



和美醫療控股有限公司

HARMONICARE MEDICAL HOLDINGS LIMITED

(Incorporated under the laws of the Cayman Islands with limited liability)

(於開曼群島註冊成立的有限公司)

Stock Code 股份代號 : 1509



2018
ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT
環境、社會及管治報告

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I. ABOUT THIS REPORT

1. Purpose

This report is the third environmental, social and governance report of Harmonicare Medical Holdings Limited (hereinafter referred to as “Harmonicare”, the “Group” or “us”). We hope to communicate closely with you through this report and report to stakeholders on the strategies and performance of the Group’s social responsibility.

2. Basis of preparation

This report is prepared in accordance with the Appendix 27 “Environmental, Social and Governance Reporting Guidelines” under the Listing Rules issued by The Stock Exchange of Hong Kong Limited (the “Hong Kong Stock Exchange”).

3. Reporting year and scope

- (1) Reporting period: This report covers the period from 1 January 2018 to 31 December 2018.
- (2) Reporting coverage: This report covers the main business scope of the Group and its subsidiary companies, excluding associated companies, joint ventures, joint-stock corporations, newly-built hospitals.

4. Approval of the report

Upon reviewed and confirmed by the management, this report has been approved by the Board of Directors of Harmonicare on 4 January 2021.

一、關於本報告

1. 目的

本報告是和美醫療控股有限公司（以下簡稱「和美醫療」、「本集團」或「我們」）的第三份環境、社會及管治報告，我們希望通過本報告與您近距離的溝通，向持份者匯報本集團社會責任的策略和表現。

2. 編製依據

本報告遵循香港聯合交易所有限公司（以下簡稱「香港聯交所」）發佈的《上市規則》附錄二十七《環境、社會及管治報告指引》所編製。

3. 報告年度及範圍

- (1) 報告時間範圍：本報告涵蓋期限為2018年1月1日至2018年12月31日。
- (2) 報告覆蓋範圍：本報告涵蓋本集團總部及下屬單位的主要業務範圍，不包括聯營、合營和參股公司、新建醫院。

4. 報告批准

本報告經管理層審閱確認後，於2021年1月4日經和美醫療董事會批准。

5. Response

- (1) The electronic version of the report is available for download on the websites of the Group (<http://www.hemeiyl.com>) or the Hong Kong Stock Exchange (<https://www.hkexnews.hk>).
- (2) We attach great importance to the opinions of stakeholders, and your opinions will help us further improve this report and enhance the social responsibility performance of Harmonicare. If you have any comments and suggestions on the Group's social responsibility performance, please contact us via ir@hemeiyl.com.

II. ABOUT HARMONICARE

I. About the Group

Harmonicare Medical Holdings Limited (01509.HK) was founded in 2003 and was listed on the Main Board in Hong Kong in 2015. As China's leading private obstetrics and pediatric hospital group, Harmonicare has 14 brand chain hospitals in core cities including Beijing, Shenzhen and Guangzhou, providing high-quality medical services to high-net-worth customers every year. As at the end of 2018, more than 70,000 babies have been born in hospitals under Harmonicare.

The Group is committed to providing high-quality gynecological, obstetric, and pediatric medical and health services to Chinese families, and in strict accordance with the internationally widely recognized Joint Commission International ("JCI") standards, the Group continuously improves medical quality and enhances medical service levels while comprehensively safeguarding our customers. In 2018, two hospitals under Harmonicare have passed the international JCI accreditation with high scores.

5. 回應

- (1) 報告電子版可於本集團網站<http://www.hemeiyl.com>或香港聯交所網站<https://www.hkexnews.hk>下載閱覽。
- (2) 我們高度重視權益人的意見，您的意見將協助我們進一步完善本報告及提升和美醫療的社會責任表現。如對集團社會責任表現有任何意見及建議，敬請發送至郵箱ir@hemeiyl.com。

二、關於和美醫療

I. 集團概況

和美醫療控股有限公司(01509.HK)創始於2003年，並於2015年在香港主板上市。作為中國領先的私立婦兒醫院集團，和美醫療在北京、深圳、廣州等核心城市擁有14家品牌連鎖醫院，每年為高淨值客戶提供高品質醫療服務，截至2018年底，在和美醫療旗下醫院出生的寶寶已超過7萬名。

本集團致力於為中國家庭提供高品質的婦科、產科和兒科醫療健康服務，嚴格按照國際廣泛認可的JCI標準，持續改進醫療質量、提升醫療服務水平、全面保障客戶安全。2018年，和美醫療旗下已有兩家醫院高分通過國際JCI認證。

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With the springing up and maturity of the mobile Internet, Harmonicare is actively building a centralized big data platform, offering customers with professional, international, and family-oriented high-end medical services with high-quality resource allocation in terms of medical technology, medical environment, facilities and equipment, thus offering secured and comfortable medical experience to our customers.

In 2018, the Group adhered to business innovation and management improvement as always, consolidated and improved the market position of core businesses, steadily promoted the development of various businesses, innovated business models and marketing methods, and concentrated resources on developing advantageous businesses.

2. Environmental, social and governance strategic concepts

Taking the health and safety of customers as the core and adhering to the service principle of "customer-oriented", we have been committed to improving the quality of our medical services.

We firmly believe that the Company will adhere to the principle of sustainable development when achieving long-term goals, and act in a probity and honest, open and transparent, wholehearted and dedicated manner. Through this way, we are committed to bringing long-term returns to shareholders, as well as benefiting our employees, business partners, and communities where our projects are located.

3. Working body for environmental, social and governance

The Board of Directors of Harmonicare is the highest decision-making body for corporate social responsibility matters. The chairman of the Board of Directors of the Group ensures, through the Board of Directors, that the Company follows good corporate governance practices and procedures. Our audit committee consists of 3 independent non-executive directors and 1 non-executive director whose responsibility is to assist the Board of Directors in fulfilling corporate governance responsibilities, and to ensure that all tasks comply with relevant requirements in respect of environmental, social and governance issues.

伴隨移動互聯網的興起與日趨成熟，和美醫療在積極構建集團化的大數據平台，從醫療技術、就診環境、設施設備各方面提供優質資源配置，為客戶提供專業化、國際化、家庭化的高端醫療服務，讓客戶獲得安心舒適的就診體驗。

2018年，本集團始終堅持業務創新和管理提升，鞏固提升核心業務的市場地位，穩步推進各項業務發展，創新業務模式和營銷手段，集中資源發展優勢業務。

2. 環境、社會及管治戰略理念

以客戶的健康與安全為核心，秉承「一切以客戶為中心」的服務宗旨，提升醫療服務質量。

我們深信公司在實現長遠目標時，堅持可持續發展的原則，以廉潔誠實、公開透明及竭誠盡責的方式行事。透過這種方式，我們致力為股東帶來長遠回報，同時為我們的員工、業務夥伴及項目所在地的社群帶來裨益。

3. 環境、社會及管治工作機構

和美醫療董事會是企業社會責任工作最高決策機構，本集團董事會主席通過董事局確保公司遵循良好的企業管治常規及程序。我們的審核委員會由3名獨立非執行董事、1名非執行董事組成，主要職責是協助董事局履行企業管治責任，確保各項工作符合環境、社會及管治相關規定。

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III. STAKEHOLDER ENGAGEMENT

Harmonicare attaches great importance to communication with stakeholders, understands the needs of stakeholders, and takes countermeasures to meet their reasonable expectations and demands. We promote the Group's social responsibility concepts and practices through various management channels, and respond to the opinions and feedback of major stakeholders in a timely manner.

The table below shows the expectations and demands of key stakeholders identified by the Group:

三、持份者的參與

和美醫療高度重視與持份者的溝通交流，了解持份者的訴求，並採取應對措施，滿足其合理期望與訴求。我們通過各種管理渠道宣揚集團的社會責任理念與實踐，以及時處理與主要持份者之意見與回饋。

下表顯示本集團所識別的關鍵持份者的期望與訴求：

Stakeholders 持份者	Channel/Mode of communication 溝通渠道／方式	Expectation and demands 期望與訴求	Communication and response 溝通與回應
Government and regulator 政府及監管機構	Public consultation Online survey/On-site investigation Meeting 公共諮詢 網上意見／實地調查 會議	In compliance with laws and regulations Legal operation Safe healthcare Use of resources 遵紀守法 合規經營 安全醫療 資源使用	Compliance with policies Correspondence Inspection and monitoring Disclosure announcement 遵守政策 公文往來 檢查監督 披露公告
Shareholders and investors 股東及投資者	Annual general meeting of shareholders Annual and interim reports Analyst conferences 年度股東大會 年度及中期報告 分析師會議	Protect legal rights Enhance company value Gain investment return Information transparency and efficient communication 保障合法權益 提升公司價值 獲得投資回報 信息透明及高效溝通	Convene general meetings of shareholders Announcements, special reports on the websites of the Hong Kong Stock Exchange and the Company Email 召開股東大會 香港聯交所及本公司網站公告、 專題匯報 電郵

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Customers 客戶	Interview 面談	Quality products and services Health and safety Privacy protection Performance of contracts in accordance with relevant laws and operation with integrity 優質產品服務 健康與安全 隱私保護 依法履約誠信經營	Customer satisfaction surveys Customer service center and customer service hotline Customer communication meetings and return visits 客戶滿意度調查 客戶服務中心和客服熱線 客戶溝通會議回訪
Suppliers 供應商	Meeting 會議	Transparent procurement Equal competition Win-win and mutual benefit 透明採購 平等競爭 共贏互利	Supplier access Supplier audits Supplier evaluation 供應商准入 供應商審核 供應商評價
Employees 僱員	Meeting Training 會議 培訓	Remuneration and benefits Training and development Occupational health and safety 薪酬福利 培訓與發展 職業健康與安全	Employee activities Questionnaires Training and education Responsibilities and accountability system 僱員活動 調查問卷 培訓及教育 問責制
Communities and public 社區及公眾	Organize charity activities 組織社會公益活動	Improve the community environment Participate in public welfare Open and transparent information Sustainable community 改善社區環境 參與公益事業 信息公開透明 可持續社區	Charitable activities Media interview 公益活動 傳媒採訪

IV. HARMONICARE SERVICES

四、和美醫療服務



Harmonicare is the early adopter to implement a hospital brand chain business model across the country. Adhering to the brand culture accumulated over the years and the customer-centric operation philosophy, we have established a system related to medical service management. Through continuous implementation and improvement, we have promoted the sustainable development of the Group and strived to become a high-end maternal and child health service institution that is trustworthy by customers while making continuous efforts to safeguard the health of customers.

和美醫療率先在全國實施醫院品牌連鎖經營模式，秉承多年積澱的品牌文化和客戶至上的經營理念，我們建立了醫療服務管理相關制度，通過不斷實施和完善，促進集團可持續發展，在持續為客戶健康保駕護航過程中，努力成為值得客戶信賴的高端母嬰健康服務機構。

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(I) Quality medical services

1. Medical quality management

While expanding its businesses rapidly, Harmonicare has established corresponding service standards to ensure that there is no service quality deviation: first, professionalized standards, including JCI medical service standards and basic medical standards issued by the national health authority; second, the enterprise service standards integrating the hotel services and medical care; third, establishing a smart medical system to realize the seamless connection between mobile Internet and internal information system.

The Company highly values the quality of medical services, strictly abides by the Administrative Measures on Medical Institutions 《醫療機構管理條例》, Administrative Measures on Medical Quality 《醫療質量管理辦法》 and other national laws and regulations on medical quality and medical safety, and improves the medical quality management system at all levels to provide customers with great treatment experiences.

On 21 November 2018, Beijing HarMoniCare Gynecology and Pediatrics Hospital (Asian Games Village branch) under the Group, became the champion in the skill competition for assisted maternity positions in Chaoyang District (朝陽區助產崗位技能競賽). One first-line attending physician, and two second-line and third-line directors, the doctor on duty of Beijing HarMoniCare Gynecology and Pediatrics Hospital, won the first place in the assessment of postpartum hemorrhage skills.

(一) 優質醫療服務

1. 醫療質量管理

和美醫療在快速擴張的同時，建立對應服務標準，確保服務質量不出現偏差：第一，專業化標準，包括JCI醫療服務標準和國家衛生管理部門頒發的醫療基本標準；第二，總結了酒店和醫療護理相結合的企業服務標準；第三，打造智慧醫療體系，實現了移動互聯網與內部信息系統的無縫對接。

公司高度重視醫療服務質量，嚴格遵守國家《醫療機構管理條例》《醫療質量管理辦法》等法律法規關於醫療質量、醫療安全的規定，健全各級醫療質量管理體系，為客戶提供良好的就診體驗。

2018年11月21日，本集團旗下北京和美婦兒醫院（亞運村院區）獲朝陽區助產崗位技能競賽冠軍，北京和美婦兒醫院一線一位主治醫師、二線、三線的兩位主任在產後出血技能考核階段獲得第一名的好成績。

2. Caring for customers

- (1) On 12 December 2018, Dr. Niu Minggang (牛銘剛), deputy medical director of Heilongjiang HarMoniCare Obstetrics and Gynecology Hospital under Harmonicare, received a pennant of "Noble Medical Ethics and Healing Hands (醫德高尚、妙手仁心)" for his excellent medical services during the treatment of a high-risk "third-child" pregnant woman, ensuring her safety and the health of her newborn daughter, which won more praise to Harmonicare.
- (2) On 28 December 2018, Professor Li Hongxia (李紅霞), from Beijing HarMoniCare Gynecology and Pediatrics Hospital (Baiziwan branch) under Harmonicare, was praised by customers for her benevolence, compassion and professionalism (仁心仁術).

(II) Customer complaint management

The Group attaches great importance to the feedbacks and comments of customers on our products and services. Through efficient communication with customers, we have built up a good understanding of their needs and help them address problems occurred during our services and protect their privacy, thus improving their satisfaction.

1. Customer complaints and feedbacks

The Group is in strict compliance with the requirements of the Law of the People's Republic of China on Protection of Consumer Rights and Interests (《中華人民共和國消費者權益保護法》), and continues to improve the quality and enhance the level of our medical service, for the aim of fully ensuring customer's safety. Our smiling service, customer satisfaction survey and the establishment of customer complaint channels are all aimed at providing customers with professional, internationalized and family-oriented high-end medical services.

2. 關愛客戶

- (1) 2018年12月12日，和美醫療旗下黑龍江和美婦產醫院醫療副院長牛銘剛博士為高危「第三胎」母女平安，收到「醫德高尚、妙手仁心」的鮮艷錦旗，給和美再添錦旗。
- (2) 2018年12月28日，和美醫療旗下北京和美婦兒醫院（百子灣院區）李紅霞教授仁心仁術獲客戶好評。

(二) 客戶投訴管理

本集團十分重視客戶對產品與服務的回饋及意見，通過良好有效的客戶溝通了解客戶需求，協助客戶處理服務過程中遇到的各類情況並保護客戶隱私，從而提高客戶滿意度。

1. 客戶投訴及回饋

本集團嚴格遵守《中華人民共和國消費者權益保護法》要求，持續改進醫療質量，提升醫療服務水平，全面保障客戶安全。從微笑服務、客戶滿意度調查問卷、設立客戶投訴渠道旨在為客戶提供專業化、國際化、家庭化的高端醫療服務。

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The Group's hospitals are equipped with customer service department which is responsible for collecting customers' feedbacks, and relevant systems and processes for customer service have been formulated. Customers are may complain or provide feedbacks through various channels such as personal visit, telephone, e-mail and suggestion box. All service staff shall show respect to customers and listen carefully to their requests when handling and dealing with complaints, striving to offer solutions and give satisfactory response to customers as soon as possible. The Group's hospitals attach great importance to customers' complaints and feedbacks, record and categorize all sorts of complaints in details and, actively and properly deal with customers' complaints.

本集團旗下醫院設有客戶服務部，專門負責收集客戶反饋，並制定了客戶服務相關制度及處理流程。客戶可通過現場、電話、電子郵件、意見收集箱等多渠道投訴反饋。所有服務人員在處理和應對投訴時，需尊重客戶，細心聆聽其要求，力求在最短時間內提供解決方案，給予客戶較滿意的答覆。本集團旗下醫院重視客戶的投訴反饋，詳細記錄並歸類各類投訴內容，積極妥善處理客戶投訴。



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In 2018, the Group did not record any violation to the rules of providing and utilizing the Group's businesses and services, nor did it record any matter that has a material impact on the Group.

2. *Customer privacy protection*

During the process of providing medical services and keeping customers' medical records, the Group's hospitals attach great importance to protect customer privacy in strict compliance with the Provisions on the Administration of Medical Records in Medical Institutions 《醫療機構病歷管理規定》. Without permission of the customers, the Group prohibits any act of sharing with and divulging customers' personal information to any other companies, organizations and persons. In this regard, the following regulations are formulated and the hospital is required to strictly observe such regulations:

- (1) The Group's hospitals have a medical management department that specializes in the management of medical records, including the creating, maintaining, reviewing, duplicating, sealing, or unpacking and preserving customers' medical records. The medical records of the customers are not allowed to be accessed, processed, erased or lost without the permission of the customers or their family members.
- (2) The Group also organizes regular training to raise employees' privacy awareness and guide them to pay attention to customer privacy protection, and prohibits them from discussing customer-related issues in public places (halls, canteens, elevators, etc.). Employees are required to respect and maintain customers' rights of informed consent, privacy and option.
- (3) The hospitals' information system sets the authority according to the position level, access to and extraction of customer information and other privacies will not be allowed without authorization.

2018年本集團並無任何違反有關提供及使用本集團業務和服務方面規則，並對本集團有重大影響的事件。

2. *客戶隱私保護*

本集團旗下醫院在醫療服務、客戶醫療記錄過程中，嚴格遵守《醫療機構病歷管理規定》，注重客戶隱私的保護，未經允許的情況下，本集團禁止向其他任何公司、組織或個人分享、洩露客戶的個人信息。為此，特制定了以下規定，並要求醫院嚴格遵守：

- (1) 本集團醫院設有醫務管理部，專門負責病歷管理。包含對客戶醫療記錄的創建、維護、審閱與複製、密封或拆封及保存，未經客戶本人或家屬同意，不得隨意將其病歷查閱、處理、清除、丟失。
- (2) 本集團亦通過定期培訓，提高員工的客戶隱私意識，注重客戶隱私保護，禁止在公共場合（大廳、食堂、電梯等）討論與客戶有關問題。要求員工尊重和維護客戶的知情同意權、隱私權和選擇權。
- (3) 醫院信息系統根據員工崗位級別設置不同權限，未經授權無法查詢和提取客戶資料等隱私信息。

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(III) Community investment

The Group adheres to the values of "Building Humanistic Medical Care and Creating a Brand of 100 Years", and is committed to contributing to the community, supporting education, culture and art and other charitable activities. By taking an active part in establishing communities and focusing on long-term development, the Group is engaging in social activities for public welfare while proactively performing its social responsibilities. Its efforts are well received and recognized by the public.

1. Community charity

- (1) As the Lantern Festival in February 2018 approached, the hospital staff of Nantong Hemeijia Obstetrics and Gynecology Hospital of Harmonicare sent their gifts and blessings to the empty-nest elderly in 27 households of the Tongcheng community (通城社區) and medical personnel carried out measurement of blood pressure for them.

(三) 社區投資

本集團奉行「打造人文醫療，創建百年品牌」的價值觀，用自己的愛心，致力回饋社會，支持教育、文化藝術及其他公益活動。本集團透過積極營造社區並著眼長遠發展，投身各項社會公益，積極履行社會責任，得到了社會的認可與肯定。

1. 社區公益

- (1) 2018年2月，和美醫療旗下南通和美家婦產科醫院在元宵節來臨之際，醫院工作人員為通城社區27戶空巢老人送節日的禮物和祝福，同時醫務工作者為他們測量血壓。

(2) On 24 August 2018, the “2018 Love Donation Ceremony for Study Aid for Making Dreams Come True (2018博愛圓夢助學發放儀式)” was organized jointly by Heilongjiang HarMoniCare Obstetrics and Gynecology Hospital and the Red Cross Society of Nangang District, and was led by the Red Cross Society of Nangang District, Harbin. Heilongjiang HarMoniCare Obstetrics and Gynecology Hospital, which has been committed to charity activities, donated RMB13,000.00 to 13 poor students with excellent performance in the 32nd and 72nd secondary schools in Harbin City. These caring acts fully demonstrated that Harmonicare Obstetrics and Gynecology Hospital is devoted to bringing love, happiness and hope to poor students in the country.

(2) 2018年8月24日，和美醫療旗下黑龍江和美婦產醫院攜手南崗區紅十字會舉辦「2018博愛圓夢助學發放儀式」，活動由哈爾濱市南崗區紅十字會牽頭，黑龍江和美婦產醫院作為一直致力於公益事業的愛心單位，已經連續多年奉獻愛心，此次共出資13,000.00元捐助了哈爾濱市第32中學、第72中學及街道共13位品學兼優的貧困學子。此次愛心善舉，充分體現了和美婦產醫院肩負責任、勇於擔當的大愛之心和奉獻精神，為寒門學子送去美好和希望，用博大的愛心澆灌祖國的未來。



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- (3) On 27 October 2018, an initiative of Hope of "Heart" - "public welfare screening of congenital heart disease and assistance to the poor patients of congenital heart disease in Tongcheng District" ("心"的希望-「通城先心病公益篩查及貧困先心病公益救助」活動) was jointly carried out by Nantong Hemeijia Obstetrics and Gynecology Hospital under Harmonicare and the Second Affiliated Hospital with Nanjing Medical University. The expenses on medical aid for poor child patients thereof amounted to over RMB30,000.
- (3) 2018年10月27日，和美醫療旗下南通和美家婦產科醫院攜手南京醫科大學第二附屬醫院在和美家開展「心」的希望-「通城先心病公益篩查及貧困先心病公益救助」活動，貧困患兒的救助費用達3萬餘元。
- (4) On 14 January 2019, Harmonicare as an excellent enterprise representative was invited to the 8th China Charity Festival (第八屆中國公益節) in which it was awarded with the "Annual Responsible Brand Award" by the Organizing Committee for three consecutive years and praised as an enterprise with "the Most Responsible Brand (最具責任品牌)".
- (4) 2019年1月14日，在第八屆中國公益節上，和美醫療作為優秀企業代表受邀出席，連續三年獲得組委會頒發的「年度責任品牌」獎，被譽為「最具責任品牌」企業。



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2. Free medical clinic activities

- (1) On 6 May 2018, Harmonicare's Beijing HarMoniCare Gynecology and Paediatrics Hospital (Baiziwan branch) conducted free medical clinic activities for asthma patients and invited senior experts in pediatric from large Class III hospitals in Beijing to provide free clinic services to children with asthma.



2. 醫療義診活動

- (1) 2018年5月6日，和美醫療旗下北京和美婦兒醫院（百子灣院區）開展哮喘義診活動，邀請北京各大三甲醫院資深兒科領域專家義診，為京城哮喘寶貝健康保駕護航。



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- (2) On 17 October 2018, Harmonicare's Guiyang HarMoniCare Obstetrics and Gynecology Hospital organized a medical examination activity in the Weiqing community (威清社區) and invited doctors of traditional Chinese medicine of the Harmonicare to conduct pulse checking and make a careful on-site examination for the elderly. The activity was well received and recognized by the public of the Weiqing community (威清社區).
- (2) 2018年10月17日，和美醫療旗下貴陽和美婦產醫院走進威清社區活動室舉行了一次社區健康體檢活動，特邀本院中醫師到現場為老年朋友把脈問診。此次活動得到了威清社區的廣大人民群眾的認可及肯定。
- (3) On 11 January 2019, Harmonicare's Fuling HarMoniCare Obstetrics and Gynecology Hospital conducted free medical clinic activities in Chongyi Street (崇義街道), Dunren Street (敦仁街道), insurance companies and universities.
- (3) 2019年1月11日，和美醫療旗下涪陵和美婦產醫院先後走進崇義街道、敦仁街道、保險公司、大學進行義診活動。

3. Health and safety seminar

- (1) In 2018, Beijing HarMoniCare Gynecology and Paediatrics Hospital (branches in Asian Games Village and Baiziwan), Nantong Hemeijia Hospital, Shenzhen HarMoniCare, Heilongjiang HarMoniCare, Guiyang HarMoniCare Obstetrics and Gynecology, Guiyang HarMoniCare, Chongqing Modern, Fuzhou Modern and other hospitals under Harmonicare brand delivered lectures on health to provide professional and high-quality consulting services on medical care.

3. 健康安全講座

- (1) 2018年期間，和美醫療旗下北京和美婦兒醫院（亞運村院區、百子灣院區）、南通和美家、深圳和美、黑龍江和美、貴陽和美婦產、貴陽和美、重慶現代、福州現代等醫院多次舉行健康知識講座，為客戶提供專業優質的醫療護理諮詢服務。

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- (2) As part of the Group's large-scale efforts to help patients to realize their dream of fertility in 2018, the second meeting between experts from China and Thailand in Harmonicare's Shenzhen HarMoniCare Gynecology and Paediatrics Hospital was held on 22 July 2018. We addressed customers' concerns and enhanced their confidence of fertility through continuous technology exchanges and expert meetings.

4. Awards and accolades

- (1) On 1 June 2018, People's Daily wrote passage to appraise Harmonicare's Guiyang HarMoniCare Obstetrics and Gynecology Hospital for its well-regulated management and operation of medical waste, which best demonstrated its long-term medical principles of operation.
- (2) On 19 July 2018, the opening ceremony of the 7th China Finance Summit was held in Beijing, in which, Harmonicare was granted "Industrial Influential Brand 2018 (2018年行業影響力品牌)" by the Organizing Committee.

- (2) 2018年7月22日，和美醫療旗下深圳和美婦兒科醫院第二次中泰專家見面會，是本集團2018生育圓夢行動的系列大型活動之一。通過不斷的開展技術交流和專家見面會，解決客戶的疑慮，增強客戶生育的信心。

4. 所獲榮譽

- (1) 2018年6月1日，《人民日報》撰文讚許和美醫療旗下貴陽和美婦產科醫院醫療垃圾管理運營規範，為和美醫院長期以來堅持醫療原則運營的使命提供了最好的證明。
- (2) 2018年7月19日，第七屆中國財經峰會在京開幕，和美醫療獲得組委會頒佈的「2018年行業影響力品牌」獎。

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- (3) On 1 November 2018, the medical team of Harmonicare's Nantong Hemeijia Obstetrics and Gynecology Hospital was honored the first prize in the municipal competition of "cardiopulmonary resuscitation for the newborn".
- (4) On 1 December 2018, Harmonicare's Guiyang HarMoniCare Obstetrics and Gynecology Hospital was qualified for carrying out pre-prenatal screening and diagnosis, which demonstrated the recognition of its technology of prenatal screening of Obstetrics and Gynecology Hospital, and expanded relevant services related to Ultrasonic B in hospitals of HarMoniCare, providing double guarantees for its medical technology and economic benefits.
- (5) On 20 December 2018, the nursing supervisor Ge Yinghua (葛映華) in Harmonicare's Nantong Hemeijia Obstetrics and Gynecology Hospital was recognized as the top 10 Touching Characters of "A Day of Nantong People", which was reported by Nantong Television, Nantong Radio Station (南通電台), Xinhua Daily, Modern Express, Nantong Headlines (南通頭條), Voice of Nantong (南通發佈), Haobin Forum (濠濱論壇), Nantong Hotline (南通熱線) and other medias.
- (3) 2018年11月1日，和美醫療旗下南通和美家婦產科醫院醫護團隊榮獲「新生兒心肺復蘇」市級競賽一等獎。
- (4) 2018年12月1日，和美醫療旗下貴陽和美婦產醫院獲得產前篩查診斷資格，這是和美婦產醫院產前篩查技術的證明，也拓寬了和美醫院B超開展項目，為和美醫院的醫療技術及經濟效益提供了雙保障。
- (5) 2018年12月20日，和美醫療旗下南通和美家婦產科醫院助產護士長葛映華榮獲「南通人的一天」十大感動南通人物，在南通電視台、南通電台、新華日報、現代快報、南通頭條、南通發佈、濠濱論壇、南通熱線等媒體予以報道。



Going forward, the Group will join hands with stakeholders and encourage employees to conduct cross-regional coordination in across different functions and ranks of positions, continue to support community activities and engage in volunteering services as well as fulfill its social responsibilities to create benefit to communities. We will make contributions to the development of communities by designing, constructing and managing high-quality development projects.

未來，我們將與持份者合作，鼓勵員工展開跨職能、職級和地區的協作，繼續支持社區活動並參與義工服務，履行造福社區的社會責任，通過設計、建造和管理高質素的发展項目，為社區發展出積極貢獻。

V. SOCIAL

I. Employment

The Group regards talents as its most important and valuable assets for corporate development, and believes that attracting and retaining technical professionals and outstanding management personnel is of paramount importance to the human resources management.

五、社會

I. 僱傭

本集團一直堅信人才是企業發展的寶貴資源和財富，吸引和穩定專業技術骨幹和優秀管理人才是人力資源管理的首要任務。

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In accordance with the relevant laws and regulations such as the Labor Law of the People's Republic of China and the Labor Contract Law of the People's Republic of China, the Group have established relevant systems such as the Remuneration Management System and the Labor Contract Management System. We seek to provide our employees with a harmonious and well-organized working environment. The Group is committed to creating a fair and diverse working environment by promoting equal rights among employees irrespective of their race, social status, age, nationality, religious beliefs and gender. We focus on personal development, the work environment and co-governance, and strive to achieve sustainable improvement in recruitment and talent retention.

We attach great importance to the cultivation of young staff. Staff aged under 30 account for 39.48% of total workforce, which provides continuous driving force for the Group's innovation and operation. We also offer various promotion channels to young staff to ensure the synchronized development between the Company and its staff. We intend to attract more young talents in the future.

- (1) In order to further enhance the physical conditions of our staff and foster their awareness of team cooperation, the labor union of Guiyang HarMoniCare Obstetrics and Gynecology Hospital organized all its staff to participate in the four-phase outdoor development trainings for staff in July, which were located in scenic base in Songbaishan Reservoir, Guiyang (貴陽松柏山水庫) and the base in Longjiashan, Guiyang (貴陽龍架山). Everyone contributed wisdom and effort, fully demonstrating the spirit of self-challenging and teamwork. Through the development trainings, staff in the hospital will work in a more cohesive manner in the future and provide more comprehensive, more effective and more professional medical services for customers visiting the hospital.

根據《中華人民共和國勞動法》《中華人民共和國勞動合同法》等法律法規，本集團制定了《勞動合同管理制度》《薪酬福利管理制度》等相關制度。我們力求為員工營造和諧、有序的工作環境；倡導員工平等與多元化，同時保障僱員的權利，不受種族、社會地位、年齡、國籍、宗教、性別等影響；重視個人發展、工作環境及共同治理，實現可持續改善招聘及留任情況。

我們非常重視培養年輕化員工，30歲以下員工佔集團總員工的39.48%，為集團創新經營不斷輸入新鮮血液。我們也為年輕化員工提供了多種晉升途徑，保障公司與員工的同步發展。未來我們將吸引更多優秀的年輕人。

- (1) 為進一步加強員工的身體素質，培養團隊合作意識，貴陽和美婦產醫院工會七月份組織全院職工參加在貴陽松柏山水庫景區基地和貴陽龍架山基地組織四期職工戶外拓展訓練。大家凝心聚力，充分體現了挑戰自我、熔煉團隊的精神。通過拓展訓練，在醫院將來的工作中將會更加具有凝聚力，給予來醫院就診的客戶更全面、更有效、更專業的醫療服務。



2. Occupational Health and Safety

The Group strictly abides by relevant laws and regulations, including the Administrative Measures on Radiotherapy (《放射診療管理規定》), the Prevention and Control of Occupational Diseases Law of the People's Republic of China (《中華人民共和國職業病防治法》), the Law on Licensed Physicians of the People's Republic of China (《中華人民共和國執業醫師法》) and the Tort Law of the People's Republic of China (《中華人民共和國侵權責任法》). With respect to the health and safety of occupational environment:

- (1) Work-related injury insurance has been arranged for all employees. Our staff suffering from work-related accidents (such as falling, injury caused by sharp utensil, and traffic accidents during commuting) can enjoy fully-paid sick leave, and apply for reimbursement of medical expenses according to related regulations.
- (2) All staff are organized to learn fire control knowledge on a regular basis so as to enhance staff's awareness of self-protection and promote fire control and safety knowledge.

2. 職業健康與安全

本集團嚴格遵守《放射診療管理規定》《中華人民共和國職業病防治法》《中華人民共和國執業醫師法》《中華人民共和國侵權責任法》等相關法律法規。職業環境的健康與安全：

- (1) 為全體員工購買工傷保險，我們員工發生工傷事故（如跌倒、銳器刺傷、上下班途中交通事故等），可享受全薪病假，並根據相關規定據實報銷醫藥費用。
- (2) 定期組織全院員工學習消防知識，增強員工的自我保護意識和消防安全知識的普及。

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- (3) Food safety supervision management has been improved, where cooking and catering appliances are disinfected on a regular basis and canteen inspection is regularly conducted to ensure food safety.
- (4) Occupational handbook and management mechanism of relevant departments such as nosocomial infection, medical practitioners, radiology and electrical engineering have been strictly followed. Operators who may deal with dangerous chemicals are equipped with protective appliances such as goggles, professional uniforms and professional protective gloves to reduce occupational exposure.

3. Development and Training

As medical skills of medical staff have a direct impact on the quality of medical services provided by a hospital, the Group highly values the professional skills of its staff, in particular the professional competence of its medical staff, shares outstanding medical resources and improves professional medical skills.

We develop various annual training programs each year, which include on-boarding training for new employees, and trainings on corporate culture, brand culture and regulations, administration of nosocomial infection, medical quality management as well as relevant certificate training and education for staff in professional position. In addition, we will arrange irregular training according to the actual condition and urgent needs of our staff to improve their medical skills, personal development, leadership competence and management skills.

- (3) 加強食品衛生監督管理，炊、食、飲用具定期消毒，定期對食堂進行檢查，保證食品衛生安全。
- (4) 嚴格執行相關院感、醫師、放射、電工等部門科室的職業手冊及管理制度的作業人員配備護目鏡、專用工作服、專用防護手套等防護用品，減少職業暴露。

3. 發展及培訓

醫護人員的醫療技術直接影響著醫院的醫療服務質量，本集團十分重視員工的專業技能，特別是醫護人員的專業素養，共享優秀醫療資源，提升專業醫療技能。

我們每年制定年度培訓計劃，計劃內容包含新員工入職培訓、企業文化、品牌文化及規章制度、院感管理、醫療質量管理、專業崗位人員執業證書相關培訓教育等，並根據實際表現及突發需求，安排非常規性的培訓，以提升員工的醫療技術、個人發展、領導才能及管理技巧。

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We have established an optimized promotion mechanism, providing staff with broader room for development as well as more spacious working environment. We intend to help our staff develop their optimal abilities and improve their satisfaction and pride for work, so as to ensure that our staff can utilize sharing platform to a maximum extent, where they can improve their medical and management skills as well as give play to their advantages through studying and sharing training results.

In 2018, the Group's staff training hours amounted to 9,899 hours, of which male accounted for 24% and female accounted for 76%.

- (1) On 6 May 2018, Guangzhou Woman Hospital invited Huang Dongjian (黃東健), an expert from the Third Affiliated Hospital of Guangzhou Medical University (廣醫三院), to our hospital to give a training on Humanity Medicine and Communication Skills with Patients (《人文醫學與醫患溝通技能》), with an aim to enhancing the communication between hospital and patients, and to reducing the occurrence of medical disputes.
- (2) On 11 May 2018, in order to celebrate the coming of the 107th Nurses' Day, Beijing HarMoniCare Gynecology and Paediatrics Hospital (Baiziwan branch) held a reading activity on Nurses' Day to support the corporate culture construction and create an atmosphere of interaction and communication.

我們建立了完善的晉升機制，為員工創造更加廣闊的發展空間及工作環境。我們希望幫助員工開發最佳能力及提升工作滿意度、自豪感，確保員工能最大程度利用共享平台，透過學習與分享培訓成果，提升專業醫療技能及管理技巧，發揮所長。

2018年，本集團僱員培訓總時數9,899小時，男性佔24%，女性佔76%。

- (1) 2018年5月6日，廣州女子醫院邀請廣醫三院專家黃東健來院對《人文醫學與醫患溝通技能》進行培訓，旨在加強醫院醫患關係的溝通，減少醫療糾紛的發生。
- (2) 2018年5月11日，北京和美婦兒醫院（百子灣院區），為慶祝第107屆護士節的到來，舉辦護士節讀書會活動，加強企業文化建設，營造相互交流和溝通的氛圍。

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- (3) From 24 to 26 August 2018, Li Liwen (李麗文), the president of Shenzhen HarMoniCare Gynecology and Paediatrics Hospital, led the hospital to attend Academic annual meeting of Obstetrics and Gynecology Professional Committee of Shenzhen Medical Association and Pengcheng Obstetrics Hot Issues Summit Forum in 2018 (2018年深圳市醫學會婦產科專業委員會學術年會暨鵬城產科熱點問題高峰論壇). The meeting was hosted by Shenzhen Medical Association (深圳市醫學會) with an aim to improving the technique level of obstetrics and gynecology in Shenzhen. President Li Liwen was honored to present and chair the meeting, leading experts in obstetrics and gynecology from HarMoniCare to share the academic achievements with medical colleagues in Pengcheng.
- (3) 2018年8月24日至26日，深圳和美婦兒科醫院院長李麗文率醫院參加「2018年深圳市醫學會婦產科專業委員會學術年會暨鵬城產科熱點問題高峰論壇」。此次大會由深圳市醫學會主辦，旨在提高深圳市婦產科專業的技術水平。李麗文院長榮譽出席，並擔任大會主持人，帶領和美婦產專家團隊與鵬城醫界同仁共享學術盛宴。
- (4) On 25 August 2018, the obstetrics and gynecology department of Beijing HarMoniCare Gynecology and Paediatrics Hospital (Baiziwan branch) initially held an academic seminar on focused and difficult issues. A number of leading experts in the areas of obstetrics and gynecology in Beijing were invited to give topic lectures. Our medical teams conducted in-depth discussion with experts engaged in obstetrics and gynecology from Beijing on focused and difficult issues in the practices of obstetrics and gynecology. It helped to broad academic horizon, explore the leading edge of the science and improve their academic level, as well as enhance the medical and technical capabilities of obstetrics and gynecology department and set up a good image for hospital.
- (4) 2018年8月25日，北京和美婦兒醫院（百子灣院區）婦產科首次舉辦熱點、難點問題學術研討會，邀請北京婦產科領域多位權威專家進行專題講座，醫護團隊及京城婦產科從業人員深入探討，當今婦產科實踐中的熱點及難點問題，開拓學術視野、觸及學術前沿、提高學術水平，增強醫院婦產科醫療及技術實力，樹立良好形象。
- (5) On 15 November 2018, Guiyang HarMoniCare Obstetrics and Gynecology Hospital invited various experts such as Professor Li Shengli (李勝利, a domestic expert in prenatal diagnosis) and Professor Huang Lin (黃林, an expert in obstetrics and gynecology in Guizhou Province, to attend the academic summit activity for antenatal screening diagnostic. Over 200 doctors attended the meeting. The meeting promoted the academic exchange in the area of antenatal screening diagnostic, built a bridge for direct communication between the hospital and experts within the province and secured the channels for the development of hospital.
- (5) 2018年11月15日，貴陽和美婦產醫院誠邀國內產前診斷專家李勝利教授、貴州省婦產科專家黃林教授等著名專家到院參加產前篩查學術峰會活動，參會醫生達兩百餘人，促進了產前篩查的學術交流，使醫院與省內專家建立起了直接溝通的橋梁，拓寬醫院發展的渠道。

4. Labor Standards

All the Group's employees are employed on a voluntary basis. The Group strictly abides by the Labor Law of the People's Republic of China, the Labor Contract Law of the People's Republic of China, Rules on Prohibition of Child Labor and other relevant laws and regulations, prohibiting the use of child labor and forced labor within the Group. The Group is also committed to creating a working environment with full respect for human rights. We have established the Labor Contract Management System, and clearly specified working hours, labor protection and labor conditions in the Labor Contract. We have zero tolerance for issues involving the endangering of life, health, safety and the environment, forced labor, child labor, or human trafficking.

There were no significant violations of labor standards that had a material adverse effect on the Group in 2018.

5. Supply Chain Management

The Group's suppliers mainly include agents and distributors of pharmaceuticals and medical devices. As a listed company, HarMoniCare strictly abides by the Pharmaceutical Administration Law of the People's Republic of China (《中華人民共和國藥品管理法》), Administrative Measures on the Supervision of the Distribution of Pharmaceutical Products (《藥品流通監督管理辦法》), Regulations on the Supervision and Administration of Medical Devices (《醫療器械監督管理條例》) and other relevant laws and regulations, while ensuring the quality of purchased products at a reasonable price through the formulation of Drug Procurement Management System (《藥品採購管理制度》), Medical Device Procurement Management System (《醫療器械採購管理制度》), Management System for Supplier Evaluation (《供應商評價管理制度》) and the Management System for New Supplier and Category Approval (《新增供應商及品種審核管理制度》).

4. 勞工準則

本集團所有員工均屬自願受聘，我們嚴格遵守《中華人民共和國勞動法》《中華人民共和國勞動合同法》《禁止使用童工規定》等相關法律法規，禁止在集團內使用童工及強制性勞動，並致力於創建一個完全尊重人權的工作環境。我們制定了《勞動合同管理制度》，並在《勞動合同書》中明確規定了勞動時間、勞動保護及勞動條件等。我們對危害生命健康、安全及環境問題、強迫勞工或使用童工或販賣人口等問題零容忍。

2018年，未發生對集團產生重大不利影響的重大違反勞工準則的事項。

5. 供應鏈管理

本集團供應商主要包括藥品及醫療器械的代理商及經銷商。和美醫療作為一家上市公司，我們嚴格遵守《中華人民共和國藥品管理法》《藥品流通監督管理辦法》《醫療器械監督管理條例》等相關法律法規，並通過制定《藥品採購管理制度》《醫療器械採購管理制度》《供應商評價管理制度》及《新增供應商及品種審核管理制度》來保障採購物品質優價美。

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When selecting pharmaceuticals and medical devices suppliers, we will strictly review the supplier's reputation, product/service quality, pricing and other factors. Under the same medical quality, we will also give priority to cooperation with environmentally friendly and responsible suppliers. Only qualified suppliers can enter the Group's suppliers list. We also conduct daily management and annual evaluation on qualified suppliers. According to the evaluation results, we will conduct hierarchical management of suppliers and removed unqualified suppliers to ensure that suppliers provide stable and high-quality products and services.

6. Anti-corruption

The Group strictly adheres to relevant laws and regulations including the Company Law of the People's Republic of China, the Criminal Law of the People's Republic of China and the Law on Medical Practitioners of the People's Republic of China. The Group has formulated an Anti-fraud Management System based on the actual situations, stipulating fraud precautions and handling of whistleblowing reports, and set up hot line and email for complaints and whistleblowing reports which are published on the website by all units. Employees and business partners are encouraged to make anonymous whistleblowing reports through special hot line or email.

- (1) The Group has a risk control and audit department that assists the Company's management in establishing a sound internal control system to prevent fraud. Whistleblowing reports in respects of employees or outsiders in real names or anonymously are subject to anti-fraud investigations, and such cases are reported in a timely manner. In order to fully mobilize the employees to participate in the anti-corruption and integrity efforts and safeguard the fundamental interests of the Company and employees, we optimized our anti-corruption management measures in 2018.

在挑選藥品、醫療器械供應商時，我們會嚴格審核供應商的聲譽、產品／服務質量及定價等因素，在同等醫療質量的條件下，我們亦會優先選擇與環保、負責任的供應商合作。通過評審合格的供應商方可進入本集團供貨商列表，對合格供貨商進行日常管理及年度評價。根據評價結果，對供應商進行分級管理並淘汰不合格供應商，確保供應商提供穩定、高質量的產品與服務。

6. 反貪污

本集團嚴格遵守《中華人民共和國公司法》《中華人民共和國刑法》《中華人民共和國執業醫師法》等相關法律法規。根據實際情況，本集團制定了《反舞弊管理制度》，明確舞弊預防、舉報處理等規定，建立了投訴、舉報電話及郵箱，要求各單位在網站中進行公示，鼓勵員工及業務夥伴均通過專線電話及電子郵件進行匿名舉報。

- (1) 本集團設有風控審計部，協助公司管理層建立健全內部控制體系，以預防舞弊行為的發生。對員工或外部實名或匿名舉報，實施反舞弊調查，並及時匯報。為充分調動廣大員工參與廉政建設工作的積極性，維護公司及員工的根本利益，2018年我們優化反舞弊管理措施。

- (2) It is forbidden for medical staff to receive red pockets in the Group's hospitals. Medical staff are not allowed to privately receive any form of payment or benefits from customers. It also requires all medical staff to report to management on all cases of customers giving red pockets.

- (2) 本集團醫院嚴禁醫務人員收受紅包，不得私下收取客戶任何形式的款項或好處。並要求所有醫務人員需向管理層報告客戶提供紅包的一切情況。

VI. KEY ENVIRONMENTAL DATA

As a user of natural resources, the Group acknowledges its responsibility to the environment and actively takes initiatives to protect our environment. The Group has established corresponding management guidelines to reduce medical waste and wastewater discharge and encourage water, electricity and gasoline conservation, regulating practices over our daily operations and ultimately minimizing the impact on the environment. Such guidelines include, but not limited to, Medical Waste Management System, Wastewater Treatment Management System, and related notices on using water and electricity with conservation in mind.

(1) Waste

The Group mainly engages in the provision of medical service, and the pollutants generated during our operation mainly include medical waste and medical wastewater. In compliance with Medical Waste Management Measures for Medical and Health Institutions (《醫療衛生機構醫療廢物管理辦法》), Medical Waste Management Regulations (《醫療廢物管理條例》), Disinfection Management Measures (《消毒管理辦法》) and relevant laws as well as regulations and regulations requirements of local environmental protection authorities, the hospitals formulated relevant regulations and systems to prevent the spread of infectious diseases and environmental pollution accidents caused by improper disposal of medical waste. The content and relevant procedures for the classification and collection of containers, storage, transfer and disposal are clearly defined, and relevant regulations and systems are strictly implemented. The increase in indicator of waste this year was mainly due to the new consolidation of two merged and acquired hospitals.

六、主要環境數據

作為自然資源使用者之一，本集團正視其對環境之責任，積極採取措施保護環境。本集團已制訂對應管理指引，減少醫療廢物、污水排放量、鼓勵節水節電節油，規範我們日常營運之常規，並最終將我們對環境所造成之影響減到最低。該等指引包括但不限於《醫療廢物管理制度》《污水處理管理制度》、節約用水、用電相關通知等規定。

(一) 廢棄物

本集團主營業務為醫療服務，在運營過程中主要產生的污染物為醫療廢物及醫療污水。根據《醫療衛生機構醫療廢物管理辦法》《醫療廢物管理條例》《消毒管理辦法》等相關法律法規，以及各地環保部門法規要求，醫院制定了相關制度，防止因醫療廢物處置不當導致傳染病傳播和環境污染事故，明確規定醫療廢物的分類及收集容器、存放、移交和處置內容及相關流程，並嚴格按照制度執行。本年度廢棄物指標上浮主要系新納入兩家併購醫院。

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1. Medical waste

Medical waste, such as used cotton balls, bandage, disposable medical devices, after-surgery waste, is generated during the diagnosis, treatment and immunization of patients. The Group has formulated and strictly implemented the Medical Waste Management System. The following table shows the amount of medical waste generated by the Group's hospitals in the years set out:

Indicator 指標名稱	Unit 單位	2017 2017年	2018 2018年	Float rate 浮動比率
Total amount of medical waste 醫療廢物總量	Ton 噸	135	182	35.11%

Note: As the generation of medical waste is proportional to customers' visits to hospitals and the demand in clinical business, it is expected that medical waste may increase along with the growth of revenue of the hospitals. We will strengthen our management and continue to improve the management and control of medical waste.

1. 醫療廢物

醫療廢物在客戶的診斷、治療或免疫接種過程中產生，如使用過的棉球、膠布、一次性醫療器具、術後的廢棄品等。本集團制定了《醫療廢物管理制度》且嚴格按照制度執行。下表載列於所示年度本集團醫院產生的醫療廢物量：

註：因醫療廢物的產生與客戶到院就診量相關，以及臨床醫療業務的需要，醫療廢物伴隨醫院收入增長而呈增長趨勢。我們將加強管理，持續提升醫療廢物管控水平。

2. Wastewater

Hospital wastewater includes domestic wastewater, wastewater containing pathogenic microorganisms, and wastewater containing various toxic chemicals. In order to prevent the pollution to the environment by wastewater from hospitals, and as required by local environmental authorities, the Group closely monitors on the discharge of hospital wastewater, proactively promotes the construction of self-owned hospital wastewater treatment facilities and standardizes operational management on wastewater treatment. Meanwhile, it also engages qualified companies involved in wastewater treatment to conduct the test and treatment of wastewater and ensures that hospitals meet wastewater discharge standards. The Company has established and strictly implemented the "Wastewater Treatment Management System" to promote the construction of hospital wastewater treatment facilities in accordance with the Water Pollution Prevention and Control Law of the People's Republic of China 《中華人民共和國水污染防治法》, Law of the People's Republic of China on Prevention and Treatment of Infectious Diseases 《中國人民共和國傳染病防治法》, and Wastewater Discharge Standard of Medical Institutions 《醫療機構水污染物排放標準》. The following table shows the discharge of wastewater by the Group's hospitals in the years set out:

2. 污水

醫院污水包括生活污水、含病原微生物的污水、含各種化學毒劑的污水等。為防止醫院排放污水對環境的污染，本集團重視醫療污水的處理，按照各地環保部門要求，一方面積極推進醫院自有污水處理設施的建設，規範污水處理運行管理，另一方面委託有污水處理資質的公司進行污水檢測和處理，確保醫院污水處理達標後排放，依據《中華人民共和國水污染防治法》《中華人民共和國傳染病防治法》《醫療機構水污染物排放標準》，配合國家推進醫院污水處理設施建設，制定了《污水處理管理制度》且嚴格按照制度執行。下表載列於所示年度本集團醫院的污水排放量：

Indicator 指標名稱	Unit 單位	2017 2017年	2018 2018年	Float rate 浮動比率
Total discharge of wastewater 污水排放總量	Ton 噸	176,612	217,596	23.21%

Note: As the generation of wastewater is proportional to customers' visits to hospitals and the need in clinical business, it is expected that discharge of wastewater may increase along with the growth of revenue of hospitals. The Group's hospitals conduct regular examination of the condition of wastewater treatment to ensure proper treatment of wastewater. We will strengthen our management and continue to improve the control and treatment of wastewater.

註：因污水與客戶到診量相關、以及臨床醫療業務的需要，污水排放伴隨收入增長而呈增長趨勢。本集團醫院定期檢查污水處理情況，以確保污水得到妥善處理，我們將加強醫療污水管理，持續提升污水管控及處理水平。

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The Group's specific measures for control and management of the waste are as follows:

本集團廢棄物具體的管控措施如下：

Number 序號	Waste 廢棄物	Control and Treatment Measures of the Waste 廢棄物管控措施
1	Medical wastes	<ol style="list-style-type: none"> (1) Regulate the handlings of temporary storage, delivery and disposal of medical waste in hospital, and ensure that such waste will not be stored for more than 48 hours, for the purpose of effectively preventing and controlling the possibilities of damage to the environment and the spread of diseases, thus protecting the health and safety of employees as well as customers and avoiding pollution to the environment. (2) The medical wastes generated from the Group's hospitals are collectively delivered to qualified medical treatment companies verified by local government authorities for delivery and disposal by type. (3) In order to strengthen the employees' safety awareness, department/person designated by the hospital monitors the implementation of the controlling measures in respect of wastes on a regular or irregular basis.
1	醫療廢物	<ol style="list-style-type: none"> (1) 規範醫療廢物在醫院暫時存放、運送和處置行為，保證存放不超過48小時，有效預防和控制其對環境產生危害、傳播疾病的可能性，有利於保護員工及客戶的健康安全，避免對環境產生污染。 (2) 本集團醫院所產生的醫療廢物統一交由各地政府核定、具有處置資質的醫療廢物處置公司，分類進行清運及處置。 (3) 為了增強員工對廢棄物的危害性意識，醫院指定部門／人員定期或不定期監督有關廢棄物的控制措施的施行。
2	Wastewater	<ol style="list-style-type: none"> (1) It is clearly specified that we should dispose wastewater in a proper manner, carry out daily disinfection and measurement of residual chlorine. (2) Maintain the wastewater discharge system to ensure its smooth operation; and ensure that no unsanitized or non-detoxified wastewater will be discharged. (3) Chemicals and other substances are prohibited to be placed near the exit of the rainwater pipes and wastewater pipes. Designated personnel are assigned to conduct regular inspections on the maintenance of the pipes to prevent water leakage.
2	污水	<ol style="list-style-type: none"> (1) 明確規定妥善處理污水，每日消毒處理，測量餘氯。 (2) 保持污水排放系統順利通暢；未經消毒或無害化處理的污水，不准任意排放。 (3) 化學物和其他物質禁止放近雨水管及污水管的管道出口處。指定人員對管道進行定期維護檢查，防止漏水。

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(II) Use of Resources

The main areas of resources consumption of the Group's operations are electricity, water, gasoline consumed by vehicles and the consumption of the materials and papers. To strengthen environmental protection and realize the harmonious development with the environment, the Group endeavors to establish a paperless office, promotes energy conservation and emissions reduction, develops energy management measures, and monitors, analyzes and controls the use of energy to improve the efficiency of energy consumption based on objective energy data. The indicator of resource performance this year increased mainly due to the new consolidation of two merged and acquired hospitals .

1. Electricity

The electricity consumption of the Group mainly arises from air conditioning, water heating, lighting and high-power medical equipment. The following table shows the electricity consumption of the Group in the years set out:

Indicator 指標名稱	Unit 單位	2017 2017年	2018 2018年	Float rate 浮動比率
Total purchased electricity consumption 外購總耗電量	kwh 度／千瓦時	12,867,670	15,898,578	23.55%

(二) 資源使用

本集團在運營過程中主要資源消耗為電、水、車輛汽油、物料消耗及紙張，為加強環境保護工作，實現與環境和諧發展，本集團致力於無紙化辦公，節能減排，制定能源管理措施，以客觀能源數據為基礎，對能源使用進行監控、分析和管控，提高能源使用效率。本年度資源績效指標上浮主要系新納入兩家併購醫院。

1. 電力

本集團的電力消耗主要來自於空調、水暖、照明及高耗能的醫療設備等。下表載列於所示年度本集團電資源消耗情況：

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2. Water

The main source of water for the Group is municipal water supply. The consumption of water mainly arises from cooling equipment, plumbing, landscaping, washing during medical procedures, water purification systems, and domestic water. The following table shows the water consumption of the Group in the years set out:

Indicator 指標名稱	Unit 單位	2017 2017年	2018 2018年	Float rate 浮動比率
Total water consumption 總耗水量	Ton 噸	260,072	294,861	13.38%

3. Gasoline consumed by vehicles

The gasoline consumption of the Group mainly arises from the use of official cars and ambulances for customers. The Group provides guidance of reducing air pollutant emission for the employees, reducing air pollutant emission of the Group's owned vehicles. The following table shows the gasoline consumed by the Group in the years set out:

Indicator 指標名稱	Unit 單位	2017 2017年	2018 2018年	Float rate 浮動比率
Total volume of gasoline consumption 總汽油耗費量	Liter 升	148,936	225,330	51.29%

2. 水

本集團用水的主要來源為市政供水，耗水量主要是來自於冷卻設備、水管裝置、景觀美化、醫療過程沖洗、純淨水系統及生活用水等。下表載列於所示年度本集團水資源消耗情況：

3. 車輛汽油

本集團車輛汽油使用主要是來源於公務用車，以及客戶救護車輛使用。本集團為員工提供減少空氣污染物排放的指引，減少本集團擁有的車輛的空氣污染物排放。下表載列於所示年度本集團汽油資源消耗情況：

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The energy conservation and consumption management and control measures of the Group are as follows: 本集團的節能及資源消耗管控措施如下：

No. 序號	Resources 資源	Energy-saving and Resource Consumption Measures 節能及資源消耗措施
1	Electricity	<ol style="list-style-type: none"> (1) Establish management standards for electrical equipment, and develop standards for voltage, current, and utilization rate based on the types of electrical loads. (2) Gradually replace high-power lighting with LED lights and replace the aged central air conditioners with split-type air conditioners. (3) Summer chillers will be turned on and a moderate temperature of 26 degrees Celsius will be maintained in the public areas and wards of hospitals. (4) In order to ensure power safety, maintenance personnel will inspect the power lines regularly and replace aged power lines to prevent power leakage accidents. (5) Carry out energy-saving promotional campaigns targeted at employees and require them to turn off electrical equipment, lights and machines not in use, and arrange personnel for inspection.
1	電力	<ol style="list-style-type: none"> (1) 確定用電設備管理標準，根據用電負荷種類，規定使用電壓、電流、電能利用率等。 (2) 逐步更換大功率照明燈具為LED燈具，更換老舊中央空調為掛式空調。 (3) 開啟夏季制冷機組，維持醫院公區及病房適宜為溫度26攝氏度左右。 (4) 為確保用電安全，維修人員定期對電源線路進行檢查，更換老舊線路電線，杜絕漏電事故發生。 (5) 對員工進行節能節電宣傳，每天下班後關閉不需使用的電器、燈及機器，安排人員巡查。
2	Water	<ol style="list-style-type: none"> (1) Arrange dedicated personnel to conduct regular maintenance or replacement of water facilities and equipment in the hospitals (central air-conditioning, kitchen equipment, etc.) to prevent leakage. (2) Replace showers with water-saving models and adjust water valves in public areas and toilets to control water volume and prevent waste of water. (3) Organize awareness promotion on water for all employees.
2	水	<ol style="list-style-type: none"> (1) 對醫院內用水設備設施(中央空調、廚房設備等)安排專人定期進行維護保養或更換，防止漏水。 (2) 更換節水型淋浴器，將公共區域及洗手間防水閥門合理調整，控制放水量，杜絕浪費。 (3) 對所有員工進行宣傳，樹立節水意識。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT 2018

2018年環境、社會及管治報告

No. 序號	Resources 資源	Energy-saving and Resource Consumption Measures 節能及資源消耗措施
3	Gasoline consumed by vehicles	<ul style="list-style-type: none"> (1) Complete the "Application Form of the Use of Vehicles" before using vehicles. Approval is required for the use of vehicles. (2) Before using a car, the driver shall carry out an inspection on milometer and record table of the car. The mileage, time, location, purpose, etc. shall be recorded after use. (3) Employees are encouraged to reasonably plan the route for picking up customers and during normal commuting, turn off the car engine after arrival of destination, and avoid using the air-conditioner in car when the car is parking. (4) We carry out regular inspection and maintenance on structure and equipment of vehicles to save energy and reduce pollution.
3	車輛汽油	<ul style="list-style-type: none"> (1) 車輛使用需填寫《派車申請單》，經審批通過後方可用車。 (2) 車輛使用前，駕駛員應對車輛里程表與記錄表進行檢查，使用後應記載行駛里程、時間、地點、用途等。 (3) 鼓勵員工接送客戶及日常上下班途中合理規劃路線，並在到達目的地後停車熄火，避免在車輛停止狀態時使用車輛空調。 (4) 我們對車輛的結構及設備進行定期檢查及維護，以達致節能及減少污染。
4	Material consumption	<ul style="list-style-type: none"> (1) Establish policies and processes to control the process of purchase, inspection, storage and in-and-out of warehouse of materials. (2) Formulate a consumption quota for high-value materials and continue to improve their utility ratio in order to reduce material loss.
4	物料消耗	<ul style="list-style-type: none"> (1) 制定政策及程序，以控制物料的採購、檢查、存儲、入庫出庫過程。 (2) 對高值物料設定消耗配額並不斷改善利用率以減少物料損失。
5	Paper	<ul style="list-style-type: none"> (1) Promote paperless office. Approval for reimbursement and related matters of each hospital is mainly conducted by way of online approval. (2) Reduce the use of paper and encourage the use of e-mail or use double sides of a paper whenever possible.
5	紙	<ul style="list-style-type: none"> (1) 鼓勵無紙化辦公，各醫院費用報銷、相關事項的審批採取線上審批為主。 (2) 減少紙張的使用，提倡使用電子郵件或盡量利用紙張的兩面。

(III) ENVIRONMENT AND NATURAL RESOURCES

The Group actively performs its social responsibilities, sticks to the concept of achieving development while protecting the environment, makes reasonable use of various resources, reduces the use of various natural resources and maximizes its efforts in protecting ecological balance. Through these initiatives, the Group implements environmental protection with practical actions to minimize the impact on the ecosystem in the course of its operation.

In 2018, there have been no related matters in the industry in which the Group operates that have a significant impact on environment and natural resources.

In 2019, the Group will, in accordance with the latest disclosure requirements under the “Environmental, Social and Governance Reporting Guide” of the Hong Kong Stock Exchange, integrate the concept of corporate social responsibility into its course of ordinary management, remain true to its original mission, actively participate in community charity, and demonstrate its focused on “love, family and happiness”, with the aim of offering secured and comfortable medical experience to every customer.

(三) 環境及天然資源

本集團積極履行社會責任，始終堅持發展與環境保護並重的理念，合理利用各類資源，減少各類天然資源的使用，最大限度保護生態平衡，以實際行動踐行環境保護，盡可能將經營過程中對生態系統造成的影響降至最低。

本集團所在行業2018年並無相關事項對環境及天然資源造成重大影響。

2019年，本集團將根據香港聯交所的《環境、社會及管治報告指引》的最新披露要求，將企業社會責任理念融入日常工作，不忘初心，積極投身社區公益，展現和美「愛心、家、幸福」的風採，讓每個客戶都能獲得安心舒適的就診體驗。



和美醫療控股有限公司
HARMONICARE MEDICAL HOLDINGS LIMITED