



Medlive Technology Co., Ltd.
醫脈通科技有限公司

(Incorporated in the Cayman Islands with limited liability)
(於開曼群島註冊成立的有限責任公司)

Stock Code 股份代號 : 2192

AI



2021

**ENVIRONMENTAL,
SOCIAL AND
GOVERNANCE REPORT**

**環境、社會及
管治報告**



medlive.cn

Environmental, Social and Governance Report

環境、社會及管治報告

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ABOUT THE REPORT

Medlive Technology Co., Ltd. (the “**Company**” or “**Medlive**”) is delighted to publish the first Environmental, Social and Governance (“**ESG**”) Report. The purpose of the ESG Report (the “**Report**”) is to describe the strategic management and performance of the Company and its subsidiaries (the “**Group**” or “**we**”) in the direction of sustainable development. At the same time, the Report will provide a more objective demonstration about our performance and contribution to sustainable development for our stakeholders.

The Report is available in both Chinese and English. Should there be any discrepancy between the Chinese and English versions, the English version shall prevail. The Report was reviewed and approved by the Board of Directors (the “**Board**”) of the Company in May 2022.

REPORTING PERIOD

Unless otherwise specified, the Report mainly describes the specific policies and performance of the Group in respect of ESG during the period between 1 January 2021 and 31 December 2021 (the “**Reporting Period**”). Due to data continuity and comparability, the timeframes of some of the contents have been adjusted when necessary.

REPORTING BOUNDARY

Unless otherwise stated, the Report covers all business operations of the Group, and discloses its performance in managing environmental and social issues deemed material for the Reporting Period.

關於本報告

醫脈通科技有限公司(「**本公司**」或「**醫脈通**」)欣然發佈首份環境、社會及管治(「**ESG**」)報告。ESG報告(「**報告**」)旨在描述本公司及其附屬公司(「**本集團**」或「**我們**」)在可持續發展方面的策略管理及表現。同時，報告將更客觀地向持份者展示我們可持續發展的表現及貢獻。

報告備有中英文版本。中英文版本如有歧異，概以英文版本為準。報告於2022年5月經本公司董事會(「**董事會**」)審議通過。

報告期間

除另有指明外，報告主要描述本集團於2021年1月1日至2021年12月31日期間(「**報告期間**」)在ESG方面的具體政策及表現。基於數據的連續性及可比性，部分內容的時間框架已進行必要的調整。

報告範圍

除另有說明外，報告涵蓋本集團的所有業務營運，並披露其於報告期間在處理視為重大的環境及社會問題方面的表現。

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THE REPORTING GUIDELINE AND PRINCIPLES

The Report was prepared in accordance with the Environmental, Social and Governance Reporting Guide (the “**ESG Reporting Guide**”) contained in Appendix 27 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (“**SEHK**”) (the “**Listing Rules**”) issued by SEHK, and also based on the actual situation of the Group. The Report has complied with the “mandatory disclosure requirements” and “comply or explain” provisions set out in the ESG Reporting Guide. The reporting principles (Materiality, Quantitative, Balance and Consistency) outlined in the ESG Reporting Guide have been adopted during the preparation of the Report.

- **Materiality**

The Group has conducted the materiality assessment and taken the results of the materiality assessment as an important reference for the disclosure of the Report. The Board has confirmed the material ESG issues for the Reporting Period.

- **Quantitative**

The key performance indicators disclosed by the Group are measurable and, where applicable, information on standards, methodologies, assumptions and/or calculation tools used, and source of conversion factors used are disclosed.

- **Balance**

The Report provides an unbiased picture of the Group’s performance within the Reporting Period, avoiding selections, omissions, or presentation formats that may inappropriately influence a decision or judgment by the Report reader.

- **Consistency**

The Group will maintain the consistency of the methodologies and key performance indicators of the Reporting Period and that of the future reporting period, to allow for meaningful comparisons over time.

報告指引及準則

報告乃根據香港聯合交易所有限公司(「聯交所」)頒佈的聯交所證券上市規則(「上市規則」)附錄27所載的環境、社會及管治報告指引(「**ESG報告指引**」)，並結合本集團的實際情況編製。報告符合ESG報告指引的「強制披露要求」及「不遵守就解釋」的規定。編製報告時已採納ESG報告指引所述的報告準則(重要性、量化、平衡及一致性)。

- **重要性**

本集團已進行重要性評估，並將重要性評估結果作為報告披露的重要參考。董事會已確認報告期間的重大ESG問題。

- **量化**

本集團披露的關鍵表現指標均可計量，並在適用的情況下披露有關所用準則、方法、假設及／或計算工具以及所用換算因子來源的資料。

- **平衡**

報告提供本集團在報告期間的表現的公正情況，避免可能對報告讀者的決定或判斷產生不當影響的選擇、遺漏或呈現形式。

- **一致性**

本集團將保持報告期間與日後報告期間的方法及關鍵表現指標的一致性，以便長時間進行有意義的比較。

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FEEDBACK

If you have any comments and suggestions regarding the Report or the sustainability performance of the Company, please contact us through the following means:

Email: service@kingyee.com.cn

Phone: 8610-64405225

ABOUT MEDLIVE

The Group is the leading online professional physician platform in China. For more than two decades, the Group has been committed to using technological innovation to support physicians' clinical decision making. The Group has developed its own highly recognised professional medical platform, *Medlive* (醫脈通) platform, to provide precision marketing and corporate solutions, medical knowledge solutions and intelligent patient management solutions for pharmaceutical and medical device companies in China. As of the end of the Reporting Period, the *Medlive* (醫脈通) platform, available through the Company's website, desktop application and mobile application, and that of Beijing Medcon Information Consulting Co., Ltd. (北京美迪康信息諮詢有限公司), a 60% owned subsidiary of the Company, had approximately 5.5 million registered users, around 3.1 million of whom were licensed physicians, representing approximately 75% of all licensed physicians in China as of the same date.

ESG MANAGEMENT

ESG MANAGEMENT STRUCTURE

The Group understands that a complete ESG management system facilitates its sustainable development and strives to integrate the concept of sustainability into its management and daily operation. The Group has developed the sustainability-related internal policies such as *Guidelines for the Implementation of the Environmental, Social and Governance Policy* (《環境、社會和企業管治方針落實指導》) and the *Social Responsibility Management System* (《社會責任管理制度》).

To promote ESG management, the Board is responsible for the overall oversight of ESG matters, including identifying the Group's material ESG issues and taking ESG-related targets into account when approving the internal working plan.

反饋

閣下如對報告或本公司可持續發展表現有任何意見及建議，請通過以下方式與我們聯絡：

電郵：service@kingyee.com.cn

電話：8610-64405225

關於醫脈通

本集團是中國領先的在線專業醫師平台。二十多年來，本集團致力以科技創新助力醫師作出臨床決策。本集團自主開發獲高度認可的專業醫療平台醫脈通平台，為中國製藥及醫療設備公司提供精準營銷及企業解決方案、醫學知識解決方案及智能患者管理解決方案。截至報告期間完結時，透過本公司網站、桌面應用程序及移動應用程序登入的醫脈通平台以及北京美迪康信息諮詢有限公司(為本公司擁有60%權益之附屬公司)的註冊用戶約為5.5百萬，其中約3.1百萬為執業醫師，佔截至同日中國執業醫師總數約75%。

ESG管理

ESG管理架構

本集團深知完善的ESG管理制度有利於可持續發展，並致力將可持續發展的理念融入其管理及日常營運。本集團制定《環境、社會和企業管治方針落實指導》及《社會責任管理制度》等可持續發展相關的內部政策。

為促進ESG管理，董事會負責對ESG事項的整體監督，包括識別本集團的重大ESG問題，並在批准內部工作計劃時考慮ESG相關目標。

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We have also established an ESG Working Group which consists of various departments such as Human Resources Department, Administration Centre, Internal Control Department, Operations Department, etc. The ESG Working Group is responsible for the implementation of various ESG tasks, disclosure of ESG information, and reporting to the Board.

ESG RISK PREVENTION AND CONTROL

The Group places great emphasis on internal risk prevention and control and has incorporated some ESG factors such as anti-corruption into the internal risk management system, to ensure its compliance with applicable laws and regulations. The Board acknowledges that it is responsible for maintaining sound and effectiveness. The Group's risk management and internal control systems provide a comprehensive and organised structure with clearly defined scopes of responsibilities, authorities and procedures.

The Group has a designated risk management and internal control team which is responsible for identifying and monitoring the Company's risks and internal control issues and report directly to the Board of any findings and follow-up actions.

In addition, we have established three lines of defence in our internal management, including the operational management system, the internal control system and the reporting system for anti-fraud and anti-bribery. In addition to three lines of defence, the Group also implements various measures to prevent and control risks, such as providing various types of risk management-related training every week, and continuously communicating with governments and regulators.

我們亦成立ESG工作組，由人力資源部、行政部、內部控制部、營運部等多個部門組成，負責ESG各項工作的實施、ESG資料披露，並向董事會報告。

ESG風險防控

本集團十分重視內部風險防控，將反貪腐等部分ESG因素納入內部風險管理制度，確保符合適用法律及法規。董事會確認其負責保持健全及有效。本集團的風險管理及內部控制系統提供全面且有組織的架構，具備明確界定的職責範圍、權限及程序。

本集團設有指定的風險管理及內部控制團隊，負責識別及監控本公司的風險及內部控制事項，並直接向董事會報告任何發現及後續行動。

此外，我們在內部管理建立營運管理制度、內部監控制度及反舞弊反賄賂報告制度三道防線。除三道防線外，本集團亦落實各項風險防控措施，如每周提供各種風險管理相關培訓，並與政府及監管機構持續溝通。

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STAKEHOLDER ENGAGEMENT

The Group keeps continuous communication with its stakeholders through various channels to understand their concerns, which helps the Group to meet stakeholders' expectations and balance the interest of all parties.

持份者參與

本集團通過多種渠道與持份者保持持續溝通，了解其關注事項，有利於本集團滿足持份者的期望，平衡各方利益。

Stakeholder Types 持份者類別	Main Channels 主要渠道	Matters of Concern 關注事項
Shareholders/Investors 股東／投資者	<ul style="list-style-type: none">• General meeting¹• 股東大會¹• Annual report• 年報• Interim report• 中期報告• Regular visit• 定期到訪• Telephone• 電話• Non-deal roadshow• 非交易路演	<ul style="list-style-type: none">• Business performance• 業務表現• Corporate governance• 企業管治• Social responsibility• 社會責任
Employees 僱員	<ul style="list-style-type: none">• Emails• 電郵• Social media• 社交媒體• Team building activity• 團隊建設活動• Grievance and complaint mechanism• 申訴及投訴機制• Survey• 調查	<ul style="list-style-type: none">• Compliance employment• 合規僱傭• Rights and interests of employees• 僱員權利及權益• Training and development• 培訓及發展• Occupational health and safety• 職業健康及安全

¹ The first general meeting of the Company after its listing is scheduled to be held on 10 June 2022.

¹ 本公司上市後第一屆股東大會預計於2022年6月10日舉行。

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Stakeholder Types 持份者類別	Main Channels 主要渠道	Matters of Concern 關注事項
Customers 客戶	<ul style="list-style-type: none"> • Social media • 社交媒體 • User feedback mechanism • 用戶反饋機制 • Questionnaire survey • 問卷調查 • Customer service hotline • 客戶服務熱線 • Meeting and interview • 會議及會談 	<ul style="list-style-type: none"> • Quality products and services • 優質產品及服務 • User privacy and cybersecurity • 用戶私隱及網絡安全 • Customer satisfaction • 客戶滿意度
Suppliers/Business Partners 供應商／業務夥伴	<ul style="list-style-type: none"> • Telephone • 電話 • Email • 電郵 • Online meeting • 線上會議 • Site visit • 實地考察 	<ul style="list-style-type: none"> • Supplier management • 供應商管理
Governments and Regulators 政府及監管機構	<ul style="list-style-type: none"> • Annual report • 年報 • Interim report • 中期報告 • Policy advocacy • 政策倡導 • Dedicated communication channel • 專門溝通渠道 • Regular visit • 定期到訪 	<ul style="list-style-type: none"> • Compliance operation • 合規營運 • Environmental compliance • 環境合規 • Professionalism of physicians • 醫師專業水平 • Low healthcare costs • 低醫療保健成本 • Quality of products and services • 產品及服務質量
The Community 社區	<ul style="list-style-type: none"> • Social media • 社交媒體 • Volunteer activity • 義工活動 • Public service • 公共服務 	<ul style="list-style-type: none"> • Community engagement • 社區參與 • Energy use and pollutant emission • 能源使用及污染物排放

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MATERIALITY ASSESSMENT

During the Reporting Period, we invited internal and external stakeholders to participate in a questionnaire to identify the material ESG issues that are important to the Group and its stakeholders. The assessment process consisted of the following steps:

重要性評估

於報告期間，我們邀請內部及外部持份者參與問卷調查，以識別對本集團及其持份者具有重要意義的重大ESG問題。評估過程包括以下步驟：

Identification of major stakeholders 識別主要持份者

The Group has identified its key stakeholders, considering both dimensions of “the degree of impact from Medlive” and “the degree of impact on Medlive”. During the Reporting Period, we invited key stakeholders to participate in the materiality assessment, who are mainly the Board, senior management, employees, customers, suppliers and business partners, and the community.

本集團已從「醫脈通的影響程度」及「對醫脈通的影響程度」兩個維度識別其主要持份者。於報告期間，我們邀請董事會、高級管理人員、僱員、客戶、供應商及業務夥伴以及社區等主要持份者參與重要性評估。

Conducting questionnaires 進行問卷調查

The Group has identified 17 potential material issues with reference to the ESG Reporting Guide and peers analysis. We have used online questionnaires to collect information about stakeholders' concerns and opinions on each potential ESG material issues.

本集團參考ESG報告指引及行業分析識別17個潛在重大問題。我們使用線上問卷收集有關持份者對每個潛在ESG重大問題的關注及意見等資料。

Analysis of the materiality assessment results 分析重要性評估結果

The Group analysed the results of the materiality assessment, prioritised the potential ESG material issues and constructed a materiality matrix with two dimensions, namely the “importance to the Group” and the “importance to stakeholders”.

本集團對重要性評估結果進行分析，對潛在ESG重大問題進行優先排序，構建「對本集團的重要性」及「對持份者的重要性」兩個維度的重要性矩陣。

Verification of the materiality assessment results 核實重要性評估結果

The Board reviewed the results of the materiality assessment and confirmed the material ESG issues for the Reporting Period.

董事會審閱重要性評估結果，確認報告期間的重大ESG問題。

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The Materiality Matrix of the Group
本集團重要性矩陣

In this materiality assessment, the Group has identified eight materiality issues (located at the top right of the materiality matrix), which will be disclosed in detail in subsequent chapters of the Report. The table below shows the chapters of the Report where materiality issues are disclosed.

在本次重要性評估中，本集團識別八個重要性問題(位於重要性矩陣的右上角)，將在報告的後續章節詳細披露。下表顯示報告披露重要性問題的章節。

ESG issues (in the order of importance)
ESG問題(按重要性排序)

Main chapters
主要章節

ESG issues (in the order of importance) ESG問題(按重要性排序)	Main chapters 主要章節
1 Data and Privacy Protection 數據及私隱保護	Information Security Management 信息安全
2 Quality and Safety of Products and Services 產品及服務質量及安全	Service Quality Guarantee 服務質量保證
3 R&D and Innovation 研發及創新	Continuous Innovation 持續創新
4 Customer Satisfaction 客戶滿意度	Service Quality Guarantee 服務質量保證
5 Employee Development and Training 員工發展及培訓	Talent Development 人才發展
6 Intellectual Property Protection 知識產權保護	Continuous Innovation 持續創新

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ESG issues (in the order of importance) ESG問題(按重要性排序)		Main chapters 主要章節
7	Occupational Health and Safety 職業健康及安全	Occupational Health and Safety 職業健康及安全
8	Employment, Remuneration and Benefits 僱傭、薪酬及福利	Rights and Interests of Employees 員工權利及權益
9	Advertising Authenticity 廣告真實性	Responsible Marketing 責任營銷
10	Use of Resources 資源運用	Energy Conservation and Emission Reduction 節能減排
11	Supply Chain Management 供應鏈管理	Supply Chain Management 供應鏈管理
12	Community Engagement 社區參與	Participating in Public Welfare and Giving Back to the Society 參與公益活動及回饋社會
13	Anti-Corruption 反貪腐	Business Ethics 商業道德
14	Waste Generation 廢棄物產生	Waste Management 廢棄物管理
15	Greenhouse Gas Emission 溫室氣體排放	Energy Conservation and Emission Reduction 節能減排
16	Pollutant Emissions 污染物排放	Not Applicable ² 不適用 ²
17	Climate Change Impacts 氣候變化影響	Addressing Climate Change 應對氣候變化

² The Group's business operations do not involve the generation of air pollutants such as NOx and SOx.

² 本集團的業務經營並無產生任何氮氧化物、硫氧化物等空氣污染物。

QUALITY IS THE PRIORITY IN OUR INFORMATION SERVICE

The Group has always adhered to the philosophy of “professionalism, innovation, cooperation and efficiency” and is committed to building an excellent physician platform on the Internet and cultivating an ecosystem for the participants of the healthcare industry. At present, the Group has now developed into a professional provider of medical knowledge services and precision digital marketing services. We will further improve our service quality and user experience with technological innovation, while protecting the legal rights of our users and improving our quality management system.

INFORMATION SECURITY MANAGEMENT

User Privacy Protection

We attach great importance to personal information security and fulfil our responsibility to safeguard users’ legitimate rights and interests. To this end, we are committed to complying with data privacy laws and regulations, in accordance with which, we have rolled out the corresponding data protection and privacy policies to protect personal data and safeguard the legitimate use of information. Meanwhile, our product team and legal team keep following up on the relevant updates and adjustments of laws and regulations and conduct self-inspection to ensure that problems are dealt with in a timely manner.

Our data usage and privacy policy, which is provided to every user of our website, mobile applications, desktop applications, WeChat mini-programs and WeChat official accounts, describes our data practices. Specifically, we undertake to manage and use the data collected from users in accordance with applicable laws and regulations and make reasonable efforts to prevent the unauthorised use, loss, or leak of user data and will not disclose sensitive user data to any third party without users’ approval except under legal requirement.

With regard to access to personal information, we have strict assessment and approval procedures to ensure that invalid and illegitimate use does not occur. We restrict any access as required and keep records of data access. We require all our employees to comply with our internal policies and protect privacy and personal information, and we strictly prohibit unauthorised or improper collection or use of such data or personal information.

質量是信息服務的首要任務

本集團始終秉承「專業、創新、合作及高效」的理念，致力於構建卓越的互聯網醫生平台，培育醫療行業參與者生態系統。目前，本集團已發展成為專業醫藥信息服務和精準數字營銷服務供應商。我們將通過技術創新進一步提升服務質量和用戶體驗，同時保護用戶合法權益，完善質量管理體系。

信息安全管理

用戶隱私保護

我們相當重視個人信息安全，並肩負維護用戶合法權益的責任。為此，我們一直遵守數據隱私的法律法規，並推出了相應的數據保護和隱私政策，以保護個人數據，保障信息的合法使用。我們的產品團隊和法律團隊亦持續跟進相關法律法規的更新與調整，並進行自我審查，確保問題得到及時處理。

我們的數據使用及隱私政策說明了我們的數據常規，已向網站、移動應用程序、桌面應用程序、微信小程序及微信公眾號的所有用戶提供。具體而言，我們承諾根據適用法律法規管理及使用自用戶收集的數據，並會採取合理措施防止用戶數據被盜用、遺失或洩露，且除非根據法律規定，否則不會在未得用戶批准的情況下向任何第三方披露敏感用戶數據。

對於個人數據的存取，我們嚴格執行評估及批准程序，禁止不當及非法使用。我們限制任何不必要的存取，並保存數據存取紀錄。我們要求所有僱員遵守內部政策，保護隱私及個人資料，亦嚴禁任何未經授權或不當收集或使用此類數據或個人資料。

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We provide data privacy training to authorised employees and require them to report any information security breach. If any employee illegally misuses or leaks data, or causes any damage to us or our users, we reserve the right to dismiss them and may take further legal proceedings against them. Regarding the use of personal information, it is subject to the stated purpose as authorised by the user, in connection with compliance and risk management and as otherwise required by applicable laws and regulations. We do not share with, transfer, or disclose personal data to any third parties except for certain limited circumstances. These limited circumstances include when it is expressly authorized by our users is necessary to fulfil our main services to our users, or in compliance with the applicable laws and regulations. In circumstances where we share users' data with third parties, such as our business partners, our policies are used to ensure that our users' data is adequately protected.

Case Study

According to the *Notice by the Ministry of Industry and Information Technology of Launching a Special Campaign to Further Crack Down on APP Infringements on Users' Rights and Interests* (Letter No. 164 [2020] of the Ministry of Industry and Information Technology) and the *Provisions on the Scope of Necessary Personal Information Required for Common Types of Mobile Internet Applications* (No. 14 [2021] of the Secretary Bureau of Cyberspace Administration of China), in August 2021, we clarified the purpose, methodology and scope of collecting and using users' personal information through APP, as well as detailed rules for ensuring security, and adjusted the user agreements of all apps belonging to the Group.

Cybersecurity Maintenance

As an online professional physician platform, we take information and cybersecurity seriously and have established an information security management system based on the ISO27001 international framework. This system manages and protects our information in a number of ways, including security strategy and technical control.

我們為獲授權僱員提供數據隱私培訓，並要求彼等通報任何信息安全漏洞。倘任何僱員非法濫用或洩漏數據或對我們或我們的用戶造成任何損害，我們有權將其解僱，並可能進一步對彼等提起法律訴訟。我們根據用戶授權之明確目的，以及為合規及風險管理與適用法律法規另行規定之目的使用個人數據。除若干少數情況(包括經用戶明確授權，為向用戶提供主要服務所必需或遵守適用法律法規)外，我們不與任何第三方共享、傳輸或披露個人數據。在我們與第三方(例如業務合作夥伴)分享用戶數據的情況下，我們的政策確保用戶數據得到充分保護。

案例

根據《工業和信息化部關於開展縱深推進APP侵害用戶權益專項整治行動的通知》(工信部信管函[2020]164號)及《常見類型移動互聯網應用程序必要個人信息範圍規定》(國信辦秘字[2021]14號)，我們於2021年8月明確通過APP收集和使用用戶個人信息的目的、方法和範圍以及保障安全的細則，並調整本集團所有APP的用戶協議。

網絡安全維護

作為在線專業醫師平台，我們重視信息和網絡安全，已根據ISO27001國際框架建立信息安全管理系統，管理和保護安全策略及技術控制等多個方面的信息。

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We leverage a variety of technologies to protect the data with which we are entrusted in providing all of our solutions. For example, we utilise a system of firewalls and also maintain a perimeter network to segregate our internal databases and operating systems from our external-facing services and intercept unauthorised access. Our encryption technologies enable us to detect, encrypt and remove personal identifiers, including name, telephone number, identity card number and any other information that can identify a user pursuant to the applicable laws and regulations. To ensure confidentiality, we also store user data in an encrypted format and use sophisticated security protocols and algorithms to encrypt our data transfers, particularly user data transfers. We use a defence-in-depth security system to protect our network and application systems, including network segmentation, strict access control and secure communication protocols between applications and servers.

In addition, we have contracted with multiple Internet data centre providers in mainland China to ensure the stable operation of our business. Our system infrastructure is hosted in redundant data centres in three cities in mainland China, including one local data centre and two remote data centres. We also have a disaster recovery plan with comprehensive backups of all our operating data conducted every day at our local and remote data centre to minimise the risk of data loss or leakage. We conduct frequent reviews of our back-up systems and perform regular data recovery tests to ensure that they are functional and well maintained. In addition, we engage with third-party cybersecurity companies to conduct regular penetration tests, identifying weaknesses in our system and evaluating its security. Whenever any such issues are identified, we take prompt actions to upgrade our system and mitigate any potential issues that may undermine the security of our system.

於提供所有解決方案時，我們使用多種技術保護獲授權使用的數據。例如，我們利用防火牆系統及設立邊界網絡，將內部數據庫及營運系統與對外提供的服務分隔，並會阻隔未經授權的存取。我們根據適用法律法規借助加密技術檢測、加密或移除個人身份標識，包括姓名、電話號碼、身份證號碼及可識別用戶的任何其他信息。我們亦以加密格式儲存用戶數據，並使用精密的安全協定及算法加密數據傳輸，尤其是用戶數據的傳輸，確保數據保密。我們使用深度防禦安全系統保護網絡和應用程序系統，包括應用程序與服務器之間實施網絡分段、嚴格訪問控制及安全通信協議。

此外，我們已與中國內地多家互聯網數據中心供應商訂立合約，確保業務穩定運作。我們的系統基礎設施託管在中國內地三個城市的冗餘數據中心內，包括一個地方數據中心和兩個遠程數據中心。我們亦已制定災難恢復計劃，每天在地方和遠程數據中心對所有營運數據進行全面備份，減少數據遺失或洩露的風險。我們會經常檢查備份系統並定期進行數據恢復測試，確保系統正常運作及妥善維護。此外，我們委聘第三方網絡安全公司進行定期滲透測試以找出系統的漏洞，並評估其安全性。倘發現問題，我們會立即進行系統升級行動，消除任何可能影響系統安全的潛在問題。

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SERVICE QUALITY GUARANTEE

The platform users benefit from the powerful network effects of our platform. Physicians play an essential role in the value chain of the healthcare market and are the key decision-makers in prescribing healthcare products. As more physicians join our platform, physicians are able to share knowledge with, and seek support from, a larger number of professional peers. Other platform users, such as pharmaceutical and medical device companies who are the suppliers of healthcare products, and patients who are the end-users of the healthcare products, are attracted to our platform due to our high-quality and growing physician user base. The services we provide to different platform users are shown in the table below.

服務質量保證

我們的平台用戶可從我們平台強大的網絡效應獲益。醫師是醫學市場價值鏈的重要一員，是處方醫療產品的主要決策者。隨著更多醫師加入我們的平台，每位醫師將可與更多同業分享知識以及向彼此獲取支持。其他平台用戶(包括供應醫療產品的製藥和醫療設備公司)以及作為醫療產品最終用戶的患者，亦由於平台的醫師用戶水準高而且數目與日俱增而加入平台。我們向不同平台用戶提供的服務載於下表。

Platform users 平台用戶	Services provided 所提供服務
Physicians 醫師	<ul style="list-style-type: none"> Professional medical content 專業醫學內容 Online communication platform for physicians 在線醫師溝通平台 Online diagnosis and treatment services (i.e. Internet hospital services) 在線診療服務(即互聯網醫院服務) Professional medical tools (e.g., <i>Reference Aid for Medicine</i>) 專業醫學工具(例如醫學文獻王) Literature and research services (e.g., paper polishing and translation) 文獻及研究服務(例如論文修改及翻譯)
Pharmaceutical and medical device companies 製藥和醫療設備公司	<ul style="list-style-type: none"> Precision digital healthcare marketing platform 精準數字醫療營銷平台 Patient recruitment service for clinical trials 臨床試驗患者招募服務
Hospitals 醫院	<ul style="list-style-type: none"> Electronic data capture (“EDC”) system 電子數據採集(「EDC」)系統
Patients 患者	<ul style="list-style-type: none"> Internet hospital services 互聯網醫院服務

Content Production Services

We provide professional medical information for physicians and other healthcare professionals including the latest healthcare progress, clinical drug reference, clinical guidelines, disease knowledge database, etc. The quality of all content is controlled by a dedicated audit team, while we are constantly and strategically optimizing the content offerings based on our platform users' browsing data and feedback. In addition, we have formulated quality management specifications for the platform, such as the *Medlive Platform Article Publishing Management System* (《醫脈通平台文章發佈管理制度》) and the *Medlive Provisions on the Management of Platform Content Release Auditing* (《醫脈通平台內容發佈審核管理規定》).

Specifically, take the *Clinical Drug Reference* (用藥參考) as an example: at the stage of content input, detailed provisions on the entry procedures and standards in the *Instructions on Input and Update of drug References* (《說明書錄入及更新操作說明》) shall be followed; after the completion of content input, the auditor shall review the content from the aspects of content accuracy and image resolution according to the *Acceptance Criteria of Backstage Instructions for Drug Reference* (《用藥參考後台說明書驗收標準》), and only the content that meets the acceptance criteria can be published online. In addition, while ensuring the quality of the content, we also review the content in strict accordance with national laws and regulations. For example, according to the *Measures Regarding the Administration of Drug Information Service over the Internet* (《互聯網藥品信息服務管理辦法》), we screen the relevant information of narcotic drugs, psychotropic drugs, toxic drugs for medical use and radioactive drugs on the web page.

內容製作服務

我們為醫師和其他醫療專業人員提供專業醫學信息，包括最新的醫療進展、臨床藥物參考、臨床指引和疾病知識庫等。所有內容的質量均由專責審核團隊控制，我們亦會根據平台用戶的瀏覽數據和反饋不斷戰略性地優化內容產品。此外，我們亦制訂了平台質量管理規格，例如《醫脈通平台文章發佈管理制度》及《醫脈通平台內容發佈審核管理規定》。

具體來說，以用藥參考為例：輸入內容時應按照《說明書錄入及更新操作說明》中有關錄入程序和標準的詳細規定；完成內容輸入後，審核員應根據《用藥參考後台說明書驗收標準》從內容準確度及圖象解象度兩方面對內容進行審閱，只有符合驗收條件的內容方可在線上發佈。此外，除了確保內容質量外，我們亦嚴格按照國家法律法規審閱內容。例如，根據《互聯網藥品信息服務管理辦法》，我們會篩查網頁上有關麻醉藥品、精神藥品、醫用有毒藥品和放射性藥品的信息。

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Take the *Disease Knowledge Database* (醫知源疾病知識庫) as an example: the database is compiled by clinicians from hospitals of grade III level A across the country, the majority of whom have the doctor's degrees and years of clinical experience, to ensure the professionalism of the content provided. In addition, the working group of the database has set up an editorial committee led by well-known experts in various fields in China and formulated clear and strict compiling and auditing standards. Special emphasis is placed on compiling content based on the latest evidence-based medical evidence and improving the guidance of clinical practice through the combination of pictures and texts. Meanwhile, the working group also pays attention to the practicality of the content in the database and takes the initiative to understand the demands of physicians on the content through user research, and constantly adjusting and improving it.

Internet Hospital Services

We launched our Internet hospital in 2021, which represented a major step forward in the application of our intelligent patient management solutions, which also entailed comprehensive chronic disease management services. Patients can conveniently receive medical advice and prescriptions from physicians who participate in our Internet hospital.

The Internet hospital adopts the following measures to ensure that patients can get high-quality and remote medical services:

- Developing a set of Internet diagnosis and treatment management systems, including administrative management system, medical service management system, pharmacist management system and information security management system, to comprehensively guarantee operation compliance.
- Establishing a sound medical quality management system to strictly check the qualifications of the physicians, monitor the whole process of the services they provided in real-time, and evaluate key online medical behaviours, so as to encourage physicians to provide timely, efficient, and professional medical services to patients while practicing in compliance.

以醫知源疾病知識庫為例：數據庫由全國三級甲等醫院臨床醫師編製，彼等大部分具有博士學位和多年臨床經驗，可確保所提供內容的專業性。此外，數據庫的工作組已設立編輯委員會，由國內不同領域知名專家領銜，亦制定了明確、嚴格的編審標準，特別強調內容須根據最新的循證醫學證據編寫，並通過圖文並茂的方式加強對臨床實踐的指導。同時，工作組亦注重數據庫內容的實用性，積極通過用戶調研了解醫師的需求，並不斷調整和完善數據庫的內容。

互聯網醫院服務

我們於2021年推出互聯網醫院，標誌我們涵蓋全面慢性疾病管理服務的智能患者管理解決方案的應用邁出重要一步。患者可便捷地獲得參與我們互聯網醫院的醫師提供的醫療建議及處方。

互聯網醫院已採取下列措施，確保患者可獲得優質的遠程醫療服務：

- 開發一系列互聯網診療管理系統，包括行政管理系統、醫療服務管理系統、藥劑師管理系統和信息安全系統，全面保障營運合規。
- 建立完善的醫療質量管理體系，對醫師資格進行嚴格審核，實時監控醫師整個服務過程，對關鍵在線醫療行為進行評估，以鼓勵醫師及時為患者提供有效的專業醫療服務，同時確保合規執業。

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- Using AI and other technical means to control the risk of physicians' diagnosis and treatment behaviours, monitor abnormal online behaviours in real-time, and give warnings, reminders and guidance to physicians, thus providing patients with more accurate and comprehensive medical services and reducing medical risks.
- Setting up a dedicated customer service team to communicate with patients in real-time, so as to answer patients' problems for the first time and deal with patients' complaints in the process of diagnosis and treatment, so as to timely answer patients' inquiries and deal with patients' complaints in the process of diagnosis and treatment, and further improve patients' satisfaction.
- Obtaining the certification of level 3 protection of information to effectively protect the legitimate rights and interests of users.
- 使用AI等科技手段控制醫師診療行為風險，實時監控異常線上行為，向醫師發出預警、提示及指導，從而為患者提供更準確全面的醫療服務，並減低醫療風險。
- 設立專門客戶服務團隊與患者實時溝通，第一時間解答患者問題並處理患者對診療過程的投訴，以及時回應患者的查詢並處理患者對診療過程的投訴，進一步提高患者的滿意度。
- 獲得信息三級保護認證，有效保護用戶合法權益。

Operation Management System

In order to ensure operational compliance and provide better service to platform users, we strictly abide by relevant laws and regulations, and have established a comprehensive operation management system to maintain the normal operation of the online platform and provide a favourable communication environment for platform users. The system mainly covers the following contents:

- Designating a responsible person for security management, information audit personnel and safety management organization;
- Measures for user identity verification and retention of registration information;
- Measures for the retention of log information and records of information posted by users;
- Measures for the prevention and disposal of illegal and harmful information and the preservation of relevant records;
- Technical measures to protect personal information and prevent the spread of illegal and harmful information and the risk of losing control of the social mobilization function;
- 指派安全管理負責人、信息審計人員和安全管理機構；
- 用戶身份驗證和註冊信息保留措施；
- 用戶日誌信息和發佈信息紀錄的保留措施；
- 防範及處理違法及有害信息以及保存相關紀錄的措施；
- 保護個人信息，防範違法及有害信息傳播和社會動員功能失控風險的技術措施；

營運管理系統

為確保營運合規並為平台用戶提供更佳服務，我們嚴格遵守相關法律法規，亦已設立全面營運管理制度以維持在線平台的正常運作，為平台用戶提供良好的溝通環境。該制度主要包括以下內容：

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- Establishment of a complaint and reporting system, complaints and reporting methods and other information released, as well as timely handling of complaints and reports; and
- Establishment of a working mechanism to provide technical and data support and assistance to supervisory authorities and law enforcement authorities in performing their duties according to the laws and regulations.

User Satisfaction Management

The attractiveness of our platform to pharmaceutical and medical device companies and the growth of our business are in part driven by the engagement of our physician users. A continued increase in the engagement of our physician users will lead to an increase in the potential clicks from physician users on customized content. We attract and retain physician users and drive their engagement by offering high-quality, cutting-edge, and continuously optimized medical knowledge content to satisfy physicians' needs for continuing medical education and clinical decision support.

In order to maintain long-term and effective communication with physicians, continuously optimise the service system and quality, promote their participation and enhance their satisfaction, we have established a variety of communication channels:

- *Passive communication channels*

- a) User feedback mechanism:

The function of user feedback is preset in each product line, so that users can propose modification suggestions and personal appeals to the platform through photos or text explanations.

- b) Customer service hotline:

Users can contact the platform at any time via the customer service hotline to give feedback on issues and put forward suggestions on product functions.

- 建立投訴舉報制度，公佈投訴舉報方式等信息，並及時處理投訴舉報；及

- 建立工作機制，為監管部門和執法部門根據法律法規履行職責提供技術及數據支持與協助。

用戶滿意度管理

我們的平台對製藥及醫療設備公司的吸引力以及我們業務的增長部分由我們醫師用戶的參與度所推動。我們的醫師用戶參與度持續提高將使得醫師用戶對定製內容的潛在點擊次數增加。我們通過提供高質量、先進且持續優化的醫學知識內容吸引及留住醫師用戶並帶動彼等的參與度，滿足醫師對持續醫學教育及臨床決策支持的需求。

為與醫師維持長期有效的溝通，持續優化服務系統及質量，提高醫師的參與度和滿意度，我們已建立多個溝通渠道：

- *被動溝通渠道*

- a) 用戶反饋機制：

每個產品線均已預設用戶反饋功能，用戶可通過圖片或文字說明向平台提出修改建議和個人訴求。

- b) 客戶服務熱線：

用戶可隨時通過客戶服務熱線聯繫平台，反饋問題，提出產品功能建議。

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- *Active communication channels*

- a) Questionnaire survey:

Questionnaires are released to users irregularly to investigate their opinions and suggestions in the process of using the platform, as well as their satisfaction with the services.

- b) Meetings and interviews:

Meetings as well as in-depth interviews in the form of 1-to-1 or multi-to-1 (which have been suspended due to the policy situation during the pandemic) are held irregularly to understand the real needs of users.

- *Constant interactive channel*

- a) WeChat groups:

WeChat groups are created based on various medical topics to achieve in-group interaction and timely problem solving related to products and services.

In addition to the communication mechanism, we have also developed a mature procedure for handling user complaints and formulated the corresponding handling system, which clearly defines the responsible department, handling time, handling measures, etc. During the Reporting Period, we received 6 products and service-related platform user complaints, all of which were dealt with properly.

- *主動溝通渠道*

- a) 問卷調查：

不定期向用戶發出問卷，研究用戶在使用平台過程中的意見和建議，以及用戶對服務的滿意度。

- b) 會議及訪問：

不定期進行一對一或多對一會議及深入訪問(疫情期間因政策原因而暫停)，了解客戶真實需要。

- *持續互動渠道*

- a) 微信群：

開設不同醫療主題的微信群，促進群內互動，及時解決產品和服務相關問題。

除了溝通機制，我們亦已制定成熟的用戶投訴處理程序和相應的跟進制度，明確負責部門、處理時間及處理措施等。於報告期間，我們收到6宗產品及服務相關的平台用戶投訴，均已妥善處理。

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Procedure for Handling User Complaints

用戶投訴處理程序

Procedure 程序	Description 說明	Responsible Department(s) 負責部門
Collection of user complaint information 收集用戶投訴信息	<ul style="list-style-type: none"> ① User complaint channels include: telephone (8610-64405225), email (service@kingyee.com.cn), etc. ① 用戶投訴渠道包括：電話(8610-64405225)、電郵(service@kingyee.com.cn)等 ② Receiving and properly conveying information ② 接收並妥善傳達信息 	Customer Service Department 客戶服務部
Acceptance of user complaints 受理用戶投訴	<ul style="list-style-type: none"> ① Problem confirmation ① 確認問題 	Customer Service Department 客戶服務部
Temporary action 臨時行動	<ul style="list-style-type: none"> ① Urgent disposal of user complaints ① 緊急處理用戶投訴 ② Validation of temporary action ② 確認臨時行動 ③ Temporary action shall be implemented until a permanent countermeasure is available ③ 直至有長期對策前，應採取臨時行動 	Technical Department, Product Department, and Customer Service Department 技術部、產品部及客戶服務部
Root cause analysis and corrective and preventive measures 分析成因及糾正和預防措施	<ul style="list-style-type: none"> ① Root cause analysis ① 分析成因 ② Planning and implementation of the permanent countermeasure ② 規劃及實施長期對策 	Technical Department, Product Department, and Customer Service Department 技術部、產品部及客戶服務部

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Procedure 程序	Description 說明	Responsible Department(s) 負責部門
Prevent recurrence 防止問題再次發生	<ul style="list-style-type: none"> ① Test process modification ① 修正測試流程 ② Addition of new test items ② 新增測試項目 	Customer Service Department 客戶服務部
Horizontal expansion 橫向擴展	Horizontal expansion of the same type of business or function 同類型業務或功能橫向擴展	Customer Service Department 客戶服務部
Strategy completion confirmation 策略完成確認	Confirmation of the implementation of countermeasures 確認已實施對策	Customer Service Department 客戶服務部
User confirmation 用戶確認	<ul style="list-style-type: none"> ① Explanation of correction and prevention actions to users ① 向用戶說明所採取的糾正及預防行動 ② If the user is not satisfied, then take new countermeasures ② 倘用戶不滿意，採取新對策 	Product Department and Customer Service Department 產品部及客戶服務部
Effect confirmation 效果確認	<ul style="list-style-type: none"> ① Follow up and confirm the implementation effect of correction and prevention actions in three months ① 在三個月內跟進並確認糾正及預防措施的實施效果 ② If the effect is not good, the countermeasures will be renewed ② 倘效果不理想，將更換新對策 ③ The treatment is finished after the effect is confirmed to be qualified ③ 效果確認合格後，處理程序結束 	Product Department and Customer Service Department 產品部及客戶服務部

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Procedure 程序	Description 說明	Responsible Department(s) 負責部門
Reply to user 回應用戶	Official answers to users 正式回應用戶	Customer Service Department 客戶服務部
Record archiving 紀錄存檔	<ul style="list-style-type: none"> ① The records formed shall be numbered and managed ① 紀錄應編號管理 ② Records shall be archived ② 紀錄應存檔 	Customer Service Department 客戶服務部

CONTINUOUS INNOVATION

Technology Research and Development

We have been committed to supporting physicians' clinical decision-making with innovation and underpinning the rapid growth of our business with strong technical capabilities. At present, our self-developed *Medlive (醫脈通)* platform is widely recognised by physicians in China as the most popular professional medical platform, which enables us to become the platform of choice in precision digital healthcare marketing for pharmaceutical and medical device companies in China.

Our research and development ("R&D") efforts primarily focus on improving the user-friendliness of our existing solutions, designing new solutions for our users, and optimizing and enhancing our technological infrastructure. We have established our Medical Information Science Research Unit, our research organization dedicated to developing a deep understanding of the new drugs and medical devices, as well as the application of technologies, such as AI, big data and natural language processing, to our solution offerings, and designing and developing solution offerings to best provide for the needs of the pharmaceutical and medical device companies. We also established a Platform Product Centre and a Technical Development Centre to support R&D and innovation.

持續創新

技術研發

我們致力以創新助力醫師的臨床決策，以強大的技術能力持續支持業務快速增長。目前，我們自主開發的醫脈通平台廣獲中國醫師認可，已成為最受歡迎的專業醫療平台，讓我們成為中國製藥及醫療設備公司精準數字醫療營銷的首選平台。

我們的研究及開發(「研發」)主要集中於提高現有解決方案的使用便利性、為用戶設計新解決方案以及優化與加強我們的技術基建。我們已設立醫學信息科學研究院，是我們的研究機構，專門開發有關新藥及醫療設備以及用於我們所提供解決方案的技術(例如AI、大數據及自然語言處理)應用的深入認識，以及設計和開發最能滿足製藥及醫療設備公司需要的解決方案。我們亦已設立平台產品中心和技術開發中心支持研發與創新。

Units/Departments 單位／部門	Key Responsibilities 主要職責
<p>Medical Information Science Research Unit</p> <p>醫學信息科學研究院</p>	<ul style="list-style-type: none"> • Continuously exploring and updating the understanding of the nature of medicine by combining the Group's existing resources and mission; • Integrating basic medical resources, learning the latest technology, and deeply researching and mining medical information, so as to lay the foundation for forming practical products. • 結合本集團現有資源和使命，不斷探索和更新對醫學本質的認識； • 整合基礎醫療資源，學習最新技術，深入研究和探索醫療信息，為開發實用產品奠定基礎。
<p>Platform Product Centre</p> <p>平台產品中心</p>	<ul style="list-style-type: none"> • Conducting upgrade and iteration planning for existing core products ; • Planning and designing new products according to the needs of the market and users. • 規劃現有核心產品的升級迭代； • 根據市場及用戶需求規劃並設計新產品。
<p>Technical Development Centre</p> <p>技術開發中心</p>	<ul style="list-style-type: none"> • Implementing product development as planned by the Platform Product Centre ; • Investigating new trends in technology development and applying them to product development. • 執行平台產品中心規劃的產品開發； • 調研技術發展新趨勢，並應用至產品開發。

By virtue of the aforementioned robust technological infrastructure and talented R&D team, we are able to continuously introduce innovations and offer high-quality user experiences. As of the end of the Reporting Period, our R&D team consisted of 144 members, including research scientists at our Medical Information Science Research Unit, as well as engineers and specialists of our technology team and product development team.

憑藉上述的先進技術基建及優秀研發團隊，我們持續開展創新，提供優質用戶體驗。於報告期末，我們的研發團隊共有144名成員，包括醫學信息科學研究院的研究科學家，以及我們技術團隊和產品開發團隊的工程師及專家。

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At present, our key R&D projects mainly involve the following areas:

- *Medical Search (醫搜) Platform*

Medical Search Platform is specially designed for professional physicians. The platform gradually integrates valuable medical information at home and abroad to build a comprehensive and professional medical information retrieval database, and provides professional users with comprehensive, accurate and fast medical retrieval services combined with Medlive's search engine whose AI technology continues to improve.

- *Clinical Decision Support System (CDSS)*

CDSS is a decision support platform for clinical diagnosis and treatment, featuring the application of continuously updated evidence-based medical knowledge. Based on digital clinical guidelines and knowledge atlas of diagnosis and treatment for monopathy, the system can realize disease risk assessment, auxiliary judgment of disease classification and staging, examination and test suggestions and interpretation of results, treatment plan suggestions, medication reminders and early warning, prescription review and other functions. Its core value is to standardize diagnosis and treatment with the latest credible knowledge and high-quality evidence, improve efficiency and quality, and reduce errors.

- *Decentralized Clinical Trials (DCT)*

DCT adopts the hybrid mode of clinical research with the intelligent scheme and artificial means, which will be the mainstream of clinical research in the future. DCT system can not only support inspectors to engage in remote monitoring, conduct management-related works, improve efficiency and reduce costs, but also support patients to participate in clinical trials remotely, thus helping to reduce their burden.

In the future, we will continue to increase investment in independent innovation, and actively participate in the corresponding national innovation projects, so as to provide users with better services, and further consolidate our market-leading position.

目前，我們的主要研發項目涉及以下範疇：

- *醫搜平台*

醫搜平台專為專業醫師設計，持續整合國內外有價值的醫療信息，構建全面、專業的醫療信息檢索數據庫，並結合AI技術不斷完善的醫脈通搜索引擎，為專業用戶提供全面、準確且快速的醫療檢索服務。

- *臨床決策支持系統(CDSS)*

CDSS是一個臨床診療決策支持平台，應用不斷更新的循證醫學知識，基於數字化臨床指南和單病診療知識圖譜，實現疾病風險評估、疾病分類分期輔助判斷、檢驗檢測建議和結果解讀、治療方案建議、用藥提醒和預警、處方審核等功能。系統的核心價值是運用最新且可靠的知識和高質量的證據規範診療，提高效率 and 質量，減少錯誤。

- *去中心化臨床試驗(DCT)*

DCT採用智能方案和人工手段的臨床研究混合模式，將是未來臨床研究的主流。DCT系統不僅可支持檢查人員進行遠程監控，進行管理相關工作，提高效率和降低成本，亦可支持患者遠程參與臨床試驗，從而減輕彼等的負擔。

未來，我們將繼續加大自主創新投入，積極參與相應的國家創新項目，為用戶提供更優質的服務，進一步鞏固市場領先地位。

Intellectual Property Protection

Intellectual property protection is critical to fostering innovation. Without the protection of ideas, businesses would not reap the full benefits of their inventions and would focus less on R&D. In view of this, we attach great importance to the protection and management of intellectual property rights and thus, strictly abiding by relevant laws and regulations and have formulated *Medlive Intellectual Property Protection Measures* (《醫脈通知識產權保護措施》) to build our own intellectual property protection barriers. In accordance with this policy, we are able to plan and effectively manage the intellectual property rights that are or may be involved in our business activities, such as patent rights, trademarks, copyrights (especially computer software copyrights) and domain names, and take targeted protection measures for different types of intellectual property rights.

Overall planning and effective management of our intellectual property rights :

1. Assign dedicated personnel to manage intellectual property rights, list details and set up archives.
2. The intellectual property shall be classified according to its actual value to be created, importance to enterprise development, maintenance cost, etc.
3. Comprehensively utilize legitimate rights to protect intellectual property rights.

知識產權保護

知識產權保護對促進創新十分重要。如創意未能得到保護，企業將無法從其發明獲得全部收益，因而可能減少對研發的投入。有見及此，我們十分重視知識產權的保護和管理，嚴格遵守相關法律法規，並已制訂《醫脈通知識產權保護措施》，建立我們的知識產權保護壁壘。根據該政策，我們可規劃和有效管理業務活動中涉及或可能涉及的專利權、商標、著作權(尤其是計算機軟件著作權)和域名等知識產權，並針對不同類型的知識產權採取特定保護措施。

知識產權的整體規劃及有效管理：

1. 指派專人管理知識產權、明細清單及建檔。
2. 知識產權根據實際創造的價值、對企業發展的重要性及維護成本等進行分類。
3. 善用各種合法權益保護知識產權。

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Different protection measures shall be taken for different types of intellectual property rights:

1. For better protection of the copyright of self-developed computer software, it is necessary to register the software copyright with the software registration administration organization, so as to avoid being in a passive position due to the inability to provide strong evidence when disputes arise.
2. For better protection of the patented technology, the relevant technology shall be inquired about before the development of new projects, to know whether it infringes the patent rights of others; a confidentiality agreement shall be signed with the technical personnel after the decision of R&D and simultaneously; archives shall be established to ensure complete records of the progress in R&D; and a patent agent shall be engaged to commence the patent application after the completion of the development phase.

In addition, we have an internal copyright maintenance team, that is responsible for checking the infringement of our intellectual property rights on various platforms from time to time. Once infringement is found, our legal team will promptly investigate and collect evidence on the infringers about the place and scale of the infringement, the income of the infringers or the loss we have suffered, and then communicate with the infringers about compensation and if necessary, prosecution actions may be taken to protect our rights.

LEGAL COMPLIANCE AND RISK PREVENTION

The Group places a high priority on compliance in its operational management process and has a good awareness of risk prevention.

針對不同類型知識產權採取不同保護措施：

1. 為更有效保護自主開發的計算機軟件著作權，必需向軟件登記管理機構辦理軟件著作權登記，以免發生糾紛時因無法提供有力證據而處於被動位置。
2. 為更有效保護專利技術，進行新項目開發前應就相關技術進行調研，了解會否侵犯他人專利權；決定進行研發後，應即時與相關技術人員簽訂保密協議；建立檔案，確保完整記錄研發進度；開發階段完成後，應聘請專利代理人辦理專利申請。

此外，我們有內部版權維護團隊，負責不時在不同平台檢查我們的知識產權有否被侵權情況。倘發現被侵權，我們的法律團隊將及時對侵權人進行調查取證，了解侵權的地點和規模、侵權人的收入或我們遭受的損失，然後與侵權人溝通賠償事宜，必要時將採取起訴行動保護我們的權利。

法律合規性及風險防範

本集團在經營管理過程中高度重視合規性，具有良好的風險防範意識。

RESPONSIBLE MARKETING

We value content copyright and digital marketing content compliance, thus strictly complying with the relevant laws and regulations. To ensure the compliance of brand promotion and avoid false publicity, we have developed internal systems and norms such as the *Platform Article Publishing Management System* (《平台文章發佈管理制度》), which requires that the published content shall conform to the requirements of evidence-based medicine, and the authenticity shall be guaranteed through the multi-tiered review mechanism operated by a team of professional medical editors.

SUPPLY CHAIN MANAGEMENT

In order to strengthen the Group's supplier management and create a sustainable supply chain, we advocate that all suppliers to conduct their business in a sustainable manner and strictly comply with the relevant laws and regulations.

The Group's main suppliers are primarily providers of information technology services, telecommunications services, customer services, product procurement services, property rental services and others. As of the end of the Reporting Period, the Group has a total of 278 suppliers. We select and manage all suppliers by implementing the internal policy named "*Procurement Management Practices*" (《採購管理辦法》), which clearly regulates the supplier selection process and daily management measures.

According to the established supplier selection process, new suppliers are subject to a pre-qualification process, with the considerations of the quality of the products or services provided by the potential suppliers, date of delivery, price, etc. In addition, social and environmental factors have been taken into account during the supplier selection process, especially, with a particular focus on the integrity risk. Suppliers are required to sign Integrity Commitment Letter, confirming their compliance with the laws and regulations relating to anti-corruption, and adherence to requirements for anti-corruption listed in the Integrity Commitment Letter.

We communicate with our suppliers through various channels, including telephone, email, online meetings and site visits, etc.

責任營銷

我們重視內容版權及數字營銷內容的合規性，因此嚴格遵守相關法律及法規。為保證品牌宣傳的合規性，避免虛假宣傳，我們制訂《平台文章發佈管理制度》等內部制度及規範，要求所發佈的內容符合循證醫學的要求，並通過由專業醫學編輯團隊運作的多層審查機制以保證真實性。

供應鏈管理

為加強本集團供應商管理，打造可持續發展的供應鏈，我們倡導所有供應商以可持續發展的方式開展業務，並嚴格遵守相關法律及法規。

本集團的主要供應商主要為信息技術服務、電信服務、客戶服務、產品採購服務、物業租賃服務等供應商。截至報告期間完結時，本集團共有278名供應商。我們通過執行名為《採購管理辦法》的內部政策來挑選及管理所有供應商，該政策明確規定供應商挑選過程及日常管理措施。

根據既定的供應商挑選流程，新供應商均須經過資格預審程序，並考慮潛在供應商提供的產品或服務的質量、付運日期、價格等。此外，在挑選供應商過程中亦已考慮社會及環境因素，特別是對誠信風險的關注。供應商均須簽署誠信承諾書，確認遵守反貪腐相關法律的法規，並遵守誠信承諾書所列的反貪腐規定。

我們通過各種渠道與供應商溝通，包括電話、電郵、線上會議及實地考察等。

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In addition, the Group has always adhered to the concept of green procurement during the procurement of physical products. Priority is given to environmentally friendly products which help save water and energy.

BUSINESS ETHICS

The Group strictly complies with relevant national laws and regulations and upholds high standards of professional ethics and business integrity in its operations. We have formulated relevant policies such as the *Anti-Corruption and Anti-Bribery Implementation Rules* (《反腐反賄賂落實細則》), the *Business Ethics Provisions and Business Ethics Key Principles* (《商業道德條款及關鍵商業道德原則》) and the *“Provisions on the Management of Anti-Fraud and Anti-Money Laundering”* (《反舞弊反欺詐反洗錢管理規定》). The management of the Group keeps continuous and comprehensive supervision of violations such as corruption, fraud and money laundering in daily operations. The Administration Centre ensures the internal management policies related to business bribery are properly implemented.

We have established a whistle-blowing system to encourage employees to report cases of misconduct anonymously through hotline and email. All complainants' identities and investigation processes are kept confidential. The Group will impose corresponding punishment on the persons responsible in accordance with the seriousness of the circumstances, and those breaking the laws will be referred to the judicial office. The final results of the investigation will be recorded and reported to the Executive Directors of the Company.

To improve awareness of anti-corruption, the Group provides anti-corruption-related training and education to employees. Anti-corruption-related induction training will be provided for newcomers, and current employees of the Group will attend training related to anti-corruption every year. Board members have a comprehensive understanding of the Group's relevant anti-corruption policies through participation in Board Meetings and director training.

此外，本集團在實物產品採購過程中始終堅持綠色採購理念，優先考慮有助於節水節能的環保產品。

商業道德

本集團在經營活動中嚴格遵守國家相關法律及法規，秉持高標準的職業道德及商業誠信。我們制訂《反腐反賄賂落實細則》、《商業道德條款及關鍵商業道德原則》及《反舞弊反欺詐反洗錢管理規定》等相關政策。本集團管理層對日常營運的貪腐、欺詐、洗錢等違法行為進行持續全面的監督。行政部負責妥善執行與商業賄賂有關的內部管理制度。

我們建立舉報制度，鼓勵員工通過熱線及電郵匿名舉報不當行為。所有投訴人的身份及調查過程均會保密。本集團將根據情節輕重程度對責任人進行相應處罰，而違法行為將移送司法機關處理。調查的最終結果將會記錄並向本公司執行董事匯報。

為提高反貪腐意識，本集團向員工提供反貪腐相關培訓及教育。為新入職員工提供反貪腐相關入職培訓，而本集團在職員工每年參加反貪腐相關培訓。董事會成員通過參與董事會會議及董事培訓，全面了解本集團的相關反貪腐政策。

CARING THE EMPLOYEES AND PROMOTING THEIR DEVELOPMENT

Our employees are the key to the Group's development, accompanying the growth of the Group and creating core competencies for the Group. Therefore, the Group strives to create a safe, equal and diversified workplace for its employees, to realise the common development of the Group and its employees.

RIGHTS AND INTERESTS OF EMPLOYEES

The Group strictly complies with relevant laws and regulations in its daily operation, to ensure that each employee enjoys equal opportunities and a workplace that is free from all kinds of discrimination.

Equal Opportunity and Diversity

The Group strictly forbids any forms of discrimination, on the grounds of gender, race or religion, committing to creating an equal and diversified workplace free of any discrimination or harassment. If any form of discrimination is found, the Group will talk to the person concerned and impose corresponding punishment. In addition, we provide equal employment opportunities to male and female applicants and insist on equal pay for equal work, and only take into account the job duties, the experience and ability of applicants during the process of recruitment, which will be integrated into our internal human resources policies in the future.

Employee Recruitment

The Group has established a sound human resources management system, covering recruitment, dismissal and promotion mechanisms. To standardise the Group's hiring and dismissal process, we have formulated the *Measures for Staff Employment Management* (《員工聘用管理辦法》) and *Measures for Staff Resignation Management* (《員工離職管理辦法》), which stipulates the recruitment process, matters of contract signing and termination, etc.

關懷員工及促進員工發展

員工是本集團發展的關鍵，伴隨本集團成長，為本集團創造核心競爭力。因此，本集團致力為員工創造安全、平等、多元化的工作場所，實現本集團與員工的共同發展。

員工權利及權益

本集團在日常營運中嚴格遵守相關法律及法規，確保每名員工享有平等的機會及不受各種歧視的工作場所。

平等機會及多元化

本集團嚴禁任何形式的性別、種族或宗教歧視，致力於創造一個並無任何歧視或騷擾的平等、多元化的工作場所。倘發現任何形式的歧視，則本集團將與有關人員進行交談並給予相應的處罰。此外，我們為男女應聘者提供平等的就業機會，堅持同工同酬，在招聘過程中只考慮應聘者的工作職責、經驗及能力，並將其納入我們日後的內部人力資源政策。

員工招募

本集團建立完善的人力資源管理制度，涵蓋招聘、辭退及晉升機制。為規範本集團的聘用及解聘流程，我們制訂《員工聘用管理辦法》及《員工離職管理辦法》，規定招聘流程、簽訂及終止合約事項等。

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The Group strictly prohibits the use of child labour under the age of 16 and forced labour. We recruit employees in strict accordance with relevant national laws and regulations, verify the personal identification information of applicants and reach employment agreements based on respect for the individual wishes of the applicants, in order to avoid the employment of child labour or forced labour. If the company discovers any instances of child labour or forced labour, we will immediately terminate the contract and investigate the incident. We will take disciplinary actions against relevant staff in accordance with laws and regulations and transfer them to judicial authorities if necessary.

Employee Remuneration and Benefits

Employees' well-being is crucial to long-term business success. The Group has established the *Measures for Remuneration and Benefits Management* (《薪酬福利管理辦法》), in accordance with which the Group provides employees with competitive remuneration and welfare benefits. We arrange employees' working hours, rest days and holidays in accordance with national requirements and internal regulations, such as *Attendance System* (《考勤制度》) and *Holiday System* (《假事制度》). Employee salary is reviewed and adjusted annually based on the Group's operating conditions in the previous year, the market compensation level, and the employee's performance. The Group also offers various benefits, including paid annual leave, holiday gifts, lunch allowance, regular medical check-ups, etc.

The Company adopted a pre-IPO share option scheme on 29 March 2021, a post-IPO share option scheme on 18 June 2021 to incentivise employees and senior management and to align their interests with that of the Company.

In addition, in order to encourage and retain talented personnel to work for the Group, make contributions to the Group and provide additional incentives for them, we have established a *Share Award Scheme* (《股票獎勵計劃》), which allows the alignment of the interest of the selected personnel with the shareholders through ownership of shares. The eligible participants for this scheme are employees (full or part-time), directors, officers, agents or consultants of the Company, its subsidiaries or related entities. On 17 January 2022, the Board has resolved to grant a total of 500,000 Share Awards to the Grantee pursuant to the *Share Award Scheme*.

本集團嚴禁聘用16歲以下童工及強迫勞動。我們嚴格按照國家相關法律及法規招聘員工，核實應聘者的個人身份信息，並在尊重應聘者個人意願的基礎上達成僱傭協議，避免聘用童工或強迫勞動。倘公司發現任何聘用童工或強迫勞動的情況，我們將立即終止合同並調查事件。我們將根據法律法規對相關人員實施紀律處分，並於必要時移送司法機關處理。

員工薪酬及福利

員工的福祉對於企業的長期成功至關重要。本集團制訂《薪酬福利管理辦法》。根據該辦法，本集團為員工提供具有競爭力的薪酬及福利待遇。我們按照《考勤制度》及《假事制度》等國家規定及內部規例安排員工的工時、休息日及假日。員工薪金每年根據本集團上一年度的經營狀況、市場薪酬水平及員工表現而審核及調整。本集團亦提供有薪年假、節日禮物、午餐津貼、定期體檢等多項福利。

本公司分別於2021年3月29日及2021年6月18日採納首次公開發售前購股權計劃及首次公開發售後購股權計劃，以激勵僱員及高級管理層，使其利益與本公司的利益一致。

此外，為鼓勵及留住優秀人才為本集團工作、為本集團作出貢獻並為彼等提供額外激勵，我們制訂《股票獎勵計劃》，通過股份所有權使選定人員與股東之間的利益掛鉤。該計劃的合資格參與者為本公司、其附屬公司或相關實體的僱員（全職或兼職）、董事、高級職員、代理或顧問。於2022年1月17日，董事會決議根據《股票獎勵計劃》向承授人授出合共500,000股股份獎勵。

EMPLOYEE COMMUNICATION

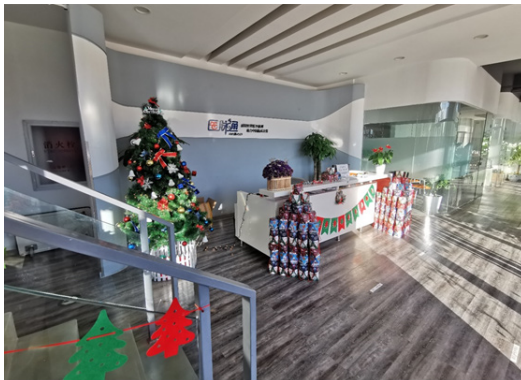
We attach great importance to maintaining effective communication and good relationship with our employees. The position of Human Resource Business Partner (HRBP) is established as a bridge between employees from different departments and the Group, which is responsible for the daily communication with employees in the corresponding departments, including explaining the Group's policies and listening to employees' concerns and feedbacks.

In order to strengthen the sense of belonging and trust between employees and the Group, we organise various types of events every year, such as birthday parties, table tennis tournaments, annual reunions, Christmas gift exchanges, etc.

與員工溝通

我們非常重視與員工保持有效溝通及良好關係。我們設立人力資源業務合夥人 (HRBP) 的職位，作為不同部門員工與本集團之間的橋樑，負責與相關部門員工的日常溝通，包括解釋本集團政策、聽取員工的關注及反饋。

為加強員工與本集團之間的歸屬感及信任感，我們每年舉辦各類活動，如生日會、乒乓球比賽、年會、聖誕禮物交換等。



2021 Christmas Events
2021年聖誕節活動



2021 Online Annual Conference Event: Live Hot Session
2021線上年會活動：現場直播

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TALENT DEVELOPMENT

We pay great attention to the long-term growth prospects of our employees and have therefore carried out a series of employee training programmes, enabling employees to quickly acquire the working skills and knowledge and helping improve their competitiveness in the labour market. The Group provides regular training focusing on the improvement of employees' basic quality skills and conducts targeted training programmes such as business skills and knowledge training based on the needs of the business phase. The Group encourages employees to continue their education and gives preferential treatment to these employees during the promotion.

人才發展

我們非常關注員工的長期成長前景，因此開展一系列員工培訓計劃，使員工能快速掌握工作技能及知識，幫助彼等提高在勞動力市場的競爭力。本集團定期開展以員工基本素質技能提升為重點的培訓，並根據業務階段的需要提供業務技能、知識培訓等具針對性的培訓項目。本集團鼓勵員工繼續深造，並在晉升期間給予員工優惠待遇。

Training methods 培訓方式	Training target groups 培訓目標群組	Training contents 培訓內容
Online training 線上培訓	New employees 新員工 Current employees 現職員工 Mid-level and High-level leadership 中高管理層	Introduction to our business and cultural content. 介紹我們的業務及文化。 Business skills and knowledge training. 業務技巧及知識培訓。 Leadership and competence enhancement training. 領導力及能力提升培訓。
Offline training 線下培訓	Marketing Team 營銷團隊	Weekly training including customer service skills and business knowledge. 每周培訓包括客戶服務技能及業務知識。

We evaluate the training results through various methods, such as conducting training tests and carrying out the training satisfaction surveys, so that we can identify the room for improvement and continuously enhance the training effectiveness.

我們通過開展培訓測試及培訓滿意度調查等多種方式評估培訓結果，從而識別改進項目，不斷提升培訓效益。

OCCUPATIONAL HEALTH AND SAFETY

Upholding the principle of “safety first, prevention first”, the Group has formulated the internal management policy named the “Occupational Safety and Health Management System” (《勞動安全衛生管理制度》), which stipulates the management responsibilities of relevant departments and daily management measures.

The Group has established an Occupational Safety and Health Leading Group, responsible for leading the occupational health and safety (“OHS”) management of the Group. The Human Resources Department, in cooperation with other departments, takes the responsibility to implement OHS management measures in the Group. The person in charge of each subsidiary is directly responsible for the OHS management of that subsidiary.

The Group takes a series of OHS management measures as follows:

- Relevant employees are required to complete the OHS and technical training and assessment prior to commencing work;
- Employees have a right to complain about the unreasonable management of OHS;
- Trade Union of the Group is responsible for the supervision of daily OHS management to defend the legitimate rights and interests of employees, etc.

GREEN OFFICE AND LOW CARBON LIVING

The Group integrates the green concept into the whole process of its operation and development, proactively promotes environmental management, and strives to reduce emissions arising from its operations with the commitment to creating an eco-friendly management and development pattern.

職業健康及安全

本著「安全第一，預防為主」的原則，本集團制訂名為《勞動安全衛生管理制度》的內部管理政策，規定相關部門的管理職責及日常管理措施。

本集團已成立職業安全健康領導小組，負責領導本集團的職業健康安全(「職安健」)管理工作。人力資源部與其他部門共同負責實施本集團職安健管理措施。各附屬公司的負責人直接負責該附屬公司的職安健管理工作。

本集團採取下述一系列職安健管理措施：

- 要求相關員工在開始工作前完成職安健與技術培訓及評估；
- 員工有權對職安健管理不合理的情況進行投訴；
- 本集團工會負責監督日常職安健管理，維護員工合法權利及權益等。

綠色辦公室及低碳生活

本集團將綠色理念融入整個經營及發展流程，積極推進環境管理，努力減少經營過程的排放，致力打造綠色環保的經營及發展格局。

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ENVIRONMENTAL MANAGEMENT

As a non-manufacturing enterprise, our impact on the environment mainly comes from the consumption of energy and resources, and the generation of office waste. There is no direct discharges into water and land, and no significant impact on the environment. Despite this, we still insist on integrating environmental protection concepts into every aspect of daily operation and management, advocate green office, and encourage employees to save resources and eliminate waste. Our *Social Responsibility Management System* (《社會責任管理制度》) stipulates that environmental protection and sustainable development are prioritised by the Group. Specifically, we have developed overall environmental protection measures according to the characteristics of our products and the impact on the environment during operation, and protect the ecological environment through the establishment, implementation, and improvement of these measures. In addition, we have always been committed to improving the environmental awareness of our employees, actively advocating to minimise the consumption of energy and resources by saving every kilowatt-hour of electricity, every drop of water and every piece of paper, while supporting and encouraging the reuse of energy and resources.

In the Group, the Administration Centre is responsible for environmental management. Its main responsibilities are, including but not limited to, the internal publicity and implementation of the guidelines, policies, laws, and regulations on environmental protection promulgated by the state and government departments, the formulation of corresponding control measures and regulatory framework based on the analysis of the Group's environmental factors, as well as the supervision and inspection of the follow-up implementation.

環境管理

作為非製造業企業，我們對環境的影響主要來自能源及資源消耗以及辦公室垃圾。我們並無直接排放至水源及土地，對環境並無重大影響。儘管如此，我們仍堅持將環保理念融入日常經營及管理的各個層面，倡導綠色辦公室，鼓勵員工節約資源，杜絕浪費。我們的《社會責任管理制度》規定，環境保護及可持續發展是本集團的首要任務。具體而言，我們根據產品的特點及業務營運對環境的影響，制訂整體環保措施，通過制訂、實施及完善該等措施來保護生態環境。此外，我們始終致力於提高員工的環保意識，積極倡導通過節約每一度電、每一滴水、每一張紙，最大限度地減少能源及資源的消耗，同時支持並鼓勵能源及資源的再利用。

在本集團，行政部負責環境管理工作，主要職責為(包括但不限於)對國家及政府部門頒佈的環境保護指引、政策、法律及法規進行內部宣傳及執行、根據對本集團環境因素的分析制訂相應的控制措施及監管框架，以及後續執行情況的監督檢查。

ENERGY CONSERVATION AND EMISSION REDUCTION

節能減排

In response to the national call for energy conservation and emission reduction, the Group has formulated and implemented the *Energy Consumption Reduction and Greenhouse Gas Emission Management System* (《減少能源消耗和溫室氣體排放管理制度》) and the *Resources and Energy Conservation Control and Management System* (《資源、能源節約控制管理制度》), striving to practise green business in the operation process. In addition, the Group has established an environmental management system to promote and manage all targets and policies related to environmental protection and emission reduction to ensure that, in compliance with all applicable laws and regulations, the consumption of electricity, water and paper in all major aspects of the office operation is minimised, while maximising the efficient use of such energy and resources to present the image of a responsible and environmentally friendly enterprise to customers and other stakeholders.

為回應國家對節能減排的號召，本集團制訂並實施《減少能源消耗和溫室氣體排放管理制度》及《資源、能源節約控制管理制度》，致力在經營過程中實踐綠色業務。此外，本集團亦建立環境管理制度，推動並管理所有與環保及減排相關的目標及政策，以確保在遵守所有相關法律及法規的情況下，盡量減少辦公室營運各主要範疇的水電及紙張消耗，同時善用該等能源及資源，向客戶及其他持份者展示負責任及環保企業的形象。

With the goal of carrying out specific work in accordance with the above effective internal system and management mechanism, the Group implemented the following energy-saving and emission reduction measures during the Reporting Period:

為按照上述有效的內部制度及管理機制開展具體工作，本集團於報告期間實施下列節能減排措施：

Electricity saving

省電

- The Administration Centre should effectively manage the use of energy.
 - Turn off the public office equipment, such as printers, fax machines, etc., when employees get off work.
 - The Administration Department arranges dedicated person to conduct regular inspections of electrical equipment, wires and socket lights to prevent personal injury and power loss caused by leakage.
 - All departments and employees are not allowed to use electric stoves, electric heaters and other high-power electric heating devices.
 - Lighting and air conditioners in workplaces and meeting rooms should be reasonably activated according to the season, temperature and lighting conditions.
- 行政部應有效管理能源的使用。
 - 員工下班時關掉公用辦公設備，如打印機、傳真機等。
 - 行政部安排專人定期檢查電氣設備、電線及插座燈，防止漏電造成人身傷害及斷電。
 - 各部門及員工不得使用電爐、電暖器及其他大功率電加熱設備。
 - 工作場所及會議室的照明及空調應根據季節、溫度及照明條件合理啟動。

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- The warehouse administrator of the Administration Centre keeps monthly statistics on the electricity consumption and submits electricity consumption reports to the Accounting Department.

Water conservation

- Strengthen employees' awareness of water conservation and assign dedicated person to be responsible for management.
- Report to the Maintenance Department at once when any failure of water tap is found.
- The equipment maintenance man checks and repairs the water equipment.

Management of paper usage

- The Administration Department is responsible for the purchase, distribution and statistical management of office paper.
- Encourage double-sided printing and recycle single-sided used paper.
- Encourage the use of electronic documents instead of paper documents, striving to advocate paperless office.

Reduction of emissions

- Encourage employees to commute to work by public transport and use online meetings where available to reduce business travel.
- The servers used meet national industry energy efficiency standards.
- Try to cooperate with business partners who are committed to carbon reduction.

- 行政部的倉庫管理員每月統計用電量，並向財務部提交用電量報告。

節水

- 加強員工節水意識，指定專人負責管理。
- 如發現水龍頭故障，立即報告維修部。
- 設備維修人員檢查並維修水設備。

管理紙張使用

- 行政部負責辦公室用紙的採購、發放及統計管理。
- 鼓勵雙面打印，回收單面廢紙。
- 鼓勵使用電子文件代替紙質文件，致力倡導無紙化辦公。

減排

- 鼓勵員工乘坐公共交通工具上下班，並在可能的情況下使用線上會議，減少商務差旅。
- 所使用的服務器符合國家行業能效標準。
- 嘗試與致力於減碳的商業夥伴合作。

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- Actively advocate the adoption of new technologies and methods to reduce energy and resources consumption, and never use energy-intensive equipment that has been explicitly eliminated by the state.
- Environmental protection policies are implemented in welfare staff dormitories. Such as uniform installation of energy-saving light; encourage employees to control the temperature of air conditioners in summer and winter.
- 積極倡導採用新技術、新方法以降低能源及資源消耗，不使用國家明令淘汰的高耗能設備。
- 福利員工宿舍落實環保政策，如統一安裝節能燈、鼓勵員工在冬夏兩季控制空調溫度。

WASTE MANAGEMENT

The Group has committed to controlling the disposal of waste in accordance with the corresponding laws and regulations and has adopted strict disposal control measures and entrusted a professional third party to handle the safe and orderly disposal of waste and realize the recycling of resources. In the Group, the *Waste Management Measures* (《廢棄物管理辦法》) serves as the internal practical guide for regulating the disposal of hazardous and non-hazardous wastes.

The group implements the principle of waste classification and centralized disposal to achieve waste reduction, resource recovery and harmlessness. For hazardous wastes, such as waste batteries, waste lamps and waste ink cartridges, we implement a centralized collection mechanism, and deliver such wastes to those with environmental protection qualifications for recycling and disposal. For electronic waste, we carry out disposal in accordance with the *Regulation on the Administration of the Recovery and Disposal of Waste Electrical and Electronic Products* (《廢棄電器電子產品回收處理管理條例》). For domestic waste, we conscientiously implement the *Reference Standard for Evaluation of Domestic Waste Classification in Public Institutions* (《公共機構生活垃圾分類工作評價參考標準》) issued by the National Government Offices Administration, classify and collect domestic waste according to the regulations of relevant local authorities, and then deliver it to the property management for unified treatment.

廢棄物管理

本集團致力根據相關法律及法規控制廢棄物處置，並採取嚴格的處置控制措施及委聘專業第三方處理廢棄物的安全有序處置，實現資源的循環利用。本集團將《廢棄物管理辦法》作為規範危險廢棄物及非危險廢棄物處置的內部實務指引。

本集團實行垃圾分類集中處置的原則，實現垃圾減量化、資源化、無害化。對於廢電池、廢燈及廢墨盒等危險廢棄物，我們實行集中收集機制，交由具有環保資質的單位回收處理。電子廢棄物按照《廢棄電器電子產品回收處置管理條例》進行處置。至於生活垃圾，我們認真執行國家機關事務管理局頒佈的《公共機構生活垃圾分類工作評價參考標準》，按照相關地方機關的法規收集生活垃圾及分類，再送交物業管理部門統一處理。

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ADDRESSING CLIMATE CHANGE

The climate change risks faced by the Group are mainly the risks of the high occurrence of safety accidents (e.g., electric leakage) caused by extreme weather events and the impact of restrictions on the development of online business (e.g., power outages). In order to improve the Group's ability to deal with emergencies under inclement weather, ensure the rapid, efficient and orderly implementation of emergency response, further control the occurrence of safety accidents, and ensure the normal operation of the business, the Group has set up an Inclement Weather Emergency Leadership Group and formulated the *Emergency Plan for Special Inclement Weather* (《特殊惡劣天氣應急預案》), which regulates a series of emergency response measures under weather conditions such as gale, rain, snow and fog. According to the plan, the Group shall immediately notify relevant departments and the Inclement Weather Emergency Leadership Group to take preventive measures and issue early warnings after receiving the forecast of abnormal weather disasters from superior departments. During the emergency response period, members of the Inclement Weather Emergency Leadership Group must ensure unimpeded communication throughout the day and timely transmission of important information.

PARTICIPATING IN PUBLIC WELFARE AND GIVING BACK TO THE SOCIETY

The Group is committed to giving back to the communities in which our business operates and to fulfilling our social responsibility. To carry out public welfare activities in an orderly manner, the Group formulates an annual plan for community investment every year as a key reference for the annual work of community investment.

By exploiting its advantage in the healthcare field, the Group is committed to providing continuous public welfare services to people with chronic illnesses and women in the community, including chronic diseases advisory services and free clinics. During the Reporting Period, the Group has provided chronic disease advisory services and free clinics to the community residents. In addition, we have organised free medical check-ups for and provided medication consultations to residents.

應對氣候變化

本集團面臨的氣候變化風險主要為極端天氣事件導致的安全事故(如漏電)高發風險以及線上業務發展受限(如停電)的影響。為提高本集團應對惡劣天氣突發事件的能力，確保應急響應快速、高效、有序實施，進一步控制安全事故的發生，保障業務的正常運行，本集團設立惡劣天氣應急領導小組，制訂《特殊惡劣天氣應急預案》，規範大風、雨雪、大霧等天氣條件的一系列應急響應措施。根據預案，本集團接獲上級部門異常天氣災害預報後，應立即通知有關部門及惡劣天氣應急領導小組採取防範措施，發佈預警。應急響應期間，惡劣天氣應急領導小組成員必須確保全天溝通暢通，重要信息及時傳遞。

參與公益活動及回饋社會

本集團致力於回饋業務所在的社區，並履行社會責任。為有序開展公益活動，本集團每年制訂社區投資年度計劃，作為社區投資年度工作的重點參考。

本集團發揮在醫療健康領域的優勢，致力為慢性病患者及社區婦女提供持續的公益服務，包括慢性疾病諮詢服務及義診。於報告期間，本集團向社區居民提供慢性疾病諮詢服務及義診。此外，我們亦為居民組織免費體檢及藥物諮詢。

APPENDIX 1 PERFORMANCE OF 2021

附錄一 2021年的表現

ENVIRONMENTAL ASPECT³

環境方面³

Key Performance Indicators 關鍵表現指標	Units 單位	2021 2021年
Greenhouse Gas Emission 溫室氣體排放		
Total Greenhouse Gas Emissions ⁴ 溫室氣體排放總量 ⁴	tCO ₂	67.396
Greenhouse Gas Emission Intensity 溫室氣體排放密度	tCO ₂ /person tCO ₂ /人	0.314
Hazardous Waste Generated 所產生的有害廢棄物		
Total Amount of Hazardous Waste Generated 所產生的有害廢棄物總量	Tonnes 噸	0.037
Hazardous Waste Intensity 有害廢棄物密度	Kg/person 千克/人	0.073
Wasted Batteries 廢電池	Tonnes 噸	0.015
Waste Lamps 廢燈	Tonnes 噸	0.008
Waste Ink Cartridges 廢墨盒	Tonnes 噸	0.014
Non-hazardous Waste Generated 所產生的無害廢棄物		
Total Amount of Non-hazardous Waste Generated 所產生的無害廢棄物總量	Tonnes 噸	18.097
Non-hazardous Waste Intensity 無害廢棄物密度	Kg/person 千克/人	36.05
Wastepaper 廢紙	Tonnes 噸	0.180
Household Waste 生活垃圾	Tonnes 噸	17.917

³ Calculations involving density are calculated using the total number of employees as the denominator.

⁴ During the Reporting Period, the Group was not involved in any emission of greenhouse gases (Scope 1) in the course of business development. The total greenhouse gas emissions were the emission of greenhouse gases (Scope 2) arising from the use of purchased electricity. The relevant emission factor was determined by reference to the *Guidelines for Accounting and Reporting of GHG Emissions of Enterprises – Power Generation Facilities* (《企業溫室氣體排放核算方法與報告指南 – 發電設施》).

³ 涉及密度的計算以員工總數為分母計算。

⁴ 於報告期間，本集團在業務發展過程中並無排放溫室氣體(範圍1)。溫室氣體排放總量為因使用外購電力而產生的溫室氣體排放量(範圍2)。相關排放因子參考《企業溫室氣體排放核算方法與報告指南 – 發電設施》釐定。

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Key Performance Indicators 關鍵表現指標	Units 單位	2021 2021年
Non-hazardous Waste Recycled 所回收的無害廢棄物		
Total Amount of Non-hazardous Waste Recycled 所回收的無害廢棄物總量	Tonnes 噸	2.832
Wastepaper 廢紙	Tonnes 噸	0.144
Domestic Waste 生活垃圾	Tonnes 噸	2.688
Use of Energy and Resources 能源及資源耗用		
Purchased Electricity Consumption 外購電力消耗量	MWh 兆瓦時	116.000
Purchased Electricity Consumption Intensity 外購電力消耗量密度	MWh/person 兆瓦時／人	0.231
Water Resource Consumption 水資源消耗量	Tonnes 噸	1,587.000
Water Resource Consumption Intensity 水資源消耗量密度	Tonnes/person 噸／人	3.161

SOCIAL ASPECT

社會方面

Key Performance Indicators 關鍵表現指標	Units 單位	2021 2021年
Employees 員工	Person 人	502
Number of Employees by Region 按地區劃分的員工數目		
Mainland China 中國內地	Person 人	502
Hong Kong 香港	Person 人	0
Others 其他	Person 人	0
Number of Employees by Gender 按性別劃分的員工數目		
Female 女性	Person 人	304
Male 男性	Person 人	198

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Key Performance Indicators 關鍵表現指標	Units 單位	2021 2021年
Number of Employees by Type 按類型劃分的員工數目		
Full-time 全職	Person 人	502 502
Part-time 兼職	Person 人	0 0
Number of Employees by Age 按年齡劃分的員工數目		
Below 31 31歲以下	Person 人	277 277
31-50 31至50歲	Person 人	213 213
Above 50 50歲以上	Person 人	12 12
Number of Employees by Category 按層級劃分的員工數目		
High-level 高層	Person 人	9 9
Mid-level 中層	Person 人	21 21
Basic-level 基層	Person 人	472 472
Total Employees Turnover Rate 總員工流失率	Percentage 百分比	36.7% 36.7%
Employees Turnover Rate by Gender 按性別劃分的員工流失率		
Female 女性	Percentage 百分比	41.5% 41.5%
Male 男性	Percentage 百分比	29.3% 29.3%
Employees Turnover Rate by Age 按年齡劃分的員工流失率		
Below 31 31歲以下	Percentage 百分比	42.2% 42.2%
31-50 31至50歲	Percentage 百分比	31% 31%
Above 50 50歲以上	Percentage 百分比	8.3% 8.3%

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Key Performance Indicators

關鍵表現指標

Units
單位

2021
2021年

Employees Turnover Rate by Region 按地區劃分的員工流失率		
Mainland China 中國內地	Percentage 百分比	36.5%
Hong Kong 香港	Percentage 百分比	N/A ⁵ 不適用 ⁵
Others 其他	Percentage 百分比	0%
Employee Training ⁶ 員工培訓 ⁶		
Number of Trained Employees 接受培訓的員工數目	Person 人	196
Percentage of Trained Employees 受訓員工百分比	Percentage 百分比	39.0%
Number of Trained Employees by Gender 按性別劃分的受訓員工數目		
Female 女性	Person 人	125
Male 男性	Person 人	71
Number of Trained Employees by Category 按層級劃分的受訓員工數目		
High-level 高層	Person 人	0
Mid-level 中層	Person 人	4
Basic-level 基層	Person 人	192
Percentage of Trained Employees by Gender 按性別劃分的受訓員工百分比		
Female 女性	Percentage 百分比	63.78%
Male 男性	Percentage 百分比	36.22%

⁵ During the Reporting Period, the number of leaving employees in Hong Kong is 1.

⁶ Employee training refers to vocational training. Percentage of employees trained in a specific category = Total number of employees trained in the specific category divided by the total number of employees trained. Average training hours of employees in a specific category = Total training hours of employees in the specific category divided by the total number of employees of the specific category.

⁵ 報告期內，香港離職員工人數為1人。

⁶ 員工培訓指職業培訓。接受特定類別培訓的員工百分比 = 接受特定類別培訓的員工總數除以受訓員工總數。接受特定類別培訓的員工平均培訓時數 = 接受特定類別培訓的員工總培訓時數除以接受特定類別培訓的員工總人數。

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Key Performance Indicators 關鍵表現指標	Units 單位	2021 2021年
Percentage of Trained Employees by Category 按層級劃分的受訓員工百分比		
High-level 高層	Percentage 百分比	0%
Mid-level 中層	Percentage 百分比	2.0%
Basic-level 基層	Percentage 百分比	98.0%
Total Training Hours 培訓總時數	Hour 小時	1,568
Total Training Hours by Gender 按性別劃分的培訓總時數		
Female 女性	Hour 小時	1,000
Male 男性	Hour 小時	568
Total Training Hours by Category 按層級劃分的培訓總時數		
High-level 高層	Hour 小時	0
Mid-level 中層	Hour 小時	32
Basic-level 基層	Hour 小時	1,536
Average Training Hours by Gender 按性別劃分的平均培訓時數		
Female 女性	Hour 小時	3.29
Male 男性	Hour 小時	2.87
Average Training Hours by Category 按層級劃分的平均培訓時數		
High-level 高層	Hour 小時	0
Mid-level 中層	Hour 小時	1.52
Basic-level 基層	Hour 小時	3.25

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Key Performance Indicators 關鍵表現指標	Units 單位	2021 2021年
Work Safety 工作安全		
Work-related Fatalities 因工身故	Person 人	0
Rate of Work-related Fatalities 因工身故比率	Percentage 百分比	0%
Lost Days Due to Work Injury 因工傷損失的天數	Day 天	0
Training on Occupational Safety and Health 職業安全及健康培訓		
Total person-times training 培訓總人次	Person times 人次	196
Total training hours 培訓總時數	Hours 小時	392
Number of Suppliers by Geographical Region 按地區劃分的供應商數目		
Mainland China 中國內地	No. 數目	262
Hong Kong 香港	No. 數目	14
Others 其他	No. 數目	2
Community Investment 社區投資		
Money Contributed to Community 向社區捐款	RMB 人民幣元	120,000
Volunteering Service 義工服務	Hours 小時	156.43

APPENDIX 2 THE LIST OF LAWS AND REGULATIONS

附錄二 法律及法規清單

The laws and regulations that have a significant impact on the Group's business operations are as follows:

對本集團業務營運有重大影響的法律及法規如下：

ESG Aspects ESG 方面	Laws and Regulations 法律及法規	Compliance Status 合規狀況
Environmental 環境	<ul style="list-style-type: none"> • <i>Environmental Protection Law of the People's Republic of China</i> • 《中華人民共和國環境保護法》 • <i>Environmental Impact Assessment Law of the People's Republic of China</i> • 《中華人民共和國環境影響評價法》 • <i>Environmental Protection Tax Law of the People's Republic of China</i> • 《中華人民共和國環境保護稅法》 • <i>Implementing Regulations on the Environmental Protection Tax Law of the People's Republic of China</i> • 《中華人民共和國環境保護稅法實施條例》 • <i>Atmospheric Pollution Prevention and Control Law of the People's Republic of China</i> • 《中華人民共和國大氣污染防治法》 • <i>Water Pollution Prevention and Control Law of the People's Republic of China</i> • 《中華人民共和國水污染防治法》 • <i>Solid Waste Prevention and Control Law of the People's Republic of China</i> • 《中華人民共和國固體廢物污染環境防治法》 	<p>During the Reporting Period, the Group did not experience any violation of laws and regulations relating to the Group's air emissions and GHG emissions, discharges into to water and land, waste generation and disposal that had a significant impact on the Group. There were no issues in sourcing water that is fit for purpose.</p> <p>報告期內，本集團並無發生有關大氣排放及溫室氣體排放、向水及土地之排放、廢棄物產生及處置等方面而對本集團有重大影響的違法違規行為。獲取適用水源上並無問題。</p>

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ESG Aspects ESG 方面

Laws and Regulations 法律及法規

Compliance Status 合規狀況

Employment and Labour Standards
僱傭及勞工準則

- *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》
- *Minors Protection Law of the People's Republic of China*
- 《中華人民共和國未成年人保護法》
- *Provisions on the Prohibition of Using Child Labour*
- 《禁止使用童工規定》

During the Reporting Period, the Group did not experience any violation on laws and regulations relating to employment, child labour and forced labour that have a significant impact on the Group.

報告期內，本集團並無發生有關僱傭、童工及強迫勞動等方面而對本集團有重大影響的違法違規行為。

Health and Safety
健康及安全

- *Occupational Diseases Prevention and Treatment Law of the People's Republic of China*
- 《中華人民共和國職業病防治法》
- *Fire Control Law of the People's Republic of China*
- 《中華人民共和國消防法》

During the Reporting Period, the Group did not receive any complaints about occupational health and safety that had a significant impact on the Group.

報告期內，本集團並無收到有關職業健康及安全而對本集團有重大影響的投訴。

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ESG Aspects ESG方面

Laws and Regulations 法律及法規

Compliance Status 合規狀況

Product Responsibility
產品責任

- *Civil Code of the People's Republic of China*
- 《中華人民共和國民法典》
- *Advertising Law of the People's Republic of China*
- 《中華人民共和國廣告法》
- *Personal Information Protection Law of the People's Republic of China*
- 《中華人民共和國個人信息保護法》
- *Cybersecurity Law of the People's Republic of China*
- 《中華人民共和國網絡安全法》
- *Civil Code of the People's Republic of China*
- 《中華人民共和國民法典》
- *Medicinal Product Administration Law of the People's Republic of China*
- 《中華人民共和國藥品管理法》
- *Regulation on the Supervision and Administration of Medical Devices*
- 《醫療器械監督管理條例》
- *Regulation on the Protection of the Right to Communicate Works to the Public over Information Networks*
- 《信息網絡傳播權保護條例》
- *Trademark Law of the People's Republic of China*
- 《中華人民共和國商標法》
- *Patent Law of the People's Republic of China*
- 《中華人民共和國專利法》
- *Copyright Law of the People's Republic of China*
- 《中華人民共和國著作權法》

During the Reporting Period, the Group was not aware of any incidents of non-compliance with regulations and voluntary codes concerning the provision and use of the Group's products and services, which cover product and service information and labelling, marketing communications including advertising, promotion and sponsorship, and property rights including intellectual property rights that had a significant impact on the Group.

報告期內，就本集團所知，並無發生違反有關提供及使用本集團產品和服務(包括產品和服務信息及標籤、營銷傳播(包括廣告、宣傳和贊助)及產權(包括知識產權)的法規和自願守則而對本集團有重大影響的事件。

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ESG Aspects ESG 方面

Laws and Regulations 法律及法規

Compliance Status 合規狀況

Anti-corruption
反貪污

- *Anti-Money Laundering Law of the People's Republic of China*
- 《中華人民共和國反洗錢法》
- *Interim Provisions on Banning Commercial Bribery*
- 《關於禁止商業賄賂行為的暫行規定》

During the Reporting Period, the Group did not receive any case relating to internal employees involved in bribery, extortion, and money laundering.

報告期內，本集團無發生內部僱員涉及賄賂、敲詐勒索和洗錢的任何相關案件。

APPENDIX 3 CONTENT INDEX

附錄三 內容索引

Provisions, Subject Areas, Aspects, General Disclosures and KPIs

條文、主要範疇、層面、一般披露與關鍵績效指標

	Disclosure 披露	Chapter 章節
Mandatory Disclosure Requirements		
強制披露規定		
Governance Structure	A statement from the Board containing the following elements: (i) a disclosure of the Board's oversight of ESG issues; (ii) the Board's ESG management approach and strategy, including the process used to evaluate, prioritize and manage material ESG-related issues (including risks to the issuer's businesses); and (iii) how the Board reviews progress made against ESG-related goals and targets with an explanation of how they relate to the issuer's businesses.	ESG Management Structure
管治架構	由董事會發出的聲明，當中載有下列內容： (i) 披露董事會對環境、社會及管治事宜的監管； (ii) 董事會的環境、社會及管治管理方針及策略，包括評估、優次排列及管理重要的環境、社會及管治相關事宜(包括對發行人業務的風險)的過程；及 (iii) 董事會如何按環境、社會及管治相關目標檢討進度，並解釋它們如何與發行人業務有關連。	ESG管理架構

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Provisions, Subject Areas, Aspects, General Disclosures and KPIs

條文、主要範疇、層面、一般披露與關鍵績效指標

	Disclosure 披露		Chapter 章節
Reporting Principles	A description of, or an explanation on, the application of the following Reporting Principles in the preparation of the ESG report:	<p>Materiality: The ESG report should disclose: (i) the process to identify and the criteria for the selection of material ESG factors; (ii) if a stakeholder engagement is conducted, a description of significant stakeholders identified, and the process and results of the issuer's stakeholder engagement.</p> <p>Quantitative: Information on the standards, methodologies, assumptions and/or calculation tools used, and source of conversion factors used, for the reporting of emissions/energy consumption (where applicable) should be disclosed.</p>	Materiality Assessment The Reporting Guideline and Principles; Performance of 2021
匯報原則	描述或解釋在編備環境、社會及管治報告時如何應用下列匯報原則：	<p>Consistency: The issuer should disclose in the ESG report any changes to the methods or KPIs used, or any other relevant factors affecting a meaningful comparison.</p> <p>重要性：環境、社會及管治報告應披露：(i) 識別重要環境、社會及管治因素的過程及選擇這些因素的準則；(ii) 如發行人已進行持份者參與，已識別的重要持份者的描述及發行人持份者參與的過程及結果。</p> <p>量化：有關匯報排放量／能源耗用(如適用)所用的標準、方法、假設及／或計算工具的資料，以及所使用的轉換因素的來源應予披露。</p> <p>一致性：發行人應在環境、社會及管治報告中披露統計方法或關鍵績效指標的任何變更或任何其他影響有意義比較的相關因素。</p>	The Reporting Guideline and Principles 重要性評估 報告指引及準則：2021年的表現
Reporting Boundary	A narrative explaining the reporting boundaries of the ESG report and describing the process used to identify which entities or operations are included in the ESG report. If there is a change in the scope, the issuer should explain the difference and reason for the change.		Reporting Boundary
匯報範圍	解釋環境、社會及管治報告的匯報範圍，及描述挑選哪些實體或業務納入環境、社會及管治報告的過程。若匯報範圍有所改變，發行人應解釋不同之處及變動原因。		報告範圍

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	Disclosure 披露	Chapter 章節
“Comply or explain” Provisions		
「不遵守就解釋」條文		
A. Environmental		
A. 環境		
Aspect A1: Emissions	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste. Note: Air emissions include NOx, Sox, and other pollutants regulated under national laws and regulations. Greenhouse gases include carbon dioxide, methane, nitrous oxide, hydrofluorocarbons, perfluorocarbons and sulphur hexafluoride. Hazardous wastes are those defined by national regulations. 有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。 註：廢氣排放包括氮氧化物、硫氧化物及其他受國家法律及規例規管的污染物。 溫室氣體包括二氧化碳、甲烷、氧化亞氮、氫氟碳化合物、全氟化碳及六氟化硫。 有害廢棄物指國家規例所界定者。	Green Office and Low Carbon Living; The List of Laws and Regulations
層面A1：排放物	一般披露	綠色辦公室及低碳生活；法律及法規清單
KPI A1.1	The types of emissions and respective emissions data.	Not Applicable ⁷
KPI A1.1	排放物種類及相關排放數據。	不適用 ⁷

⁷ The Group's business operations do not involve the generation of air pollutants such as NOx and SOx.

⁷ 本集團的業務經營並無產生氮氧化物、硫氧化物等空氣污染物。

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Disclosure 披露		Chapter 章節
KPI A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Performance of 2021
KPI A1.2	直接(範圍1)及能源間接(範圍2)溫室氣體排放量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)。	2021年的表現
KPI A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Performance of 2021
KPI A1.3	所產生有害廢棄物總量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)。	2021年的表現
KPI A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Performance of 2021
KPI A1.4	所產生無害廢棄物總量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)	2021年的表現
KPI A1.5	Description of emission target(s) set and steps taken to achieve them.	Energy Conservation and Emission Reduction ⁸
KPI A1.5	描述所訂立的排放量目標及為達到這些目標所採取的步驟。	節能減排 ⁸
KPI A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	Waste Management ⁸
KPI A1.6	描述處理有害及無害廢棄物的方法，及描述所訂立的減廢目標及為達到這些目標所採取的步驟。	廢棄物管理 ⁸

⁸ The Group plans to set up achievable and detailed targets in the future.

⁸ 本集團計劃日後設立可達到的細化目標。

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	Disclosure 披露	Chapter 章節
Aspect A2: Use of Resources	General Disclosure Policies on the efficient use of resources, including energy, water and other raw materials. Note: Resources may be used in production, in storage, transportation, in buildings, electronic equipment, etc.	Energy Conservation and Emission Reduction
層面A2: 資源使用	一般披露 有效使用資源(包括能源、水及其他原材料)的政策。 註: 資源可用於生產、儲存、運輸、樓宇、電子設備等。	節能減排
KPI A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	Performance of 2021 ⁹
KPI A2.1	按類型劃分的直接及／或間接能源(如電、氣或油)總耗量(以千個千瓦時計算)及密度(如以每產量單位、每項設施計算)。	2021年的表現 ⁹
KPI A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Performance of 2021
KPI A2.2	總耗水量及密度(如以每產量單位、每項設施計算)。	2021年的表現
KPI A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	Energy Conservation and Emission Reduction ⁸
KPI A2.3	描述所訂立的能源使用效益目標及為達到這些目標所採取的步驟。	節能減排 ⁸
KPI 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.	Green Office and Low Carbon Living; The List of Laws and Regulations
KPI A2.4	描述求取適用水源上可有任何問題，以及所訂立的用水效益目標及為達到這些目標所採取的步驟。	綠色辦公室及低 碳生活；法律及 法規清單
KPI A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Not Applicable ¹⁰
KPI A2.5	製成品所用包裝材料的總量(以噸計算)及(如適用)每生產單位佔量。	不適用 ¹⁰

⁹ The Group's business operation do not involve the use of indirect energy.

⁹ 本集團的業務經營不涉及使用間接能源。

¹⁰ The Group's business operations do not involve the use of packaging material.

¹⁰ 本集團的業務經營並無使用包裝材料。

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	Disclosure 披露	Chapter 章節
Aspect A3: The Environment and Natural Resources 層面A3：環境及天然資源	<p>General Disclosure</p> <p>Policies on minimising the issuer's significant impacts on the environment and natural resources.</p> <p>一般披露</p> <p>減低發行人對環境及天然資源造成重大影響的政策</p> <p>KPI A3.1 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.</p> <p>KPI A3.1 描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動</p>	<p>Not Applicable¹¹</p> <p>不適用¹¹</p>
Aspect A4: Climate Change 層面A4：氣候變化	<p>General Disclosure</p> <p>Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.</p> <p>一般披露</p> <p>識別及應對已經及可能會對發行人產生影響的重大氣候相關事宜的政策。</p> <p>KPI 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.</p> <p>KPI A4.1 描述已經及可能會對發行人產生影響的重大氣候相關事宜，及應對行動。</p>	<p>Addressing Climate Change</p> <p>應對氣候變化</p>

¹¹ The main operating activities of the Group involve clerical work and business meetings at the office, so its impacts on the environment and natural capital are limited.

¹¹ 本集團的主要經營活動為在辦公室的文書工作及商務會議，因此對環境及天然資源的影響有限。

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	Disclosure 披露	Chapter 章節
B. Social B. 社會		
Employment and Labour Practices 僱傭及勞工常規		
Aspect B1: Employment	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare. 一般披露 有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Rights and Interests of Employees; The List of Laws and Regulations 員工權利及權益：法律及法規清單
層面B1： 僱傭		
	KPI B1.1	Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.
	KPI B1.1	按性別、僱傭類型(如全職或兼職)、年齡組別及地區劃分的僱員總數。
	KPI B1.2	Employee turnover rate by gender, age group and geographical region.
	KPI B1.2	按性別、年齡組別及地區劃分的僱員流失比率。
		Performance of 2021 2021年的表現
		Performance of 2021 2021年的表現

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	Disclosure 披露	Chapter 章節	
Aspect B2: Health and Safety	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	Occupational Health and Safety; The List of Laws and Regulations	
層面B2： 健康與安全	一般披露 有關提供安全工作環境及保障僱員避免職業性危害的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	職業健康及安全； 法律及法規清單	
	KPI B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the Reporting Period.	Performance of 2021 ¹²
	KPI B2.1	過去三年(包括報告期間)每年因工亡故的人數及比率。	2021年的表現 ¹²
	KPI B2.2	Lost days due to work injury.	Performance of 2021
	KPI B2.2	因工傷損失工作日數。	2021年的表現
	KPI B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	Occupational Health and Safety
	KPI B2.3	描述所採納的職業健康與安全措施，以及相關執行及監察方法。	職業健康及安全

¹² This is the first year that the ESG report of the Group has been disclosed, thus the Group only discloses the data of the number and rate of work-related fatalities of the Reporting Period. The Group will continue to collect the data of the KPI for each year, and will disclose the data of the KPI for three consecutive years where applicable.

¹² 本集團今年首次披露ESG報告，因此本集團僅披露報告期內因工亡故的人數及比率。本集團將繼續收集每年的KPI數據，並在適用的情況下連續披露三年的KPI數據。

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	Disclosure 披露	Chapter 章節
Aspect B3: Development and Training	General Disclosure Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	Talent Development
層面B3： 發展及培訓	Note: Training refers to vocational training. It may include internal and external courses paid by the employer. 一般披露 有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。 註： 培訓指職業培訓，可包括由僱主付費的內外部課程。	人才發展
	KPI B3.1 The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Performance of 2021
	KPI B3.1 按性別及僱員類別(如高級管理層、中級管理層)劃分的受訓僱員百分比。	2021年的表現
	KPI B3.2 The average training hours completed per employee by gender and employee category.	Performance of 2021
	KPI B3.2 按性別及僱員類別劃分，每名僱員完成受訓的平均時數。	2021年的表現

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	Disclosure 披露	Chapter 章節
Aspect B4: Labour Standards	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	Rights and Interests of Employees; The List of Laws and Regulations
層面B4： 勞工準則	一般披露 有關防止童工或強制勞工的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	員工權利及權益； 法律及法規清單
	KPI B4.1	Description of measures to review employment practices to avoid child and forced labour.
	KPI B4.1	描述檢討招聘慣例的措施以避免童工及強制勞工。
	KPI B4.2	Description of steps taken to eliminate such practices when discovered.
	KPI B4.2	描述在發現違規情況時消除有關情況所採取的步驟。

Operating Practices

營運慣例

Aspect B5: Supply Chain Management	General Disclosure Policies on managing environmental and social risks of the supply chain.	Supply Chain Management
層面B5： 供應鏈管理	一般披露 管理供應鏈的環境及社會風險政策。	供應鏈管理
	KPI B5.1	Number of suppliers by geographical region.
	KPI B5.1	按地區劃分的供應商數目。
	KPI 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.
	KPI B5.2	描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目，以及相關執行及監察方法。
	KPI B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.
	KPI B5.3	描述有關識別供應鏈每個環節的環境及社會風險的慣例，以及相關執行及監察方法。

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	Disclosure 披露	Chapter 章節
	KPI B5.4 Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	
	KPI B5.4 描述在揀選供應商時促使多用環保產品及服務的慣例，以及相關執行及監察方法。	
Aspect B6: Product Responsibility	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	Service Quality Guarantee ¹³
層面B6： 產品責任	一般披露 有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	服務質量保證 ¹³
	KPI B6.1 Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Not Applicable ⁸
	KPI B6.1 已售或已運送產品總數中因安全與健康理由而須回收的百分比。	不適用 ⁸
	KPI B6.2 Number of products and service related complaints received and how they are dealt with.	Service Quality Guarantee
	KPI B6.2 接獲關於產品及服務的投訴數目以及應對方法。	服務質量保證
	KPI B6.3 Description of practices relating to observing and protecting intellectual property rights.	Continuous Innovation
	KPI B6.3 描述與維護及保障知識產權有關的慣例。	持續創新
	KPI B6.4 Description of quality assurance process and recall procedures.	Not Applicable ⁸
	KPI B6.4 描述質量檢定過程及產品回收程序。	不適用 ⁸
	KPI B6.5 Description of consumer data protection and privacy policies, and how they are implemented and monitored.	Information Security Management
	KPI B6.5 描述消費者資料保障及私隱政策，以及相關執行及監察方法。	信息安全 管理

¹³ The Group's business operations do not involve the matters related to product labeling and the products recalls.

¹³ 本集團的業務營運並無涉及產品標籤及產品回收的相關事宜。

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	Disclosure 披露	Chapter 章節
Aspect B7: Anti-corruption	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	Business Ethics
層面B7： 反貪污	一般披露 有關防止賄賂、勒索、欺詐及洗黑錢的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	商業道德
KPI 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.	Business Ethics; The List of Laws and Regulations
KPI B7.1	於報告期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。	商業道德；法律及法規清單
KPI B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	Business Ethics
KPI B7.2	描述防範措施及舉報程序，以及相關執行及監察方法。	商業道德
KPI B7.3	Description of anti-corruption training provided to directors and staff.	Business Ethics
KPI B7.3	描述向董事及員工提供的反貪污培訓。	商業道德
Community		
社區		
Aspect B8: Community Investment	General Disclosure 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.	Participating in Public Welfare and Giving Back to the Society
層面B8： 社區投資	一般披露 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。	參與公益活動及回饋社會
KPI B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	Participating in Public Welfare and Giving Back to the Society
KPI B8.1	專注貢獻範疇(如教育、環境事宜、勞工需求、健康、文化、體育)。	參與公益活動及回饋社會
KPI B8.2	Resources contributed (e.g. money or time) to the focus area.	Performance of 2021
KPI B8.2	在專注範疇所動用資源(如金錢或時間)。	2021年的表現

