



# 2022

Wai Yuen Tong Medicine Holdings Limited  
位元堂藥業控股有限公司

Incorporated in Bermuda with limited liability 於百慕達註冊成立之有限公司  
Stock Code 股份代號: 897

Environmental, Social and  
Governance Report  
環境、社會及管治報告



# 用心造藥 傳承百年

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## About the Group

### 關於本集團

Wai Yuen Tong Medicine Holdings Limited (the “**Company**”, together with its subsidiaries, the “**Group**”, “**We**”, “**us**”) leverages on its solid foundation of the century-old traditional Chinese medicine (“**TCM**”) brand, highly efficient and scientific management methods, and flexible market strategies.

Founded in 1897 (the twenty-third year of the Guangxu reign period during the Qing Dynasty), the Group has always upheld its philosophy of “Preparing Medicine with Dedication, Growing Strong with Reputation” throughout its history of 125 years. We carefully learn the healthcare needs of people in the modern society and provide comprehensive and quality Chinese medicine products and services, and strive to break new ground in the field of Chinese healthcare. Regardless of changes of the times and upheavals in society, the management team and employees always work together with commitment to pursue the mission of enhancing medical care and healthcare of people in the modern society, endeavouring to provide comprehensive and quality products and services amidst turbulence. The Group holds “Wai Yuen Tong”, a widely known Chinese medicine and health food brand, through Wai Yuen Tong Medicine Company Limited, and holds “Madame Pearl’s” and “Pearl’s”, world-renowned Western medicine and health food brands, through Luxembourg Medicine Company Limited. The Chinese and Western medicines and the healthcare businesses generate synergy, propelling the Group to be one of the leaders of the industry.

位元堂藥業控股有限公司(「**本公司**」，連同其附屬公司統稱「**本集團**」、「**我們**」)憑藉百年傳統中醫藥(「**傳統中藥**」)品牌的堅實根基、高效科學的管理辦法及靈活變通的市場策略。

本集團始創於1897年(清光緒23年)，成立125年一直貫徹「以誠意用心造藥，憑信譽繼往開來」的宗旨，誠心宏揚中醫藥保健智慧，細心了解現代人的保健需要，提供全面兼優質的中藥產品及服務，力求開創中式保健新領域。任憑時代變遷、跌宕起伏，管理團隊及員工始終和衷共濟、緊守崗位，視承擔現代人的醫療與保健需要為己任，在風雨荊棘下致力提供全面兼優質的產品及服務。本集團透過位元堂藥廠有限公司持有家傳戶曉的中藥及保健食品品牌——「位元堂」，以及透過盧森堡大藥廠有限公司持有享譽國際的西藥及保健食品品牌——「**佩夫人**」及「**佩氏**」，中西醫藥及保健業務產生協同效應，使本集團成為行業翹楚之一。



# About the Report

## 關於本報告

### Report Overview

This Environmental, Social and Governance Report (the “**ESG Report**”) summarises the environmental, social and governance (“**ESG**”) initiatives, plans and performances of the Group, and demonstrates our commitment to sustainable development. The Group is adhering to developing sustainably in accordance with the ESG management principles, and is committed to effectively and responsibly handling the Group’s ESG issues as a core part of our business strategy since we believe this is the key to our continued success in the future.

### Reporting Period

The ESG Report describes the ESG activities, challenges and measures taken by the Group during the year ended 31 March 2022 (the “**Reporting Period**”).

### Reporting Framework

The ESG Report has been prepared in accordance with the Environmental, Social and Governance Reporting Guide (“**ESG Reporting Guide**”) as set out in Appendix 27 to the Rules Governing the Listing of Securities on Main Board of The Stock Exchange of Hong Kong Limited (the “**Stock Exchange**”).

### Reporting Principles

During the preparation for this ESG Report, the Group has applied the reporting principles stipulated in the ESG Reporting Guide as the following:

<b>Materiality</b>	The materiality assessment was conducted to identify material issues during the Reporting Period, thereby adopting the confirmed material issues as the focus for the preparation of the ESG Report. The materiality of issues was reviewed and confirmed by the ESG Committee. Please refer to the sections headed “Stakeholder Engagement” and “Materiality Assessment” for further details.
<b>重要性</b>	於報告期內，本集團進行重要性評估以識別重要議題，以確定重要議題作為環境、社會及管治報告的編寫重點。這些議題的重要性均由環境、社會及管治委員會審閱和確認。更多詳情請參考「持份者溝通」及「重要性評估」章節。
<b>Quantitative</b>	Supplementary notes are added along with quantitative data disclosed in the ESG Report to explain any standards, methodologies, and source of conversion factors used during the calculation of emissions and energy consumption.
<b>量化</b>	環境、社會及管治報告中所披露量化數據已附加補充說明，以解釋在計算排放量和能源消耗量時使用的任何標準、方法和轉換系數的來源。
<b>Consistency</b>	The preparation approach of this ESG Report was substantially consistent with the previous year, and explanations were provided regarding data with changes in the scope of disclosure and calculation methodologies.
<b>一致性</b>	本環境、社會及管治報告的編製方法與上年度基本一致，並已就披露範圍和計算方法有變之數據提供解釋。

### 報告概覽

本環境、社會及管治報告（「**環境、社會及管治報告**」）概述本集團的環境、社會及管治（「**環境、社會及管治**」）舉措、計劃和表現，並展示我們對可持續發展的承諾。本集團堅持按照環境、社會及管治管理原則進行可持續發展，並致力於有效和負責任地處理本集團的環境、社會及管治事宜，將其作為業務戰略的核心部分，因為我們相信這是未來取得持續成功的關鍵。

### 報告期間

環境、社會及管治報告詳述本集團於截至二零二二年三月三十一日止年度（「**報告期間**」）環境、社會及管治方面的活動、挑戰和採取的措施。

### 報告框架

環境、社會及管治報告根據香港聯合交易所有限公司（「**聯交所**」）主板上市規則（「**上市規則**」）附錄二十七所載的《環境、社會及管治報告指引》（「**環境、社會及管治報告指引**」）編製。

### 報告原則

在編製本環境、社會及管治報告的過程中，本集團應用《環境、社會及管治報告指引》列明的報告原則，如下所示：

## About the Report (Continued)

### 關於本報告 (續)

## Reporting Scope and Boundary

The scope covers the main measures and performance of the Group's two core businesses, which represent the Group's major source of investment and income.

- Wai Yuen Tong Medicine Company Limited
- Luxembourg Medicine Company Limited

## 報告範圍及界限

報告範圍包括本集團兩個核心業務的主要計量及表現，其為本集團的主要投資及收入來源。

- 位元堂藥廠有限公司
- 盧森堡大藥廠有限公司

### Production and sale of Chinese pharmaceutical and health food products

生產及銷售中藥及保健食品產品

- Operated by Wai Yuen Tong Medicine Company Limited  
由位元堂藥廠有限公司營運

- Holds the widely-known century-old Chinese medicine brand "Wai Yuen Tong"  
持有家傳戶曉「位元堂」之百年中藥品牌

### Production and sale of Western pharmaceutical and health food products

生產及銷售西藥及保健食品產品

- Operated by Luxembourg Medicine Company Limited  
由盧森堡大藥廠有限公司營運

- Holds the renowned Western medicine and health food brands "Madame Pearl's" and "Pearl's"  
持有著名的「珮夫人」及「珮氏」西藥及保健食品品牌

The ESG data and related ESG key performance indicator ("KPI") that the Group has direct access to and is under the Group's direct operational control of our three offices including below:

1. Group's headquarters office in Kowloon Bay, Hong Kong ("Headquarters")
2. Pharmaceutical factories in Yuen Long Industrial Estate ("Yuen Long Factory")
3. Offices in Shenzhen ("Operating Sites")

The social KPIs and related data of Wai Yuen Tong retail shops are included in the scope of this ESG report but not environmental KPIs and related data for the time being. As the factories and dormitory buildings now located in mainland China are managed by production contractors, they are not included in the scope of the Report.

As China Agri-Products Exchange Limited (Stock Code: 149) is separately listed and its own "ESG Report" will be published separately, so it is not included in the scope of this ESG Report. The Group will continue to assess the major ESG aspects of different businesses and extend the scope of disclosures when and where applicable.

本集團可直接取得且由本集團三間辦事處直接營運控制的環境、社會及管治數據及相關環境、社會及管治關鍵績效指標(「關鍵績效指標」)包括以下各項：

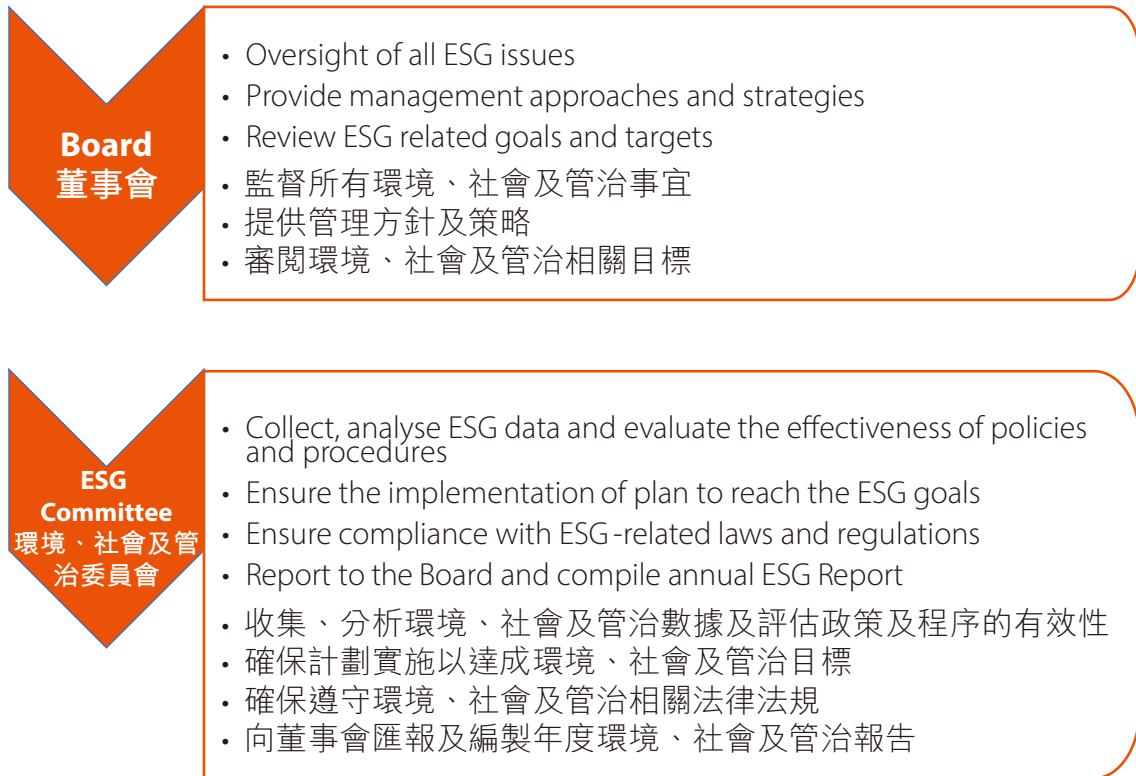
1. 本集團位於香港九龍灣的總部辦事處(「總部」)
2. 位於元朗工業邨的製藥廠房(「元朗廠房」)
3. 位於深圳的辦事處(「各營運點」)

位元堂零售店的社會關鍵績效指標及相關數據計入本環境、社會及管治報告的範圍，但現時並無計入環境關鍵績效指標及相關數據。由於現時位於中國內地的廠房及宿舍樓宇由生產承包商管理，其並無納入報告範圍。

由於中國農產品交易所有限公司(股份代號：149)獨立上市並將單獨發佈其本身的環境、社會及管治報告，故未納入本環境、社會及管治報告範圍。本集團將繼續評估不同業務的主要環境、社會及管治層面並在合適情況下擴大披露範圍。

## Board Statement — The ESG Governance Structure

## 董事會聲明 — 環境、社會及管治管理架構



### Oversight of ESG Issues

The board of directors (the “**Board**”) holds the ultimate responsibility on monitoring the Group’s ESG issues, including ESG management approach, strategy, and policies. In order to better manage the Group’s ESG performance and identify potential risks, the Board conducts materiality assessment where necessary with the assistance of the ESG committee to evaluate and prioritise material ESG-related issues with reference to the opinions of our stakeholders.

### 監督環境、社會及管治事宜

董事會(「**董事會**」)負有監管本集團環境、社會及管治事宜的最終責任，包括環境、社會及管治的管理方法、策略及政策。為更好地管理本集團的環境、社會及管治表現及識別潛在風險，董事會於必要時在環境、社會及管治委員會的協助下進行重要性評估，參考持份者的意見評估及確定重要的環境、社會及管治相關議題的排序。

## About the Report (Continued)

### 關於本報告 (續)

#### The ESG Committee

The ESG Committee, composed of core members from different departments, is established to facilitate the Board's oversight of ESG matters. The ESG Committee is responsible for collecting and analysing ESG data, monitoring and evaluating the Group's ESG performance, ensuring compliance with ESG-related laws and regulations, and preparing ESG reports. The ESG Committee arranges meetings when required to evaluate the effectiveness of current policies and procedures and formulate appropriate solutions to improve the overall performance of ESG policies. At meetings, the ESG Committee discusses the existing and upcoming plans to monitor and manage the Group's strategic goals in terms of sustainable development, mitigate potential risks, and minimise their negative impacts on our business operations. By setting ESG-related goals and targets to minimise the environmental impacts from the Group's operation, the Group has affirmed its commitment to embedding sustainability into the business operation and fulfilling its corporate responsibility. The ESG committee would report to the Board, assist in assessing and identifying the Group ESG risks and opportunities, evaluate the implementation and effectiveness of the internal control mechanism, and review the progress of the set goals and targets.

#### 環境、社會及管治委員會

環境、社會及管治委員會已告成立，由不同部門的核心成員組成，旨在協助董事會監督環境、社會及管治事項。環境、社會及管治委員會負責收集及分析環境、社會及管治數據、監管及評估本集團的環境、社會及管治表現、確保遵守環境、社會及管治相關法律法規及編製環境、社會及管治報告。環境、社會及管治委員會於需要評估當前政策及程序的有效性並制定適當的解決方案以提升環境、社會及管治政策的整體表現時安排會議。於會議上，環境、社會及管治委員會商議當前及未來計劃以監督及管理本集團可持續發展方面的策略目標、減輕潛在風險及盡量降低其對我們的業務營運的負面影響。透過制定環境、社會及管治相關目標，本集團申述其將可持續發展融入業務營運並履行其企業責任的承諾。環境、社會及管治委員會將向董事會匯報、協助其評估及識別本集團環境、社會及管治風險及機遇、評估內部控制機制的實施及有效性並審查已制定目標的進程。

# Stakeholder Engagement

## 持份者溝通

The Group values its stakeholders and their feedback regarding its businesses and ESG performance. To understand and address their key concerns, the Group has maintained close communication with its key stakeholders, including but not limited to shareholders and investors, customers, employees, suppliers, NGOs, and the public as well as government and regulatory authorities. Their valuable feedback will feed into the Group's strategic planning, ensuring that our commitment to sustainable business and good corporate citizenship.

本集團重視持份者及其對本集團業務及環境、社會及管治表現的反饋。為了解及回應彼等的重點關注事項，本集團與主要持份者，包括但不限於股東及投資者、客戶、僱員、供應商、非政府組織及公眾，以及政府及監管機構等維持密切溝通。其寶貴的反饋意見將納入本集團的策略規劃，確保我們致力於可持續發展業務及良好的企業公民意識。

In formulating operational and ESG strategies, the Group considers stakeholders' expectations through a diverse range of engagement methods and communication channels, as shown below:

於制定營運及環境、社會及管治策略時，本集團透過多種參與方式及溝通渠道考慮持份者的期望，如下表所示：

Major Stakeholders 主要持份者	Engagement Channels 溝通渠道
<b>Shareholders and investors</b> 股東及投資者	<ul style="list-style-type: none"> <li>Annual general meeting and other shareholders' meetings</li> <li>Financial reports</li> <li>Announcements and circulars</li> <li>Company website</li> <li>股東週年大會及其他股東大會</li> <li>財務報告</li> <li>公佈及通函</li> <li>公司網站</li> </ul>
<b>Customers</b> 客戶	<ul style="list-style-type: none"> <li>Customer service hotline</li> <li>Customer complaint mechanism</li> <li>Social media</li> <li>Online shop electronic platform</li> <li>客服熱線</li> <li>客戶投訴機制</li> <li>社交媒體</li> <li>網店電子平台</li> </ul>
<b>Employees</b> 僱員	<ul style="list-style-type: none"> <li>Trainings, seminars, and briefing sessions</li> <li>Performance reviews</li> <li>Employee complaint mechanism</li> <li>培訓、講座及簡報會</li> <li>表現檢討</li> <li>僱員投訴機制</li> </ul>
<b>Suppliers</b> 供應商	<ul style="list-style-type: none"> <li>Supplier evaluation meeting</li> <li>Supplier audit</li> <li>供應商評估會議</li> <li>供應商審核</li> </ul>
<b>Communities and NGOs</b> 社區及非政府組織	<ul style="list-style-type: none"> <li>Community activities</li> <li>Employees volunteer activities</li> <li>Sponsor and donation</li> <li>社區活動</li> <li>僱員義工活動</li> <li>贊助及捐贈</li> </ul>
<b>Media and the public</b> 媒體及公眾	<ul style="list-style-type: none"> <li>ESG Report</li> <li>Company website</li> <li>環境、社會及管治報告</li> <li>公司網站</li> </ul>
<b>Government and regulatory authorities</b> 政府及監管機關	<ul style="list-style-type: none"> <li>Written or electronic correspondences</li> <li>Phone meetings</li> <li>書面或電子通信</li> <li>電話會議</li> </ul>



## Stakeholder Engagement (Continued)

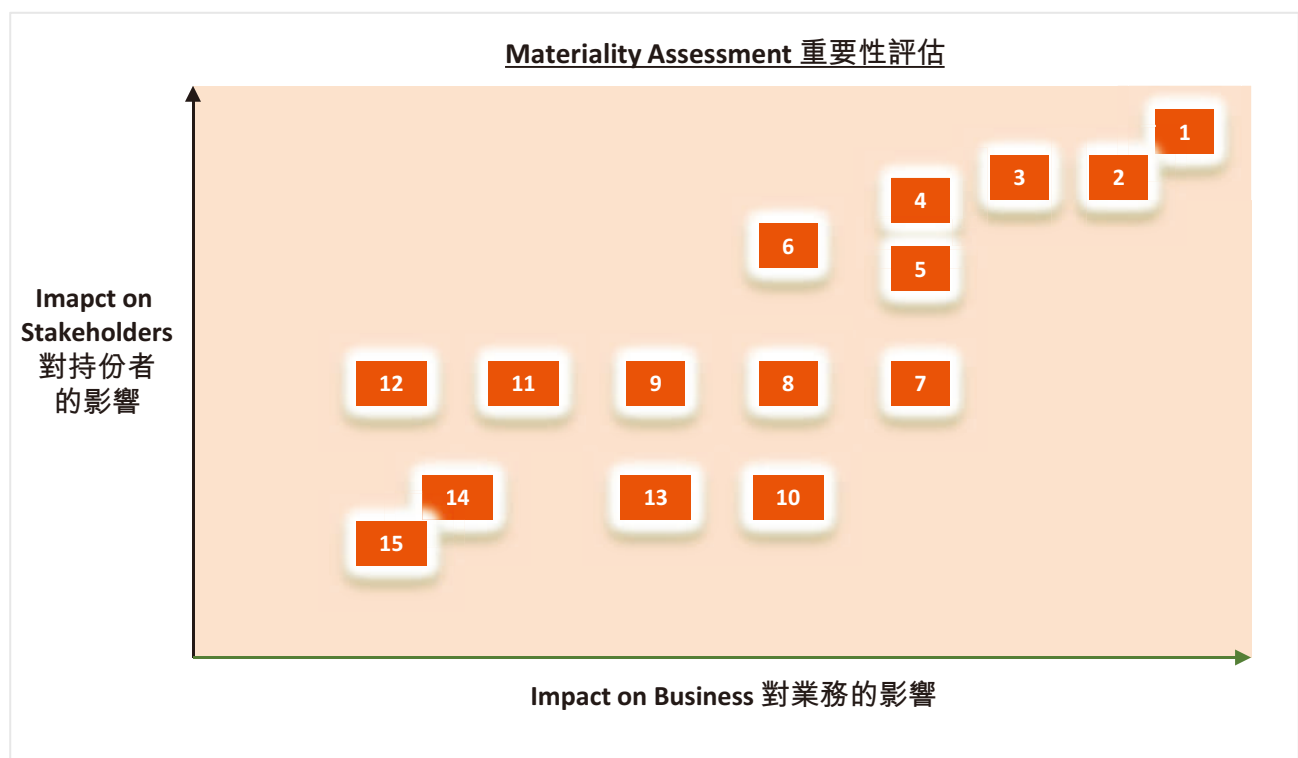
### 持份者溝通 (續)

#### Materiality Assessment

The Group understands the importance of different material topics to our stakeholders. We identify and evaluate the topics that are material to our business and our stakeholders. The material topics are identified based on (i) global sustainability agenda and international best practices, (ii) the Group's risk and strategy; and (iii) stakeholders' feedback. In 2022, the Group completed a materiality survey, soliciting views from stakeholders on our ESG materiality issues and the result is illustrated below.

#### 重要性評估

本集團了解不同的重大議題對我們的持份者的重要性。我們識別並評估對我們的業務和持份者屬重大的議題。識別重大議題的依據是：(i)全球可持續發展議程及國際最佳典範；(ii)本集團的風險及策略；及(iii)持份者的反饋。於二零二二年，本集團完成了一項重要性調查，徵求持份者對我們環境、社會及管治重要議題的意見，結果呈示如下。



No. 排序	Material Issues 重要議題	No. 排序	Material Issues 重要議題
1	Safeguarding the Health and Safety of Customers 保障顧客健康與安全	9	Community Development 社區發展
2	Product Quality Control 產品品質管理	10	Use of Resources 資源使用
3	Customer Satisfaction and Privacy 客戶滿意度與私隱	11	Labour Standards 勞工準則
4	Employee Health and Safety 僱員健康與安全	12	Advertising and Label Management 廣告及標籤管理
5	Development and Training 發展及培訓	13	Emissions 排放物
6	Product Responsibility 產品責任	14	Supply Chain Management 供應鏈管理
7	Anti-Corruption 反貪污	15	Climate Change 氣候變化
8	Employment Practices 僱傭常規		

The Group reviewed the materiality assessment results and considered that the said result continues to be applicable to the Group. The Group will regularly monitor the Group's business operations and its ESG performances.

#### Forward-Looking Statements

This Report contains forward-looking statements which are based on the current expectations, estimates, projections, beliefs, and assumptions of the Group about the businesses and the markets in which it and its subsidiaries operate. These forward-looking statements are not guarantees of future performance and are subject to market risk, uncertainties, and factors beyond the control of the Group. Therefore, actual outcomes and returns may differ materially from the assumptions made and the statements contained in this Report.

#### Confirmation and Approval

Information cited in the Report was sourced from the official documents and statistical data of the Group. The Report had been reviewed and approved by the Board.

#### Contact and Feedback

Your feedback is valuable to our continuous improvement, and we welcome any comments and suggestions you may have on this Report or our future ESG strategy in general. Please share any comments or suggestions regarding the Group's ESG performance at [pr@waiyuentong.com](mailto:pr@waiyuentong.com).

本集團審查重要性評估的結果，並認為上述結果仍然適用於本集團。本集團將定期監測本集團的業務運營及其環境、社會及管治表現。

#### 前瞻性陳述

本報告包含前瞻性陳述，其乃基於本集團對其及其附屬公司經營的業務和市場的當前預期、估計、預測、理念和假設。這些前瞻性陳述不是對未來業績的保證，並受市場風險、不確定性和本集團無法控制的因素所影響。因此，實際結果及回報可能與本報告所載假設及陳述有重大差異。

#### 確認及批准

本報告引用的資料均來自本集團的官方文件及統計數據。本報告已獲董事會審閱及批准。

#### 聯絡及意見反饋

閣下的反饋對我們持續改進十分有價值，我們歡迎閣下對本報告或對我們未來環境、社會及管治策略有任何的意見和建議。如有關於本集團環境、社會及管治表現的任何意見或建議，可聯絡 [pr@waiyuentong.com](mailto:pr@waiyuentong.com)。

# Message from the Board

## 董事會寄語

Looking back at 2021, under the 5<sup>th</sup> wave of COVID-19 pandemic which has dealt a heavy blow to citizens' lives, health, society and economy. The latest unemployment rate (February 2022) rose to 4.5%, a marked increase of 0.6%. Affected by the severe epidemic and strict social distancing measures, the unemployment rate in the retail industry has soared to 6.9%. The economy will inevitably fall into negative growth in the first quarter of 2022, and the unemployment rate will further deteriorate rapidly. Entering the second quarter of 2022, the key to the recovery of economy depends on the progress and effectiveness of epidemic control and prevention.

Relying on the solid foundation of a century-old traditional Chinese medicine brand and flexible market strategies, the Group takes advantage of our own retail network, leverage to actively expand our online retail business under the complex and ever-changing business environment, providing Chinese and Western medicine products to the community and helping citizens to improve their health. The Group will continue to strengthen the coordination and cooperation among various departments, make more effective use of human and material resources, and continue to promote the business development of the Group under the severe epidemic situation.

The Group believes that Environmental, Social and Governance (“ESG”), as a core part of our business strategy, is the key to the Group's continued success in the future. The Group has formulated corresponding policies and measures to integrate ESG into our business operations to achieve the Group's ESG goals. Following the global trend, climate change will be an area of sustainable development issues that requires our extra attention. The Group is committed to making additional effort to responding to the national “Dual-carbon Goals” (sometimes known as the 2030/2060 goals, are to reach its carbon emissions peak in 2030 and become carbon neutral before 2060).

To better manage the Group's ESG performance and identify potential risks, the Board conducts materiality assessments with the assistance of the ESG Committee. We maintain effective communication with various stakeholders through various channels, listen carefully and collect opinions to evaluate and prioritise. Consider the opinions of stakeholders and major ESG-related issues and respond to the needs and expectations of all parties in a timely manner, so as to cooperate with employees and different stakeholders to seize opportunities for sustainable development. The Group has incorporated “ESG Issues” into one of our eight key ideas of “WYT Corporate Cultures” and communicate to our employees from time to time.

回顧二零二一年，第五波新型冠狀病毒肺炎疫情對市民生活、健康、社會和經濟造成沉重打擊。最新失業率(二零二二年二月)升至4.5%，顯著增加0.6%。在嚴峻疫情和嚴格社交距離措施影響下，零售業失業率飆升至6.9%。二零二二年第一季度，經濟將不可避免地陷入負增長，而失業率將進一步迅速惡化。進入二零二二年第二季度，經濟復蘇的關鍵取決於疫情防控的進度及效果。

本集團依託傳統百年中藥品牌的堅實基礎和靈活市場策略，在複雜多變的商業環境下利用自身的零售網路發揮槓桿作用，積極拓展網上零售業務，向社區提供中西藥產品，幫助市民強身健體。本集團將繼續加強各部門之間的協調與合作，更有效地利用人力、物資，並在嚴峻的疫情形勢下繼續推動本集團業務發展。

本集團認為，環境、社會及管治(「環境、社會及管治」)作為我們業務戰略的核心部分，是本集團日後持續成功的關鍵。本集團已制定相應的政策和措施，將環境、社會及管治融入業務運營，以實現本集團的環境、社會及管治目標。順應全球趨勢，氣候變化將是需要我們格外關注的可持續發展議題的一個領域。本集團致力於為回應國家「雙碳目標」(有時稱為2030/2060目標，即在二零三零年至碳達峰，並在二零六零年前實現碳中和)付出更多努力。

為了更好地管理集團的環境、社會及管治表現並識別潛在的風險，董事會在環境、社會及管治委員會的協助下進行重要性評估。我們通過各種渠道與各持份者保持有效溝通，認真聽取意見，並收集意見進行評估和優先排序。我們考慮持份者的意見及主要的環境、社會及管治相關議題，及時回應各方需求和期望，藉此與員工和各持份者合作，把握可持續發展的機遇。本集團已將「環境、社會及管治議題」納入「位元堂企業文化」的八個關鍵理念之一，且不時向員工傳達理念。

## Message from the Board (Continued)

### 董事會寄語(續)

Looking ahead, the recent improvement in the local epidemic situation and the gradual relaxation of social distancing measures, coupled with the first phase of Consumption Voucher Scheme issued in early April, will support the retail industry. Therefore, the Group must continue to work together with the government and all sectors of society to further stabilise the local epidemic. During the anti-epidemic period, the public healthcare system has played a key role in safeguarding the health and lives of citizens. We would like to express our sincere thanks to the staff in the public healthcare system for their day and night's hard work and would like to express our sincere gratitude to the mainland medical staff who came from afar to help Hong Kong.

The Board would like to take this opportunity to thank all employees for their efforts, contributions, and support, as well as our business partners, customers and shareholders for their continued trust and support.

Board of Directors

**Wai Yuen Tong Medicine Holdings Limited**

展望未來，近期本港疫情有所好轉，社交距離措施逐步放寬，加上四月初公佈的第一期消費券計劃，將為零售業提供支持。因此，本集團必須繼續與政府和社會各界共同努力，進一步穩定本地疫情。抗疫期間，公共醫療系統在保障市民的健康和生命發揮了關鍵作用。在此，我們對公共醫療系統工作人員的日夜奮戰表示衷心的感謝，亦對遠道而來的援港內地醫務人員表示衷心的感謝。

董事會謹藉此機會感謝所有員工的努力、貢獻和支持，以及感謝我們的商業夥伴、客戶及股東對我們一直以來的信任及支持。

位元堂藥業控股有限公司

董事會

# Our Achievements in ESG

## 我們的環境、社會及管治成就

### Employee Training 僱員培訓

- Conducted over 190 training courses by Training Department
- 由培訓部提供超過190個培訓課程
- Over 4,000 attendances recorded
- 出席次數逾4,000次

### Community 社區

- Donated Angong Niu Huang Wan (安宮牛黃丸) and anti-infection tea (防感茶) to fight against COVID-19
- 捐贈安宮牛黃丸及防感茶以抗擊新型冠狀病毒肺炎

### Environment 環境

- Lower water consumption of 7.9%
- 用水量降低7.9%
- Lower non-hazardous waste of 18.7%
- 無害廢棄物減少18.7%

### Health & Safety 健康與安全

- Decrease work injury rate from 0.75% to 0.64%
- 工傷率由0.75%減至0.64%
- 3 Years zero work related fatalities cases
- 三年零工作相關死亡事故

# People-Oriented 以人為本

The Group cares about our employees and is invested in their success. Our employees are respected, valued, and empowered. The Group believes employee development is not only the key to long-term corporate development, but also a responsibility towards our employees. The human resources policies of the Group have set out our commitment in safeguarding the health and safety of employees and providing them with a working environment free of any form of discrimination and harassment to enable employees to demonstrate their expertise.

本集團關懷僱員，並關注其成功。我們尊重、重視及賦權予僱員。本集團相信員工發展不僅是企業長遠發展的關鍵，亦是對其員工的責任。本集團的人力資源政策已列載其承諾，致力保障員工的健康與安全，提供沒有任何形式的歧視和騷擾的工作環境，令員工得以發揮所長。

## Employment Practices

## 僱傭常規

### Recruitment and promotion 招聘及晉升

- The Group actively recruits potential talents and complies with the principle of open and fair competition in its recruitment process. Factors such as capabilities, understanding of the job, practical working requirements and suitability of a position are considered as the standards of recruitment, which ensures a transparent and open recruitment process.
- 本集團積極招募具備潛力的人才，在招聘中遵循公開、公平競爭的原則，以工作能力、對工作之認識、實際工作要求和是否適合崗位等因素作為招聘的標準，並確保招聘過程透明、公開。
- The Group regularly conducts performance appraisal, which forms the basis of promotion and salary adjustment. The Group upholds the principle of “putting the right people on the right job”, prioritising the promotion of internal employees to reward those with an outstanding performance, so as to strengthen their sense of belonging.
- 本集團定期進行績效考核，作為晉升及調薪的依據。每當有職位空缺時，本集團秉持「知人善任」的原則，並優先考慮晉升內部員工，以獎勵表現卓越的員工，加強員工歸屬感。

### Compensation and dismissal 薪酬及解僱

- The Group actively recruits and attracts talents and provides fair and competitive compensation. Employees' salaries and year-end bonuses are determined based on factors such as qualifications, work performance, performance appraisal results and market trends. In addition, the Group is committed to providing different career development pathways for its employees, who are promoted and appointed under the principles of “careful organisation, comprehensive investigation, merit-based selection, and insistence on strict requirements”.
- 本集團積極招募及吸引人才，提供公平且具競爭力的薪酬。員工薪金和年終獎金是根據資歷、工作表現、效績評估結果及市場趨勢等因素制定。此外，本集團致力為員工提供不同職業發展途徑，按「組織細心、考察全面、錄取擇優、寧缺勿濫」的原則進行晉升及委任。
- The Group has no tolerance on unfair dismissals and makes sure the dismissal procedure is fair and open. The Group has formulated the procedures and conditions of dismissal and contract termination in the Employee Handbook. There is also a list of handover tasks to ensure the seamless transition of job duties.
- 本集團絕不容忍不公平的解僱，並確保解僱程序公正、公開。本集團在《員工手冊》中規了解僱和終止合同的程序及條件，亦設有交接安排以確保工作職責無縫過渡。

## People-Oriented (Continued)

### 以人為本 (續)

#### Working hours, rest periods 工作時數及假期

- The Group has specified the arrangement regarding employees' working days and hours in the Employee Handbook and no tolerance on forced labour. All overtime working is on a voluntary basis and is subject to appropriate overtime allowance.
- 本集團在《員工手冊》已訂明員工的工作日及時間安排及杜絕強制勞工。所有超時工作須為自願及須獲得合適的超時工作津貼。
- The Group has provided our employees with different types of holidays, including statutory holidays and other paid leaves such as maternity leave, paternity leave, compassionate leave, examination leave, etc.
- 本集團為僱員提供各種假期，包括法定假期及分娩假、侍產假、恩恤假及考試假等不同類型的其他有薪假期。

#### Equal opportunity, diversity, anti-discrimination 平等機會、多元化及反歧視

- The Group is committed to providing employees or job applicants with equal opportunities, preventing events of discrimination, safeguarding employees' interests, and forbidding discrimination towards employees arising from factors such as gender, marital status, pregnancy, family position, race, religion and disability.
- 本集團致力向員工或應聘人士提供平等機會及防止歧視事件發生，維護員工權益，不得因性別、婚姻狀況、懷孕、家庭崗位、種族、信仰及殘疾等因素對員工工作出歧視。
- The Group recruits disabled persons, promotes a culture of integration for the disabled, and is devoted to building a diversified working team.
- 本集團招聘殘障人士，推動傷健共融的文化，致力建立多元化的工作團隊。
- The Group is considering implementing more measures related to diversity and integration in the future, such as providing trainings related to equal opportunities, anti-discrimination, and human rights.
- 本集團考慮於未來實施更多有關多元化與共融的措施，如提供與平等機會、反歧視和人權相關的培訓。

#### Remuneration and benefits 薪酬及福利

- The Group's remuneration package is based on the results of the annual appraisals and evaluation of the employees' performance. To maintain the competitiveness of our remuneration packages, they are reviewed and adjusted periodically by benchmarking with market levels and the importance of position.
- 本集團的薪酬組合乃基於年度評估結果及對員工表現的評估而定。為了維持我們薪酬待遇的競爭力，我們對照市場水平及職位重要性定期檢討及調整薪酬待遇。
- The Group provides qualified employees with in-patient medical insurance, out-patient medical benefits, internal shopping discounts, as well as discounts on TCM out-patient clinic services, dental care and medical programmes applicable to employees and their immediate family members, ensuring that they receive care when feeling unwell.
- 本集團為合資格員工提供住院醫療保險、門診醫療福利、內部購物折扣優惠，以及適用於員工及其直系家屬的中醫門診服務優惠、牙科保健和醫療優惠計劃等，確保不適期間得到保障。

## Employee Feedback Channels

Employees could file complaints to the human resources department in case of any discrimination and harassment. The Group actively engages with its employees and communicates with them through management mechanisms and different channels, such as internal mailing system and meetings, and has clearly stated in the Employee Handbook that employees may file complaints to their supervisors or the human resources department in relation to any breaches, and all cases will be investigated and handled with confidentiality.

## Labour Standards

As mentioned in our human resources policies, the Group respects human rights, and strictly prohibits the use of child labour or forced labour in our operations.

During the Reporting Period, the Group was not aware of any material non-compliance with child and forced labour-related laws and regulations, that would have a significant impact on the Group including but not limited to the Employment Ordinance of Hong Kong, the Labour Law of the PRC, and the Provisions on the Prohibition of Using Child Labour of the PRC.

Employees of the Group and our business partners are required to comply with appropriate preventive and remedial measures as below:

## 僱員反饋意見渠道

若員工受到任何歧視及騷擾，可向人力資源部作出投訴。本集團積極與員工對話，透過管理機制和不同渠道如內部郵件系統、會議等形式與員工溝通，並在《員工手冊》中明確說明員工可就任何違規事件向其主管或人力資源部提出申訴，所有個案將會以保密形式進行調查及處理。

## 勞工準則

如人力資源政策所載，本集團尊重人權，嚴禁在營運上僱用童工或強制勞工。

於報告期間，本集團沒有發現任何重大違反與童工及強制勞工有關的法律法規而會對本集團造成重大影響的情況，包括但不限於香港《僱傭條例》、中華人民共和國《勞動法》及中華人民共和國《禁止使用童工規定》。

本集團的員工和業務合作夥伴須遵守下列適當的預防和補救措施：

### Prevention of child labour 防止誤用童工

During the recruitment process, the human resources department will verify the identity documents and age of applicants to ensure that they have reached the local minimum age for employment. Once a child labourer is found to be hired by mistake, he/she will be required by the Group to immediately stop his/her work and be escorted to his/her guardian.

人力資源部需在招聘過程中核實應徵者的身份證明文件及年齡，確保應徵者符合當地最低入職年齡。如發現誤聘童工，本集團會立即停止其工作，並派人護送至監護人所在地。

### Prohibition of forced labour 禁止強制勞工

The Group specifies overtime compensation provisions in the Employee Handbook. In addition, the Group commits to respect the rights of employees to work voluntarily and quit freely, and strictly prohibits forcing employees to work by withholding their identity documents. Employees are free to terminate a labour contract with the Group in accordance with the termination procedures stipulated in the employment contract.

本集團於《員工手冊》訂明加班補償規定。同時，本集團承諾尊重員工自願工作及自由離職的權利，嚴禁通過扣押員工身份證明文件強迫其勞動，員工可按僱傭合約解聘流程與本集團解除勞動合約。



## People-Oriented (Continued)

### 以人為本(續)

#### Health and Safety

The Group highly values employees' health and safety and is always committed to providing employees with a healthy, safe, and comfortable working environment. The Group has formulated the Health and Safety Policy. The aim of the policy is to reduce the occupational safety hazards encountered by employees at work by establishing a safety management structure, providing safety procedures and guidelines, and conducting risk assessments and management.

The safety management systems and measures has been providing employees with below:

- To ensure adequate protective supplies and equipment in the workspace,
- To provide employees with appropriate safety training,
- To formulate the contingency plan, as well as accident notification and handling mechanism to reduce the occurrence and impact of accidents.

During the Reporting Period, the Group also prepared guidelines with photos on the use of "Personal Protection Equipment (PPE)" for employees working in different departments with the demonstration of the correct use of PPE in their working spaces. This can effectively protect the employees from potential hazards during their daily operations.

At the Group's Yuen Long Factory, which is our major production base, annual health and safety training plan has been established. The plan has specific the training events and topics on a monthly basis, employees of different departments are required to attend different training sessions according to their job duties. Designated representatives from different departments are responsible for follow up after training including circulating training materials, conducting after-training tests and proper filing of training and attendance records for future audit. The annual training plan effectively regulates and organises our employees at Yuen Long Factory with well-planned training management co-ordinated by the training department.

#### 健康與安全

本集團高度重視員工的健康與安全，始終致力於為員工提供健康、安全、舒適的工作環境。本集團已制定健康與安全政策。該政策旨在透過建立安全管理架構、規定安全程序及指引、進行風險評估及管理等措施，減少員工在工作中遇到的職業安全風險。

安全管理系統及措施為僱員提供以下：

- 確保工作場所有充足防護用品及裝備，
- 為僱員提供合適的安全培訓，
- 制訂安全事故應急預案、事故通報及處理機制，減低事故的發生和影響。

於報告期間，本集團亦為不同部門的員工準備「個人防護設備」使用指南並配有照片，示範如何在工作場所正確使用個人防護設備。這可以有效地保護員工在日常工作中免受潛在危險的傷害。

本集團在主要生產基地元朗廠房制定了年度健康與安全培訓計劃。該計劃每月訂明具體培訓活動及主題，不同部門的員工需要根據其工作職責參加不同的培訓課程。不同部門的指定代表負責培訓後的跟進工作，包括分發培訓材料，進行培訓後測試，並將培訓和出席記錄妥善歸檔，以便日後審計。在培訓部的協調下，年度培訓計劃通過有計劃的培訓管理，有效規範及組織元朗廠房的員工。

## People-Oriented (Continued) 以人為本 (續)

The Group has achieved zero work-related fatalities for three consecutive years (including the Reporting Period). During the Reporting Period, the Group had lost 13.5 working days due to work injury. The Group was also not aware of any material non-compliance with employment-related laws and regulations that would have a significant impact on the Group. Such laws and regulations include but not limited to the Occupational Safety and the Health Ordinance of Hong Kong, the Labour Law of the PRC and the Prevention and Treatment of Occupational Diseases Law of the PRC.

本集團連續三年(包括報告期間)實現零工傷死亡事故。於報告期間，本集團因工傷損失了13.5個工作日。此外，本集團沒有發現任何嚴重違反僱傭相關法律法規行為而可能會對本集團產生重大影響。有關法律法規包括但不限於香港《職業安全及健康條例》、中華人民共和國《勞動法》和中華人民共和國《職業病防治法》。

	Unit 單位	FY 2022 二零二二 財政年度	FY2021 二零二一 財政年度	FY2020 二零二零 財政年度
Fatalities due to work injury 工傷死亡	Case 宗	0	0	0
Work injury 工傷	Cases 宗	4	5	2
Lost days due to work injury 因工傷損失工作日數	Days 日	13.5	35.5	202
Work injury rate 工傷率	% 百分比	0.64	0.75	0.32

### COVID-19 Response Measures

The COVID-19 pandemic has presented various challenges for the Group, and the health and safety of our customers, employees, and the community. In response to the COVID-19 pandemic, the Group has implemented various preventive measures at Operating Sites to do its best to safeguard the safety of employees. The related measures are as follows:

- For retail staff, we provide alcohol-based hand rubs, masks and face masks to our shop staff, and customers need to measure body temperature before entering the shops.
- For office and factory staff, we provide alcohol-based hand rubs and masks, and they need to measure body temperature before getting into the office and the factory.
- The Group provides Rapid Antigen Test (RAT) kits for employees, and they need to do the test every day to show negative results before working.
- The Group offers work from home and flexible working hours arrangement to our office staff.
- Provide personal preventive supplies and equipment.
- Strengthen cleanliness and sterilisation of all Operating Sites.
- Set up isolated areas for mealtime purposes.
- Employees should take their initiatives to report their physical conditions, and should seek medical attention and notify their supervisor and the human resources department as soon as possible if symptoms occur.
- Employees of the Hong Kong office are provided with Ganoderma Lucidum Spores, to help strengthen their immunity.

### 新型冠狀病毒肺炎疫情應對措施

新型冠狀病毒肺炎疫情為本集團以及我們客戶、僱員和社區的健康與安全帶來重重挑戰。面對新型冠狀病毒肺炎疫情，本集團在各營運點實施各種防疫措施，致力保障員工安全。有關應對措施如下：

- 對於零售員工，我們為店員提供酒精搓手液、口罩和面罩，顧客在進入商店前需要測量體溫。
- 對於辦公室和工廠的員工，我們提供酒精搓手液和口罩，彼等在進入辦公室和工廠前需要測量體溫。
- 本集團為員工提供快速抗原測試(RAT)試劑盒，彼等需要每天做測試，顯示陰性後才能工作。
- 本集團為辦公室員工提供在家工作和靈活工作時間安排。
- 提供個人防疫用品及設備。
- 加強各營運點清潔度及消毒。
- 提供隔離區域作用餐用途。
- 員工須主動匯報身體狀況，如出現病徵，應盡早求診並通知其主管及人力資源部。
- 提供靈芝孢子予香港辦公室員工，幫助提升個人免疫力。

## People-Oriented (Continued)

### 以人為本(續)

#### Development and Training

Training and development help the Group gain and retain top talent, increase employees' job satisfaction and morale, improve productivity, and enhance health and safety standards. The Group puts emphasis on the development and training of employees, encourages them to keep track of the latest industry trends, and provides them with suitable training courses.

The Group has established its training department to fulfil its training needs and specified the training management in the Employee Handbook and Human Resources Management Handbook. The training department is responsible for planning and evaluating various training activities, such as conducting surveys and analyses of training needs, setting training goals and designing training programmes.

The Group recognised the importance of skilled and professionally trained employees to our business growth. The training department offers comprehensive training to enhance the knowledge and skills for employees to perform their duties. Each new frontline staff member is required to attend a product training, a customer service workshop and IPOS training (cashiering system) during the probation period. Then the staff will take a written test and role play that mainly covers operational workflow, product knowledge and customer services, as before passing their probation and becoming a permanent staff.

The Group is one of the largest employers for Chinese Medical Practitioners (CMP) in Hong Kong. Up-to-date knowledge and information on Chinese herbal medicine has been provided to CMPs by product training and sharing sessions. The procurement, screening and pharmaceutical processes of Chinese herbal medicine are introduced to the CMPs through the training department. The CMPs enhance their knowledge and keep up-to-date medical information after these series of training and sharing activities.

In addition, the Group encourages and provides subsidies to employees at all levels to pursue educational or training opportunities that achieve personal growth and professional development. A policy on External Training Subsidy is in place, allowing every staff to develop and maintain job-related skills for full performance. Employees may apply for reimbursement of the fees of continuing education and training courses accredited by the Education Bureau, as well as subsidies for membership of professional associations.

In the context of social distancing and work-from-home arrangement during the COVID-19 pandemic, face-to-face training courses are difficult to arrange. In view of this, the Group has set up an online training library. The online training library is a web-based platform contains all kinds of our training materials including videos, posters, training notes and presentation. Employees can access the materials at any time for the self-development purpose.

#### 發展及培訓

培訓和發展有助於本集團招募和保留頂尖人才，提高員工的工作滿意度和士氣，提高生產力，並加強健康與安全標準。本集團重視員工發展及培訓，鼓勵他們緊貼行業的最新趨勢，提供適合他們的培訓課程。

本集團成立了培訓部，以滿足其培訓需求，並在《員工手冊》和《人力資源管理手冊》中訂明培訓管理內容。培訓部負責計劃及評估各項培訓活動，如進行培訓需求調查及分析、設立培訓目標及設計培訓課程。

本集團認識到有技術和受過專業培訓的員工對我們業務增長的重要性。培訓部提供全面的培訓，以提高員工的知識和技能，助其履行職責。每位新入職的前線員工在試用期內必須參加產品培訓、客戶服務研討會和IPOS培訓(收銀系統)。其後，員工將參加筆試和角色扮演，主要內容包括業務工作流程、產品知識和客戶服務，作為通過試用期和成為長期員工之前的準備。

本集團是香港最大的中醫師僱主之一。本集團通過產品培訓和分享會，為中醫師提供最新的中藥知識和資訊。培訓部向中醫師介紹中藥的採購、篩選和製藥過程。經過這一系列培訓和分享活動，中醫師們提高知識水準及掌握最新的醫療資訊。

此外，本集團鼓勵並資助各級員工接受教育或培訓，以實現個人成長和專業發展。本集團制定了外部培訓補貼政策，使每個員工能發展和保持與工作有關的技能，以充分發揮表現。員工可申請發還教育局認可的持續進修及培訓課程費用，及申請專業學會會籍資助。

在新型冠狀病毒肺炎疫情期間的社交距離及居家工作安排下較難安排面對面的培訓課程。有鑑於此，本集團建立線上培訓庫。線上培訓庫是一個網絡平台，包含我們各類培訓材料，包括視頻、海報、培訓筆記和演示等。員工可隨時閱覽這些材料，以實現自我發展。

## People-Oriented (Continued) 以人為本 (續)

The Group emphasises the importance of “WYT Corporate Culture”. The objectives are:

1. to achieve sustainable development of the Group; and
2. to create symbiotic value with our stakeholders.

The Group has incorporated “ESG Issues” into one of our eight key ideas of “WYT Corporate Cultures” and through the Group’s various training events, the message has been communicated to our employees from time to time.

During the Reporting Period, the Group has conducted 190 training courses, of which more than 4,000 attendances were recorded. The employees were highly satisfied with the training session which is reflected by the training appraisals surveys conducted after each training session. The Group is proud of our systematic and efficient training programmes that have been provided to our employees.

本集團強調「位元堂企業文化」的重要性。目標是：

1. 實現本集團的可持續發展；及
2. 與持份者創造共生價值。

本集團已將「環境、社會及管治議題」納入「位元堂企業文化」的八個關鍵理念之一，並通過本集團的各種培訓活動不時向我們的員工傳達理念。

於報告期間，本集團舉辦了190個培訓課程，錄得超過4,000人次參加。從每次培訓課程結束後進行的培訓評估調查中可以看出，員工對培訓課程非常滿意。本集團為提供予員工有系統、有效的培訓課程感到自豪。

<b>Number of Training Events Conducted</b> 舉辦培訓活動數量	190 Events 190個活動
<b>Total Training Hours Offered</b> 提供總培訓時數	more than 340 Hours 超過340小時
<b>Number of Attendances</b> 出席人次	more than 4,000 times 超過4,000人次
<b>Average Training Time Per Attendance</b> 平均出席培訓時間	40 minutes 40分鐘
<b>Training Evaluation Result</b> 培訓評估結果	Very Satisfactory 非常滿意

# Operational Responsibility

## 營運責任

The Group believes quality products and services are key to building a stable and healthy relationship with customers. Hence, it has formulated a series of relevant policies and guidelines, committed to continuously improving the quality of the Group's products and services, properly handling the supply chain, and preventing acts of corruption.

### Product Responsibility

The Group is committed to maintaining the highest standard of product safety and quality in its operating procedure and conducts standardised management in the production process.

Our Yuen Long Factory holds below qualifications and certifications:

- Certificate of GMP issued by Proprietary Chinese Medicine Council of Hong Kong ("**GMP**"),
- PIC/S standards as accredited by the Therapeutic Goods Administration of Australia ("**TGA**")
- ISO 22000:2005 Food Safety Management System certification
- HACCP Hazard Analysis and Critical Control Points certification

### Product Quality Control

The Group has developed internal quality and production management standards based on different pharmaceutical standards and standardised the production processes of different products in the "Standard Operating Procedures" (S.O.P.). The Group understands a good production environment is of vital importance to the quality of finished products. During the inspection process, the Group has established internal quality inspection standards and set up laboratories dedicated to testing raw materials and products to prevent human errors and cross-contamination, so as to ensure that their specifications and quality meet internal standards. During the production process, to reduce the risk of manmade pollution, the Group adopts fully automated production equipment. In addition, the Group requires relevant employees to wear sanitary overalls, shoe covers and protective caps according to their job requirements, and to clean production equipment regularly. Lastly, in terms of storage, all finished products of the Group must be stored in accordance with the storage guidelines. The quality control department shall ensure the accuracy of product labels and monitor the stability of product ingredients. The Group also sets appropriate lighting, ventilation, temperature and humidity according to the production and storage environment.

本集團深信優質的產品及服務是與客戶建立穩健關係的關鍵，因此我們已制訂一系列相關政策和指引，致力不斷提升本集團的產品及服務質素，妥善管理供應鏈，以及防止貪污行為。

### 產品責任

本集團致力於營運流程維持最高的產品安全及質量標準，於生產過程中進行規範化管理。

元朗廠房持有下列資格及證書：

- 香港《中成藥生產質量管理規範》([**GMP**]) 出具的認證
- 澳洲藥物管理局([**TGA**]) 授予的國際醫藥品稽查協約組織生產標準認證
- ISO 22000 : 2005 食品安全管理體系認證
- HACCP 危害分析和關鍵控制點認證

### 產品品質管理

本集團已根據不同製藥標準制定內部品質及生產管理規範，並於「標準操作程序」(S.O.P.) 標準化不同產品的生產流程。本集團明白良好的生產環境對成品的質量至關重要。在檢驗過程中，本集團已制定內部質量檢驗標準，並設立實驗室專門用於原材料及產品的檢測，以防人為出錯及交叉污染，確保其規格及質量符合內部標準。而在生產過程中，為減少人為污染的風險，生產過程均採用全自動化生產設備。同時，本集團亦要求相關員工根據其崗位要求穿戴衛生的工作服、鞋套及保護帽，並定期清潔生產設備。最後，在儲存方面，本集團所有成品均須按照儲存指引進行儲存。品質控制部門須確保產品標籤的準確性並監測產品成分的穩定性。本集團亦按各生產及儲存環境調節合適的照明、通風、溫度及濕度。

#### Advertising and Label Management

In terms of advertising and label management, all product labels and instructions of the Group's proprietary Chinese medicines sold and exported are in compliance with the Chinese Medicines Regulations of Hong Kong, the "Guidelines on labels of proprietary Chinese medicines" and the "Guidelines on package inserts of proprietary Chinese medicines" so as to ensure the advertising content is factual, non-biased and not misleading nor deceptive. The Group also regularly assesses updates of applicable laws and regulations to improve product advertising and label management. The Group ensures the package and instructions of its products contain sufficient information, including main active ingredients, dosage, methods of use, functional or pharmacological effects, storage instructions, contraindications or side effects and expiration date, so as to safeguard the health and safety of customers.

#### Intellectual Property Protection

Regarding intellectual property protection, the Group stipulates that when cooperation with an external organisation, the terms of contract shall be clearly set to ensure that products or services provided by the partner are free from infringement of any intellectual property right. In addition, the Group avoids infringing the intellectual property rights of other companies and individuals and conducts regular research and tracking of patent information of its peers.

#### Safeguarding the Health and Safety of Customers

The Group has implemented epidemic-preventive measures at all stores and formulated the Store Hygiene Epidemic Preventive Measures and Codes for employee's reference, committed to safeguarding the health and safety of customers.

Employees on duty are required to have compulsory body temperature checks before duty, and wear masks, plastic gloves and face covers changing from time to time. In case of feeling unwell, colleagues should at once notify their corresponding supervisors and seek a doctor at their first chance. The retail stores have been strengthening the cleanliness and disinfecting procedures, and conducting regular cleaning and disinfection of all used instruments and tools, such as herbal medicine boxes, slicing machines, powder machines and cash registers. When customers enter the store, they must wear a mask and undergo body temperature checks. Hand sanitisers are placed in stores and every practitioner's room for customers' use.

#### 廣告及標籤管理

有關廣告及標籤管理方面，本集團的所有銷售及出口的中成藥產品標籤及說明書均符合香港《中藥規例》，以及「中成藥標籤指引」和「中成藥說明書指引」的相關要求，確保廣告內容不得失實、偏頗、具誤導或欺騙成分。為完善產品廣告及標籤管理，本集團亦定期評估適用的法律法規更新。本集團確保其產品的包裝及說明書具備充足資訊，包括主要活性成份、用量、使用方法、功能或藥理作用、儲存指示、禁忌或副作用及失效日期等，以保障顧客健康與安全。

#### 知識產權保護

知識產權保護方面，本集團列明在與外部機構合作時，合同條款內須確保其提供的產品或服務不存在侵權行為。此外，為避免侵犯其他公司及個人的知識產權，本集團定期對同行的專利信息進行研究和追蹤。

#### 保障顧客健康與安全

本集團在各店舖實施防疫措施，並制定《門市衛生防疫措施及守則》，給予員工參考，致力保障顧客健康與安全。

當值員工於當值前必須強制性量度體溫，以及配戴及適時更換口罩、膠手套、面罩。如身體不適，員工應立即通知直屬主管，並盡快求診。零售店加強環境清潔及消毒程序及定時針對所有已使用的器材及工具進行清潔及消毒(如藥材盒、切片機、打粉機、收銀機)。顧客進入店舖內必須配戴口罩並接受體溫量度。擺放消毒搓手液於店舖內及每間醫師房供客人使用。

## Operational Responsibility (Continued)

### 營運責任 (續)

#### Customer Satisfaction and Privacy

Customer satisfaction is always the Group's priority. To understand the servicing quality of front-line employees, the Group engages in regular mystery shopper programmes to assess employees' servicing quality in stores, which includes servicing of employees in stores, general politeness, product recommendation and selling process, etc. Based on the analysed results, the Group will formulate new operating approaches and modify internal servicing guidelines. The Group has also conducted in-store training and inspection during the Reporting Period, and suggested opinions regarding items to be followed up and further improved its service standards.

The Group has also set up a customer complaint mechanism following Adverse Drug Reaction Handling Procedure (Hong Kong), where customers may contact the Group through different channels, including customer servicing hotline, e-mail and social platforms, etc., for issues concerning product quality. Where a product must be recalled after verification by the quality control department, the Group will recall the product in accordance with its product recall mechanism and promptly notify all parties concerned, including the Chinese Medicine Council of Hong Kong, customers, suppliers and retail stores.

The Group also regularly reviews its product recall mechanism to ensure that customer complaints are handled in a timely and proper manner. In order to further improve service performance, the Group arranges all regional managers to receive relevant trainings, and explores and formulates service improvement plans and targets through data analysis. During the Reporting Period, the Group had no products subject to recalls for health and safety reasons, and no complaints received.

The Group places great importance on the safety and confidential work of customers' personal information. The Employee Handbook of the Group stipulates that without the authorisation of the Company, no employee shall disclose any confidential information related to the operations of the Group, including customers' personal data, purchase records and medical records. During the Reporting Period, there was an internal training conducted by the Group to update the data protection ordinance to different levels of staff and remind them of the appropriate ways to handle personal data.

#### Anti-Corruption

In its daily operations, the Group forbids any form of corruption, including but not limited to bribery, extortion, fraud and money laundering. Through the Employee Handbook, the Group provides employees with guidelines concerning anti-corruptive businesses, which stipulated daily behaviours of employees and specified that employees must not engage in acts or activities revolving conflicts of interest, receive or accept any benefits. To prevent conflicts of interest, the Group also requires employees to fill out the Declaration of Interest Form to, as far as possible, avoid any conflicts between personal interest and company interest. The Group also regularly reviews and updates its anti-corruption policy. The Employee Handbook also specifies that, where an employee accepts gifts from people who do business with the Group, the employee should fill out the Application Form of Receiving Gifts and submit it to the human resources department for further verification and processing.

#### 客戶滿意度與私隱

客戶滿意度是本集團一直以來的首要重點。為了解前線員工的服務水平，本集團參與定期神秘顧客計劃以評核門市店舖服務水平，包括門市員工的服務、整體禮貌、產品推介、銷售過程等。根據分析結果，本集團將制定新的營運方針及修訂內部服務指引。本集團亦在報告期間進行門市培訓及視察，並提出需跟進的項目的意見，進一步提升服務標準。

本集團亦根據香港藥物不良反應處理程序設立顧客申訴機制，顧客可就產品質量問題透過不同渠道與本集團聯繫，包括顧客服務熱線、電郵及社交平台等。若品質控制部門經查證後發現該產品須進行回收，本集團會按照產品回收機制進行回收，並即時通知所有相關方，包括香港中醫藥管理委員會、顧客、供應商及零售店。

本集團亦會定期評估產品回收機制，以確保顧客投訴得以及時和妥善處理。為進一步改善服務表現，本集團安排所有區域經理參與相關培訓，並通過分析數據探討及訂立服務改善方案和目標。於報告期間，本集團並無因健康與安全理由導致產品回收及投訴。

本集團對顧客個人資料的安全保密工作極為重視。本集團的《員工手冊》規定員工在未獲本公司授權的情況下，均不得披露任何與本集團營運相關的保密資料，包括顧客個人資料、購買記錄及診症病歷等。於報告期間，本集團開展一次內部培訓，向不同級別的員工提供最新的資料保護條例的資訊，並提醒他們處理個人資料的適當方式。

#### 反貪污

在日常營運中，本集團禁止任何形式的貪污行為，包括但不限於賄賂、勒索、欺詐及洗黑錢。本集團通過《員工手冊》為員工提供廉潔從業指引，當中規範員工日常行為，訂明員工不得從事利益衝突的行為或活動，以及收受和索取任何利益。為防止利益衝突，本集團亦要求員工填寫《利益申報表》，盡量避免令個人利益與公司利益有任何衝突。本集團亦定期檢視和更新反貪污政策。《員工手冊》亦列明員工若接受來自與本集團有業務往來人士之禮物，須填寫《收取禮物申請表》並遞交予人力資源部以作進一步核實及處理。

### Whistle-Blowing Mechanism

To identify and handle violations at an early stage, the Group has set up an internal whistleblowing system, where employees can report any misconduct or reasonably suspected corruption to relevant departments of the Group through the internal whistleblowing system. All reported cases will be handled confidentially to protect the identity of the whistleblower and his/her privacy. They will not be subjected to unfair dismissal or unreasonable disciplinary action and to protect other legal rights of the whistleblowers.

### Anti-Corruption Training

Trainings related to anti-corruption are rendered to our management and employees to boost their awareness on the prevention of any kind of unethical behaviour such as bribery, extortion, fraud and money laundering.

Anti-corruption related trainings are conducted annually. During the Reporting Period, the Group has liaised with ICAC Officer to conduct a ZOOM training to all office staff in November 2021. The awareness of anti-corruption of our employees has been strengthened.

### Supply Chain Management

The Group treats every supplier as vital business partner. Through our procurement policy, the Group specifies its commercial, environmental, and social requirements on suppliers, which include, to observe a high level of business ethics, to comply with relevant labour laws and regulations, to protect the legal interests of employees, to reject providing or accepting any extortion or other improper interests, etc. The policy also provides suppliers management and standards to unify the criteria for the selection of suppliers. The Group also quotes and conducts basis tests for all new products or modified products to ensure the quality meets the Group's requirements. According to the product requirements, in the course of selecting suppliers, the Group requires suppliers to provide relevant quality certificates and arranges inspection and requires them to provide analysis certificate for every batch of goods, so as to better monitor product quality. The Group will request more than 3 potential candidates and they have to submit a pre-acceptance assessment form for our evaluation.

### Green Procurement

The Group is committed to green procurement to carry out sustainable development in the Group's operating model. During the procurement process, the Group prioritises local suppliers and environmentally friendly products and services, hoping to reduce the carbon footprint caused by procurement via local procurement, while supporting local economic development and creating employment opportunities for local communities. In addition to environmental factors, the Group will also adopt measures to monitor whether its suppliers or contractors comply with relevant laws and regulations or meet other social standards in terms of health, safety, forced labour and child labour, etc.

Our procurement department will visit suppliers' operating locations to ensure that suppliers can meet all aspects of our requested ESG standards when performing supplier evaluations. Annual reviews will be conducted to ensure the performance of suppliers. Through the above practices, the Group aims to reduce our environmental and social risks throughout the supply chain and build up a sustainable relationship with our business partners.

### 舉報機制

為及早揭發和處理違規行為，本集團已設立內部舉報制度，員工可向本集團相關部門舉報任何不當行為或經合理懷疑的貪污事件。為保護舉報人身份及隱私，所有舉報事宜將作保密處理。其將不會被不公平解僱或受到不合理懲處行動，並會保障舉報人的其他合法權益。

### 反貪污培訓

我們向管理層和員工提供與反貪污有關的培訓，以提高他們對防止任何形式的不道德行為，如賄賂、敲詐、欺詐和洗錢，的意識。

反貪污相關的培訓每年進行。於報告期間，本集團已與廉政公署官員聯繫，在二零二一年十一月為所有辦公室員工舉辦ZOOM培訓。員工的反貪污意識獲得加強。

### 供應鏈管理

本集團視每家供應商為至關重要的業務合作夥伴，透過採購政策列明對供應商的商業、環境及社會要求，包括恪守高水平的商業道德、遵守相關勞動法律法規、保護員工合法權益、拒絕提供或接受任何賄賂和其他不正當利益等。此政策亦提供供應商管理及標準，統一供應商的篩選框架。本集團亦為所有新產品或改良產品報價並進行基準測試，確保品質達到本集團要求的水平。根據產品要求，本集團在選擇供應商時要求供應商提供相關質量證書並安排檢測，要求供應商為每批貨品提供分析證書，以便監察貨品質量。本集團需要三個以上的潛在候選人，彼等必須提交一份預驗收評估表供我們評估。

### 綠色採購

本集團致力於綠色採購，在本集團的運營模式中實現可持續發展。在採購過程中，本集團優先考慮本地供應商和環保產品及服務，希望通過本地採購減少採購造成的碳足跡，同時支持當地經濟發展，為當地社區創造就業機會。除環境因素外，本集團還將採取措施，監督供應商或承包商是否遵守相關法律法規，或在健康、安全、強制勞工和童工等方面是否符合其他社會標準。

進行供應商評估時，採購部將訪問供應商的營運地點，以確保供應商能夠滿足我們要求的環境、社會及管治標準的各方面。我們將開展年度審核，以確保供應商表現。本集團的目標為通過上述做法減少整個供應鏈的環境和社會風險，並與商業夥伴建立可持續的合作關係。



# Community Development

## 社區發展

To show the Group's commitment to fulfilling its corporate responsibility and contributing to the community of operation, the Group has formulated relevant policy, which properly sets out the work at community investment and specifies relevant work that supports civil infrastructure, health and public welfare poverty alleviation through volunteer services, sponsors or donations. The Group's community investment is mainly focused on three main areas:

- caring for the elderly in the community;
- supporting youth development; and
- caring for public health.

During the Reporting Period, the Group has made donations as below:

為顯示本集團致力履行企業責任、為營運所在社區作出貢獻的決心，本集團已制定相關政策，妥善規劃社區投資的工作，並明確提出通過義工服務、贊助或捐贈的形式，支持民生基建、健康及公益扶貧等相關工作。本集團的社區投資主要集中於三大範疇：

- 關懷社區長者；
- 支持青年發展；及
- 關愛公眾健康。

於報告期間，本集團作出的捐贈如下：

Receiving Organisations 獲捐機構	Sponsor Items or Amount 贊助物品或金額
The Hang Seng University of Hong Kong 香港恒生大學	Donated 800 pieces of Herbal Essence Chewable Throat Drops (Propolis and Grosvenor Momordica Fruit) (雙層潤喉軟糖(蜂膠羅漢果配方)) equivalent to HK\$12,000 捐贈價值12,000港元的800件雙層潤喉軟糖(蜂膠羅漢果配方)
Tung Wah Group of Hospitals 東華三院	More than 11,500 bottles of Cough Syrup and HK\$100,000 超過11,500瓶止咳露及100,000港元
Hong Kong Community Anti-Coronavirus Link 全港社區抗疫連線	Donated Angong Niu Huang Wan (安宮牛黃丸) and anti-infection tea (防感茶) 捐贈安宮牛黃丸及防感茶
Hong Kong Child-riety Association 香港惠苗協會	Sponsored under-privileged children for the game of Go 贊助基層兒童學習圍棋活動
Hong Kong New Arrivals Services Foundation Limited 香港新來港人士服務基金	Wai Yuen Tong Mid-Autumn Festival Mooncake Sponsor more than HK\$160 (per box) X 100 Boxes (100 Households) Wai Yuen Tong Mid-Autumn Festival Mooncake Sponsor more than HK\$160 (per box) X 520 Boxes 100 vouchers to free tickets for the movie "Zero to Hero" Tickets for Disneyland 2021 (60 families) 位元堂中秋節月餅贊助(每盒)超過160港元X100盒(100戶家庭) 位元堂中秋節月餅贊助(每盒)超過160港元X520盒 「媽媽的神奇小子」電影換票證100張 2021玩轉迪士尼(60戶家庭)

Caring for the elderly in the community  
關懷社區長者

Volunteer Medical Consultations to the Elderly  
長者的志願醫療顧問



Jointly organised with Lions Clubs, the Group has given volunteer medical consultations to the elderly at Wong Tai Sin District Elderly Community Centre and Sham Shui Po Life Commitment Charity Club. The Group has hosted a medical lecture to share the knowledge of the causes, symptoms, and prevention of stroke with the elderly on 26 June and 24 July 2021.

本集團與獅子會聯合組織於黃大仙長者綜合服務中心及深水埗樂心會提供志願醫療諮詢。本集團於二零二一年六月二十六日及七月二十四日舉辦醫療講座，與長者分享有關中風原因、症狀及預防的知識。

## Community Development (Continued)

### 社區發展 (續)

#### Supporting youth development 支持青年發展

##### HSUHK FunD Virtual Run

香港恒生大學「紛FunD跑」虛擬跑



The Group sponsored HK\$12,000 to support the event “HSUHK FunD Virtual Run” organised by The Hang Seng University of Hong Kong. The objective of “HSUHK FunD Virtual Run” is to raise funds for The Hang Seng University of Hong Kong in support of its campus expansion plan and long-term strategic development. Our employees have also joined the event with fun.

本集團贊助12,000港元支持香港恒生大學舉辦的「香港恒生大學『紛FunD跑』虛擬跑」活動。「香港恒生大學『紛FunD跑』虛擬跑」旨在為香港恒生大學籌集資金，支持其校園擴建計劃及長期策略發展，我們的員工也愉快地參與其中。

位元堂誠意呈獻：東華三院·金銀業貿易場·香港保齡球總會慈善保齡球大賽  
Wai Yuen Tong proudly presents: TWGHs · CGSE · HKTBC Charity Bowling Tournament

主辦 Organizers: 東華三院 Tung Wah Group of Hospitals

合辦 Co-organizers: 金銀業貿易場 Chinese Gold & Silver Exchange, 110週年, 香港保齡球總會

26.9.2021  
星期日 Sunday 2:30 pm  
南華體育會保齡球場  
South China Athletic Association Bowling Centre

WOW!  
收益用於拓展東華三院屬校學生之藝術及音樂教育  
To support TWGHs Students' Arts and Music Education

請即報名!  
JOIN NOW!

全年捐款熱線 1878 333  
Donation Hotline

為配合防疫需要，入場人士必須量度體溫及佩戴口罩。  
東華三院將密切留意疫情發展，因應情況調整安排。歡迎瀏覽活動專頁，掌握最新消息。  
To adapt with the COVID-19 prevention measures, all participants are required to take body temperature and wear mask.  
TWGHs will keep in view of the situation and adjust the event arrangement when necessary. For the latest updates, please visit the Event website.

支持機構 Supporting Organization: 香港保齡球總會, 金銀業貿易場



**Wai Yuen Tong Proudly Presents: TWGHs · CGSE · HKTBC Charity Bowling Tournament**

位元堂誠意呈獻：東華三院·金銀業貿易場·香港保齡球總會慈善保齡球大賽

To echo the enthusiasm of the Tokyo Olympics Games and encourage sports-for-charity, TWGHs organised “Wai Yuen Tong proudly presents: TWGHs · CGSE · HKTBC Charity Bowling Tournament”. The Group is the main sponsor and has given donations of HK\$100,000. All the proceeds raised will be used to support TWGHs students’ arts and music education. Through all-rounded development, students are enabled to develop their full potential and make contributions to society. This also helped to promote the relationship of our employees as they have actively participated in this meaningful event. 為相迎東京奧運的熱忱及鼓勵運動慈善，東華三院組織了「位元堂誠意呈獻：東華三院·金銀業貿易場·香港保齡球總會慈善保齡球大賽」。本集團為主要贊助方並捐贈100,000港元。所籌集的所有所得款項將用於支持東華三院學生的藝術及音樂教育。通過全方位發展，學生們能夠全面發揮潛力及回饋社會。員工積極參與是次具意義的活動，有效促進員工關係。

## Community Development (Continued)

### 社區發展 (續)

#### Caring for public health 關懷公眾健康

##### WYT Donated Angong Niu Huang Wan (安宮牛黃丸) and Anti-Infection Tea (防感茶) to the Hong Kong Community Anti-Coronavirus Link

位元堂為全港社區抗疫連線捐贈安宮牛黃丸及防感茶



The Group announced a medical donation to the Hong Kong Community Anti-Coronavirus Link, an organisation that supports the most impacted Hong Kong people during the pandemic by securing and delivering essential resources to front line medical staff, the elderly and communities in need.

本集團宣佈向全港社區抗疫連線捐贈醫療物資，該組織在疫情期間為受影響最深的本港民眾提供支援，為前線醫護人員、長者及需要幫助的群體爭取及提供必要物資。

The Hong Kong Community Anti-Coronavirus Link has undertaken exceptional work and our Group hopes our medical contributions will help in the fight against the latest wave of the Omicron variant.

全港社區抗疫連線開展了傑出的工作，本集團希望位元堂所作出的醫療貢獻將有助於對抗最新一波的Omicron變異株。

WYT Donated Cough Syrup to the Needy of Tung Wah Group of Hospitals

位元堂向東華三院的有需要人士捐贈止咳露

盧森堡大藥廠有限公司  
LUXEMBOURG MEDICINE CO., LTD.

Pearl's  
Your Family Choice

為醫護人員慈善  
團體打氣!

送6萬  
件上呼吸道產品

佩氏驅蚊爽貼  
MOSQUITOUT Patch

佩氏驅蚊爽  
MOSQUITOUT

佩夫人止咳露  
Madame Pearl's  
COUGH SYRUP F2

佩夫人止咳露  
Madame Pearl's  
COUGH SYRUP F2

佩氏酒精擦手  
GERMSOUT  
GermSout Hand Sanitizing Gel

佩夫人鼻爽貼  
Madame Pearl's  
BreathEasy Patch

The Group donate more than 11,500 bottles of Madame Pearl's cough syrup to TWGHs. This demonstrates the Group takes care of the community and supports the people in need.

本集團為東華三院捐贈超過11,500瓶佩夫人止咳露，展示本集團關懷社區及支持有需要人士。

## Community Development (Continued)

### 社區發展 (續)

#### Caring for the animals 關愛動物

- The Group launched “PROVET”, the first healthcare and food product for the pet in Hong Kong which is made purely by Chinese medicine. The Group takes care of pet health and supports the animals in need. The Group supported many charity projects for promoting animal care and love.
- 本集團推出「PROVET位您寵」，香港的首個純中藥製寵物保健食品產品。本集團關愛寵物健康，支持有需要的動物。本集團支持許多促進動物關愛的慈善項目。



**Tung Wah Group of Hospitals Flag Day 2021**

**2021東華三院賣旗日**

The Group invites all colleagues to participate in the “Tung Wah Group of Hospitals Flag Day 2021” on 25 August 2021, and donate actively to help those in need.

本集團邀請全體同事參與二零二一年八月二十五日舉辦的「2021東華三院賣旗日」，積極捐款，以幫助有需要的人士。

**籌募社會福利及教育服務經費**  
To raise funds for social welfare and education services

東華三院在過去逾150年來，一直竭誠為香港市民服務，轄下共有350個服務單位，提供中西醫療衛生、教育、社會福利、歷史文化保育及公共服務。

Tung Wah Group of Hospitals has been wholeheartedly serving the people of Hong Kong for more than one and a half centuries through its 350 service centres, providing Chinese and Western medical and health services, education, community services, heritage and cultural preservation, as well as traditional services.



## Community Development (Continued)

### 社區發展 (續)



Wai Yuen Tong Medicine Company Limited  
位元堂藥廠有限公司

#### Awarded Caring Company

Launched by The Hong Kong Council of Social Service (HKCSS) in 2002, the Caring Company Scheme (the Scheme) aims to foster strategic partnerships between the business and social services sectors to promote good corporate citizenship and create a more inclusive society. The Group was awarded and achieved the “15 Consecutive Years Logo” (Luxembourg Medicine Company Limited) and “10 Consecutive Years Logo” (Wai Yuen Tong Medicine Company Limited) respectively. This demonstrates that the Group has been supporting the local community growth and people in need and our commitment as a responsible corporate citizen.



Luxembourg Medicine Company Limited  
盧森堡大藥廠有限公司

#### 獲頒「商界展關懷」標誌

商界展關懷計劃由香港社會服務聯會於二零零二年推出，旨在促進商界及社會服務界之間的策略合作，藉此推廣良好的企業公民意識及創造更包容的社會。本集團的盧森堡大藥廠有限公司獲頒「連續15年商界展關懷標誌」及位元堂藥廠有限公司取得「連續10年商界展關懷標誌」。這展示本集團對本地社區發展及有需要人士的支持以及我們作為負責任企業公民的承諾。

# Environmental Protection

## 環境保護

The Group values the importance of good environmental management and is committed to fulfilling the Group's commitment to the well-being of society. The Group understands its business activities and operations may pose different levels of impacts on the environment; thus it manages the emissions and use of resources of each business, reduces operational impacts on the surrounding environment and adheres to the green development philosophy. The Group has formulated related environmental management systems and procedures for daily operations which regulate the emissions and waste generated during operations, the use of resources to reduce carbon footprint, and engage in the conservation of natural resources and environment to protect the environment and to fulfil its long-term sustainable development goals.

The Group strictly complies with the related environmental protection laws and regulations. During the Reporting Period, the Group did not have any material violation of relevant local environmental laws and regulations in relation to exhaust gas and GHG emissions, water and land discharge, and the generation of hazardous and non-hazardous wastes that have a significant impact on the Group. Such relevant laws and regulations include but not limited to the Air Pollution Control Ordinance of Hong Kong, Waste Disposal Ordinance of Hong Kong and Water Pollution Control Ordinance of Hong Kong.

### Climate Change

The public's awareness regarding climate change continues to increase and climate change is also one of the most frequently discussed topics internationally. The latest Intergovernmental Panel on Climate Change (IPCC) Sixth Assessment Report further warns of the severity and urgency of the climate crisis. In recent years, governments accelerated their action pace in coping with the climate. In 2020, China promised the United Nations General Assembly to reach its peak of carbon dioxide emissions before 2030 and would achieve net-zero carbon emissions before 2060. Hong Kong has also committed to achieving net-zero carbon emission by 2050.

The Group understands the importance of identifying and mitigating major climate-related issues, pays close attention to the potential impact of climate change on the Group's business and operations, and is committed to managing potential climate-related risks that may affect the Group's business activities. According to the reporting framework developed by the Task Force on Climate-Related Financial Disclosures (TCFD), climate-related risks are divided into two categories: physical and transition risks. The Group has incorporated climate change-related risks into enterprise risk management to identify and mitigate potential risks related to climate change. The Group also formulated Company Emergency Plan to handle the below risks.

本集團重視良好的環境管理及致力於達成其對造福社會的承諾。本集團明白其業務活動及營運可能對環境造成不同程度的影響，因此管理各業務的排放物及資源使用，並減少營運對周邊環境的影響，堅持綠色發展的理念。本集團制定了相關的環境管理制度和日常營運程序，規範營運過程中產生的排放物和廢棄物，規管資源使用以減少碳足跡，並參與自然資源及環境的保育，以保護環境，實現長期可持續發展的目標。

本集團嚴格遵守相關的環境保護法律及法規。於報告期間，本集團就對有關廢氣和溫室氣體排放、廢水及廢土排放、有害及無害廢物產生方面，沒有任何嚴重違反當地相關環保法律法規的行為。該等相關法律法規包括但不限於香港《空氣污染管制條例》、香港《廢物處置條例》及香港《水污染管制條例》。

### 氣候變化

公眾對氣候變化的認識不斷提高，氣候變化亦是國際上最頻繁討論的議題之一。最新的政府間氣候變化專門委員會(IPCC)第六次評估報告進一步警告了氣候危機的嚴重性和緊迫性。近年來，各國政府應對氣候行動的步伐迅速加快。中國在二零二零年向聯合國大會承諾在二零三零年前實現碳達峰、並在二零六零年前實現淨零碳排放的承諾。香港亦承諾在二零五零年實現淨零碳排放。

本集團深知識別及緩解重大氣候相關議題的重要性，密切關注氣候變化對本集團業務及營運的潛在影響，並致力於管理可能影響本集團業務活動的潛在氣候相關風險。根據氣候相關金融資訊披露工作組(TCFD)制定的報告框架，氣候相關風險分為兩類：實體和過渡風險。本集團已將氣候變化相關風險納入企業風險管理，以識別和減輕與氣候變化有關的潛在風險。本集團還制定了公司應急計劃，以處理以下風險。

## Environmental Protection (Continued)

### 環境保護 (續)

#### Physical Risks

The increased frequency and severity of extreme weather events such as typhoons, storms, heavy rains, and extreme cold or heat will bring acute and chronic physical risks to the Group's operational and business facilities. The Group's productivity will be reduced under extreme weather events as the safety of our employees is threatened, our production facilities are being destroyed and the power grid or communication infrastructures might be damaged, which exposes the Group to risks associated with non-performance and delayed performance, leading to direct negative impact on the Group's revenue.

To minimise the potential risks and hazards, the Group has established mitigation plans, including flexible working arrangements and precautionary measures during bad or extreme weather conditions. The Group will explore emergency plans to further reduce the vulnerability of our operation sites and retail shops to extreme weather events to enhance business stability.

#### Transition Risks

To achieve the global vision on carbon neutrality, the Group expects the evolution of the regulatory, technological and market landscape due to climate change, including the tightening of national policies, the emergence of environmentally related taxes, and the shifting of customer preference to an eco-friendlier resorts operation.

In response to the policy and legal risks as well as the reputation risks, the Group constantly monitors any changes in laws or regulations and global trends on climate change to avoid cost increments, non-compliance fines or reputational risks due to delayed response. In addition, the Group has been taking comprehensive environmental protection measures, including GHG reduction measures, and has set targets to gradually reduce the Group's energy consumption and GHG emissions in the future. The Group's Shenzhen office purchased and installed solar energy light fixtures to gradually decrease the operational impacts of climate change. The Group will install solar panels in the Yuen Long Factory, by using renewable energy in operations to contribute to coping with climate change.

#### 實體風險

颱風、風暴、暴雨、嚴寒或酷熱等極端天氣事件的頻率和嚴重程度增加，將為本集團的營運及業務設施帶來急性和慢性的實體風險。在極端天氣事件下，員工的安全受到威脅，生產設備損毀，電網或通信基礎設施可能受到破壞，本集團的生產力將因此下降，致使本集團面臨不能履約和延遲履約的相關風險，對本集團的收益造成直接負面影響。

為減少潛在的風險和危害，本集團已經制定了應對計劃，包括在惡劣或極端天氣情況下的彈性工作安排和預防措施。本集團將探索應急計劃，進一步降低各營運點及零售店受極端天氣事件影響的程度，以提高業務的穩定性。

#### 過渡風險

為了實現碳中和的全球願景，本集團預料，監管、技術和市場的佈局將因氣候變化而有所改變，當中包括收緊國家政策，徵收環保相關稅項，以及客戶偏好轉向更環保友善經營之公司。

為了應對政策和法律風險以及聲譽風險，本集團持續監察法律法規及全球氣候轉變的趨勢，以避免增加成本、違規罰款或因反應延誤而帶來聲譽相關的風險。此外，本集團一直在採取全面的環境保護措施，包括減少溫室氣體的措施，並制定了目標，在未來逐步減少本集團的能源消耗和溫室氣體排放。本集團的深圳辦公室已購買及安裝了太陽能燈具，逐步減少營運對氣候變化的影響。本集團將於元朗廠房安裝太陽能板，通過於營運上使用可再生能源，為應對氣候變化出一分力。

## Use of Resources

### Energy

The Group has established relevant policies and initiatives on energy conservation to monitor and maximise its energy efficiency. All employees are duly notified of the implementation of such policies and measures. Regular review is conducted on the Group's energy objectives for continuous improvement in the Group's energy consumption performance. The main energy consumption was from purchased electricity. At our Yuen Long Factory and Operation Sites, natural gas and town gas were also used for production.

The Group has taken the below energy conservation measures to reduce the energy used:

- Monitor energy consumption and set energy-saving targets
- Use high energy efficiency electrical equipment
- Reduce unnecessary lightings — Timer control lighting at the ground floor hall
- Switch off idle electrical apparatus
- Install sensors to control the operation hours
- Adopt zone lighting controls in unmanned areas
- Optimise temperature control of each zone by monitoring through Building Management System
- Set in-door air temperature at a range of 24–26°C
- Clean the dust filters and coil fans to ensure operating efficiency
- Reduce fresh air and exhaust air in rooms without pressure-varying requirement
- Change the glass of offices to brown glass to reduce the heat absorption of rooms
- Install insulation in production equipment to reduce heat loss
- Shut down one elevator in the Yuen Long Factory in non-peak periods
- Post energy-saving signs to remind the staff

The Group's total energy consumption was 8,225.8 Mwh in FY2022, a 6.9% increase compared with last year of 7,693.8 Mwh. The Group has set a target of lowering the energy consumption intensity by 2025 using 2021 as a baseline and expects to achieve this target through continuous review of the above energy consumption reduction measures.

## 資源使用

### 能源

本集團已制定有關節能的政策和措施，以監測及最大限度地提高能源效率。所有員工均獲妥善告知該等政策和措施的實施。本集團對能源目標進行定期檢討，以持續改善本集團的耗能表現。主要的能源消耗來自於外購電力。元朗廠房及各營運點亦使用天然氣及煤氣進行生產。

本集團已採取以下節能措施，以減少能源使用：

- 監控能源消耗，設定節能目標
- 使用高能源效益的電子設備
- 減少非必要照明系統 — 地下大廳使用計時照明
- 關閉閒置電器
- 安裝傳感器，以控制營運時間
- 無人區採用區域照明控制
- 通過建築管理系統監控，優化各區域的溫度控制
- 將室內溫度設置為24-26°C範圍
- 清潔濾塵器和盤管風扇以確保營運效率
- 減少於沒有壓差要求的房間內的鮮風及排風
- 更改辦公室的玻璃為茶色，減少房間吸熱
- 於生產設備安裝保溫層，減少熱能流失
- 非繁忙時間在元朗廠房關停一台電梯
- 張貼節約能源的標語提醒員工

於二零二二財政年度，本集團的總能源消耗量為8,225.8兆瓦時，較去年的7,693.8兆瓦時增加6.9%。本集團將二零二一年設為基準年，訂立目標以於二零二五年之前降低能源消耗密度，並預期通過持續檢討上述的節能降耗措施實現這一目標。

## Environmental Protection (Continued)

### 環境保護 (續)

#### Water Resources

Water consumption is minimal in the Headquarters and Operation Sites in Shenzhen. The major water consumption is at the Group's Yuen Long Factory. Water is used to wash Chinese herbs and production. During the Reporting Period, the Group's total water consumption decreased by 7.9% year-on-year to 31,425 cubic metres. This is the second year that we are continuing lowering the water consumption. The Group has taken the below measures to promote water conservation:

- The Yuen Long Factory monitors water consumption and sets water-saving targets.
- Environmentally friendly water tanks and automatic faucets in washrooms have been installed to regulate daily water use.
- The Yuen Long Factory has set up facilities such as rainwater collection, brown water treatment and collection, and has employed water-saving faucets and sensors in the production area, where faucets are automatically turned off, thereby reducing water consumption.
- The Yuen Long Factory also inspects whether there is leakage in faucets and pipelines regularly and arranges repairment when necessary.

The Group has set a target of maintaining the water consumption intensity by 2025 using 2021 as a baseline and expects to achieve this target through continuous review of the above water consumption reduction measures.

#### Packaging Materials

The Group continuously reviews and improves its packaging design, and uses sustainable and recyclable packaging materials as much as possible to reduce the consumption of packaging materials. To reduce packaging materials, the Group prints QR codes on packages. By simply scanning the QR code, customers may assess more product information by being linked to relevant websites. This effectively reduces the label size, thus decreasing the use of packaging materials. In addition, Madame Pearl's Cough Syrup's product line has also incorporated recycled glass bottles, which further reduces the use of packaging materials. In the future, the Group will maximise its scope of use. The Group will continue to discover solutions to increase the efficiency of using packaging materials, such as considering using biodegradable packaging materials made with regenerative elements.

#### Paper

To reduce paper consumption, the Group has implemented the following measures in the Hong Kong headquarter office, Shenzhen office and Yuen Long Factory:

- Pre-set printers for double-sided printing
- Encourage employees to use the blank side of paper for drafting, printing and faxing
- Reuse envelopes and document folders to deliver internal documents and letters
- Use electronic communication and electronic archives
- Implement paperless office by making good utilisation of electronic communication devices

#### 水資源

本集團的總部及在深圳的各運營點的耗水量極低。主要用水量來自本集團的元朗廠房。水用於清洗中藥材和生產。於報告期間，本集團總用水量同比下降7.9%至31,425立方米。這是我們持續降低用水量的第二年。本集團採取以下措施促進節水：

- 元朗廠房監控用水情況及設定節水目標。
- 在洗手間安裝環保型水箱及自動關閉機制水龍頭以規範每日用水。
- 元朗廠房設置雨水收集、棕水處理及回收等設施，在生產區採用擁有節水功能的水龍頭及傳感器，自動關閉水龍頭，減少用水量。
- 元朗廠房亦定期檢查水龍頭及管道是否有滲漏，必要時安排維修。

本集團將二零二一年設為基準年，訂立目標以於二零二五年之前維持用水密度，並預期通過持續檢討上述的減少用水措施實現這一目標。

#### 包裝材料

本集團持續檢討及改善包裝設計，並儘量使用可持續及可回收的包裝材料，減少包裝材料的消耗。為減少包裝材料，本集團在包裝上印刷二維碼，客戶只需掃描二維碼便會鏈接到相關網站，了解更多產品資訊。此做法能有效縮小標籤尺寸，繼而減少包裝材料的使用。此外，佩夫人止咳露的產品線亦使用回收玻璃樽，進一步減少包裝材料。未來，本集團將盡可能擴大其使用範圍。本集團會繼續探討提高包裝材料使用效率的方案，如考慮使用可生物降解及含有再生成分的包裝材料。

#### 紙張

為減少用紙量，本集團已在香港總部辦公室、深圳辦公室及元朗廠房實行以下措施：

- 預置打印機進行雙面打印
- 鼓勵員工用紙時使用未用面起草、打印和接收傳真
- 重複使用信封和文件夾發送內部文件和信件
- 使用電子通訊和電子存檔
- 實施無紙化辦公，充分利用電子通訊設備

## Emissions

## Greenhouse Gas Emissions

The Group has commissioned an external consulting company to conduct carbon assessment in accordance with national, regional and international standards such as Guidelines for Accounting and Reporting Greenhouse Gas Emissions — Food, Tobacco, Alcohol, Beverage and Purified Tea Manufacturing Enterprises in China (Trial), Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purposes) in Hong Kong, and ISO 14064-1 and continue monitoring greenhouse gas emissions generated from operations, in order to review its performance and progress.

## 排放物

## 溫室氣體排放

本集團委託外部顧問公司按《中國食品、煙草及酒、飲料和精製茶企業溫室氣體排放核算方法與報告指南(試行)》、《香港建築物(商業、住宅或公共用途)的溫室氣體排放及減除的核算和報告指引》，以及ISO 14064-1等國家地區及國際標準進行碳評估，並持續監測營運產生的溫室氣體排放，以便檢視其表現及進度。

Greenhouse Gas (GHG) Emissions 溫室氣體排放			
Different Scope of GHG Emissions 溫室氣體排放的不同範圍	Unit 單位	FY2022 二零二二財政年度	FY2021 二零二一財政年度
Scope 1 範圍1	tCO <sub>2</sub> e 公噸二氧化碳當量	291.05	224.5
Scope 2 範圍2	tCO <sub>2</sub> e 公噸二氧化碳當量	2,680.92	3,335.5
Scope 3 範圍3	tCO <sub>2</sub> e 公噸二氧化碳當量	849.41	37.0
Total GHG Emissions 溫室氣體總排放量	tCO <sub>2</sub> e 公噸二氧化碳當量	3,821.38	3,597.0
GHG Emissions Intensity 溫室氣體排放密度	tCO <sub>2</sub> e/ft <sup>2</sup> 公噸二氧化碳當量/平方呎	0.014	0.014

During the Reporting Period, we have kept our GHG emissions intensity as the same level as last year (0.014 tCO<sub>2</sub>e/ft<sup>2</sup>). The Group has set a target of lowering the GHG emissions intensity by 2025 using 2021 as a baseline and expects to achieve this target through continuous review of the above GHG reduction measures.

於報告期間，我們將溫室氣體排放密度保持與去年相同水平(0.014公噸二氧化碳當量/平方呎)。本集團將二零二一年設為基準年，訂立目標以於二零二五年之前降低溫室氣體排放密度，並預期通過持續檢討上述的溫室氣體減排措施實現這一目標。

## Environmental Protection (Continued)

### 環境保護 (續)

#### Air Emissions

The Group's air emissions are sourced from nitrogen oxides, sulphur oxides and respirable suspended particulates generated from the use of vehicles.

#### 廢氣排放

本集團的廢氣排放源來自車輛使用產生的氮氧化物、硫氧化物及可吸入懸浮粒子。

Air Emissions 廢氣排放			
Type of Air Emissions 廢氣排放類型	Unit 單位	FY2022 二零二二財政年度	FY2021 二零二一財政年度
Nitrogen Oxides 氮氧化物	kg 千克	23.1	19.4
Sulphur Oxides 硫氧化物	kg 千克	0.26	0.3
Respirable Suspended Particulates 可吸入懸浮粒子	kg 千克	0.41	0.4

To reduce air emissions from vehicles, electric vehicles have been introduced into the Group's company fleet to reduce air and carbon emissions generated from the use of gasoline or diesel from traditional vehicles, so as to strengthen the management of air emissions. The Group also encourages employees to choose video conferencing instead of business trips. Staff of the Yuen Long Factory also reminds drivers to switch off engines when car is parked. In addition, the Group adopts hydro vent and scrubber to remove oil and odour from fumes before emission. If abnormal emission is discovered, relevant departments must immediately initiate an investigation and take appropriate actions.

為減少車輛的廢氣排放，本集團的公司車隊已引入電動車，以減少傳統汽車使用汽油或柴油而產生的廢氣和碳排放，加強廢氣排放的管理。本集團亦鼓勵員工使用視像會議代替商務出行。元朗廠房亦會提醒司機停車熄匙。此外，本集團採用灑水式煙罩及洗滌器先去除煙霧中的油分及氣味再排放。若發現排放量出現異常情況，相關部門須立即展開調查並採取適當行動。

#### Waste Management

The Group is committed to promoting the best use of resources in all working locations to reduce waste production from sources. The Group's hazardous and non-hazardous wastes are mainly generated from the operation of the Yuen Long Factory, including waste halogenated solvents, expired pharmaceuticals, other pharmaceutical raw materials, domestic wastes, etc. To ensure the hazardous and non-hazardous wastes generated by the Group are properly handled, the Yuen Long Factory has formulated procedures for managing hazardous wastes, which provide guidelines for employees. Hazardous wastes were collected by the external qualified waste management service provider. The Yuen Long Factory also sorts rubbish, and recycles and reuses paper boxes. The Headquarters and Shenzhen office also set up recycle boxes and arrange recyclers to collect recyclable wastes regularly.

#### 廢棄物管理

本集團於各工作地點致力推廣物盡其用，從源頭減少廢棄物產生。本集團的有害及無害廢棄物主要來源為元朗廠房的營運，當中包括廢鹵化溶劑、過期藥品、其他醫藥原料及生活垃圾等。為確保本集團產生的有害及無害廢棄物均得到妥善處理，元朗廠房已制定管理有害廢棄物的程序，為員工提供指引。有害廢棄物由外部的合資格廢物管理服務供應商收集。元朗廠房亦會進行垃圾分類，回收及再利用紙箱。總部及深圳辦事處亦設置回收箱，定期安排回收商收集可回收廢棄物。

The Group has set a target of lowering the generation of hazardous and non-hazardous waste intensity by 2025 compared with the Reporting Period and expects to achieve this target through continuous review of the above water consumption reduction measures.

本集團制定了二零二五年相對於報告期間的降低有害和無害廢棄物產生密度的目標，並預期通過持續檢討上述的減少用水措施實現這一目標。

### Sewage Discharge

The Group's wastewater is mainly generated from domestic wastewater and industrial wastewater. Industrial wastewater includes water used to clean Chinese herbal medicines. The Group has obtained a license granted by the Environmental Protection Department of Hong Kong ("EPD") pursuant to the Water Pollution Control Ordinance, and discharges wastewater in accordance with relevant requirements of the EPD.

### The Environment and Natural Resources

The Group has always been concerned about the impacts the operating locations have on the surrounding environment and natural resources and is committed to reducing the negative environmental impacts from daily operations through measures such as treasuring resources and properly disposing of wastes. The Group has formulated relevant policy and has considered the negative impacts of the process of planting pharmaceutical raw materials on biodiversity, to improve the environmental monitoring and early warning system, and establish an emergency response mechanism for environmental emergencies.

### 廢水排放

本集團產生的廢水主要源於生活廢水及工業廢水。工業廢水包括中藥材前處理的藥材清洗等。本集團已獲得香港環境保護署(「環保署」)根據《水污染管制條例》頒發的牌照，並按照環保署的相關規定排放廢水。

### 環境及天然資源

本集團一直關注營運所在地對周邊環境及天然資源的影響，致力透過珍惜資源以及妥善處理廢棄物等措施，減低日常營運帶來的負面環境影響。本集團已制定相關政策，考慮醫藥原材料於種植過程中對生物多樣性的負面影響，並完善環境監測預警制度，建立突發環境事件應急體系。



# Summary of Key Performance Indicators

## 關鍵績效指標總覽

### EMISSIONS (KPI A1.1, A1.2, A1.3, A1.4)

### 排放物(關鍵績效指標 A1.1、A1.2、A1.3、A1.4)

Air Emissions 廢氣排放			
Type of Air Emissions 廢氣排放類型	Unit 單位	FY2022 二零二二財政年度	FY2021 二零二一財政年度
Nitrogen Oxides 氮氧化物	kg 千克	23.1	19.4
Sulphur Oxides 硫氧化物	kg 千克	0.26	0.3
Respirable Suspended Particulates 可吸入懸浮粒子	kg 千克	0.41	0.4

Greenhouse Gas Emissions 溫室氣體排放			
Different Scope of GHG Emissions 溫室氣體排放的不同範圍	Unit <sup>1</sup> 單位 <sup>1</sup>	FY2022 二零二二財政年度	FY2021 二零二一財政年度
Scope 1 範圍1	tCO <sub>2</sub> e 公噸二氧化碳當量	291.05	224.5
Scope 2 範圍2	tCO <sub>2</sub> e 公噸二氧化碳當量	2,680.92	3,335.5
Scope 3 範圍3	tCO <sub>2</sub> e 公噸二氧化碳當量	849.41	37.0
Total GHG Emissions 溫室氣體排放總量	tCO <sub>2</sub> e 公噸二氧化碳當量	3,821.38	3,597.0
GHG Emissions Intensity <sup>2</sup> 溫室氣體排放密度 <sup>2</sup>	tCO <sub>2</sub> e/ft <sup>2</sup> 公噸二氧化碳當量/平方呎	0.014	0.014

Waste 廢棄物			
Hazardous Waste 有害廢棄物	Unit 單位	FY2022 二零二二財政年度	FY2021 二零二一財政年度
Total Hazardous Waste Produced 所產生有害廢棄物總量	tonne 公噸	4.2	1.0
Hazardous Waste Intensity 有害廢棄物密度	tonne/ft <sup>2</sup> 公噸/平方呎	0.00002	0.000004

Non-Hazardous Waste 無害廢棄物			
	Unit 單位	FY2022 二零二二財政年度	FY2021 二零二一財政年度
Total Non-Hazardous Waste Produced 所產生無害廢棄物總量	tonne 公噸	452.3	556.0
Non-Hazardous Waste Intensity 無害廢棄物密度	tonne/ft <sup>2</sup> 公噸/平方呎	0.0017	0.0021

Notes:

- GHG emission data is presented in terms of carbon dioxide equivalent and are based on, but not limited to, "The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standards" issued by the World Resources Institute and the World Business Council for Sustainable Development, "How to prepare an ESG Report — Appendix II: Reporting Guidance on Environmental KPIs" issued by the HKEX, the latest released emission factors of China's regional power grid basis and the "CLP 2020 Sustainability Report" published by CLP Holdings Ltd.
- The intensity data is calculated based on gross floor area (266,253 sq. ft).

附註:

- 溫室氣體排放數據乃按二氧化碳當量呈列，並參照(包括但不限於)世界資源研究所及世界可持續發展工商理事會刊發的《溫室氣體盤查議定書：企業會計與報告標準》以及香港交易所發佈的《如何編製環境、社會及管治報告 — 附錄二：環境關鍵績效指標匯報指引》、中國區域電網基地最新發佈的排放因子及中電控股有限公司發佈的《中電2020可持續發展報告》。
- 密度數據基於建築面積(266,253平方呎)計算。

## Summary of Key Performance Indicators (Continued)

### 關鍵績效指標總覽(續)

#### USE OF RESOURCES (KPI A2.1, A2.2, A2.5)

#### 資源使用(關鍵績效指標A2.1、A2.2、A2.5)

Energy Consumption 能源消耗	Unit 單位	FY2022 二零二二財政年度	FY2021 二零二一財政年度
Total Energy Consumption 能源總耗量	MWh 兆瓦時	8,225.74	7,693.8
Energy Consumption Intensity 能源消耗密度	MWh/ft <sup>2</sup> 兆瓦時／平方呎	0.031	0.029
Direct Energy Consumption 直接能源耗量	MWh 兆瓦時	1,377.27	1,141.5
Towngas 煤氣	MWh 兆瓦時	1,215.95	989.3
Natural Gas 天然氣	MWh 兆瓦時	45.54	40.5
Petrol 汽油	MWh 兆瓦時	115.78	111.7
Indirect Energy Consumption 間接能源耗量	MWh 兆瓦時	6,848.48	6,552.3
Purchased Electricity 外購電力	MWh 兆瓦時	6,848.48	6,552.3

Water Consumption 水資源消耗	Unit 單位	FY2022 二零二二財政年度	FY2021 二零二一財政年度
Total Water Consumption 耗水總量	M <sup>3</sup> 立方米	31,425	34,120
Water Consumption Intensity 耗水密度	M <sup>3</sup> /ft <sup>2</sup> 立方米／平方呎	0.12	0.13

Use of Package Materials 包裝材料使用	Unit 單位	FY2022 二零二二財政年度	FY2021 二零二一財政年度
Total Consumption of Packaging Materials 使用的包裝材料總量	Tonne 公噸	410.7	339.0
Consumption of Packaging Materials Intensity <sup>3</sup> (by product value) 使用的包裝材料密度 <sup>3</sup> (以產品產值計算)	Tonne/HKD million 公噸／百萬港元	0.75	0.71

Note:

3. The product value in FY2022 is HK\$548 million and in FY2021 is HK\$475 million. This data is used for packaging material intensity calculations only. The FY2021 consumption of packaging materials intensity has been restated based on this data.

附註：

3. 二零二二財政年度的產品產值為548,000,000港元，二零二一財政年度的為475,000,000港元。此數據只用作包裝材料密度計算。二零二一財政年度使用的包裝材料密度乃根據此數據作重新計算。

## Summary of Key Performance Indicators (Continued)

### 關鍵績效指標總覽(續)

#### EMPLOYMENT (KPI B1.1)

#### 僱傭(關鍵績效指標B1.1)

Employee Size Breakdown 僱員數量明細	Hong Kong <sup>4</sup> 香港 <sup>4</sup>	China <sup>5</sup> 中國 <sup>5</sup>
Total Number of Employees 僱員總數	622	135
<b>Gender</b> 性別		
Male 男性	234	33
Female 女性	388	102
<b>Age Group</b> 年齡組別		
Below 30 30歲以下	76	5
30-50 30-50歲	273	113
Above 50 50歲以上	273	17
<b>Employment Type</b> 僱傭類型		
Full-Time 全職	599	135
Part-Time 兼職	23	0

Notes:

- Included the employees located at Kowloon Bay Headquarters, Yuen Long Factory and retail shops in Hong Kong and Macau.
- Included the retail shops and offices in Shenzhen Operation Sites.

附註：

- 包括位於九龍灣總部、元朗廠房及香港及澳門零售店的僱員。
- 包括深圳各營運點的零售店及辦事處。

## Summary of Key Performance Indicators (Continued) 關鍵績效指標總覽(續)

### TURNOVER (KPI B1.2)

### 流失率(關鍵績效指標B1.2)

Employee Turnover Rate <sup>6</sup> (%) 僱員流失率 <sup>6</sup> (%)	Hong Kong 香港	China 中國
<b>Overall</b> 整體	36.2%	12.6%
<b>Gender</b> 性別		
Male 男性	38.0%	8.1%
Female 女性	35.1%	16.3%
<b>Age Group</b> 年齡組別		
Below 30 30歲以下	51%	2.4%
30-50 30-50歲	42%	21.1%
Above 50 50歲以上	26%	0.8%

Note:

6. Employee Turnover Rate is calculated by number of employees left during the Reporting Period/Total number of employees at 31 March 2022 x 100%.

附註：

6. 僱員流失率按報告期間離職僱員人數除以二零二二年三月三十一日的僱員總數x100%計算。

## Summary of Key Performance Indicators (Continued)

### 關鍵績效指標總覽(續)

#### EMPLOYEE TRAINING (KPI B3.1, B3.2)

#### 僱員培訓(關鍵績效指標B3.1、B3.2)

Employee Training <sup>7</sup> (Hong Kong)	Percentage of Employees Trained	Average Training Hours (hours)
僱員培訓 <sup>7</sup> (香港)	受訓僱員百分比	平均培訓時數 (小時)
<b>Overall</b>		
整體	100%	4.31
<b>Gender</b>		
性別		
Male	100%	4.35
男性		
Female	100%	4.28
女性		
<b>Employment Category</b>		
僱傭類別		
Senior Management	100%	3.35
高級管理層		
Middle Management	100%	4.26
中級管理層		
Supervisor	100%	4.47
主管		
General Staff	100%	4.33
普通僱員		

Employee Training (China)	Percentage of Employees Trained	Average Training Hours (hours)
僱員培訓 (中國)	受訓僱員百分比	平均培訓時數 (小時)
<b>Overall</b>		
整體	64.41%	1.68
<b>Gender</b>		
性別		
Male	60.61%	3.64
男性		
Female	69.23%	1.06
女性		
<b>Employment Category</b>		
僱傭類別		
Management	86.67%	5.20
管理層		
General Staff	56.82%	1.25
普通僱員		

Note:

7. Training data includes face to face training, online training, seminars & workshops, video sharing and self learning by circulate training materials.

附註：

7. 培訓數據包括面對面培訓、線上培訓、講座及工作坊、視頻分享及通過分發培訓材料自學。

## Summary of Key Performance Indicators (Continued)

### 關鍵績效指標總覽(續)

#### HEALTH AND SAFETY (KPI B2.1, B2.2)

#### 健康與安全(關鍵績效指標 B2.1、B2.2)

	Unit 單位	FY 2022 二零二二 財政年度	FY2021 二零二一 財政年度	FY2020 二零二零 財政年度
<b>Fatalities Due to Work Injury</b> 工傷死亡	Case 宗	<b>0</b>	0	0
<b>Work Injury</b> 工傷	Cases 宗	<b>4</b>	5	2
<b>Lost Days Due to Work Injury</b> 因工傷損失工作日數	Days 日	<b>13.5</b>	35.5	202
<b>Work Injury Rate<sup>8</sup></b> 工傷率 <sup>8</sup>	% 百分比	<b>0.64</b>	0.75	0.32

#### SUPPLIERS DISTRIBUTION (KPI B5.1)

#### 供應商分佈(關鍵績效指標 B5.1)

Locations 地點	No. of Suppliers 供應商數目
Hong Kong 香港	139
China 中國	87
Others 其他	16

Note:

8. Work Injury Rate is calculated by number of employees get injured/total number of employees x 100%.

附註：

8. 工傷率按受傷僱員人數除以僱員總數x 100%計算。

# Environmental, Social and Governance Reporting Guide Content Index

## 《環境、社會及管治報告指引》報告內容索引

### MAJOR APPLICABLE LAWS AND REGULATIONS RELATED TO THE GROUP'S BUSINESS

與本集團業務相關的主要適用法律及法規

Aspects 層面	Main Applicable Laws and Regulations 主要相關法律法規
<b>Emissions</b> 排放物	Air Pollution Control Ordinance 《空氣污染管制條例》 Water Pollution Control Ordinance 《水污染管制條例》 Waste Disposal Ordinance 《廢物處置條例》 Environmental Protection Law of the People's Republic of China 《中華人民共和國環境保護法》 Law of the People's Republic of China on the Prevention and Control of Atmospheric Pollution 《中華人民共和國大氣污染防治法》 Law of the People's Republic of China on Prevention and Control of Water Pollution 《中華人民共和國水污染防治法》 Law of the People's Republic of China on Prevention and Control of Solid Waste Pollution 《中華人民共和國固體廢物污染防治法》
<b>Employment and Labour Standards</b> 僱傭及勞工準則	Employment Ordinance 《僱傭條例》 Employees' Compensation Ordinance 《僱員補償條例》 Sex Discrimination Ordinance 《性別歧視條例》 Disability Discrimination Ordinance 《殘疾歧視條例》 Family Status Discrimination Ordinance 《家庭崗位歧視條例》 Personal Data (Privacy) Ordinance 《個人資料(私隱)條例》 Labour Law of the People's Republic of China 《中華人民共和國勞動法》 Labour Contract Law of the People's Republic of China 《中華人民共和國勞動合同法》 Social Insurance Law of the People's Republic of China 《中華人民共和國社會保險法》 Law of the People's Republic of China on Protection of Minors 《中華人民共和國未成年人保護法》

# Environmental, Social and Governance Reporting Guide Content Index (Continued)

## 《環境、社會及管治報告指引》報告內容索引(續)

Aspects 層面	Main Applicable Laws and Regulations 主要相關法律法規
<b>Health and Safety</b> 健康與安全	Factories and Industrial Undertakings Ordinance 《工廠及工業經營條例》 Occupational Safety and Health Ordinance 《職業安全及健康條例》 Dangerous Goods Ordinance 《危險品條例》 Fire Safety Ordinance 《消防安全條例》 Production Safety Law of the People's Republic of China 《中華人民共和國安全生產法》 Law of the People's Republic of China on the Prevention and Treatment of Occupational Diseases 《中華人民共和國職業病防治法》 Regulation on Work Related Injury Insurances of the People's Republic of China 中華人民共和國《工傷保險條例》
<b>Product Responsibility</b> 產品責任	Chinese Medicine Ordinance 《中醫藥條例》 Registration Regulations of Proprietary Chinese Medicines 中成藥註冊法規 Food Adulteration (Metallic Contamination) Regulations, Pesticide Residues in Food Regulation, and Food Safety Ordinance of the Centre for Food Safety 食物安全中心《食物攙雜(金屬雜質含量)規例》、《食物內除害劑殘餘規例》及《食物安全條例》 Trade Descriptions Ordinance 《商品說明條例》 Personal Data (Privacy) Ordinance 《個人資料(私隱)條例》 Advertising Law of the People's Republic of China 《中華人民共和國廣告法》 Trademark Law of the People's Republic of China 《中華人民共和國商標法》
<b>Anti-Corruption</b> 反貪污	Prevention of Bribery Ordinance 《防止賄賂條例》 Anti-Money Laundering and Counter-Terrorist Financing Ordinance 《打擊洗錢及恐怖分子資金籌集條例》 Criminal Law of the People's Republic of China 《中華人民共和國刑法》 Anti-Money Laundering Law of the People's Republic of China 《中華人民共和國反洗錢法》 Anti-Unfair Competition Law of the People's Republic of China 《中華人民共和國反不正當競爭法》 Tendering and Bidding Law of the People's Republic of China 《中華人民共和國招標投標法》



# Environmental, Social and Governance Reporting Guide Content Index (Continued)

## 《環境、社會及管治報告指引》報告內容索引(續)

### THE ESG REPORTING GUIDE CONTENT INDEX OF THE STOCK EXCHANGE OF HONG KONG LIMITED

### 香港聯合交易所有限公司《環境、社會及管治指引》內容索引

Subject Areas, Aspects, General Disclosures and KPIs 主要範疇、層面、一般披露及關鍵績效指標	Description 說明	Section/ Declaration 章節／呈報
<b>Aspect A1: Emissions</b>		
<b>層面 A1：排放物</b>		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer Relating to Exhaust Gas and GHG emissions, discharges into water and land, and generation of hazardous and non-hazardous wastes. 有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的：	Emissions 排放物
KPI A1.1 關鍵績效指標 A1.1	(a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。 The types of emissions and respective emissions data. 排放物種類及各自的排放數據。	Emissions — Air Emissions 排放物 — 廢氣排放
KPI A1.2 關鍵績效指標 A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity. 直接(範圍1)及能源間接(範圍2)的溫室氣體排放(以噸計算)，及(倘適用)密度。	Emissions — Greenhouse Gas Emission 排放物 — 溫室氣體排放
KPI A1.3 關鍵績效指標 A1.3	Total hazardous waste produced (in tonnes) and intensity. 所產生有害廢棄物總量(以噸計算)及密度。	Emissions — Waste Management 排放物 — 廢棄物管理
KPI A1.4 關鍵績效指標 A1.4	Total non-hazardous waste produced (in tonnes) and intensity. 所產生無害廢棄物總量(以噸計算)及密度。	Emissions — Waste Management 排放物 — 廢棄物管理
KPI A1.5 關鍵績效指標 A1.5	Description of emission target(s) set and steps taken to achieve them. 描述所訂立的排放量目標及為達到這些目標所採取的步驟。	Emissions — Waste Management 排放物 — 廢棄物管理
KPI A1.6 關鍵績效指標 A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of waste reduction target(s) set and steps taken to achieve them. 描述處理有害及無害廢棄物的方法，及描述所訂立的減廢目標及為達到這些目標所採取的步驟。	Emissions — Waste Management 排放物 — 廢棄物管理

# Environmental, Social and Governance Reporting Guide Content Index (Continued)

## 《環境、社會及管治報告指引》報告內容索引(續)

Subject Areas, Aspects, General Disclosures and KPIs 主要範疇、層面、一般披露及關鍵績效指標	Description 說明	Section/ Declaration 章節／呈報
<b>Aspect A2: Use of Resources</b>		
<b>層面A2：資源使用</b>		
General Disclosure 一般披露	Policies on the efficient use of resources, including energy, water and other raw materials. 有效使用資源(包括能源、水及其他原材料)的政策。	Use of Resources 資源使用
KPI A2.1 關鍵績效指標A2.1	Direct and/or indirect energy consumption by type in total and intensity. 按類型劃分的直接及／或間接能源總耗量及密度。	Use of Resources — Energy 資源使用 — 能源
KPI A2.2 關鍵績效指標A2.2	Water consumption in total and intensity. 總耗水量及密度。	Use of Resources — Water Resources 資源使用 — 水資源
KPI A2.3 關鍵績效指標A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them. 描述所訂立的能源使用效益目標及為達到這些目標所採取的步驟。	Use of Resources — Energy 資源使用 — 能源
KPI A2.4 關鍵績效指標A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them. 描述求取適用水源上可有任何問題，以及所訂立的用水效益目標及為達到這些目標所採取的步驟。	Use of Resources — Water Resources 資源使用 — 水資源
KPI A2.5 關鍵績效指標A2.5	Total packaging materials used for finished products (in tonnes) and with reference to per unit produced 製成品所用包裝材料的總量(以噸計算)及每生產單位估量。	Use of Resources — Packaging Materials 資源使用 — 包裝材料
<b>Aspect A3: The Environment and Natural Resources</b>		
<b>層面A3：環境及天然資源</b>		
General Disclosure 一般披露	Policies on minimising the issuer's significant impact on the environment and natural resources. 減低發行人對環境及天然資源造成重大影響的政策。	The Environment and Natural Resources 環境及天然資源
KPI A3.1 關鍵績效指標A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them. 描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。	The Environment and Natural Resources 環境及天然資源
<b>Aspect A4 : Climate Change</b>		
<b>層面A4：氣候變化</b>		
General Disclosure 一般披露	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer. 識別及應對已經及可能會對發行人產生影響的重大氣候相關事宜的政策。	Climate Change 氣候變化
KPI A4.1 關鍵績效指標A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them. 描述已經及可能會對發行人產生影響的重大氣候相關事宜，及應對行動。	Climate Change — Physical Risks, Transitional Risks 氣候變化 — 實體風險、過渡風險

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## 《環境、社會及管治報告指引》報告內容索引(續)

Subject Areas, Aspects, General Disclosures and KPIs 主要範疇、層面、一般披露及關鍵績效指標	Description 說明	Section/ Declaration 章節／呈報
<b>Aspect B1: Employment</b>		
<b>層面 B1：僱傭</b>		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer  Relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare. 有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的：	Employment Practices 僱傭常規
KPI B1.1 關鍵績效指標B1.1	Total workforce by gender, employment type (for example, full-time or part-time), age group and geographical region. 按性別、僱傭類型(如全職或兼職)、年齡組別及地區劃分的僱員總數。	Employment Practices 僱傭常規
KPI B1.2 關鍵績效指標B1.2	Employee turnover rate by gender, age group and geographical region. 按性別、年齡組別及地區劃分的僱員流失比率。	Employment Practices 僱傭常規
<b>Aspect B2: Health and Safety</b>		
<b>層面 B2：健康與安全</b>		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer  Relating to providing a safe working environment and protecting employees from occupational hazards. 有關提供安全工作環境及保障僱員避免職業性危害的：	Health and Safety 健康與安全
KPI B2.1 關鍵績效指標B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the Reporting Period. 過去三年(包括報告期間)每年因工亡故的人數及比率。	Health and Safety 健康與安全
KPI B2.2 關鍵績效指標B2.2	Lost days due to work injury. 因工傷損失工作日數。	Health and Safety 健康與安全
KPI B2.3 關鍵績效指標B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored. 描述所採納的職業健康與安全措施，以及相關執行及監察方法。	Health and Safety — Safeguarding the Health and Safety of Customers 健康與安全 — 保障顧客健康與安全

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## 《環境、社會及管治報告指引》報告內容索引(續)

Subject Areas, Aspects, General Disclosures and KPIs 主要範疇、層面、 一般披露及關鍵績效指標	Description 說明	Section/ Declaration 章節／呈報
<b>Aspect B3: Development and Training</b>		
<b>層面 B3：發展及培訓</b>		
General Disclosure 一般披露	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. 有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。	Development and Training 發展及培訓
KPI B3.1 關鍵績效指標 B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management). 按性別及僱員類別(如高級管理層、中級管理層)劃分的受訓僱員百分比。	Development and Training 發展及培訓
KPI B3.2 關鍵績效指標 B3.2	The average training hours completed per employee by gender and employee category. 按性別及僱員類別劃分，每名僱員完成受訓的平均時數。	Development and Training 發展及培訓
<b>Aspect B4: Labour Standards</b>		
<b>層面 B4：勞工準則</b>		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer Relating to preventing child and forced labour. 有關防止童工或強制勞工的：	Labour Standards 勞工準則
KPI B4.1 關鍵績效指標 B4.1	Description of measures to review employment practices to avoid child and forced labour. 描述檢討招聘慣例的措施以避免童工及強制勞工。	Labour Standards 勞工準則
KPI B4.2 關鍵績效指標 B4.2	Description of steps taken to eliminate such practices when discovered. 描述在發現違規情況時消除有關情況所採取的步驟。	Labour Standards 勞工準則
<b>Aspect B5: Supply Chain Management</b>		
<b>層面 B5：供應鏈管理</b>		
General Disclosure 一般披露	Policies on managing environmental and social risks of the supply chain. 管理供應鏈的環境及社會風險政策。	Supply Chain Management 供應鏈管理
KPI B5.1 關鍵績效指標 B5.1	Number of suppliers by geographical region. 按地區劃分的供應商數目。	Supply Chain Management 供應鏈管理
KPI B5.2 關鍵績效指標 B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored. 描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目，以及相關執行及監察方法。	Supply Chain Management 供應鏈管理
KPI B5.3 關鍵績效指標 B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored. 描述有關識別供應鏈每個環節的環境及社會風險的慣例，以及相關執行及監察方法。	Supply Chain Management — Green Procurement 供應鏈管理 — 綠色採購
KPI B5.4 關鍵績效指標 B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored. 描述在揀選供應商時促使多用環保產品及服務的慣例，以及相關執行及監察方法。	Supply Chain Management — Green Procurement 供應鏈管理 — 綠色採購

# Environmental, Social and Governance Reporting Guide Content Index (Continued)

## 《環境、社會及管治報告指引》報告內容索引(續)

Subject Areas, Aspects, General Disclosures and KPIs 主要範疇、層面、一般披露及關鍵績效指標	Description 說明	Section/ Declaration 章節／呈報
<b>Aspect B6: Product Responsibility</b>		
<b>層面 B6：產品責任</b>		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer Relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress. 有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的：	Product Responsibility 產品責任
KPI B6.1 關鍵績效指標B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons. 已售或已運送產品總數中因安全與健康理由而須回收的百分比。	Product Responsibility — Product Quality Control 產品責任 — 產品品質管理
KPI B6.2 關鍵績效指標B6.2	Number of products and service-related complaints received and how they are dealt with. 接獲關於產品及服務的投訴數目以及應對方法。	Product Responsibility — Customer Satisfaction and Privacy 產品責任 — 客戶滿意度與私隱
KPI B6.3 關鍵績效指標B6.3	Description of practices relating to observing and protecting intellectual property rights. 描述與維護及保障知識產權有關的慣例。	Product Responsibility — Intellectual Property Protection 產品責任 — 知識產權保護
KPI B6.4 關鍵績效指標B6.4	Description of quality assurance process and recall procedures. 描述質量檢定過程及產品回收程序。	Product Responsibility — Product Quality Control 產品責任 — 產品品質管理
KPI B6.5 關鍵績效指標B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored. 描述消費者資料保障及私隱政策，以及相關執行及監察方法。	Product Responsibility — Customer Satisfaction and Privacy 產品責任 — 客戶滿意度與私隱

# Environmental, Social and Governance Reporting Guide Content Index (Continued)

## 《環境、社會及管治報告指引》報告內容索引(續)

Subject Areas, Aspects, General Disclosures and KPIs 主要範疇、層面、一般披露及關鍵績效指標	Description 說明	Section/ Declaration 章節／呈報
<b>Aspect B7: Anti-Corruption</b>		
<b>層面 B7：反貪污</b>		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer Relating to bribery, extortion, fraud and money laundering. 有關防止賄賂、勒索、欺詐及洗黑錢的：	Anti-Corruption 反貪污
KPI B7.1 關鍵績效指標 B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the Reporting Period and the outcomes of the cases. 於報告期間對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。	Anti-Corruption 反貪污
KPI B7.2 關鍵績效指標 B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored. 描述防範措施及舉報程序，以及相關執行及監察方法。	Anti-Corruption — Whistle-Blowing Mechanism 反貪污 — 舉報機制
KPI B7.3 關鍵績效指標 B7.3	Description of anti-corruption training provided to directors and staff. 描述向董事及員工提供的反貪污培訓。	Anti-Corruption — Anti-Corruption Training 反貪污 — 反貪污培訓
<b>Aspect B8: Community Investment</b>		
<b>層面 B8：社區投資</b>		
General Disclosure 一般披露	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests. 有關以社區參與來了解營運所在社區需要和確保其業務活動會考慮社區利益的政策。	Community Development 社區發展
KPI B8.1 關鍵績效指標 B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport). 專注貢獻範疇(如教育、環境事宜、勞工需求、健康、文化、體育)。	Community Development 社區發展
KPI B8.2 關鍵績效指標 B8.2	Resources contributed (e.g. money or time) to the focus area. 在專注範疇所動用資源(如金錢或時間)。	Community Development 社區發展

