



麥迪衛康健康醫療管理科技股份有限公司
MEDIWELCOME HEALTHCARE
MANAGEMENT & TECHNOLOGY INC.

(Incorporated in the Cayman Islands with limited liability)

Stock Code: 2159



2021

ENVIRONMENTAL, SOCIAL AND
GOVERNANCE REPORT

Environmental, Social and Governance Report

INTRODUCTION

Mediwelcome Healthcare Management & Technology Inc. (the “**Company**”) and its subsidiaries (collectively referred to as the “**Group**” or “**we**”, “**us**”, “**our**”) is pleased to present this Environmental, Social and Governance Report (“**ESG Report**”) in accordance with the applicable requirements as set forth in the Environmental, Social and Governance Reporting Guide (the “**ESG Guide**”) in Appendix 27 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (the “**Stock Exchange**”) and the Group has complied with the “comply or explain” provisions contained in the ESG Guide.

The Group will keep exploring to develop internet hospital business and healthcare management services based on digital healthcare platforms to create an innovative digital healthcare business model.

Based on the real-world data and its experience covering the entire journey of patients, the Group will further explore the unmet needs of stakeholders in the healthcare industry to define and establish a comprehensive healthcare service system covering disease prevention and screening, diagnosis and treatment, rehabilitation and healthcare management. It will contain multiple innovative healthcare management tools, products and customized services for patients before admission to the hospital, receiving in-ward treatment, and after discharged from the hospital, including but not limited to genetic testing, disease screening, auxiliary diagnosis and treatment, digital medical treatment, healthcare education prescription, disease rehabilitation, doctor assistant, insurance service, enterprise customer health management, etc. It is also critical for the Group to introduce talents that are specialized in healthcare technology, as well as managing and marketing professionals. With joint efforts of the Group’s internal and external stakeholders, the Group expects to establish an innovative healthcare ecosystem by leveraging its inherent advantages. With the continuous growth of the Group, it has realized the importance of environmental, social and governance (“**ESG**”) issues and is committed to promote corporate social responsibility to meet the needs of social progress.

SCOPE OF REPORT

The information stated in this ESG Report covers the period from 1 January 2021 to 31 December 2021 (the “**Reporting Period**”) in alignment with the financial year in the 2021 annual report of the Group. This ESG Report covers the Company and all its subsidiaries. The information in this ESG Report was gathered and organized through various channels, including but not limited to the internal control policies of the Group, the factual evidence of the implementation of ESG-related initiatives, the key performance indicators (“**KPIs**”) set out in the ESG Guide, and the annual performance quantitative data of the Group in its business operations and ESG management.

This ESG Report is organized into two subject areas, i.e. environmental and social. Each area will be discussed in different aspects with the relevant policies and laws as addressed by the ESG Guide.

ASSURANCE FOR THIS ESG REPORT

The board of directors of the Company is responsible for our ESG strategy and reporting, as well as for the assessment and identification of ESG risks, and for ensuring that appropriate and effective ESG risk management and internal control systems are in place, while the Group’s management focuses on monitoring and managing the Group’s ESG risk and management effectiveness. We engage management and employees across all functions to understand our stakeholders’ concerns, and identify relevant ESG issues in our business operations.

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In 2021, the Group will further integrate the ESG concept into all aspects of our strategy and operations. We have developed a comprehensive ESG strategy based on the United Nations Sustainable Development Goals (SDGs), combined with the Company's vision and mission. We have continued to strengthen our management system to improve our company's overall management and tracked the results of hundreds of ESG-related initiatives, effectively fulfilling our commitment in the ESG area.

Addressing climate change requires the joint efforts of all companies. The Group has always adhered to its core business philosophy of sustainable development and has implemented environmental protection measures in all aspects of its development. We have clearly defined our environmental protection objectives and formulated corresponding action plans, and achieved a reduction in our annual carbon footprint through effective energy saving and emission reduction measures, creating a new type of competitiveness with low carbon as the core in order to achieve long-term sustainable and high-quality development. At the same time, the company helps medical device companies improve coverage efficiency, reduce marketing costs and achieve compliance promotion of academic products by creating a new and upgraded digital marketing solution; initiating an outline for the development, application and promotion of innovative digital products, and improving the deep integration of intelligent technology and medical needs while deploying a remote service platform to create an all-round, full-cycle digital medical ecosystem and improve medical outcomes for patients. Among them, stable and sustainable supply of the supply chain should be the cornerstone for the Group to provide excellent services to customers. To better empower R&D innovation projects, we have incorporated ESG concepts into regular supplier training to ensure a free and stable and sustainable supply chain. In addition, as our employees are the core assets of the Group, we provide fair and equal work opportunities for our employees, promote their growth through multi-dimensional training, and we will ensure that there are sufficient safety measures in the workplace to protect employees from COVID-19 and minimize business interruptions.

Looking ahead, we will insist on doing the right thing and actively practice the ESG concept, and through the joint efforts of all, we will pursue a brighter future together with all our stakeholders.

STAKEHOLDERS ENGAGEMENT

In order to define our current and future sustainability strategies, it is important to understand our stakeholders' perspectives and expectations on the development and success of the Group and help us assess the potential impacts of our future business activities.

The Group has proactively engaged with various stakeholder groups through different channels on a transparent platform. Periodically, continuously improvements to the communication channels have been made to maintain a long-lasting relationship with the stakeholders. We have encompassed every stakeholder to improve the Group's relationship with the suppliers, employees, shareholders, customers, supervisory institutions and society as a whole. We strive to understand their concerns, and timely provide follow-up actions to remediate these issues. The success of our sustainable business strategy stems from the strong connection with our stakeholders.

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In the reporting period, the Group engaged with the following key stakeholder groups and identified their concerns on ESG issues:

Major Stakeholder Engaged		Major Communication Channels	Major Concerns
Internal stakeholders	Shareholders and investors	<ul style="list-style-type: none"> • Regular reports • Announcements, press release and circulars • Annual general meetings • Corporate website • Investor briefings 	<ul style="list-style-type: none"> • Return on investments • Profitability and financial stability • Information disclosure and transparency • Corporate governance • Business compliance
	Employees	<ul style="list-style-type: none"> • Performance appraisals • Regular meetings and training • Focus groups • Emails, notices, circulars, hotline and team building activities with management 	<ul style="list-style-type: none"> • Employees' remuneration and benefits • Health and safety working environment • Career development and training opportunities
External stakeholders	Customers	<ul style="list-style-type: none"> • Customers' satisfaction surveys • Face-to-face meetings and onsite visits • Customer service hotline and emails 	<ul style="list-style-type: none"> • Quality products and services • Protection of customers' privacy and rights • Continuous promotion of reliable products/services to customers • Customer satisfaction
	Suppliers	<ul style="list-style-type: none"> • Open tender • Contracts and agreements • Telephone discussions • Face-to-face meetings and onsite visits • Industry seminars 	<ul style="list-style-type: none"> • Fair and open procurement • Win-win cooperation • Environmental protection • Protection of intellectual property

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Major Stakeholder Engaged	Major Communication Channels	Major Concerns
Professional organisations	<ul style="list-style-type: none"> • Telephone discussion • Regular meetings and onsite visits • Questionnaires and online engagement 	<ul style="list-style-type: none"> • Policy formulation regulating the practice of employees and business operations • Environmental protection and social responsibility
General public	<ul style="list-style-type: none"> • Media conferences and responses to enquiries • Public welfare activities • Corporate website • Email 	<ul style="list-style-type: none"> • Involvement in communities • Business ethics • Setting out targets and formulating policies in energy conservation and emission control
Government and regulatory authorities	<ul style="list-style-type: none"> • Supervision on the compliance with local laws and regulations • Routine reports and tax payments 	<ul style="list-style-type: none"> • Compliance with laws and regulations • Anti-corruption policies • Occupational health and safety payments

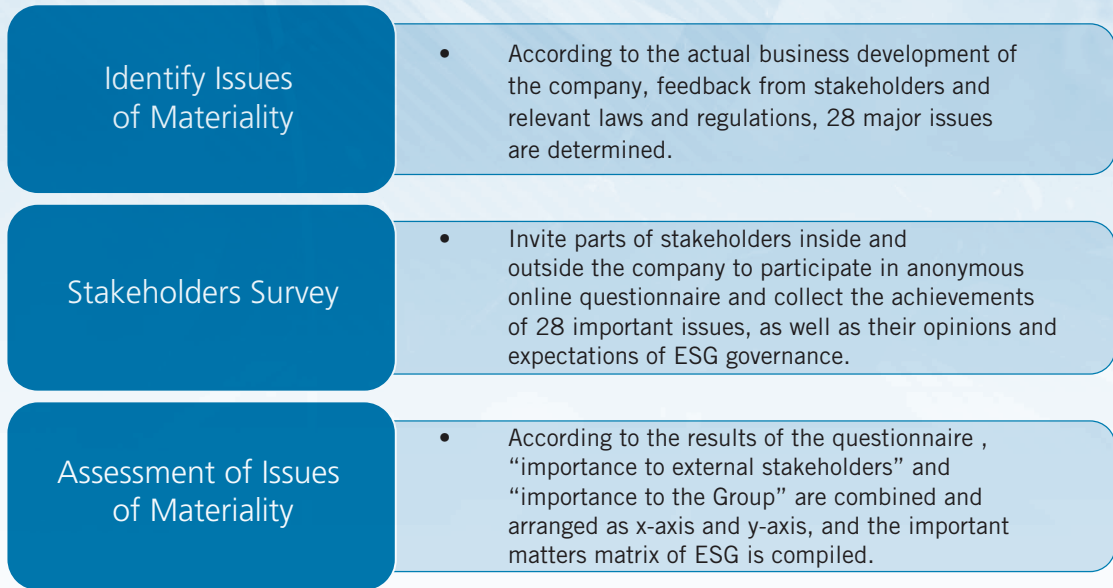
During the Reporting Period, through various communication channels, we have learned the important concerns of the major stakeholders, including environmental and energy saving measures, compliance operation, information disclosure, privacy protection and community involvement.

MATERIALITY ASSESSMENT

In 2021, the Group has conducted an annual review to identify the main concerns and major interests of stakeholders on ESG issues by inviting stakeholders to participate in the substantive assessment survey. According to the influence and dependence of internal and external stakeholders on the Group, certain internal and external stakeholders (including senior management, employees and suppliers) had participated in the Group's materiality assessment which was conducted for the purpose of this ESG Report. Selected stakeholders were invited to complete an electronic survey to comment on the ESG question list. The purpose of the survey is to determine stakeholders' perceptions of the Group's ESG practice and to make a substantive assessment of the Group.

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The following chart shows the process of the assessment:



The breakdown of topics is listed in the following table:

Item	ESG Topic	Item	ESG Topic
1.	Customer information and privacy	14.	Marketing communications (e.g. advertisement)
2.	Anti-corruption training provided to directors and staff	15.	Employee development and training
3.	Occupational health and safety	16.	Cultivation of local employment
4.	Environmentally preferable products and services	17.	Non-hazardous waste production
5.	Employee remuneration, benefits and rights (e.g. working hours, rest periods, working conditions)	18.	Preventing child and forced labour
6.	Selection and monitoring of suppliers	19.	Community support (e.g. donation, volunteering)
7.	Anti-corruption policies and whistle-blowing procedure	20.	Observing and protecting intellectual property rights
8.	Product and service labelling	21.	Mitigation measures to protect environment and natural resources
9.	Number of concluded legal cases regarding corrupt practices, e.g. bribery, extortion, fraud and money laundering	22.	Use of materials (e.g. paper, packaging, raw materials)
10.	Product health and safety	23.	Climate change
11.	Diversity and equal opportunity of employees	24.	Energy use (e.g. electricity, gas, fuel)
12.	Environmental risks (e.g. pollution) and social risks (e.g. monopoly) of the suppliers	25.	Hazardous waste production
13.	Customer satisfaction	26.	Water use
		27.	Greenhouse gas emissions
		28.	Air emissions

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Through the materiality analysis, the Group identified customer information and privacy, Anti-corruption training provided to directors and staff, Occupational health and safety, Environmentally preferable products and services, Employee remuneration, benefits and rights (e.g. working hours, rest periods, working conditions), Selection and monitoring of suppliers and Anti-corruption policies and whistle-blowing procedure. Given the high degree of concerns on the material issues mentioned above, the Group has elaborated feedback and countermeasures on these major issues in detail under the sections headed “B.1. Employment and Labour Practices”, “B.2. Health and Safety”, “B.5. Supply Chain Management”, “B.6. Product Responsibility” and “B.7. Anti-Corruption” in this ESG Report.

Stakeholders' Feedback

The Group welcomes stakeholders' feedback on its ESG approach and performance. You are welcomed to provide your suggestions or share your views with the Group through any channel below:

Email: IR@mediwelcome.com

Website: <http://www.mediwelcome.com/EN/index.html>

Address: 10-12th Floor, Parkview Place, 2 East 4th Ring Road, Chaoyang District, Beijing

Phone: (86) 010-56831999

The following sections provide more information about the Group's practices in the areas of the environment, employees' engagement and development, good operating practices and our contribution to the community.

A. ENVIRONMENTAL

In the past decade, environmental degradation has been one of the most pressing issue around the globe. As a group that upholds the core principle to promote high environmental standards, the Group has established a set of environmental protection management policies, mechanisms and measures to ensure the sustainable development and operations of the Group. The Group is committed to improving the efficiency of use of energy and resource utilization and complying with relevant environmental regulations in Hong Kong and Mainland China.

The Group is involved in daily office operations and its business activities do not have significant impact on the environment or natural resources.

In order to pursue the sustainable development of environment and community, the Group is becoming more and more cautious in controlling its emissions and resource consumption, and strictly abides by the relevant environmental laws and regulations of Hong Kong and the People's Republic of China (the “PRC”) in its daily operations, including but not limited to:

- Environmental Protection Law of the People's Republic of China (中華人民共和國環境保護法);
- Law of the People's Republic of China on Conserving Energy (中華人民共和國節約能源法); and
- Work Plan for Sorting and Collection of Household Waste (生活垃圾強制分類實施工作方案).

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During the Reporting Period, the Group had strictly complied with relevant environmental laws and regulations, including but not limited to, air and greenhouse gas emissions, hazardous and non-hazardous waste generation and treatment, and we are not aware of any non-compliance with the relevant environmental laws and regulations that had significant impact on the Group relating to air and greenhouse gas emissions, hazardous and non-hazardous waste generation and treatment.

The following section primarily discloses the Group's policies, practices, and quantitative data on emissions, use of resources, the environment and natural resources and climate change in the Reporting Period.

A.1. Emissions

Air Emissions

The Group took the initiative to review its emissions in its business activities. Due to the nature of business, the Group is not involved in any combustion or industrial production, which will directly pollute the atmosphere. Therefore, the Group's business activities have no substantial impact in respect of air pollution. In view of the nature of the Group's business, air emissions mainly come from fuel combustion during the daily use of private cars. The Group currently has two commercial vehicles and one sedan.

During the Reporting Period, the air pollutant emissions of sulphur oxides ("SOx"), nitrogen oxides("NOx") and particulate matter ("PM") were 0.04kg, 2.09kg and 0.15kg, respectively, such amounts were considered insignificant and thus the harm to the environment is relatively small. Besides, air pollutants of SOx, NOx and PM and recorded a decrease of 68% compared with the last reporting period.

The Group aims to minimize the negative impact on the environment, encourages low-carbon travel, and is committed to contributing to environmental protection. In addition, the Group also actively encourages employees to use green travel, taking public transportation or carpooling when going out, so as to reduce the emission of pollutants caused by office travel.

The Group will periodically review these measures and adopt new ways to further reduce the Group's use of energy in the future.

The following sets out the types of emissions for the year ended December 31, 2020 and 2021:

Emission	Unit	2021	2020	Increase/(decrease) in percentage
Sulphur oxides ("SOx")	kg	0.04	0.16	(75)%
Nitrogen oxides ("NOx")	kg	2.09	6.41	(67)%
Particulate Matter ("PM")	kg	0.15	0.47	(68)%
Total emissions from vehicles	kg	2.28	7.04	(68)%

Remarks: kg: Kilograms

Remarks: Respiratory suspended particles ("RSP", also known as Particulate Matter ("PM"))

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Greenhouse Gas (“GHG”) Emissions

As we know, climate change driven by greenhouse gas emissions is affecting our health, economy and ecosystem. During the Reporting Period, the Group emitted a total of 95.59 tonnes of carbon dioxide equivalent (“CO₂e”) (carbon intensity: 0.23 tonnes of tCO₂e/employee). Scope 1 emissions accounted for approximately 7.32%, Scope 2 emissions accounted for 92.7%. The collection and analysis of greenhouse gas data provides guidance and direction for the Group to further reduce energy consumption and emissions, and to reduce greenhouse gas emissions intensity by 29% compared to 2020. The Group has been closely monitoring the level of greenhouse gas emissions and exploring different ways to reduce our carbon footprint. The Group has set a target to reduce its greenhouse gas emissions intensity by at least 2% for the three years ending 2025 compared to fiscal year 2021. Our energy saving measures are described in the “Paper Usage” and “Electricity and Water” sections in A.2. During the Reporting Period, the emissions of GHGs from our operations were as follows:

Aspects	Unit	2021	2020	Increase/(decrease) in percentage
Scope 1 Direct GHG Emissions	tCO ₂ e	7.00	29.57	(76)%
Scope 2 Indirect GHG Emissions	tCO ₂ e	88.59	104.54	(15)%
Total	tCO₂e	95.59	134.11	(29)%
Intensity of total GHG Emissions	tCO₂e/no. of employees	0.23	0.34	(32)%

Remarks: tCO₂e Tonnes of Carbon Dioxide equivalent

Notes:

- The intensity calculation method is to divide the total GHG Emissions during the Reporting Period by the Group’s total labour force of 408.
- Air emission is the waste gas pollution caused by the use of private cars.
- The methodology adopted for reporting on greenhouse gas emissions set out above was based on “How to Prepare an ESG Report? — Appendix 2: Reporting Guidance on Environmental KPIs” issued by the Stock Exchange.

Waste Control

As we are a service-oriented company that mainly provides healthcare marketing solutions, no significant environmental issue was noted and no hazardous waste was generated in our business activities within the Reporting Period, and we have not produced a notable level of air or water pollutants. Our waste is mainly attributed to our daily activities such as regular trash and paper used for job management and office documents, which are non-hazardous. General waste data was not available since the trash were handled by the property management company directly, while the paper waste disposed at landfills was 1521kg (3.73kg/employee) during the Reporting Period. We are committed to promoting waste reduction at source, therefore the Group has always strived to reduce and handle the land waste. Our non-hazardous waste is dealt with appropriately and is disposed of in a proper manner by qualified waste disposal company in each business region. Our employees are encouraged to adopt an effective use of paper, including recycling single-sided printing paper for reuse and using digital technology to replace paper.

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During the Reporting Period, the use of non-hazardous waste was as follows:

Aspects	Unit	2021	2020	Increase/(decrease) in percentage
Non-hazardous: Paper	kg	1,521.00	1,037.25	47%
Intensity of non-hazardous waster	kg/no. of employees	3.73	2.65	41%

Remarks: kg: Kilograms

Notes: The intensity calculation method is to divide the total Non-hazardous(Paper) period by the Group's total labour force of 408.

The Group is also committed to reducing the generation of general office waste by

- Encouraging employees to use electronic means to send documents. For example, WeChat, e-mail or encrypted Universal Serial Bus ("USB") to save paper.
- Promoting the use of recycled paper for printing internal documents until both sides of the paper are used up.
- Collecting office waste daily and delivering it to the disposal station on a regular basis.

The adoption of the above waste reduction measures has continuously raised the environmental awareness of employees.

A.2. Use of Resources

During the Reporting Period, the main resources consumed by the Group were electricity, water, petrol, and paper. As the Group is engaged in internet hospital business and healthcare management services based on digital healthcare platforms, therefore, no packaging material for finished products was used during the Reporting Period.

Electricity and Water.

According to the 2021 Global Risks Report published by the World Economic Forum, natural resources crises, including water, are considered to be one of the top ten global risks by impact.

Water plays a vital role in multiple sustainability macro-trends, such as, income equality, loss of biodiversity and climate change. Not only is water an essential resource for our society, it is also critical for the natural environment. As water scarcity has been impacting an increasing number of communities around the world, governments and organisations have been working together to manage and restore our fresh water ecosystem. The Group views water stewardship as an important area in responding to these sustainability trends, as well as one of the key mechanism by which the Group can contribute to a sustainable future.

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The Group actively seeks to improve operational efficiency while reducing the use of resources. This will help protect the earth and the sustainability of the environment. During the Reporting Period, we have minimized the use of resources in our daily business activities.

Owing to the Group's business nature, we do not consume significant amounts of water and electricity through our business activities, and the majority of our water and electricity consumption are consumed by employees at the office. The Group has adopted a green office approach to minimize the consumption of natural resources and the impact on the environment. During the Reporting Period, the electricity consumption of the Group was 145.20MWh (2020:108MWh) (carbon intensity: 0.35 tonnes of $\text{CO}_2\text{e}/\text{employee}$), the energy consumption by using non-renewable fuel consumed (Petrol) of the Group was 25.51MWh (2020:105.83MWh), and the intensity of petrol consumed was 0.06tonnes of $\text{CO}_2\text{e}/\text{employee}$. During the reporting period, we achieved our annual energy savings target.

Water usage was primarily from basic cleaning and sanitation water used in the office on a daily basis and we did not experience any problems with water purchases. Data on water consumption is not available as the total water consumption is considered minimal and is included in the property management fee. The Group's environmental impact and resource consumption is minimal, but the Group still operates at the highest level of environmental standards. In order to reduce electricity consumption and thus greenhouse gas emissions and conserve water, we hope to better classify and analyze energy data and energy saving and efficiency performance by embedding the concept of "water and electricity saving" into our corporate culture through technology upgrades and process improvements. Looking ahead, the Group will continue to develop its environmental policies and green practices. During the reporting period, the Group strictly complied with all laws and regulations related to emissions and resource utilization.

Documenting the above eco-friendly energy-consumption record, the following table shows the amount of natural resources consumed at our head office for the Reporting Period:

Aspects	Unit	2021	2020	Increase/(decrease) in percentage
Non-renewable fuel consumed: Petrol	MWh	25.51	105.83	(76)%
Electricity consumption	MWh	145.20	108.00	34%
Total energy consumption	MWh	170.71	213.83	(20)%
Intensity of total energy consumption	MWh/no. of employees	0.42	0.55	(24)%

The Company strictly abides by the Environmental Protection Law of the People's Republic of China (《中華人民共和國環境保護法》) and other relevant laws and regulations, actively promotes the concept of green and low-carbon office, and practices the concept of green development from small actions. It advocates green office and low-carbon commute, encouraging employees to save water and electricity, so as to minimize the impact of daily operations on the environment.

- Raise the consciousness of saving electricity. Actively learn and master the knowledge of power saving, consciously develop good habits of power consumption, establish the awareness of power saving, and timely stop the behaviour of wasting electricity;

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- Use lighting reasonably. When there are fewer people, switch off unnecessary lightings or use overhead lights only. The last person in the office needs to turn off the lights before leaving. Public lighting is activated on demand to avoid waste;
- Reduce standby energy consumption of power-consuming equipment. Computers, printers, copiers, water dispensers, laboratory equipment and other equipment should be turned off and the plug-in boards should be removed when not in use;
- Promote the full and repeated use of water resources, avoid waste of water, and urge employees to develop a good habit of turning off the tap at will; and
- Advocating "Green Commute". Employees were encouraged to commute or go on a business trip by public transport instead of driving or taking a taxi as much as possible when not urgent, without carrying important documents.

Paper Usage

Paper was mainly consumed by the Group for administrative purposes in its offices, and large consumption is always accompanied by heavy environmental side effects. During the Reporting Period, the Group consumed a total of 1,521kg of paper. The total paper usage has been increased by 47% as compared to that of the last reporting period. We will continue to improve the efficiency of resource utilization and reduce non-hazardous waste generation at source.

During the Reporting Period, the Group has vigorously advocated the recycling of waste paper. In addition, the Group will adopt the following measures to further reduce the generation of waste paper:

- Advocating "Paperless Office", "Recycling of Paper", "Environment-friendly Printing" and etc. to reduce the consumption of paper.
- Advocating documents that did need to be printed, recycled paper or double-sided printing was recommended, and for the documents of no significance, used paper was recommended. Actively recycle waste paper and use recycled paper as much as possible.

Petrol consumption

The Group's gasoline consumption was mainly used for two commercial vehicles and one sedan, which has been discussed above in air emissions. During the Reporting Period, gasoline energy consumption was 2,632.70(L) (carbon intensity: 0.01 tonnes of tCO₂e/employee). The total gasoline consumption has been reduced by 76% as compared to that of the last reporting period. The Group will further strengthen the control of gasoline use. We also suggest that employees reduce the frequency of driving, and try to choose walking, cycling or bus travel, so as to reduce the emission of automobile exhaust and make a contribution to environmental protection.

As a socially responsible enterprise, protecting nature and the environment has become our utmost priority, the Group constantly looks for ways to maximize benefits with minimal resource consumption and environmental impact, and continue to strive for sustainable development.

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A.3. Environmental Protection and Natural Resources

The Group attaches great importance to the impact of its business on the environment and natural resources, and is committed to keeping the adverse environmental impacts to a minimum. The Group also integrates the concept of environmental protection into its daily operations to enhance employees' awareness of environmental protection and encourage them to promote environmental protection in their work and daily life, such as green travel, saving electricity and water, reducing the use of plastics, and so on.

As we understand that there will be more concerns from government, companies and public over carbon emissions, we will act in accordance with the ESG provisions as set forth by the Stock Exchange. We will continue to report our environmental KPIs and information as well as our social information in accordance with the provisions.

A.4 Climate Change

The Group recognises the importance of the identification and mitigation of significant climate-related issues, therefore, the Group is committed to managing the potential climate-related risks which may impact the Group's business activities. The Board meets regularly and co-operates closely with key management to identify and evaluates climate-related risks and to formulate strategies to manage the identified risks. There are two major types of climate risk, which are physical risk and transition risk:

- Physical risk is the direct risk arising from weather related events and changes in weather patterns.
- Transition risk is the risk arising from the transition to a carbon neutral economy.

Physical Risk

This type of risk arises from weather related events, such as flood, tornados and blizzard. Physical acute risk is relatively low and the impact is limited to affecting our daily business activities. Regarding with our office-based operations, only severe weather related events may cause temporary business disruptions. For instance, when typhoon 8 is hoisted, employees may be unable to travel to the office. However, the Group has adopted work from home arrangements and most documents are available online. Basic office operations can still be continued remotely.

Physical Chronic Risk: This type of risk arises from changes in weather related patterns that includes rise in sea levels and increase in annual temperatures. Our properties are not located in low-lying areas, which will not be susceptible to the rise in sea levels. As mentioned above, extreme temperatures, humidity and wind will not damage our properties. Overall the physical chronic risk is regarded as minimal.

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Transition Risk

Legal and policy risks: Compared to pre-industrial times, the global climate has changed dramatically, and the range of impacts brought about by climate change has become more pronounced in recent years. According to the latest report of the United Nations Intergovernmental Panel on Climate Change (IPCC), if global warming is not controlled within 1.5 degrees Celsius (compared to the pre-industrial level), it will have a negative impact on organisms and ecosystems, and further affect human life. In 2015, in response to climate change, leaders around the world pushed for the signing of the Paris Agreement and pledged to work together to keep the global average temperature rise within 2°C above pre-industrial levels. In 2021, the United Nations Climate Change Conference (COP26) held in Glasgow put forward new goals to further promote the implementation of the (Paris Agreement), calling on countries and companies to accelerate actions to achieve net zero emissions as soon as possible. As a company that attaches great importance to social responsibility,

Technology Risk: In our projects, the Group will try its best to reduce the impact on the environment by realizing low carbon emission technology transformation and create higher quality services for our customers. There are no major technical issues in 2021.

The Group promises to control its carbon emissions in strict accordance with the requirements of the Paris Agreement, and actively participate in the global mission to combat climate change.

Climate change is one of the great challenges facing the world today. In order to reduce the impact of climate change as much as possible, protect the earth home. We are committed to adopting greener practices and exploring new strategies for sustainable operations. Continue to take more action to reduce our environmental footprint and drive sustainable development through innovative practices and our environmental approach.

B. SOCIAL COMMITMENT

B.1. Employment and Labour Practices

The Group believes that employees play vital roles in its business growth and enhancing customer experience. To maintain a happy, healthy, safe and productive working environment, we have implemented procedures and policies in all aspects of the Group's business operations and integrated into our employee handbook.

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In our employee handbook, we have outlined the general procedures and practices of the Group related to employment, compensation and benefits. To ensure diversity and equality, our selection process is non-discriminatory and is solely based on the employee's performance, experience and skills. As at 31 December 2021, the Group has 408 employees with an overall gender ratio between male and female at 1:0.92.

Key Performance Indicator	Category	Number of Employees	
		2021	2020
Gender	Male	196	199
	Female	212	193
Employment type	Full time	406	392
	Part time	2	–
Age group	Below 30	203	181
	Between 31 and 40	171	168
	Between 41 and 50	25	36
	Above 51	9	7
Geographical region	Mainland China	408	392
	Hong Kong	–	–

The Group is committed to developing a strong talent pipeline to meet our strategic needs. An integrated workforce planning process is adopted to identify the necessary skillset and experienced across our business operations, and recruit locally if possible to support our community. This process enables us to hire the right balance of talents between different divisions, which will further support our business expansion.

Our recruitment and promotion system encompass the principles of “impartiality, fairness and openness” and “employing people on their merits, equal emphasis on morality and competence”. By adopting a holistic approach, the Group ensures that all applicant receives equal treatment, regardless of their background, religion, race, age, gender and other factors. Applicants undergo a background check and a vigorous assessment to ensure they have the relevant skills set, behaviour and sufficient experience prior to employment. This ensures new employees will be able to integrate into our Group's culture and thrive within the working environment.

The Group conducts assessment twice a year with objective assessment method to comprehensively evaluate employees' working ability and performance, and provide basis for employees' promotion, post transfer, salary increase or award. We are committed to providing competitive salary and other benefits in order to retain and motivate our talents. Our remuneration scheme is reviewed annually with reference to the market practices as well as experience and performance of our staff. The working hours, leaves and other statutory requirements such as social insurance are all in compliance with the applicable laws and regulations.

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The Group has established a complete appeal system. Any employee who is dissatisfied with the company's affairs or the treatment he/she receives can complain through the appeal channel. The Group also welcomes employees to discuss their targets and expectations in job advancement and career development with the senior management if they have any ideas or difficulties regarding their job.

There were no non-compliance cases noted in relation to employment laws and regulations during the Reporting Period.

Employee composition and changes in staff turnover are monitored by the Group. Equal opportunities are heeded as prerequisites for the effective utilization of available competence and for a balanced working environment.

During the period under review, our employee turnover rate was 29%.

Employee Turnover Rate	Categories	2021
Total employee turnover		117
Overall employee turnover rate		29%
Gender	Male	66
	Female	51
Age group	21 – 30	79
	31 – 40	36
	41 – 50	–
	51 – 60	2
	over 61	–
Geographical region	Mainland China	117
	Hong Kong	–
	Macau	–

B.2. Health and Safety

Building a positive culture of health and safety has been one of the top priorities for the Group. A healthier workforce will lead to better productivity and higher morale, which ultimately creates a high performance and agile organisation. This has been achieved by supporting our employees in two dimensions — physical wellbeing and their mental wellbeing.

Physical wellbeing

As employees are the most important asset and resource of the Company, it is of utmost importance to provide a healthy and safe working environment for the employees in a reasonable and practicable situation. The employee handbook provides detailed instructions on keeping a safe and healthy workplace, including the following requirements:

- Smoking is strictly prohibited in the office area. If unsafe phenomena or situations are found in the office, they should be brought to the attention of superiors immediately.

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- Employees should carefully check the electric switches, door and window locks, etc. before going off duty to eliminate the hidden dangers.
- No one is allowed to repair electrical appliances or other dangerous office equipment without training or special knowledge.
- Employees who continue to act in an unsafe manner can lead to disciplinary action.
- Employees must strive to improve the sanitary environment in the workplace and follow with health care and sanitation measures.

During the Reporting Period, the Group did not violate any health and safety laws and regulations and no work-related fatal or injury was noted.

Mental wellbeing

In parallel with supporting our staff's physical wellbeing, it is also crucial to boost the mental health of our workforce. Our management pays close attention to the employee's mental health and have devised a series of initiatives in maintaining the employee's mental resilience.

One of the key initiatives is to promote the concept of work-life balance. The Group strives to develop a working environment and a corporate culture that provides an optimal balance between the employee's private lives and professional lives. Within our business operation, the employee's working hours, resting time and holidays are clearly stated through the Company Personnel System (公司人事制度), which protects the legitimate rights and interests of employees, and their rights to rest and vacation.

In addition, staffs that are in managerial positions have been provided with basic training to identify signs of mental health issues with employees. Managerial-level staffs are encouraged to proactively reach out to team members from time to time to create a more inclusive, open and friendly working environment. If employees require support with mental health, they can attend counselling sessions which covers different aspects, such as conflict management and stress relief.

Hosting employee engagement activities are also one of ways to raise morale and team spirit. This will enhance manager-employee relationship and communication between employees of different seniority. Staffs are able to forge bonds with team members from other departments, which promote inclusivity and may spark creativity.

With the outbreak of COVID-19 brought huge challenges to the Group. In this special period, to protect the health and safety of employees and ensure the normal production order of the branch, the Company has established a sound and effective emergency plan, especially attaching importance to the education of all employees on the prevention and control of the epidemic, which can effectively strengthen individual employees. Protection, knowledge reserve and self-prevention awareness.

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These policies were prepared in accordance to the best practices from government authorities. With extensive preventive measures within our business operations to safeguard the health of our employees. The following measures have been implemented where feasible:

- Strictly control the entry and exit of personnel, strengthen security, strictly control and register foreign personnel, and set up cards at entrances and exits to check body temperature;
- All employees and customers are required to wear a mask in the Group's premises;
- Establishing a split team structure and work from home arrangements for certain departments;
- Environmental cleaning and disinfection are performed more frequently;
- Organize special trainings on epidemics and preventive measures, and distribute prevention and control equipment (such as masks, disinfectants, etc.) to employees and specific positions to increase the coverage and frequency of disinfection.

The Company timely released related knowledge-based newsfeed on pandemic prevention and control for all employees via email to raise their awareness of risks. In this way, the Company could guarantee their security and enable employee resume work safely in an exhaustive and multidimensional manner, thus achieving zero infection in workplace. All these efforts have made great contribution to the normal operation of each business line of the Company. In the Reporting Period and the past two years, there were no fatalities or loss of productivity due to work injuries.

B.3. Development and Training

The Group recognizes that human capital always plays a large part in its business operation. We understand that training is always an important way to improve the overall performance and facilitate comprehensive development of the employees.

Internally, the Group has established comprehensive training programs. Induction program is offered to new joiners for learning the culture and the practices of the Group. Customized training programs are arranged for staff members at different levels and across its divisions on an ongoing basis. Special trainings are provided to relevant personnel when business development requires. The results and effects of all training will be considered as one of the factors for future promotion. The Group also encourages employees to take part in external training to acquire necessary technical skills and enhance team spirit.

The Group regularly evaluates the training objectives, training arrangements, training content according to the business needs and make changes when necessary. The results of the training and the performance of each individual will also be assessed regularly to ensure that all employees benefit from the training.

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Moreover, suitable performance evaluations are adopted for monitoring the development of all the employees. Comprehensive performance evaluation is effective in assessing the productivity and work efficiency of individuals that further assists in identifying the weaknesses and strengths. A regular transparent review process is conducted at the end of each period to review the employees' performance, attitude, and abilities. The comprehensive performance evaluation identifies the weakness and strengths of the employees, and also assess their productivity and work efficiency.

Percentage of employees trained		2021
Total		
Total employees trained		408
Percentage of employees trained		100%
Total trained employees by gender		
Male		196
Percentage of male employees trained		48%
Female		212
Percentage of female employees trained		52%
Total trained employees by employee category		
Senior management		11
Percentage of senior management trained		2.7%
Middle management		133
Percentage of middle management trained		32.6%
Frontline and other employees		264
Percentage of front line and other employees trained		64.7%

The average training time per employee is as follows:

Percentage of employees trained		2021
Total		
Total training hours		6,414
Average training hours per employee		16
By gender category		
Male		3,312
Average training hours per male employee		17
Female		3,102
Average training hours per female employee		15
By employee category		
Senior management		66
Average training hours for senior management		6
Middle management		1,596
Average training hours for middle management		12
Frontline and other employees		4,752
Average training hours for frontline and other employees		18

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B.4. Labour Standards

The Group strictly complies with the Labor Contract Law of the PRC 《中華人民共和國勞動合同法》, the Labor Law of the PRC 《中華人民共和國勞動法》 and other applicable laws and regulations relating to employment.

Proper internal controls, such as reference check and background search, are in place to ensure that only legitimate employees who possess valid identity documents are employed. Labor contract must be signed by both employees and the Group to guarantee no child or forced labor are employed.

During the Reporting Period, we were not aware of (1) any non-compliance case regarding the age of employment, and (2) any labour dispute between the Group and its employees.

B.5. Supply Chain Management

Supply chain management directly affects the reliability and smoothness of our operations as well as the quality of our services. A comprehensive procurement guideline has been established to govern the procurement processes and maintain long-term partnering relationship with strategic suppliers.

Supplier Identification, Evaluation and Selection

The Group is continuously engaged in supply chain management and is committed to building a compliant supply chain management system. Consideration of ESG in the selection of suppliers, and in the course of our ongoing relationships, is an important element of our environmental and social principles aimed at optimizing the entire value chain. The Group Purchasing department makes a preliminary selection of suppliers based on background information about the supplier and information about the supplier market. The purchasing department issues tenders or request for quote (“RFQs”) to the shortlisted suppliers. Generally, the purchasing department will clearly set the selection criteria for suppliers before receiving the tender or RFQ. The selection criteria should be objective and quantifiable so as to ensure the fairness and equity of the supplier selection process. All bids or quotations must be consistent with the principle of sustainability. Factors to be considered in the purchase decision include price, quality, location (logistics and warehousing costs), delivery reliability, anti-corruption, after-sales service, etc. Secondly, these processes help to identify the most suitable supplier to maximize economic benefits. various elements. We aim to optimize the environment throughout the value chain, optimizing environmental and social principles within our value chain.

Supplier Monitoring

The Group implements centralized, standardized and sunny management of procurement work, strictly examines the professional qualifications and reputation of suppliers, optimizes supplier resources and ensures procurement quality. A supplier list has been established and maintained in the procurement system to manage all suppliers the Group cooperates with, including the names and contact information of suppliers.

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To reduce environmental and social risks in the supply chain, the company requires suppliers and purchasers to meet the requirements of honest and regulated procurement. The company regulates the anti-corruption management and performance of suppliers, and requires all suppliers who sign service contracts with the company to sign the Integrity Cooperation Agreement. Purchasers are required to strictly comply with the company's integrity system and to eliminate corruption, bribery and violation of business integrity can be eradicated.

The Group conducts annual comprehensive evaluations of annual cooperative suppliers and conducts on-site inspections of the quality of suppliers from time to time. The evaluation results of all suppliers are recorded. Suppliers who cannot pass the evaluation will be removed from the supplier list. Also, in case of major quality incidents related to products and services, the cooperative relationship with the relevant supplier will be terminated immediately and the supplier will be removed from the list of authorized suppliers.

Supplier Relationship Management

In order to establish a stable and reliable supply of products and services, the Group cooperates with multiple suppliers to avoid over-reliance on a single source. As of December 31, 2021, the Group had 197 core suppliers with three types of suppliers, namely annual cooperative suppliers, general suppliers and one-time cooperative suppliers, and all of them are located in China. When both annual cooperative suppliers and ordinary suppliers cannot meet the demand, the procurement department will look for one-off cooperative suppliers.

We typically enter into one-time purchase agreements with our suppliers, which specify pricing, scope of work and quality requirements. We also enter into framework agreements with annual collaborators that specify key terms, including duration, quality, price, intellectual property, termination, confidentiality, payment and credit terms. Procurement analyzes and determines renewals based on an evaluation of the collaborative program and other data.

B.6. Product Responsibility

Intellectual Property

As at 31 December 2021, the Group owned 46 trademarks, 75 copyrights and 35 domain names in China and one trademark in Hong Kong.

The Group strictly complies with the Patents Ordinance (Chapter 514 of the Laws of Hong Kong), the Copyright Ordinance (Chapter 528 of the Laws of Hong Kong), Patent Law of the People's Republic of China, Trademark Law of the People's Republic of China, and other applicable laws and regulations.

The Group relies on a combination of intellectual property laws, trade secrets, confidentiality procedures and contractual provisions to protect its intellectual property including know-how. We require our employees and customers in respect of marketing strategy and consulting services to enter into written confidentiality agreements upon the commencement of business relationships with us. These agreements generally require that any confidential or proprietary information disclosed or otherwise made available by us be kept confidential.

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Quality Assurance

The Group has a well-established quality control system to identify, assess and manage the quality issues of the services it provides.

The Group strictly complies with the laws and regulations related to product liability, including but not limited to the Law of the People's Republic of China on the Protection of Consumer Rights and Interests, Internet hospital management approach and CRO related laws and regulations.

For internet hospital services, the Group has established policies and internal procedures for screening the registered physicians and pharmacists' records from the national electronic registration system on an annual basis to ensure the registered physicians and pharmacists are qualified. The Group has also set up internal prescription review system and dual-pharmacist verification system to ensure that registered physicians' prescriptions comply with the relevant rules and regulations in the PRC.

For medical conference services and patient education and screening services, quality controls are mainly conducted by personnel designated on each project. Project managers have been assigned to each project to specifically oversee the project implementation process.

For our marketing strategy and consulting services, standard operating procedures for our project implementation are in place to ensure that the quality of our services meets customers' expectations. In addition, we have a professional medical team whose members possess a bachelor's degree or above in medical-related fields to ensure that we can provide high-quality services to customers.

The Group's operations do not involve quality control procedures and product recalls due to the characteristics of the Company's business.

Complaint Handling Procedures

The Group adopts a customer-first mentality and listens to the suggestions and opinions of its customers so that it can enhance their experience of the Group's services. Therefore, the company attaches great importance to the resolution of complaints and is committed to responding to any complaint in an accurate, timely and courteous manner.

The Group has set up various channels such as complaint hotlines and reporting email addresses to encourage employees, customers, suppliers and other third-party organizations to report or complain about possible violations of relevant laws and regulations, industry guidelines or company policies.

All complaints will be handled seriously in accordance with the Complaint Handling Policy (Customer Complaint Handling Procedure), and corresponding action plans will be immediately formulated and improvement measures will be taken to resolve them.

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Customer Data Privacy

The Group collects and maintains a large amount of data, including physician and patient information, in the course of its business operations. Protecting the privacy of our customers' data is therefore one of the Group's priorities. The Group has established a policy on "Business — Data Protection", including practices and measures that are motivated by our practices regarding the collection, safeguarding or use of personal data or other privacy-related matters. The Group strictly complies with applicable standards, laws and regulations relating to data privacy. The Cyber Security Law of the People's Republic of China, which came into effect on June 1, 2017, requires us to clearly inform doctors and patients of the rules, purposes, methods and scope of collection and use of personal data, and to obtain their consent for the collection and use of such personal data.

In order to protect patients' personal information and information leakage, the Group has adopted a series of measures in respect of data privacy. We strictly limit the number of employees who can access patient data and grant such access only on a "need to know" basis. Our internal policy requires employees not to disclose such data to any third party without the consent of the physician or patient, unless required by applicable law. We also engage an independent third-party cloud service provider to store patient data at its data centers in Beijing, Guangzhou and Shanghai. This data is backed up regularly to reduce the risk of loss. The cloud service provider employs multiple layers of firewalls to protect our data from attacks or unauthorized access. We require the cloud service provider to regularly monitor access to data and report any suspicious or unauthorized access or attacks to us. As per our agreement with the cloud service provider.

As per our agreement with the cloud service provider, it is prohibited to access the content of our data to ensure the confidentiality of the data. In addition, data is encrypted to protect the privacy of physicians and patients.

During the reporting period, the Group did not identify (1) any cases of non-compliance with laws and regulations related to product liability that are material to the Group, and (2) any cases of customer complaints related to products and services.

B.7. Anti-Corruption

A system with good moral integrity and anti-corruption mechanism is the cornerstone for a sustainable and healthy development of the Group. The Company continued to reinforce its compliance management, strengthen the compliance awareness of all employees, establish a multi-dimensional risk management system and internal control mechanism, in order to regulate corporate governance and eliminate all forms of illegal behaviors including bribery, corruption and money laundering. To maintain a workplace free from corruption and bribery, the Group has formulated and implemented an anti-corruption and anti-bribery management system with reference to PRC Criminal Law 《(中華人民共和國刑法)》, PRC Anti-Unfair Competition Law 《(中華人民共和國反不正當競爭法)》, Interim Provisions on the Prohibition of Commercial Bribery 《(關於禁止商業賄賂的暫行規定)》 and Opinions on Several Issues concerning the Application of Laws in Criminal Commercial Bribery Cases 《(關於辦理商業賄賂犯罪適用法律若干問題的意見)》.

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The Group has implemented specific measures to prevent corrupt, bribery and fraudulent activities of employees, including:

- establish an employee handbook and a code of conduct, which are distributed to all employees, containing our internal rules and guidelines regarding work ethics, fraud prevention, negligence and corruption;
- require all account managers to sign a commitment to avoid any form of bribery in performing their work;
- provide regular training to all employees to explain the guidelines contained in the employee handbook and inform them updates on the relevant laws and regulations;
- establish project budgets and expenses claim policies and procedures, which require our operation team to prepare budgets for all projects and identify the relevant expenses. Such budgets and expense claims will be submitted to account department for review and the accounting managers will identify and follow up with any unusual fund flow, expense or reimbursement; and set up a platform to receive complaints and whistleblowing in relation to bribery and other illegal activities of employees;
- The company maintains an atmosphere of openness, trust and respect, accepts anonymous reports, ensures that everyone can raise issues in confidence, and strengthens and monitors the heads of business units and centers against corrupt practices, including hospitality, gifts, cards and offers, and once a report is received, management takes prompt action to ensure that no whistleblower is discriminated against, treated unfairly, etc. Retaliation is fought to maximize the protection of whistleblowers;
- In order to ensure the effectiveness and compliance of the policy system, the Group actively conducts annual training related to business ethics and anti-corruption in all operating locations. This training covers the explicit prohibition of corruption and bribery, extortion, fraud, money laundering, monopoly and unfair competition, insider trading, etc.

During the Reporting Period, no AML training was held due to the outbreak of COVID-19, but the AML policy remained in force.

The Group also considered possible corruption, bribery and fraud activities of third parties, including customers, speakers, suppliers, sponsoring enterprises and known attendees. Thus, we (1) have adopted a series of internal regulations which requires the inclusion in our business contracts with these counterparties of: (i) anti-corruption and anti-bribery clauses, (ii) terms prohibiting our employees receiving bribes and kickbacks from counterparties, and (iii) terms requiring counterparties to comply with relevant laws and regulations; (2) perform desktop search to identify whether these third parties have committed any kind of bribery incidents or breach of other applicable laws and regulations; and (3) make an inspection tour of the venues of different booth setup for pharmaceutical enterprises and monitor the onsite situation of conventions and seminars to identify abnormal behaviors and activities among the attendees. We also review the pharmaceutical enterprises' advertising materials to be distributed to the attendees at the venue in advance to ensure they do not breach any PRC anti-corruption laws and regulations. On top of the above, we have also set up a platform to receive complaints and whistleblowing in relation to bribery and other illegal activities of employees.

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During the Reporting Period, the Group was not aware of any case of bribery, extortion, fraud and money laundering.

B.8. Community Investment

The Group has been actively promoting the development of medical communications and is fully committed to improving healthcare in China. In addition to ensuring high standards of compliance, upholding corporate ethics and fulfilling our responsibilities, we also focus on the charity work of educating rural children. The Group is affected by COVID-19 in 2021 and the Group is not engaged in charitable activities for the time being, but will continue to invest in relevant community investments thereafter. We are passionate about giving back and creating meaningful social change by offering new and sustainable programs.

In the future, the Group will continue to explore more ways to invest in contributing to society and creating a better future.

- seek opportunities to work with charitable organizations to get involved in various community programs and contribute to society;
- promote the health of our employees and relationship with customers by organizing and taking part in sports and fitness activities; and
- Going forward, the Group will continue to explore more ways to invest and contribute to the community for a brighter future.

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HKEX ESG REPORTING GUIDE CONTENT INDEX

Aspects, General Disclosures and KPIs	Description	Relevant Chapter/Explanation
A. Environmental		
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.	Emissions
KPI A1.1	The types of emissions and respective emissions data.	Emissions — Air Emissions
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)	Emissions — GHG Emissions
KPI A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility)	Emissions — Waste Control
KPI A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Emissions — Waste Control
KPI A1.5	Description of emissions target(s) set and steps taken to achieve them.	Emissions
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.	Emissions — Waste Control

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Aspects, General Disclosures and KPIs	Description	Relevant Chapter/Explanation
Aspect A2: Use of Resources		
General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	Use of Resources
KPI A2.1	Direct and/or indirect energy consumption by type gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	Use of Resources — Electricity and Water
KPI A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Use of Resources — Electricity and Water
KPI A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	Use of Resources — Energy Management
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.	Use of Resources — Energy Management
KPI A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Use of Resources
Aspect A3 The Environment and Natural Resources		
General Disclosure	Policies on minimising the issuer's significant impact on the environment and natural resources.	Environmental Protection and Natural Resources
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Environmental Protection and Natural Resources
Aspect A4: Climate Change		
General Disclosure	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	Climate Change
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.	Climate Change

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Aspects, General Disclosures and KPIs	Description	Relevant Chapter/ Explanation
B. Social		
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.	Employment and Labour Practices
KPI B1.1	Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.	Employment and Labour Practices
KPI B1.2	Employee turnover rate by gender, age group and geographical region.	Employment and Labour Practices
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.	Health and Safety
KPI B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	Health and Safety
KPI B2.2	Lost days due to work injury.	Health and Safety
KPI B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	Health and Safety

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Aspects, General Disclosures and KPIs	Description	Relevant Chapter/Explanation
Aspect B3: Development and Training		
General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities	Development and Training
KPI B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Development and Training
KPI B3.2	The average training hours completed per employee by gender and employee category.	Development and Training
Aspect B4: Labour Standard		
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.	Labour Standards
KPI B4.1	Description of measures to review employment practices to avoid child and forced labour.	Labour Standards
KPI B4.2	Description of steps taken to eliminate such practices when discovered.	Labour Standards
Aspect B5: Supply Chain Management		
General Disclosure	Policies on managing environmental and social risks of the supply chain.	Supply Chain Management
KPI B5.1	Number of suppliers by geographical region.	Supply Chain Management — Supplier Identification, Evaluation and Selection
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.	Supply Chain Management — Supplier Monitoring
KPI B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Supply Chain Management — Supplier Monitoring
KPI B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	Supply Chain Management — Supplier Relationship Management

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Aspects, General Disclosures and KPIs	Description	Relevant Chapter/Explanation
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.	Product Responsibility
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Product Responsibility
KPI B6.2	Number of products and service related complaints received and how they are dealt with.	Product Responsibility — Quality Assurance
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	Product Responsibility — Intellectual Property
KPI B6.4	Description of quality assurance process and recall procedures.	Product Responsibility — Quality Assurance
KPI B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	Product Responsibility — Customer Data Privacy
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.	Anti-corruption
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.	Anti-corruption
KPI B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	Anti-corruption
KPI B7.3	Description of anti-corruption training provided to directors and staff.	Anti-corruption

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Aspects, General Disclosures and KPIs	Description	Relevant Chapter/ Explanation
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.	Community Investment
KPI B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	Community Investment
KPI B8.2	Resources contributed (e.g. money or time) to the focused area	Community Investment