



**CHINA HEALTHWISE HOLDINGS LIMITED**

**中國智能健康控股有限公司**

(Incorporated in the Cayman Islands with limited liability)

(於開曼群島註冊成立之有限公司)

Stock Code 股份代號: 00348

**ENVIRONMENTAL, SOCIAL AND  
GOVERNANCE REPORT**

**環境、社會及管治報告**

**2019**

### CONTENTS

#### 目錄

ABOUT THIS REPORT 關於本報告	3
INTRODUCTION 緒言	4
STAKEHOLDERS ENGAGEMENT 持份者參與	5
A. ENVIRONMENTAL ASPECTS A. 環境層面	9
A1. Emissions A1. 排放	9
A2. Use of Resources A2. 資源使用	12
A3. The Environment and Natural Resources A3. 環境及天然資源	15
B. SOCIAL ASPECTS B. 社會層面	15
Employment and Labour Practices 僱傭及勞工常規	15
B1. Employment B1. 僱傭	15
B2. Health and Safety B2. 健康與安全	19
B3. Development and Training B3. 發展及培訓	20
B4. Labour Standards B4. 勞工準則	22

# Environmental, Social and Governance Report

## 環境、社會及管治報告

Operating Practices 營運慣例	23
B5. Supply Chain Management B5. 供應鏈管理	23
B6. Product Responsibility B6. 產品責任	24
B7. Anti-Corruption B7. 反貪污	26
Community 社區	27
B8. Community Investment B8. 社區投資	27
ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORTING INDEX 環境、社會及管治報告索引	28

### ABOUT THIS REPORT

China Healthwise Holdings Limited (the “Company”), together with its subsidiaries (the “Group”), is pleased to present this Environmental, Social and Governance Report (the “Report”) to provide an overview of the Group’s management on significant issues affecting the operation, and the performance of the Group in terms of environmental and social aspects. This Report is prepared by the Group with the professional assistance of APAC Compliance Consultancy and Internal Control Services Limited.

#### Preparation Basis and Scope

This Report is prepared in accordance with Appendix 27 to the rules governing the listing of securities (the “Listing Rules”) on The Stock Exchange of Hong Kong Limited (the “Stock Exchange”) – “Environmental, Social and Governance (“ESG”) Reporting Guide” and has complied with “comply or explain” provision in the Listing Rules.

This Report summarises the performance of the Group in respect of corporate social responsibility, covering its operating activities which are considered as material by the Group – Chinese health products segment, money lending segment, investment in financial instruments segment and OBM toys segment in Hong Kong, The People’s Republic of China (“PRC”) and the USA only. For the consumer electronic products segment and commercial kitchen products segment, their businesses involve office operation only and they are considered as immaterial by the Group, thus, they are not included in the ESG reporting scope this year.

With the aim to optimise and improve the disclosure requirements in the Report, the Group has taken initiative to formulate policies, record relevant data, implement and monitor measures. This Report shall be published both in Chinese and English on the website of Stock Exchange. Should there be any discrepancy between the Chinese and the English versions, the English version shall prevail.

### 關於本報告

中國智能健康控股有限公司（「本公司」，連同其附屬公司統稱為「本集團」）欣然提呈本環境、社會及管治報告（「本報告」），概述本集團對影響其營運的重大事宜的管理及本集團在環境和社會方面的表現。本報告乃由本集團在亞太合規顧問及內控服務有限公司之專業協助下編製。

#### 編製基準及範圍

本報告乃依照香港聯合交易所有限公司（「聯交所」）證券上市規則（「上市規則」）附錄二十七—「環境、社會及管治（「環境、社會及管治」）報告指引」而編製並遵守上市規則「不遵守就解釋」條文。

本報告概述本集團於企業社會責任方面的表現，涵蓋本集團視為重要的僅於香港、中華人民共和國（「中國」）及美國的經營活動—中藥保健品分部、放債分部、投資金融工具分部及自有品牌製造玩具分部。就消費類電子產品分部及商用廚房產品分部而言，其業務僅涉及辦公室營運且本集團認為其不重要，因此，該等分部不包括在本年度的環境、社會及管治報告範圍內。

為優化和完善本報告的披露要求，本集團已主動制定政策、記錄相關數據、實施及監督措施。本報告以中、英文版本在聯交所網站刊發。中、英文版本如有任何歧異，概以英文版本為準。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

### Reporting Period

This Report demonstrates our sustainability initiatives during the reporting period from 1 April 2019 to 31 December 2019.

### Contact Information

The Group welcomes your feedback on this Report. Please share your views with us via email at [IR@healthwisehk.com](mailto:IR@healthwisehk.com) to help improve our sustainability policies.

### INTRODUCTION

The Group is dedicated to the provision of Chinese health products business, consumer electronic business, money lending business and investment in financial instruments with a clear business strategy for development and growth. In the meantime, the Group acknowledges the importance of operating its business in a responsible manner to achieve sustainable development. We constantly review our operating practices and standards relating to environmental protection and social responsibility. Our corporate social responsibility ("CSR") objective is to support the development of local community against challenges. We endeavour to help the disadvantaged and strengthen their voice in our business decision making as we aim to achieve the objectives below to fulfil our CSR:

1. Respecting social and cultural diversities, as well as equality and pride that everyone deserves.
2. Enhancing an inclusive and fair society, upholding the spirit of inclusiveness and accountability.
3. Promoting our values of honesty and humanity, as well as business principles of transparency and consistency.

Clear instructions have been made that our daily operations must be in compliance with minimum legal standards. The Group's CSR policies are applicable to all directors, senior executives and other employees. Details of the management approaches to sustainable development in different areas are illustrated in this Report.

### 報告期間

本報告列載我們於二零一九年四月一日起至二零一九年十二月三十一日止報告期間的可持續發展措施。

### 聯絡資料

閣下如對本報告有任何反饋，歡迎電郵至 [IR@healthwisehk.com](mailto:IR@healthwisehk.com)，與本集團分享寶貴意見，幫助我們完善可持續發展政策。

### 緒言

本集團致力於提供中藥保健品業務、消費類電子業務、放債業務及投資金融工具業務，訂有清晰的業務發展及增長策略。同時，本集團認識到負責任地經營業務對實現可持續發展的重要性。我們會不斷審視我們有關環保及社會責任的營運慣例及準則。我們企業社會責任（「企業社會責任」）的目標為支持本地社區的發展，協助其應對挑戰。我們竭力扶助弱勢社群，加強彼等在我們的業務決策中的話語權，因為我們旨在朝著以下目標履行我們的企業社會責任：

1. 尊重社會及文化差異，所有人均應享有公平待遇及尊嚴。
2. 推動包容公平社會，秉持包容負責精神。
3. 推崇誠信、人文的價值觀，秉持透明、一致的業務原則。

本集團已明確指示，我們的日常營運必須符合最低法律標準。本集團的企業社會責任政策適用於所有董事、高級行政人員及其他員工。針對不同領域可持續發展的管理方針詳述於本報告。

### STAKEHOLDERS ENGAGEMENT

The Group understands the success of the Group's business depends on the support from its key stakeholders, who (a) have invested or will invest in the Group; (b) have the ability to influence the outcomes within the Group; and (c) are interested in or affected by or have the potential to be affected by the impact of the Group's activities, products, services and relationships. This allows the Group to understand risks and opportunities. The Group will continue to ensure effective communication and maintain good relationship with each of its key stakeholders.

Stakeholders are prioritised from time to time in view of the Group's roles and duties, strategic plan and business initiatives. The Group engages with its stakeholders to develop mutually beneficial relationships and to seek their views on its business proposals and initiatives as well as to promote sustainability in the marketplace, workplace, community and environment.

The Group acknowledges the importance of intelligence gained from the stakeholders' insights, inquiries and continuous interest in the Group's business activities. The Group has identified key stakeholders that are important to our business and established various channels for communication.

The following table provides an overview of the Group's key stakeholders, and various platforms and methods of communication are used to reach, listen and respond.

### 持份者參與

本集團深知本集團業務之成功取決於其主要持份者之支持，該等持份者(a)已投資或將投資於本集團；(b)有能力影響本集團內產生之結果；及(c)於本集團之活動、產品、服務及關係中擁有權益或受其影響或可能受其影響。透過持份者，本集團可了解風險及機遇。本集團將繼續確保與各主要持份者維持有效溝通和保持良好關係。

本集團不時因應其角色及職責、策略規劃及業務舉措而排列持份者的優先次序。本集團與其持份者接洽，旨在建立互惠關係並尋求彼等對業務計劃及舉措以及促進於市場、工作場所、社區及環境可持續發展方面之意見。

本集團認同自持份者之見解、查詢及對本集團業務活動之持續關注中所得資料之重要性。本集團已識別對我們業務至關重要之主要持份者，並建立各種溝通渠道。

下表概述本集團之主要持份者及用於接收、聆聽及回應的各類溝通平台及方法。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

Stakeholders 持份者	Issues of concern 關注事項	Engagement channels 參與渠道
Government and Market Regulators 政府及市場監管者	<ul style="list-style-type: none"><li>- Compliance - 合規情況</li><li>- Proper tax payment - 妥當繳納稅款</li><li>- Promote regional economic development and employment - 推動區域經濟發展及就業</li></ul>	<ul style="list-style-type: none"><li>- On-site inspections and checks - 現場檢驗及檢查</li><li>- Research and discussion through work conferences, work reports preparation and submission for approval - 透過工作會議、工作報告編製及提交審批 開展研究及討論</li></ul>
Shareholders and Investors 股東及投資者	<ul style="list-style-type: none"><li>- Return on the investment - 投資回報</li><li>- Information disclosure and transparency - 信息披露及公開透明</li><li>- Protection of interests and fair treatment of shareholders - 保護股東權益及公平對待股東</li></ul>	<ul style="list-style-type: none"><li>- Annual general meetings and other shareholder meetings - 股東週年大會及其他股東大會</li><li>- Annual reports, announcements and website - 年報、公告及網站</li><li>- Meeting with investors and analysts - 與投資者及分析員會面</li></ul>
Employees 僱員	<ul style="list-style-type: none"><li>- Safeguard the rights and interests of employees - 保障僱員權利及權益</li><li>- Career development opportunities - 事業發展機會</li><li>- Health and safety - 健康與安全</li></ul>	<ul style="list-style-type: none"><li>- Conferences - 會議</li><li>- Trainings, seminars, briefing sessions - 培訓、研討會及簡介會</li><li>- Cultural and sport activities - 文化及體育活動</li><li>- Intranet and emails - 內聯網和電郵</li></ul>

# Environmental, Social and Governance Report

## 環境、社會及管治報告

Stakeholders 持份者	Issues of concern 關注事項	Engagement channels 參與渠道
Customers 客戶	<ul style="list-style-type: none"><li>- Safe and high-quality products</li><li>- 安全及優質產品</li><li>- Stable relationship</li><li>- 穩定關係</li><li>- Information transparency</li><li>- 資料透明度</li><li>- Business ethics</li><li>- 商業道德</li></ul>	<ul style="list-style-type: none"><li>- Websites, brochures, annual reports</li><li>- 網站、宣傳冊、年報</li><li>- Email and customer service hotline</li><li>- 電郵及客戶服務熱線</li><li>- Feedback forms</li><li>- 意見反饋表</li><li>- Visits and meetings</li><li>- 走訪及會面</li></ul>
Suppliers/Partners 供應商／合作夥伴	<ul style="list-style-type: none"><li>- Long-term partnership</li><li>- 長期合作關係</li><li>- Honest cooperation</li><li>- 誠實合作</li><li>- Fairness and openness</li><li>- 公平公開</li><li>- Risk reduction</li><li>- 降低風險</li></ul>	<ul style="list-style-type: none"><li>- Business meetings, supplier conferences, phone calls, interviews</li><li>- 業務會議、供應商會議、電話、面訪</li><li>- Regular meetings</li><li>- 定期會議</li><li>- Review and assessment</li><li>- 檢討及評估</li><li>- Tendering process</li><li>- 投標流程</li></ul>
Peer/Industry associations 同業／行業協會	<ul style="list-style-type: none"><li>- Experience sharing and cooperation</li><li>- 經驗分享及合作</li><li>- Fair competition</li><li>- 公平競爭</li></ul>	<ul style="list-style-type: none"><li>- Industry conference</li><li>- 行業會議</li><li>- Site visits</li><li>- 實地拜訪</li></ul>
Public and Communities 公眾及社區	<ul style="list-style-type: none"><li>- Community involvement</li><li>- 社區參與</li><li>- Social responsibilities</li><li>- 社會責任</li></ul>	<ul style="list-style-type: none"><li>- Volunteering</li><li>- 義工</li><li>- Charity and social investment</li><li>- 慈善及社會投資</li></ul>



# Environmental, Social and Governance Report

## 環境、社會及管治報告

Through general communication with stakeholders, the Group understands the expectations and concerns from stakeholders. The feedbacks obtained allow the Group to make more informed decisions, and to better assess and manage the resulting impact.

The Group have adopted the principle of materiality in the ESG reporting by understanding the key ESG issues that are important to the business of the Group. All the key ESG issues and key performance indicators (KPIs) are reported in the Report according to recommendations of the ESG Reporting Guide (Appendix 27 of the Listing Rules) and the guidelines of Global Reporting Initiative (“GRI”).

The Group has evaluated the materiality and importance in ESG aspects through the following steps:

### Step 1: Identification – Industry Benchmarking

- Relevant ESG areas were identified through the review of relevant ESG reports of the local and international industry peers.
- The materiality of each ESG area was determined based on the importance of each ESG area to the Group through internal discussion of the management and the recommendation of ESG Reporting Guide (Appendix 27 of the Listing Rules).

### Step 2: Prioritization – Stakeholder Engagement

- The Group discussed with key stakeholders on key ESG areas identified above to ensure all the key aspects to be covered.

### Step 3: Validation – Determining Material Issues

- Based on the discussion with key stakeholders and internal discussion among the management, the Group’s management ensured all the key and material ESG areas, which were important to the business development, were reported and in compliance with ESG Reporting Guide.

As a result of this process carried out in 2019, those important ESG areas to the Group were discussed in this Report.

透過與持份者的全面溝通，本集團了解持份者的期望及顧慮，所獲得的反饋令本集團可作出更為明智的決定，以及更好地評估及管理其產生的影響。

本集團透過了解對本集團的業務而言屬重要的關鍵環境、社會及管治議題，已於環境、社會及管治報告中採納重要性原則。根據環境、社會及管治報告指引（上市規則附錄27）及全球報告倡議組織（「全球報告倡議組織」）指引的推薦建議，本集團已於本報告中匯報所有關鍵環境、社會及管治議題和關鍵績效指標。

本集團已透過採取下列步驟評估環境、社會及管治方面之重大性及重要性：

### 步驟1：識別－行業基準

- 透過審閱本地及國際同行之相關環境、社會及管治報告，識別環境、社會及管治相關範疇。
- 各環境、社會及管治範疇之重要性乃基於透過管理層內部討論得出其對本集團的重要程度，並按上市規則附錄27環境、社會及管治報告指引之推薦意見而釐定。

### 步驟2：優先次序－持份者參與

- 本集團就上文識別之主要環境、社會及管治範疇與主要持份者進行討論，以確保涵蓋所有重要範疇。

### 步驟3：確認－釐定重大議題

- 基於與主要持份者之討論及管理層內部討論，本集團管理層確保所有對業務發展屬重要之主要及重大環境、社會及管治範疇均予以呈報，且遵守環境、社會及管治報告指引。

由於該程序於二零一九年實施，對本集團屬重要之環境、社會及管治範疇均於本報告內討論。

### A. ENVIRONMENTAL ASPECTS

#### A1. Emissions

The Group is committed to providing consumers with high-quality and safe products which are harmless to both human and environment. Our employees' behaviour is bound by our environmental policies, which are also set out in employment contracts. Review of our environmental policies and relevant internal guidelines are conducted regularly to ensure that we comply with relevant local laws and are aligned with the latest industry practices, thereby further improving our environmental standard.

##### *Air Pollutants Emission*

The Group's air pollutants emission mainly comes from daily operation of offices. The Group did not have air pollutants emission from 1 April 2019 to 31 December 2019 as it did not have any vehicle use during the reporting period.

##### *Greenhouse Gas ("GHG") Emission*

Communities around the world are gradually becoming more concerned about climate change. The Group recognises that climate change can pose a risk to its business and it is committed to mitigating the effects of climate change. GHG is considered as one of the major contributors to climate change. As the majority of the Group's GHG emission comes from energy consumption, the Group manages its carbon footprint by minimising the energy consumption in its business operation.

### A. 環境層面

#### A1. 排放

本集團旨在為消費者提供優質、安全、對人體及環境無害的產品。我們的環保政策亦列於員工合約當中，以對員工有關行為進行制約。我們定期檢討環保政策及相關內部指引，以確保符合相關地區的法律以及行業的最新慣例，持續提升我們的環保水平。

##### *空氣污染物排放*

本集團排放的空氣污染物主要來自於辦公室日常營運。由於本集團於報告期間並無使用汽車，故本集團自二零一九年四月一日起至二零一九年十二月三十一日並無空氣污染物排放。

##### *溫室氣體（「溫室氣體」）排放*

氣候變化日益受到全球社區的廣泛關注。本集團確認氣候變化會對其業務產生風險，並致力減低氣候變化的影響。溫室氣體被視為導致氣候變化的主要原因之一。由於本集團排放的溫室氣體主要來自能源消耗，本集團藉減少業務營運期間的能源消耗以控制其碳足印。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

Policies and measures adopted on energy saving to reduce GHG emission are mentioned in the section "Use of Resources". The Group did not have GHG Scope 1 emission in 2019 as there was no vehicle use during the reporting period. The decrease in GHG Scope 2 emission in 2019 was mainly attributable to the decrease in the revenue generated by the Chinese health products business, as well as effective implementation of electricity saving strategies during the reporting period. The GHG emission of the Group during the reporting period is as follows.

為減少溫室氣體排放而採取的節能政策及措施於「資源使用」一節中提述。本集團於二零一九年並無溫室氣體範圍1排放，乃由於於報告期間並無使用汽車。於二零一九年溫室氣體範圍2排放減少乃主要由於於報告期間中藥保健品業務產生的收入減少及有效實施節電策略。於報告期間，本集團的溫室氣體排放如下。

GHG emission	Unit	Period from	Year ended
		1 April 2019 to 31 December 2019 於二零一九年 四月一日 至二零一九年 十二月三十一日 期間	31 March 2019 截至二零一九年 三月三十一日 止年度
溫室氣體排放	單位		
Scope 2 <sup>1</sup> 範圍2 <sup>1</sup>	tonnes of CO <sub>2</sub> -e 噸二氧化碳當量	141.41	197.32
Total GHG emission 溫室氣體排放總量	tonnes of CO <sub>2</sub> -e 噸二氧化碳當量	141.41	197.32
GHG emission intensity 溫室氣體排放密度	tonnes of CO <sub>2</sub> -e/employee 噸二氧化碳當量／員工	1.20	1.66

<sup>1</sup> 範圍2：本集團所消耗購買電力間接產生的排放。

<sup>1</sup> Scope 2: Indirect emissions from the purchased electricity consumed by the Group.

### Waste Management

We also engage professional third party to properly dispose of our impaired electronic wastes. Besides, the Group encourages the use of email and electronic documentation to achieve “paperless office”. The Group sets up a paper usage monitoring system. Paper consumption is recorded to analyse the trend of paper usage in order to formulate measures to save paper. The decrease in the non-hazardous waste in 2019 was mainly attributable to the decrease in the revenue generated by the Chinese health products business, as well as effective implementation of waste reduction strategies during the reporting period.

The wastes produced by the Group with different management methods during the reporting period are summarised as follows:

### 廢棄物處理

我們亦委聘專業第三方妥善棄置已損壞的電子廢棄物。此外，本集團鼓勵利用電郵及電子文件以達至「無紙化辦公」。本集團已安裝用紙監控系統，記錄紙張消耗以分析用紙趨勢並制定措施節約紙張。於二零一九年無害廢棄物減少乃主要由於於報告期間中藥保健品業務產生的收入減少及有效實施減廢策略。

於報告期間，本集團所產生的採用不同處理方法的廢棄物概述如下：

Non-hazardous waste	Unit	Period from 1 April 2019 to 31 December 2019 於二零一九年 四月一日 至二零一九年 十二月三十一日 期間	Year ended 31 March 2019 截至二零一九年 三月三十一日 止年度
無害廢棄物	單位		
Non-hazardous waste disposed 無害廢棄物棄置量	tonnes 噸	–	0.40
Non-hazardous waste recycled 無害廢棄物回收量	tonnes 噸	0.20	–
Non-hazardous waste generated <sup>2</sup> 所產生無害廢棄物量 <sup>2</sup>	tonnes 噸	0.20	0.40
Non-hazardous waste generated intensity 無害廢棄物密度	tonnes/employee 噸／員工	0.002	0.003

<sup>2</sup> Total non-hazardous waste produced is the sum of total non-hazardous waste disposed and total non-hazardous waste recycled.

<sup>2</sup> 所產生無害廢棄物總量是總無害廢棄物棄置量和總無害廢棄物回收量相加的總和。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

### A2. Use of Resources

#### Energy Saving

The Group sets up an electricity usage monitoring system to better monitor the electricity usage. Monthly electricity consumption is recorded to analyse any sudden increase in consumption and to implement measures to minimise the electricity consumption. Besides, we have installed LED lighting system to reduce electricity consumption. The decrease in energy consumption in 2019 was mainly attributable to the decrease in the revenue generated by the Chinese health products business, as well as effective implementation of electricity saving strategies during the reporting period. The energy consumption of the Group is as follows:

### A2. 資源使用

#### 節能

本集團已安裝用電監控系統以更好地監控用電。該系統記錄每月用電，以分析其任何突然增加並制定措施減少電力消耗。此外，我們亦已安裝LED照明系統減少電力消耗。於二零一九年能源消耗減少乃主要由於於報告期間中藥保健品業務產生的收入減少及有效實施節電策略。本集團的能源消耗如下：

Energy	Unit	Period from 1 April 2019 to 31 December 2019 於二零一九年 四月一日 至二零一九年 十二月三十一日 期間	Year ended 31 March 2019 截至二零一九年 三月三十一日 止年度
能源	單位		
Purchased electricity 購買電力	MWh 兆瓦時	290.62	397.28
Total energy consumption 能源消耗總量	MWh 兆瓦時	290.62	397.28
Energy consumption intensity 能源消耗密度	MWh/employee 兆瓦時／員工	2.46	3.34

# Environmental, Social and Governance Report

## 環境、社會及管治報告

### Water Saving

The water consumption of the Group comes from office operation. In case of any leaking pipes, the Group will immediately inform repairing company to reduce water wastage. The decrease in water consumption in 2019 was mainly attributable to the effective implementation of water saving policies during the reporting period. During the reporting period, the water consumption of the Group is as follows:

### 節水

本集團的水消耗產生自辦公室運作。倘存在任何水管漏洞，本集團將及時通知維修公司以減少水資源浪費。於二零一九年水消耗減少乃主要由於於報告期間有效實施節水政策。於報告期間，本集團的耗水量如下：

Water	Unit	Period from 1 April 2019 to 31 December 2019 於二零一九年 四月一日 至二零一九年 十二月三十一日 期間	Year ended 31 March 2019 截至二零一九年 三月三十一日 止年度
水	單位		
Water consumption 耗水量	m <sup>3</sup> 立方米	353.85	985.33
Water consumption intensity 耗水密度	m <sup>3</sup> /employee 立方米／員工	3.00	8.28

# Environmental, Social and Governance Report

## 環境、社會及管治報告

### Packaging Materials

The major packaging materials used are paper, plastic and metal. The decrease in packaging materials in 2019 was mainly attributable to the decrease in the revenue generated by the Chinese health products business during the reporting period. The consumption of these materials by the Group is summarised as below.

### 包裝材料

我們使用的主要包裝材料為紙張、塑料及金屬。於二零一九年包裝材料減少乃主要由於於報告期間中藥保健品業務產生的收入減少。本集團使用的有關材料消耗量概述如下。

Packaging Materials	Unit	Period from 1 April 2019 to 31 December 2019 於二零一九年 四月一日 至二零一九年 十二月三十一日 期間	Year ended 31 March 2019 截至二零一九年 三月三十一日 止年度
包裝材料	單位		
Paper 紙張	tonnes 噸	3.70	3.00
Plastic 塑料	tonnes 噸	2.20	4.50
Metal 金屬	tonnes 噸	0.90	1.50
Total 總計	tonnes 噸	6.80	9.00

### A3. The Environment and Natural Resources

With the integration of policies and measures to reduce air pollutants and GHG emission, waste generation and resources consumption, the Group strives to enhance environmental sustainability and minimise the impacts on the environment. Our executives oversee the implementation of relevant policies and measures. When necessary, improvement measures will be implemented.

## B. SOCIAL ASPECTS

### Employment and Labour Practices

#### B1. Employment

The Group believes that people are the most important asset and the key to maintaining its competitiveness. We are committed to providing a fair working environment which is free of harassment or discrimination. We have established employment and labour practices in compliance with the relevant labour laws and regulations in regions where we operate, including Hong Kong Employment Ordinance, Labour Law of the PRC and relevant employment law of the USA. During the reporting period, we had no material violation on the laws and regulations related to employment.

#### *Recruitment and Dismissal*

The Group has adopted an unbiased recruitment process in order to promote workforce diversity and equitable workplace. Candidates have equal opportunities for vacancies regardless of gender, age, marital status, religion, race, nationality and disability, etc. They are selected solely based on performance, experience and skills. Both internal employees and external talents are welcome to apply for job positions in the Group.

### A3. 環境及天然資源

透過整合減少空氣污染物及溫室氣體排放、廢棄物的產生及資源消耗的政策及措施，本集團致力提升環境可持續性及盡量減少對環境造成之影響。我們的行政人員會監督相關政策及措施的實施情況。如有需要，我們會實施改善措施。

## B. 社會層面

### 僱傭及勞工常規

#### B1. 僱傭

本集團相信，人力是最重要的資產，亦是維持其競爭力的關鍵。我們致力於提供公平的工作環境，杜絕騷擾及歧視發生。我們已根據我們經營所在地區的相關勞工法律法規（包括香港《僱傭條例》、中國《勞動法》及美國相關僱傭法）制定僱傭及勞工常規。於報告期間，我們並無嚴重違反僱傭相關法律法規。

#### *招聘及解僱*

本集團採納公正的招聘程序以促進員工多元化及公平的工作場所。候選人擁有平等的機會填補職位空缺，而不論性別、年齡、婚姻狀況、宗教、種族、國籍及殘疾等，其選拔完全取決於其表現、經驗及技能。歡迎內部員工及外部人才申請本集團職務。



# Environmental, Social and Governance Report

## 環境、社會及管治報告

For termination of employment contract, regardless of reasons, the Group's human resources department follows all procedures under our personnel management policies and applicable labour laws. Termination clauses are set out in all employees' contracts and other relevant documents. In case of complex situation, human resources department will consult our legal advisors and/or management to ensure such employment termination is in compliance with applicable employment laws.

### *Employee Welfare and Wellness*

The Group endeavours to offer its employees a competitive remuneration package which is in line with the market trend. Promotion and salary increments are assessed based on performance and experience in order to attract, retain and motivate high-performing employees. Annual discretionary bonuses are given to employees with reference to our business performance and individual staff performance. To provide flexible and effective means of incentivising, rewarding, remunerating, compensating employees who contribute the success of the Group, the Group has adopted a share option scheme.

In addition to remuneration, the Group cares about the wellness of employees. The Group's management strives to understand employees' needs by holding regular meetings to listen to their concerns. This can help enhance communication between management and employees to enable employees to better understand the company and bolster their sense of belonging. We also provide employees with different benefits and are dedicated to help them to maintain a work-life balance through contractual working hours and vacation entitlements. These include mandatory provident fund contribution, medical insurance, social insurance, paid annual leave, maternity leave and so forth.

As at 31 December 2019, the Group had 118 employees from the Chinese health products segment, money lending segment, investment in financial instruments segment and OBM toys segment.

不論何原因終止僱傭合約的，本集團人力資源部會跟循人事管理制度及適用勞工法例下的程序處理。本集團已將終止條款載列於所有員工的僱傭合約及其他相關文件。就處理個別複雜情況，人力資源部會徵詢法律顧問及／或管理層意見，以確保終止僱傭符合適用僱傭法例要求。

### *僱員福利及健康*

本集團致力向其僱員提供符合市場趨勢的具競爭力的薪酬待遇。晉升及加薪會基於表現及經驗評核，以吸引、挽留及激勵優秀僱員。亦會參考我們的業務表現及個別僱員之表現向僱員派發年度酌情花紅。本集團已採納購股權計劃，旨在提供靈活有效之途徑，以鼓勵、回饋、酬謝、補償為本集團之成功作出貢獻之僱員。

除薪酬外，本集團亦關注僱員的健康。本集團管理層透過舉行定期會議聽取僱員之關注事項，致力了解僱員需要。此舉可有助於提高管理層與僱員之溝通，以確保僱員更好地了解本公司及提升彼等的歸屬感。我們亦為僱員提供多項福利及致力於透過合約工作時間及度假權利，協助彼等保持工作與生活的平衡。福利包括強制性公積金供款、醫療保險、社會保險、帶薪年假、產假等。

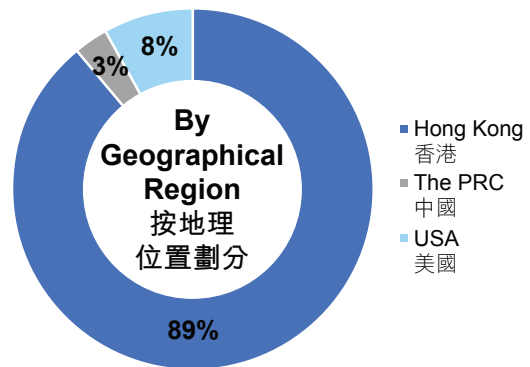
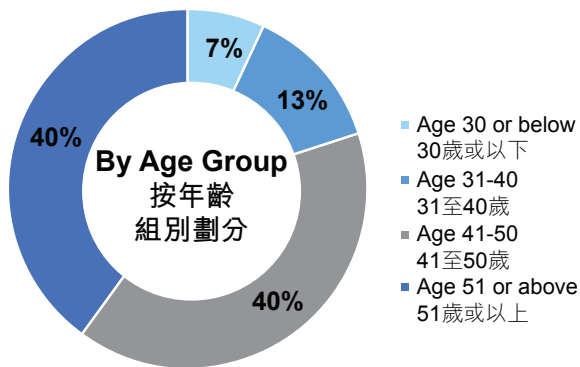
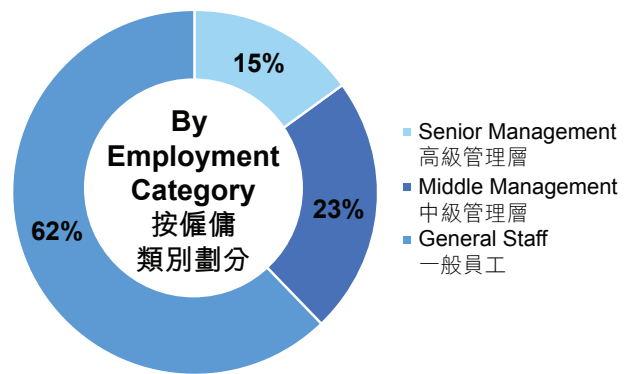
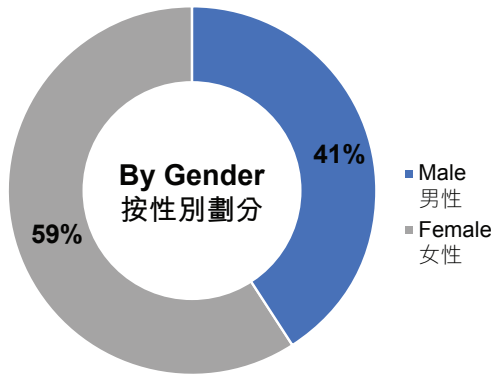
於二零一九年十二月三十一日，本集團之中藥保健品分部、放債分部、投資金融工具分部及自有品牌製造玩具分部合計擁有118名僱員。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

Below is the detailed breakdown of the number of employees by gender, age group, employment category and geographical region.

以下為按性別、年齡組別、僱傭類別及地理位置劃分之僱員數目明細資料。



# Environmental, Social and Governance Report

## 環境、社會及管治報告

The employee turnover rate during the reporting year by gender, age group and geographical region are as follows:

於報告年度按性別、年齡組別及地理位置劃分的僱員流失率如下：

Employee turnover rate	Period from 1 April 2019 to 31 December 2019 於二零一九年 四月一日 至二零一九年 十二月三十一日 期間	Year ended 31 March 2019 截至二零一九年 三月三十一日 止年度
<b>僱員流失率</b>		
<b>By gender</b> 按性別劃分		
• Male	12.2%	6.0%
• 男性		
• Female	8.7%	1.4%
• 女性		
<b>By age group</b> 按年齡組別劃分		
• Age 30 or below	22.2%	—
• 30歲或以下		
• Age 31-40	29.2%	8.0%
• 31至40歲		
• Age 41-50	6.8%	—
• 41至50歲		
• Age 51 or above	—	5.1%
• 51歲或以上		
<b>By geographical region</b> 按地理位置劃分		
• Hong Kong	11.3%	3.7%
• 香港		
• The United States	—	—
• 美國		
<b>Overall</b> 總體	10.2%	3.4%

### B2. Health and Safety

As people are our most important asset, we recognise the importance of securing the health and safety of employees and are dedicated to providing a healthy and safe working environment for our employees. We have established a comprehensive safety control system, which consists of various work safety and contingency guidelines according to job nature.

The Group strictly complies with Occupational Safety and Health Ordinance in Hong Kong, Law of the PRC on the Prevention and Treatment of Occupational Diseases and other applicable laws and regulations. During the reporting period, we had no material violation on relevant laws and regulation on occupational health and safety that had a significant impact on the Group.

#### *Workplace and Equipment Management*

The Group places great emphasis on the safety of machines and equipment by arranging maintenance and performing regular checks to make sure that they are functioning safely and properly.

#### *Safety Training and Education*

The Group believes that increasing employees' awareness and knowledge in occupational health and safety is the basis for minimising work-related incidents. All employees, including existing and new, permanent and contract-based staff, receive trainings about healthy and safe working environment every year. These includes health, safety and environment ("HSE") training, evacuation drill training, fire drill training, etc.

During the reporting period, the Group recorded zero case of work-related injuries and zero case of work-related fatality. In case of significant safety risks and accidents, employees and supervisors shall report to management and make necessary improvement measures.

### B2. 健康與安全

人員是我們的最寶貴資產，我們深明保障僱員健康及安全之重要性且致力於為僱員提供健康及安全的工作環境。我們已建立完善的的安全管理制度，包括根據工作性質制訂工作安全及意外事故應急處理指引。

本集團嚴格遵守香港職業安全及健康條例、中國職業病防治法及其他適用法律及法規。於報告期間，我們並無嚴重違反對本集團構成重大影響有關職業健康及安全之相關法律及法規。

#### *工作場所及設備管理*

本集團高度重視機器及設備安全，透過安排維護及執行定期檢查，確保機器及設備安全及正常運作。

#### *安全培訓與教育*

本集團認為，加強僱員對職業健康與安全的意識及了解是減少與工作相關事故發生的基礎。所有僱員（包括現有及新、長期及合約員工）每年均會接受健康及安全工作環境培訓。該等培訓包括健康、安全及環境（「HSE」）培訓、疏散演習培訓、火警演習培訓等。

於報告期間，本集團已記錄零宗與工作相關之受傷事件及零宗與工作相關之死亡事故。如有重大安全風險及意外，員工及主管須向管理層報告，並作必要改善措施。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

### B3. *Development and Training*

The Group considers the continuous improvement of employees as the key elements of the Group's sustainable development. A series of development and training programmes are organised which aim at nurturing employees' growth. The training programmes include internal and external trainings.

During the reporting period, the training activities organised by the Group included workshops on the latest industrial development trend and market knowledge, and corporate governance and business-related training for directors to update on the laws, rules and regulations and develop professional skills.

We encourage employees who have received training to share their knowledge with other colleagues to promote a learning culture within the Group. We also establish an open communication and discussion between management and employees about working condition, promotion, career goal, with a view to supporting their development and growth with the Group. To retain talent and reward employees with good performance and high potential, we offer internal promotion prospects within the Group to motivate employees' self-development. In future, we expect to spend more on continuous training for employees and workers in order to improve our productivity and quality for sustainable development.

### B3. *發展及培訓*

本集團認為僱員的持續進步乃本集團可持續發展的關鍵因素。本集團已安排一系列發展及培訓項目（包括內部及外部培訓），旨在培育僱員成長。

於報告期間，本集團安排的培訓活動包括對董事開展有關最新行業發展趨勢及市場知識的研討會、企業管治及業務相關培訓，以幫助彼等了解最新法例、規則及規例，並培養專業技能。

我們鼓勵受訓僱員與其他同事分享所獲得的知識，在本集團形成學習氣氛。我們亦營造開放溝通的氛圍，鼓勵僱員就其工作情況、晉升機會及事業發展目標與管理人員討論，協助僱員發展所長，與本集團共同成長。為了挽留人才及表揚表現優秀、具有發展潛力的僱員，我們會為僱員提供本集團內部晉升機會，以激勵僱員自我發展。未來，我們預期將在僱員及工人持續培訓方面投入更多資源，從而在可持續發展方面提升我們的產能及質量。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

The percentage of employees trained and the average training hours by gender and employee category during the reporting period are as follows:

於報告期間，按性別及僱員類別劃分的受訓僱員及平均受訓時數百分比如下：

Training (percentage of employees trained)	Period from 1 April 2019 to 31 December 2019 於二零一九年 四月一日 至二零一九年 十二月三十一日 期間	Year ended 31 March 2019 截至二零一九年 三月三十一日 止年度
<b>培訓（受訓僱員百分比）</b>		
<b>By gender</b>		
按性別		
• Male	28.6%	56.0%
• 男性		
• Female	8.7%	26.1%
• 女性		
<b>By employee category</b>		
按僱員類別		
• Senior management	52.9%	76.5%
• 高級管理層		
• Middle management	22.2%	60.7%
• 中級管理層		
• General	6.8%	23.8%
• 一般員工		
• Contract/short term	–	9.1%
• 合約／短期員工		

# Environmental, Social and Governance Report

## 環境、社會及管治報告

### B4. Labour Standards

The Group upholds human rights and emphasises on the prohibition of engaging child or forced labour in workplace. The Group is in strict compliance with Hong Kong Employment Ordinance, the Regulations of Labour Security Supervision and Provisions on the Prohibition of Using Child Labour of the PRC, as well as child labour protection-related law of the USA and all other relevant laws and regulations in the regions where we operate. The Group has established internal guidelines and system regarding labour standards with reference to the laws, regulations and international labour standards.

The Group's recruitment process and staff promotion are governed by the above-mentioned internal labour system. Our management, administration department and human resources department keep a close eye on the business operation to prevent any child or forced labour. For recruitment process and staff promotion, all candidates and employees have the equal opportunities for the vacancies. Candidates are required to provide identity proofs to human resources department for verification to avoid recruitment of child labour. We also prohibit our management from squeezing our labour for their interest or forcing them to work by any forms of threat or extortion.

Based on employees' code of conduct in employment contract and employee handbook, our employees' behaviours are under stringent supervision. We encourage our employees to report any suspected case of child or forced labour to the management. Investigation on the case, appropriate disciplinary action and improvement on the current labour system will be carried out to prevent similar case from happening again. During the reporting period, none of the Group's operations was exposed to significant risk in the use of child or forced labour.

### B4. 勞工準則

本集團堅守人權，並強調嚴禁在工作場所聘用童工或強迫勞役。本集團嚴格遵守香港《僱傭條例》以及中國《勞動保障監察條例》及《禁止使用童工規定》以及美國有關保護童工的相關法律及營運所在地區的所有其他相關法律及法規。本集團已參考法例、規例及國際勞工標準，制訂有關勞動標準的內部守則指引及制度。

本集團的招聘程序及員工晉升均受上述內部勞工制度所制約。管理層、行政部及人力資源部人員嚴格監督業務經營，確保本集團無任何童工或強迫勞役。就招聘程序及員工晉升而言，所有候選人及僱員均有平等機會爭取席位。為防止招聘童工，候選人必須向人力資源部門提供身份證明以作核實。我們亦嚴禁管理人員以任何威脅或勒索的方式榨取勞工的利益和強迫員工工作。

依據僱傭合約及員工守則上刊出對員工個人操守的規範，我們的僱員的行為受嚴格監督。我們鼓勵僱員面對任何疑似童工或強迫勞役的事件時，向管理層舉報。本集團將對事件進行調查並採取適當的紀律處分及改進現有勞動制度以防止同類事件再次發生。於報告期間，本集團的業務概無面臨使用童工或強迫勞役的重大風險。

### Operating Practices

#### B5. Supply Chain Management

As part of our commitment to environmental protection and social responsibility, the Group attaches great importance to supplier management by formulating internal policies and guidelines on supply chain management.

##### *Selection Criteria*

We have adopted a fair and unbiased selection process when selecting suppliers. We choose suppliers based on a list of criteria carefully, including product quality, costs, capability, social and environment responsibility. We compare suppliers' performance and work with suppliers with the highest performance-to-price ratio and the best overall performance.

We stress the importance of integrity of our suppliers and business partners. As far as we are concerned, our suppliers and business partners have proven business records and had no material law violation or violation of business ethics. The supplier selection process is carried out according to our internal guidelines to prevent suppliers or business partners from securing contracts through any forms of transfer of interest.

##### *Supplier Assessment*

We undertake review on suppliers' performance. Supplier assessment is carried out on a regular basis to ensure suppliers fulfil their responsibilities and meet our standards under the supplier contract. Suppliers who do not meet our requirements or fail to fulfil contract liability will be reported to the management. We maintain a long-term and stable relationship with suppliers based on the assessment result.

Apart from supplier assessment, we also maintain a close communication with our suppliers to enable them to fully understand our Group's standards on suppliers in terms of legal compliance, labour standard, health and safety in workplace, security (GSV and C-TPAT) and product specification. With good communication and relationship with our suppliers, we can better manage the environmental and social risks of the supply chain.

### 營運慣例

#### B5. 供應鏈管理

作為我們對環境保護及社會責任承諾的一部分，本集團高度重視供應商管理，通過制定內部政策及指引進行供應鏈管理。

##### *甄選標準*

於甄選供應商時，我們已遵循公平公正的甄選流程。我們依據產品質量、成本、產能、社會及環境責任等一系列標準審慎挑選供應商。我們將多家供應商的表現作比較，並與具有最高性價比及最佳整體表現的供應商合作。

我們非常重視供應商及業務夥伴的誠信。據我們所認知，我們的供應商及業務夥伴過去營商紀錄良好，並無任何重大違規或違反商業道德行為。供應商甄選過程乃按照內部指引進行，以防止供應商或業務夥伴透過任何形式的利益輸送而取得合約。

##### *供應商評估*

我們定期檢討及評估供應商的表現，以確保供應商履行其於供應商合約項下的責任及符合我們的標準。對於不符合要求或未有履行合約責任的供應商，我們將匯報管理層。我們根據評估結果與供應商維持長期穩定的關係。

除供應商評估外，我們亦會與供應商持續密切溝通，讓其全面了解本集團對供應商在合規、勞工標準、職安健、保安 (GSV及C-TPAT) 以及產品規格方面的標準。鑒於與供應商良好的溝通及關係，我們能較好地管理供應鏈的環境及社會風險。



# Environmental, Social and Governance Report

## 環境、社會及管治報告

### B6. Product Responsibility

We value product quality to achieve sustainable growth of the Group. We always seek opportunities to improve product quality, enhance customers' satisfaction and protect intellectual property. We have formulated the following guidelines and policies to manage the Group's product responsibility:

1. Quality assurance procedures
2. Quality control procedures
3. Compliant handling procedures
4. Return procedures
5. Labelling procedures
6. Procedures of intellectual property protection

We strictly comply with applicable laws and regulations relating to product responsibility in the regions we operate. During the reporting period, no violation on relevant laws and regulations that had a significant impact on the Group relating to product responsibility issues was noted during the reporting period.

#### Quality Management

The Group strives to provide the best quality products to our consumers. Therefore, we have established quality assurance and quality control procedures to maintain our product quality.

For our Chinese health product business, in recognition of our continuous effort on high product quality and customer service management, Nam Pei Hong Sum Yung Drugs Company Limited ("Nam Pei Hong") has been recognised as "Quality Tourism Services Scheme ("QTS") Accredited Shops" by the Hong Kong Tourism Board since 2007 and "Hong Kong Top Brand" by the Hong Kong Brand Development Council since 2009. During the reporting period, the Group has been accredited for 11 consecutive years for QTS.

### B6. 產品責任

我們重視產品質量，從而實現本集團的持續增長。我們一直探尋著機遇以提升產品質量、提高客戶的滿意度及保護知識產權。我們已經制訂以下多項指引及政策，以管理本集團的產品責任：

1. 質量檢定程序
2. 質量管控程序
3. 投訴處理程序
4. 產品回收程序
5. 產品標籤指引
6. 保護知識產權指引

我們嚴格遵循有關我們經營所在地區產品責任的適用法律法規。於報告期間，我們並無發現違反對本集團有重大影響的相關法律法規及有關產品責任問題的事件。

#### 質量管理

本集團致力為客戶提供優質產品。因此，我們已建立質量檢定及質量管控程序保持產品質量。

就我們的中藥保健品業務而言，作為對我們不斷致力於優質產品及客戶服務管理的認可，南北行參茸葯材有限公司（「南北行」）自二零零七年起獲香港旅遊發展局認可為「優質旅遊服務計劃（「優質旅遊服務計劃」）認可零售商戶」及自二零零九年以來獲香港品牌發展局認可為「香港名牌」。於報告期間，本集團已連續十一年獲得優質旅遊服務計劃的認可。

### *Complaint Handling*

The Group has implemented compliant handling procedures to ensure that our customers' opinions are heard and responded in a timely manner. All complaints are considered and carefully handled by responsible department. Relevant investigation is taken and improvement measure is implemented to improve the product and service quality and customer experience. In addition, we have established return procedures to allow customers to return the products that they are not satisfied with under certain terms and condition.

We believe that complaints are valuable opportunities to obtain feedback from customers so as to identify the need for quality and policy improvements. During the reporting period, no complaint related to the services and products was received by the Group, all the complaints were addressed and resolved promptly.

### *Customer Data Protection*

The Group takes privacy issues seriously. We have established relevant policies on customer data protection and strictly complied with the applicable laws and regulations such as the Personal Data (Privacy) Ordinance to safeguard customers' information and data. Some customer protection measures implemented during the year. For example, customer data can only be used appropriately for authorised business operations and are only accessible by authorised personnel.

During the reporting period, no substantial complaints regarding breaches of customer data and privacy were received.

### *投訴處理*

本集團已實施投訴處理程序，以確保我們可收悉客戶意見並及時作出回應。所有投訴均會經過主管部門的審查及審慎處理。我們會採取相關調查及實行改進舉措，以提高產品及服務質量以及客戶體驗。此外，我們已建立產品回收程序，允許客戶在若干條款及條件下退回其不滿意的產品。

我們認為，投訴乃獲得客戶反饋的寶貴機會，從而發現需要進行的質量及政策改善。於報告期間，本集團並無接獲與服務及產品相關之投訴，所有投訴均被及時處理及解決。

### *客戶數據保護*

本集團嚴肅對待私隱問題。我們已設有相關政策保護客戶數據及嚴格遵循適用法律法規（如個人資料（私隱）條例）以保障客戶資料及數據。本集團已於年內實施若干客戶保護措施。例如，客戶數據僅可適用於經授權的業務營運並僅可供經授權人士查閱。

於報告期間，我們並無收到有關違反客戶數據及私隱的重大投訴。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

### *Intellectual Property Rights*

The Group is committed to the protection of intellectual property with the aim to enhance customers' confidence in our products and strengthen the Group's reputation. All employees and suppliers, who are involved in handling products (in terms of, e.g. product design, patent technology and labelling) need to sign a confidentiality agreement regarding intellectual property. We have strict guidelines over product sales, advertising and labelling.

We comply with applicable laws and regulations including the Copyright Ordinance. All products are sold with appropriate labelling which shows clearly their ingredients and usage.

To show our commitment to intellectual property protection, Nam Pei Hong has participated in the "No Fakes Pledge Scheme" coordinated by Intellectual Property Department, HKSAR and Hong Kong Retail Management Association since 2008. We have committed not to sell or deal in counterfeit or pirated goods and to sell only genuine goods to our consumers.

### **B7. Anti-Corruption**

The Group is committed to upholding high standards of ethics and integrity in all the business operations. The Group has set up anti-corruption control system according to the relevant laws and regulations from countries and regions where we have operations, including Hong Kong Prevention of Bribery Ordinance and Criminal Law of the PRC. Our directors, senior executives and all other employees have the responsibility to adhere to the laws and regulations and to hamper any forms of corruption, including bribery, extortion, fraud and money-laundering. Our business partners are expected to follow the same anti-corruption standards when working with us. We do not work with any business partners who fail to comply with the anti-corruption standards of the Group. During the reporting period, there was no concluded legal case regarding corrupt practices brought against the Group or its employees.

### *知識產權*

本集團致力於保護知識產權，旨在提高客戶對我們產品的信心及鞏固本集團聲譽。所有涉及處理產品的產品設計、專利技術及標籤等工作的員工及供應商，均須簽訂知識產權保密協議。我們對產品銷售、宣傳及標籤均有嚴格指引。

我們遵循適用法律法規，包括版權條例。所有出售產品均貼上合適的產品標籤，清楚列示產品成份及用途。

為履行我們對保護知識產權的承諾，南北行自二零零八年以來一直參與由香港特別行政區知識產權署及香港零售管理協會聯合發起的「正版正貨承諾計劃」。我們已承諾不會銷售或買賣假貨或盜版貨品且僅向客戶銷售正品。

### **B7. 反貪污**

本集團致力於所有業務經營中維持高水平的道德及誠信。本集團按照我們經營所在國家及地區的相關法律法規（包括香港防止賄賂條例及中國刑法）建立反貪污管理制度。我們的董事、高級行政人員及所有其他僱員有責任遵守法律法規，杜絕任何形式的貪污，包括賄賂、勒索、欺詐及洗錢。預期我們的業務夥伴在與我們合作時遵循相同的反貪污標準。我們並不與任何未能遵守本集團反貪污標準的業務夥伴進行合作。於報告期間，概無針對本集團或其僱員提出並已審結的貪污訴訟案件。

The Group has established an anonymous whistle-blowing mechanism to encourage employees and our business partners to report suspected cases of corrupt practice. We take confidential measures to safeguard the interests of whistle-blowers. We promptly investigate on the suspected cases and confirm internally before reporting to our management and Board of Directors and if necessary, the law enforcement authorities. As our business continues to develop, we will further improve our anti-corruption control system and strengthen our monitoring efforts in future.

To reinforce corporate governance, we have formed an audit committee, while hiring external lawyers and auditors to offer opinions on our financial report and other compliance issues. Apart from complying with Stock Exchange's corporate governance requirements on listed companies, we will continue to review and improve our internal control and corporate governance.

### Community

#### B8. Community Investment

The Group is committed to make contributions to the community by incorporating social participation in our business development. We organise and participate in different community activities, make donations or develop scholarship programmes. We believe that through organising these events, not only can a great corporate culture and practice be nurtured within the Group, but also relationships among the Group, our employees and the community can be fostered. During the reporting period, we continuously took part in different community activities for the benefit of the community.

Nam Pei Hong has been recognised as "Caring Company" by The Hong Kong Council of Social Service since 2015, which is a recognition to our continuous effort in building a cohesive society by promoting strategic partnerships among business and social service partners and public sectors.

本集團已建立匿名舉報機制，鼓勵僱員及我們的業務夥伴報告涉嫌貪污行為的事件。我們為舉報人提供保密措施以保障其權益。我們及時對涉嫌貪污事件開展調查及內部核實，並向管理層及董事會匯報及（如需要）通報執法機關。隨著我們的業務不斷發展，我們將在未來進一步提高我們的反貪污管理系統並加強我們的監察力度。

為加強企業管治，我們設有審核委員會，並聘請外部律師及核數師對我們的財務報告及其他合規事宜提供意見。除遵守聯交所對上市公司的企業管治規定外，我們將持續檢討及改善我們的內部監控及企業管治。

### 社區

#### B8. 社區投資

本集團致力於為社區做出貢獻，將社會參與納入我們的業務發展。我們組織並參與不同的社區活動、捐款或開展獎學金計劃。我們認為，組織該等活動不僅有利於本集團培養良好的企業文化及常規，而且可建立本集團、僱員及社區的關係。於報告期間，我們為社區利益持續參與各種社區活動。

自二零一五年以來，南北行獲香港社會服務聯會表彰為「商界展關懷公司」，此乃嘉獎我們為透過促進商業及社會服務合作夥伴及公營部門之間戰略夥伴關係以建設具有凝聚力社會所作出的不懈努力。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

### ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORTING INDEX 環境、社會及管治報告索引

Subject areas, aspects, general disclosures and Key Performance Indicators (KPIs) 主題範疇、層面、一般披露及關鍵績效指標(KPIs)	Section 章節	Pages 頁次
A. Environmental A. 環境		
A1: Emissions A1: 排放		
General Disclosure 一般披露	"Emissions" 「排放」	9
KPI A1.1 The types of emissions and respective emissions data	Not applicable to the Group's business. 不適用於本集團之業務。	-
關鍵績效指標A1.1		
KPI A1.2 Greenhouse gas emissions in total and, where appropriate, intensity	"Emissions – Greenhouse Gas Emission" 「排放－溫室氣體排放」	10
關鍵績效指標A1.2		
KPI A1.3 Total hazardous waste produced and, where appropriate, intensity	Not applicable to the Group's business. 不適用於本集團之業務。	-
關鍵績效指標A1.3		
KPI A1.4 Total non-hazardous waste produced and, where appropriate, intensity	"Emissions – Waste Management" 「排放－廢棄物處理」	11
關鍵績效指標A1.4		
KPI A1.5 Description of measures to mitigate emissions and results achieved	"Emissions – Greenhouse Gas Emission" 「排放－溫室氣體排放」	9-10
關鍵績效指標A1.5		
KPI A1.6 Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved	"Emissions – Waste Management" 「排放－廢棄物處理」	11
關鍵績效指標A1.6		
描述處理有害及無害廢棄物的方法、減低產生量的措施及所得成果		

# Environmental, Social and Governance Report

## 環境、社會及管治報告

Subject areas, aspects, general disclosures and Key Performance Indicators (KPIs) 主題範疇、層面、一般披露及關鍵績效指標(KPIs)		Section 章節	Pages 頁次
A2: Use of Resources A2：資源使用			
General Disclosure 一般披露		"Use of Resources" 「資源使用」	12
KPI A2.1	Direct and/or indirect energy consumption by type in total and intensity	"Use of Resources – Energy Saving"	12
關鍵績效指標A2.1	按類型劃分的直接及／或間接能源總耗量及密度	「資源使用－節能」	
KPI A2.2	Water consumption in total and intensity	"Use of Resources – Water Saving"	13
關鍵績效指標A2.2	總耗水量及密度	「資源使用－節水」	
KPI A2.3	Description of energy use efficiency initiatives and results achieved	"Use of Resources – Energy Saving"	12
關鍵績效指標A2.3	描述能源使用效益計劃及所得成果	「資源使用－節能」	
KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved	"Use of Resources – Water Saving"	13
關鍵績效指標A2.4	描述求取適用水源上可有任何問題，以及提升用水效益計劃及所得成果	「資源使用－節水」	
KPI A2.5	Total packaging material used for finished products and, if applicable, with reference to per unit produced	"Use of Resources – Packaging Materials"	14
關鍵績效指標A2.5	製成品所用包裝材料的總量及（如適用）每生產單位估量	「資源使用－包裝材料」	
A3: The Environment and Natural Resources A3：環境及天然資源			
General Disclosure 一般披露		"The Environment and Natural Resources"	15
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them	"The Environment and Natural Resources"	15
關鍵績效指標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	「環境及天然資源」	

# Environmental, Social and Governance Report

## 環境、社會及管治報告

Subject areas, aspects, general disclosures and Key Performance Indicators (KPIs) 主題範疇、層面、一般披露及關鍵績效指標(KPIs)	Section 章節	Pages 頁次
<b>B. Social</b> <b>B. 社會</b>		
Employment and Labour Practices 僱傭及勞工常規		
B1: Employment B1: 僱傭		
General Disclosure 一般披露	"Employment" 「僱傭」	15
KPI B1.1 Total workforce by gender, employment type, age group and geographical region 按性別、僱傭類型、年齡組別及地區劃分的僱員總數	"Employment" 「僱傭」	17
關鍵績效指標B1.1 KPI B1.2 Employee turnover rate by gender, age group and geographical region 按性別、年齡組別及地區劃分的僱員流失比率	"Employment" 「僱傭」	18
關鍵績效指標B1.2		
B2: Health and safety B2: 健康與安全		
General Disclosure 一般披露	"Health and Safety" 「健康與安全」	19
KPI B2.1 Number and rate of work-related fatalities 因工作關係而死亡的人數及比率	No work-related fatality was noted. 並無注意到與工作相關的死亡事件。	-
關鍵績效指標B2.1		
KPI B2.2 Lost days due to work injury 因工傷損失工作日數	The Group currently does not report on this indicator. 本集團目前並無報告此項指標。	-
關鍵績效指標B2.2 KPI B2.3 Description of occupational health and safety measures adopted, how they are implemented and monitored 描述所採納的職業健康與安全措施，以及相關執行及監察方法	"Health and Safety" 「健康與安全」	19
關鍵績效指標B2.3		

# Environmental, Social and Governance Report

## 環境、社會及管治報告

Subject areas, aspects, general disclosures and Key Performance Indicators (KPIs) 主題範疇、層面、一般披露及關鍵績效指標(KPIs)	Section 章節	Pages 頁次
B3: Development and Training B3 : 發展及培訓		
General Disclosure 一般披露	"Development and Training" 「發展及培訓」	20
KPI B3.1 關鍵績效指標B3.1	The percentage of employee trained and employee category 受訓僱員百分比及僱員類別	"Development and Training" 「發展及培訓」 21
KPI B3.2 關鍵績效指標B3.2	The average training hours completed per employee by gender and employee category 按性別及僱員類別劃分，每名僱員完成受訓的平均時數	The Group currently does not report on this indicator. 本集團目前並無報告此項指標。 -
B4: Labour Standards B4 : 勞工準則		
General Disclosure 一般披露	"Labour Standards" 「勞工準則」	22
KPI B4.1 關鍵績效指標B4.1	Description of measures to review employment practices to avoid child and forced labour 描述檢討招聘慣例的措施以避免童工及強制勞工	"Labour Standards" 「勞工準則」 22
KPI B4.2 關鍵績效指標B4.2	Description of steps taken to eliminate such practices when discovered 描述在發現違規情況時消除有關情況所採取的步驟	"Labour Standards" 「勞工準則」 22
Operating Practices 營運慣例		
B5: Supply Chain Management B5 : 供應鏈管理		
General Disclosure 一般披露	"Supply Chain Management" 「供應鏈管理」	23
KPI B5.1 關鍵績效指標B5.1	Number of suppliers by geographical region 按地區劃分的供應商數目	The Group currently does not report on this indicator. 本集團目前並無報告此項指標。 -
KPI B5.2 關鍵績效指標B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored 描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目，以及有關慣例的執行及監察方法	"Supply Chain Management" 「供應鏈管理」 23



# Environmental, Social and Governance Report

## 環境、社會及管治報告

Subject areas, aspects, general disclosures and Key Performance Indicators (KPIs) 主題範疇、層面、一般披露及關鍵績效指標(KPIs)	Section 章節	Pages 頁次
B6: Product Responsibility B6: 產品責任		
General Disclosure 一般披露	"Product Responsibility" 「產品責任」	24
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons	-
關鍵績效指標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	本集團目前並無報告此項指標。
KPI B6.2	Number of products and service related complaints received and how they are dealt with	25
關鍵績效指標B6.2	接獲關於產品及服務的投訴數目以及應對方法	"Product Responsibility – Complaint Handling" 「產品責任—投訴處理」
KPI B6.3	Description and practices relating to observing and protecting intellectual property rights	26
關鍵績效指標B6.3	描述與維護及保障知識產權有關的慣例	"Product Responsibility – Intellectual Property Rights" 「產品責任—知識產權」
KPI B6.4	Description of quality assurance process and recall procedures	24
關鍵績效指標B6.4	描述質量檢定過程及回收程序	"Product Responsibility – Quality Management" 「產品責任—質量管理」
KPI B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored	25
關鍵績效指標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	"Product Responsibility – Customer Data Protection" 「產品責任—客戶數據保護」
B7: Anti-corruption B7: 反貪污		
General Disclosure 一般披露	"Anti-corruption" 「反貪污」	26
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 case	-
關鍵績效指標B7.1	於匯報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	並無注意到貪污訴訟案件
KPI B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored	27
關鍵績效指標B7.2	描述防範措施及舉報程序，以及相關執行及監察方法	"Anti-corruption" 「反貪污」

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<b>Community 社區</b>		
B8: Community Investment B8：社區投資		
General Disclosure 一般披露	"Community Investment" 「社區投資」	27
KPI B8.1 Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport) 專注貢獻範疇（如教育、環境事宜、勞工需求、健康、文化、體育）	"Community Investment" 「社區投資」	27
KPI B8.2 Resources contributed (e.g. money or time) to the focus area 在專注範疇所動用資源（如金錢或時間）	The Group currently does not report on this indicator. 本集團目前並無報告此項指標。	–



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