

2024

Wai Yuen Tong Medicine Holdings Limited

位元堂藥業控股有限公司

Incorporated in Bermuda with limited liability

於百慕達註冊成立之有限公司

Stock Code 股份代號: 897

ENVIRONMENTAL, SOCIAL AND
GOVERNANCE REPORT

環境、社會及管治報告





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About the Group

關於本集團

Wai Yuen Tong Medicine Holdings Limited (the “**Company**”, together with its subsidiaries, “**Wai Yuen Tong**”, the “**Group**”, “**We**”, or “**us**”) leverages on its solid foundation of the century-old traditional Chinese medicine (“**TCM**”) brand, highly efficient and scientific management methods, and flexible market strategies to serve society, and has been established in Hong Kong for years.

Founded in 1897 (the twenty-third year of the Guangxu reign period during the Qing Dynasty), the Group has always upheld its philosophy of “Preparing Medicine with Dedication, Growing Strong with Reputation” throughout its history of 127 years. We carefully learn the healthcare needs of people in the modern society and provide comprehensive and quality Chinese medicine products and services and strive to break new ground in the field of Chinese healthcare. Regardless of changes in the times and upheavals of society, the management team and employees have always worked together with commitment to pursue the mission of enhancing medical care and healthcare of people in modern society, endeavouring to provide comprehensive and quality products and services amidst turbulence. The Group holds “Wai Yuen Tong”, a widely known Chinese medicine and health food brand, through Wai Yuen Tong Medicine Company Limited, and holds “Madame Pearl’s” and “Pearl’s”, world-renowned Western medicine and health food brands, through Luxembourg Medicine Company Limited. The Chinese and Western medicines, along with the healthcare businesses, generate synergy, propelling the Group to be one of the leaders of the industry.

位元堂藥業控股有限公司(「**本公司**」，連同其附屬公司統稱「**位元堂**」、「**本集團**」、「**我們**」)紮根香港多年，憑藉百年傳統中醫藥(「**傳統中藥**」)品牌的堅實根基，以高效科學的管理辦法及靈活變通的市場策略一直服務社會。

本集團始創於一八九七年(清光緒23年)，成立一百二十七年以來一直貫徹「以誠意用心造藥，憑信譽繼往開來」的宗旨，誠心宏揚中醫藥保健智慧，細心了解現代人的保健需要，提供優質全方位的中藥產品及服務，努力開創中式保健新領域。任憑時代變遷、跌宕起伏，管理團隊及員工始終和衷共濟、緊守崗位，視承擔現代人的醫療與保健需要為己任，在風雨荊棘下致力提供全面兼優質的產品及服務。本集團透過位元堂藥廠有限公司持有家傳戶曉的中藥及保健食品品牌——「位元堂」，以及透過盧森堡大藥廠有限公司持有享譽國際的西藥及保健食品品牌——「珮夫人」及「珮氏」，中西醫藥與保健業務產生協同效應，使本集團成為行業翹楚之一。

“Preparing Medicine with
Dedication, Growing Strong
with Reputation.”

「以誠意用心造藥，憑信譽繼往開來。」

About the Report

關於本報告

Report Overview

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

Reporting Period

The ESG Report describes the ESG activities, challenges and measures taken by the Group during the year ended 31 March 2024 (the “**Reporting Period**”).

Reporting Framework

The ESG Report has been prepared in accordance with the ESG Reporting Guide as set out in Appendix C2 to the Rules Governing the Listing of Securities on the Main Board of The Stock Exchange of Hong Kong Limited (the “**Stock Exchange**”).

Reporting Principles

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

- “*Materiality*” — The materiality assessment was conducted to identify material issues during the Reporting Period, thereby adopting the confirmed material issues as the focus for the preparation of this ESG Report. The materiality of issues was reviewed and confirmed by the Board. Please refer to the sections headed “Engaging Stakeholders” for further details.
- “*Quantitative*” — Supplementary notes are added along with quantitative data disclosed in the ESG Report to explain any standards, methodologies, and source of conversion factors used during the calculation of emissions and energy consumption.
- “*Balance*” — This Report aims to provide a holistic and fair view of the sustainability performance of the Group and has not omitted any information related to material ESG topics.
- “*Consistency*” — The preparation of this ESG Report was substantially consistent with the previous year, and explanations were provided regarding data with changes in the scope of disclosure and calculation methodologies.

報告概覽

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

報告期間

環境、社會及管治報告詳述本集團於截至二零二四年三月三十一日止年度(「**報告期間**»)環境、社會及管治方面的活動、挑戰和採取的措施。

報告框架

環境、社會及管治報告根據香港聯合交易所有限公司(「**聯交所**»)主板上市規則附錄C2所載的《環境、社會及管治報告指引》編製。

報告原則

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

- 「**重要性**」 — 於報告期間內，本集團進行重要性評估以識別重要議題，以確定重要議題作為本環境、社會及管治報告的編寫重點。這些議題的重要性均由董事會審閱和確認。更多詳情請參考「持份者溝通」一節。
- 「**量化**」 — 環境、社會及管治報告中所披露量化數據已附加補充說明，以解釋在計算排放量和能源消耗量時使用的任何標準、方法和轉換系數的來源。
- 「**平衡**」 — 本報告旨在對本集團的可持續發展表現提供全面和公平的看法，並沒有遺漏任何與重大環境、社會及管治主題相關的信息。
- 「**一致性**」 — 本環境、社會及管治報告的編製與上年度基本一致，並已就披露範圍和計算方法有變之數據提供解釋。

About the Report (Continued)

關於本報告 (續)

Reporting Scope and Boundary

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

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

報告範圍及界限

報告範圍包括本集團兩個核心業務的主要計量及表現，其為本集團的主要收入來源。

- 位元堂藥廠有限公司
- 盧森堡大藥廠有限公司

Production and Sale of Chinese Pharmaceutical and Health Food Products 生產及銷售中藥及保健食品產品	Production and Sale of Western Pharmaceutical and Health Food Products 生產及銷售西藥及保健食品產品
<ul style="list-style-type: none">• Operated by Wai Yuen Tong Medicine Company Limited 由位元堂藥廠有限公司營運	<ul style="list-style-type: none">• Operated by Luxembourg Medicine Company Limited 由盧森堡大藥廠有限公司營運
<ul style="list-style-type: none">• Holds the widely known century-old Chinese medicine brand "Wai Yuen Tong" 持有家傳戶曉「位元堂」之百年中藥品牌	<ul style="list-style-type: none">• Holds the renowned Western medicine and health food brands "Madame Pearls" and "Pearl's" 持有著名的「珮夫人」及「珮氏」西藥及保健食品品牌

The ESG data and related ESG key performance indicators ("KPI") that the Group has direct access to, and is under the Group's direct operational control are as below:

1. The Group's headquarters' office in Kowloon Bay, Hong Kong ("**Headquarters**")
2. Pharmaceutical factories in Yuen Long Industrial Estate ("**Yuen Long Factory**")
3. Offices in Shen Zhen ("**Operating Sites**")
4. Retail shops and outlets located in Hong Kong ("**Retail Shops**")

The Group has advanced and improved in the scope of reporting. The data regarding consumption of electricity and water by the Retail Shops during the Reporting Period have been included in this ESG Report. As the factories and dormitory buildings now located in Mainland China are managed by production contractors, they are not included in the scope of this Report. The Group will continue to assess the major ESG aspects of different businesses and extend the scope of disclosures when and where applicable.

本集團可直接取得且由本集團直接營運控制的環境、社會及管治數據及相關環境、社會及管治關鍵績效指標(「**關鍵績效指標**」)載列如下：

1. 本集團位於香港九龍灣的總部辦事處(「**總部**」)
2. 位於元朗工業邨的製藥廠房(「**元朗廠房**」)
3. 位於深圳的辦事處(「**營運點**」)
4. 位於香港的零售店及門店(「**零售店**」)

本集團已推進及改善報告範圍。報告期間內零售店的用電及用水數據已納入本環境、社會及管治報告內。由於現時位於中國內地的廠房及宿舍樓宇由生產承包商管理，其並無納入本報告。本集團將繼續評估不同業務的主要環境、社會及管治層面並在合適情況下擴大披露範圍。

About the Report (Continued) 關於本報告 (續)

Forward-Looking Statements

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

Confirmation and Approval

Information cited in this Report was sourced from official documents and statistical data of the Group. This Report has been reviewed and approved by the board of directors of the Company (the “**Board**”).

Contact and Feedback

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

前瞻性陳述

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

確認及批准

本報告引用的資料均來自本集團的官方文件及統計數據。本報告已獲本公司董事會（「**董事會**」）審閱及批准。

聯絡及意見反饋

閣下的反饋對我們的持續進步具有寶貴價值，我們歡迎閣下對本報告或對我們未來環境、社會及管治策略提出任何意見和建議。如有關於本集團環境、社會及管治表現的任何意見或建議，可聯絡 pr@waiyuentong.com。

About the Report (Continued)

關於本報告 (續)

The Board Statement — Overseeing of all ESG Issues

The Board holds the ultimate responsibility in monitoring the Group's ESG issues, including its ESG management approach, strategy, and policies. In order to better manage the Group's ESG performance and identify potential risks, the Board conducts materiality assessments where necessary with the assistance of the ESG committee to evaluate and prioritise material ESG-related issues with reference to the opinions of our stakeholders.

董事會聲明 — 監督所有環境、社會及管治事宜

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



The ESG Committee — Implementing and Monitoring the ESG Plans

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

環境、社會及管治委員會 — 實施及監察環境、社會及管治計劃

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

Stakeholder Engagement

持份者溝通

The Group values its stakeholders and their feedback regarding our businesses and ESG performance. To understand and address their key concerns, the Group has maintained close communication with its key stakeholders, including but not limited to shareholders and investors, customers, employees, suppliers, NGOs, and the public as well as the government and regulatory authorities. Their valuable feedback will feed into the Group's strategic planning, ensuring our commitment to sustainable business and good corporate citizenship. In formulating operational and ESG strategies, the Group considers stakeholders' expectations through a diverse range of engagement methods and communication channels, as shown below:

本集團重視持份者及其對本集團業務及環境、社會及管治表現的反饋。為了解及回應彼等的重點關注事項，本集團與主要持份者，包括但不限於股東及投資者、客戶、僱員、供應商、非政府組織及公眾，以及政府及監管機構等維持密切溝通。其寶貴的反饋意見將納入本集團的策略規劃，確保我們致力於可持續發展業務及良好的企業公民意識。於制定營運及環境、社會及管治策略時，本集團透過多種參與方式及溝通渠道考慮持份者的期望，如下表所示：

Major Stakeholder Groups 主要持份者	Engagement Channels 溝通渠道
Shareholders and Investors 股東及投資者	<ul style="list-style-type: none">Annual general meeting and other shareholders' meetings 股東週年大會及其他股東大會Financial reports 財務報告Announcements and circulars 公佈及通函Company websites 公司網站
Customers 客戶	<ul style="list-style-type: none">Customer service hotline 客服熱線Customer complaint mechanism 客戶投訴機制Social media 社交媒體Online shop electronic platform 網店電子平台
Employees 僱員	<ul style="list-style-type: none">Training, seminars and briefing sessions 培訓、講座及簡報會Performance reviews 表現檢討Employee complaint mechanism 僱員投訴機制Company gatherings 公司聚會
Suppliers 供應商	<ul style="list-style-type: none">Supplier evaluation meetings 供應商評估會議Supplier audit 供應商審核
Communities and NGOs 社區及非政府組織	<ul style="list-style-type: none">Community activities 社區活動Employees' volunteer activities 僱員義工活動Sponsorships and donations 贊助及捐贈
Media and the Public 媒體及公眾	<ul style="list-style-type: none">ESG reports 環境、社會及管治報告Company website 公司網站

Stakeholder Engagement (Continued) 持份者溝通(續)

Major Stakeholder Groups 主要持份者	Engagement Channels 溝通渠道
Government and Regulatory Authorities 政府及監管機關	<ul style="list-style-type: none">• Written or electronic correspondences 書面或電子通訊• Phone meetings 電話會議• Face to face meetings 面對面會議

Materiality Assessment

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

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

重要性評估

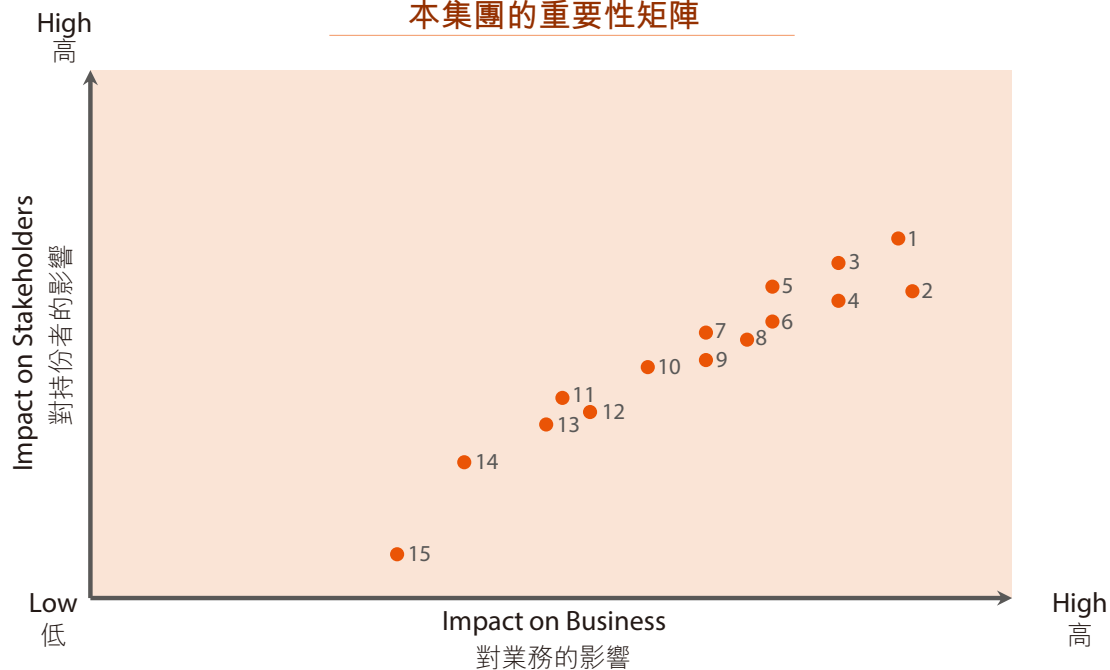
本集團了解不同的重大議題對持份者的重要性。我們識別並評估數項對本公司業務和持份者的重大議題。識別重大議題的依據是：(i)全球可持續發展議程及最佳之國際典範；(ii)本集團的風險及策略；及(iii)持份者的反饋。於報告期間，本集團完成了一項重要性調查，徵求持份者對我們環境、社會及管治重要議題的意見，結果呈示如下。

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

Stakeholder Engagement (Continued)

持份者溝通 (續)

Materiality Matrix of the Group
本集團的重要性矩陣



Materiality Issues 重要性事宜

- 1 Product Quality Control
產品品質管理
- 2 Customer Satisfaction and Privacy
客戶滿意度與私隱
- 3 Safeguarding Customer Health and Safety
保障客戶健康與安全
- 4 Occupational Health and Safety
職業健康與安全
- 5 Labour Standards
勞工準則
- 6 Staff Development and Training
員工發展及培訓
- 7 Anti-Corruption
反貪污
- 8 Employment Practices
僱傭常規

Materiality Issues 重要性事宜

- 9 Supply Chain Management
供應鏈管理
- 10 Advertising and Label Management
廣告及標籤管理
- 11 The Environment and Natural Resources
環境及天然資源
- 12 Energy Usage
能源使用
- 13 Emissions
排放物
- 14 Philanthropy and Community Development
慈善事業及社區發展
- 15 Climate Change
氣候變化

Sustainability is one of Wai Yuen Tong's core strategic goals, leading our way to long-term and sustainable growth for our stakeholders and investors.

可持續發展是位元堂的核心戰略目標之一，引領我們實現持份者和投資者的長期和可持續增長

We have consistently prioritised public health as a central pillar of our mission. As the climate challenge escalates with growing urgency, we have courageously embraced the responsibility of environmental health as an integral component of our corporate mission.

Our commitment to sustainability is exemplified by our aspiration to achieve net-zero carbon emissions. Aligned with this vision, our ESG strategy encompasses comprehensive measures to effectively manage emissions, optimise energy consumption, and minimise wastage.

Our Group has now embraced solar energy, a renewable power source that brings forth a multitude of benefits. This pivotal step not only allows us to tap into clean and sustainable energy but also leads to substantial cost savings. By harnessing the abundant power of the sun, we reduce our dependence on conventional energy sources, translating into significant financial advantages for our organisation. Additionally, the adoption of solar energy enhances our brand value by showcasing our dedication to environmental sustainability. It demonstrates our commitment to mitigating climate risks and underscores our responsibility towards creating a greener future. Furthermore, this transition aligns seamlessly with our net-zero emission goal, as solar power is a clean and carbon-neutral solution. The integration of solar energy empowers us to achieve our sustainability objectives while simultaneously reaping the rewards of cost savings, an elevated brand reputation, and a significant leap towards a greener and emission-free future.

Also, we have partnered with the Hong Kong Productivity Council to invest in our first automated packaging system, which has revolutionised our capabilities in terms of technological advancement. This system enables us to handle various packaging materials of different sizes, shapes, and colors, achieving a significant leap forward. Our automated production line is capable of completing bottle filling and independent packaging tasks with minimal human intervention. This reduces waste caused by human errors and enhances the hygiene standards of our operations.

我們貫徹始終地將大眾健康視為首要任務，並以此為我們的使命。隨著氣候挑戰日益嚴峻且逼在眉睫，我們勇於承擔環境健康的重責，使之成為公司使命的重要一環。

我們致力透過實踐淨零碳排放的願景，體現可持續發展的理念。為與此目標保持一致，我們的環境、社會及管治策略囊括多項可有效管理排放、優化能源消耗及盡量減少浪費的周全措施。

本集團現已採用太陽能，一種好處眾多的可再生能源。此舉不但令我們可使用潔淨的可持續能源，更讓我們可大幅節省成本。太陽能的供應源源不斷，善用太陽能可減低我們對傳統能源的依賴，進而轉化為本公司財務方面的巨大優勢。與此同時，採用太陽能可展現我們對環境可持續發展的承擔，繼而提升品牌價值。上述舉動不但彰顯我們為緩減氣候風險所曾付出的努力，更凸顯我們為營造更趨環保的未來而肩負的責任。另外，由於太陽能是一種潔淨及碳中和解決方案，上述轉型亦與本集團淨零排放的目標無縫契合。融合使用太陽能讓我們得以在享受節省成本、品牌聲譽提升的成果之時，同時實踐可持續發展的目標，進而邁向更趨環保和零排放的未來。

除此以外，我們更與香港生產力促進局合作，投資生產本集團首個自動化包裝系統，徹底提升我們的技術實力。我們可使用該系統處理各類尺寸、形狀和顏色不同的包裝物料，實現有關技術的一大躍進。自動化生產線可以最低程度的人手干預完成裝瓶及獨立包裝工序，繼而減低因為人為出錯而造成的浪費，提升操作過程的衛生水平。

Journey to Carbon Net Zero

邁向碳淨零之路

Climate Change

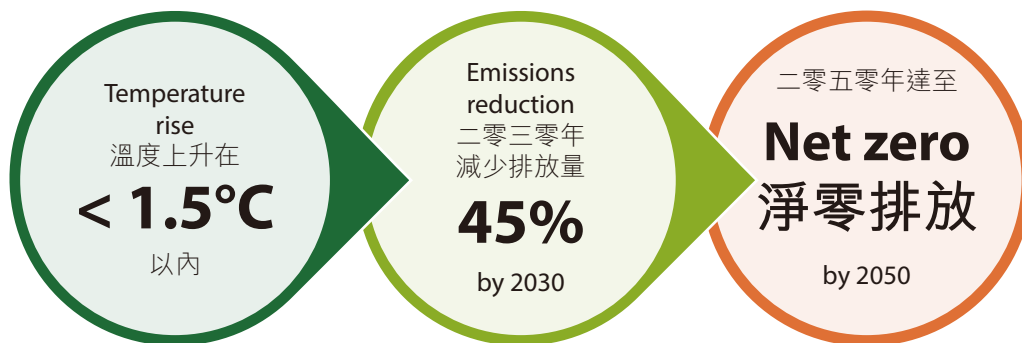
Climate scientists have shown that carbon emissions from industrial and commercial development are primarily responsible for global warming over the last 200 years. Currently, the Earth is already about 1.1° C warmer than it was in the late 1800s and has become warmer every 10 years in the last four decades. Without bold solutions and immediate action, the consequences of climate change may be catastrophic to humans. Climate threats mean more than warmer temperatures, but also intense droughts, widespread fires, rising sea levels, flooding, melting polar ice, devastating storms and declining biodiversity. The United Nations Environment Programme reiterated that temperature rise had to be controlled within 1.5° C, as called for in the Paris Agreement, and emissions needed to be reduced by 45% by 2030, while net zero ought to be reached by 2050, for our planet to remain pleasantly habitable.

氣候變化

氣候科學家表明工商業發展產生的碳排放是過去200年全球暖化的主要原因。目前，地球的溫度已經比1800年代後期高出約1.1° C，而且過去40年來每10年的溫度都比之前10年更高。如不採取大膽的解決方案並立即採取行動，氣候變化的後果可對人類造成災難性影響。氣候威脅不僅僅意味著氣溫上升，還意味著嚴重乾旱、山火連連、海平面上升、洪水、極地冰層融化、毀滅性風暴和生物多樣性下降。聯合國環境規劃署重申，必須按照巴黎協定的要求，將溫度上升控制在1.5° C以內，二零三零年需要減少排放量45%，二零五零年達至淨零排放，好讓我們的地球繼續宜居。

**Our mission of 1.5 degree is in action —
we need to keep temperature rise within 1.5 °C to
avoid extreme climates**

**我們正在履行1.5度的使命 — 我們需要將溫度
上升保持在1.5°C以內，以避免造成極端氣候**



Transitioning to a net-zero world is one of the greatest challenges ahead of us. As a responsible corporate citizen, the Group calls for a transformation of habits, behaviours and mindsets. Switching to renewable energy and living a more sustainable lifestyle will lead us onto the right track.

Our ESG Management Approach & Strategy

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

The Group strictly complies with the related environmental protection laws and regulations. During the Reporting Period, the Group does not have any material violation of relevant local environmental laws and regulations in relation to exhaust gas and greenhouse gas ("GHG") emissions, water and land discharge, and the generation of hazardous and non-hazardous wastes that have a significant impact on the Group.

過渡到淨零排放的世界是我們面臨的最大挑戰之一。作為負責任的企業公民，本集團呼籲徹底轉變習慣、行為和思維方式。改用可再生能源並邁向更可持續的生活方式將引領我們走上正軌。

我們的環境、社會及管治管理方法及策略

本集團重視良好的環境管理及致力於履行其對造福社會的承諾。本集團明白其業務活動及營運可能對環境造成不同程度的影響，因此其會管理各業務的排放量及資源使用，減少營運對週邊環境的影響，堅持綠色發展的理念。本集團已制定相關的環境管理制度和日常營運程序，以規範營運過程中產生的排放量和廢棄物，規管資源使用以減少碳足跡，並參與自然資源維護，以保護環境，實現長期可持續發展的目標。

本集團嚴格遵守相關的環境保護法律法規。於報告期間，本集團就對有關廢氣和溫室氣體（「溫室氣體」）排放、向水及土地的排污、有害及無害廢物產生方面，沒有任何嚴重違反當地相關環保法律法規的行為。

Journey to Carbon Net Zero (Continued)

邁向碳淨零之路 (續)

Environmental Targets by 2030

Achieving carbon neutrality before 2050 requires the participation and support of the whole community. As a corporate citizen cooperating with the Government to achieve this goal, the Group has set environmental KPIs, and the progress is as follows:

二零三零年的環境目標

於二零五零年前實現碳中和需要全社會的參與及支持。作為配合政府達成此目標的企業公民，本集團訂下環境關鍵績效指標，進展如下：

Area 範疇	Targets 目標	Status 狀態
Energy Consumption	Lowering the energy consumption intensity by 3% to 5% by 2030 (using 2023 as a baseline) and deploying of renewable energy	In progress
能源消耗	二零三零年前降低能源消耗密度3%至5% (以二零二三年作為基準年份)及採用可再生能源	進行中
Water Consumption	Maintaining the water consumption intensity by 2030, using 2023 as a baseline	In progress
耗水	二零三零年前維持耗水密度 (以二零二三年作為基準年份)	進行中
GHG Consumption	Lowering the GHG emissions intensity by 3% to 5% by 2030, using 2023 as a baseline	In progress
溫室氣體排放	二零三零年前降低溫室氣體排放密度3%至5% (以二零二三年作為基準年份)	進行中
Waste Production	Lowering the generation of hazardous and non-hazardous waste intensity by 2030, using 2023 as a baseline	In progress
廢棄物產生	二零三零年前降低有害及無害廢棄物的產生密度 (以二零二三年作為基準年份)	進行中

Solar Power

In the last year, Wai Yuen Tong took a significant step towards sustainability by adopting solar energy as a renewable and environmentally friendly solution. Recognising the urgent need to address climate change and global warming, the Company installed Photovoltaic ("PV") solar panels on the rooftop of our Yuen Long Factory. These panels, composed of PV modules containing multiple PV panels, harness the power of sunlight. Through the utilisation of PV materials and devices, the PV cells within the panels absorb sunlight and effectively convert it into electrical energy. This transition to solar energy not only demonstrates Wai Yuen Tong's commitment to green practices but also contributes to mitigating the adverse impacts of climate change.

Energy Saving Practices

Wai Yuen Tong is firmly committed to actively promoting the responsible and efficient utilisation of resources. The Group acknowledges the crucial significance of minimising its environmental impact and diligently works towards monitoring and mitigating any potential adverse consequences stemming from its business operations. To accomplish this objective, Wai Yuen Tong places utmost priority on cultivating awareness among its employees regarding the importance of conserving resources and protecting the environment. Moreover, the Company places substantial emphasis on effectively managing its major energy-consuming equipment. Recognising that energy consumption plays a significant role in environmental degradation, Wai Yuen Tong has implemented comprehensive strategies aimed at standardising operational flows and processes, thereby ensuring the optimal and efficient utilisation of energy resources.

The Group's energy consumption primarily stems from the electricity used in its operations and the petrol consumed by its vehicles. In recognition of this fact, the Group has introduced a range of measures and initiatives aimed at attaining its objective of energy conservation and efficient utilisation.

太陽能

去年，位元堂採用太陽能作為可再生能源及環保的解決方案，向可持續發展邁出重要一步。本公司深明處理氣候變化和全球暖化的迫切需要，因而在位於元朗廠房的天台安裝光伏(「光伏」)太陽能電池板。該等電池板由包含多塊光伏面板的光伏模塊組成，將太陽光轉為電力。運用光伏物料及儀器，光伏面板上的光伏電池可吸收太陽光，並將之有效轉化為電能。轉用太陽能不但展示位元堂對實踐環保的承諾，更顯現其為緩減氣候變化不利影響作出的貢獻。

節能實踐

位元堂積極堅守推動負責任和有效利用資源的原則。本集團深明盡量減少對環境造成影響，以及積極監察和緩減其業務營運可能構成的任何不良後果尤關重要。為實現有關目標，位元堂視培養員工對節約資源及保護環境重要性方面的意識為首要任務。此外，本公司亦著力對主要耗能設備進行有效管理。考慮到耗能會對環境造成嚴重損害，位元堂已全面落實執行策略措施，規範操作流程及工序，確保能源被充分有效地使用。

本集團的能源消耗主要來自營運所用的電力及車輛消耗的汽油。據此，本集團推出多項措施及舉措，以達致節能及高效耗能的目標。

Journey to Carbon Net Zero (Continued)

邁向碳淨零之路 (續)

Use of Resources

Energy Consumption

During the Reporting Period, Wai Yuen Tong's energy consumption was as below:

Energy Consumption 能源消耗	Unit 單位	2024 二零二四年	2023 二零二三年
Direct Energy Consumption 直接能源耗量	MWh 兆瓦時	1,234.11	1,387.20
• Towngas and Natural gas 煤氣及天然氣	MWh 兆瓦時	1,068.12	1,127.36
• Petrol 汽油	MWh 兆瓦時	165.99	259.84
Indirect Energy Consumption 間接能源耗量	MWh 兆瓦時	8,497.34	9,009.41
• Purchased Electricity 外購電力	MWh 兆瓦時	8,497.34	9,009.41
Total Energy Consumption 能源總耗量	MWh 兆瓦時	9,731.45	10,396.61
Intensity 密度	MWh/ft ² 兆瓦時／平方呎	0.032	0.035

As our Group has been dedicated to implementing energy-saving initiatives, we have successfully reduced the overall energy consumption across our Group operations. Moving forward, we will continue to closely monitor and evaluate the results of these measures to ensure they remain effective in the future.

Water Resources

Water consumption at the Headquarters and Operation Sites in Shenzhen is minimal compared to the Group's Yuen Long Factory, where water usage is primarily attributed to washing Chinese herbs and production processes. To promote water conservation, the Group has implemented the following measures.

- Water consumption at the Yuen Long Factory is carefully monitored and water-saving targets are set to promote sustainable practices and efficient resource utilisation;
- Environmentally-friendly water tanks and sensor faucets in washrooms have been installed to regulate daily water use;
- The Yuen Long Factory has set up facilities such as rainwater harvesting system, brown water treatment and collection to reduce water consumption; and
- Inspection is regularly taken place at the Yuen Long Factory on whether there is leakage in faucets and pipelines. We will arrange for repairment when appropriate.

During the Reporting Period, the Group has not encountered any issue in sourcing water that was fit for purpose due to the geographic location our operation is located.

資源使用

能源消耗

於報告期間，位元堂的能源消耗如下：

Energy Consumption 能源消耗	Unit 單位	2024 二零二四年	2023 二零二三年
Direct Energy Consumption 直接能源耗量	MWh 兆瓦時	1,234.11	1,387.20
• Towngas and Natural gas 煤氣及天然氣	MWh 兆瓦時	1,068.12	1,127.36
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Total Energy Consumption 能源總耗量	MWh 兆瓦時	9,731.45	10,396.61
Intensity 密度	MWh/ft ² 兆瓦時／平方呎	0.032	0.035

鑒於本集團一直致力推行節省能源措施，我們已成功減低本集團業務營運的整體能源消耗。展望未來，我們會繼續密切監察及評估該等措施的成效，以確保該等措施日後依然行之有效。

水資源

相比用水量主要來自清洗中藥材和生產流程的本集團元朗廠房，總部及深圳各運營點的耗水量極低。本集團採取以下措施提倡節約用水。

- 元朗廠房密切監控用水情況，並設定節水目標，促進能源的可持續實踐及高效利用；
- 在洗手間安裝環保型水箱及自動感應水龍頭以規範每日用水；
- 元朗廠房設置雨水收集系統、棕水處理及回收等設施，以減少用水量；及
- 元朗廠房亦定期檢查水龍頭及管道有否滲漏。我們將適時安排維修。

於報告期間，本集團並無因業務所處的地理位置而出現任何尋找合適水源的問題。

Reducing Our Carbon Footprint

With the growing public awareness and global discussions surrounding climate change, it has become an increasingly prominent and pressing topic. Recognising the severity and urgency of the climate crisis, governments worldwide, including Hong Kong, have intensified their efforts to address this issue, aiming to achieve net-zero carbon emissions by 2050.

Considering these developments, the Group acknowledges the significance of identifying and mitigating major climate-related concerns. It remains vigilant in assessing the potential impact of climate change on its business and operations, understanding the importance of managing climate-related risks that could affect its activities. To ensure effective oversight and management of these risks, the Group's ESG Committee maintains regular monitoring of climate-related issues, guaranteeing that its strategies incorporate these critical factors.

Physical Risks

The increased frequency and severity of extreme weather events such as typhoons, storms, heavy rains, and extreme cold or heat bring acute and chronic physical risks to the Group's business. The Group's productivity will be reduced under extreme weather events as the safety of our employees is threatened during operation work at construction sites and the power grid or communication infrastructures might be damaged, which exposes the Group to risks associated with non-performance and delayed performance, leading to direct negative impact on the Group's revenue. To minimise the potential risks and hazards, the Group has established mitigation plans, including flexible working arrangements, precautionary measures and extra formwork protection during bad or extreme weather conditions. The Group will explore emergency plans to further reduce the vulnerability of our installations to extreme weather events to enhance business stability.

Transition Risks

To achieve the global vision of carbon neutrality, the Group expects the evolution of the regulatory, technological and market landscape due to climate change, including the tightening of national policies, the emergence of environmental-related taxes, and the shifting of customer preference to an eco-friendlier resorts operation. In response to the policy and legal risks as well as the reputation risks, the Group constantly monitors any changes in laws or regulations, and global trends on climate change to avoid cost increments, non-compliance fines or reputational risks due to delayed response.

減少碳足跡

隨著公眾對氣候變化的意識不斷提高，並掀起全球熱議，氣候變化已逐漸成為迫切的焦點議題之一。鑒於氣候危機的嚴重性和緊迫性，包括香港在內，各地政府已加強應對氣候變化的措施，旨在於二零五零年前實現淨零碳排放。

考慮到上述發展，本集團深知識別及緩解重大氣候相關議題的重要性，繼續密切關注氣候變化對其業務及營運的潛在影響，更明瞭管理可能影響本集團業務活動的氣候相關風險的重要性。為保證監察和管理該等風險的成效，本集團的環境、社會及管治委員會定期監察氣候相關事宜，確保其策略包含以上關鍵性因素。

實體風險

漸趨頻繁和嚴重的極端天氣情況，如颱風、風暴、暴雨、嚴寒或酷熱，對本集團業務構成急性和慢性的實體風險。在極端天氣情況下，在廠址進行業務工作的員工的安全受到威脅，電網或通訊基礎設施亦可能遭到破壞，降低了本集團的生產效率，令其面臨與不履約及延遲履約相關的風險，繼而對本集團收益產生直接負面影響。為盡量減少潛在的風險和危害，本集團已經制定應對計劃，包括在惡劣或極端天氣情況下的彈性工作安排和預防措施以及增設額外模板保護。本集團將探索應急計劃，進一步降低廠房裝置受極端天氣情況影響的程度，以提高業務的穩定性。

過渡風險

為實現碳中和的全球願景，本集團預料監管、技術和市場的佈局將因氣候變化而有所改變，當中包括收緊國家政策、徵收環保相關稅項，以及客戶偏好轉向更趨環保經營的公司。為應對政策、法律及聲譽風險，本集團持續監察法規的任何變更及全球氣候變化的趨勢，以避免增加成本、違規罰款或因未有及時處理而引致的聲譽相關風險。

Journey to Carbon Net Zero (Continued)

邁向碳淨零之路 (續)

Greenhouse Gas Emissions (GHG)

Wai Yuen Tong's GHG emissions primarily arise from three sources: direct emissions (Scope 1) stemming from gasoline combustion for transportation and town gas consumption for Chinese medicine processing, energy indirect emissions (Scope 2) resulting from purchased electricity, and other indirect emissions including GHG generation at landfill in Hong Kong due to disposal of paper and generate waste, GHG emissions due to electricity used for freshwater processing by the Water Services Department and GHG emissions due to electricity used for sewage processing by the Drainage Services Department;

In order to effectively manage and control these GHG emissions, the Group has implemented specific policies focused on the efficient use of energy. These policies, outlined in the "Use of Resources" section, aim to optimise energy consumption practices, and minimise the environmental impact associated with GHG emissions.

During the Reporting Period, the Group's GHG emissions performance was as below.

Indicators 指標	Unit ¹ 單位 ¹	2024 二零二四年	2023 二零二三年
Scope 1 範圍1	tCO ₂ e 公噸二氧化碳當量	265.23	390.67
Scope 2 範圍2	tCO ₂ e 公噸二氧化碳當量	3,536.62	3,919.16
Scope 3 範圍3	tCO ₂ e 公噸二氧化碳當量	1,496.46	1,538.50
Total Greenhouse Gas Emissions 溫室氣體排放總量	tCO ₂ e 公噸二氧化碳當量	5,298.30	5,848.33
Intensity 密度	tCO ₂ e/ft ² 公噸二氧化碳當量/平方呎	0.018	0.020

Notes:

- GHG emissions data is presented in terms of carbon dioxide equivalent and are based on, including but not limited to, "The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standards" issued by the World Resources Institute and the World Business Council for Sustainable Development, "How to prepare an ESG Report — Appendix 2: Reporting Guidance on Environmental KPIs" issued by the Stock Exchange, the "2022 Sustainability Report" published by HK Electric Investments Limited and the "CLP 2022 Sustainability Report" published by CLP Holdings Ltd.
- The intensity data in this Report is calculated based on the gross floor area of 300,944 sq. ft (including Retail Shops). (FY 2023: 299,907 sq. ft, excluding Retail Shops area).

溫室氣體排放

位元堂溫室氣體排放的三大源頭：運輸用汽油燃燒及中藥加工用煤氣產生的直接排放(範圍1)、外購電力產生的能源間接排放(範圍2)、以及其他間接排放(包括香港堆填區因處置紙張及一般廢棄物產生的溫室氣體；水務署就淡水處理用電導致的溫室氣體排放，以及渠務署就污水處理用電導致的溫室氣體排放)。

為有效管理及控制溫室氣體排放，本集團已落實執行「資源使用」一節所載專門針對有效使用能源的具體政策，旨在優化耗能實踐，並盡量減低溫室氣體排放對環境造成的影響。

於報告期間，本集團的溫室氣體排放表現如下。

附註：

- 溫室氣體排放數據乃按二氧化碳當量呈列，並以(包括但不限於)世界資源研究所及世界可持續發展工商理事會刊發的《溫室氣體盤查議定書：企業會計與報告標準》、聯交所發佈的《如何準備環境、社會及管治報告 — 附錄二：環境關鍵績效指標匯報指引》、港燈電力投資有限公司發佈的《二零二二年可持續發展報告》及中電控股有限公司發佈的《中電二零二二年可持續發展報告》為依據。
- 於本報告中，密度數據是根據建築面積300,944平方呎(包括零售店面積)(二零二三財政年度：299,907平方呎，不包括零售店面積)計算。

Air Emissions

The principal source of air emissions originating from the Group's operations were primarily attributed to the fuel consumption of its company vehicles. In response to this emission source, the Group diligently ensures that all its vehicles operate under optimal conditions through regular maintenance. Wai Yuen Tong emphasises the selection of local vendors for product and service supplies, thereby minimising the distance required for transportation. Moreover, the Group takes proactive measures by conducting regular examinations to monitor exhaust gas emissions from business vehicles. The staff at the Yuen Long Factory also actively reminds drivers to switch off their engines when parked, effectively reducing unnecessary emissions. Additionally, Wai Yuen Tong employs hydro vent and scrubber technologies to eliminate oil and odour from fumes prior to their emission, further mitigating potential environmental impact.

During the Reporting Period, the Group's air emissions performances were as follows. Owing to the increasing usage of vehicles, there has been a rise in the concentration of Respirable Suspended Particulates in the air.

Types of Air Emissions 廢氣排放類型	Unit 單位	2024 二零二四年	2023 二零二三年
Nitrogen Oxides (NOx) 氮氧化物	kg 千克	23.11	23.2
Sulphur Oxides (SOx) 硫氧化物	kg 千克	0.31	0.48
Respirable Suspended Particulates 可吸入懸浮粒子	kg 千克	0.78	0.51

Waste Management

The Group demonstrates a commitment to fostering optimal resource utilisation across all operational sites, with the aim of minimising waste generation from various sources. Upholding stringent standards in waste reduction, the Group remains dedicated to managing and disposing of all waste resulting from its business activities in accordance with the principles of sustainability and the 3R Policy — Reduce, Reuse, and Recycle.

廢氣排放

本集團營運產生的主要廢氣排放源頭為公司車輛消耗的燃料。針對此排放源頭，本集團通過定期維護確保其所有車輛處於最佳狀態。位元堂會優先挑選當地供應商的產品及服務供應，從以盡量縮短運輸距離。另外，本集團亦會主動採取為業務車輛定期進行檢測等措施，以監察有關車輛的廢氣排放情況。元朗廠房員工亦會積極提醒司機停車熄匙，以便有效減少不必要的廢氣排放。此外，位元堂採用灑水式煙罩及洗滌器，排放前去除煙霧中的油分及氣味，繼而進一步降低可能對環境造成的影響。

於報告期間，本集團廢氣排放表現如下。因增加使用車輛，空氣中的可吸入懸浮粒子的濃度上升。

廢棄物管理

本集團於各營運地點致力推廣物盡其用的理念，務求從源頭減少廢棄物產生。本集團恪守減少廢棄物的嚴格標準，致力於根據可持續發展原則及3R政策 — Reduce (減少使用)、Reuse (物盡其用)及Recycle (循環回收)處置其業務活動產生的所有廢棄物。

Journey to Carbon Net Zero (Continued)

邁向碳淨零之路 (續)

Wai Yuen Tong encouraged employees to uphold responsible waste management practices by promoting the sorting of recyclable waste into designated containers. At the Yuen Long Factory, a comprehensive waste sorting system is implemented, allowing for the separation of different types of waste. Notably, the factory places emphasis on recycling and reusing paper boxes, contributing to a more sustainable approach to packaging materials. Furthermore, both the Headquarters and Shenzhen office have taken steps to establish designated recycle boxes, and they regularly coordinate with recyclers to collect recyclable waste.

The non-hazardous waste generated at the Group's headquarters office predominantly consists of paper. In line with our commitment to environmental sustainability, we actively promote a green and paperless office culture by encouraging the motto "Think before you print." To minimise paper waste, we advocate for double-sided printing whenever possible. Additionally, we foster the reuse of envelopes and document folders for internal correspondence and document delivery.

Handling of Hazardous Wastes

The Group's hazardous wastes are mainly generated from the operation of Yuen Long Factory. These hazardous wastes encompass various substances such as waste halogenated solvents, expired pharmaceuticals, other pharmaceutical raw materials, and chemical wastes. Given the potentially harmful nature of these materials, the Group places significant emphasis on adhering to proper handling, storage, and disposal protocols. Stringent measures are implemented to ensure the safe management of hazardous waste, in compliance with relevant regulations and the industry's best practices. The chemical waste generated by the processing of Chinese traditional medicines will be properly stored and collected by the external qualified waste management service provider.

Sewage Discharge

As previously mentioned, the Group mainly generates wastewater from two sources: domestic wastewater and industrial wastewater. The industrial wastewater specifically arises from the processing and utilisation of traditional Chinese medicine. Within this context, the traditional Chinese medicine wastewater is primarily derived from activities such as feedstock and herbal cleaning, medicine processing, and workplace washing. To ensure compliance with regulations, the Group has obtained a license from the Environmental Protection Department of Hong Kong (EPD) under the Water Pollution Control Ordinance. Consequently, the Group adheres to the applicable requirements outlined by the EPD to responsibly discharge wastewater in line with environmental standards and regulations.

The Environment and Natural Resources

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

位元堂鼓勵員工肩負廢棄物管理的責任，提倡將廢棄物回收分類到指定容器中。元朗廠房實施完善的廢棄物分類系統，以分類處理不同類別的廢棄物。廠房尤其著重回收及重用紙箱，此舉實屬較為可持續處理包裝材料的方法。另外，總部及深圳辦事處均有設置指定回收箱，定期安排回收商收集可回收廢棄物。

本集團總部產生的無害廢棄物主要為紙張。為配合對環境可持續發展的承諾，我們積極提倡綠色無紙化辦公室文化，並以「列印前先想一想」為號召。為減少浪費紙張，我們鼓勵員工盡可能使用雙面打印。此外，我們亦提倡重用信封及文件夾發送內部信件和文件。

處理有害廢棄物

本集團的有害廢棄物主要來源為元朗廠房的營運，當中包括廢鹵化溶劑、過期藥品、其他醫藥原料及化學廢物等。鑒於此等物料性質可能有損，本集團非常著重妥善處理、儲存及處置有關物料的規程，並實施嚴謹措施確保有害廢棄物的安全管理，以符合相關法規及行業最佳慣例。傳統中藥加工過程產生的化學廢棄物將由外聘合資格管理服務供應商妥善儲存及收集。

廢水排放

如前所述，本集團產生的廢水兩大主要源頭為生活廢水及工業廢水。傳統中藥加工和利用的過程中會產生工業廢水。據此，傳統中藥廢水主要來自原料及藥材清洗、藥物加工、工作場所清洗等過程。為確保遵守有關法規，本集團已獲得香港環境保護署（「環保署」）根據《水污染管制條例》頒發的牌照。因此，本集團會奉行環保署所訂明的適用規定，遵照環境標準及法規負責任地排放廢水。

環境與自然資源

本集團一直關注營運地點對周邊環境及天然資源的影響，致力透過珍惜資源及妥善處置廢物等措施，減少日常營運對環境造成的負面影響。本集團制定相關政策，考慮醫藥原料種植過程對生物多樣性的負面影響，完善環境監測預警體系，建立突發環境事件應急機制。

Packaging Materials

The Group consistently engages in the review and enhancement of its packaging design to minimise the consumption of packaging materials. A key focus is placed on utilising sustainable and recyclable packaging materials whenever possible. One notable approach employed by the Group is the incorporation of QR codes on packages. By simply scanning these codes, customers can access additional product information through relevant websites. This innovation allows for a reduction in label size, effectively reducing the need for excessive packaging materials. Looking ahead, the Group aims to expand the application of QR codes to maximise their utility. Furthermore, the Group remains committed to exploring solutions that enhance the efficiency of packaging material usage. This includes considering the adoption of biodegradable packaging materials derived from regenerative elements.

Reducing Packaging Waste by Technological Innovation — Intelligent Automated GMP Product Packaging System

The Group places a strong emphasis on product quality and brand reputation, continuously striving to adapt to changing market demands. Recognising the need for an upgraded packaging process, the Group embarked on a research initiative in collaboration with the Hong Kong Productivity Council (HKPC). Over a span of two years, the HKPC has developed an intelligent automated Good Manufacturing Practice (GMP) product packaging system, specifically tailored to the Group's requirements.

Previously reliant on manual packaging, the Group had encountered difficulties in meeting market demands. However, with the introduction of the intelligent packaging system in October 2022, significant improvements were realised. The system was designed to accommodate the unique characteristics of Traditional Chinese Medicine (TCM), which emphasises precise processing and the use of authentic medicinal materials. Notably, the intelligent packaging system can handle various types of tiny medicine vials, including those with different shapes, outer box designs, product contents, and colors.

The implementation of the intelligent packaging system has yielded remarkable benefits for the Group. Packaging productivity has doubled, while the need for manual labour has been reduced by 90%. As a result, employees previously engaged in packaging tasks can now be assigned to other non-automated responsibilities. The complex design of the system ensures compatibility with products of different shapes, such as fan-shaped and rectangular-shaped items.

This collaboration with the HKPC and the adoption of the intelligent packaging system have significantly enhanced the Group's packaging efficiency and ability to meet market demands.

Packaging Waste Reduction

Incorporating a robot arm into its system, the HKPC has successfully streamlined the identification process for varying quantities of medicine bottles during packaging. The robot arm operates continuously and at high speeds, mimicking manual packaging techniques with precision. It skillfully inserts the small medicine vials into the blotter tray inside metal cans, paying careful attention to the strength and angle to prevent any bottle bounce-outs.

包裝材料

本集團持續檢討及改善包裝設計，並減少耗用包裝材料。為盡量使用可持續及可回收的包裝材料，本集團採用的其中一項主要方法為在包裝上印刷二維碼，客戶只需掃描二維碼便可鏈接到相關網站，了解更多產品資訊。此創新做法能縮小標籤尺寸，有效降低對包裝材料的過度需求。展望未來，本集團務求拓展二維碼的應用，以盡量擴大其使用範圍。此外，本集團會繼續致力探討提高包裝材料使用效率的方案，如考慮使用可生物降解及含有再生成分的包裝材料。

通過技術創新減少包裝廢棄物 — 智能自動化 GMP 產品包裝系統

本集團高度重視產品質量及品牌聲譽，一直致力應對變化萬千的市場需求。考慮到對升級包裝流程的需要，本集團已著手與香港生產力促進局（「香港生產力促進局」）合作進行研究計劃。歷時兩年後，香港生產力促進局終設立按本集團要求專門定製的智能自動化GMP產品包裝系統。

本集團過往主要使用人工包裝，卻越來越難以滿足市場需求。然而，自二零二二年十月引入智能包裝系統後，本集團的包裝流程實現了明顯改善。該系統旨在配合傳統中藥的獨有特性，著重精準的加工流程與地道藥材的使用。值得注意的是，該智能包裝系統可處理多種迷你藥瓶產品（包括不同包裝形狀、設計、產品內容及顏色）。

採用智能包裝系統令本集團顯著受惠，不但令包裝生產率翻倍，更將手動需求減少90%。因此，過往從事包裝工作的僱員現可獲調配處理其他非自動化職務。該系統的設計複雜，確保可與不同形狀（如扇形、長方形等）產品兼容。

與香港生產力促進局合作並採用智能包裝系統，本集團的包裝效率及滿足市場需求的能力獲得顯著提升。

減少包裝廢棄物

香港生產力促進局在系統中加裝機械臂後，成功簡化了包裝過程中識別不同數量藥瓶的程序。機械臂可持續及高速運作，模仿人手精確的包裝技術，熟練地把細小的藥樽插入金屬罐內的吸塑盤，並加倍留意力度和角度以避免瓶身彈出。

Journey to Carbon Net Zero (Continued)

邁向碳淨零之路 (續)

The incorporation of the robot arm into the system has resulted in numerous notable advancements. Firstly, it has enhanced the quality and stability of the product packaging, guaranteeing the consistent and precise insertion of medicine bottles. This notable improvement greatly diminishes the chances of errors or damages during the packaging process. Secondly, the robot arm plays a crucial part in optimising the utilisation of materials and minimising unnecessary waste, effectively reducing packaging wastage.

The HKPC team also uses electronic vision technology in the process to assist in the accurate placement of the medicine bottle and batch number of the products to ensure proper labelling.

Not only does the intelligent packaging system excel in its efficiency, but it also provides real-time data for continuous monitoring and analysis. This data-driven approach empowers the HKPC to identify areas for optimisation and streamline processes, thus enhancing production efficiency. Furthermore, the system ensures strict compliance with relevant Good Manufacturing Practice (GMP) regulations, safeguarding the safety and integrity of the Group's products.

在系統中加裝機械臂使本集團在多方面的表現明顯有所改進。首先，加裝機械臂的系統提升了產品包裝的質量和穩定性，保證能夠一致精準地插入藥瓶。系統經上述改良後大大降低包裝過程中出現錯誤或損壞的可能性。其次，機械臂於提高物料使用率以減少不必要浪費方面發揮積極作用，並有效減少包裝廢棄物。

香港生產力促進局團隊亦在過程中使用電子視覺技術，協助準確放置藥瓶及產品批次編號，以確保標籤正確。

除成效顯著外，智能包裝系統亦可提供實時數據以供進行持續監察及分析。此數據驅動法使香港生產力促進局能夠辨識需要改進的範疇及精簡流程，從而提升生產效率。此外，該系統亦會確保本集團嚴格遵守相關GMP規定，保障其產品安全性及完整性。

Employment Practices

As the largest team of registered Chinese medicine practitioners in Hong Kong, Wai Yuen Tong prioritises the utilisation of quality medicinal materials, which requires a team of talented staff. The Group places a strong emphasis on the well-being of its employees and actively invests in their professional growth for mutual success. At Wai Yuen Tong, employees are treated with utmost respect, their contributions are valued, and they are empowered to excel in their roles. Recognising that employee development is not only crucial for long-term corporate advancement but also a responsibility towards their workforce, the Group remains committed to fostering a supportive environment for their employees' growth and success. During the Reporting Period, the Group was not aware of any material non-compliance with any relevant laws and regulations in relation to compensation and dismissal, recruitment, and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare, that would have a significant impact on the Group.

Recruitment Talents

With a proactive approach, the Group actively seeks out promising talents and upholds the principles of openness and fairness in its recruitment procedures. The recruitment process at Wai Yuen Tong considers different factors, including capabilities, job comprehension, practical work requirements, and suitability for a particular position. These criteria serve as the benchmarks for recruitment, guaranteeing a transparent and equitable process for all candidates involved.

Team Recognition and Sense of Belonging

Ensuring fairness and competitiveness, Wai Yuen Tong offers equitable compensation to its employees. Salaries and year-end bonuses are determined based on various factors, including qualifications, work performance, performance appraisal results, and prevailing market trends. Furthermore, the Group provides diverse career development opportunities for its workforce. Employee promotions and appointments adhere to the principles of meticulous organisation, comprehensive evaluation, merit-based selection, and adherence to stringent requirements.

Wai Yuen Tong maintains a zero-tolerance policy towards unfair dismissals and places great emphasis on conducting fair and transparent dismissal procedures. The procedures and conditions for dismissal and contract termination are clearly outlined in the Employee Handbook, ensuring clarity and consistency. Additionally, a comprehensive list of handover tasks is provided to facilitate a seamless transition of job responsibilities. These measures collectively contribute to a supportive and structured work environment within the Group.

Promoting Diversity and Inclusion

Wai Yuen Tong upholds the commitment to provide equal opportunities to all employees and job applicants, ensuring the prevention of any form of discrimination. The interests of employees are safeguarded, and the Group strictly prohibits any discriminatory practices based on factors such as gender, marital status, pregnancy, family position, race, religion, or disability. Embracing diversity and inclusivity, the Group actively recruits individuals with disabilities, fosters a culture of integration for disabled individuals, and strives to build a diverse and inclusive workforce.

僱傭常規

作為全港最大的註冊中醫師團隊，位元堂已成立一支優秀人才團隊優先選用上乘藥材。本集團十分關注員工的福祉，並積極為他們的專業發展投入資源，藉以達致共同成功。位元堂非常尊重員工，珍視他們作出的貢獻，並賦權員工盡展所長。考慮到僱員發展不僅是企業長遠發展的關鍵，亦是對員工的責任，本集團會繼續打造支持員工成長和取得成功的環境。於報告期間，據本集團所知，其並無嚴重違反任何可能對本集團構成重大影響，涉及賠償與解僱、招聘和晉升、工作時數、假期、平等機會、多元化、反歧視以及其他利益和福利的任何相關法例及法規。

招聘人才

本集團採取主動方針，積極物色具備潛力的人才，並在招聘過程中秉持公開公正的原則。位元堂於招聘過程中會以工作能力、對工作的認識、實際工作要求和是否適合特定崗位等不同因素作為招聘標準，並確保招聘過程對所有應徵者而言屬透明公允。

團隊認可及歸屬感

位元堂為員工提供公平且具競爭力的薪酬。薪金和年終獎金是根據資歷、工作表現、效績評估結果及現行市場趨勢等多項因素釐定。此外，本集團亦為員工提供多元化的職業發展機會，並奉行「組織細心、考察全面、錄取擇優、寧缺勿濫」的原則晉升及委任員工。

位元堂對不公平的解僱持零容忍態度，並確保解僱程序公正且透明。《員工手冊》明確訂明了解僱和終止合同的程序及條件，確保有關程序及條件清晰及保持一致。此外，本集團亦設有詳盡的交接安排以便工作職責無縫過渡。上述措施共同將本集團內部打造成一個結構分明並會提供支援的工作環境。

鼓勵多元包容文化

位元堂致力向全體員工及應聘人士提供平等機會，防止任何形式的歧視情況發生，並維護員工權益。本集團嚴禁因性別、婚姻狀況、懷孕、家庭崗位、種族、信仰或殘疾等因素作出任何歧視行為。本集團鼓勵多元包容，積極招聘殘障人士，推動傷健共融的文化，致力建立多元共融的工作團隊。

People Oriented (Continued)

以人為本(續)

Looking ahead, the Group envisions implementing additional measures to further enhance diversity and integration in the workplace. This includes offering training programmes focused on equal opportunities, anti-discrimination practices, and human rights.

Supporting Team's Well Being

The Group's comprehensive remuneration package is intricately tied to the outcomes of annual performance appraisals and evaluations. To ensure the competitiveness of the remuneration packages offered, they are regularly reviewed and adjusted by benchmarking against market standards and the significance of each position. Moreover, the Group extends a range of benefits to eligible employees, including in-patient medical insurance, out-patient medical benefits, internal shopping discounts, as well as discounted services for TCM out-patient clinics, dental care, and medical programmes that cover both employees and their immediate family members. These provisions guarantee that employees have access to necessary care when they are unwell.

In the interest of clarity, the Group has outlined specific guidelines regarding employees' working days and hours within the Employee Handbook. The Group strictly prohibits forced labour, ensuring that all overtime work is voluntary and compensated appropriately with overtime allowances. Additionally, the Group has implemented various types of leave to cater to different circumstances, encompassing statutory holidays and paid leaves such as maternity leave, paternity leave, compassionate leave, birthday leave, and examination leave.

Developing and Training

The retention of talented individuals is vital for the Group's ongoing success. Consequently, the Group is fully committed to the comprehensive development and training of its employees. Each year, substantial resources are allocated to provide training and development opportunities for employees across all levels and departments. This includes front-line sales staff at Retail Shops, TCM practitioners, the operation team at the Yuen Long Factory, and all back-office personnel.

To oversee the training initiatives, the Group has established a dedicated training department responsible for setting the overall training direction, implementing relevant strategies, and designing appropriate training courses tailored to employees' respective roles. The primary objective is to enhance the professionalism of the entire workforce. As one of the largest employers of Chinese Medical Practitioners (CMPs) in Hong Kong, the Group places great emphasis on keeping CMPs well-informed about current knowledge and information on Chinese herbal medicine. Training with CMPs are conducted every two months, with the training topics including communication skills with customers, information on Wai Yuen Tong's new products, information on different medicinal materials and TCM system training, lecturing skills, and other information. Product training sessions and knowledge-sharing sessions are organised to familiarise CMPs with the procurement, screening, and pharmaceutical processes of Chinese herbal medicine.

Furthermore, to foster internal communication, the Chairman of the Group organises regular exchange meetings or dinners with the CMP team, typically held every 2-3 months. These gatherings serve as valuable platforms for open dialogue and collaboration within the organisation.

展望未來，本集團預期將實施更多措施，在工作環境中進一步推動多元共融，有關措施包括提供與平等機會、反歧視和人權相關的培訓計劃。

為團隊謀福祉

本集團的綜合薪酬待遇與年度績效評估及評價的結果密切相關。為了確保所提供薪酬待遇的競爭力，我們會對照市場水平及職位重要性定期檢討及調整薪酬待遇。此外，本集團亦為合資格員工提供一系列福利，包括住院醫療保險、門診醫療福利、內部購物折扣優惠，以及適用於員工及其直系家屬的中醫門診服務優惠、牙科保健和醫療優惠計劃等，確保員工在不適期間可獲得所需保障。

為清晰起見，本集團在《員工手冊》已訂明員工的工作日及工時方面的明確指引。本集團杜絕強制勞工，確保所有超時工作須為自願及須獲得合適的超時工作津貼。此外，本集團亦有針對不同情況提供各種假期，包括法定假期及分娩假、待產假、恩恤假、生日假及考試假等有薪假期。

發展及培訓

本集團可否持續取得成功取決於能否留住人才。因此，本集團在僱員全面發展及培訓方面不遺餘力。我們每年投入大量資源為零售店的前線銷售人員、中醫師、元朗廠房的營運團隊及本集團所有後勤人員等各級和各部門員工提供培訓及發展機會。

為監督培訓計劃，本集團已設立培訓部門，專門負責制定整體培訓方向並實施相關策略，以及為不同崗位的員工量身訂制合適的培訓課程，銳意提升全體員工的專業能力。作為香港最大的中醫師僱主之一，本集團注重為中醫師提供最新的中藥知識和資訊。中醫師的培訓每兩個月進行一次，培訓主題包括與客戶溝通技巧、位元堂新品資訊、不同藥材資訊、傳統中藥系統培訓、授課技巧及其他資訊。本集團會籌辦產品培訓和分享會，以便向中醫師介紹中藥的採購、篩選和製藥過程。

另外，為促進內部溝通，本集團主席一般會每兩至三個月與中醫師團隊舉行一次定期交流會或晚宴。該等聚會實為組織內供公開對話和合作的珍貴平台。

People Oriented (Continued) 以人為本 (續)

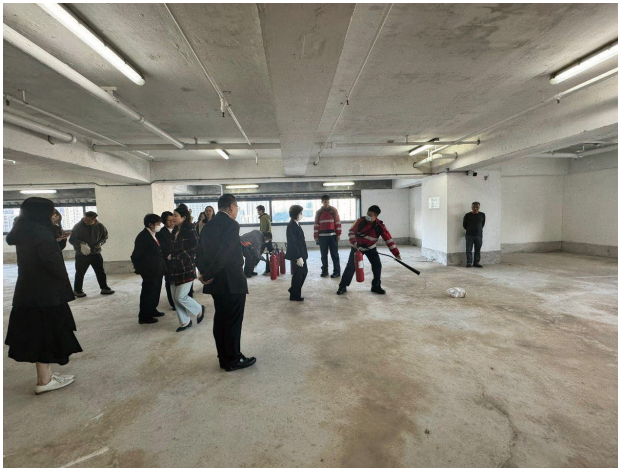
Recognising the significance of ongoing personal and professional development, the Group actively encourages employees at all levels to pursue educational and training opportunities. To facilitate this, an External Training Subsidy policy has been established, allowing staff members to enhance and maintain job-related skills essential for optimal performance. Employees have the opportunity to seek reimbursement for continuing education and training courses accredited by the Education Bureau, as well as subsidies for professional association memberships.

During the Reporting Period, the Group has successfully conducted a total of 251 training courses, with an impressive attendance of nearly 27,000 attendances. The satisfaction of the employees was evident, as reflected in the training appraisal surveys conducted after each session.

本集團深明持續實現個人及專業發展的重要性，因而積極鼓勵各級員工接受教育及培訓的機會。有見及此，本集團已制定外部培訓補貼政策，使各員工能提升和保持與工作有關的技能，以充分發揮表現。員工可申請發還教育局認可的持續進修及培訓課程費用，及申請專業學會會籍資助。

於報告期間，本集團成功舉辦251個培訓課程，錄得接近27,000人次參加，成果令人鼓舞。從每次培訓課程結束後進行的培訓評估調查中可以得知，員工對培訓課程非常滿意。

Numbers of Training Events 培訓活動數量	Total Training Hours Offered 提供總培訓時數	Number of Attendances 出席人次	Average Training Time per Attendance 平均出席培訓時間	Training Evaluation Results 培訓評估結果
251	13,959 Hours 小時	26,614 Attendances 人次	1.9 Hours 小時	Satisfactory 滿意



People Oriented (Continued)

以人為本(續)

Labour Standards

The Group respects human rights, and strictly prohibits the use of child labour or forced labour in our operations. During the Reporting Period, the Group was not aware of any material non-compliance with child and forced labour-related laws and regulations that would have a significant impact on the Group.

Prevention of Child Labour

During the recruitment process, the Human Resources Department will verify the applicant's identity documents and ensure that they have reached the minimum age for employment. If the Group finds any violation of relevant labour laws, regulations or standards regarding child labour, the Group will immediately terminate the labour contract and take disciplinary action against the relevant staff.

Prohibition of Forced Labour

The Group specifies overtime compensation provisions in the Employee Handbook. In addition, the Group commits to respecting the rights of employees to work voluntarily and quit freely, and strictly prohibits forcing employees to work (such as through withholding their identity documents). Employees are free to terminate their employment relationship with the Group in accordance with the termination procedures stipulated in the employment contract.

Occupational Health and Safety

The Group places a high value on the health and safety of its employees and remains unwaveringly committed to providing them with a working environment that is healthy, safe, and comfortable. To achieve this objective, the Group has developed a comprehensive Health and Safety Policy. This policy aims to mitigate occupational safety hazards faced by employees by establishing a robust safety management structure, implementing safety procedures and guidelines, and conducting thorough risk assessments and management.

Within the Yuen Long Factory, an occupational health and safety board has been established to keep employees informed about recent updates concerning health and safety procedures, the latest relevant ordinances, analysis reports on recent work-related injury cases, and safety supervision reports. Additionally, the Group has provided the Health and Safety Manual in this area for easy reference, ensuring that employees have access to essential information.

勞工準則

本集團尊重人權，嚴禁在營運上僱用童工或強制勞工。於報告期間，本集團沒有發現任何重大違反與童工及強制勞工有關的法律法規而會對本集團造成重大影響的情況。

防止誤用童工

人力資源部在招聘過程中會核實應徵者的身份證明文件，確保應徵者符合最低入職年齡。如本集團發現違反任何與童工相關的勞工法例、規例或標準，則會立即終止勞動合約，並對相關員工作出紀律處分。

禁止強制勞工

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

職業健康與安全

本集團高度重視員工的健康與安全，堅決致力為員工提供健康、安全和舒適的工作環境。為此，本集團已制定全面的健康與安全政策。該政策旨在透過建立穩健的安全管理架構、實施安全程序及指引、進行全面風險評估及管理等措施，減少員工承擔的職業安全風險。

元朗廠房已設立職業健康及安全報告板，提醒員工注意最近有關健康及安全程序的消息、最新相關條例、最近的工傷個案分析報告及安全監察報告。此外，本集團亦於報告板放置《健康與安全手冊》以便查閱，從而確保員工可獲得重要資訊。

To safeguard the health of all staff members and prevent fire hazards, smoking is strictly prohibited in all areas of the Yuen Long Factory. Regular fire drills are conducted to ensure preparedness and to enhance safety awareness among employees. As the treatment and extraction of Chinese herbal medicine may involve the use of various chemicals, hazard labels play a crucial role in communicating the classification and hazards associated with these substances. By ensuring consistent and clear hazard labeling, employees can readily identify potential risks and follow instructions for safe usage. This practice facilitates the implementation of appropriate safety controls in the workplace within the Yuen Long Factory. During the Reporting Period, the Group was not aware of any material non-compliance with health and safety related laws and regulations that would have a significant impact on the Group.

Health and Safety Training

The Yuen Long Factory serves as Wai Yuen Tong's primary production base, and as such, it has implemented a comprehensive health and safety plan. This plan includes monthly training events with specific topics tailored to the job duties of employees in different departments. Training materials are customised accordingly to ensure relevance and effectiveness. Following each training session, employees are required to undergo after-training tests, and comprehensive records of training and attendance are meticulously maintained for future audits.

為保障所有員工的健康並防止發生火災，元朗廠房內所有區域均嚴禁吸煙。我們會定期進行消防演習，確保作好準備及提高各員工的安全意識。由於中草藥的處理及提取可能涉及不同種類化學品的使用，故危險標籤在傳達該等物質的分類和危險信息時發揮關鍵作用。藉由確保危險標籤一致和清晰，員工可隨時識別潛在風險，並遵循安全使用的說明。此舉有助於元朗廠房中工作場所實施適用的安全控制措施。於報告期間，據本集團所知，其並無嚴重違反任何可能會對本集團構成重大影響的健康與安全相關法例及法規。

健康與安全培訓

本集團的主要生產基地為元朗廠房，因而對其施行全面的健康與安全計劃。該計劃包括根據不同部門員工的工作職責為他們制定每月特定主題的培訓活動，並據此訂製培訓材料以確保相關性及成效。於每次培訓後，員工須進行培訓後測試，並保存完整的培訓及出席記錄，以便日後審計。

Operational Excellence

卓越營運

Recognising that quality products and services are vital for fostering stable and healthy relationships with customers, the Group has established a series of policies and guidelines. These policies are designed to facilitate continuous improvement in the quality of the Group's products and services. Additionally, they aim to ensure the proper management of the supply chain and to prevent any acts of corruption. By adhering to these policies, the Group maintains a strong commitment to delivering exceptional quality and maintaining the trust of its customers.

Product Responsibilities

In Wai Yuen Tong's operating procedures, the Group upholds a commitment to maintain the utmost standard of product safety and quality.

The Yuen Long Factory possesses the following qualifications and certifications:

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

During the Reporting Period, the Group was not aware of any incidents of non-compliance with related laws and regulations concerning health and safety, advertising, labelling, and privacy matters relating to products and services provided and methods of redress that would have a significant impact on the Group.

Product Quality Control

Wai Yuen Tong has leveraged diverse pharmaceutical standards to develop internal quality and production management protocols. These protocols have been effectively implemented through the adoption of "Standard Operating Procedures" (S.O.P.), enabling the Group to establish standardised production processes across various product lines. With a profound understanding of the critical role played by a conducive production environment, the Group has set internal quality inspection standards and established dedicated laboratories for meticulous testing of raw materials and finished products. These measures are implemented to prevent human errors and cross-contamination, thereby ensuring that all products meet the Group's internal specifications and quality benchmarks.

To minimise the risk of contamination arising from human intervention, the Group has adopted fully automated production equipment during the manufacturing process. Additionally, employees are required to adhere to job-specific sanitary protocols, including wearing sanitary overalls, shoe covers, and protective caps. Regular cleaning of production equipment is also mandated.

本集團深明優質的產品及服務是與客戶建立穩健關係的關鍵，因此我們已制訂一系列相關政策和指引，致力不斷提升本集團的產品及服務質素，同時確保妥善管理供應鏈，以及防止貪污行為。本集團堅守該等政策，力求提供卓越品質以維持客戶的信任。

產品責任

本集團於位元堂的營運流程中恪守最高的產品安全及質量標準。

元朗廠房持有下列資格及認證：

- 澳洲藥物管理局(TGA)授予的國際醫藥品稽查協約組織生產標準認證
- ISO22000 : 2005 食品安全管理體系認證
- 香港中醫藥管理委員會出具的《中成藥生產質量管理規範》(GMP)認證
- HACCP 危害分析和關鍵控制點認證

於報告期間，據本集團所知，並無發生任何違反有關健康與安全、廣告、標籤以及所提供產品和服務涉及的私隱事宜相關法例法規的事件及補救方法，繼而對本集團構成重大影響。

產品品質管理

位元堂已根據不同製藥標準制定內部品質及生產管理規範，並透過採用「標準操作程序」(S.O.P.)有效施行，讓本集團能夠為不同生產線設定標準化的生產流程。本集團深明良好生產環境的重要性，故已制定內部質量檢驗標準，並設立實驗室專門用於原材料及成品的詳細檢測，避免人為出錯及交叉污染，從而確保所有產品均符合本集團的內部規格及質量標準。

為盡量減少人為污染的風險，本集團在生產過程中已採用全自動化生產設備。同時，本集團亦要求員工遵守特定崗位衛生指引，包括穿戴衛生的工作服、鞋套及保護帽，並強制定期清潔生產設備。

In terms of storage, Wai Yuen Tong strictly follows guidelines to store all finished products. The quality control department takes responsibility for verifying the accuracy of product labels and monitoring the stability of product ingredients. Furthermore, the Group meticulously regulates lighting, ventilation, temperature, and humidity levels to create an optimal production and storage environment.

Advertising and Label Management

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

Intellectual Property Protection

In terms of protecting intellectual property, Wai Yuen Tong emphasises the importance of clear contract terms when entering into collaborations with external organisations. These contractual agreements are designed to ensure that the products or services provided by the partner do not violate any intellectual property rights. Furthermore, the Group remains committed to upholding the intellectual property rights of other companies and individuals, actively engaging in ongoing research and monitoring of patent information within its industry. By doing so, the Group actively avoids any potential infringement and stays informed about the intellectual property landscape among its peers.

Safeguarding the Health and Safety of Customer

The Group has implemented comprehensive measures to prevent the spread of epidemics across all its stores. To ensure the health and safety of customers, the Group has formulated Store Hygiene Epidemic Preventive Measures and Codes for employees to follow.

The Retail Stores have placed significant emphasis on enhancing cleanliness and disinfection procedures. Regular cleaning and disinfection practices are carried out for all frequently used instruments and tools, including herbal medicine boxes, slicing machines, powder machines, and cash registers.

於儲存方面，位元堂嚴格遵從指引儲存所有成品。品質控制部門負責核查產品標籤的準確性並監測產品成分的穩定性。此外，本集團對調節合適的照明、通風、溫度及濕度一絲不苟，務求營造最佳的生產及儲存環境。

廣告及標籤管理

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

知識產權保護

於保護知識產權方面，位元堂在與外部機構合作時，十分注重制訂明確的合同條款。該等合同協議旨在確保合作夥伴提供的產品或服務不存在任何侵權行為。此外，本集團一直致力維護其他公司及個人的知識產權，積極參與進行研究並監察行內的專利信息。據此，本集團可主動避免任何潛在侵權行為，並隨時了解同業的知識產權概況。

保障顧客健康與安全

本集團在各店舖實施防疫措施，避免疫情蔓延。為確保顧客健康與安全，本集團已制定《門市衛生防疫措施及守則》供員工遵守。

零售店已注重加強環境清潔及消毒程序，並會對所有頻繁使用的器材及工具進行清潔及消毒，如藥材盒、切片機、打粉機、收銀機等。

Operational Excellence (Continued)

卓越營運(續)

Customer Satisfaction and Privacy

Wai Yuen Tong has implemented a regular mystery shopper programme to evaluate the quality of front-line employees in our stores. This programme aims to assess various aspects of our service, including general politeness, product recommendations, and the overall selling process. By engaging mystery shoppers, the Group gains valuable insights into the customer experience and identifies areas for improvement. Based on the results obtained from the mystery shopper evaluations, the Group takes proactive measures to develop new operational approaches and modify internal service guidelines. This iterative process enables the Group to enhance service standards and ensure that customers receive exceptional service during their interactions with front-line employees.

The Group has established a customer complaint mechanism in accordance with the Adverse Drug Reaction Handling Procedure (Hong Kong). Customers are encouraged to reach out to the Group through various channels, such as the customer service hotline, email, and social platforms, to address any concerns regarding product quality. In the event that a product requires recall, as verified by the quality control department, the Group promptly activates its product recall mechanism and notifies all relevant parties, including the Chinese Medicine Council of Hong Kong, customers, suppliers, and retail stores.

To ensure effective handling of customer complaints, the Group consistently reviews and enhances its product recall mechanism. This commitment to continuous improvement aims to facilitate timely and proper resolution of customer concerns. In addition, the Group invests in the training of regional managers and encourages them to participate in relevant programmes. Through data analysis, the Group formulates targeted service improvement plans and sets performance targets.

During the Reporting Period, the Group has not encountered any product recalls due to health and safety concerns, and no complaints were received. The Group places utmost importance on the safety and confidentiality of customers' personal information. The Employee Handbook strictly prohibits employees from disclosing any confidential information, including customers' personal data, purchase records, and medical records, without authorisation from the Company.

To maintain compliance with data protection regulations, the Group has conducted internal training during the Reporting Period. This training updated employees at different levels on the Data Protection Ordinance and emphasised the appropriate handling of personal data.

Anti-Corruption

The Group maintains a strong commitment to ethical business practices and strictly prohibits any form of corruption, including bribery, extortion, fraud, and money laundering. The Employee Handbook serves as a comprehensive guide for employees, outlining anti-corruption guidelines that govern their daily conduct. To effectively prevent conflicts of interest, the Group requires employees to complete a Declaration of Interest Form, ensuring that personal interests do not conflict with the interests of the company. Regular review and updates of the anti-corruption policy further strengthen the Group's commitment to maintaining a corruption-free environment. The Employee Handbook also addresses the acceptance of gifts from individuals or entities doing business with the Group. Employees are instructed to complete an Application Form for Receiving Gifts and submit it to the Human Resources Department for verification and appropriate processing.

客戶滿意度與私隱

位元堂已定期實施神秘顧客計劃以評估店舖前線員工的服務質素。此計劃旨在評估各服務範疇，包括禮貌水平、產品推薦及整體銷售程序。透過委聘神秘顧客，本集團獲取顧客體驗的有價值見解，並識別有待改進的範疇。根據神秘顧客的評估結果，本集團積極採取措施開發新營運方式及修訂內部服務指引。此迭代流程使本集團能夠提升服務水平，確保客戶在與前線員工互動中可享卓越的服務。

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

本集團亦會定期及提升評估產品回收機制，以確保顧客投訴得以妥善處理。此項持續改進的承諾旨在及時並妥善處理顧客的問題。此外，本集團投資於區域經理的培訓，鼓勵彼等參與相關計劃。本集團透過數據分析制定目標服務改善計劃並設立表現目標。

於報告期間，本集團並無因安全及健康問題而須進行任何產品回收，亦無接獲任何投訴。本集團極為重視顧客個人資料安全與保密。《員工手冊》列明，在未經本公司授權的情況下，嚴禁僱員披露任何保密資料，包括顧客的個人資料、購買記錄及診症病歷等。

本集團於報告期間進行內部培訓以維持遵守資料保護法規。此項培訓為不同階層的僱員提供有關資料保護條例的最新資料並強調妥善處理個人資料。

反貪污

本集團堅定致力於實踐道德商業行為，嚴格禁止任何形式的貪污，包括賄賂、勒索、欺詐及洗黑錢。《員工手冊》為僱員提供全面的指引，列明規管日常行為的反貪污指引。為有效防止利益衝突，本集團規定僱員填妥《利益申報表》，確保個人利益與公司利益並無任何衝突。定期檢視和更新反貪污政策亦將進一步有助本集團維持無貪污的環境。《員工手冊》亦列明員工若接受來自與本集團有業務往來人士或實體之禮物，僱員須填寫《收取禮物申請表》並遞交予人力資源部以作進一步核實及處理。

During the Reporting Period, the Group was not aware of any material non-compliance with the relevant laws and regulations of bribery extortion, fraud and money laundering that would have a significant impact on the Group. There were no concluded legal cases regarding corrupt practices brought against the Group or its employees.

Whistle-blowing Mechanism

The Group encourages its employees and other stakeholders, including customers and suppliers, to raise concerns about suspected improprieties, misconduct, or malpractice. A confidential channel is in place for employees and stakeholders to report any suspected incidents.

Following the guidelines outlined in the Whistleblowing Policy, the Group treats every reported incident with utmost confidentiality and ensures that whistleblowers are protected from unfair dismissal, victimisation, or unwarranted disciplinary action. Incidents related to fraud and corruption will be thoroughly investigated.

Business Ethics Training

The Group acknowledges the importance of conducting business with ethical principles. We firmly believe that ethical behavior forms the bedrock of sustainable success and fosters positive relationships. In alignment with our unwavering commitment to upholding the highest ethical standards, we are dedicated to providing continuous training, ensuring that every member of our esteemed Group is well-versed in the realm of business ethics. Our comprehensive training program encompasses various aspects, including ethical decision-making, conflict of interest, transparency, and responsible business practices. By equipping our staff with the requisite knowledge and tools, we strive to cultivate a corporate culture that reveres integrity, respects diverse perspectives, and champions ethical conduct in every facet of our business interactions. It is our staunch conviction that by placing business ethics at the forefront, we forge enduring relationships, earn the trust of our stakeholders, and make meaningful contributions to the communities we serve.

Supply Chain Management

Wai Yuen Tong acknowledges the importance of its suppliers as essential business partners. In line with this recognition, the Group has developed a comprehensive procurement policy that outlines its expectations and requirements concerning commercial, environmental, and social aspects. The procurement policy mandates that suppliers adhere to a high standard of business ethics, comply with relevant labor laws and regulations, and safeguard the legal rights of their employees. Furthermore, suppliers are explicitly prohibited from engaging in extortion or any other improper practices.

To ensure consistent standards and criteria for selecting suppliers, the policy provides suppliers with management guidelines and establishes a unified selection criteria. When introducing new or modified products, Wai Yuen Tong quotes and conducts basic tests to ascertain that the quality meets the Group's specific requirements. During the supplier selection process, the Group emphasises the submission of relevant quality certificates by the suppliers. Additionally, the Group arranges inspections and requires suppliers to provide analysis certificates for each batch of goods, enabling thorough monitoring of product quality.

於報告期間，本集團並不知悉任何嚴重違反賄賂、勒索、欺詐及洗黑錢相關法律及法規而對本集團造成重大影響的情況。概無對本集團或其僱員提出並已審結的貪污訴訟案件。

舉報機制

本集團鼓勵僱員及其他持份者，包括顧客及供應商，舉報疑似不當行為、失當行為或瀆職。本集團設有保密渠道供僱員及持份者舉報任何涉嫌事件。

本集團遵循舉報機制的指引，保密處理所有舉報事宜，並確保舉報人身份不會被不公平解僱、受傷害或受到不合理懲處。有關欺詐及洗黑錢的事宜均予仔細調查。

商業道德培訓

本集團肯定以道德原則開展業務的重要性。我們堅信，道德行為是可持續成功的基石，能促進積極的關係。為與我們堅持最高道德標準的堅定承諾保持一致，我們致力提供持續培訓，確保本集團的每一位成員都精通商業道德領域的知識。我們的綜合培訓計劃涵蓋各個方面，包括道德決策、利益衝突、透明度和負責任的商業行為。通過讓員工掌握必要的知識和工具，我們努力培養一種崇尚誠信、尊重不同觀點的企業文化，並在業務互動的各個方面倡導道德行為。我們堅信，通過將商業道德放在首位，我們可以建立持久的關係，贏得利益相關者的信任，為我們所服務的社區做出有意義的貢獻。

供應鏈管理

位元堂深明供應商作為關鍵業務合作夥伴的重要性。為配合此理念，本集團已制定全面的採購政策，概述對商業、環境及社會方面的期望及要求。採購政策規定供應商遵循高水平的商業道德、符合相關勞工法律法規，並保障僱員的法律權益。此外，我們亦嚴禁供應商涉及任何勒索或任何其他不當行為。

為確保選擇供應商的標準及準則保持一致，該政策為供應商提供管理指引，並建立統一的選擇標準。在推出新出或改良產品時，位元堂提供報價並進行基本測試，以確保品質符合本集團的特定要求。在選擇供應商的過程中，本集團注重供應商提供相關品質證書。此外，本集團安排進行檢驗，並要求供應商就每批貨品提供分析證書，以確保可全面監察產品質量。

Operational Excellence (Continued)

卓越營運(續)

To facilitate an objective evaluation, Wai Yuen Tong typically requests more than three potential candidates during the supplier selection process. These candidates are required to submit a pre-acceptance assessment form, which the Group utilises to assess their suitability as suppliers.

Green Procurement

Wai Yuen Tong is committed to green procurement to carry out sustainable development in the Group's operating model. Throughout the procurement process, the Group places a high priority on engaging local suppliers and selecting environmentally friendly products and services. This approach aims to minimise the carbon footprint associated with procurement activities by favoring local procurement, while simultaneously supporting local economic growth and generating employment opportunities within the community.

In addition to environmental considerations, Wai Yuen Tong actively monitors suppliers and contractors to ensure their compliance with relevant laws, regulations, and social standards. These standards encompass various aspects, including health and safety, the prevention of forced labour and child labour, and other social responsibilities. To evaluate compliance with these standards, the Group's procurement department conducts on-site visits to suppliers' operational locations, ensuring that all aspects of the requested ESG standards are met. Regular annual reviews are conducted to assess the performance of suppliers, further reinforcing the Group's commitment to maintaining sustainable relationships throughout the supply chain.

Wai Yuen Tong recognises the importance of making a positive social impact beyond its core business of medicine. As part of its commitment to corporate social responsibility, the Group invests its time, expertise, and resources to enhance the health and well-being of its employees and the communities in which it operates.

To effectively drive social impact, Wai Yuen Tong encourages and empowers its employees to engage in volunteer activities that align with the Group's mission and values. These activities are designed to contribute to the betterment of society and address various social challenges. The Group has established policies that outline its community investment efforts, providing clear guidance on how to support civil infrastructure, health and public welfare, and poverty alleviation through volunteer services, sponsorships, and donations.

為進行客觀評估，位元堂在選擇過程中特別要求三名以上的潛在候選供應商。候選供應商須向本集團提供預驗收評估表，以供評估作為供應商的合適性。

綠色採購

位元堂本集團致力於綠色採購，在本集團的運營模式中實現可持續發展。在採購過程中，本集團優先考慮委聘本地供應商和環保產品及服務。此舉旨在通過本地採購減少採購造成的碳足跡，同時支持本地經濟發展，為社區創造就業機會。

除環境因素外，位元堂亦積極監察供應商及承包商，確保彼等遵守相關法律、法規及社會標準。該等標準涵蓋多方面，包括健康安全、避免強制勞工和童工，以及其他社會責任。為評估是否符合該等標準，本集團的採購部門對供應商的營運地點進行實地考察，確保在各方面均符合環境、社會及管治標準的要求。我們定期進行年度審核，以評估供應商表現，並進一步確保本集團在整個供應鏈維持可持續合作關係的承諾。

位元堂深明在核心藥業以外作出正面社會影響的重要性。作為此社會責任承諾的一部分，本集團投入時間、專業知識及資源以增強僱員及營運社區的健康及福祉。

為有效推動社會影響力，位元堂鼓勵並賦權僱員參與符合本集團使命和價值的義工活動。該等活動乃為社會進步作出貢獻，並應對各種社會挑戰。本集團已制定政策，列出社會投資的努力，就如何支持土木基礎設施、健康和公眾福祉以及透過義工服務、贊助及捐贈扶貧提供清晰指引。

Community Development 社區發展

Wai Yuen Tong's community investment primarily focuses on four main areas: 位元堂的社區投資主要集中於四大範疇：



To demonstrate Wai Yuen Tong's dedication to fulfilling its corporate responsibility and making positive contributions to the communities it operates in, the Group has developed a comprehensive policy that outlines its commitment to community investment. This policy effectively outlines the initiatives undertaken to support civil infrastructure, enhance public health and welfare, and alleviate poverty through volunteer services, sponsorships, and donations. The Group primarily focuses its community investment efforts on four main areas:

- Caring for the elderly;
- Supporting youth development;
- Caring for public health; and
- Protecting animal health and welfare

During the Reporting Period, the Group contributed approximately HKD283,000 to numerous local charitable organisations, including Tung Wah Group of Hospitals, A Drop of Life, Hong Kong Child-riety Association, Hong Kong Society for the Prevention of Cruelty to Animals, Federation of Hong Kong Industries, Paws Hero Limited and Chinese Medicine Council of Hong Kong.

為彰顯位元堂於履行企業責任及對營運所在的社區作出積極貢獻曾付出的努力，本集團已制訂一套完善的政策，概述其對社區投資方面的承擔。該政策有效地概括出本集團為支持民用基建、提升公眾健康與福祉所採取的措施，以及透過參與志願服務、提供贊助及作出捐獻等方法扶貧。本集團的社區投資主要側重於四大範疇：

- 關懷長者；
- 支援青年發展；
- 關注公眾健康；及
- 保護動物健康和福利

於報告期間，本集團向東華三院、點滴是生命、香港惠苗協會、香港愛護動物協會、香港工業總會、動物英雄聯盟及香港中醫藥管理委員會等多個本地慈善機構捐款約283,000港元。

Community Development (Continued)

社區發展 (續)

The Caring Company Scheme (the “**Scheme**”) was launched by The Hong Kong Council of Social Service (“**HKCSS**”) in 2002, aiming to foster strategic partnerships between the business and social services sectors to promote good corporate citizenship and to create a more inclusive society. The Scheme also helps corporations and social services organisations know and understand one another at a much deeper level. This will create more room for working together to develop cross-sector community projects that focus on the needs of the community.

香港社會服務聯會(「社聯」)於二零零二年推出「商界展關懷」計劃(「該計劃」)，旨在促進商界與社會服務界別之間的策略夥伴關係，以推廣良好企業公民意識及創建更包容的社會。該計劃亦有助企業及社會服務機構更深入認識及彼此了解。這將為我們創造更多合作空間，以開發專注於社區需求的跨行業社區項目。



The Hong Kong Council of Social Service
香港社會服務聯會

Wai Yuen Tong – 15 Year Plus Caring Company
位元堂 – 15年 Plus 商界展關懷

Luxembourg Medicine Company Limited was awarded the “15 Years Plus Caring Company” and Wai Yuen Tong Medicine Company Limited was honoured with the “15 Years Plus Caring Company” title. This demonstrates our Group’s long-standing commitment to supporting local community development and those in need, and our commitment as responsible corporate citizens.

盧森堡大藥廠有限公司獲頒「15年Plus商界展關懷」及位元堂藥廠有限公司獲頒「15年Plus商界展關懷」。這表明本集團對支持當地社區發展及有需要人士的長期承諾，以及我們作為負責任企業公民的承諾。

The Hong Kong Council of Social Service
香港社會服務聯會

Luxembourg Medicine – 15 Year Plus Caring Company
盧森堡大藥廠 – 15年 Plus 商界展關懷



Free Medical Consultation

Through the collaborative efforts with civil organisations, the Group aims to provide accessible and quality healthcare services to the community. By offering free traditional Chinese medicine health consultations, individuals can be benefited from the expertise of experienced practitioners. These consultations not only address specific health concerns but also promote preventive care and overall well-being. The collaboration also serves as an opportunity to raise awareness about the effectiveness and benefits of traditional Chinese medicine, contributing to a more comprehensive and integrated healthcare approach.

免費醫療諮詢

本集團與民間組織通力合作，務求為社區提供便利和優質的醫療健康服務。通過免費的中醫健康諮詢，大眾可從經驗豐富的中醫師了解專門知識。除針對處理特定健康問題外，該等免費諮詢亦促進推動預防護理和社區福祉。是次合作不但可提高大眾對傳統中藥功效及好處的意識，更有助全面整合醫療健康方案。



Vegetarian Meals for the Elderly

On the Buddha's birthday, Wai Yuen Tong prepared 208 portions of vegetarian poon choi for the elderly residents in 6 temples and 30 nursing homes. This thoughtful gesture was not only aimed to nourish their bodies, but also to foster a greater appreciation for Buddhist culture and the advantages of vegetarianism. Furthermore, to personally deliver these sumptuous offerings and to provide companionship, Wai Yuen Tong's colleagues visited an elderly home situated in the serene district of Tai Po.

為長者供應素食餐

位元堂於佛誕當日準備了208份素食盤菜，供6間寺廟及30間療養院的長者享用。如此貼心舉動，不但可沐養長者們的身心，更有助培育大眾敬仰佛教文化，同時宣揚素食主義的益處。此外，位元堂的員工更對位處大埔偏遠地區的安老院進行探訪，以便親身為長者送上豐盛的餐飲和陪伴。



Community Development (Continued)

社區發展 (續)

Factory Visit for Students

Under the guidance of the Chief Secretary for Administration, the “Strive and Rise Programme” 「共創明『Teen』計劃」 has been successfully implemented through the collaborative efforts of government departments. The Friends of Mentorship program, operating under the Hong Kong Youth Association, has played a pivotal role in coordinating this initiative, which focuses on empowering and supporting underprivileged families, particularly those residing in subdivided units. As part of the programme, secondary school students had the opportunity to visit Wai Yuen Tong’s Yuen Long factory. During these visits, dedicated colleagues from different departments patiently provided comprehensive explanations and demonstrations related to their respective fields.

安排學生參觀廠房

在政務司司長的指揮下，各政府部門通力合作，順利落實推行「共創明『Teen』計劃」。由香港青年會營運的「師友計劃」在協調有關活動方面發揮了關鍵作用，該活動的重點旨在扶助和支援弱勢家庭，尤以該等劏房戶居民為甚。通過計劃，中學生有機會參觀位元堂的元朗廠房。參觀過程中，來自不同部門的專責員工耐心地為學生詳盡解釋和展示彼等各自的所屬領域。



A Drop of Life: Race of Water

Wai Yuen Tong sponsored the “AVEDA Walk for Water” event and actively organised a corporate team to participate wholeheartedly in this meaningful initiative. Our Group took the initiative to invite colleagues to join the event and provided valuable assistance on the day of the event. The “AVEDA Walk for Water” event combines water-carrying walks with a vibrant carnival atmosphere, aiming to deepen participants’ understanding of the profound significance behind the charity projects supported by Wai Yuen Tong. By raising funds, the event continues to make a positive impact on water-scarce communities. The ambitious goal is to raise HKD2 million to construct sustainable water projects in remote mountainous regions like Nepal and Cambodia. These crucial endeavours will bring clean drinking water and hygiene education to these areas, significantly improving the lives of residents while fostering a brighter and hopeful future.

點滴是生命：揸水一戰

位元堂贊助「AVEDA點滴揸水行」活動，並積極組織公司隊伍全心參與此項別具意義的活動。本集團主動邀請員工參與盛事，並於活動舉行當日提供重要的協助。「AVEDA點滴揸水行」活動將揸水步行糅合熱鬧的嘉年華氣氛，旨在令參加者可深刻體會位元堂所贊助慈善項目背後的深層意義。是次活動所籌募的善款將繼續對缺乏潔淨水源的社區發揮正面影響，故期望籌得200萬港元以對尼泊爾和柬埔寨等偏遠山區建設可持續水項目設施，致力為當地居民提供潔淨食水及衛生教育，大幅改善他們的生活，使他們的未來充滿光輝和希望。



Community Development (Continued)

社區發展 (續)

Heartwarming Christmas Visit for New Arrivals

Wai Yuen Tong partnered with the Hong Kong New Arrivals Service Foundation to organise the “heartwarming Christmas Visit For New Arrivals” event. Our Group collaborated with Caritas Yuen Long Chan Chun Ha Secondary School, a partner school of the WeCan program, and extended an invitation to their students to participate in this meaningful initiative. We visited families who are living in subdivided units, bringing them comfort and spreading joy through the distribution of special “Christmas gift packages”.

聖誕窩心探訪新來港人士

位元堂與香港新來港人士服務基金合辦「新來港家庭聖誕探訪」活動。本集團與「學校起動」計劃的夥伴學校之一明愛元朗陳震夏中學通力合作，邀請該校學生一同參與此項意義非凡的活動。本公司員工和學生們共同探訪居於劏房的家庭，通過慰問及分發特別準備的「聖誕禮物包」分享節日的喜悅。



Mid-Autumn Visit for New Arrivals: Celebrating Together

Wai Yuen Tong collaborated with the Hong Kong New Arrivals Services Foundation United to organise a vibrant Mid-Autumn Visit for New Arrivals. The event was designed to provide a joyful experience for both parents and children. The visit included a memorable trip to Disneyland, where families immersed themselves in the magical ambiance and enjoyed the thrilling attractions. As part of the festivities, a special segment was dedicated to lantern riddles, infusing the day with fun and interactive challenges. Participants eagerly engaged in solving these riddles, adding an element of excitement and camaraderie. Alongside the enchanting activities, families had the opportunity to savor the local traditional dim sum, indulging in the culinary delights that highlight Hong Kong's cultural heritage. Through the collaborative efforts of Wai Yuen Tong and the Hong Kong New Arrivals Services Foundation United, the Mid-Autumn Visit created cherished memories and fostered a sense of togetherness among the new arrivals.

中秋送暖意探訪新來港人士：同慶中秋

位元堂與香港新來港人士服務基金合作舉辦精彩的新來港人士中秋探訪。是次活動旨在為家長及孩子們帶來歡樂體驗。探訪活動包括難忘的迪士尼樂園之旅，一家人沉浸於夢幻氛圍，盡情享受驚險刺激的遊樂設施。節日慶祝的其中一部分為猜燈謎環節，為當天的活動注入趣味互動挑戰。參加者踴躍解謎，為活動增添興奮及友情的元素。除精彩活動外，各家庭亦有機會品嚐本地傳統點心，盡情享受彰顯香港文化傳統的美食佳肴。通過位元堂與香港新來港人士服務基金的共同努力，中秋探訪活動創造珍貴回憶，並培養新來港人士之間的凝聚力。



Community Development (Continued)

社區發展 (續)

Hong Kong CPPCC Youth Association x City University of Hong Kong — Youth Integration

In January 2023, the Hong Kong CPPCC Youth Association launched “the Youth Integration Program” (社青共融計劃) at City University of Hong Kong, marking a significant milestone in promoting youth engagement and social impact. The program garnered enthusiastic participation from over a hundred students, who actively demonstrated their support for social enterprise development and made valuable contributions to various charitable causes. Through this initiative, the participants gained valuable insights, developed essential skills, and forged meaningful connections, fostering a spirit of collaboration and social responsibility among the youth community.

香港政協青年聯會x香港城市大學 — 青年共融

於二零二三年一月，香港政協青年聯會於香港城市大學推出「社青共融計劃」，標誌著促進青年參與及社會影響方面的一個重要里程碑。是次計劃獲過百名學生踴躍參與，學生積極支持社會企業的發展，並為不同的慈善事業作出寶貴貢獻。通過這項活動，參與者獲得寶貴見解、發展重要技能，並建立有意義的聯繫，培養青年社區的協作精神及社會責任感。



Recognition From the Hong Kong Police Force's Project HERO

Wai Yuen Tong participated in the Hong Kong Police Force's Project HERO, a commendable initiative aimed at combating fraud. As part of this project, we implemented various strategies to distribute anti-fraud messages among our employees and customers. In line with this effort, when customers make purchases through our online shopping platform, each parcel will include an anti-fraud flyer. This ensures that customers receive important information about staying vigilant against fraud along with their ordered goods. Furthermore, the company displayed posters in the office premises, effectively conveying the anti-fraud message to staff members. Wai Yuen Tong also organised informative sessions where employees had the opportunity to listen to anti-fraud talks.

香港警務處防罪聯盟計劃嘉許禮

位元堂參與香港警務處防罪聯盟計劃，一項旨在打擊詐騙的可嘉舉措。作為此計劃的一部分，我們實施各種策略，向僱員及顧客宣傳反詐騙信息。為配合此項工作，當客戶透過我們的網上購物平台購物時，每個包裹均附有反詐騙傳單。這可確保客戶收到訂購貨物的同時收到對欺詐保持警惕的重要信息。此外，本公司亦在辦公場所張貼海報，有效地向員工傳達反詐騙信息。位元堂亦舉辦信息交流會，讓員工有機會參與反欺詐講座。



Summary of Key Performance Indicators

關鍵績效指標總覽

Emissions (KPI A1.1, A1.2, A1.3, A1.4)

排放物(關鍵績效指標 A1.1、A1.2、A1.3、A1.4)

Types of Air Emissions 廢氣排放類型	Unit 單位	2024 二零二四年	2023 二零二三年
Nitrogen Oxides (NOx) 氮氧化物	kg 千克	23.11	23.2
Sulphur Oxides (SOx) 硫氧化物	kg 千克	0.31	0.48
Respirable Suspended Particulates 可吸入懸浮粒子	kg 千克	0.78	0.51

Different Scopes of GHG ¹ 溫室氣體排放的不同範圍 ¹	Unit 單位	2024 二零二四年	2023 二零二三年
Scope 1 範圍1	tCO ₂ e 公噸二氧化碳當量	265.23	390.67
Scope 2 範圍2	tCO ₂ e 公噸二氧化碳當量	3,536.62	3,919.16
Scope 3 範圍3	tCO ₂ e 公噸二氧化碳當量	1,496.46	1,538.50
Total GHG Emissions 溫室氣體排放總量	tCO ₂ e 公噸二氧化碳當量	5,298.30	5,848.33
Intensity ² 密度 ²	tCO ₂ e/ft ² 公噸二氧化碳當量/平方呎	0.018	0.020

Hazardous Waste 有害廢棄物	Unit 單位	2024 二零二四年	2023 二零二三年
General Hazardous Waste 一般有害廢棄物	Tonne 公噸	8.78	5.7
Pharmaceutical Wastewater 醫藥廢水	Tonne 公噸	27	35.8
Total Hazardous Waste Produced 所產生有害廢棄物總量	Tonne 公噸	35.78	41.5
Intensity ² 密度 ²	Tonne/ft ² 公噸/平方呎	0.00012	0.00014

Non-hazardous Waste 無害廢棄物	Unit 單位	2024 二零二四年	2023 二零二三年
Total Non-hazardous Waste Produced 所產生無害廢棄物總量	Tonne 公噸	962.00	993.27
Intensity ² 密度 ²	Tonne/ft ² 公噸/平方呎	0.0032	0.0033

Notes:

- GHG emissions data is presented in carbon dioxide equivalent and was in reference to, including but not limited to, the reporting requirements of the "GHG Protocol Corporate Accounting and Reporting Standard" issued by the World Resources Institute and the World Business Council for Sustainable Development, the "How to prepare an ESG Report — Appendix II: Reporting Guidance on Environmental KPIs" issued by the HKEX, the "Sustainability Report 2022" published by the Hong Kong Electric Investments Limited, the "2022 Sustainability Report" published by the CLP Power Hong Kong, the latest released emission factors of China's regional power grid basis and the "Global Warming Potential Values" from the IPCC Fifth Assessment Report (AR5), 2014.
- The intensity data in this Report is calculated based on the gross floor area of 300,944 sq. ft (including Retail shops). (FY 2023: 299,907 sq. ft, excluding Retail shops area).

附註:

- 溫室氣體排放數據乃按二氧化碳當量呈列，並參考(包括但不限於)世界資源研究所及世界可持續發展工商理事會發佈的《溫室氣體盤查議定書：企業會計與報告標準》、香港交易所發佈的《如何準備環境、社會及管治報告 — 附錄二：環境關鍵績效指標匯報指引》、港燈電力投資有限公司發佈的《二零二二年可持續發展報告》、中華電力發佈的《二零二二年可持續發展報告》、最新發佈的中國區域電網基準排放因子及二零一四年政府間氣候變化專門委員會第五次評估報告的《全球升溫潛能值》。
- 於本報告中，密度數據是根據建築面積 300,944 平方呎(包括零售店面積)(二零二三財政年度：299,907 平方呎，不包括零售店面積)計算。

Summary of Key Performance Indicators (Continued)

關鍵績效指標總覽(續)

Sewage Discharge ³ 廢水排放 ³	Unit 單位	2024 二零二四年	2023 二零二三年
Domestic Sewage 生活廢水	m ³ 立方米	1,535	1,540
Industrial Sewage 工業廢水	m ³ 立方米	22,448	16,315
Total Sewage Discharge 廢水排放總量	m ³ 立方米	22,983	17,855
Sewage Discharge Intensity 廢水排放密度	m ³ /ft ² 立方米/平方呎	0.076	0.06

Energy Consumption 能源消耗	Unit 單位	2024 二零二四年	2023 二零二三年
Total Energy Consumption 能源總耗量	MWh 兆瓦時	9,731.45	10,396.61
Energy Consumption Intensity 能源消耗密度	MWh/ft ² 兆瓦時/平方呎	0.032	0.035
Direct Energy Consumption 直接能源耗量	MWh 兆瓦時	1,234.11	1,387.20
Towngas and Nature Gas 煤氣及天然氣	MWh 兆瓦時	1,068.12	1,127.36
Unleaded Petrol 無鉛汽油	MWh 兆瓦時	165.99	259.84
Indirect Energy Consumption 間接能源耗量	MWh 兆瓦時	8,497.34	9,009.41
Purchased Electricity 外購電力	MWh 兆瓦時	8,497.34	9,009.41
Total Water Consumption 耗水總量	m ³ 立方米	49,544	36,326
Water Consumption Intensity 耗水密度	m ³ /ft ² 立方米/平方呎	0.16	0.12
Total Packaging Materials Used 使用的包裝材料總量	Tonne 公噸	352.03	358.6
Packaging Materials Intensity (by Product Value) ⁴ 包裝材料密度(以產品產值計算) ⁴	Tonne/Product Value 公噸/產品產值	0.44	0.51

Notes:

- This data only included the sewage discharged from Yuen Long Factory.
- The product value in 2024 was approximately HK\$783.9 million and in 2023 was approximately HK\$706 million. This data is used for calculating packaging materials intensity only.

附註:

- 此數據僅包括元朗廠房排放的污水。
- 二零二四年的產品產值為約783.9百萬港元，二零二三年為約706百萬港元。此數據只用作包裝材料密度計算。

Summary of Key Performance Indicators (Continued)

關鍵績效指標總覽(續)

Employment (KPI B1.1)

僱傭(關鍵績效指標B1.1)

Employee Size Breakdown 僱員數量明細	Hong Kong 香港	Mainland China 中國內地
Total Number 總數	656 ⁵	154 ⁶
Gender 性別		
Male 男性	237	35
Female 女性	419	119
Age group 年齡組別		
Below 30 30歲以下	63	4
30-50	306	140
Above 50 50歲以上	287	10
Employment Type 僱傭類型		
Full-time 全職	628	154
Part-time 兼職	28	0

Notes:

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

附註:

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

Summary of Key Performance Indicators (Continued)

關鍵績效指標總覽(續)

Turnover (KPI B1.2)

流失率(關鍵績效指標B1.2)

Employee Turnover Rate (%) ⁷ 僱員流失率(%) ⁷	Hong Kong 香港	Mainland China 中國內地
Overall 整體	37.5	36.36
Gender 性別		
Male 男性	37.6	57.14
Female 女性	37.5	30.25
Age Group 年齡組別		
Below 30 30歲以下	58.7	150.00
30-50	39.2	29.29
Above 50 50歲以上	31.0	90.00

Notes:

7. Employee Turnover rate is calculated by number of employees left during the Reporting Period/Total number of employees at 31 March 2024 x 100%.

附註：

7. 僱員流失率按報告期間離職僱員人數除以二零二四年三月三十一日的僱員總數x100%計算。

Summary of Key Performance Indicators (Continued)

關鍵績效指標總覽(續)

Employee Training (KPI B3.1, B3.2)

僱員培訓(關鍵績效指標B3.1、B3.2)

Employee Training ^a (Hong Kong) 僱員培訓 ^a (香港)	Percentage of Employees Trained 受訓僱員百分比	Average Training Hours (hours) 平均培訓時數(小時)
Overall 整體	100	18.9
Gender 性別		
Male 男性	100	18.3
Female 女性	100	19.3
By Employment Category 僱傭類別		
Senior Management 高級管理層	100	4.3
Middle Management 中級管理層	100	21.4
Supervisor 主管	100	12.7
General Staff 普通僱員	100	19.4

Employee Training (Mainland China) 僱員培訓(中國內地)	Percentage of Employees Trained 受訓僱員百分比	Average Training Hours (hours) 平均培訓時數(小時)
Overall 整體	100	9.7
Gender 性別		
Male 男性	100	3.6
Female 女性	100	11.4
By Employment Category 僱傭類別		
Senior Management 高級管理層	100	2.3
Middle Management 中級管理層	100	2.5
Supervisor 主管	100	11.4
General Staff 普通僱員	100	11.9

Notes:

8. Training data includes training received by employees who have left during the Reporting Period and conducted by different means such as classroom training, online training, seminars & workshops, video sharing and self-learning by circulate training materials.

附註：

8. 培訓數據包括於報告期間離職員工通過課堂培訓、線上培訓、講座及工作坊、視頻分享、分發培訓材料自學等多種方式進行的培訓。

Summary of Key Performance Indicators (Continued)

關鍵績效指標總覽(續)

Health And Safety (KPI B2.1, B2.2)

健康與安全(關鍵績效指標 B2.1、B2.2)

Fiscal Year 財政年度	Unit 單位	2024 二零二四年	2023 二零二三年	2022 二零二二年
Fatalities Due to Work 工傷死亡	Cases 宗	0	0	0
Work Injury Cases ⁹ 工傷 ⁹	Cases 宗	17	5	4
Lost Days Due to Work Injury ⁹ 因工傷損失工作日數 ⁹	Days 日	168.5	322	13.5
Work Injury Rate ¹⁰ 工傷率 ¹⁰	% 百分比	2.09	0.75	0.64

Suppliers Distribution (KPI B5.1)

供應商分佈(關鍵績效指標 B5.1)

Location 地點	No. of Suppliers 供應商數目
Mainland China 中國內地	10
Hong Kong 香港	22
Macau 澳門	2
Total 總數	45

Notes:

9. There was one shuttle bus traffic incident that has resulted in 9 cases of injury. This incident resulted in a total of 38 lost days.
10. Work Injury rate is calculated by number of employees get injured/total number of employees x 100%.

附註:

9. 有一宗穿梭巴士交通事故造成9人受傷。此事故共造成38天的損失。
10. 工傷率按受傷僱員人數除以僱員總數x100%計算。

Environmental, Social and Governance Reporting Guide Content Index

《環境、社會及管治報告指引》內容索引

Subject Areas, Aspects, General Disclosures and KPIs	Description	Section/Declaration
主要範疇、層面、一般披露及關鍵績效指標	說明	章節／呈報
Aspect A1: Emissions		
層面A1：排放物		
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 Exhaust Gas and GHG emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	Journey to Carbon Net Zero
一般披露	有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	邁向碳淨零之路
KPI A1.1	The types of emissions and respective emissions data.	Journey to Carbon Net Zero — Air Emissions
關鍵績效指標A1.1	排放物種類及相關的排放數據。	邁向碳淨零之路 — 廢氣排放
KPI A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity.	Journey to Carbon Net Zero — Greenhouse Gas Emission
關鍵績效指標A1.2	直接(範圍1)及能源間接(範圍2)的溫室氣體排放量(以公噸計算)，及(如適用)密度。	邁向碳淨零之路 — 溫室氣體排放
KPI A1.3	Total hazardous waste produced (in tonnes) and intensity.	Journey to Carbon Net Zero — Waste Management
關鍵績效指標A1.3	所產生有害廢棄物總量(以公噸計算)及密度。	邁向碳淨零之路 — 廢棄物管理
KPI A1.4	Total non-hazardous waste produced (in tonnes) and intensity.	Journey to Carbon Net Zero — Waste Management
關鍵績效指標A1.4	所產生無害廢棄物總量(以公噸計算)及密度。	邁向碳淨零之路 — 廢棄物管理
KPI A1.5	Description of emission target(s) set and steps taken to achieve them.	Journey to Carbon Net Zero — Waste Management
關鍵績效指標A1.5	描述所訂立的排放量目標及為達到這些目標所採取的步驟。	邁向碳淨零之路 — 廢棄物管理
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.	Journey to Carbon Net Zero — Waste Management
關鍵績效指標A1.6	描述處理有害及無害廢棄物的方法，及描述所訂立的減廢目標及為達到這些目標所採取的步驟。	邁向碳淨零之路 — 廢棄物管理

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

《環境、社會及管治報告指引》內容索引(續)

Subject Areas, Aspects, General Disclosures and KPIs 主要範疇、層面、一般披露及關鍵績效指標	Description 說明	Section/Declaration 章節／呈報
Aspect A2: Use of Resources		
層面A2：資源使用		
General Disclosure 一般披露 KPI A2.1	Policies on the efficient use of resources, including energy, water and other raw materials. 有效使用資源(包括能源、水及其他原材料)的政策。	Journey to Carbon Net Zero 邁向碳淨零之路
關鍵績效指標A2.1 KPI A2.2	Direct and/or indirect energy consumption by type in total and intensity. 按類型劃分的直接及／或間接能源總耗量及密度。	Journey to Carbon Net Zero — Energy Consumption 邁向碳淨零之路 — 能源消耗
關鍵績效指標A2.2 KPI A2.3	Water consumption in total and intensity. 總耗水量及密度。	Journey to Carbon Net Zero — Water Resources 邁向碳淨零之路 — 水資源
關鍵績效指標A2.3 KPI A2.4	Description of energy use efficiency target(s) set and steps taken to achieve them. 描述所訂立的能源使用效益目標及為達到這些目標所採取的步驟。	Journey to Carbon Net Zero — Energy Saving Practices 邁向碳淨零之路 — 節能實踐
關鍵績效指標A2.4 KPI A2.5	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them. 描述求取適用水源上可有任何問題，以及所訂立的用水效益目標及為達到這些目標所採取的步驟。	Journey to Carbon Net Zero — Water Resources 邁向碳淨零之路 — 水資源
關鍵績效指標A2.5	Total packaging material used for finished products (in tonnes) and with reference to per unit produced. 製成品所用包裝材料的總量(以公噸計算)及每生產單位佔量。	Journey to Carbon Net Zero — Packaging Materials 邁向碳淨零之路 — 包裝材料
Aspect A3: The Environment and Natural Resources		
層面A3：環境及天然資源		
General Disclosure 一般披露 KPI A3.1	Policies on minimizing the issuer's significant impact on the environment and natural resources. 減低發行人對環境及天然資源造成重大影響的政策。	Journey to Carbon Net Zero 邁向碳淨零之路
關鍵績效指標A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them. 描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。	Journey to Carbon Net Zero 邁向碳淨零之路
Aspect A4: Climate Change		
層面A4：氣候變化		
General Disclosure 一般披露 KPI A4.1	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer. 識別及應對已經及可能會對發行人產生影響的重大氣候相關事宜的政策。	Reducing Our Carbon Footprint 減少碳足跡
關鍵績效指標A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them. 描述已經及可能會對發行人產生影響的重大氣候相關事宜，及應對行動。	Reducing Our Carbon Footprint — Physical Risk and Transition Risk 減少碳足跡 — 實體風險、過渡風險

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

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Subject Areas, Aspects, General Disclosures and KPIs 主要範疇、層面、一般披露及關鍵績效指標	Description 說明	Section/Declaration 章節／呈報
Aspect B3: Development and Training		
層面B3：發展及培訓		
General Disclosure 一般披露 KPI B3.1	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. 有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。	People Oriented — Developing and Training 以人為本 — 發展及培訓
關鍵績效指標B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management). 按性別及僱員類別(如高級管理層、中級管理層)劃分的受訓僱員百分比。	People Oriented — Developing and Training 以人為本 — 發展及培訓
KPI 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。	People Oriented — Developing and Training 以人為本 — 發展及培訓
關鍵績效指標B3.2		
Aspect B4: Labour Standards		
層面B4：勞工準則		
General Disclosure 一般披露 KPI B4.1	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour. 有關防止童工或強制勞工的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	People Oriented — Labour Standards 以人為本 — 勞工準則
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。	People Oriented — Prevention of Child Labour and Prohibition of Forced Labour 以人為本 — 防止誤用童工和禁止強制勞工
KPI 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。	People Oriented — Labour Standards 以人為本 — 勞工準則
關鍵績效指標B4.2		
Aspect B5: Supply Chain Management		
層面B5：供應鏈管理		
General Disclosure 一般披露 KPI B5.1	Policies on managing environmental and social risks of the supply chain. 管理供應鏈的環境及社會風險政策。	Operational Excellence — Supply Chain Management 卓越營運 — 供應鏈管理
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。	Operational Excellence — Supply Chain Management 卓越營運 — 供應鏈管理
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. 描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目，以及相關執行及監察方法。	Operational Excellence — Supply Chain Management 卓越營運 — 供應鏈管理
關鍵績效指標B5.2		
KPI B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored. 描述有關識別供應鏈每個環節的環境及社會風險的慣例，以及相關執行及監察方法。	Operational Excellence — Green Procurement 卓越營運 — 綠色採購
關鍵績效指標B5.3		
KPI B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored. 描述在揀選供應商時促使多用環保產品及服務的慣例，以及相關執行及監察方法。	Operational Excellence — Green Procurement 卓越營運 — 綠色採購
關鍵績效指標B5.4		

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主要範疇、層面、一般披露及關鍵績效指標	說明	章節／呈報
Aspect B6: Product Responsibility		
層面B6：產品責任		
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.	Operational Excellence — Product Responsibilities
一般披露	有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	卓越營運 — 產品責任
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Operational Excellence — Product Responsibilities — Product Quality Control
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。	卓越營運 — 產品品質管理
KPI B6.2	Number of products and service-related complaints received and how they are dealt with.	Operational Excellence — Product Responsibilities — Customer Satisfaction
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。	卓越營運 — 客戶滿意度
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	Operational Excellence — Product Responsibilities — Customer Satisfaction & Privacy
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。	卓越營運 — 客戶滿意度與私隱
KPI B6.4	Description of quality assurance process and recall procedures.	Operational Excellence — Product Responsibilities — Product Quality Control
關鍵績效指標B6.4	描述質量檢定過程及產品回收程序。	卓越營運 — 產品品質管理
KPI B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	Operational Excellence — Product Responsibilities — Customer Satisfaction & Privacy
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。	卓越營運 — 客戶滿意度與私隱

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

