，引導大眾倡導健康綠色生活方式，減少生活廢物的產生。

IV. Green Responsibility to Improve the Medical Treatment

四、綠色責任 改善就醫環境

Indicators ¹ 指標 ¹	Unit 單位	Year 年度		
		2023	2022	2021
Total GHG emissions 溫室氣體排放總量	Tonnes of CO ₂ equivalent 噸二氧化碳當量	177,112.78	75,646.01	58,115.21
Direct emissions (Scope 1) ² 直接排放 (範圍1) ²		1,359.06	7,507.73	5,126.59
Indirect emissions (Scope 2) 間接排放 (範圍2)		175,753.72	68,146.52	53,082.63
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	196.21	164.22	88.77
Total GHG emissions per RMB10,000 of operating revenue (Scope 1 and Scope 2) 萬元營收溫室氣體排放總量 (範圍1及2)	Tonnes of CO ₂ equivalent/ RMB10,000 噸二氧化碳當量／萬元	0.1752	0.1318	–
NOx emissions 氮氧化物(NOx)排放量	Tonne 噸	11.4335	7.1175	7.6358
PM emissions 懸浮顆粒物(PM)排放量	Tonne 噸	0.3167	0.2792	0.1096
Total discharge of hazardous medical waste 有害醫療廢棄物排放總量	Tonne 噸	2,574.03	1,595.99	1,564.32
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	2.85	3.46	2.39
Handling amount of hazardous medical waste per RMB10,000 of operating revenue 萬元營收有害醫療廢棄物總量	Tonnes/RMB10,000 噸／萬元	0.0025	0.0028	–

¹Note: In 2023, CR Medical acquired 36 medical institutions from LR & JE projects and included them in the statistical scope.

²Note: The total amount of GHG emissions increased due to the inclusion of 36 medical institutions from the LR & JE projects. The direct emissions (Scope 1) decreased compared to previous years, which is attributed to the increased annual heat consumption of member hospitals, while the indirect emissions (Scope 2) increased compared to previous years.

¹註：2023年，華潤醫療收購遼健和江能項目36間醫療機構，並將其納入統計口徑。

²註：新增遼健和江能項目36間醫療機構，溫室氣體排放總量有所上升；因成員醫院年度熱力消耗量增加，直接排放 (範圍1)量較往年有所下降，間接排放 (範圍2)量較往年有所上升。

IV. Green Responsibility to Improve the Medical Treatment

四、綠色責任 改善就醫環境

Indicators ¹ 指標 ¹	Unit 單位	Year 年度		
		2023	2022	2021
Total discharge of non-hazardous waste 無害廢棄物排放總量	Tonne 噸	10,403.36	6,646	6,725
Total amount of non-hazardous medical 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	11.52	14.43	10.27
Handling amount of non-hazardous medical waste per RMB10,000 of operating revenue 萬元營收無害醫療廢棄物總量	Tonnes/RMB10,000 噸／萬元	0.0103	0.0116	—
Total amount of recycled waste 廢棄物回收總量	Tonne 噸	601.14	479.33	571.25
Discharge amount of waste water 廢水排放量	m ³ 立方米	3,480,800	1,520,961	1,902,661
Discharge amount of waste water per RMB10,000 of operating revenue 萬元營收廢水排放量	Tonnes/RMB10,000 噸／萬元	3.4438	2.6500	—

IV. Green Responsibility to Improve the Medical Treatment

四、綠色責任 改善就醫環境

Materials Use Management

CR Medical is committed to refining material use management. We encourage the use of packaging materials which ensure higher product quality and cause less environmental impact, require member units to recycle the packaging materials such as cartons and plastics, and regularly report the number of recycled cartons and plastics to the EHS management system of the Group. We advocate for the reduction of packaging materials by utilizing various channels such as posters, electronic displays, and public accounts across different media platforms. Additionally, we have placed promotional slogans in key areas, including the cafeteria and outpatient hall, to serve as reminders and guidance for our staff to minimize the procurement and utilization of food containers, plastic bags, and other packaging materials. During the reporting period, the total packaging material consumption of the Company and member hospitals was 291 tonnes, with a recycling rate of 68% for packaging materials used for finished products.

物料使用管理

華潤醫療致力於精細化物料使用管理，鼓勵使用既保證產品品質又減少環境影響的包裝材料，要求成員單位積極回收利用紙箱、塑膠等包裝物料，並定期將回收利用的紙箱、塑膠數量如實上報至集團EHS管理系統。並透過海報、電子熒幕、公眾號等媒體宣傳減少包裝材料的要求和方法，在食堂、門診大廳等區域粘貼宣傳標語提示、引導人員減少餐盒、塑膠袋等包裝物的採購和使用。報告期內，本公司連同成員醫院包裝材料總耗用量為291噸，製成品所用包裝材料回收比例達68%。

Indicators 指標	Unit 單位	Year 年度 2023
The total consumption of packaging materials used for finished products 耗用製成品所用包裝材料總量	Tonne 噸	291
Total consumption of packaging materials per RMB10,000 of operating revenue 萬元營收包裝材料總耗用量	Tonnes/RMB 噸／萬元	0.00029
The total consumption of paper-based packaging materials. 紙質類包裝材料總量	Tonne 噸	89
The total consumption of glass packaging materials. 玻璃類包裝材料總量	Tonne 噸	102
The total consumption of metal materials 金屬類消耗材料總量	Tonne 噸	16
The total consumption of plastic materials 塑膠類消耗材料總量	Tonne 噸	84

V. Win-Win Cooperation and Collaborative Development through Partnership

五、合作共贏 協同夥伴發展

CR Medical places a significant emphasis on maintaining close communication with partners while ensuring compliant operations. We proactively seek feedback and work collaboratively with our partners to contribute to the industry's growth and to uphold our responsibility as a central state-owned enterprise. In the realm of supply chain management, we exercise thorough responsibility control across the entire cycle to establish a sustainable supply chain. We reinforce mutual support and cooperation with our partners and suppliers, aiming for shared benefits and win-win results.

(1) Promotion of industrial development

CR Medical has always adhered to the mission of "Strive for Public Health" and upheld the principle of win-win cooperation. We attach great importance to positive interactions with our industry peers and continuously enhance our medical capabilities through cooperation. We focus on the development of key disciplines and gradually increase our research accumulation through various means such as GCP, strategic cooperation, and joint research and development. We work together with the government, institutions, universities, and other companies in the industry to promote the development of the medical and health industry.

Strengthen strategic cooperation

CR Medical continues to deepen strategic cooperation with the government, universities, and industry peers. We are accelerating the integration of industry, academia, and research by engaging in activities such as participating in or organizing medical academic conferences, establishing partnership relations, and pursuing research and educational endeavors. During the reporting period, we undertook two key cooperative projects and signed two strategic cooperation agreements.

華潤醫療在落實合規經營同時，高度重視與合作夥伴緊密溝通，集思廣益、群策群力，不斷在行業發展中貢獻力量、體現央企擔當；在供應鏈管理中實現全週期的責任管控，打造可持續的供應鏈，加強與合作方、供應商互惠互助，謀求互利共贏。

(1) 推動行業發展

華潤醫療始終堅持「一切為了大眾健康」的使命，秉持合作共贏原則，高度重視與同行業企業良性互動，並以合作為抓手，不斷深化醫療能力建設，加強重點專科建設，透過GCP、戰略合作、聯合研發等多種途徑逐步增加科研積累，聯合政府、機構、高校、同行業企業共同推動醫療健康行業發展。

加強戰略合作

華潤醫療持續與政府、高校、同行業企業深化戰略合作，透過參加或開展醫療學術研討會、建立夥伴合作關係、開展調研學習等活動，加速產學研深度融合。報告期內，開展重點合作專案2個，簽訂戰略合作協議2份。

V. Win-Win Cooperation and Collaborative Development through Partnership

五、合作共赢 協同夥伴發展

Case: CR Medical acquires LR & JE hospitals, subsidiaries of CR Healthcare

In June, CR Medical completed the acquisition of LR & JE hospitals. This transaction signifies the commencement of expanding our medical business framework in the Liaoning and Jiangxi regions. It will aid in consolidating and augmenting CR Medical's market share and its leading stance in the medical service sector. Amidst the deepening reforms in medical institutions and the push for high-quality development of state-owned enterprises in the healthcare sector, CR Medical has established itself as a cornerstone in the healthcare industry. This has been achieved through strategic mergers and acquisitions, as well as specialized integration, bolstering the growth of state-owned enterprise healthcare.

案例：華潤醫療收購華潤健康下屬遼健和江能標的

6月，華潤醫療完成對遼健和江能標的的收購。本次交易是拓展遼寧和江西區域醫療業務佈局的起點，有助於鞏固和增強華潤醫療在醫療服務板塊的市場佔有率和領先地位。在深化醫療機構改革、支持國企辦醫高品質發展的政策背景下，華潤醫療透過併購開展專業化整合，成為醫療行業和國企辦醫健康發展的中流砥柱。

Construction of key disciplines

Discipline development reflects the comprehensive strength of a hospital and serves as the core driving force for its sustainable growth. CR Medical is dedicated to the integrated advancement of medical education, research, and clinical teaching. We enhance discipline construction, foster research innovation, and promote clinical teaching, all while continuously improving comprehensive diagnostic and treatment capabilities. Our focus is aligned with the "Healthy China" strategy, aiming to bring benefits to the local population.

重點專科建設

學科建設是醫院綜合實力的體現，也是醫院可持續發展的核心動力，華潤醫療致力於醫教研一體化發展，加強學科建設、科研創新和臨床教學，推動臨床綜合診療能力不斷提高，聚焦「健康中國」戰略，造福一方百姓。

V. Win-Win Cooperation and Collaborative Development through Partnership

五、合作共贏 協同夥伴發展

Construction of key disciplines. CR Medical prioritizes the development of key disciplines, employs scientific management, and seamlessly integrates discipline development with the hospital's strategic growth plans. This approach has led to the formation of a unique discipline innovation management system, imbued with CR's distinctive characteristics. In order to foster the deep integration of medical, industrial, academic, and research sectors, member units are encouraged to proactively apply for recognition as provincial and municipal key disciplines, as well as various certification centers. In 2023, CR Medical has newly acquired 9 provincial key specialties, 31 municipal key disciplines, 37 national certification centers, and 13 renowned physician studios.

Promote technological innovation. Adopting a patient-oriented approach, CR Medical integrates cutting-edge technologies, fosters technological innovation, and advances research and development. We are committed to embracing digitalization to pioneer new surgical techniques and innovative examination methods. Our goal is to improve the quality of medical services and offer robust assurances for the health of the general population. In 2023, a total of 323 new technologies and projects were implemented.

Engage in academic exchanges. To further elevate the academic standing of member hospitals and enhance the professional skills of medical staff, a total of 14 academic exchange activities were held during the reporting period, which included 3 hands-on training sessions. Moreover, the hospitals organized a total of 350 academic exchange events, comprising 16 at the national level and 84 at the provincial level.

重點專科建設。華潤醫療關注重點專科建設，實施科學化管理，將學科建設與醫院發展戰略緊密結合，形成了具有華潤特色的學科創新管理體系。推動醫療、產業、學術、科研的深度融合，鼓勵成員單位積極申報省市重點專科和各類認證中心。2023年華潤醫療新獲省重點專科9個、市重點專科31個、國家級認證中心37個、名醫工作室13個。

推動技術創新。以患者需求為導向，引入行業尖端技術，推動技術創新研發，以數碼化賦能，開創新的手術術式、創新檢查方法，從而提升醫療服務品質，為人民健康提供堅實保障。2023年，共開展新技術新專案323項。

開展學術交流。為進一步提升成員醫院學術地位、提高醫務人員專業素養，在報告期內，共舉辦14場學術交流活動，其中包括3場實操性培訓交流。此外，醫院層面共舉辦350場學術交流活動，其中16場為國家級，84場為省級。

V. Win-Win Cooperation and Collaborative Development through Partnership

五、合作共贏 協同夥伴發展

(2) Responsible supply chain management

CR Medical places a high emphasis on supply chain management and upholds the principles of fairness, impartiality, and transparency. We rigorously adhere to laws such as the *Law of the People's Republic of China on Tenders and Bids* and the *Regulations for the Implementation of the Law of the People's Republic of China on Tenders and Bids*. A comprehensive supply chain management system has been established to enhance supplier risk management capabilities across the entire process. Additionally, we have integrated ESG principles into our supply chain management to encourage responsible and ethical business practices among our suppliers. This ensures that our value chain partners meet our company's standards in ethics, safety, health, labor standards, and environmental protection.

(2) 責任供應鏈管理

華潤醫療高度重視供應鏈管理，堅持公平、公正、公開的原則，嚴格遵守《中華人民共和國招標投標法》《中華人民共和國招標投標法實施條例》等法律，建立完善的供應鏈管理制度，從全流程管理上強化供應商風險管理能力，並將ESG理念引入供應鏈管理，推動供應商遵循商業道德並以負責任的方式開展業務，確保價值鏈夥伴在道德、安全、健康、勞工準則、環保等方面與公司理念要求吻合。

Indicators 指標	Unit 單位	Year 年度		
		2023	2022	2021
Number of suppliers screened within the reporting period 報告期內審查的供應商數量	Supplier 個	5,211	649	540
Number of legal compliance and risk trainings for suppliers 供應商守法合規及風險培訓次數	Time 次	2	14	50
Number of participants of legal compliance and risk trainings for suppliers 供應商守法合規及風險培訓人次	No. of person 人次	600	4,200	100

V. Win-Win Cooperation and Collaborative Development through Partnership

五、合作共贏 協同夥伴發展

Management of suppliers

CR Medical places significant emphasis on the day-to-day management of suppliers, meticulously overseeing procurement receipts, post-sales returns, maintenance inspections, and outbound verifications. We employ information management technology to dynamically manage suppliers through additions, categorizations, updates, and archiving.

To continuously heighten employee awareness of supplier management and evaluation, we conduct systematic training and regular Q&A sessions for all member units. This aims to bolster the overall proficiency of employees in managing and evaluating suppliers. Adhering strictly to the company's management procedures, we implement punitive measures and maintain records for suppliers that engage in misconduct.

We regularly organize management training and communication sessions for suppliers to foster their self-management capabilities. Furthermore, we work in collaboration with upstream and downstream supply chain partners to strengthen sustainable development capacities and achieve win-win outcomes across the industry. During the reporting period, we conducted two supplier training sessions that focused on the company's procurement compliance requirements and on enhancing the resilience and safety of the industrial supply chain.

Supplier access:

CR Medical collaborates with suppliers CR Medical engages with suppliers from across the nation, and all cooperative suppliers are strictly bound by the *Regulations on Procurement Management of China Resources Medical Holdings Company Limited*. Before any purchase is made, the company requires all suppliers to register and execute the procurement process on the CR Shouzheng Electronic Tendering and Procurement Platform. Only those suppliers who pass the qualification assessment are successfully included as potential cooperative suppliers within the scope of procurement.

供應商管理

華潤醫療高度重視供應商日常管理，在日常管理環節嚴格對採購入庫、銷後退回、養護檢查、出庫複核進行監管，並透過資訊管理技術對供應商進行動態的新增、分類、變更、存檔管理。

不斷加強全體員工對供應商管理和評估的意識，面向全體成員單位組織開展供應商管理辦法系統培訓及日常答疑，提升全體員工對供應商管理和評估能力。嚴格遵循公司的管理程序，落實對有不良行為的供應商進行處罰和備案的工作。

定期召開面向供應商的管理培訓交流，推動供應商提高自我責任管理能力，並攜手上下游供應鏈，共同提高可持續發展能力，實現行業共贏。報告期內，圍繞公司採購合規性要求以及提升產業鏈供應鏈韌性和安全水平，召開供應商培訓2次。

供應商准入：

華潤醫療與全國各地供應商合作，所有合作供應商均受《華潤醫療控股有限公司採購管理制度》嚴格約束，在採購前，公司要求所有供應商在華潤集團守正電子招標平台上進行註冊並實施採購過程，只有通過資質評估的供應商，才能成功作為潛在合作供應商納入採購範疇。

V. Win-Win Cooperation and Collaborative Development through Partnership

五、合作共贏 協同夥伴發展

Supplier assessment and evaluation:

According to the *Management Measures for Suppliers of China Resources Medical Holdings Company Limited*, suppliers with a cooperation period exceeding three months are required to partake in the annual comprehensive evaluation and classification management. The annual evaluation is carried out once a year. Suppliers who fail to pass the current year's evaluation will be placed on the Company's Disqualified Supplier List. Within their relevant scope and professional category, these suppliers will be barred from participating in any procurement activities for a period of two years. The review of misconduct encompasses, but is not limited to, serious quality hazards, insufficient protective measures, medical quality risks, non-compliance with the company's quality supervision, and a lack of proactive engagement in addressing quality issues.

Disqualified supplier review:

According to the *Management Rules for Supplier Blacklist of China Resources Medical Holdings Company Limited*, adverse situations of suppliers mainly include: circumstances or events that may cause significant changes in the production and operation conditions and market environment of the Group at all levels, affecting sustainable development. This includes but is not limited to matters or situations that have a significant impact on the ability to continue operations in terms of finance, operations, etc., as well as suppliers who have experienced major or above environmental, health, and safety accidents or have failed the evaluation of environmental, health, and safety management.

供應商考核評價：

根據《華潤醫療控股有限公司供應商管理辦法》，對於合作期在三個月以上的供應商均應參與年度綜合評估與分級管理。年評估週期為每年一次，未通過本年度評估的供應商將被納入公司不合格供應商名冊，在其適用範圍及專業類別內，兩年內禁止參與任何採購活動。評審的不良行為包括但不限於嚴重品質隱患、保護措施不佳，醫療品質隱患，和不配合公司的品質監督，或對品質問題整改不積極等履責問題。

供應商不合格審查：

根據《華潤醫療控股有限公司供應商黑名單管理細則》，供應商不良情形主要包括：可能導致華潤集團各級企業生產經營條件和市場環境發生特別重大變化，影響可持續發展，包括但不限於在財務、經營等方面面對持續經營能力產生重大影響的事項或情況；發生較大及以上環境健康和安全事故事件或環境健康和安全管理評價不合格的供應商。

Supplier ESG review and assessment

CR Medical attaches great importance to supplier ESG management and integrates ESG standards into the entire process of supply chain management. We prioritize suppliers with excellent environmental and social benefits in supplier procurement and conduct reviews and evaluations of their management policies and performance in areas such as labor, environment, safety, and governance. During the reporting period, there were no potential suppliers rejected due to non-compliance with social responsibilities, nor were there any suppliers whose cooperation was suspended for the same reason.

供應商ESG審查評估

華潤醫療重視供應商ESG管理工作，將ESG標準融入對供應鏈的全過程管理中，在供應商採購中優先考慮環境和社會效益優秀的供應商，並對供應商在勞工、環境、安全、治理等方面的管理政策和績效進行審查和評估。報告期內，因為社會責任不合規被否決的潛在供應商0個，因為社會責任不合規被中止合作的供應商0個。

V. Win-Win Cooperation and Collaborative Development through Partnership

五、合作共贏 協同夥伴發展

To further enhance our suppliers' awareness and capacity for integrity compliance and fulfilling social responsibilities, we conduct periodic training activities. These sessions cover topics such as legal compliance and proactive responsibility. Through these trainings, we aim to impart procurement systems, logistics compliance, environmental protection, and work safety regulations and concepts to our suppliers, assisting them in improving their service levels and sense of responsibility. During the reporting period, CR Medical conducted ESG training for suppliers twice.

Responsible procurement

CR Medical advocates for integrity operations and opposes supply chain corruption. The Company is committed to signing integrity agreements with suppliers and reinforcing integrity checks in daily procurement processes, with the goal of fostering a transparent procurement environment. Throughout the procurement process, the Company adopts a patient-centered approach, prioritizing the enhancement of quality and technical capabilities, while striving for efficient and mutually beneficial outcomes. After a thorough assessment and analysis of human rights, environmental, and other social responsibility risks, the final decision on supplier selection is made by the department responsible for procurement management, and the approved suppliers are then included in the list of qualified suppliers. During the reporting period, the Company organized 12 procurement-related trainings on the CR Shouzheng Electronic Tendering and Procurement Platform for all employees, including 10 specialized trainings for internal procurement personnel. In 2023, CR Medical employed a total of 5,211 suppliers and reviewed the qualifications of 5,211 suppliers, achieving a responsible procurement rate of 100%.

In addition, CR Medical places great emphasis on developing local industries and actively collaborates with local enterprises to support local suppliers, driving regional development and promoting local economic prosperity.

為進一步加強供應商誠信合規供應與履行社會責任的意識和能力，不定期對供應商開展涉及守法合規與主動履責等培訓活動，向供應商傳遞採購制度、物流合規、環境保護、安全生產等制度和理念，幫助供應商提高服務水平和責任理念。報告期內，華潤醫療開展供應商ESG培訓2次。

負責任採購

華潤醫療倡導誠信經營，反對供應鏈腐敗；堅持與供應商簽訂保證協定，加強日常採購環節的廉潔檢查，構建陽光採購環境。採購過程中，公司遵循以患者為中心、以提高品質和技術能力、高效共贏為重點，對人權、環境和其他社會責任風險進行評估分析後，由採購管理主責部門審批最終決定，並納入合格供應商名冊。報告期內，組織全體員工參與華潤集團守正電子招標平台的採購相關培訓12次，其中對公司內部採購人員的專項培訓10次。2023年，華潤醫療共聘用供應商5,211間，審查供應商數量5,211間，責任採購比率為100%。

此外，華潤醫療注重發展本地產業，積極與本地企業合作，扶持本地供應商，帶動區域化發展，推動當地經濟繁榮發展。

V. Win-Win Cooperation and Collaborative Development through Partnership

五、合作共贏 協同夥伴發展

Indicators 指標	Unit 單位	Year 年度	
		2023	2022
Number of suppliers in North China 華北地區供應商數量	Supplier 個	956	585
Number of suppliers in Northeast China 東北地區供應商數量	Supplier 個	1,803	125
Number of suppliers in South China 華南地區供應商數量	Supplier 個	560	156
Number of suppliers in West China 華西地區供應商數量	Supplier 個	520	121
Number of suppliers in East China 華東地區供應商數量	Supplier 個	1,020	331
Number of suppliers in Central China 華中地區供應商數量	Supplier 個	352	191
Number of suppliers overseas 海外供應商數量	Supplier 個	0	0
Total 合計	Supplier 個	5,211	1,509

VI. Public Responsibility: Safeguarding Public Health

六、公共責任 護佑人民健康

CR Medical has consistently upheld its mission of giving back to and contributing to society. We actively support national strategies and take on our public responsibilities within the community. With enthusiasm for charity and public welfare initiatives, we continuously contribute to regional integration, the construction of a medical consortium, targeted assistance, health education, charitable medical consultations, and voluntary services. In doing so, we endeavor to fulfill our duties as a central state-owned enterprise.

(1) Align with national strategies

CR Medical actively engages in the implementation of the "Healthy China" initiative by taking a leading role as a regional flagship hospital. We are dedicated to promoting regional integration and the construction of a medical consortium, ensuring the balanced development of regional medical capabilities. By fully integrating into the regional medical and health network and disseminating health knowledge to the public, we leverage the strength of CR Medical to make a significant contribution to public health.

Regional integration and development

CR Medical proactively responds to the *Work Plan to Support the High-Quality Development of State-Owned Enterprise Medical Institutions*. Beginning with top-level design, we thoroughly optimize and manage human, financial, and material resources with a focus on refined management. By integrating and sharing medical resources, we enhance the medical technology service capabilities within the region, accomplish coordinated development of medical services, and address the diverse healthcare needs of patients.

華潤醫療始終秉持回饋社會、奉獻社會的使命感，主動服務國家戰略，積極履行社區公共責任，熱衷參與慈善公益事業，在區域一體化建設、醫聯體建設、對口幫扶、健康宣講、慈善義診、志願服務等方面，持續貢獻力量，踐行央企擔當。

(1) 服務國家戰略

華潤醫療積極投身「健康中國」建設，以區域龍頭醫院為引領，不斷推進區域一體化建設和醫聯體建設，保障區域醫療能力均衡發展，充分融入區域醫療衛生網絡，為大眾普及健康知識，為公眾健康貢獻華潤力量。

區域一體化建設

華潤醫療積極響應《支持國有企業辦醫療機構高品質發展工作方案》，從頂層設計出發，從精細化管理層面實現人、財、物的全面優化和管理，透過醫療資源整合和共享，強化區域內醫療技術服務能力，實現區域內的醫療服務協同發展，滿足患者就醫多樣化需求。

VI. Public Responsibility: Safeguarding Public Health

六、公共責任 護佑人民健康

Case: General Hospital of Benxi Steel plays a leading role as a regional flagship hospital

General Hospital of Benxi Steel courageously takes on the responsibility of state-owned enterprise reform. It implements regional equipment and discipline resource sharing by integrating the general hospital's preponderant disciplines, Dalian Port Hospital's rehabilitation department, Nandi Hospital of Benxi Steel's psychological gastrointestinal infectious diseases discipline, and occupational disease prevention, control and testing discipline with Nanfen and Beiyin communities' healthcare services. Additionally, it established a health management center in the Benxi, creating a high-quality health management brand that combines "physical examination + health management." This initiative provides the public with more convenient and precise physical examination services, effectively fulfilling the leading role of the regional flagship hospital and promoting the high-quality and sustainable development of regional integration.

案例：本鋼總醫院發揮區域龍頭醫院引領作用

本鋼總醫院勇擔國企改革責任，實施區域設備共享，學科資源共享，將總院優勢學科、大連港康復、南地心理肛腸傳染、疾控職業病防治檢測與南芬、北營社區衛生服務相結合；並在本溪區域整合成立健康管理中心，打造「體檢+健康管理」為一體的高品質健康管理品牌，為民眾提供更加便捷、準確的體檢服務，有效發揮了區域龍頭醫院引領作用，推進區域一體化建設高品質可持續發展。

Development of a Medical Consortium

CR Medical actively aligns with the "Healthy China" strategy, with a patient-centered approach and discipline construction as the core. With adaptable operational and management capabilities as the foundation, it aims to create a model of a closely-knit regional medical consortium. It collaborates with grassroots medical institutions in cooperation with the government, joining urban medical groups, medical consortiums, medical communities, and hierarchical diagnosis and treatment systems. This allows experts from tertiary hospitals to provide medical services in community hospitals, enabling people to access higher quality medical services right at their doorstep.

醫聯體建設

華潤醫療積極響應「健康中國」戰略，以患者為中心，以學科建設為核心，以因地制宜的營運管理能力為基礎，打造區域緊密型醫聯體樣板；並與政府基層醫療協作，加入城市醫療集團、醫聯體、醫共體和分級診療體系，讓三級醫院專家下沉到社區醫院做診療，讓老百姓在家門口就能享受到更高品質醫療服務。

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Case: Regional integrated development of Beijing Jian Gong Hospital

Beijing Jian Gong Hospital has achieved comprehensive integration with Beijing CEEC Hospital in various aspects including medical treatment, education, research, party building, and information. It has also assisted Beijing CEEC Hospital in successfully completing the transformation and upgrade evaluation process to become a Level II combined TCM and Western medicine hospital. CR Medical has established comprehensive medical consortiums with Beijing Friendship Hospital, emergency and urology medical consortiums with Peking University First Hospital, and imaging and laboratory specialty medical consortiums with Fu Xing Hospital. It has also formed a medical consortium with six community service centers in the region and become the deputy director unit of the Xicheng District Medical Quality Management Center. CR Medical is deeply integrated with medical institutions in Xicheng District and fully integrated into the regional healthcare network.

Case: Construction of CR & WISCO General Hospital Consortium

CR & WISCO General Hospital has added two medical consortium units, forming the largest regional medical consortium with a leading hospital and a total of 30 member units. The hospital has dispatched 15 specialists and 24 experts to provide clinical services in seven medical consortium units. Additionally, a two-way referral group has been established to prioritize bed reservations for patients transferring to the hospital for inpatient care. A green referral channel has been opened to provide free registration and priority treatment for patients transferring to the hospital for outpatient care. Furthermore, the hospital has implemented a resource sharing program, including CT scans, MRI scans, ultrasounds, and gastrointestinal endoscopies, with a one-tier fee structure, allowing community residents to enjoy third-tier services and improve their medical experience.

案例：北京市健宮醫院區域一體化建設

北京健宮醫院已與中能建醫院在醫、教、研、黨建、資訊等多方面進行全面融合，並協助中能建醫院在醫院二級中西醫結合醫院轉型升級評審過程中順利完成升級。與友誼醫院建立綜合醫聯體，與北大一院建立急診、泌尿專科醫聯體，與復興醫院建立影像、檢驗專科醫聯體，與所在區域6間社區服務中心成立醫聯體，並成為西城區醫療質管中心副主任單位，與西城區醫療機構深度融合，充分融入區域醫療衛生網絡。

案例：華潤武鋼總醫院醫聯體建設

武鋼總醫院新增2間醫聯體單位，形成1+2+30的區域最大醫聯體牽頭醫院，並下派15個專業24名專家下沉醫聯體7間單位坐診，並建立了雙向轉診群，為上轉住院患者提供了預約床位優先服務；開通轉診綠色通道，為上轉門診患者提供免費掛號優先診療；並開通CT、核磁、超聲、胃腸鏡等多項資源共享專案，實現一級收費，享受三級服務，提升社區居民診療體驗。

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(2) Fulfill public responsibility

CR Medical actively fulfills its social responsibilities and is enthusiastic about public welfare undertakings. We continuously contribute to the promotion of health knowledge, targeted assistance, public emergency response, charitable medical consultations, and voluntary activities. We also encourage our employees to actively participate in social volunteer activities, working together with the company to create a healthy and beautiful China.

Guard public health

CR Medical adheres to the public welfare nature of state-owned medical institutions and undertakes various tasks such as providing basic medical services, training medical personnel, offering public health services, and providing emergency medical rescue in response to unexpected events. We are committed to safeguarding the health of the people in all aspects.

Provision of free medical services

CR Medical promotes the “I Work for the Benefit of the People” initiative through various forms of free medical consultation activities. These activities include the rural series of free medical consultations, large-scale weekend specialist consultations for specific diseases, and various themed consultations. We provide regular services to the public and establish a long-term mechanism of “Strive for Public Health”. In 2023, we conducted 1,090 sessions of voluntary medical services, benefiting a total of 128,209 individuals.

(2) 履行公共責任

華潤醫療積極履行社會責任，熱衷公益事業，不斷從健康知識普及、對口幫扶、公共搶險、慈善義診和志願活動等方面積極貢獻，並鼓勵員工積極參與社會志願活動，與公司共創健康美好中國。

守護國民健康

華潤醫療堅持國有企業醫療機構的公益性，承擔基本醫療服務供給、醫療衛生機構人才培養、公共衛生服務、突發事件緊急醫療救援等任務，全方位守護人民健康。

開展義診服務

華潤醫療以形式多樣的義診活動為載體，推進「我為群眾辦實事」，開展鄉村系列義診、週末大型專科專病專家系列義診、各類主題義診等活動，常態化為民服務，形成「一切為了大眾健康」的長效機制。2023年開展義務診療1,090次，受益人數128,209人。

Indicators 指標	Unit 單位	Year 年度		
		2023	2022	2021
Number of community-based free medical services 社區義務診療次數	Time 次	1,090	428	557
Number of people benefited from community-based free medical services 社區義診受益人數	Person 人	128,209	38,772	47,642

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Health education promotion

CR Medical continuously disseminates health knowledge to society and grassroots communities through activities such as health education public lectures. We aim to bring health education to rural areas and communities, and guide the whole society in establishing correct health concepts. To enhance the professional competence, diagnostic and treatment abilities, and operational skills of grassroots healthcare workers, we provide training in medical technology. The objective of this training is to foster the enhancement of the overall health level of the population. In 2023, a total of 32,900 public health education activities were conducted, benefiting 14.822 million individuals. Additionally, 341,000 copies of promotional materials were distributed.

普及健康教育

華潤醫療不斷向社會、向基層開展健康知識普及行動，開展健康教育公益講堂等活動，推動健康教育進鄉村、進社區，引導全社會樹立正確健康觀念。向基層醫務人員進行醫用技術培訓，增強基層衛生人員的專業素養、診療能力以及操作技能，促進全民健康水平提升。2023年，開展公民健康教育3.29萬次，受益人數達1,482.20萬人，發放宣傳材料達34.10萬份。

Indicators 指標	Unit 單位	2023	2022	2021
Number of people benefited from public health education ¹ 公民健康教育受益人數 ¹	10,000 persons 萬人	1,482.20	10.39	15.85
Number of public health education activities 公民健康教育開展次數	10,000 times 萬次	3.29	0.08	1.02

Safeguard children's health

During the reporting period, there was a continuous increase in cases of acute respiratory diseases in China. CR Medical, in line with its commitment to the greater good of the nation, coordinated medical resources and leveraged our role as a medical consortium. We strengthened technical guidance to primary healthcare institutions, facilitated cross-department and cross-hospital resource allocation, and improved diagnostic and treatment capabilities as well as efficiency. We also enhanced the efficiency of identifying and referring critical cases, all in an effort to safeguard the health of children.

守護兒童健康

報告期內，我國發生急性呼吸道疾病持續上升事件，華潤醫療踐行「國之大者」，統籌醫療資源，發揮醫聯體作用，加強對基層醫療衛生機構的技術指導，跨科跨院調劑力量，實現診療能力、診療效率提升，重症辨識轉診效率提升，守護兒童健康。

¹Note: The number of people benefited from public health education in this year includes those who participated in online health popularization and education activities conducted by various hospitals.

¹註：本年度公民健康教育受益人數覆蓋參加各醫院線上健康科普與宣教的人員。

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Improving diagnosis and treatment efficiency: We have launched specialized treatment for different types of diseases, adopting tailored treatment plans. We closely collaborate with multiple community health service centers to facilitate patients' access to medical care through telemedicine.

Enhance inter-departmental and inter-hospital resource allocation: Hospitals have implemented flexible scheduling, with staff arriving early and leaving later. The outpatient hours for specialists and doctors have been extended, and medical staff in pediatrics, radiology, and laboratory departments have voluntarily given up their rest time to provide assistance. Initiatives such as "Delay for Assistance" were launched to help accommodate patients, increase the number of emergency physicians during nighttime shifts, and reduce patient waiting time.

Enhance diagnosis and treatment capability: In response to the prolonged illness course of pediatric severe respiratory diseases that cannot be cured by medication or injections alone, Fukuang General Hospital has implemented pediatric fiberoptic bronchoscopy diagnosis and treatment procedures. This approach aims to reduce adverse reactions caused by long-term medication and minimize the risk of residual effects. Xuzhou Mining Hospital has established a specialist group for the treatment of children with Mycoplasma pneumoniae pneumonia. This group provides enhanced guidance on medical practices, with a focus on improving early identification and treatment of severe cases, as well as strengthening hospital infection control and emergency response capabilities.

Conduct volunteer activities

CR Medical takes on the responsibility as a central state-owned enterprise and actively supports the rural vitalization strategy. We provide targeted assistance and support the development of medical and healthcare services in Tibet, Xinjiang, and Qinghai. In the face of environmental emergencies and disasters, we actively participate in rescue work and fully ensure medical treatment for flood-affected people, bringing practical health security to the general public.

提高診療效率：開展特色專科治療，針對不同疾病類型採取不同治療方案，與多家社區衛生服務中心緊密合作，透過遠程診療，方便患者就醫。

跨科跨院調劑力量：推行彈性排班，提前到崗、推後離崗，專家、醫生門診時間延長，兒科、影像科、檢驗科醫護放棄休息時間，開展「延一延、幫一幫」，增派夜間急診醫師，減少患者等待時間。

提升診療能力：針對縮短吃藥打針已無法根除病症的小兒重症呼吸道疾病的病程，撫礦總醫院開展小兒纖維支氣管鏡診治術，減輕長時間用藥不良反應，降低後遺症風險。徐州市礦山醫院成立兒童肺炎支原體肺炎救治專家組，加強業務指導，著重提高重症的早期辨識、早期救治、醫院感染防控和應急處置能力。

開展志願服務

華潤醫療勇擔央企責任，以實際行動支持鄉村振興戰略，開展對口幫扶，支持援藏、援疆、援青醫療衛生事業發展，面對環境突發事件災害，積極投身搶險工作，全力保障涉汛群眾醫療救治，為人民大眾帶來切實健康保障。

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Assist rural vitalization

Industry support: CR Medical mobilizes various units to help sell high-quality agricultural products in designated and paired counties, fully supporting rural revitalization. In 2023, CR Medical supported the sales of agricultural products from previously impoverished counties and former central revolutionary base areas, achieving a total value of RMB460,200. Among them, the sales of agricultural products in Guangchang County amounted to RMB125,000, in Haiyuan County amounted to RMB67,000, and in Qingliu County amounted to RMB50,000.

Medical assistance: Guangdong 999 Brain Hospital, a member hospital of CR Medical, has partnered with Lianjiang City in Guangdong Province and Liaojiachang Village to provide free medical consultations for neurological diseases, with the participation of renowned experts in the field. Additionally, Fukuang General Hospital has established partnerships with Haiyan County and Xinbin Manchu Autonomous County in Qinghai Province, providing multiple rounds of targeted assistance to local people's hospitals to enhance the service capabilities of county-level hospitals. In 2023, the ninth batch of medical aid team members from Fukuang General Hospital were awarded the title of "Advanced Individual in Medical and Health Aid to Haiyan County" by the Haiyan County Health Bureau.

助力鄉村振興

產業幫扶: 華潤醫療組織動員各單位幫銷集團定點幫扶縣和對口支援縣高品質農產品，全面助力鄉村振興。2023年華潤醫療共幫助銷售原國貧縣及原中央蘇區農產品46.02萬元。其中銷售廣昌縣農產品12.5萬元，海原縣農產品6.7萬元，清流縣農產品5萬元。

醫療幫扶: 華潤醫療成員醫院廣東三九腦科醫院結對廣東省廉江市和寮佳場村，特派多位知名腦科專家開展腦科疾病義診活動；撫礦總醫院結對青海省海晏縣和新賓滿族自治縣，多次對口援助當地人民醫院，提升縣級醫院服務能力。2023年，撫礦總醫院第九批醫療援青隊員被海晏縣衛健局授予「海晏縣醫療衛生援青工作先進個人」稱號。

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Medical assistance

CR Medical takes a comprehensive and effective approach to providing medical assistance and support to vulnerable groups. We coordinate with various medical institutions to leverage the advantages of the healthcare industry and collaborate with local government agencies. Through various specialized medical assistance programs, we aim to provide more accurate medical aid and services to those in need. In 2023, Fukuang General Hospital will continue to carry out the "Kangning Mental Health" assistance project for the thirteenth consecutive year. It will establish a special charity fund to provide medical assistance to mentally ill patients from impoverished families in Fushun City. The aim is to ensure that more impoverished patients have access to necessary medical services. The project has received strong support from the local government and has assisted over 6,000 patients with mental illnesses. We have received numerous thank-you letters and commendations from discharged patients and their families.

Conduct public emergency response

CR Medical closely monitors various environmental emergencies and fully leverages its strengths to provide comprehensive support and assistance. In July 2023, Beijing experienced heavy rainfall and severe flooding. We immediately contacted the Mentougou District Health Commission and collaborated with hospitals in the area. We actively prepared various medical supplies for emergency use in the hospital. Despite the challenges, our member hospitals in the region made every effort to save the lives of critically ill patients and provide medical treatment for flood-related injuries. We also formed specialized medical teams to conduct medical rounds in remote mountainous areas, ensuring comprehensive protection of public health and well-being.

開展醫療援助

為給弱勢群體提供更全面、更有效的醫療幫助和支持，華潤醫療統籌各醫療機構發揮醫療行業優勢，與屬地政府機構協同，開展各類專項助醫計劃，為更多需要幫助的人群提供更精準的醫療救助和服務。2023年撫礦總醫院持續第十三年開展「精神康寧」救助專案，設立專項慈善基金，為撫順市城鄉貧困家庭的精神障礙患者進行醫療救助，旨在讓更多貧困患者獲得必要的醫療服務。該專案受到屬地政府大力支持，累計救助精神疾病患者超6,000人次，多次收到出院患者及家屬的感謝信和錦旗等。

開展公共搶險

華潤醫療密切關注各類環境突發事件，充分發揮自身優勢，做好各項保障支援工作。2023年7月，北京遭遇強降雨天氣，洪澇受災嚴重，我們第一時間與門頭溝區衛健委及區內合作醫院取得聯繫，積極籌備各類醫用物資供醫院緊急使用；區域內成員醫院克服困難，全力救治急危重症患者生命，收治涉汛傷病員，針對深山區受困群眾，組建專業的醫護團隊進行巡診工作，全方位守護大眾生命健康。

ESG Index

ESG索引

Aspect 層面	ESG Guide 《環境、社會及管治報告指引》	Page(s) 披露位置
A1: Emissions A1：排放物	<p>General Disclosure Information on:</p> <p>(a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.</p> <p>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。</p>	P68
	<p>A1. 1 The types of emissions and respective emissions data. A1. 1 排放物種類及相關排放數據。</p> <p>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(範圍1)及能源間接(範圍2)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)。</p>	P70-P71
	<p>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)。</p>	P70
	<p>A1. 4 Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). A1. 4 所產生無害廢棄物總量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)。</p>	P71
	<p>A1. 5 Description of emission 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。</p>	P69
	<p>A1. 6 Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them. A1. 6 描述處理有害及無害廢棄物的方法，及描述所訂立的減廢目標及為達到這些目標所採取的步驟。</p>	P68

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指標索引

Aspect 層面	ESG Guide 《環境、社會及管治報告指引》	Page(s) 披露位置
A2: Use of Resources A2：資源使用	<p>General Disclosure 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>A2. 1 Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility). A2. 1按類型劃分的直接及／或間接能源(如電、氣或油)總耗量(以千個千瓦時計算)及密度(如以每產量單位、每項設施計算)。</p> <p>A2. 2 Water consumption in total and intensity (e.g. per unit of production volume, per facility). A2. 2總耗水量及密度(如以每產量單位、每項設施計算)。</p> <p>A2. 3 Description of energy use efficiency target(s) set and steps taken to achieve them. A2. 3描述所訂立的能源使用效益目標及為達到這些目標所採取的步驟。</p> <p>A2. 4 Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them. A2. 4描述求取適用水源上可有任何問題，以及所訂立的用水效益目標及為達到這些目標所採取的步驟。</p> <p>A2. 5 Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced. A2. 5製成品所用包裝材料的總量(以噸計算)及(如適用)每生產單位佔量。</p>	P64 P67 P65 P66 P64 P72
A3: Environment and Natural Resources A3：環境及天然資源	<p>General Disclosure Policies on minimizing the issuer's significant impacts on the environment and natural resources.</p> <p>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。</p> <p>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。</p>	P61 P60-P61

Aspect 層面	ESG Guide 《環境、社會及管治報告指引》	Page(s) 披露位置
A4: Climate Change A4：氣候變化	<p>General Disclosure Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.</p> <p>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。</p>	P62
	<p>A4. 1 Description of the significant climate-related issues that 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。</p>	P62
B1: Employment B1：僱傭	<p>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.</p> <p>一般披露 有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。</p>	P40, P45
	<p>B1. 1 Total workforce by gender, employment type (for example, 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。</p>	P38
	<p>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。</p>	P39

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指標索引

Aspect 層面	ESG Guide 《環境、社會及管治報告指引》	Page(s) 披露位置
B2: Health and Safety B2：健康與安全	<p>General Disclosure Information on:</p> <p>(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.</p> <p>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：</p> <p>(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。</p>	P44, P49
	<p>B2. 1 Number and rate of work-related fatalities occurred in each of the past three years including the reporting year. B2. 1過去三年（包括匯報年度）每年因工亡故的人數及比率。</p>	P44
	<p>B2. 2 Lost days due to work injury. B2. 2因工傷損失工作日數。</p>	P44
	<p>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。</p>	P45, P49, P50, P51
B3: Development and Training B3：發展及培訓	<p>General Disclosure Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.</p> <p>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。</p>	P48
	<p>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）劃分的受訓僱員百分比。</p>	P47
	<p>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。</p>	P47

Aspect 層面	ESG Guide 《環境、社會及管治報告指引》	Page(s) 披露位置
B4: Labour Standards B4：勞工準則	<p>General Disclosure Information on:</p> <p>(a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to the prevention of child or forced labor.</p> <p>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。</p>	P40
	<p>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。</p> <p>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。</p>	P40
B5: Supply Chain Management B5：供應鏈管理	<p>General Disclosure Policies on managing environmental and social risks of the supply chain. 一般披露 管理供應鏈的環境及社會風險政策。</p> <p>B5. 1 Number of suppliers by geographical region. B5. 1按地區劃分的供應商數目。</p> <p>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，以及有關執行及監察方法。</p> <p>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。</p> <p>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慣例，以及相關執行及監察方法。</p>	P76-P77 P80 P77 P78 P78

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指標索引

Aspect 層面	ESG Guide 《環境、社會及管治報告指引》	Page(s) 披露位置
B6: Product Responsibility B6：產品責任	<p>General Disclosure</p> <p>Information on:</p> <ul style="list-style-type: none"> (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to the health and safety, advertising, labeling and privacy matters relating to products and services provided and methods of redress. <p>一般披露 有關所提供之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：</p> <ul style="list-style-type: none"> (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。 	P52-P59
	<p>B6. 1 Percentage of total products sold or shipped subject to recalls for safety and health reasons. 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>N/A. The Company does not involve pharmaceutical manufacturing, and no product recalls have occurred. 不適用。 本公司不涉及藥品生產，無產品回收情況。</p>
	<p>B6. 2 Number of products and service related complaints received and how they are dealt with. B6. 2接獲關於產品及服務的投訴數目以及應對方法。</p>	P58
	<p>B6. 3 Description of practices relating to observing and protecting intellectual property rights. B6. 3描述與維護及保障知識產權有關的慣例。</p>	P36
	<p>B6. 4 Description of quality assurance process and recall procedures. B6. 4描述質量檢定過程及產品回收程序。</p>	P52
	<p>B6. 5 Description of consumer data protection and privacy policies, and how they are implemented and monitored. 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>	P58

Aspect 層面	ESG Guide 《環境、社會及管治報告指引》	Page(s) 披露位置
B7: Anti-corruption B7：反貪污	<p>General Disclosure</p> <p>Information on:</p> <ul style="list-style-type: none"> (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering. <p>一般披露</p> <p>有關防止賄賂、勒索、欺詐及洗黑錢的：</p> <ul style="list-style-type: none"> (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。 	P33-P35
	<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於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。</p>	P33
	<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序，以及相關執行及監察方法。</p>	P34-P35
	<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>	P33
B8: Community Investment B8：社區投資	<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>一般披露</p> <p>有關以社區參與來了解營運所在社區需要和確保其業務活動會考慮社區利益的政策。</p>	P84
	<p>B8. 1 Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).</p> <p>B8. 1專注貢獻範疇（如教育、環境事宜、勞工需求、健康、文化、體育）。</p>	P84-P88
	<p>B8. 2 Resources contributed (e.g. money or time) to the focus area.</p> <p>B8. 2在專注範疇所動用資源（如金錢或時間）。</p>	P84-P88



華潤醫療控股有限公司

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