



天安中國投資有限公司

TIAN AN CHINA INVESTMENTS COMPANY LIMITED

(Stock Code 股份代號：28)

2023

ENVIRONMENTAL, SOCIAL  
AND GOVERNANCE REPORT

環境、社會及管治報告

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# 環境、社會及管治報告

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

天安中國投資有限公司(「本公司」，連同其附屬公司(「本集團」))欣然提呈其環境、社會及管治(「環境、社會及管治」)報告。本環境、社會及管治報告概述截至二零二三年十二月三十一日止年度(「報告期間」)本集團的環境、社會及管治措施、計劃及表現，並展示其對可持續發展的承諾。本報告補充了本公司已刊發的二零二三年年報中披露的其他資料。

本集團成立逾三十年，一直投資於香港及中國內地。作為一間負責任的企業，本集團深明自身在行業內於促進可持續發展方面擔當重要的角色，因此已將可持續發展元素納入業務營運中。展望將來，本集團致力與持份者建立更緊密的關係，以制定可持續發展策略。

於報告期間，本集團新收購一間附屬公司，其於中國內地主要從事投資、管理及營運醫療及相關業務。

### 管治架構

#### 董事會聲明

我們視環境、社會及管治上的承諾為我們職責的一部份，並致力將環境、社會及管治考慮因素納入我們的決策過程。為實現此目標，我們已制定核心治理框架，以確保環境、社會及管治與我們的策略發展一致，同時提倡將環境、社會及管治融入我們的業務營運中。

本公司董事會(「董事會」)負上對本集團的環境、社會及管治議題之整體責任，並監督環境、社會及管治策略、方向及政策。為了完善地管理本集團的環境、社會及管治表現、相關議題及潛在風險，董事會亦會每年檢討可持續發展政策(「可持續發展政策」)，其涵蓋了我們在環境及社會議題上的原則。執行委員會(「執委會」)應確保本集團的風險得到明確界定並受到透明及有效的風險管理矩陣監察，以及確保報告日程得以遵守。董事會及執委會定期收到適當資料。管理層每年均向執委會主席報告工作及發現，由執委會主席於適當及必要時提呈予審核委員會及/或董事會審閱。

Tian An China Investments Company Limited (“Company”), together with its subsidiaries (“Group”), is pleased to present its Environmental, Social and Governance (“ESG”) report. This ESG report summarises the ESG initiatives, plans and performances of the Group and demonstrates its commitment to sustainable development for the year ended 31st December, 2023 (“Reporting Period”). This report supplements information disclosed elsewhere in the Company’s published annual report 2023.

The Group has been established and investing in Hong Kong and Mainland China for over three decades. As a responsible corporation, the Group understands that it plays a part in promoting sustainability in the industry and has therefore incorporated sustainability elements into its business operations. Looking forward, the Group aims to build stronger relationships with its stakeholders to formulate its sustainability strategy.

During the Reporting Period, an additional subsidiary was acquired which engaged principally in the investment in and management and operation of healthcare and related businesses in Mainland China.

### GOVERNANCE STRUCTURE

#### Board statement

We view ESG commitments as part of our responsibilities and are committed to incorporating ESG considerations into our decision-making process. To achieve this goal, we have developed a core governance framework to ensure ESG governance is aligned with our strategic growth, while advocating for the integration of ESG into our business operations.

The board of directors of the Company (“Board”) has overall responsibility for the Group’s ESG issues and oversees ESG strategies, directions and policies. To better manage the Group’s ESG performance, related issues and potential risks, the Board also reviews the sustainability policy (“Sustainability Policy”), which covers our principles in environmental and social issues annually. The Executive Committee (“Exco”) shall ensure that the risks of the Group are clearly defined and monitored by a transparent and effective risk management matrix and that reporting schedules are enforced. The Board and the Exco are regularly informed where appropriate. The works and findings are reported annually by the management to the Chairman of the Exco who puts forward the same to the Audit Committee and/or the Board for review as appropriate and when necessary.

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

### 管治架構(續)

#### 董事會聲明(續)

於報告期間，本公司委聘一間獨立第三方顧問公司協助識別環境、社會及管治事宜，並就本集團的環境、社會及管治表現提供建議。該顧問公司協助收集和分析本集團持份者對環境、社會及管治事宜的意見，並進行重要性評估。董事會已審視評估結果，並確認本集團需要報告的重要環境、社會及管治事宜。本集團會定期檢討與持份者的溝通渠道，以確保與持份者的溝通有效。

為有效監督及促進本集團的環境、社會及管治發展，董事會持續監察與環境、社會及管治有關的工作及留意香港聯合交易所有限公司(「聯交所」)發出對環境、社會及管治披露的最新規定，以達至合規營運和社會責任的目標。根據本集團制定的目標，董事會定期檢討相關制度和政策以及環境、社會及管治表現，並監督環境、社會及管治事宜的協調和管理。

#### 管理方針及策略

為股東創造並提供長期和可持續之價值，是本公司一直以來的信念。為實現此目標，我們深明作出之選擇將對業務所在的社區產生影響，而影響該屬正面。本公司已採納可持續發展政策，該政策涵蓋我們於僱傭及勞工措施、商業誠信、環境及社區等領域之原則。我們會致力將該等原則作為我們實踐及管治的一部份，為社會及環境之可持續性發展作出貢獻。

### GOVERNANCE STRUCTURE (CONTINUED)

#### Board statement (continued)

During the Reporting Period, the Company has commissioned an independent third-party consulting firm to assist in identifying ESG matters and providing suggestions for the ESG performance of the Group. The consulting firm assisted in collecting and analysing the comments on ESG matters from the Group's stakeholders and conducting materiality assessment. The Board has reviewed the assessment results and confirmed the material ESG matters of the Group to be reported. The Group will regularly review the channels for stakeholder communication in order to ensure communication with stakeholders is effective.

With the aim of effectively supervising and promoting the ESG development of the Group, the Board continuously monitors ESG-related work and keeps track of the latest regulations on ESG disclosure issued by The Stock Exchange of Hong Kong Limited ("Stock Exchange"), so as to achieve the goals of compliant operation and social responsibilities. Based on the goals formulated by the Group, the Board regularly reviews the relevant systems and policies and the ESG performance, and monitors the coordination and management of ESG matters.

#### Management approach and strategy

The Company believes in delivering long term and sustainable value creation to our shareholders. In doing so, we recognise that the choices we make will have an impact on the communities in which we carry on our business and such impact should be positive. The Company has adopted the Sustainability Policy which covers our principles in the area of employment and labour practices, business integrity, the environment and the community. We endeavour to embrace these principles as part of our practice and governance to contribute to the sustainable development of the society and the environment.

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

### 匯報原則

環境、社會及管治報告乃根據聯交所證券上市規則附錄二十七(自二零二三年十二月三十一日起重新編排為附錄C2)所載《環境、社會及管治報告指引》(「環境、社會及管治報告指引」)編製。

本公司根據四項匯報原則編製本報告，分別為重要性、量化、平衡及一致性。

**重要性：**本報告基於一個獨立第三方按相關議題的重要性作出重要性評估而構劃。重要性評估的結果已由董事會及高級管理層審閱及確定。進一步詳情請參閱「重要性評估」一節。

**量化：**本報告根據環境、社會及管治報告指引編製，以量化方式披露關鍵績效指標(「關鍵績效指標」)。關於關鍵績效指標所用標準、方法、假設及／或計算參考，以及關鍵轉換因素的來源等資料，會於適當位置說明。

**平衡：**本報告以中立的角度概述本集團的環境、社會及管治表現，披露其成果及改善空間。

**一致性：**除另有說明外，本報告的披露與統計方法與上一個財政年度一致，以便進行有意義的比較。如有任何變動可能會影響到與以前報告的比較，本集團會於本報告的相應部份提供說明附註。

本集團已建立內部監控及正式檢討程序，盡可能確保本報告呈報的資料均準確可靠。本報告已經董事會批准。

### REPORTING PRINCIPLES

The ESG Report has been prepared in accordance with the Environmental, Social and Governance Reporting Guide (“ESG Guide”) as set out in Appendix 27 (which has been restructured as Appendix C2 since 31st December, 2023) of the Rules Governing the Listing of Securities on the Stock Exchange.

The Company prepares this report based on four reporting principles, namely materiality, quantitative, balance and consistency.

**Materiality:** This report is structured based on the materiality of respective issues, resulting from materiality assessment conducted by an independent third party. The results of the materiality assessment were reviewed and confirmed by the Board and senior management. For further details, please refer to the section headed “Materiality Assessment”.

**Quantitative:** This report is prepared in accordance with the ESG Guide and discloses key performance indicators (“KPIs”) in a quantitative manner. Information regarding the standards, methodologies, assumptions and/or calculation references, and sources of key conversion factors used for KPIs is stated wherever appropriate.

**Balance:** This report presents an unbiased overview of the Group’s ESG performance with both achievements and areas of improvements disclosed.

**Consistency:** Unless otherwise stated, the disclosure and statistical methods of this report are consistent with the previous financial year for meaningful comparison. If there is any change that may affect comparison with previous reports, the Group will make explanatory notes to the corresponding section.

The Group has established internal controls and a formal review process to ensure that any information presented in this report is as accurate and reliable as possible. This report has been approved by the Board.

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

### 匯報範圍

本報告涵蓋了中國內地、香港及澳洲的物業發展、物業投資、物業管理及醫療等主要業務。

關鍵績效指標數據乃從本集團直接營運控制下的附屬公司收集及分析。本集團將繼續評估不同業務或其主要附屬公司的主要環境、社會及管治範疇，以於適當時候擴大披露範圍。除另有註明外，環境、社會及管治報告涵蓋以下單位及其附屬公司的辦事處及分行：

天安中國投資有限公司  
亞證地產有限公司  
Tian An Australia Limited  
中國醫療網絡有限公司（「中國醫療網絡」），  
自二零二三年十月五日起成為本公司之附屬公司

報告期間為二零二三年一月一日至二零二三年十二月三十一日。

### 持份者參與

對於本集團制定策略以優先處理和管理重要的環境、社會及管治議題而言，了解持份者的需求與期望至關重要。持份者參與為一個推動長期可持續發展的持續過程。本集團透過一系列渠道與其重要持份者接觸，藉此發現重要議題，從而改善本集團決策和提高問責程度。本集團不時檢討及探索不同形式的溝通渠道，與不同持份者互動並收集反饋意見。

### REPORTING BOUNDARY

This report covers major businesses in property development, property investment, property management and healthcare in Mainland China, Hong Kong and Australia.

The KPIs data were gathered and analysed from subsidiaries that are under the Group's direct operational control. The Group will continue to assess the major ESG aspects of different businesses or its major subsidiaries to extend the scope of disclosure when and where applicable. Unless otherwise indicated, the ESG report covers the offices and branches from the units below and their subsidiaries:

Tian An China Investments Company Limited  
Asiasec Properties Limited  
Tian An Australia Limited  
China Medical & HealthCare Group Limited ("CMH"), which became a subsidiary of the Company with effect from 5th October, 2023

The Reporting Period is from 1st January, 2023 to 31st December, 2023.

### STAKEHOLDER ENGAGEMENT

Understanding the needs and expectations of stakeholders are essential for the Group to formulate strategies that prioritise and manage material ESG issues. Stakeholder engagement is a continuous process to drive long term sustainability. The Group engages its key stakeholders through a range of channels to find out the material issues for improving the decision-making and enhancing the accountability of the Group. From time to time, the Group reviews and explores different forms of communication channels to interact with and collect feedbacks from different stakeholders.

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

### 持份者參與(續)

### STAKEHOLDER ENGAGEMENT (CONTINUED)

本集團的主要持份者及相應溝通渠道概述如下：

The key stakeholders of the Group and the respective communication channels are summarised as follows:

持份者 Stakeholders	要求與期望 Requirement and Expectation	溝通與回應方式 Communication and Response
政府及監管機構 Government and regulatory bodies	<ul style="list-style-type: none"> <li>遵守國家政策、法律及法規 Compliance with national policies, laws and regulations</li> <li>支持地方經濟增長 Supporting local economic growth</li> <li>推動當地就業 Driving local employment</li> <li>環境影響及碳足跡 Environmental impact and carbon footprint</li> </ul>	<ul style="list-style-type: none"> <li>強制性地方及區域報告要求 Mandatory local and regional reporting requirements</li> <li>檢查及巡視 Examinations and inspections</li> <li>實地考察及會議 Site visits and meetings</li> <li>定期申報 Regular filings</li> <li>研討會 Seminars</li> </ul>
股東及投資者 Shareholders and investors	<ul style="list-style-type: none"> <li>企業管治 Corporate governance</li> <li>多元化及包容性 Diversity and inclusivity</li> <li>提高公司的核心價值 Enhancement in company core value</li> <li>財務及投資穩定性 Financial and investment stability</li> <li>資訊透明度及有效溝通 Information transparency and effective communication</li> <li>合規經營 Compliant operation</li> <li>符合道德的業務營運 Ethical business operation</li> </ul>	<ul style="list-style-type: none"> <li>年度及中期報告 Annual and interim reports</li> <li>股東大會 General meetings</li> <li>通告及公佈 Public notices and announcements</li> <li>公司網站 Company websites</li> <li>媒體發佈 Media release</li> </ul>

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

### 持份者參與(續)

### STAKEHOLDER ENGAGEMENT (CONTINUED)

持份者 Stakeholders	要求與期望 Requirement and Expectation	溝通與回應方式 Communication and Response
供應商及合作夥伴 Suppliers and Partners	<ul style="list-style-type: none"> <li>誠信經營 Operations with integrity</li> <li>公平競爭 Fair competition</li> <li>公平的供應商甄選過程 Fair supplier selection process</li> <li>履行合約 Performance of contracts</li> <li>互惠互利·合作共贏 Mutual benefits and win-win cooperation</li> <li>穩定及合格的產品和服務 Stable and qualified products and services</li> </ul>	<ul style="list-style-type: none"> <li>招標會議 Tendering conferences</li> <li>績效反饋 Performance feedbacks</li> <li>機構探訪 Institutional visits</li> <li>公司網站 Company websites</li> </ul>
客戶及租戶 Customers and Tenants	<ul style="list-style-type: none"> <li>產品及服務品質 Products and services quality</li> <li>保護隱私 Protection of privacy</li> <li>健康及安全 Health and safety</li> <li>誠信經營 Operations with integrity</li> <li>履行合約 Performance of contracts</li> </ul>	<ul style="list-style-type: none"> <li>客戶服務諮詢 Customer services consultations</li> <li>與前線溝通 Communications with frontlines</li> </ul>



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

### 持份者參與(續)

### STAKEHOLDER ENGAGEMENT (CONTINUED)

持份者 Stakeholders	要求與期望 Requirement and Expectation	溝通與回應方式 Communication and Response
員工 Employees	<ul style="list-style-type: none"> <li>培訓機會及職業發展 Training opportunities and career development</li> <li>員工的資料及私隱保護 Protection of employee's information and privacy</li> <li>健康及安全工作環境 Health and safety working environment</li> <li>權利、報酬及福利 Rights, compensation and benefits</li> </ul>	<ul style="list-style-type: none"> <li>培訓活動及研討會 Training events and seminars</li> <li>會議及簡報會 Meeting and briefings</li> <li>績效考核評估 Performance appraisal evaluation</li> <li>員工活動 Employee activities</li> </ul>
社會及公眾 Society and the public	<ul style="list-style-type: none"> <li>社會參與及發展 Social engagement and development</li> <li>環境保護 Environmental protection</li> <li>公開及透明的資訊 Open and transparent information</li> </ul>	<ul style="list-style-type: none"> <li>環境、社會及管治報告 ESG reportings</li> <li>社會互動 Social interactions</li> <li>社區活動 Community events</li> <li>慈善捐款 Charitable donations</li> <li>公司網站 Company websites</li> <li>通告及公佈 Public notices and announcements</li> <li>媒體發佈 Media release</li> </ul>

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

### 重要性評估

根據環境、社會及管治指引各項於可持續發展範圍內之環境及社會議題中，下列議題對本集團而言被視為重要及相關。優先次序乃根據管理層意見及持份者參與之結論來釐定。我們定期透過會議、活動以及其他溝通及反饋渠道讓主要持份者參與日常營運。經抽樣調查不同部門員工及項目經理以了解他們對各環境、社會及管治層面之相關性及重要性之具體觀點。根據管理層評估及調查結果，本集團識別出下列多個重要議題，有關詳情已於本報告披露。

#### 重要及相關議題

排放物(層面A1)  
僱傭(層面B1)  
供應鏈管理(層面B5)  
產品責任(層面B6)

#### 其他相關議題

資源使用(層面A2)  
環境及天然資源(層面A3)  
氣候變化(層面A4)  
健康與安全(層面B2)  
發展及培訓(層面B3)  
勞工準則(層面B4)  
反貪污(層面B7)  
社區投資(層面B8)

本集團將以報告期間重要性評估結果為參考，在本報告中對各議題進行詳細披露，不斷提升其環境、社會及管治的治理和績效，以回應持份者對本集團的期望。

### MATERIALITY ASSESSMENT

Amongst various environmental and social issues based on the ESG Guide within the scope of sustainability, the issues listed below are considered to be material and relevant to the Group. The priorities are based on management's view as well as conclusions from stakeholder engagement. We regularly engage key stakeholders in daily operations through meetings, events, and other communications and feedback channels. A survey was conducted with a sampling of the employees selected from various departments and project managers to understand their specific views on the relevance and materiality of various ESG aspects. Based on management's assessment as well as the survey results, the Group identified a number of material issues as stated below which are disclosed in detail in this report.

#### Material and relevant issues

Emissions (Aspect A1)  
Employment (Aspect B1)  
Supply chain management (Aspect B5)  
Product responsibility (Aspect B6)

#### Other relevant issues

Use of resources (Aspect A2)  
The environment and natural resources (Aspect A3)  
Climate change (Aspect A4)  
Health and safety (Aspect B2)  
Development and training (Aspect B3)  
Labour standards (Aspect B4)  
Anti-corruption (Aspect B7)  
Community investment (Aspect B8)

The Group will make detail disclosure of various issues in this report, taking the materiality assessment results for the Reporting Period as reference and continuously enhance its ESG governance and performance in response to the stakeholders' expectations on the Group.

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

### A. 環境議題

本集團將環境考慮因素納入我們的決策過程中，並承擔創建環境可持續發展業務的責任。可持續發展政策包括我們針對環境議題之一貫方針及目標。我們致力於：

- 遵守相關法律及法規，並以超越最低要求為目標；
- 阻止／減少廢氣及溫室氣體排放、水及土地之排污，以及有害及無害廢棄物之產生；
- 有效使用資源，包括能源、水及其他原材料；
- 減低本集團之業務對環境及天然資源造成之影響；及
- 讓我們的員工、客戶及合作夥伴參與以推廣環境可持續發展之商業常規，並持續重新評估我們的程序以減低對環境之影響。

除上述措施外，我們亦於辦公區域的當眼位置張貼「綠色訊息」提示及海報，以鼓勵員工採取合理的節能及資源使用措施。本集團將繼續為此目標而努力，並將適時地檢討我們的政策。

我們的物業發展項目之建築相關工程外判予獨立承包商，該等承包商受多種環境法律及法規所規限，包括有關廢氣及溫室氣體排放、水及土地之排污、有害及無害廢棄物之產生、有效使用能源、水及其他原材料、噪音污染控制、空氣污染控制、水污染控制、排污系統及廢物處理之法律及法規。我們與承包商緊密合作，實現具創意、優雅及綠色設計，同時兼容並對我們的環境及社會責任保持敏感度。

根據持份者參與之結論及管理層的意見，本報告並不包括所有環境的關鍵績效指標之披露，因該等關鍵績效指標不被視為重要或相關。然而，我們已就減少本集團在不同範疇的環境足跡的一般做法及工作方面作出結論。

### A. ENVIRONMENTAL ISSUES

The Group has integrated environmental consideration into our decision-making process and embraced the responsibilities to create an environmentally sustainable business. The Sustainability Policy encompasses our general approach and goal towards environmental issues. We endeavour to:

- comply with relevant laws and regulations and aim to go beyond minimum requirements;
- prevent/minimise air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste;
- make efficient use of resources, including energy, water and other raw materials;
- minimise the impact of the Group's activities on the environment and natural resources; and
- engage our employees, customers and partners to promote environmentally sustainable business practices and continuously re-assess our processes to minimise environmental impact.

In addition to the above measures, "Green Message" reminders and posters are posted at prominent places in office areas to encourage our staff to take initiatives in energy saving and resources utilisation in a reasonable manner. The Group will continue to work for the goal and will review our policy in due course.

The construction-related works for our property development projects are outsourced to independent contractors who are subject to various environmental laws and regulations, including those relating to air and greenhouse gas emissions, discharges into water and land, generation of hazardous and non-hazardous waste, efficient use of energy, water and other raw materials, noise pollution control, air pollution control, water pollution control, sewage drainage system and waste treatment. We work closely with our contractors to achieve creative, elegant and green designs while being compatible and sensitive to our environmental and social responsibilities.

This Report does not include the disclosure of all the environmental KPIs as they are not considered material or relevant as a conclusion of our stakeholders' engagement as well as management's view. Instead, we have discussed our general approach and effort to reduce the Group's environmental footprint in various aspects.

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

### A. 環境議題(續)

#### 排放物(層面A1)

本集團一直致力減少污染物及碳排放以減少對環境的影響。就物業發展業務而言，我們遵守相關國家及地區法律和法規，如《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》、《環境空氣質量標準》及《聲環境質量標準》等。

在醫療業務方面，我們遵守相關的環境法律、法規及標準，包括但不限於《中華人民共和國固體廢物污染環境防治法》、《醫療廢物管理條例》及《城鎮污水排入排水管網許可管理辦法》。我們採納當地政府新推出的環保措施，如《生活垃圾強制分類實施方案》。

於報告期間，本集團並無任何重大違反上述法律或法規之情況。

本集團並無從事任何製造業活動或直接參與建築工程。本集團直接產生的排放物涉及香港及中國內地高級員工在本地出差使用的行政人員用車，詳情如下：

指標	Indicators	2023 克 gram	2022 克 gram
懸浮粒子	Particulate matters	7,030	6,857
硫氧化物排放	SO <sub>x</sub> emission	2,093	1,844
氮氧化物排放	NO <sub>x</sub> emission	95,477	87,491

此等車輛的溫室氣體排放(範圍1)約954.99噸二氧化碳當量(二零二二年：約406.32噸二氧化碳當量)。中國醫療網絡的車輛數量及物業業務車輛使用增加導致了一定的排放。

### A. ENVIRONMENTAL ISSUES (CONTINUED)

#### Emissions (Aspect A1)

The Group has been committed to reducing pollutant and carbon emissions to mitigate the impact on the environment. For the property development business, we complied with the relevant national and regional laws and regulations, such as the Environmental Protection Law of the People's Republic of China, the Law of the People's Republic of China on Environmental Impacts Appraisal, the Ambient Air Quality Standards and the Environmental Quality Standard for Noise, etc.

For healthcare business, we complied with relevant environmental laws, regulations and standards, including but not limited to the Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste, Regulations on the Administration of Medical Wastes and Administrative Measures for the Licensing of Discharge of Urban Sewage into the Drainage Network. Newly launched environmental initiatives by local government, such as the Work Plan for Sorting and Collection of Household Waste was adopted.

During the Reporting Period, the Group did not commit any material violations of the aforementioned laws or regulations.

The Group is not involved in any manufacturing activities or directly participated in construction works. Emissions generated directly by the Group related to executive passenger vehicles in Hong Kong and Mainland China for senior employees' local business travel are as follows:

The greenhouse gas emission (scope 1) generated from these vehicles recorded for approximately 954.99 tCO<sub>2</sub>e (2022: approximately 406.32 tCO<sub>2</sub>e). An increase in the number of vehicles from CMH and usage of vehicles from the property businesses had driven certain emission.

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

### A. 環境議題(續)

#### 排放物(層面A1)(續)

本集團間接產生與購買電力有關溫室氣體排放(範圍2)約7,367.17噸二氧化碳當量(二零二二年:約11,430.94噸二氧化碳當量)。電力資源的使用情況將於「資源使用(層面A2)以及環境及天然資源(層面A3)」一節進一步敘論。

就物業業務而言,大部份有害及無害廢棄物均來自我們的承包活動,並由其自行作環境統計及管理。我們的辦公室運作絕少產生有害或無害廢棄物。有鑒於此,由於該等數據與我們的業務無關,故未有於本報告作披露。

就醫療業務而言,醫院產生的醫療污水相對顯著。於報告期間,醫院產生醫療污水約50,399立方米(二零二二年:無)。於報告期間,產生的醫療廢棄物、有害廢棄物(污水污泥)及生物廢棄物總量為1,254噸(二零二二年:無)。每個設施排放有害廢棄物約418噸(二零二二年:無)。

中國醫療網絡的醫療設施已配備污水處理系統,以遵守監管標準。該等系統包括對醫療及生活污水進行適當處理及消毒後再排入指定的排水管網。進行實時監控、定期測試及維護,以確保系統的有效性。醫院與專業污水處理公司及顧問合作,以達到要求的標準並降低與污水處理相關的健康風險。二零二三年,並無發現醫療廢棄物造成的健康事故。

### A. ENVIRONMENTAL ISSUES (CONTINUED)

#### Emissions (Aspect A1) (continued)

The greenhouse gas emission (scope 2) generated indirectly by the Group which related to the purchased electricity was approximately 7,367.17 tCO<sub>2</sub>e (2022: approximately 11,430.94 tCO<sub>2</sub>e). The use of electricity resources will be further explained in the section headed "Use of Resources (Aspect A2) and The Environment and Natural Resources (Aspect A3)".

For property businesses, the majority of the hazardous and non-hazardous wastes were generated from our contracted activities and were subject to their own environmental statistics and management. Our office operations rarely generate hazardous or non-hazardous waste. As a result, no disclosure is made in this report because such data is not relevant to our business.

For healthcare business, medical sewage generated by the hospitals is relatively significant. During the Reporting Period, medical sewage generated by the hospitals was approximately 50,399 m<sup>3</sup> (2022: Nil). The total amount of medical wastes, hazardous waste (sewage sludge) and biological waste generated during the Reporting Period was 1,254 tonnes (2022: Nil). The hazardous waste per facility was approximately 418 tonnes (2022: Nil).

The healthcare facilities of CMH are equipped with sewage treatment systems to comply with regulatory standards. These systems involve proper treatment and disinfection of medical and domestic sewage before discharge into designated drainage networks. Real-time monitoring, regular testing and maintenance are carried out to ensure the effectiveness of the systems. The hospitals collaborated with professional sewage treatment companies and consultants to meet the required standards and reduce health risks associated with sewage disposal. In 2023, no health accident caused by medical wastes was noted.

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

### A. 環境議題(續)

#### 排放物(層面A1)(續)

大部份業務活動於中國內地及香港進行。為配合我們減少廢氣及溫室氣體排放之政策，大多數城市之辦事處均配備視像會議設施，以減少面對面會晤之需求，並盡可能減少業務差旅。僅有一少部份之員工出差。中華人民共和國政府提出致力在二零六零年前達致碳中和，而本集團將積極配合該目標。

#### 資源使用(層面A2)以及 環境及天然資源(層面A3)

有關節能及減少用紙之環境保護指引已在總辦事處及項目辦事處供全體員工傳閱。例如，提醒員工於下班、午膳或外出辦公時及於任何可行之情況下隨手關燈及關掉設備。為改善節能表現，我們實施各項節能措施：

- 在二零二三年，在中國內地的項目辦公室僅於夏季才開啟空調；
- 關閉不在使用時的電子設備及系統；
- 採購節能辦公室設備，包括該等獲發能源標籤的；及
- 為辦公室設備進行定期保養以達到最佳節能表現。

### A. ENVIRONMENTAL ISSUES (CONTINUED)

#### Emissions (Aspect A1) (continued)

The activities of the businesses are mostly carried out locally in Mainland China and Hong Kong. In line with our policy to minimise air and greenhouse gas emissions, the offices in most cities are equipped with video conferencing facilities to minimise the need for face to face meetings and keep business travelling to a minimum. Only a small percentage of employees travel for business is noted. The government of the People's Republic of China proposed that it will strive to achieve carbon neutrality by 2060 and the Group will respond positively to this goal.

#### Use of Resources (Aspect A2) and The Environment and Natural Resources (Aspect A3)

Environmental protection guidelines in relation to energy savings and reduction in paper consumption are circulated to all employees at head office and project offices. For instance, employees are reminded to switch off lights and turn off equipment after work, during lunch break or during the time working outside the office, and whenever possible. We perform various energy saving practices aimed to improve our energy performance:

- turn on air conditioning for project offices in Mainland China only during the summer in 2023;
- switch off electrical appliances and systems when not in use;
- procure energy efficient office equipment, including those with an energy label; and
- carry out regular maintenance on office equipment for optimal energy efficiency performance.

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

### A. 環境議題(續)

#### 資源使用(層面A2)以及 環境及天然資源(層面A3)(續)

於報告期間，本集團之總用電量約34.2百萬千瓦時(二零二二年：約19.2百萬千瓦時)，其中物業管理業務及醫療業務佔顯著比重。每平方米服務面積的用電量約9.61千瓦時(二零二二年：每平方米約5.85千瓦時)。本集團之總耗水量約521,000立方米(二零二二年：約301,000立方米)。每平方米服務面積的耗水量約0.15立方米(二零二二年：每平方米約0.09立方米)。

總用電量及耗水量的增加乃由於報告期間物業管理業務的持續發展及收購中國醫療網絡所致。

我們在求取水源未有遇到問題。此外，本集團的業務概無涉及生產，故並無使用包裝材料。

我們冀將環保意識融入員工的日常工作中，藉此節能減排以進一步規範環保工作。因此，即使部份資源對本集團而言並不重大，我們仍採取了一系列內部監控政策及程序，在能源和水的資源消耗上增強效率。本集團上下共有逾3,600名員工，消耗電力可觀，我們期盼有效利用電力，在業務增長的同時盡量減少對環境的影響。

本集團內部推廣及實施董事會文件電子系統，容許本公司董事隨時隨地使用便攜式電子裝置從網上獲取會議文件，以提高董事會效率，同時節約用紙。

### A. ENVIRONMENTAL ISSUES (CONTINUED)

#### Use of Resources (Aspect A2) and The Environment and Natural Resources (Aspect A3) (continued)

During the Reporting Period, the Group's total electricity consumption was approximately 34.2 million kWh (2022: approximately 19.2 million kWh) of which the property management business and healthcare business accounted for a significant proportion. The electricity consumption per service area was approximately 9.61 kWh per sq.m. (2022: approximately 5.85 kWh per sq.m.). The Group's total water consumption was approximately 521,000 m<sup>3</sup> (2022: approximately 301,000 m<sup>3</sup>). The water consumption per service area was approximately 0.15 m<sup>3</sup> per sq.m. (2022: approximately 0.09 m<sup>3</sup> per sq.m.).

The increase of total electricity and water consumption was due to the continually development of property management business and the acquisition of CMH during the Reporting Period.

We have no issue in sourcing water. In addition, the businesses of the Group do not involve production and thus no packaging materials has been used.

We hope to integrate environmental consciousness into employees' routine, thereby saving energy and reducing emission for further standardisation of the environmental efforts. Therefore, a series of internal control policies and procedures are adopted to enhance the efficiency in consumption of resources including energy and water, even though some of the resources are not material to our Group. With over 3,600 employees across the Group, we consume considerable amounts of electricity and with the efficient use of such, we hope to minimise our impact on the environment whilst we grow our businesses.

Electronic board paper system is promoted and implemented throughout the Group, allowing our directors of the Company to access meeting papers online anytime, anywhere with the use of portable electronic devices, improving Board efficiency whilst saving papers.

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

### A. 環境議題(續)

#### 資源使用(層面A2)以及 環境及天然資源(層面A3)(續)

本集團內已實施以下業務流程，以提升效率及減少用紙：

- 要求電子銀行結單及銀行通知書；
- 要求電子發票，如稅務發票；
- 要求以電子表格提交(如有)；
- 參與辦公室設備及用品之回收計劃；及
- 通過實施電子化辦公室商務系統，將付款申請、文件審批、員工休假申請和傳閱期間報告等流程電子化。

就物業發展業務而言，本集團通過規管承包商實施多項環境保護管理措施，以鼓勵及實施綠色設計。承包商須遵守有關法律及法規並須：

- 定期對施工場地灑水，減少灰塵飛揚；
- 清洗進出工地之汽車及貨車；
- 安裝臨時噪音屏障及嚴格遵守可營業時間；
- 建造廢水收集管道及水池以收集家居及建築廢水，並確保有害廢水(如有)獲得妥善排放；
- 分隔可回收及不可回收建築廢棄物，及確保該等廢棄物得到妥善處理；及
- 要求使用節能系統及設施，如太陽能電池板、LED燈、電子感應器系統、雙層玻璃窗、具備隔熱材料及自然採光概念之外牆等，以符合我們綠色設計的理念。

### A. ENVIRONMENTAL ISSUES (CONTINUED)

#### Use of Resources (Aspect A2) and The Environment and Natural Resources (Aspect A3) (continued)

Throughout the Group, the following business processes were implemented to improve efficiency and to reduce paper usage:

- request electronic bank statements and bank advices;
- request electronic invoices, for example, tax invoices;
- request e-submission, if available;
- participate recycle schemes of office equipment and supplies; and
- apply electronic procedures on payment application, document approval, staff leave application, and periodic reporting circulation by the implementation of office automation system.

For the property development business, the Group encourages and implements the green design by regulating the contractors to implement various environmental protection management measures. The contractors are requested to comply with the relevant laws and regulations and are required to:

- sprinkle the construction sites regularly to reduce dust flying across;
- wash cars and trucks when enter in and exit out of the sites;
- install temporary noise barriers and strictly follow operation hours;
- build waste water collection pipes and pools to collect household and construction waste water and ensure that hazardous waste water, if any, is properly discharged;
- separate recyclable and non-recyclable construction wastes and ensure they are properly treated; and
- request to use energy saving systems and facilities, such as solar panel, LED light, electrical sensor system, double pane glass window, external wall with thermal insulating material and natural lighting concept, etc., in order to meet our green design initiative.



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

### A. 環境議題(續)

#### 資源使用(層面A2)以及 環境及天然資源(層面A3)(續)

- 推廣售樓單張以代替售樓說明書，以減少紙張浪費，並鼓勵顧客透過售樓單張上的二維碼索取電子售樓書。

就物業投資及物業管理業務而言，由於本集團大部份已建成的物業由本集團的物業管理公司管理，我們可以更好地控制資源使用。我們的目標是在可能／適當的情況下，通過在運營及維護工作中實施以下環保方案，降低每個服務區的能源消耗。

該等方案包括：

- 用LED照明代替電燈；
- 空調單位使用環保的製冷劑氣體；
- 在當眼位置放置回收箱，以鼓勵我們的員工及客戶之廢棄物分類意識；
- 日常維修照明、空調及水管系統，防止天然資源之流失；
- 用水冷空調系統取代風冷系統，以達到節能；
- 使用更經濟和更有效的方法，減少維修和保養時的噪音、灰塵和碎屑；及
- 在洗手間安裝節省用水的水龍頭，並向客戶宣傳節約用水概念。

### A. ENVIRONMENTAL ISSUES (CONTINUED)

#### Use of Resources (Aspect A2) and The Environment and Natural Resources (Aspect A3) (continued)

- promote sales leaflets instead of sales brochures to reduce paper waste, and encourage customers to obtain electronic sales brochures through Quick Response code (“QR code”) on the sales leaflets.

For the property investment and property management businesses, as most of the completed properties of the Group are managed by the Group’s property management companies, we can have better control on the resources usage. We aim at to reduce the energy consumption per service area by implementing the following eco-friendly options in operations and maintenance works where possible/appropriate.

These include:

- replace lights with LED lighting;
- use environmentally friendly refrigerant gases for air conditioning units;
- place recycling bins in prominent places to encourage waste separation awareness among our employees and customers;
- carry out routine maintenance of lighting, air-conditioning and water pipe systems to prevent the loss of natural resources;
- replace air-cooling with the water-cooling air-conditioning system which achieves energy conservation;
- use more economical and efficient methods to reduce noise, dust and debris for repair and maintenance; and
- install water-efficient taps in washrooms and promote concepts of water conservation to our customers.

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

### A. 環境議題(續)

#### 資源使用(層面A2)以及 環境及天然資源(層面A3)(續)

就醫療業務而言，多種節約用水措施已制定以減少營運時用水。該等措施概述如下：

- 定期檢查水管洩漏；
- 以通告及標誌宣揚節約用水，減少閒置水龍頭的用水；
- 使用電子水閥來提高用水效率；
- 安裝電子水龍頭，防止過量用水；及
- 從蒸氣中回收冷凝水。

基於上述已採取措施，本集團有信心朝著其目標邁進。本集團的目標為將污水排放、所產生有害及無害廢棄物、溫室氣體排放、能源使用及用水量密度均維持於穩定的波動範圍內。

除上文所述者外，本集團之業務對環境及天然資源並無直接影響。

#### 氣候變化(層面A4)

氣候變化對我們的持份者、業務營運及社區有不同層面的影響。儘管與氣候相關的危機及憂慮有所增加，但亦出現了新的機遇。本集團已密切評估氣候變化的影響以把握該等機遇並監測危機。本集團將氣候相關風險分類為實體及過渡風險，詳情如下：

### A. ENVIRONMENTAL ISSUES (CONTINUED)

#### Use of Resources (Aspect A2) and The Environment and Natural Resources (Aspect A3) (continued)

For healthcare business, various water conservation initiatives are formulated to reduce the use of water across the operations. These initiatives are summarised as follows:

- check for leakage of water pipes regularly;
- use notices and signs to advocate water saving and reduce idle running by unused water faucets;
- use electronic water valves to improve water efficiency;
- install electronic water taps to prevent excessive water use; and
- reuse condensed water from steam.

Based on the implemented measures mentioned above, the Group is confident in moving forward towards its goals. The Group targets to maintain the intensity of sewage discharge, hazardous and non-hazardous waste generation, greenhouse gas emissions, energy usage and water usage within a steady range of fluctuation.

Except for the abovementioned, the Group's businesses have no direct impact on the environment and natural resources.

#### Climate Change (Aspect A4)

Climate change has impacts on several aspects of our stakeholders, company operations and communities. Notwithstanding the increase in climate-related hazards and concerns, new possibilities have developed. To capitalise on these possibilities and monitor the dangers, the Group has been closely analysing the impacts of climate change. Climate related risks have been classified by the Group into physical and transition risks, which are as follows:

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

### A. 環境議題(續)

#### 氣候變化(層面A4)(續)

##### 實體風險

**急性實體風險：**極端天氣相關事件包括但不限於自然災害及颶風，可對客戶的實物資產造成損害，從而影響業務。例如，颱風對客戶的樓宇物業及酒店等資產造成損害可使服務過程停止並導致其無法營運。此外，該等極端天氣事件亦可損害本集團的實物資產或導致業務營運短期中斷，最終將影響本集團與客戶的關係。為將急性實體風險降至最低，本集團已就大多數天氣相關事件制定應急措施。此外，為及時和高效地實行應急處置措施，本集團成立了極端天氣應急處置領導小組，確保患者及員工安全以及院內正常的醫療秩序。

**慢性實體風險：**氣候及天氣模式變化的年度增量變化(例如海平面上升及溫度變化)長遠而言可影響本集團。由於本集團業務的性質為以服務為主，依賴互聯網及電力，該等慢性實體風險相對較低。

### A. ENVIRONMENTAL ISSUES (CONTINUED)

#### Climate Change (Aspect A4) (continued)

##### Physical Risk

**Acute physical risk:** Extreme weather-related events including but not limited to natural disasters and hurricanes may cause damage to the customers' physical assets, which may affect the business. For instance, typhoon damage to the customers' assets such as building properties and hotel may halt the service process and may lead to their inability to operate. In addition, these extreme weather events may also damage the Group's physical assets or cause short-term disruption in the business operation. This will ultimately affect the Group's relationship with the customers. In order to minimise the acute physical risk, the Group has established contingency measures for the majority of weather-related events. Also, to carry out timely and efficiently emergency treatment measures, extreme weather emergency treatment leading team was established to ensure the safety of patients and staff as well as normal medical treatment order within the hospitals.

**Chronic physical risk:** Annual incremental changes in the climate and weather pattern changes such as rising sea levels and temperature changes may affect the Group in the long run. Since the Group's business nature is service orientated with reliance on internet and electricity, these chronic physical risks are relatively low.

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

### A. 環境議題(續)

#### 氣候變化(層面A4)(續)

##### 過渡風險

**政策及法律風險：**儘管業務營運環境中可能有氣候變化而產生監管政策上的改變，本集團業務線靈活並能適應政策改變。由於本集團的碳足跡極小，潛在政策及法律風險的影響相對較低。於本報告期間，本集團並不知悉任何關於氣候變化的第三方訴訟。

**技術風險：**向低碳經濟的逐步轉型已加速並增加了我們的技術投資。本集團目前正簡化呈報流程、後端系統及移動設備應用程式以降低成本並增強用戶體驗。

**市場風險：**物業管理業務產生的服務受氣候變化之轉變的影響極小。因此，本集團維持可用於此業務線的服務組合範圍，並將繼續監控任何市場相關風險。

**聲譽風險：**於整個報告期間，本集團已採取措施將各業務分部轉型以將環境措施納入業務營運。此舉旨在使本集團的環境價值觀與對氣候變化的民意之潛在變化保持一致。

通過識別關鍵氣候相關風險，本集團對其投資進行分類及優先排序以減輕該等風險，並將該等風險因素整合至業務營運，使本集團在低碳經濟中順利轉型並蓬勃發展。整體而言，我們的業務營運並無重大氣候相關風險。

### A. ENVIRONMENTAL ISSUES (CONTINUED)

#### Climate Change (Aspect A4) (continued)

##### Transition Risk

**Policy and legal risk:** Although there may be regulatory changes for climate change within the business operating environment, the Group's business lines are agile and able to adapt to the policy changes. Due to the Group's minimal carbon footprint, the impact of the potential policy and legal risk is relatively low. During the Reporting Period, the Group is not aware of any third-party litigations on climate change.

**Technology risk:** The gradual transition to a low carbon economy has accelerated and increased our investment in technology. The Group is currently streamlining the reporting process, back-end system and mobile devices application to drive down the cost base and enhance users' experience.

**Market Risk:** The services arising from property management business have minimal impact from shifts in climate change. As a result, the Group has maintained the range of service packages available for this business line and will continue to monitor any market-related risk.

**Reputational risk:** Throughout the Reporting Period, the Group has taken steps to transit each business segments to incorporate environmental measures within the business operations. This is to align the Group's environmental values with the potential changes in the public's sentiment on climate change.

Through identifying the key climate related risks, the Group categorises and prioritises its investments to mitigate these risks, as well as to integrate these risk factors into the business operations. This enables our Group to have a smooth transition and thrive in a low-carbon economy. Overall, there is no major climate related risk in our business operations.

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

### B. 社會議題

#### 僱傭(層面B1)，健康與安全(層面B2) 及勞工準則(層面B4)

人力資源是本集團發展的基石。我們旨在透過實施適當的僱傭政策及徵求員工反饋，建立以人為本的管理策略。本集團的僱傭政策如下：

- 遵守相關法律及法規；
- 作為平等機會僱主，在薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視，以及其他員工待遇及福利方面實施公平措施；
- 為員工提供安全、健康及優質的工作環境，及保障彼等免受職業性危害；
- 提倡員工良好工作生活平衡；
- 投資於員工之培訓及專業發展，以提升彼等履行工作職責之知識及技能為目標；
- 保持與員工公開對話，促進具透明度之雙向溝通；及
- 防止童工及強制勞工。

於中國內地之僱傭受《中華人民共和國勞動法》及《中華人民共和國勞動合同法》規管。於香港之僱傭受《僱傭條例》、《最低工資條例》及《僱員補償條例》規管。於報告期間，並未發現不符合上述法律或法規之情況。

### B. SOCIAL ISSUES

#### Employment (Aspect B1), Health and Safety (Aspect B2) and Labour Standards (Aspect B4)

Human resources provide the cornerstone for the Group's development. We intend to develop a people-oriented management strategy by establishing suitable employment policies and soliciting employee feedback. The Group's employment policy is as follows:

- observing relevant laws and regulations;
- being an equal-opportunity employer, implementing fair practices relating to compensation and dismissal, recruitment and promotion, working hours, holidays, equal opportunity, diversity, anti-discrimination, and other benefits and welfare for our employees;
- providing a safe, healthy and quality workplace and protecting employees from occupational hazards;
- promoting a good work-life balance for the employees;
- investing in training and professional development of our employees for the purpose of improving their knowledge and skills for discharging duties at work;
- maintaining an open dialogue with our employees, facilitating a transparent two-way communication; and
- preventing child and forced labour.

Employment in Mainland China is governed by the People's Republic of China's Labour Law and the People's Republic of China's Labour Contract Law. Employment in Hong Kong is governed by the Employment Ordinance, the Minimum Wage Ordinance and the Employees' Compensation Ordinance. During the Reporting Period, there were no known cases of non-compliance with the above laws or regulations.

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

### B. 社會議題(續)

#### 僱傭(層面B1)，健康與安全(層面B2) 及勞工準則(層面B4)(續)

於報告期間，錄得10宗(二零二二年：1宗)受傷個案及272天因工傷而損失的工作日(二零二二年：33天)。增加主要由於收購中國醫療網絡所致。過去三年錄得1宗因工傷死亡的個案。

本集團尊重所有基本人權並禁止任何形式的童工或強迫勞動行為。在招聘過程中，我們要求所有求職者提供有效的個人身份證明文件以進行驗證，同時在必要時會進行背景調查，以免僱用任何童工及其他非法勞工。萬一發現虛假資訊或虛假身份的不常見之情況，本集團將根據法律和法規，嚴格按照必要的程序處理有關情況。

本集團深信多元化的力量，並確信廣納來自不同背景的人才，不論彼等性別、年齡、性取向或宗教信仰為何，將有助提升本集團的長遠成功發展。本集團致力促進包容和合作的工作文化。此外，本集團致力在工作範疇提供平等機會，及嚴格禁止關於年齡、種族、出生地、婚姻狀況或性取向的歧視，身體或語言騷擾的任何行為。本集團透過確保投訴、不滿、憂慮及舉報得到迅速且保密的處理，致力保護員工。

本集團已建立令人滿意的薪酬結構，當中包括底薪、浮動獎金、醫療保險及不同休假選項等。該等薪酬待遇與員工對本集團的貢獻相稱。任何表現卓越的員工均會獲得獎勵及晉升。

### B. SOCIAL ISSUES (CONTINUED)

#### Employment (Aspect B1), Health and Safety (Aspect B2) and Labour Standards (Aspect B4) (continued)

During the Reporting Period, 10 injured cases (2022: 1 case) and 272 lost days due to work injury (2022: 33 days) were recorded. The increase is mainly due to the acquisition of CMH. One work-related fatality due to work injury was recorded in the past three years.

The Group respects all basic human rights and forbids any forms of child or forced labour practice. During the recruitment process, we require all personnel to provide valid personal identification documents for verification purposes, while background checks are also carried out whenever necessary so as to avoid the recruitment of any child labour and other illegal labour. In the unlikely event that false information or a false identity is discovered, the Group will address the situation by closely following the necessary procedures in accordance with laws and regulations.

The Group believes in the power of diversity, and believes that attracting talents from diverse backgrounds, regardless of gender, age, sexual orientation or religious beliefs, will boost the Group's long-term success. The Group is dedicated to fostering an inclusive and collaborative working culture. Additionally, the Group is committed to providing equal opportunities in all aspects of work and strongly bans any acts that are linked with discrimination, physical or verbal harassment on age, race, origin, marital status or sexual orientation. The Group works hard to safeguard its employees by ensuring that complaints, grievances, concerns and whistleblowing are handled swiftly and confidentially.

The Group has established a satisfying salary structure that comprises a basic income, variable bonuses, medical insurance, varied leave options and so forth. They are proportionate to employees' contributions to the Group. Any remarkable performance is rewarded and promoted.

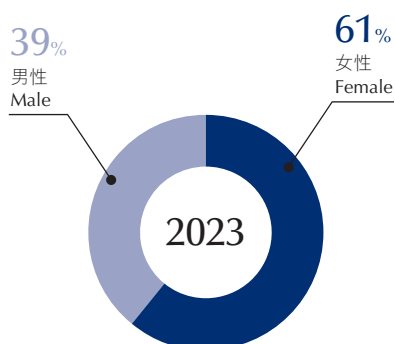
## 環境、社會及管治報告 ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### B. 社會議題(續)

#### 僱傭(層面B1)，健康與安全(層面B2) 及勞工準則(層面B4)(續)

於二零二三年十二月三十一日，本集團於中國內地、香港及澳洲共聘用3,669名(二零二二年：1,182名)員工。員工數量增加主要由於收購中國醫療網絡所致。於報告期間，本集團463名(二零二二年：299名)員工辭職，總員工流失率約13%(二零二二年：約25%)。

##### 員工明細



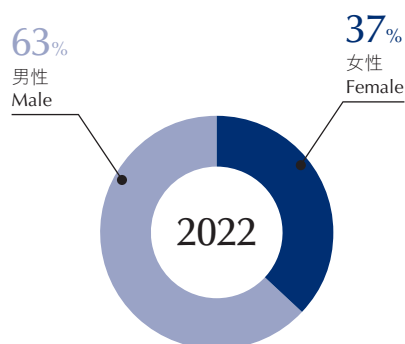
### B. SOCIAL ISSUES (CONTINUED)

#### Employment (Aspect B1), Health and Safety (Aspect B2) and Labour Standards (Aspect B4) (continued)

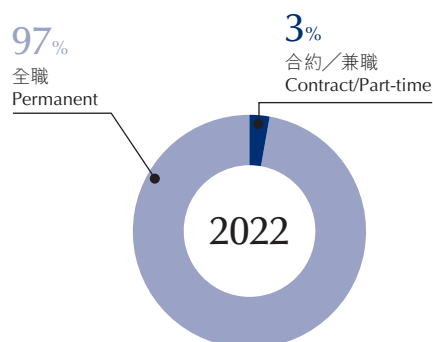
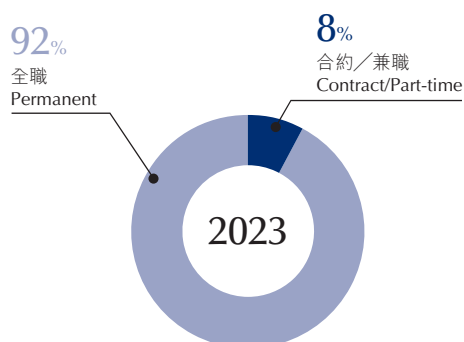
As at 31st December, 2023, the Group employs a total of 3,669 (2022: 1,182) employees in Mainland China, Hong Kong and Australia. The increase of employees was mainly due to the acquisition of CMH. During the Reporting Period, 463 (2022: 299) employees resigned from the Group, with a total employee turnover rate of approximately 13% (2022: approximately 25%).

##### Workforce breakdown

##### 按性別劃分 By Gender



##### 按僱傭類別劃分 By Employment Type



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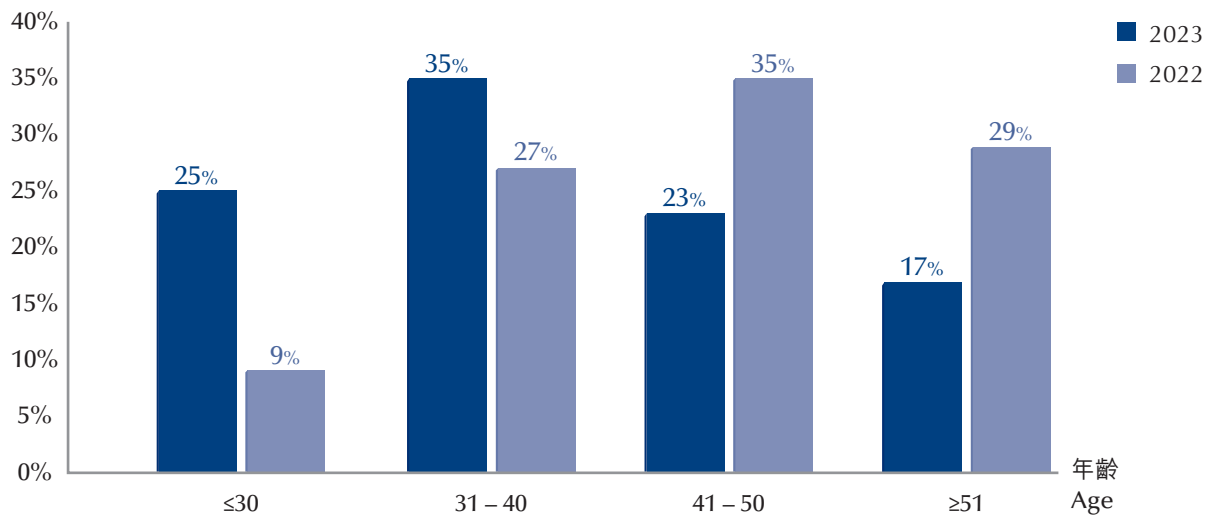
B. 社會議題(續)

B. SOCIAL ISSUES (CONTINUED)

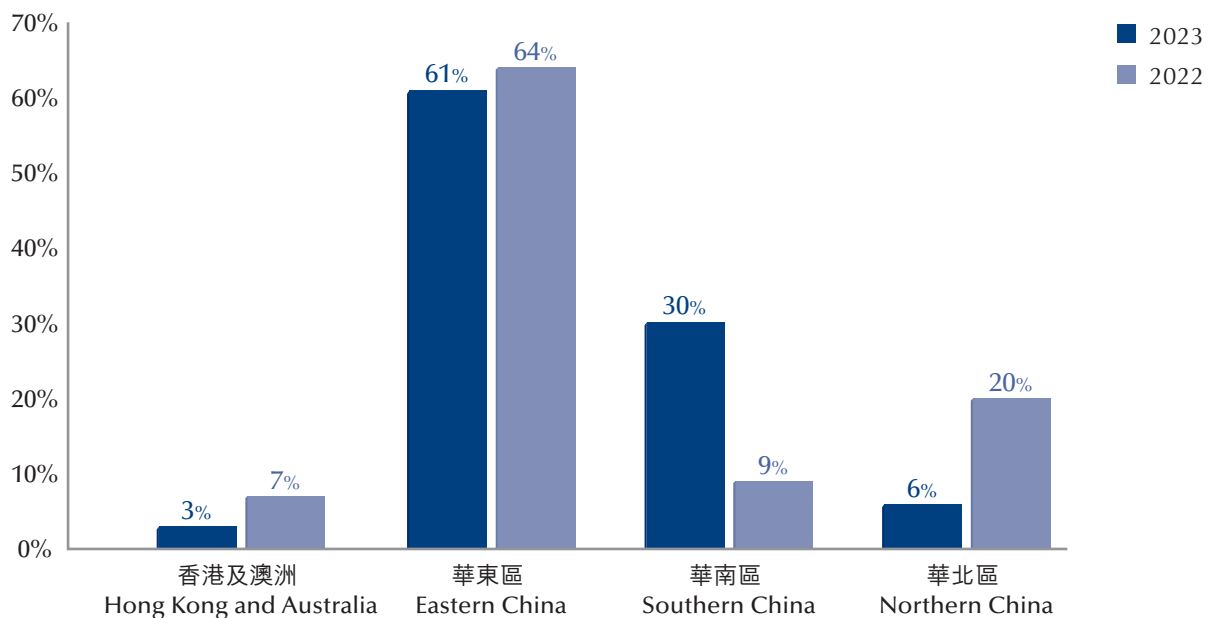
僱傭(層面B1)，健康與安全(層面B2)  
及勞工準則(層面B4)(續)

Employment (Aspect B1), Health and Safety (Aspect B2)  
and Labour Standards (Aspect B4) (continued)

按年齡組別劃分  
By Age Group



按地區劃分  
By Geographical Region





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

### B. 社會議題(續)

僱傭(層面B1)，健康與安全(層面B2)  
及勞工準則(層面B4)(續)

員工流失率明細

### B. SOCIAL ISSUES (CONTINUED)

Employment (Aspect B1), Health and Safety (Aspect B2)  
and Labour Standards (Aspect B4) (continued)

Employee turnover rate breakdown

		員工人數 Number of employees		流失率(附註) Turnover rate (Note)	
		2023	2022	2023	2022
<b>按性別劃分</b>	<b>By Gender</b>				
男	Male	197	186	13.7%	24.9%
女	Female	266	113	11.9%	25.9%
<b>按年齡組別劃分</b>	<b>By Age Group</b>				
30歲或以下	30 years old or below	150	25	16.3%	24.5%
31至40歲	31-40 years old	143	61	11.1%	18.7%
41至50歲	41-50 years old	79	55	9.3%	13.3%
51歲或以上	51 years old or above	91	158	14.7%	46.5%
<b>按地理位置劃分</b>	<b>By Geographical Region</b>				
香港及澳洲	Hong Kong and Australia	16	8	16.0%	9.1%
華東區	Eastern China	303	234	13.5%	31.2%
華南區	Southern China	102	25	9.4%	23.6%
華北區	Northern China	42	32	17.6%	13.5%

附註：員工流失率為於報告期間按類別劃分的辭職  
員工人數佔按類別劃分的員工總數的比例。

Note: The turnover rate of employees is equal to the number of resigned  
employees by category over the total number of employees by category  
for the Reporting Period.

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

### B. 社會議題(續)

#### 發展及培訓(層面B3)

本集團致力在公司內培養持續學習之文化。我們重點投放在員工培訓方面，讓員工掌握與工作相關之所需知識及技能並建立人才庫。管理層與專業導師共同設計培訓課程以滿足工作環境之需求。所設定之培訓內容及主題涵蓋我們業務之核心範疇。管理層發展舉措目前包括第二語言訓練、防止賄賂、破產法、資料私隱、技術技能、債務收取技巧、產品知識、電腦技能、客戶服務技巧、溝通及投訴處理課程。我們向管理及督導級員工提供研討會，藉此促進員工之職業發展。我們亦有專為管理級員工而設的就職業發展、團隊建立及人事管理技巧之研討會。

在醫療業務方面，我們已建立完善的培訓機制，並有特定部門負責醫療及藥劑人員的發展。培訓部負責策劃及組織各類培訓(包括醫療、護理、職業安全、管理效能、危機管理等方面)並要求所有臨床及醫務部門每月至少進行一次部門培訓。

### B. SOCIAL ISSUES (CONTINUED)

#### Development and Training (Aspect B3)

The Group is committed to fostering a culture of continuous learning in our organisation. Heavy emphasis is placed on employees' training which is tailored to equip our workforce with the necessary knowledge and skills relevant for their work, as well as to build our talent pool. Management is involved, together with professional trainers, in designing training programmes to meet the demands of the workplace. Training content and topics are set to cover the key aspects of our business. Management development initiatives currently include courses on the second language training, prevention of bribery, bankruptcy laws, data privacy, technical skills, debt collection skills, product knowledge, computer skills, customer service techniques, communication and complaints handling. Workshops for managerial and supervisory employees are provided and are intended to enhance our employees' career development. There are also workshops specifically for managerial employees on career development, team building and people management skills.

For healthcare business, comprehensive training mechanisms with a designated department responsible for the development of medical and pharmaceutical staff were established. The training department is designated to plan and organise various types of trainings (areas such as medical, nursing, occupational safety, management effectiveness, crisis management, etc.) and to require all clinical and medical departments to carry out departmental trainings at least once a month.

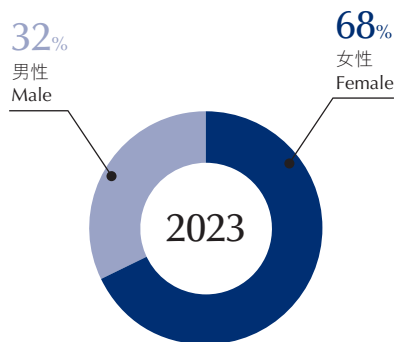
## 環境、社會及管治報告 ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### B. 社會議題(續)

#### 發展及培訓(層面B3)(續)

除內部培訓外，本集團亦為員工提供學習資助，供其於空餘時間增進知識。於報告期間，全體員工中約78% (二零二二年：約42%) 已接受合共56,397小時 (二零二二年：6,296小時) 的培訓。增加主要由於收購中國醫療網絡所致。每名員工的平均培訓時數為19.8小時 (二零二二年：12.7小時)。

員工接受培訓明細



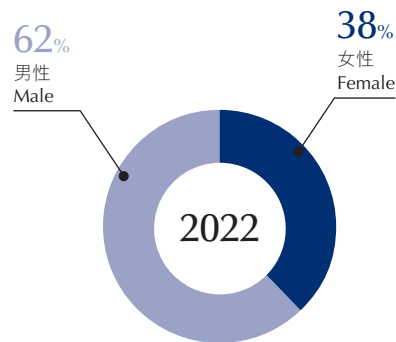
### B. SOCIAL ISSUES (CONTINUED)

#### Development and Training (Aspect B3) (continued)

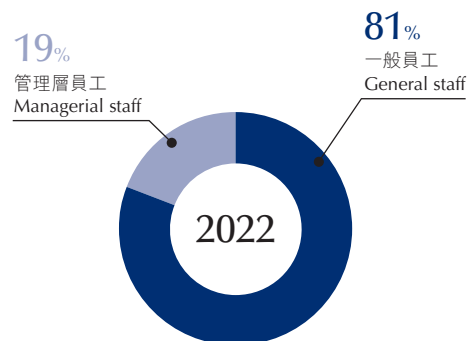
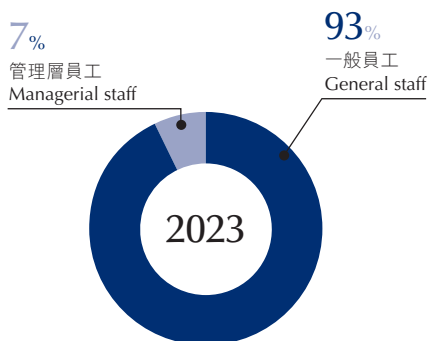
On top of internal training, the Group also provides a study subsidy for the employees to advance their education during their spare time. During the Reporting Period, approximately 78% (2022: approximately 42%) of the total employees had received training for 56,397 hours (2022: 6,296 hours) in total. The increase is mainly due to the acquisition of CMH. The average training hours per employee was 19.8 hours (2022: 12.7 hours).

Employee receiving training breakdown

按性別劃分  
By Gender



按員工類別劃分  
By Employee Category



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

### B. 社會議題(續)

#### 發展及培訓(層面B3)(續)

平均培訓時數明細

		每名員工的培訓時數 Number of training hours per employee	
		2023	2022
<b>按性別劃分</b>		<b>By Gender</b>	
男	Male	20.74	11.70
女	Female	19.39	14.45
<b>按員工類別劃分</b>		<b>By Employee Category</b>	
管理層員工	Managerial staff	29.34	16.79
一般員工	General staff	19.15	11.81

### 供應鏈管理(層面B5)

我們致力建立透明且長期的供應鏈，同時與我們的業務夥伴維持互惠互利的合作關係。

鑒於我們的業務性質，與物業發展及醫療相關的供應商相對重要，包括承包商、建築商、建築材料供應商、藥品供應商和醫療設備供應商。於報告期間，有關物業發展的供應商數量為383名(二零二二年：338名)，大部份位於華東區。而與醫療業務相關的供應商數量為460名(二零二二年：無)，其中大部份位於華東區。

### B. SOCIAL ISSUES (CONTINUED)

#### Development and Training (Aspect B3) (continued)

Average training hours breakdown

		每名員工的培訓時數 Number of training hours per employee	
		2023	2022
<b>By Gender</b>		<b>By Gender</b>	
Male	Male	20.74	11.70
Female	Female	19.39	14.45
<b>By Employee Category</b>		<b>By Employee Category</b>	
Managerial staff	Managerial staff	29.34	16.79
General staff	General staff	19.15	11.81

### Supply Chain Management (Aspect B5)

We are dedicated to establishing a transparent and long-term supply chain while preserving mutually beneficial partnerships with our business partners.

Owing to the nature of our businesses, the suppliers related to property development and healthcare, including the contractors, constructors, construction material suppliers, medicines suppliers and medical equipment suppliers are relatively significant. The number of suppliers related to property development business during the Reporting Period is 383 (2022: 338), with the majority of them being located in Eastern China. While the number of suppliers related to healthcare business is 460 (2022: Nil), with the majority of them being located in Eastern China either.

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

### B. 社會議題(續)

#### 供應鏈管理(層面B5)(續)

在物業發展業務方面，本集團建立嚴格且受規管的採購制度，所有供應商都會嚴格審查，彼等須接受恆常監管及評估。供應商的質素、成本、信譽、回應時間、向本集團提供的增值服務，以及其環境管理均予以考慮。本集團特別聘用本地承包商，彼等具備相關範疇及建築工程標準的必要資格。至少三名潛在獨立承包商及供應商會參與或被邀請進行建築工地項目招標，而我們在招標過程中進行評估及篩選。有關招標程序於物業發展行業中常用，以挑選總承包商及各類分包商，惟須遵守與總承包商的協議條款。

就醫療業務而言，醫療行業的供應商識別、評估、甄選、監察及改善流程均受嚴格指引及準則規管。資格預審措施、遵守行業法規以及指定採購團隊的參與確保篩選和選擇合適的供應商。採購決策的考慮因素包括價格、質量、交付可靠性和聲譽等。對授權供應商的監測和評價，包括績效評估和事故分級，於保持高標準而言至關重要。本集團採用風險管理措施，例如簽訂供應合同以確保受法律保障及制定應急計劃。在甄選供應商時會優先考慮環保，供應商必須具備相關資質並提供必要的報告。在可行的情況下，鼓勵優先使用可重複使用的材料。這些流程共同確保選擇合資格的供應商，降低風險，保護環境，並在醫療採購中維持高標準。

### B. SOCIAL ISSUES (CONTINUED)

#### Supply Chain Management (Aspect B5) (continued)

For property development business, the Group built a strict and regulated procurement system in which all suppliers are rigorously examined and subject to frequent monitoring and evaluations. Quality, cost, reputation, reaction time, value-added service to the Group and environmental management of the suppliers are all considered. The Group exclusively hires local contractors who have necessary qualifications in relevant aspects and standards of construction work. At least three potential independent contractors and suppliers would make or be invited to make the tender for site projects and we conduct assessment and selection during the tendering process. Such tendering procedure is typically used in the property development industry to select main contractors and various subcontractors, subject to the terms of the agreements with the main contractors.

For healthcare business, the supplier identification, evaluation, selection, monitoring and improvement processes in the healthcare industry are governed by strict guidelines and criteria. Pre-qualification measures, compliance with industry regulations and the involvement of dedicated procurement teams ensure the screening and selection of suitable suppliers. Factors such as price, quality, delivery reliability and reputation are considered in procurement decisions. The monitoring and evaluation of authorised suppliers, including performance assessments and incident classification, are crucial for ensuring high standards. Risk management practices, such as entering into supply contracts to ensure legal protection and formulating emergency plans, are employed. Environmental protection is prioritised during supplier selection, and suppliers must have relevant qualifications and provide necessary reports. The preference for reusable materials is encouraged where possible. These processes collectively ensure the selection of qualified suppliers, mitigate risks, protect the environment, and uphold high standards in healthcare procurement.

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

### B. 社會議題(續)

#### 供應鏈管理(層面B5)(續)

對於其他供應商，如文具和行政服務，我們取得至少三個供應商的報價，或從具有長期友好合作關係的各種供應商中篩選。

於報告期間，407名(二零二二年：303名)供應商通過招標選擇，及665名(二零二二年：98名)供應商通過上述其他方式選擇。該等數據乃收集自本集團的物業發展公司、醫療單位和各個總辦事處。

為盡最大努力降低挑選供應商各環節的環境和社會風險，本集團基於公平及透明的原則進行招標和價格比較，而其他產品或服務的非招標方式必須經過授權批准，因為本集團禁止任何未經批准的採購，以防止操縱採購。

我們有明確界定選擇合資格承包商及供應商之政策，包括評估其註冊許可證、資格水平及相關經驗，並且參考項目規模。該等承包商及供應商乃基於優秀標準及信譽的往績記錄進行謹慎篩選，並須進行基準測試、審核及輪換。

根據施工合約，承包商須堅守綠色建築、節能及環保的理念，使用綠色及健康的材料，並按照合約規定保質保量按期完成項目。為確保建築工程、產品及服務的質素，我們的施工合同以及產品及服務供應合約一般包含質量及完工時間的保證。在保修責任期內，承包商須負責監察及監督建築工程。同時，我們進行第三方評估，以定期檢查及監督建築質量。

### B. SOCIAL ISSUES (CONTINUED)

#### Supply Chain Management (Aspect B5) (continued)

For other suppliers such as stationery and administrative services, we obtain at least three quotations or choose from a variety of providers with long-term amicable and cooperative relationships.

During the Reporting Period, there were 407 suppliers (2022: 303 suppliers) selected through tendering and 665 suppliers (2022: 98 suppliers) through other methods as mentioned above. These data were collected from the Group's property development companies, healthcare units and various head offices.

To make the best effort to reduce environmental and social risks in each process of supplier's selection, the Group conducts tendering and price comparison in accordance with the principles of fairness and transparency, and non-tendering methods for other products or services must be approved under authorisation, as the Group prohibits any procurement without approval and to prevent procurement manipulation.

We have well-defined policies in place for selecting qualified contractors and suppliers, which include evaluating their registered licenses, qualification level, and relevant experience, as well as referring to the scale of project. Contractors and suppliers are carefully selected based on a track record of excellent standards and reputation, and they are subject to benchmarking, audits, and rotation.

Pursuant to the construction contracts, the contractors are required to adhere to the concept of green building, energy conservation and environmental preservation by utilising green and healthy materials, and to complete the project on schedule with quality and quantity assured in accordance with the contract. In order to assure the quality of the construction works, products and services, our construction contracts, as well as product and service supply contracts, generally contain warranties for quality and completion time. Under the defect liability period, the contractors are responsible for supervising and monitoring the construction works. Meanwhile, third-party evaluation is carried out to conduct regular inspection and monitor the quality of the construction.

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

### B. 社會議題(續)

#### 供應鏈管理(層面B5)(續)

我們的工程部門負責密切監管及監督施工過程中之成本控制及施工進度，透過定期進行現場檢查及嚴格質量控制程序。於生產管理一直到現場管理和控制的整個項目發展過程中，我們亦為員工提高環保意識及提升他們的環境管理技能。

我們亦就職業安全、良好的環境工序及社會責任對承包商及供應商設立規定，以確保彼等不違反香港及中國內地之相關法律及法規。

#### 產品責任(層面B6)

我們於中國內地的項目遵循省及中央政府公佈的物業質量之適用規則、法律及法規。我們的項目工程師定期檢查建築材料及建築工程以確保建築商全面遵守相關國家規則及法規，發展具合理質素及安全之建築，並達致可接受之可靠水平。於報告期間，並無呈報不符合上述法律或法規之情況發生。

就物業租賃及管理服務而言，本集團加強設施及設備，以提高服務質素。我們致力與客戶保持密切關係及使客戶滿意。

### B. SOCIAL ISSUES (CONTINUED)

#### Supply Chain Management (Aspect B5) (continued)

Our engineering department is responsible to regulate and monitor the cost control and construction progress closely during construction with periodic on-site inspection and stringent quality control procedures. Throughout the project development process, from production management all the way through to on-site management and control, we also enhance employees' awareness of the importance of environmental protection and sharpen their environment management skills.

We also set out provisions to the contractors and suppliers for occupational safety, good environmental practices and social responsibility and ensure they have no violation of the relevant laws and regulations of Hong Kong and Mainland China.

#### Product Responsibility (Aspect B6)

Our projects in Mainland China adhere to the appropriate rules, laws, and regulations on property quality published by the provinces and central governments. Our project engineers examine the building materials and construction activities on a regular basis to ensure that the constructors fully adhere to the relevant national rules and regulations in order to develop reasonable quality and safety buildings that reach the acceptable dependability level. There were no reported occurrences of non-compliance with the aforementioned laws or regulations during the Reporting Period.

For the property rental and management services, the Group enhances the facilities and equipments to improve service quality. We endeavour to maintain a close relationship with our customers and pursue customers' satisfaction.

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

### B. 社會議題(續)

#### 產品責任(層面B6)(續)

由於物業發展業務之性質涉及高價格產品，信譽風險監測及預防措施至為重要。我們已採取多項措施，盡量減低風險。對物業質量之結果及反應作及時的監控。本集團提供全面售後服務，包括處理客戶投訴及監督已發展物業之維修及持續保養。於保修責任期內，我們將已呈報的缺漏事項轉交予我們的工程部門或承包商，以跟進所有不合標準的工程，而獲聘之承包商亦須受嚴格監督。

就物業租賃及管理服務業務而言，我們每個項目之物業管理處均設有接待處。我們密切關注客戶之不滿，並將投訴轉交相關部門跟進。於報告期間，並無錄得與客戶投訴有關的重大訴訟。本集團竭力及時回應租戶提出之問題及投訴。

就醫療業務而言，上海市醫療保障局通過互聯網信息平台監察醫院的藥品使用情況。採購數量和使用數量必須一致，採購的藥品和耗材必須在規定時間內消耗。如果藥品和耗材未能在規定時間內消耗，即使在保質期內也不能銷售和使用，亦不能通過醫保系統向患者收費。

於報告期間，投訴率低，而所有投訴已妥善解決。所有投訴人接受或對我們的答覆表示滿意。

### B. SOCIAL ISSUES (CONTINUED)

#### Product Responsibility (Aspect B6) (continued)

Owing to the nature of the property development business where a high price product is involved, reputational risk monitoring and preventions are of utmost importance. We have various measures in place to minimise risks. Results and response to property quality are monitored on a timely basis. The Group provides comprehensive after-sale services including handling customer complaints and supervising the repair and ongoing maintenance of the properties developed. During the defect liability period, we forward the reported defects to our engineering department or contractors to follow up with all the substandard works. Contractors engaged for construction are tightly monitored.

For the business of property rental and management services, we have a reception desk in property management office for each project. We pay close attention to the customer dissatisfaction and forward the complaint to relevant departments for follow up. During the Reporting Period, no material litigation is recorded related to the customers' complaint. The Group put the best effort to response instantly to the problem and complaint submitted by tenants.

For healthcare business, Shanghai Municipal Medical Insurance Bureau monitors the use of drugs in hospital through the internet information platform. The quantity purchased and the quantity used must be the same, and the purchased medicines and consumables must be used up within a specific period of time. If the medicines and consumables are not used up within a specific period of time, they cannot be sold and used even within the warranty period, and patients cannot be charged through the medical insurance system.

During the Reporting Period, the complaint rate is low and all complaints have been properly resolved. All complainants accepted or were satisfied with our replies.



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

### B. 社會議題(續)

#### 產品責任(層面B6)(續)

我們擁有完善的質量控制系統，以識別、評估及管理醫療產品質量事宜。本集團僅採購符合《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》、《藥品生產質量管理規範》(2010年修訂)及《中華人民共和國藥典》(2015版)等相關規定及標準的醫療產品，確保醫療產品質量。為確保可追溯性，本集團指派員工跟進每日庫存流量，並保留所有相關文件，以便能識別涉及任何醫療事故的產品和患者。本集團亦有指定具有藥劑知識的員工在接收醫療產品後進行質量檢查，管理儲存狀況，並根據法律法規向政府部門報告。

我們尊重知識產權，包括但不限於商標、專利和版權。員工不得私自使用或允許外部人員擁有和利用知識產權，除非得到版權所有者的許可。員工為任何產品、專案或服務使用任何名稱、口號或標誌之前，必須通知部門主管。我們已經為本公司的品牌申請商標。本集團尊重任何第三方的知識產權或其他合法權利，並購買正版辦公軟件，以避免侵犯他人的知識產權。

就於中國內地及香港為物業買家、租戶及患者提供服務而言，我們高度重視保護客戶資料私隱。我們已制定措施和明確指引，以確保客戶的相關資料得到保障，防止他人未經授權或意外獲取、處理或刪除，並透過適當實體、電子及管理措施實施適當級別的安全保障以保護及保障客戶個人資料。此外，我們的員工手冊要求員工將客戶資料保密及嚴格遵守處理客戶資料之適當程序。

### B. SOCIAL ISSUES (CONTINUED)

#### Product Responsibility (Aspect B6) (continued)

We have a well-established quality control system to identify, assess and manage the quality issues of the medical products. The Group only procures medical products which are in compliance with the related regulations and standards, such as the Drug Administration Law of the People's Republic of China, Regulations for the Implementation of the Drug Administration Law of the People's Republic of China, Good Manufacturing Practices for Pharmaceutical Products (2010 Revision) and Pharmacopoeia of the People's Republic of China (2015) to ensure the quality of medical products. In order to ensure traceability, the Group has assigned staff to keep track of daily inventory flows as well as maintain all relevant documents to be able to identify the products and patients involved in case of any medical incident. The Group has also designated staff with pharmaceutical knowledge to perform quality checks upon receiving medical products, manage storage condition and report to government authorities in accordance with laws and regulations.

We respect intellectual property rights, including but not limited to trademarks, patents and copyrights. Employees shall not privately use or allow outside parties to possess and exploit intellectual property, unless permission has been obtained from copyright owners. Employees are required to notify the department head before the use of any name, slogan or mark for any product, program or service. We have applied for trademarks for the brands of the Company. The Group respects the intellectual property rights or other legal rights of any third party and purchases genuine office software so as to avoid infringement of the intellectual property rights of others.

In servicing the property purchaser, tenant and patient in Mainland China and Hong Kong, we place a very high priority to uphold the customer data privacy. Measures and clear guidelines are in place to ensure customer's relevant data are protected against unauthorised or accidental access, processing or erasure. Appropriate levels of security protection were implemented by appropriate physical, electronic and managerial measures to safeguard and secure customer's personal data. In addition, our Employee Handbook requires employees to keep confidential of customer information and strictly adhere to proper procedures of handling customer data.

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

### B. 社會議題(續)

#### 反貪污(層面B7)

本集團已設立舉報者政策(「該政策」)，以便董事、員工及其他與本集團有業務往來的人士舉報嚴重問題，包括於集團內迴避內部監控、進行不確或不當的財務或其他報告、或進行任何被指為不法或不當的手法或錯誤行為。如若發現涉嫌違規或不當行為，應通過指定途徑向相關委員會或部門報告。所有疑似案件均會採取廣泛的調查措施進行評估，包括獲取相關文件進行審查，編製調查報告，並與相關部門討論報告的調查事項。倘案件被確認為不正當的，將採取相應的紀律處分。為了保持對我們業務和監管的相容性，該政策將不時進行檢討。

內部審計功能在對內部監控系統進行持續審查的過程中，亦將檢討該政策和程序在相關業務中的執行情況。

就物業業務及行政辦事處而言，本集團定期向員工傳達該政策或將該政策載於員工手冊內，方便員工輕鬆查閱及提醒員工舉報意識。該政策之摘錄及舉報連結已置於本公司網站，以供外來人士參考及查閱。於報告期間，為加強商業道德及知悉最新的監管規定，我們為董事籌備了由香港董事學會舉辦的反貪污管理制度之培訓；亦邀請了香港廉政公署的代表，為高級管理層、新入職員工及現有員工舉辦培訓課程；至於中國內地員工，我們亦根據本集團的規定進行反貪污培訓，包括邀請律師為全體員工舉行講座，以提升在此方面的意識。

### B. SOCIAL ISSUES (CONTINUED)

#### Anti-corruption (Aspect B7)

A Whistle Blower Policy ("Policy") has been established to facilitate the directors, employees and those who deal with the Group to report material concern(s) regarding avoidance of internal controls, incorrect or improper financial or other reporting, or any alleged unlawful or improper practices or wrongful conduct taking place within the Group. Where a suspected non-compliance or misconduct is discovered, it shall be reported to the relevant committee or department through designated channels. All suspected cases are assessed with extensive investigative measures, including obtaining relevant documents for examination, preparing an investigative report, and discussing with relevant departments the investigative matter reported. Should the case be confirmed as improper, appropriate disciplinary actions would be taken accordingly. To maintain appropriateness to our business and regulatory compatibility, the Policy is subject to review from time to time.

The internal audit function will also review the enforcement of the Policy and procedures on relevant operations in the course of performing ongoing review of the internal control systems.

For property businesses and administrative office, the Policy is either circulated to employees periodically or included in the Employee Handbook to facilitate employees' easy access and refresh employees' awareness of reporting. Extract of the Policy and reporting link have been put in the Company's website for external parties reference and easy access. During the Reporting Period, to strengthen business ethics and to keep updated in relation to regulatory requirements, we arranged training of anti-corruption management system for the Directors which was organised by The Hong Kong Institute of Directors; and invited representatives from the Independent Commission Against Corruption in Hong Kong to provide training sessions for the senior management, new hires and existing employees; for employees in Mainland China, anti-corruption training is carried out according to the Group's requirement, including to invite lawyers to give lectures to all employees to enhance the awareness in such aspect.

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

### B. 社會議題(續)

#### 反貪污(層面B7)(續)

就醫療業務而言，我們強調道德操守並已實施一套全面的制度，以確保其得到妥善執行。其中包括由內部及外部道德監督人員進行的定期評核，以及報告問題的渠道。月度聯合評核聚焦各方面的實踐，我們亦提供持續道德教育，包括《醫療機構工作人員廉潔從業九項準則》的培訓。我們亦引進《昆明同仁醫院醫德醫風評價方案》，以於整個組織內倡導廉潔自律。該方案要求各部門定期開展自我評核並按時提交相關報告。通過該等措施，我們致力於醫療業務內構建廉潔、透明及反貪污的文化。

於報告期間，並未發現有關貪污的違規行為。

#### 社區投資(層面B8)

我們致力為客戶精益求精，並透過鼓勵員工參與慈善及社會服務，承擔良好企業公民為社區作出貢獻之責任。

就物業業務及行政辦事處而言，我們參加了各種志願活動，包括工商機構運動會2023—Panasonic長跑比賽；「饑饉一餐」，以支持及捐贈予宣明會為南蘇丹和索馬里的貧困兒童和家庭提供緊急糧食援助、流動醫療及供水設施；以及參與香港公益金(「公益金」)與香港榮華餅家聯合舉辦的「公益月餅2023」活動中就購買的每張月餅券向公益金捐贈部份金額。所籌集的資金已用於資助公益金旗下的社會福利成員機構。該等志願活動錄得積極主動的參與。

### B. SOCIAL ISSUES (CONTINUED)

#### Anti-corruption (Aspect B7) (continued)

For healthcare business, we emphasise ethical practices and have implemented a comprehensive system to ensure their proper implementation. This includes regular inspections by internal and external ethics supervisors, as well as channels for reporting concerns. Monthly joint inspections focus on various aspects of practice, and we also provide ongoing ethics education, including training on the Nine Guidelines for Integrity in the Practice of Medicine. We have also introduced the “Kunming Tongren Hospital Medical Ethics Evaluation Plan” to promote integrity and self-discipline throughout the organisation. This plan requires regular self-inspections and timely submission of relevant reports from various departments. Through these measures, we strive to foster a culture of integrity, transparency, and anti-corruption within our healthcare business.

During the Reporting Period, there were no known cases of non-compliance regarding corruptions.

#### Community Investment (Aspect B8)

We strive to excel for our customers and undertake the responsibility of being a good corporate citizen contributing to the community by encouraging our employees to enroll in charity and social services.

For property businesses and administrative office, we participated in various volunteer activities, including Corporate Game 2023-Panasonic Distance Run Competition; “Skip-A-Meal” to support and donate to World Vision in providing emergency food assistance, mobile medical treatment and water supply facilities for impoverished children and families in South Sudan and Somalia; and made donation to The Community Chest of Hong Kong (“The Community Chest”) for every mooncake voucher purchased in the campaign of “Mooncakes for Charity 2023” co-organised by The Community Chest and Hong Kong Wing Wah Cake Shop. Fund raised have supported social welfare member agencies of The Community Chest. These volunteer activities recorded proactive participation.

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

### B. 社會議題(續)

#### 社區投資(層面B8)(續)

就醫療業務而言，我們透過培養更多醫療專業人員，傳承寶貴的醫療知識、技能及經驗協助醫療行業發展。另一方面，本集團支持慈善活動，參與廣泛社區活動，如照顧殘疾人士或長者，為缺乏照顧人士提供醫療支援，組織健康講座及捐血活動，履行企業社會責任。

我們期望透過義工活動幫助社區內的弱勢社群，如低收入長者及獨居長者；以及為弱勢兒童提供教育及為環境保育作出貢獻，向彼等獻出我們的關懷及關注。

### B. SOCIAL ISSUES (CONTINUED)

#### Community Investment (Aspect B8) (continued)

For healthcare business, we help developing the healthcare industry by cultivating more medical professionals for the succession of invaluable medical knowledge, skills and experience. On the other hand, the Group supports charitable activities and engage in a wide range of social events such as caring for the disabled or elderly, providing medical supports to the underserved, and organising health seminars and blood donation campaigns to fulfil the corporate social responsibility.

Through the volunteer activities, we hope to assist the underprivileged within the community, such as the low-income senior citizens and senior citizens living alone; and to provide education for children living in poverty and contribute to environmental conservation, by offering our care and concern.

