



華潤醫療控股有限公司

China Resources Medical Holdings Company Limited

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

Stock Code 股票代號 : 1515



環境、社會及管治報告 ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

2022



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STATEMENTS OF THE BOD

董事會聲明

In accordance with the requirements of the *Environmental, Social and Governance Reporting Guide* by the HKEX, the Board of Directors (“BoD”) of China Resources Holdings Company Limited (“we”, the “Company” or “CR Medical,” and together with its subsidiaries, the “Group”) hereby makes the following statement.

CR Medical insists on fully integrating environmental, social and governance (“ESG”) concept into business management, strategic development and corporate culture, surveys corporate and social responsibilities from a strategic perspective, promotes value co-creation and focus on the orientation, target and long-term performance of corporate responsibilities. Through further practice, we have improved ESG management and taken various measures to perfect corporate governance efficiency, fulfilled social responsibilities, promoted green development and driven the subsidiary hospitals to improve the service quality and experience. In the meantime, as one of the leading medical groups in China, we promote sustainable development by making our own contributions to the society, economy, community and environment.

(1) The Board’s Governance of ESG

The BoD of the Company is the supreme decision-making organization responsible for ESG issues and is responsible for the Company’s ESG strategy and reporting. The BoD regularly receives the report of the CEO Office on the ESG and reviews ESG-related issues that may affect the Company’s business or operation, shareholders and other stakeholders.

(2) ESG Management Policy and Strategy

We attach great importance to the significant impact that the ESG risks may have on the Company. Based on the social economy, macro-environment and the Company’s development strategy, we regularly conduct the evaluation of important ESG issues and report them to the BoD for review. The BoD discusses and determines the risks and opportunities of ESG, takes the management and improvement of key ESG issues as the focus, and includes those issues into the overall strategy of the Company and supervises the management and performance of those issues.

華潤醫療控股有限公司(以下簡稱「我們」、「公司」、「本公司」或「華潤醫療」，連同下屬附屬公司合稱「本集團」)董事會(「董事會」)依據香港聯合交易所《環境、社會及管治報告指引》要求，做出如下聲明。

華潤醫療堅持將環境、社會及管治(以下簡稱「ESG」)理念全面融入經營管理、戰略發展和企業文化，從戰略高度審視企業社會責任，促進價值共創，注重企業履責的方向性、目標性和長期性，透過不斷探索與實踐，提升ESG管理水平，亦積極落實各項舉措，提升公司治理效能、認真履行社會責任，堅定推動綠色發展，持續推動下屬醫院提高診療品質、優化就醫體驗。同時，華潤醫療作為中國領先的大型醫療集團之一，積極為社會、經濟、社區及環境等多方面貢獻力量，推動可持續發展。

(1) 董事會ESG治理

董事會是ESG事宜的最高負責及決策機構，對公司ESG策略及彙報承擔整體責任，定期聽取總裁辦公會關於ESG工作彙報，審定有可能影響公司業務或運作、股東與其他持份者的ESG相關事宜。

(2) ESG管理方針及策略

華潤醫療重視ESG風險可能對公司產生的重大影響，基於社會經濟宏觀環境和公司發展戰略，定期開展ESG重要議題評估工作，並報董事會審閱。董事會討論並確定公司ESG風險與機遇，將重要議題的管理與提升作為ESG重點工作，並將其納入公司整體戰略加以考慮，監督議題管理與績效表現。

(3) Reference Standards

The Company has established ESG objective management mechanism covering main ESG performance indicators such as energy consumption, greenhouse gas (GHG) emissions, water resource management and medical waste discharge. The BoD regularly reviews the progress and checks the target on a yearly basis to promote the achievement Company's ESG objectives.

This Report details the progress and achievement of CR Medical in 2022, and has been reviewed and approved at the 2023 fourth meeting of the BoD on March 28, 2023. The BoD and all directors of the Company guarantee that there are no false records, misleading statements or major omissions in this Report and are jointly liable for the authenticity, accuracy and completeness of this Report.

(3) 目標、指標與檢討進度

華潤醫療建立了ESG目標管理機制，覆蓋能源消耗、溫室氣體排放、水資源管理、醫療廢棄物排放等主要ESG績效指標，由董事會定期檢討目標進展情況，並逐年核查確認目標實現情況，以推動公司ESG目標達成。

本報告詳盡披露華潤醫療2022年ESG工作的進展與成效，並於2023年3月28日經由董事會2023年第四次會議審議通過，華潤醫療董事會及全體董事保證本報告內容不存在任何虛假記載、誤導性陳述或重大遺漏，並對其內容的真實性、準確性和完整性承擔個別及連帶責任。

INTRODUCTION

關於本報告

This Report is the seventh Environmental, Social and Governance (ESG) Report released by CR Medical and aims at reporting the sustainable development strategies, approaches and performance of the Company in 2022 to its stakeholders based on the principles of objectivity, transparency, standardization and comprehensiveness, and communicating with stakeholder honestly. This Report is issued annually and is available in Traditional Chinese and English. In case of discrepancy, the Traditional Chinese version shall prevail.

(1) Reporting Period

This Report covers the period from January 1, 2022 to December 31, 2022. Some contents may go beyond the mentioned period to enhance the comparability and foresightedness of this Report.

(2) Reporting Scope

This Report covers CR Medical and the member units under the Company's management, that is, CR Medical, and all its member medical institutions and subsidiaries. For more information, please refer to the Company's *2022 Annual Report* released on April 24, 2023.

(3) Reference Standards

This Report is prepared mainly in accordance with the requirements under the *Environmental, Social and Governance Reporting Guide* set out in Appendix 27 of the *Rules Governing the Listing of Securities of the Stock Exchange of Hong Kong Limited* (the "Listing Rules").

(4) Report Description

The internal documents and the statistical information system of the Company are the major sources of the figures and other data used in this Report. All currency amounts are in RMB unless otherwise stated.

(5) Access to this Report

This Report can be downloaded on the website of the Stock Exchange of Hong Kong Limited and the official website of the Company at <http://www.crmedical.hk>.

本報告為華潤醫療發布的第七份環境、社會及管治報告，本着客觀、透明、規範、全面的原則，向持份者彙報本公司於2022年在可持續發展方面的策略、方針及表現，旨在與持份者進行坦誠溝通。本報告為年度報告，以繁體中文和英文發布，若內容不一致，請以報告繁體中文版本為準。

(1) 報告期

本報告涉及的時間範圍為2022年1月1日至2022年12月31日，為增強報告的可比性及前瞻性，部分內容有所延伸。

(2) 報告範圍

報告範圍涵蓋華潤醫療及其具有管理權的各成員單位，即華潤醫療、各成員醫療機構及各子公司。詳細範圍參見於2023年4月24日披露的《2022年度報告》。

(3) 報告標準

本報告主要參考《香港聯合交易所有限公司證券上市規則》(「上市規則」)附錄二十七所載之《環境、社會及管治報告指引》。

(4) 報告說明

報告中的資料來源於本公司內部文件和資訊統計系統資料。其中，報告涉及的貨幣種類及金額，如無特殊說明，均以人民幣為計量單位。

(5) 報告獲取方式

本報告可在香港聯合交易所有限公司官方網站或本公司官方網站<http://www.crmedical.hk>下載。

(6) Response to Reporting Principles**(6) 報告原則回應**

Reporting Principles 彙報原則	Meaning 釋義	The Group's Response 本集團的回應
Materiality 重要性	The issues covered in this Report should reflect the Group's significant impact on the economy, environment and society, or those affecting the assessment and decision of stakeholders. 報告所涵蓋的議題應反映本集團對經濟、環境及社會的重大影響，或影響持份者評估及決定的範疇。	By communicating with stakeholders and considering the features of the Group, the Group identifies the current major ESG issues. 根據本集團特點，透過與持份者溝通，識別當前的重大ESG議題。
Quantitative 量化	This Report should disclose key performance indicators ("KPIs") in a measurable manner. 報告應以可計量的方式披露關鍵績效指標。	Where feasible, the Group discloses environmental and social KPIs in a quantitative manner. 在可行情況下，以量化的方式披露本集團的環境和社會關鍵績效指標。
Balance 平衡性	This Report should disclose both positive and negative information of the Group from an objective perspective to reflect the Group's performance on environmental, social and governance. 報告以客觀的角度披露本集團的正面及負面資訊，以反映本集團的環境、社會及管治表現。	The Group has disclosed positive and negative information that is material to its business. 本集團已就對業務有重大影響的正面及負面資訊進行詳細披露。
Consistency 一致性	The Group should confirm that the ESG Report is prepared in the same manner as in previous years, or state the revised reporting method, or describe other relevant factors affecting a meaningful comparison. 本集團應確認編製環境、社會及管治報告的方法與過往年度所用方法一致，或陳述經修訂的方法，抑或說明會影響有意義對比的其他相關因素。	The reporting method of this Report is substantially the same as that of the prior year. 本報告的彙報方法與上年度大致一致。

(7) Feedback

The Group attaches great importance to the opinion of every stakeholder and is looking forward to receiving your feedback and support to improve its performance of sustainable development (which includes the aspects of environmental, social and governance). If you have any comments on this Report or the Group's ESG strategies, policies and performance, please email us at ir@crmedical.hk.

(7) 意見回饋

本集團十分重視持份者的意見與建議，期待獲得每位持份者的反饋與支持，提升本集團（包括環境、社會及管治的相關方面）的可持續發展績效。如對本報告或本集團的ESG策略、方針及表現有任何意見，歡迎電郵至 ir@crmedical.hk。

ABOUT CR MEDICAL

關於華潤醫療

China Resources Medical Holdings Company Limited (“CR Medical”; stock code: 1515.HK) is a major and listed platform in hospital investment, operation and management of China Resources Group. China Resources Group is the indirect controlling shareholder of the Company. CR Medical operates and manages 116 medical institutions, including 7 Level III hospitals, 13 Level II hospitals, 82 Level I and community medical centers, as well as 14 clinics and other medical in Beijing, Northern China, Eastern China, the central area of China as well as southern China. With the operation scale of over 11,115 beds, CR Medical provides comprehensive and multi-level medical services including clinical treatment, healthcare management and public health, with business volume of over 15,266,700 outpatients and emergency cases during the year.

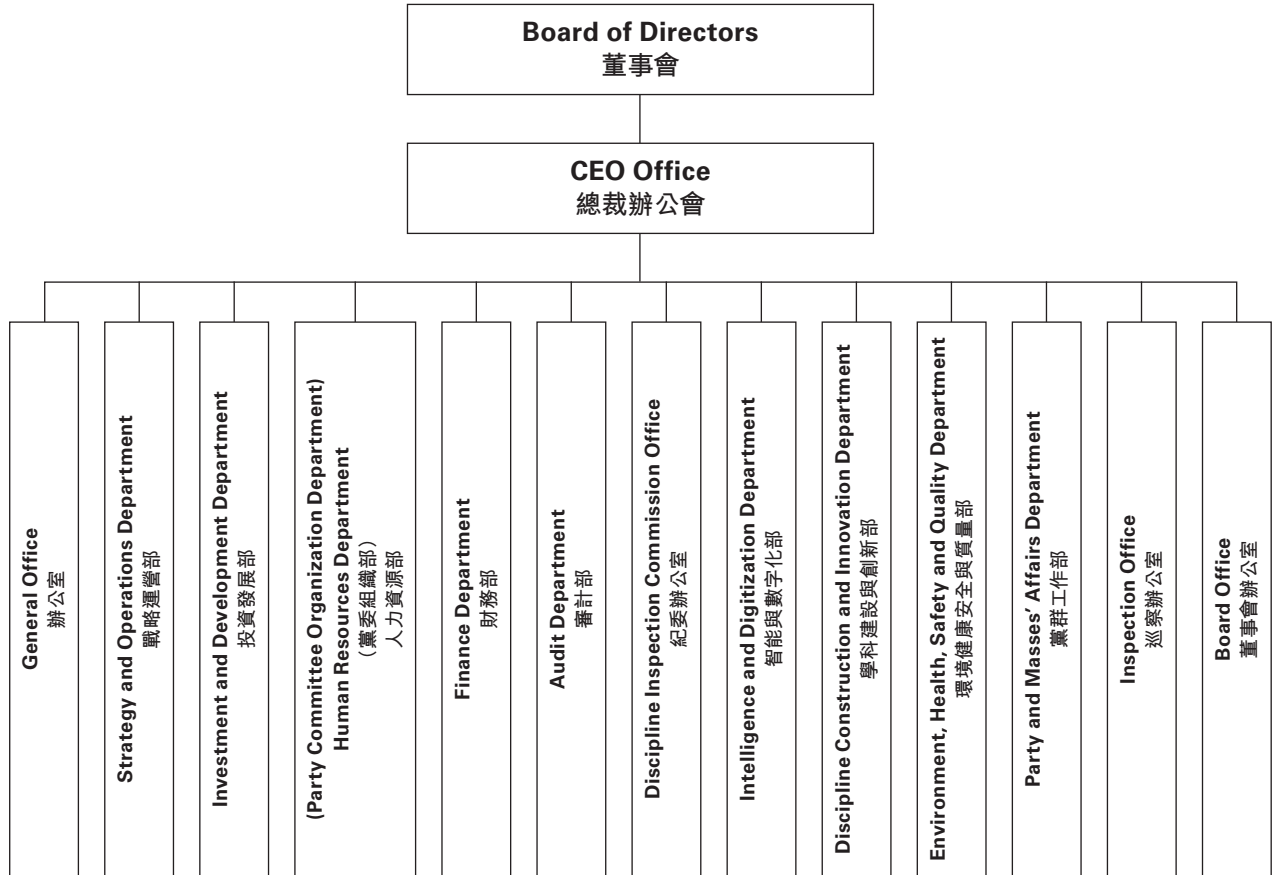
Insisting on its mission of “Strive for Public Health”, CR Medical actively participates in the reform of China’s medical system, develops the investment and operation management of hospitals and health industries to continue its expansion in key areas nationwide. Focusing on endogenous growth, deep regional integration and differentiated development, we drive high-quality sustainable development with “group management + discipline construction” and strive to be a leading medical and health industry group in China, and a pioneer in the reform of State-owned medical institutions. With years of exploration and practice of ESG management, CR Medical has published its ESG report on its own initiative and was included in the “ESG — Pioneer 50 Index of Central SOEs”. The case of the Company, *CR Medical Boasting Remarkable Performance in Construction of Patient Service System*, was selected as “Excellent ESG Case of Central SOEs” in 2022, embodying remarkable market recognition and reputation.

華潤醫療控股有限公司(簡稱「華潤醫療」, 股票代碼: 1515.HK)是華潤集團下屬專業從事醫院投資營運管理的醫療產業主平台和上市公司, 華潤集團為公司間接控股股東。旗下擁有116間醫療機構, 其中三級醫院7間、二級醫院13間、一級醫院及社區中心82間、診所及其他醫療機構14間, 分布於北京、華北、華東、華中、華南等主要區域, 提供臨床診療、健康管理、公共衛生等全方位、多層次的醫療健康服務, 總床位數11,115張, 年門急診總量1,526.67萬人次。

華潤醫療秉承「一切為了大眾健康」使命, 積極參與中國醫療體制改革, 在醫院及健康產業的投資、營運管理方面積極探索與實踐, 深耕全國重點區域, 持續推進外延擴張。聚焦內生增長, 深化區域一體化建設和差異化發展, 以「集團化管理+學科建設」驅動高品質可持續發展, 致力於成為國內領先的醫療健康產業集團和國企醫療機構改革的領導者。華潤醫療不斷探索與實踐ESG發展, 連續多年主動發布公司ESG報告, 並連續兩年入選「央企ESG•先鋒50系列指數」, 履責案例《華潤醫療患者服務體系建設顯成效》入選2022年「央企ESG優秀案例」, 市場認同度和美譽度持續提升。

(1) Organizational Structure

(1) 組織架構



(2) Main Business

(2) 主要業務

As a medical investment, operation and management platform featuring rich experiences in investment and management and with certain mature business models in the medical industry, CR Medical has carried out a number of derivative medical businesses. In Mainland China, CR Medical has its own hospitals, IOT hospitals and OT hospitals, and mainly provides comprehensive medical services, hospital management services, Group Purchasing Organization services and other hospital derivative services.

華潤醫療是投資管理經驗豐富、產業模式成熟的醫療投資營運管理平台，並開展多項醫療衍生業務。在中國內地，華潤醫療擁有自有醫院、IOT醫院以及OT醫院，主要提供綜合醫療服務、醫院管理服務、集團採購組織業務以及其他醫院衍生業務。

ABOUT CR MEDICAL

關於華潤醫療

(3) Business Areas and Core Medical Institutions

(3) 業務區域及核心醫療機構



	Name of hospital 醫院名稱	Region 所屬區域	Level 醫院等級
Level III Hospital 三級醫院	Beijing Jian Gong Hospital 北京市健宮醫院	Beijing 北京	Level III, Combined TCM and Western Medicine Hospital 三級中西醫結合
	Huaibei Miner General Hospital 淮北礦工總醫院	Anhui 安徽	Level III, Grade A, General Hospital 三甲綜合
	Guangdong 999 Brain Hospital 廣東三九腦科醫院	Guangdong 廣東	Level III, Specialized Hospital 三級專科
	CR & WISCO General Hospital 華潤武鋼總醫院	Hubei 湖北	Level III, Grade A, General Hospital 三甲綜合
	Wuhan Iron and Steel (Group) Corporation No. 2 Staff Hospital 武漢鋼鐵(集團)公司第二職工醫院	Hubei 湖北	Level III, General Hospital 三級綜合
	Beijing Jing Mei Group General Hospital 北京京煤集團總醫院	Beijing 北京	Level III, General Hospital 三級綜合
	Beijing Mentougou Hospital for Women and Children ¹ 門頭溝區婦幼保健醫院 ¹	Beijing 北京	Level III, Specialized Hospital 三級專科

¹Note: In September, 2022, Beijing Mentougou Hospital for Women and Children was officially registered as a Level III Women & Children's Hospital.

¹註：2022年9月，經北京市衛生健康委員會批覆，同意核定門頭溝區婦幼保健院為三級婦幼保健院。

	Name of hospital 醫院名稱	Region 所屬區域	Level 醫院等級
Level II Hospital² 二級醫院 ²	Jinan Beicheng Hospital (the former Jinan Zhong Qi Hospital) 濟南北城醫院(原濟南重汽醫院)	Shandong 山東	Level II, General Hospital 二級綜合
	Guangdong CEEC Power Hospital 廣東中能建電力醫院	Guangdong 廣東	Level II, General Hospital 二級綜合
	Guangxi Hydroelectric Hospital 廣西水電醫院	Guangxi 廣西	Level II, General Hospital 二級綜合
	Beijing CEEC Hospital ³ 北京中能建醫院 ³	Beijing 北京	Level II, Combined TCM and Western Medicine Hospital 二級中西醫結合
	Beijing Shuozhou CEEC Hospital 北京中能建朔州醫院	Shanxi 山西	Level II, General Hospital 二級綜合
	Huaiyin Hospital of Huaian City 淮安市淮陰醫院	Jiangsu 江蘇	Level II, General Hospital 二級綜合
	Xuzhou Mining Hospital 徐州市礦山醫院	Jiangsu 江蘇	Level II, General Hospital 二級綜合
	Huaibei City Mental Health Center 淮北市精神(心理)衛生中心	Anhui 安徽	Level II, Specialized Hospital 二級專科
	Beijing Mentougou District Hospital 門頭溝區醫院	Beijing 北京	Level II, General Hospital 二級綜合
	Beijing Mentougou Traditional Chinese Medicine Hospital 門頭溝區中醫醫院	Beijing 北京	Level II, Specialized Hospital 二級專科
	Beijing Shunyi District Airport Hospital 順義區空港醫院	Beijing 北京	Level II, General Hospital 二級綜合
	Yantai Zhifu Hospital 煙台芝罘醫院	Shandong 山東	Level II, General Hospital 二級綜合
	Enjoy Ages Nanning Rehabilitation Hospital 南寧悅年華康復醫院	Guangxi 廣西	Level II, Specialized Hospital 二級專科
Level I Hospital⁴ and other medical institution 一級醫院 ⁴ 及其他醫療機構	Beijing Shunyi Second Hospital 順義區第二醫院	Beijing 北京	Level I, General Hospital 一級綜合
	CEEC Anhui Hospital 中能建安徽醫院	Anhui 安徽	Community center and community health service station 社區中心和社區衛生服務站
	Shenzhen Runkang Spring Bamboo Shoot Clinic 深圳春筍門診部	Guangdong 廣東	Clinic 門診部

²Note: Level II Hospital including Level II, Grade A Hospital.

³Note: In August, 2022, Beijing CEEC Hospital was officially registered as a Level II combined TCM and Western medicine hospital with the approval of Beijing Fangshan District Health and Health Committee.

⁴Note: Level I Hospital including Level I, Grade A Hospital.

²註：二級醫院包含二甲醫院。

³註：2022年8月，北京中能建醫院經北京市房山區衛生健康委員會批准，正式變更登記為二級中西醫結合醫院。

⁴註：一級醫院包含一甲醫院。

ABOUT CR MEDICAL

關於華潤醫療

(4) Group Concept

Adhering to the mission of “Strive for Public Health”, CR Medical insists on the spirit of “being dedicated to the cause of the country, being the pioneer to be innovative, forging ahead with perseverance, and exerting constantly for the betterment”, and is committed to being a leading medical and health industry group in China, and a pioneer in the reform of State-owned medical institutions.

1. Concept of Green Development

CR Medical strictly abides by applicable local environment laws, regulations and industrial practices, adheres to the concept of green development, insists on protecting the environment during management and operation, and promotes the harmonious coexistence between human and nature. We have developed systems such as *Management Measures of China Resources Medical Holdings Company Limited for Hazard Sources of Environment, Health and Safety* and *Comprehensive Contingency Plan of China Resources Medical Holdings Company Limited for Environmental Emergencies*. In addition, our member units have also established environment-related emergency response mechanisms such as *Emergency Plan for Sewage Treatment* and *Emergency Plan for Scattering of Medical Wastes* and other environment management systems. We have attached great importance to the impact of our operation on the environment, reduced the discharge of waste gas and waste water and handled medical wastes in strict accordance with relevant regulations to accelerate our development towards a green and low-carbon cycle.

(4)集團理念

華潤醫療始終秉承「一切為了大眾健康」的企業使命，秉持以身許國的奉獻精神、敢為人先的創新精神、篤定前行的堅守精神、自強不息的奮鬥精神，致力於成為國內領先的醫療健康產業集團和國企醫療機構改革的領導者。

1. 綠色發展理念

華潤醫療嚴格遵守營運所在地的環境相關法律法規及行業慣例，積極踐行綠色發展理念，在管理和營運過程中堅持以保護環境為己任，促進人與自然和諧共生。制定《華潤醫療控股有限公司EHS危險源管理辦法》《華潤醫療控股有限公司突發環境事件綜合應急預案》等制度。此外，各成員單位還建立《污水處理應急預案》《醫療廢棄物遺撒應急預案》等影響環境的應急響應機制，建立健全環境管理體系，注重降低自身經營活動對環境造成的影響，減少廢氣廢水的排放，嚴格按照相關規範處理醫療廢棄物，加快向綠色低碳循環發展邁進。

2. Corporate Responsibility

CR Medical believes in the value of “Integrity, Performance-Oriented, People-Oriented, Win-Win Collaboration” and encourages all employees to enjoy the organizational atmosphere of sincerity, solidarity, open-mindedness and proactivity, in a bid to build itself into a leading medical and health industry group in China, and a pioneer in the reform of State-owned medical institutions. During operation, the Group has actively practiced the ESG concept in eight major aspects of employment, health and safety, development and training, labor standards, supply chain management, product liabilities, anti-corruption and community investment to maximize the value for stakeholders such as customers, shareholders, employees, the government and the society. We will be determined to realize the great rejuvenation of the Chinese nation, pursue to create a happy life for the people and strive for the national economic prosperity.

2. 企業責任理念

華潤醫療承諾堅守誠實守信、業績導向、以人為本和合作共贏的企業價值觀，號召全體員工真誠、團結、開放、進取，致力於把華潤醫療打造成為國內領先的醫療健康產業集團和國企醫療機構改革的領導者。經營過程中，本集團從僱傭、健康與安全、發展及培訓、勞工準則、供應鏈管理、產品責任、反貪污以及社區投資等八大方面積極踐行ESG理念，為客戶、股東、員工、政府及社會等持份者創造最大價值。努力做到為中華民族偉大復興而立心，為創造人民幸福生活而立命，為實現國家經濟繁榮而立身。

ABOUT CR MEDICAL

關於華潤醫療

(5) Responsibility Performance Achievements

In 2022, we made great efforts to forge ahead and won more than 240 awards, enjoying remarkable market recognition and reputation. Some national collective honors are as follows (in no particular order):

(5) 履責成績

2022年，我們砥礪奮進，載譽前行，榮獲各類榮譽獎項240餘項，市場認同度和美譽度持續提升。部分國家級集體榮譽如下（獎項排名不分先後）：

Winner Unit 獲獎單位	Awards 獎項名稱
Guangdong 999 Brain Hospital 廣東三九腦科醫院	Excellent Award and Participation Award for 2021 "Patient-centered" Medical Service Ability Improvement Case by National Institute of Hospital Administration, NHC 獲由國家衛生健康委醫院管理研究所評選「以患者為中心」醫療服務能力提升2021年案例的優秀獎及參與獎
CR & WISCO General Hospital 華潤武鋼總醫院	Excellent Innovative Primary Health Case by NHC 入選由國家衛健委評選基層衛生健康優秀創新案例
CR & WISCO General Hospital 華潤武鋼總醫院	Third Prize in the finals of 2022 Medical Research — Case Sharing Competition of Diagnosis and Treatment of Diabetes with TCM and Western Medicine 2022研醫論道 — 中西醫結合診治糖尿病經驗分享病例總決賽獲三等獎
Jinan Beicheng Hospital 濟南北城醫院	Second Prize at 2022 Exchange Conference on Case of Smart Hospital Application in China 2022年度中國智慧醫院應用案例交流大會獲二等獎
Jinan Beicheng Hospital Beijing Mentougou District Hospital 濟南北城醫院 門頭溝區醫院	Third Prize and Excellent Prize at the 7th Asia Symposium on Quality Function Deployment and Innovation in 2022 2022第七屆亞洲醫療品質改進與創新案例大賽獲三等獎及優秀獎
Beijing Mentougou District Hospital 門頭溝區醫院	Top 10 Valuable Case Award and Excellent Award at the 4th National County and Urban Hospital Challenge Competition for Medical Service Improvement in 2022 2022第四屆改善醫療服務行動全國縣市醫院擂台賽獲十大價值案例及優秀獎

(1) ESG Guidelines

CR Medical considers ESG concept as one of the key factors in its development strategy, decision making process and daily operations, cooperates and communicates with internal and external stakeholders such as the government, shareholders, customers, employees, partners and communities to jointly fulfill social responsibilities. We continuously improve the ESG management system, ESG management level and the quality of environment management and attach great importance to green development, in a bid to improve the quality of medical services, maximize the values of shareholders, employees and the society, and create a wonderful life.

(2) ESG Structure

CR Medical has developed a comprehensive ESG structure. The BoD of the Company guides the overall strategy and development direction of the Group and supervises the corporate governance, sustainable development, ESG risk management and ESG efforts of the CEO Office.

The CEO Office is responsible for assisting the BoD in managing risks and maintaining the performance of the internal control system, regularly reporting the latest information to the BoD and timely presenting situations regarding work process, policy development and revision. It also identifies the ESG-related risks and issues so as to ensure that the BoD fully evaluates and considers relevant factors including ESG in the decision-making process. In addition, the CEO Office is also responsible for supervising the functional departments to implement ESG arrangements.

The functional departments study and analyze the combination of ESG and the actual business, promote member medical institutions to integrate ESG with daily business development, improve sustainable development, report to the CEO Office on a regular basis and ensure that the Company's operation is in accordance with the provisions of applicable laws and regulations.

(1) 環境、社會及管治方針

華潤醫療將ESG理念深度融入公司發展戰略、重大決策與日常營運中，積極與政府、股東、客戶、員工、合作夥伴和社區等內外部份者溝通合作，共同履行社會責任。持續完善ESG管理體系，提升ESG管理水平，努力改善環境管理品質，高度重視綠色發展，提升醫療服務品質，促進實現股東價值、員工價值和社會價值最大化，攜手共創美好生活。

(2) 環境、社會及管治架構

華潤醫療已建立環境、社會及管治架構。董事會負責指導集團的整體策略和發展方向，監督企業管治、可持續發展工作、ESG風險管理和總裁辦公會的ESG工作。

總裁辦公會負責協助董事會持續進行風險管理及維持內控系統的成效，定期向董事會彙報最新資訊，適時呈報工作流程、政策制定及修訂，環境、社會及管治相關風險識別及相關事宜，確保董事會在決策過程中充分評估和考慮包括ESG在內的相關因素。此外，總裁辦公會亦監督職能部門落實ESG工作。

職能部門研究分析ESG與實際業務相結合的具體情況，推動各成員醫療機構將ESG理念融入企業日常經營發展，提升可持續發展能力，同時確保公司營運符合相關法律條例的規定，並定期向總裁辦公會進行彙報。

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(3) Communication with stakeholders

CR Medical attaches great importance to the demands and expectations of stakeholders, and continuously develops diversified and effective communication with stakeholders, and establishes a comprehensive and perfect communication mechanism. Through shareholders' meeting, information reporting, official website, satisfaction survey and other channels, information relevant to the performance and activities of the Company can be exposed in a timely, accurate and rigorous way to effectively present the Company's concepts and responsibilities. While enhancing the understanding and support of internal and external stakeholders, we also accept their opinions and suggestions, so as to continuously improve corporate governance and enhance our comprehensive competitiveness.

(3) 持份者溝通

華潤醫療高度重視持份者的訴求及期望，持續探索與持份者的多元有效溝通方式，建立了全面完善的溝通機制。透過股東會議、資訊報送、公司網站、滿意度調查等渠道或形式，及時、準確、嚴謹地披露公司業績、相關活動等資訊，有效傳播公司理念及履責實踐，在增進持份者的了解和支持的同時，聽取內外部持份者的意見與建議，不斷完善公司治理，增強公司綜合競爭力。

Stakeholder 持份者	Expectation and Demand 期望與訴求	Communication Method 溝通方式	Response Method 回應方式
Shareholders and investors 股東及投資者	Sound corporate governance system 健全的企業管治體系	Questionnaire survey 問卷調查	General meeting of stockholders 召開股東大會
	Sustainable business model 可持續發展的商業模式	Interview and teleconference 面談及電話會議	Periodical report and temporary announcement 發布定期報告、臨時公告
	Risk management and internal control 風險管理和內部控制	Investor forum and conference 投資者論壇及會議	Performance briefing 召開業績說明會
	Communication with stakeholders 持份者溝通	General meeting of stockholders 股東大會	Internal audit 開展內部審計
	Digital transformation 數碼化轉型	Annual and interim reports 年報及中期報告	Internal risk assessment 開展內部風險評估
	Disclose information in an open and transparent manner 公開透明披露資訊	“Investor Relationships” column on official website 官方網站「投資者關係」專欄	Standard profit distribution 規範利潤分配
	Arrange press interviews and communication for projects 安排項目採訪和交流	Visit 訪問	Investigation and research tours conducted by BoD members 開展董事調研
		Research 調研	Establish perfect media communication mechanisms 建立完善的傳媒溝通機制
	Direct communication 直接溝通		

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Stakeholder 持份者	Expectation and Demand 期望與訴求	Communication Method 溝通方式	Response Method 回應方式	
Patient 患者	Improve service quality 提升服務品質	Questionnaire survey 問卷調查	Improve quality management system of diagnosis and treatment 完善診療品質管理體系	
	Ensure medical safety 保障醫療安全	Satisfaction survey 滿意度調查	Develop construction of key disciplines 開展重點學科建設	
	Protect patient privacy 保護患者私隱	Continuous direct communication 持續地直接溝通	Deal with complaints and disputes 積極處理投訴糾紛	
	Reasonable price for medical service 醫療價格合理	Hot line 電話熱線	Deal with complaints and disputes 積極處理投訴糾紛	
	Innovative medical service 創新醫療服務	Website and social media 網站及社交傳媒	Conduct medical treatment satisfaction survey 開展就診滿意度調查	
	Conduct customer satisfaction survey 開展客戶滿意度調查		Ensure security of medical information 保障就診資訊安全	
	Ensure customer information security 保障客戶資訊安全		Optimize quality of medical service 優化就診服務品質	
	Improve safety service quality 提高安全服務品質		Build smart hospital 開展智慧醫院建設	
	Employee 員工	Protect employee benefits 保障員工福利	Questionnaire survey 問卷調查	Convene the congress of workers and staff 召開職工代表大會
		Ensure equal promotion and training 平等晉陞與培訓	Face-to-face communication 面談溝通	Conduct training activities for employees 開展員工培訓
Protect employee safety 保護員工安全		Meeting 會議溝通	Organize cultural and sports activities regularly 定期組織文體活動	
Ensure democratic management 保障民主管理		Training 培訓會	Provide protective and emergency equipment 提供防護和應急裝置	
		Communication campaign 溝通活動		

Stakeholder 持份者	Expectation and Demand 期望與訴求	Communication Method 溝通方式	Response Method 回應方式
Suppliers/partners 供應商／合作夥伴	Ensure fair competition 確保公平競爭	Questionnaire survey 問卷調查	Abide by applicable laws and regulations 遵守適用的法律法規
	Conduct integrity management and achieve mutual benefits 實現誠信互惠	Continuous direct communication 持續地直接溝通	Insist on the cooperation principle of mutual benefits and win-win results 堅持互惠互贏的合作原則
	Enhance management improvement and promote technology progress 推動管理和技術進步	Review and evaluation 審核及評估	Strengthen supply chain management 加強供應鏈管理
	Complete supplier management 完善供應商管理	Strategic cooperation 戰略合作	Digital management system 數碼化管理系統
Government and regulators 政府及監管機構	Insist on compliance management 堅持合規經營	Visit 訪問	Conduct integrity management 堅持誠信經營
	Lead healthy development of the industry 引領行業健康發展	Conference 會議	Pay taxes according to law 依法納稅
	Pursue integrity and anti-corruption 廉潔反腐		Participate in government projects and sector cooperation programs 參與政府項目和行業協作
			Conduct anti-corruption training activities 開展反腐敗培訓

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Stakeholder 持份者	Expectation and Demand 期望與訴求	Communication Method 溝通方式	Response Method 回應方式
The community/ the public 社區／公益	Serve community development 服務社會發展	Public welfare activities 公益活動	Enhance community communication 加強社區溝通
	Conduct public welfare and charitable activities 投身公益慈善	Volunteer activities 志願服務	Create job opportunities and boost local economic development 帶動就業和當地經濟發展
	Implement energy conservation and emission reduction 落實節能減排	Care for special groups 關愛特殊群體	Provide free medical services and organize volunteer activities 開展義診和志願者活動
	Protect ecological environment 保護生態環境		Strengthen environmental management 加強環境管理
	Ensure medical services and supplies 保醫保供		Promote green operation and green office practices 堅持綠色營運及辦公
			Guarantee COVID-19 prevention 落實疫情防控

(4) Analysis of Material Issues

In 2022, there were no significant changes in the business operation of CR Medical and ESG management. During the preparation of this Report. We have thoroughly studied the information disclosure requirements of listed companies, and invited experts and consultants to review and evaluate the annual issues so as to ensure the high relevance of those issues to the industry where the Group belongs to. In the meantime, based on our strategic development and the material issue of the last year, in order to deeply understand the ESG issues concerned by stakeholders and continuously improve the accuracy and effectiveness of ESG, we carried out a material issue survey through official WeChat account, analyzed the impact and importance of those material issues on the Group and stakeholders and finally identified, selected and developed the highly relevant material issues and disclosure framework. Those relevant issues will be described and discussed in this Report.

(4) 重大議題分析

本年度內，華潤醫療經營業務及ESG管理均未發生重大變化，在本年度報告籌備過程中，我們深入研判上市公司資訊披露要求，亦邀請了專家顧問對年度議題進行回顧及評估，以確保議題與集團所在行業的高關聯性。同時，結合華潤醫療戰略發展，為深入了解各持份者所關注的ESG議題，持續提高ESG工作的準確性及有效性，我們以上一年度重大性議題為基礎，透過官方微信號推播的方式開展重要議題調查，統計分析各重大議題對於集團及各持份者的影響及重要性，最終識別、篩選並制定出華潤醫療高度相關的重要議題及披露框架，相關議題將在本報告內重點描述及討論。

1. Identification of Issues

Through the survey of material issues, we identified and selected the following 35 issues related to environment, society and governance respectively in 2022:

1. 議題識別

華潤醫療透過開展實質性議題調查，識別並篩選出2022年度關於環境、社會及管治3大類別的35項議題，具體如下所示：

Aspects 範疇	Issues 議題
Governance 管治	1. Sound corporate governance system 健全的企業管治體系
	2. Risk management and internal control 風險管理與內部控制
	3. Participation of the BoD in ESG management 董事會參與ESG工作
	4. Clarification of ESG management system 明確ESG管治體系
	5. Development of ESG management system 制定ESG管理制度
	6. Clarification of ESG strategic goals 明確ESG戰略目標
	7. Communication with stakeholders 持份者溝通
	8. Protection of intellectual properties 保護知識產權
	9. Anti-corruption and anti-bribery 反貪污、反賄賂
	10. Anti-monopoly and fair competition 反壟斷與公平競爭
Environment 環境	11. Improved environment management system 完善的環境管理體系
	12. Reduction of discharge of waste gas, waste water and solid waste 降低「三廢」排放
	13. Proper handling of medical waste 妥善處理醫療垃圾
	14. Risk and opportunities in coping with climate change 應對氣候變化的風險和機遇
	15. Improvement of energy efficiency and use of renewable energy 提高能源使用效率及使用可再生能源
	16. Reduction of GHG emissions 減少溫室氣體排放
	17. Use and management of water resources 水資源使用及管理
	18. Green operation 綠色營運
	19. Environmental protection and public welfare 環保公益
	20. Conservation of biological diversity 保護生物多樣性

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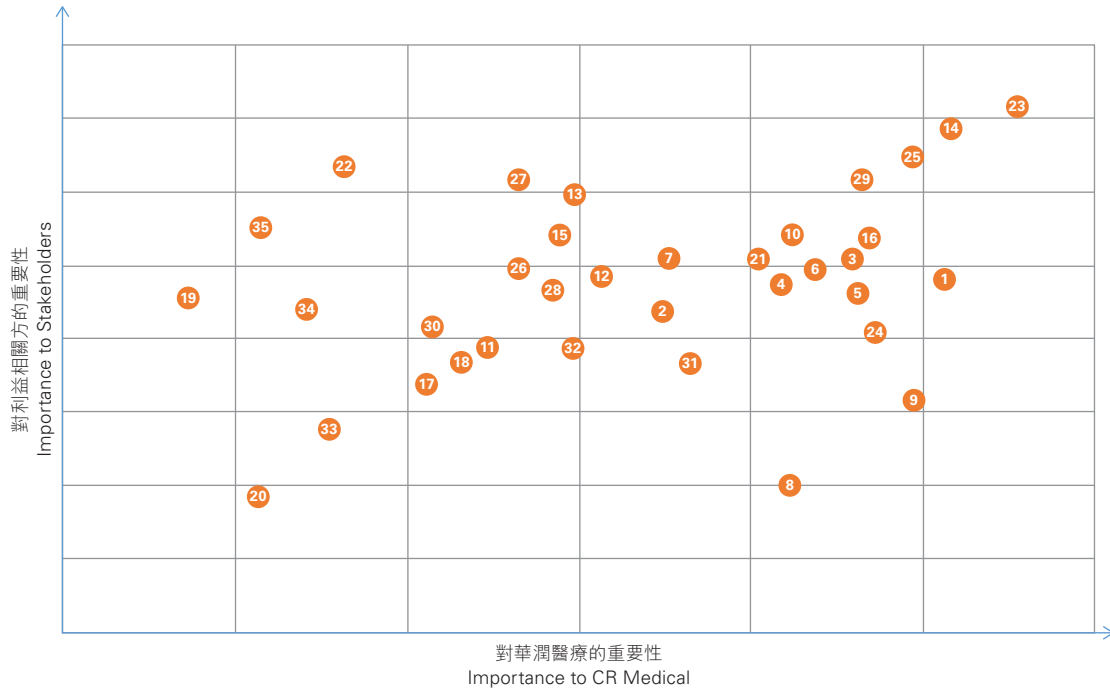
Aspects 範疇	Issues 議題
	21. Improve service quality 提升服務品質
	22. Reasonable price for medical service 醫療價格合理
	23. Ensure medical safety 保障醫療安全
	24. Innovative medical service 創新醫療服務
	25. Protect patient privacy 保護患者私隱
	26. Equal employment 保證平等僱傭
	27. Ensure equal promotion and training 平等晉陞與培訓
Society 社會	28. Ensure democratic management 保障民主管理
	29. Protect employee safety 保護員工安全
	30. Protect employee benefits 保障員工福利
	31. Sustainable supply chain 打造可持續供應鏈
	32. Complete medical consortium 完善醫聯體建設
	33. Promotion of industrial development 推動行業發展
	34. Promotion of public welfare and charitable activities 促進公益慈善
	35. Rural vitalization 服務鄉村振興

2. Analysis of Issues

In order to further improve the accuracy and pertinence of material ESG issues, CR Medical conducted an analysis from two aspects of “stakeholders’ attention” and “importance to CR Medical”, and established a material issues matrix as shown below:

2. 議題分析

為進一步提升重大環境、社會及管治議題的準確性、針對性，華潤醫療從「持份者關注度」和「對華潤醫療的重要性」兩個維度進行重要性議題分析，建立重要性議題矩陣，具體如下所示：



A. Environment

A. 環境

CR Medical actively implements the green development concept, takes environmental protection as its own responsibility and promotes harmonious development between human and nature. We strictly abide by the *Environmental Protection Law of the People's Republic of China* and other applicable national, industrial and local laws and regulation, establishes sound environmental management system, develop the *Management Measures of China Resources Medical Holdings Company Limited for Hazard Sources of Environment, Health and Safety, System of Quality Safety Management System Building of China Resources Medical Holdings Company Limited, Management Measures for the Construction of Quality and Safety Organization System of China Resources Holdings Company Limited* and other systems. We also pay attention to reducing the impact of our operation on the environment, accelerate the green and low-carbon cycle, and achieve sustainable development. In 2022, the Company invested RMB1,735,500 in environmental protection.

Early Warning and Emergency of Environmental Protection

According to the requirements of national emergency management laws and regulations as well as the actual situation of the medical and health service industry, we have developed the *Comprehensive Contingency Plan of China Resources Medical Holdings Company Limited for Environmental Emergencies* to define emergency organizations and their responsibilities, unify the handling and response procedures for environmental emergencies and ensure the rapid and effective control of environmental pollution. We have also promoted member units to establish emergency response mechanisms such as the *Emergency Plan for Sewage Treatment* and the *Emergency Plan for Scattering of Medical Wastes*, so as to minimize personal injuries, ecological damage, property loss and social influence caused by environmental pollution event. During the reporting period, no environmental pollution occurred.

華潤醫療積極踐行綠色發展理念，在經營過程中堅持以保護環境為己任，促進人與自然和諧共生，嚴格遵守《中華人民共和國環境保護法》等國家、行業、地方相關法律法規，建立健全環境管理體系，制定《華潤醫療控股有限公司EHS危險源管理辦法》《華潤醫療控股有限公司品質安全管理體系建設制度》《華潤醫療控股有限公司品質安全組織體系建設管理辦法》等制度，注重減少自身經營活動對環境造成的影響，加快形成綠色低碳循環發展方式，成就本公司可持續發展。2022年，公司環保總投入173.55萬元。

環保預警應急

華潤醫療依據國家应急管理法律法規要求，結合醫療健康服務行業實際情況，制定《華潤醫療控股有限公司突發環境事件綜合應急預案》，明確應急組織機構及其職責，統一突發環境事件的應急處置和響應程序，確保迅速、有效控制環境污染事件造成的危害，並推動各成員單位建立《污水處理應急預案》《醫療廢棄物遺撒應急預案》等應急響應機制，最大限度降低環境污染事件造成的人身傷害、生態破壞、財產損失以及社會影響。報告期內，公司未發生任何環境污染事件。

A1. Emissions

A1. 排放物

Indicators 指標	Unit 單位	Year 年度		
		2022 ⁵	2021	2020
Total GHG emissions 溫室氣體排放總量	Tonnes of CO ₂ equivalent 公噸二氧化碳當量	75,646.01	58,115.21	88,607.85
Direct emissions (Scope 1) 直接排放(範圍1)		7,507.73	5,126.59	5,641.84
Indirect emissions (Scope 2) 間接排放(範圍2)		68,146.52	53,082.63	83,060.02
Total GHG emissions per square meter of floor area (Scope 1 and Scope 2) 每平方米樓面面積的溫室氣體排放總量(範圍1及2)	kg CO ₂ equivalent/m ² 公斤二氧化碳當量/平方米	164.22	88.77	135.49
Total GHG emissions per RMB10,000 of operating revenue (Scope 1 and Scope 2) 萬元營收溫室氣體排放總量(範圍1及2)	Tonnes of CO ₂ equivalent/ RMB10,000 公噸二氧化碳當量/萬元	0.1346	—	—
NOx emissions 氮氧化物(NOx)排放量	Tonne 公噸	7.1175	7.6358	12.7336
PM emissions 懸浮顆粒物(PM)排放量	Tonne 公噸	0.2792	0.1096	0.1907
Total discharge of hazardous medical waste 有害醫療廢棄物排放總量	Tonne 公噸	1,595.99	1,564.32	1,281.39
Total amount of hazardous medical waste per square meter of floor area 每平方米樓面面積有害醫療廢棄物總量	kg/m ² 公斤/平方米	3.46	2.39	1.96
Total amount of hazardous medical waste per RMB10,000 of operating revenue 萬元營收有害醫療廢棄物總量	Tonnes/RMB10,000 公噸/萬元	0.0028	—	—
Total discharge of non-hazardous waste 無害廢棄物排放總量	Tonne 公噸	6,646	6,725	7,010
Total amount of non-hazardous medical waste per square meter of floor area 每平方米樓面面積無害廢棄物總量	kg/m ² 公斤/平方米	14.43	10.27	10.71
Handling amount of non-hazardous medical waste per RMB10,000 of operating revenue 萬元營收無害醫療廢棄物總量	Tonnes/RMB10,000 公噸/萬元	0.0118	—	—
Total amount of recycled waste 廢棄物回收總量	Tonne 公噸	479.33	571.25	516.96
Discharge amount of waste water 廢水排放量	m ³ 立方米	1,489,422	1,902,661	1,929,014
Discharge amount of waste water per RMB10,000 of operating revenue 萬元營收廢水排放量	Tonnes/RMB10,000 公噸/萬元	2.6500	—	—

⁵Note: The total amount of GHG emissions in 2022 was higher than that in 2021 as the member hospitals were required to provide more data for complete data disclosure.

⁵註：2022年溫室氣體排放總量較2021年有所上升，原因主要是本年度要求下屬醫院提供更加完善的數據，披露範圍也更為完整。

A. Environment

A. 環境

1. Management of GHG Emissions

CR Medical has made active response to national dual-carbon goals of carbon peaking and carbon neutrality. According to the *Law of the People's Republic of China on Energy Conservation*, the *China's National Climate Change Programme*, the *National Climate Change Adaptation Strategy 2035* and other applicable laws, regulations and policy initiatives, the Company has released the *Carbon Peaking Plan* during the reporting period, to make continuous efforts in exploring methods to reduce greenhouse gas emissions. We set our own targets of carbon emission and planned to reduce our greenhouse gas emissions (per ten thousand RMB of operating income) by 10% in 2025 when compared with 2020, and also to include the strategic direction and target of carbon peaking and carbon neutrality in its development planning, so as to promote steady energy conservation and carbon reduction while making its own contributions. In 2022, the Company's total CO₂ emissions per RMB10,000 of operating revenue was 0.1346 tonnes.

In 2022, the GHG emissions of CR Medical covered those caused by activities related to the whole operation process of headquarters and member hospitals, including all kinds of raw materials, energy, chemicals, medicines, medical devices, office supplies and transportation, etc. We continue to improve energy efficiency, replace with energy-saving technologies and equipment, apply clean energy, promote low-carbon office methods, and effectively control carbon emissions through various measures. In the meantime, we have planted trees and grass to eliminate carbon emissions. During the reporting period, CR & WISCO General Hospital has organized environmental protection-themed activities, called on its employees to promote "carbon peaking and carbon neutrality" and replant and prune the green plants in the hospital, in a bid to improve the greening and beautification of the hospital, and build a "garden hospital".

1. 溫室氣體排放管理

華潤醫療積極響應國家碳達峰、碳中和號召，參照《中華人民共和國節約能源法》《中國應對氣候變化國家方案》《國家適應氣候變化戰略2035》等法律或制度，在報告期內發布《碳達峰實施方案》，不斷探索降低溫室氣體排放的方法，並制定碳排放目標，計劃2025年萬元營業收入溫室氣體排放量較2020年下降10%，有序將碳達峰碳中和戰略導向和目標要求納入公司發展規劃，穩步推進節能降碳，為積極穩妥推進碳達峰碳中和作出企業貢獻。2022年，公司萬元營收二氧化碳排放量為0.1346公噸／萬元。

2022年內，華潤醫療的溫室氣體排放包括與總部、各醫院營運全過程有關的活動所導致的排放，包括各種原材料、能源、化學品、藥品、醫療器械、辦公用品、交通等。我們持續提高能源使用效率，替換節能技術與裝置，使用清潔能源，推廣低碳辦公方式，以多種舉措有力控制碳排放。同時，主動開展植樹種草活動，以期抵消活動中產生的一些二氧化碳排放量。報告期內，華潤武鋼總醫院積極開展環保主題活動，號召廣大員工積極落實「雙碳」行動，對醫院內綠化植物進行補種和修剪，提高醫院綠化美化程度，共建「花園式醫院」。

2. Pollution Control

Strict Control of Waste Gas Emissions

CR Medical strictly abides by the *Law of the People's Republic of China on the Prevention and Control of Atmospheric Pollution* and local waste gas emission standards. In view of the nature of business, the waste gases during our operation mainly include the nitrogen oxides (NOx) and suspended particulate matter (PM) and other atmospheric pollutants from the use of official vehicles owned by member units and fuel consumption. We pay attention to the classified management of waste gas emissions. The Company has deodorized waste gas discharged from sewage treatment station of medical institutions without infectious disease department and has disinfected waste gas discharged from sewage treatment station of medical institutions with infectious disease department or tuberculosis department.

Case: CR & WISCO General Hospital Transforms the Boiler Burner

CR & WISCO General Hospital has taken energy-saving and environmental protection measures to transform the boiler burner, further reduce the emission of waste gas and effectively control the environmental pollution caused by boiler combustion in the hospital, in a bid to make its own contributions to guarantee a clearer sky and fresher air.

Reduce Waste Water Discharge

CR Medical has included waste water discharge management into its development plan, the set the goal of discharge amount of waste water per RMB10,000 of operating revenue in 2023 will be 1% lower than that in 2022. In the meantime, such indicator has been broken down to the evaluation of the performance appraisal of each member unit to ensure that the goal can be achieved on schedule. We also require all member units to provide true data, pay attention to waste water management, ensure the full use of water resources and reduce waste water discharge based on local administration requirements, hospital development and facility transformation projects. In 2022, the Company's discharge amount of waste water per RMB10,000 of operating revenue was 2.6500 tonnes.

2. 污染防治

嚴控廢氣排放

華潤醫療嚴格遵守《中華人民共和國大氣污染防治法》和營運所在地的廢氣排放標準。鑒於業務性質，我們在營運過程中的廢氣排放包括主要來自各成員單位自有公務車輛使用以及燃料消耗過程中產生的氮氧化物(NOx)、懸浮顆粒物(PM)等大氣污染物。我們注重分類管理廢氣排放。對於無傳染病醫療機構污水處理站排出的廢氣，採取除臭除味處理方式；對於傳染病和結核病醫療機構污水處理站排出的廢氣，嚴格執行消毒處理流程。

案例：華潤武鋼總醫院改造鍋爐燃燒嘴

華潤武鋼總醫院採取節能環保改造措施，對鍋爐燃燒嘴進行改造，進一步降低廢氣污染物排放量，有效控制醫院鍋爐燃燒造成的環境污染，為今天更藍、雲更白、空氣更清新貢獻一份力量。

減少廢水排放

華潤醫療將廢水排放管理納入發展規劃，已設定萬元營業收入廢水排放量2023年較2022年度下降1%的目標。同時，將該指標分解到各成員單位的業績考核當中，確保目標如期完成。我們還要求各成員單位如實統計數據，關注廢水管理工作，及時結合屬地管理要求和醫院發展設施改造項目，確保充分利用水資源，減少廢水排放。2022年，公司萬元營收廢水排放量為2.6500公噸／萬元。

A. Environment

A. 環境

Case: Guangdong 999 Brain Hospital carries out special compliance investigation and rectification of pollutant discharge

Guangdong 999 Brain Hospital carries out special compliance investigation and rectification of pollutant discharge, focusing on the legal operation and disposal of medical waste water and waste. After the upgrading, the sewage facilities in the hospital are functioning well. Since the operation of those facilities, no excessive COD has been found and the disinfection records of waste water have been normal, with no residual chlorine, fecal e. coli, shigella and salmonella detected.

案例：廣東三九腦科醫院開展污染物排放合規性專項排查整治

廣東三九腦科醫院開展污染物排放合規性專項排查整治工作，重點排查醫療廢水、醫療廢物的營運與處置是否符合法律法規的要求。醫院污水設施在進行升級改造後，現運行良好，自投產使用至今未發生COD超標等不良事件，廢水消毒記錄正常，月度檢測結果中餘氯、糞大腸桿菌、志賀氏菌、沙門氏菌排放檢測未檢出，結果正常。

Strengthen Waste Management

In terms of medical wastes, CR Medical strictly abides by applicable laws and regulations including the *Regulations on the Management of Medical Wastes* and *Law of the People's Republic of China on the Prevention and Treatment of Infectious Diseases*. We have set up a target of reducing the total amount of hazardous medical waste per RMB10,000 of operating revenue in 2025 by 15% compared with 2021, determined the inspection points of medical wastes, and urged our member hospitals to strictly implement the laws and regulations on the classification, collection, transportation, temporary storage, transfer and registration of medical wastes, so as to ensure that the collection and storage of medical wastes are legal and compliant. We also actively explore ways to reduce medical wastes. In 2022, we produced 1,595.99 tons of medical waste.

In terms of non-hazardous medical waste, CR Medical actively responds to the national initiative and requirements for the waste classification system, organizes training and publicity, encourages employees to reduce, recycle and classify domestic wastes, concentrates general wastes at designated points and regularly transfers them to the government-recognized environmental protection agencies for collection and disposal. In 2022, the Company produced 6,646 tons of non-hazardous wastes, a decrease of 1.17% compared with that in 2021.

加強廢棄物管理

醫療廢棄物方面，華潤醫療嚴格遵循《醫療廢物管理條例》《中華人民共和國傳染病防治法》等法律法規，設定2025年萬元營收有害醫療廢棄物總量較2021年下降15%的目標，制定醫療廢物檢查要點，推進下屬醫院嚴格落實醫療廢物的分類、收集、運送、暫存、轉移、登記造冊方面的法規、制度要求，確保醫療廢棄物收集、存儲合法合規，積極探索減少醫療廢棄物的方法。2022年，本公司產生1,595.99公噸醫療廢棄物。

無害廢棄物方面，華潤醫療積極響應國家對垃圾分類制度的倡議與要求，開展培訓宣傳，鼓勵員工減少、回收、分類生活垃圾，將一般垃圾定點集中放置，定期交由政府認可的環保機構統一收集處理。2022年，本公司產生6,646公噸無害廢棄物，較2021年下降1.17%。

Case: Beijing Jian Gong Hospital continuously improves the daily management of garbage classification

According to the requirements of People's Government of Beijing Municipality and Beijing Municipal Health Committee on the classification management of domestic waste and medical waste in medical and health institutions, as well as the actual operation of the hospital, Beijing Jian Gong Hospital has developed a garbage classification management system covering the garbage classification standards and requirements of kitchen waste, recyclables, hazardous waste and other garbage, specific implementation, reward and punishment measures. The hospital is required to clarify the first responsible person, and sign a letter of responsibility with the employees to implement garbage classification management in daily work.

案例：北京市健宮醫院持續完善垃圾分類日常管理

北京市健宮醫院根據北京市市政府、北京市衛生健康委員會關於做好醫療衛生機構生活垃圾和醫療廢物分類管理工作的要求，結合醫院實際，制訂垃圾分類管理制度，內容涵蓋廚餘垃圾、可回收物、有害垃圾、其他垃圾的垃圾分類標準及要求、具體實行和獎懲措施，要求明確第一責任人，並與工作人員簽訂責任書，在日常工作中落實垃圾分類管理。

A. Environment

A. 環境

A2. Use of Resources

A2. 資源使用

Indicators 指標	Unit 單位	Year 年度		
		2022	2021	2020
Total energy consumption 能源總耗用量	MWh	89,602.78	81,652.56	85,595.10
Petrol 汽油	MWh	1,598.73	1,091.52	1,513.40
Diesel 柴油	MWh	929.60	760.89	673.63
Natural gas 天然氣	MWh	21,570.35	23,629.57	25,637.59
LPG 液化石油氣	MWh	398.64	688.53	326.08
Purchased electricity 外購電力	MWh	65,105.47	55,482.05	57,444.40
Total energy consumption per square meter of floor area 每平方米樓面面積能源消耗總量	MWh/m ² MWh/平方米	0.19	0.12	0.13
Fresh energy consumption per RMB10,000 of operating revenue 萬元營收綜合能耗	Tonnes of standard coal/ RMB10,000 公噸標煤/萬元	0.0196	—	—
Consumption of fresh water 新鮮水耗用量	m ³ 立方米	1,890,450	1,827,881	1,788,553
Consumption of fresh water per RMB10,000 of operating revenue 萬元營收新鮮水耗用量	m ³ /RMB10,000 立方米/萬元	3.36	4.11	6.50
Consumption of recycled water ⁶ 循環用水量 ⁶	Tonne 公噸	0	—	—
Total consumption of packaging materials ⁷ 包裝物料總耗用量 ⁷	Tonne 公噸	368.84	154.28	51.91
Total consumption of packaging materials per RMB10,000 of operating revenue 萬元營收包裝物料總耗用量	Tonne/RMB10,000 公噸/萬元	0.00066	0.00035	0.00019

⁶Note: During the reporting period, according to the local water supply management requirements and the actual application of recycled water, small amount of daily recycled water is used for greening and other purposes by all member units and is recorded as 0 as its low amount.

⁷Note: Compared with previous years, the statistical coverage of packaging materials has been further expanded this year so the total consumption of packaging materials has increased significantly.

⁶註：報告期內，各成員單位結合屬地供水管理要求以及使用循環用水的實際應用效果，日常微量循環用水，用於綠化等使用，量級較低，故計為0。

⁷註：與往年相比，本年度包裝物料的統計範圍進一步擴展，因此包裝物料總耗用量明顯上升。

1. Energy Management

CR Medical effectively implements applicable laws and regulations including the *Law of the People's Republic of China on Energy Conservation*, promotes the construction of energy management system, and develops corresponding management and control systems and measures. In order to promote energy saving and carbon reduction in all units, we broke down the targets and tasks of energy saving and carbon reduction in each unit in that year, defined the reduction ratio, and asked all units to break down the targets and take measures to ensure that the targets to reduce general energy consumption (per ten thousand RMB of operating income) by 10% in 2025 when compared with 2020 can be completed as scheduled. In 2022, the Company's comprehensive consumption per RMB10,000 of operating revenue was 0.0196 tonnes of standard coal.

Based on its actual situation, CR Medical finds the gap by benchmarking the first-class enterprises in the industry, promotes the procurement of energy-saving products according to local conditions and applies energy-saving equipment and carries out technological transformation. Furthermore, we gradually phase out high-energy-consuming equipment and processes, strengthen the management of key energy-consumption aspects and equipment such as heating, gas, air conditioning and elevators, and promote energy-saving-based technological transformation and clean energy application. Meanwhile, we require all member units to establish and improve the energy-saving management rules and regulations, improve the supervision management and assessment mechanisms, and develop energy consumption data monitoring mechanisms. During the reporting period, the total energy consumption of the Company and its member medical institutions was 89,602.78MkWh.

1. 能源管理

華潤醫療貫徹執行《中華人民共和國節約能源法》等法律法規，推進能源管理體系建設，制定相應管控制度和措施。為推進各單位節能降耗減碳，我們分解了各單位當年節能降耗的目標任務，明確下降比例，並要求各單位分解目標，採取措施確保如期完成於2025年萬元營業收入綜合能耗較2020年下降10%的目標。2022年，公司萬元營收綜合能耗為0.0196公噸標煤／萬元。

華潤醫療結合自身實際情況，透過對標業內一流企業找差距，因地制宜推廣節能產品採購，應用節能裝置及技術改造；逐步淘汰高能耗裝置和工藝；加強對供暖、燃氣、空調、電梯等醫院重點用能領域和裝置的管理，推動節能技術改造和清潔能源使用。同時，我們要求各成員單位建立健全節能管理規章制度，完善監督管理和考核評價機制，建立能源消耗數據監測機制。報告期內，本公司連同成員醫療機構能源消耗總量為89,602.78MkWh。

A. Environment

A. 環境

Case: Beijing Mentougou District Hospital replaces with energy-saving equipment

Beijing Mentougou District Hospital replaced 23 high-energy-consuming motors in heat exchange room, refrigeration room and fire pump room with energy-saving motors, added 3 electricity meters to the mobile cabin laboratory and gradually adjusted the outlet water temperature of the refrigeration unit according to the air temperature to achieve energy saving while ensuring comfortable indoor temperature.

案例：門頭溝區醫院更換節能裝置

北京市門頭溝區醫院將熱交換機房、冷凍機房和消防泵房高能耗電機更換為節能電機共23個；為方艙實驗室加裝用電計量表3塊；根據氣溫逐步調整冷凍機組出水溫度，在確保室內溫度舒適的情況下達到節能的目的是。

2. Water Resources Management

Water for daily use of CR Medical is mainly provided by local water supply companies. The water is mainly consumed by patients, their families and employees for daily drinking, disinfection and hospital cleaning. During the reporting period, no problems are found in suitable water obtaining. We advocate water conservation and recycling, and have set the water use efficiency target during the Tenth Five-Year Plan period, and determine a target of 1% decrease of water consumption year on year after 2021. In the meantime, we have made clear the annual water use efficiency target for our member hospitals, requiring them to refine the use of water-saving appliances, strengthen daily data statistics, carry out daily inspection and maintenance, and prevent water leakage. During the reporting period, the total fresh water consumption of the Company and its member medical institutions was 1,890,450m³.

2. 水資源管理

華潤醫療的日常用水主要由當地供水公司提供，水資源消耗主要來自患者、家屬、職工日常生活飲用水、消毒用水、院內清潔等。報告期內，未在求取適用水源方面遇到問題。我們積極宣導節約用水、循環用水，已制定「十四五」期間用水效益目標，明確每年較2021年逐年下降1%的目標，同時為下屬醫院明確每年用水效益目標，要求各醫院細化節水器具的使用，強化日常數據統計，落實日常巡檢及維修，嚴防「跑冒滴漏」現象發生。2022年，本公司連同成員醫療機構新鮮水耗用量為1,890,450立方米。

3. Packaging Materials Use Management

CR Medical is committed to refining material use management to minimize resource waste. We encourage the use of packaging materials which ensure higher product quality and cause less environmental impact, require all member units to recycle the packaging materials such as cartons and plastics, and regularly report the number of recycled cartons and plastics to the EHS management system of the Group. During the reporting period, the total packaging material consumption of the Company and its member medical institutions was 368.84 tonnes.

Case: Jinan Beicheng Hospital reduces the proportion of package consumption for wax block

Jinan Beicheng Hospital has carried out several discussions around improving the packaging method for wax block. Experiments reflect that the replacement of package for wax block can promise as intact wax surface, good treatment experience for patients, lower wax material loss and cost. Before the improvement, the package cost of each wax block was RMB2.62, and the package consumption accounted for 12.5%. After the improvement, the consumption decreased to 0.24%, a decrease of 98%.

3. 包裝物料使用管理

華潤醫療致力於精細化物料使用管理，以盡可能減少資源浪費等。我們鼓勵使用既保證產品品質又減少環境影響的包裝材料，要求各成員單位積極回收利用紙箱、塑料等包裝物料，並定期將回收利用的紙箱、塑料數量如實上報至集團EHS管理系統。2022年，本公司連同成員醫療機構包裝物料總耗用量為368.84公噸。

案例：濟南北城醫院降低蠟塊包裝耗佔比

濟南北城醫院圍繞改進蠟塊包裝方式開展數次討論。透過實驗，發現更替蠟塊包裝，達到既實現蠟表面完好和美觀、患者治療體驗感良好，又減少蠟料損耗、節約成本等多重效果。改善前每塊需包裝費2.62元，包裝耗佔比為12.5%，改進後下降為0.24%，降幅為98%。

A3. Environment and Natural Resources

The daily operation of CR Medical has no significant impact on the environment or natural resources. During operation, we protect the environment and natural resources and attach great importance to the protection of biodiversity. None of our business premises or office spaces are set within natural ecological preservation areas or any region with rich biodiversity outside preservation areas. In the process of project construction, we include environmental protection requirements in supplier selection criteria. On equal conditions, we will give preference to suppliers with outstanding performance in the aspect of biodiversity protection. Over the years, we have continuously evaluated and examined the impact of business operations on the environment and natural resources, devoted ourselves to reducing the potential environmental impact brought about by our development, and pursued the way to achieve the harmonious coexistence between man and nature.

A3. 環境及天然資源

華潤醫療日常營運對環境或天然資源並無造成重大影響。我們在營運過程中時刻堅守保護環境及天然資源的原則，高度重視保護生物多樣性，所有的經營場地、辦公場所並未設置在自然生態保護區內或保護區外生物多樣性豐富的區域；在工程建設項目中，將綠色環保要求納入供應商選擇標準，在同等條件下，優先選擇生物多樣性保護工作表現優異的供應商。多年來，本公司不斷評估、審視業務營運對環境及天然資源的影響，致力於減低發展所帶來的潛在環境影響，積極探尋人與自然和諧共生之道。

A. Environment

A. 環境

At the same time, CR Medical pays attention to strengthening environmental protection publicity and education and enhancing its image of green development. In terms of employees, we advocate green and low-carbon work and lifestyle. We have established a code of conduct for employees' office electricity and water consumption, strengthened the conservation and recycling of office supplies to create a green and low-carbon office environment. We have also encouraged employees to enable green mobility, promoted public transportation, cycling and other modes of travel, and encouraged the purchase of green and low-carbon products to develop a green and low-carbon lifestyle. In terms of the public, we promote publicity and education on green and low-carbon development. We have promoted our typical energy-saving and low-carbon cases and practices, and carried out public open days and other activities.

A4. Climate Change

Climate change is a common challenge to all mankind, and may have a significant impact on the sustainable development of companies. During operation, CR Medical attaches great importance to business-related climate change risks, makes every effort to prevent natural disasters and extreme weather, and continuously finds ways to enable climate resilience.

Based on climate change and the law of accidents, we require all member units to focus on seasonal special inspections on aspects such as anti-freezing and heat preservation in winter, fire and gas poisoning prevention, heatstroke prevention and cooling in summer, flood and lightning prevention, to discover the potential hazards. In 2022, many member hospitals of the Company continued to improve emergency response mechanisms to cope with climate change. For example, CR & WISCO General Hospital has set up an emergency organization structure for extreme weather, including emergency leading group and emergency team, and developed emergency procedures, emergency handling procedures for rain, snow and freezing weather, and emergency handling procedures for flood prevention.

同時，華潤醫療注重加強環保宣傳教育，提升綠色形象。面向員工，倡導綠色低碳工作和生活方式。建立員工辦公用電用水行為規範，加強辦公用品節約回收利用，打造綠色低碳辦公環境；鼓勵員工綠色出行，提倡乘坐公共交通、騎行等出行方式，倡導消費綠色低碳產品；鼓勵員工養成綠色低碳行為習慣。面向社會公眾，推進綠色低碳宣傳教育。主動宣傳推廣本公司節能低碳典型案例和做法，開展公眾開放日等活動。

A4. 氣候變化

氣候變化是全人類面臨的共同挑戰，可能會對企業可持續發展造成重大影響。華潤醫療在營運過程中高度重視與業務相關的氣候變化風險，全力做好自然災害和極端天氣防範應對工作，持續探索打造氣候韌性的方式。

我們要求各成員單位根據氣候變化，按事故發生的規律對易發的潛在危險，突出重點開展季節性專項檢查，如冬季防凍保溫、防火、防煤氣中毒，夏季防暑降溫、防汛、防雷電襲擊等專項檢查。2022年，本公司多間下屬醫院持續完善應對氣候變化的應急機制。例如，華潤武鋼總醫院已搭建包括應急領導小組 — 應急小分隊兩級的極端天氣應急組織架構，並制定應急程序，編製雨雪冰凍天氣應急處置流程、防汛防泛水應急處置流程。

Case: Guangdong 999 Brain Hospital takes multiple measures to cope with climate-related risks

Guangdong 999 Brain Hospital has organized a communication group of department safety administrators to focus on and promptly notify the risks of extreme weather. In order to ensure rapid response to extreme disasters such as typhoons and rainstorms, the hospital has also developed emergency plans for flood and typhoon prevention.

- Check actual situations and organize risk identification activities. After the check, a total of 8 flooding risk points and 4 object attack risk points have been found, corresponding risk identification records were made, and corresponding prevention and control countermeasures were developed.
- Predict meteorological disasters scientifically and send early warning signals in time. The Quality and Safety Management Office focuses on the meteorological warning in real time by following local official WeChat accounts such as "Service Account of Guangzhou Baiyun Meteorological Bureau" and "Guangzhou Meteorology".
- Attach great importance to investigation of hidden danger in flood season to eliminate them in time. Comprehensive investigation and treatment have been carried out for the roof drains, basements, low-lying areas and ancillary structures, and the rectification rate of hidden danger is 100%.
- Strengthen reserve of emergency materials and develop emergency plans for flood control. Woven sacks and flood sand are prepared to cope with waterlogging and other disasters. The hospital has made emergency plans for flood control, controlled disasters at different levels through early warning signals and put forward relevant measures for emergency power generation in view of catastrophes.
- Establish emergency organizational structures and strengthen emergency duty operation. The hospital has established an organizational structure, with the president as the chief commander of flood control, vice president, party secretary and trade union chairman as the deputy chief commander, and the Comprehensive Support Department, Equipment, Human Resources and other departments as professional emergency teams and promoted the 24-hour duty operation mode to strengthen the hospital's ability to cope with flood and other disasters.

案例：廣東三九腦科醫院多措並舉管理氣候相關風險

廣東三九腦科醫院建立科室安全管理員溝通群，時刻關注、及時通知極端天氣帶來的風險。為確保在颱風、暴雨等極端災害天氣發生時能急速響應，醫院還制定了防汛、防颱應急預案。

- 摸底排查醫院現狀，開展風險辨識活動。透過對醫院現狀進行摸底排查，梳理水浸風險點8處、物體打擊風險點4處，建立相應的風險辨識檔案，制訂相應的防範與治理對策。
- 科學預判氣象災害，及時發布預警信號。透過關注「廣州市白雲區氣象局服務號」「廣州氣象」等屬地官方微信公眾號，由品質安全管理辦公室實時跟進氣象預警發布。
- 狠抓汛期隱患排查，及時消除內澇隱患。針對樓頂下水口、地下室、低洼地帶、建築附屬構築物進行全面的排查和治理，隱患整改率為100%。
- 強化應急物資儲備，制定防汛應急預案。配備編製麻袋，儲備防汛沙，以應對內澇災害風險。制定防汛應急預案，透過預警信號分級管控災情，並針對巨災提出應急發電相關措施。
- 搭建應急組織架構，強化應急值守工作。搭建由院長任防汛總指揮，副院長、黨委書記、工會主席任副總指揮，綜合保障部、裝置、人力資源等部門任專業應急小組的組織架構，推行24小時不間斷值班模式，強化發生汛情災害時的應對能力。

A. Environment

A. 環境

Case: Beijing CEEC Hospital takes measures to cope with disasters

With opinions from various departments, Beijing CEEC Hospital identified four main sources of danger, namely natural events, technical events, personnel events and hazardous chemicals events. In response to all kinds of events, the hospital has taken the following measures:

- Strengthen the monitoring, early warning, prevention and control of climate-sensitive diseases. Strengthen the prevention of health risks under climate-sensitive diseases, and extreme weather, develop emergency plans and emergency treatment management methods to improve health emergency response capabilities. Improve the capability to treat patients under extreme weathers including high temperature.
- Enhance the resilience of the medical and health system. Fully consider the health risks caused by climate-sensitive diseases, and extreme weathers and establish sound reserve system of emergency and medical materials to ensure the medical emergency reserve against extreme climate.

案例：北京中能建醫院制定應對災害事件措施

北京中能建醫院透過廣泛徵求各部門意見，將主要面臨危險事件確定為自然類、技術類、人員類、危化品類4種來源。為應對各類災害事件，該醫院制定如下措施：

- 加強氣候敏感疾病的監測預警及防控。加強對氣候敏感疾病和極端天氣氣候事件下健康風險的防控規劃，制定應急預案、應急救治管理辦法，提高衛生應急能力；提高高溫熱浪等極端天氣氣候事件環境下就醫患者治療能力。
- 增強醫療衛生系統氣候韌性。充分考慮氣候敏感疾病和極端天氣氣候事件引發的健康風險；建立健全應急物資與醫療物資儲備體系，保障面對極端氣候帶來的醫療應急儲備能力。

B1. Employment

CR Medical adheres to the concept of being employee-oriented. We respect our employees, promote equal employment, optimize employees' remuneration and benefits, improve democratic management and support employees' reasonable demands to help them achieve their self-worth and protect their legitimate rights and interests.

B1. 僱傭

華潤醫療秉持員工為本的理念，尊重員工，平等僱傭，優化薪酬福利，完善民主管理，支持員工合理訴求，幫助員工實現自我價值，嚴格保障每一位員工的合法權益。

Indicators 指標	Unit 單位	Year 年度		
		2022	2021	2020
Total number of employees ⁸ 員工總人數 ⁸	Person 人	14,533	15,422	13,823
Number of new employees in the reporting period 報告期內吸納就業人數	Person 人	1,582	1,124	869
Number of female employees 女性員工數	Person 人	10,302	10,940	9,773
Number of male employees 男性員工數	Person 人	4,231	4,482	4,050
Number of employees in Beijing (Beijing-based hospitals and the headquarters) 在京員工數(在京醫院及總部)	Person 人	5,608	5,689	5,188
Number of employees outside Beijing 京外員工數	Person 人	8,925	9,733	9,545
Number of employees under the age of 30 30歲及以下員工人數	Person 人	4,497	3,819	3,999
Number of employees aged between 31 and 50 31-50歲員工人數	Person 人	8,036	9,441	8,092
Number of employees over the age of 51 51歲及以上員工人數	Person 人	2,000	2,162	1,732
Proportion of female managers ⁹ 女性管理者比例 ⁹	%	35.79	—	26.76

⁸Note: The total workforce includes contract employees, dispatched employees, regular employees, and temporary employees. The statistical coverage is the whole group, i.e., the headquarters and all members units.

⁹Note: In these statistics, the female managers of affiliated units are included and the statistical coverage is expanded to the whole group, i.e., the headquarters and all members units.

⁸註：員工總人數包括勞動合同制、勞務派遣制員工以及事業編和臨時用工，統計口徑為本集團全口徑，即總部及各單位。

⁹註：本年度統計中，將各下屬單位的女性管理者納入統計，統計口徑擴充為本集團全口徑，即總部及各單位。

B. Society

B. 社會

Indicators 指標	Unit 單位	Year 年度		
		2022	2021	2020
Ratio of contracted employees 勞動合同簽訂率	%	100	100	100
Coverage of social insurance 社會保險覆蓋率	%	100	100	100
Number of paid annual leave days per capita per year 每年人均帶薪年休假天數	Day 天	8.42	—	6.55
Turnover of employees ¹⁰ 員工流失率 ¹⁰	%	7.21	—	7.14
Turnover of male employees 男性員工流失率	%	6.90	4.21	8.04
Turnover of female employees 女性員工流失率	%	7.34	6.65	6.74
Turnover of employees under the age of 30 30歲及以下員工流失率	%	11.67	10.52	9.96
Turnover of employees aged between 31 and 50 31-50歲員工流失率	%	5.35	10.60	5.51
Turnover of employees aged 51 and above 51歲及以上員工流失率	%	4.65	3.63	7.42
Turnover of employees in Beijing (Beijing-based hospitals and the headquarters) 在京員工流失率(在京醫院及總部)	%	7.04	6.64	5.82
Turnover of employees outside Beijing 京外員工流失率	%	7.32	8.14	5.61

¹⁰Note: The statistical coverage features voluntary turnover, excluding the turnover of new employees during their probation period and dismissed employees.

¹⁰註：統計口徑為主動流失人員，不包括試用期內新員工流失及辭退員工。

Indicators ¹¹ 指標 ¹¹	Unit 單位	Year 年度 2022
Ratio of local employees 本地化僱傭比例	%	96.35
Number of contract employees 勞動合同制員工數	Person 人	11,437
Number of dispatched employees 勞務派遣制員工數	Person 人	2,561
Number of ordinary employees 普通員工數	Person 人	13,212
Number of middle-level employees and middle managements 中級員工及管理層人數	Person 人	1,226
Number of senior managements 高級管理層人數	Person 人	95
Proportion of employees of junior college degree or below 大專及以下學歷佔比	%	47.21
Proportion of employees of bachelor degree 本科學歷佔比	%	45.23
Proportion of employees of master's degree or above 碩士及以上學歷佔比	%	7.56
Proportion of ethnic minority employees 少數民族員工佔比	%	3.98
Proportion of disabled employees 殘疾人員工佔比	%	0.83
Proportion of disabled employees 員工滿意度	%	85.92
Number of employee complaints applied, handled and resolved through the complaint mechanism 透過申訴機制申請、處理和解決的員工申訴數量	pcs. 件	15

¹¹Note: Indicators such as the proportion of local employees, the number of ordinary employees, the number of middle-level employees and middle managements, the number of senior managements, the proportion of employees of junior college degree or below, the proportion of employees of master's degree or above, the proportion of ethnic minority employees, the proportion of disabled employees, employee satisfaction, and the number of employee complaints applied, handled and resolved through the complaint mechanism are added this year. The statistical coverage is the whole group, i.e., the headquarters and all members units.

¹¹註：本地化僱傭比例、普通員工數、中級員工及管理層人數、高級管理層人數、大專及以下學歷佔比、碩士及以上學歷佔比、少數民族員工佔比、殘疾人員工佔比、員工滿意度、透過申訴機制申請、處理和解決的員工申訴數量等指標為本年度新增指標，統計口徑為本集團全口徑，即總部及各單位。

B. Society

B. 社會

1. Equal and Compliant Employment

CR Medical strictly abides by applicable laws and regulations such as the *Labor Law of the People's Republic of China*, the *Labor Contract Law of the People's Republic of China*, the *Law of the People's Republic of China on the Protection of Minors*, the *Law of the People's Republic of China on the Protection of Rights and Interests of Women*, the *Trade Union Law of the People's Republic of China*, and *Special Rules on the Labor Protection of Female Employees* and other internationally recognized human rights policies such as the United Nations' *Universal Declaration of Human Rights* and the *European Convention on Human Rights*. The Company also develops internal systems including *Recruitment Management Measures of China Resources Medical Holdings Company Limited* and attracts various talents through campus recruitment and internal recruitment based on job requirements and the characteristics of talent supply and demand to improve talent supply. In the meantime, in order to ensure that employees can enjoy fair recruitment, labor, remuneration, compensation and vacation, we strive to create a diversified, inclusive, fair and reasonable environment for employees, and safeguard their rights and interests.

Case: Recruitment in Various Forms

CR Medical organized its 12 affiliated hospitals, including Huaibei Miner General Hospital and Guangdong 999 Brain Hospital, to launch campus recruitment to attract high-quality talents and held a special online campus presentation for China Medical University on June 16 to interact with students. The Company has made full use of official recruitment platform and authoritative Internet media to carry out summer recruitment and live recruitment to stabilize posts and offer more employment opportunities.

1. 平等合規僱傭

華潤醫療嚴格遵守《中華人民共和國勞動法》《中華人民共和國勞動合同法》《中華人民共和國未成年人保護法》《中華人民共和國婦女權益保障法》《中華人民共和國工會法》《女職工勞動保護特別規定》等法律法規，遵循聯合國《世界人權宣言》《保護人權宣言》等國際公認的人權政策，制定《華潤醫療控股有限公司招聘管理辦法》等內部制度，亦結合崗位要求及人才供需特點透過校園招聘、內部招聘多措並舉引進各類人才，提高人才供給保障。同時，確保員工在招聘、勞動、薪資、補償、休假等方面享有公平待遇，努力為員工創造多元包容、公平合理的職場環境，切實維護員工權益。

案例：多種形式開展招聘

華潤醫療組織旗下淮北礦工總醫院、廣東三九腦科醫院等12間醫院開展校園招聘吸納優質人才，並在6月16日舉辦中國醫科大學專場校園線上宣講會，與學生們積極宣講及互動。充分利用官方招聘平台及權威網絡傳媒，開展夏季招聘、直播招聘等，踐行穩崗擴就業責任擔當。

2. Optimize Remuneration and Welfare

CR Medical sticks to equal pay for equal work irrespective of gender and establishes remuneration systems and management mechanisms that match business development in aspects of regulation system, standard system and implementation, so as to ensure that employees' value and contributions are reasonably evaluated and fairly rewarded, and help achieve the Company's strategic objectives successfully. Since 2022, CR Medical has developed the *Remuneration Management Measures of China Resources Medical Holdings Company Limited* to further optimize the remuneration system, set different remuneration levels for different posts and carry out precise incentives for different levels to unlock employees' vitality. In the meantime, we have optimized and implemented various employee welfares and holiday leave systems to provide medical support and other welfares for employees and their families.

3. Deepen Democratic Management

CR Medical respects its employees and considers their roles are essential in the enterprise. The Company has implemented democratic management system, established the organization mechanism of trade unions and organized regular congress of workers and staff to enable constant democratic management. In the meantime, the Company has improved the diversified communication channels, strengthened communication with employees and solicited their opinions while establishing systems involving their interests, in a bid to fully protect their rights to know, participate, express and supervise and improve their willingness and ability to participate in corporate governance.

Case: Guangdong 999 Brain Hospital promotes innovative democratic management

Guangdong 999 Brain Hospital has organized the "Mid-autumn Tea Party for Young People at Brain Department" for two consecutive years and provided platforms for young key members and management teams to communicate face to face, discuss the development of the hospital together, enhance young people's awareness of participation in the development and management of the hospital and unlock their vitality.

2. 優化薪酬福利

華潤醫療堅持男女同工同酬，在制度體系、標準體系、操作執行三個層面，建立與業務發展相匹配的薪酬體系和管理機制，保障員工的價值貢獻得到合理的評價與公平的回報，助力公司戰略目標順利實現。2022年以來，制定實施《華潤醫療控股有限公司薪酬管理辦法》，進一步優化薪酬體系，針對不同等級崗位設立不同的薪酬級別，分層分類實施精準激勵，激發員工活力，同時，優化和落實員工各項福利待遇和節假日休假制度，為員工及家屬提供醫療支援等福利。

3. 深化民主管理

華潤醫療充分尊重員工主體地位，積極推行民主管理制度，建立健全工會組織機制，定期召開職工代表大會，持續規範民主管理工作。同時，完善多元化溝通渠道，在制定涉及員工切身利益的制度時，加強與員工交流，廣泛徵求員工的意見及建議，充分保障員工的知情權、參與權、表達權與監督權，提高員工共同參與公司治理的意願和能力。

案例：廣東三九腦科醫院創新民主管理形式

廣東三九腦科醫院連續兩年舉辦「腦科青年中秋茶話會」，為青年骨幹與管理團隊提供面對面交流、共同探討醫院發展的平台，引導青年人增強參與醫院發展管理工作的意識，激發青年骨幹人員活力。

B. Society

B. 社會

Case: CR Medical strengthens the development of youth league members

On January 20, CR Medical Youth League Committee held a spiritual study and exchange meeting on the Sixth Plenary Session of the 19th Central Committee of the Communist Party of China to comprehensively present and interpret the spirit of the session, convey the contents of the Company's business work meeting and clarify the job and development direction of youth league members at all levels.

案例：華潤醫療加強青年團員發展

1月20日，華潤醫療團委召開黨的十九屆六中全會精神學習交流會，全面宣講、深入解讀黨的十九屆六中全會精神，傳達公司經營工作會議內容，指明各級青年團員的工作及發展的方向。

4. Care for Employees' Lives

CR Medical has always been committed to optimizing the working environment and atmosphere of employees. We provide employees with diversified holiday benefits, carry out various collective activities on a regular basis, care for the lives of employees in need and the mental health of all employees to continuously improve their cohesiveness and sense of belonging.

(1) Maintain Work-life Balance

CR Medical pays attention to employees' emotional needs and self-fulfillment and advocates "happy work and healthy life" by regularly organizing various cultural and sports activities, in a bid to enrich their spiritual life, enhance the interaction among them, and improve their well-being. In 2022, for Chinese legal festivals such as the Spring Festival and Mid-autumn Festival, and industrial festivals such as International Nurses' Day (May 12) and China's Medical Workers' Day (August 19), the Company paid visits to the employees or organized themed activities in hospitals.

4. 關愛員工生活

華潤醫療始終致力於優化員工工作環境和氛圍，為員工提供多樣化節假日福利，定期開展各類集體活動，關心困難職工生活，關愛員工心理健康，持續提升員工的凝聚力和歸屬感。

(1) 平衡工作與生活

華潤醫療關注員工的情感需求與自我實現需要，倡導「快樂工作、健康生活」，定期組織舉辦各類文化和體育活動豐富員工的精神生活，增強員工間互動，提升員工幸福感。2022年，在春節、中秋節等法定節日，以及國際護士節（5月12日）、中國醫師節（8月19日）等行業節日，公司開展節日慰問或主題活動，亦以醫院為單位，組織開展員工趣味活動。

Case: Strengthen Humanistic Care by Being People-oriented

CR Medical has taken good care of employees' lives and guided the affiliated hospitals to set up canteen supervision committees and canteen management communication groups to continuously improve the dining environment and catering quality of employees in these hospitals. In the meantime, the Company has provided meal and transportation subsidies for employees to reduce their burden and given grants to employees with children to take the college entrance examination to improve their sense of belonging.

案例：以人為本加強人文關懷

華潤醫療切實關愛員工生活，指導下屬醫院成立食堂監督委員會和食堂管理溝通群，持續改善醫院員工用餐環境與餐飲水平；為員工提供餐費、交通補貼，減輕員工生活負擔；為子女高考的員工發放賀卡助學金，提高員工歸屬感。

(2) Care for and Help Employees

CR Medical insists on the principle of being people-oriented, establishes a long-term assistance mechanism and management system for employees, and continues to care for and help employees. The Company has increased its investment in helping employees in need and paid regular visits to retired employees, and organized physical examinations. In addition, we pay attention to women's occupational health and actively safeguard the rights and interests of our female employees. We also pay visits to employees at special moments such as childbirth, hospitalization and death of relatives, aiming to bring them warmth and show the humanistic care of the Company. In 2022, CR Medical invested RMB205,200 to help 238 employees in need, visited 22 employee families suffering problems, and provided medical assistance for 291 employees.

(2) 員工關愛幫扶

華潤醫療堅持以人為本，建立員工幫扶長效機制和管理制度，持續開展員工關愛幫扶活動。加大困難員工幫扶投入，助力困難員工脫困解困；定期走訪慰問離退休員工，開展健康檢查；關注女性職業健康，積極維護女性員工權益；在員工生育、住院、親屬去世等特殊時刻及時給予慰問，匯聚愛的溫度，彰顯企業情懷。2022年，華潤醫療投入20.52萬元幫扶困難員工，幫扶困難員工238人，走訪慰問22個困難員工家庭，救助291位患病員工。

Case: Beijing Mentougou Traditional Chinese Medicine Hospital brings care for female employees

Beijing Mentougou Traditional Chinese Medicine Hospital has organized multiple medical examinations for employees and ones specially for female employees in the hospital and continued to invest in five types of insurance, namely insurance for major diseases of on-the-job employees, insurance for on-the-job accidents, insurance for hospitalization benefits, insurance for hospitalization premiums and insurance for special diseases of female employees. In the whole year, 77 claims totaling RMB111,800 were made.

案例：北京市門頭溝區中醫醫院開展女職工關心關愛

北京市門頭溝區中醫醫院多次組織開展全院職工體檢及女工體檢，續投在職職工重大疾病、在職意外、住院津貼、住院保費和女工特殊疾病五個險種，全年理賠77人次共計11.18萬元，持續做好女職工關愛。

B. Society

B. 社會

Case: Guangdong 999 Brain Hospital tries its best to provide assistance to employees with children enrollment problems

In 2022, Guangdong 999 Brain Hospital paid attention to employees' difficulties, and tried to deal with the enrollment problems of children of non-Guangzhou registered employees by communicating with education authorities and sub-district offices. As a result, 8 children with enrollment difficulty have been successfully enrolled, releasing its employees from worries.

案例：廣東三九腦科醫院儘力解決員工子女入學困難

2022年，廣東三九腦科醫院深入了解員工困難，儘力解決非廣州戶籍員工子女入學問題，與教育部門、街道開展多次溝通協調，全年成功解決8人入學難題，辦好員工煩心事。

(3) Mental Health Assistance

CR Medical pays close attention to employees' mental health and establishes convenient and effective communication channels to keep abreast of employees' mental health problems, and effectively ensure the physical and mental health of medical workers. Meanwhile, boasting industrial expertise, the Company also actively participates in the Group's employee care project "CR-EAP" and cares for employees working in Hong Kong during the COVID-19 epidemic by means of "cloud companionship".

(3) 心理健康援助

華潤醫療高度關注員工心理健康，建立便捷有效的溝通反饋渠道，及時了解員工心理健康問題，切實保障醫務工作者身心健康。同時，發揮行業專業性，積極參與華潤集團員工關愛項目「潤心坊」，透過開展「雲陪伴」的方式，關心疫情期間華潤在港員工。

Case: "Cloud Companionship" solidifies the mental health of employees

In February, a number of hospitals including CR & WISCO General Hospital and Guangdong 999 Brain Hospital gathered hundreds of medical volunteers to provide care for employees working in Hong Kong by means of "cloud companionship". From March to May, 10 experts from hospitals including CR & WISCO General Hospital and Guangdong 999 Brain Hospital recorded health courses on personal health protection and mental regulation and published them on the official account of CR-EAP to protect employees' health through "cloud guidance".

案例：「雲陪伴」牢築員工關愛「心」防線

2月，華潤武鋼總醫院、廣東三九腦科醫院等多間醫院集結首批數百名醫護志願者，以線上「雲陪伴」的方式關愛在港華潤員工。3月至5月，華潤武鋼總醫院、廣州三九腦科醫院等10位專家錄製個人健康防護、心理調節等方面的健康課程，並在潤心坊公眾號上刊發，用「雲指導」守護員工健康。

B2. Health and Safety

CR Medical strictly abides by the *Work Safety Law of the People's Republic of China*, the *Law of the People's Republic of China on the Prevention and Control of Occupational Diseases*, *Measures for the Supervision and Administration of Employers' Occupational Health Surveillance*, the *Measures for the Administration of Occupational Health of Workers Exposed to Radiation* and other applicable laws and regulations. The Company continuously improves the work safety management system and safety emergency management system, and actively carries out identification and inspection of potential safety hazards to ensure employees' safety. Meanwhile, we regularly organize safety education and emergency drills to improve the safety skills of employees and enhance their awareness of work safety. In 2022, we optimized the employee physical examination files, covering 11,303 employees.

B2. 健康與安全

華潤醫療嚴格遵守《中華人民共和國安全生產法》《中華人民共和國職業病防治法》《用人單位職業健康監護監督管理辦法》《放射工作人員職業健康管理辦法》等法律法規，持續完善安全生產管理體系與安全应急管理體系，積極開展安全隱患排查和監督檢查工作，保障員工安全。同時，定期開展安全教育培訓與應急演練，提升員工安全技能水平，增強員工安全工作的自覺性。2022年，我們開展員工體檢檔案優化工作，員工體檢檔案覆蓋人數達11,303人。

Indicators ¹² 指標 ¹²	Unit 單位	Year 年度		
		2022	2021	2020
Investments in work safety 安全生產投入	RMB10,000 萬元	2,757.29	4,271.00	3,796.00
Number of trainees receiving safety training 安全培訓人數	No. of person 人次	124,364	2,147,041	157,527
Coverage of employees receiving physical examination 員工體檢覆蓋率	%	100	100	100
Number of injury accidents 工傷事故數	Time 次	41	—	—
Number of employees suffering occupational diseases 職業病發生數	Case 例	0	—	—
Number of employees suffering work injury 因工受傷員工人數	Person 人	42	—	—
Work-related fatalities 因工死亡員工人數	Person 人	0	0	—
Rate of work-related fatalities 因工死亡的員工比率	%	0	0	—
Lost days due to work injury 因工損失的工作日數	Day 天	1,500	24	—

¹²Note: Compared with 2021, the statistical scope of lost working days due to work injury has been expanded and data from all member units has been included. The statistical coverage is the whole group, i.e., the headquarters and all members units. The number of injury accidents, employees suffering occupational diseases and employees injured at work were three new indicators in 2022.

¹²註：與2021相比，因工損失的工作日數的統計範圍有所擴大，增加了各成員單位的統計數據，統計口徑為本集團全口徑，即總部及各單位；工傷事故數、職業病發生數、因工受傷員工人數三個指標為本年度新增指標。

B. Society

B. 社會

1. Work Safety Management

China Resources Medical has developed the *Management Measures for Quality and Safety Monitoring of China Resources Holdings Company Limited*, the *Implementation Rules for Annual Assessment of Quality and Safety Management of China Resources Holdings Company Limited*, and the *Implementation Rules for Hospital Quality and Safety Accident Management of China Resources Holdings Company Limited*. The Company strictly follows the concept of work safety, fully implemented the responsibility system for work safety, takes management measures for EHS hazards, work and operation safety and fire safety and intensifies hidden danger identification and risk prevention, aiming to comprehensively promote standard work safety, continuously improve the work safety management system, and improve the work safety level.

Case: Beijing Jian Gong Hospital carries out hidden danger identification and rectification

Beijing Jian Gong Hospital has fully carried out hidden danger identification and rectification. In the whole year, a total of 1,448 safety indicators have been studied and activities such as 100-day action on work safety, special self-inspection on gas safety management, “Work Safety Month” and “Quality Month” series have been organized. The hospital also carried out 15 special activities including hidden danger identification for buildings (structures), identification and prevention of fire danger, and work safety training, with 142 problems founded and recorded, in a bid to effectively enable regular supervision and improve work safety management.

1. 安全生產管理

華潤醫療制定《華潤醫療控股有限公司品質安全監測管理辦法》《華潤醫療控股有限公司品質安全管理年度考核實施細則》《華潤醫療控股有限公司醫院品質安全事件管理實施細則》等制度，嚴格貫徹安全生產理念，全面落實安全生產責任制度，針對EHS危險源、生產營運安全、消防安全建立健全管理辦法，加大隱患排查與風險防範力度，全面推進安全生產標準化建設，持續完善安全生產管理體系建設，提高安全生產水平。

案例：北京市健宮醫院開展隱患排查與整改工作

北京市健宮醫院全面落實隱患檢查與整改工作。全年解讀安全指標1,448條，組織開展安全生產百日行動、燃氣安全管理專項自查工作、「安全生產月」「品質月」系列活動、建(構)築物隱患排查治理、消防火災防控排查與治理、安全生產培訓「走過場」等專項整治專項排查15次，形成問題台賬142項，有效落實定期督導行動計劃，持續完善安全生產管理。

2. Safety Emergency Management

CR Medical strictly abides by the *Comprehensive Emergency Plan for Work Safety Accidents of China Resources Medical Holdings Company Limited*. The Company requires the affiliated hospitals to issue emergency plans and related measures for work safety accidents, fire accidents, elevator accidents and other emergencies and strengthen their capability to enable risk monitoring, early warning and command of emergency response. We also organize regular safety training and emergency drills to ensure continuous improvement of the emergency management system and emergency response level.

Case: Huaiyin Hospital of Huaian City carries out emergency rescue drill for gas leakage in air-conditioning room

Huaiyin Hospital of Huaian City has organized two emergency drills for natural gas leakage. Nearly 20 employees from the Equipment Department, the Security Department and the General Affairs Department were present at the drills. Those drills featured links including problem discovery, hazard reporting, evacuation of people, setting up of warning zones, detection and identification, leakage stoppage, lifting of alarm and drill completion and involved the interconnection of multiple systems and departments.

Case: Jinan Beicheng Hospital organizes fire emergency drills

In September, Jinan Beicheng Hospital organized fire prevention training and fire drill. In the drill, the logistics service center provided on-site guidance and more than 100 people from various clinical departments, administrative offices and logistical departments participated in the drill and practiced working on the fire extinguishers. They also learned about work safety and emergency handling measures and improved their ability to properly handle emergencies.

2. 安全应急管理

華潤醫療嚴格遵守《華潤醫療控股有限公司生產安全事故綜合應急預案》，推動下屬醫院出台關於生產安全事故、消防事故、電梯事故等突發事件的應急預案及相關措施，全面加强風險監測預警及應急指揮能力，定期組織安全培訓及應急演練，應急管理體系不斷完善、水平持續提高。

案例：淮安市淮陰醫院開展空調機房燃氣泄漏應急搶救演練

淮安市淮陰醫院舉辦兩次天然氣泄漏搶險演練，裝置科、保衛科、總務科等近二十名員工參與。演練透過發現問題、上報警情、疏散人員、設立警戒區、檢測排查、完成堵漏、解除警報、演練結束等諸多環節，多系統、人員互通聯動，完善安全事故應急處理。

案例：濟南北城醫院開展消防應急演練

9月，濟南北城醫院舉行消防滅火培訓和實操演練。後勤服務中心做現場指導，臨床各科室醫護人員及行政後勤科室100餘人參加演練，實際操作滅火器。學習安全生產知識，了解應急處置措施，提升員工的安全事故應急處理能力。

B. Society

B. 社會

Case: CR & WISCO General Hospital organizes fire drills

CR & WISCO General Hospital regularly organizes emergency management training and tests for all employees in the hospital. In addition, based on the annual disaster vulnerability analysis, over 180 emergency drills involving hydrochloric acid leakage, food safety incidents, diesel generator loading experiment during power failure, elevator jam, gas leakage and anti-terrorism action have been organized orderly to improve the emergency awareness and skills of employees. Over 2,500 employees have participated in those drills.

案例：華潤武鋼總醫院開展多項應急演練

華潤武鋼總醫院定期開展全院应急管理知識培訓及考試，並結合年度災害脆弱性分析，有序組織開展鹽酸泄露、突發食品安全事件、停電柴油發電機帶載實驗、電梯困人、燃氣泄漏、反恐等應急演練180餘場次，2,500餘人次參加，持續鞏固提升全院員工應急意識和技能。

3. Safety Publicity and Protection

In order to improve employees' safety skills, CR Medical organizes employees with safety knowledge contest and occupational disease prevention training and other diversified safety trainings, and encourages employees to work with the Company to guarantee personal health and safety. In terms of daily work, the Company strictly abides by relevant national regulations, provides employees with protective equipment such as protective masks and coveralls, carries out regular equipment checks, and organizes regular occupational physical examination to ensure the health and safety of employees.

3. 安全宣傳與防護

為提升員工安全技能，華潤醫療為員工提供安全知識競賽、職業病防治主題培訓等多元的安全教育課程，鼓勵員工與公司一起守護個人健康安全。日常工作中，華潤醫療嚴格遵循國家相關規定，為員工提供防護面罩、隔離衣等防護用品，定期檢查防護及應急裝置，定期組織員工進行職業健康檢查，保障員工的健康與安全。

Case: Huaibei Miner General Hospital organizes a desktop extrapolation contest for the management ability of head nurses in emergencies

During the International Nurses' Day, Huaibei Miner General Hospital organized a desktop extrapolation contest for head nurses with the theme of "Application of Power and Non-power Influence in Nursing Management". The contest featured three types of required questions, quick response questions and on-site questions by judges and those questions were about power and non-power influence in nursing management and covered three themes including prevention of COVID-19, fire in hospitals and emergency management in wards. In the contest, employees have learned more knowledge and enhanced their overall quality in handling various emergencies.

案例：淮北礦工總醫院舉辦突發應急事件護士長管理能力桌面推演大賽

淮北礦工總醫院在護士節期間舉辦以「權力與非權力性影響在護理管理中應用」為主題的護士長桌面推演大賽。比賽分為共答題、搶答題及評委現場出題考核三種形式，內容圍繞護理管理權力與非權力影響，涵蓋新冠肺炎防控、醫院內火災、病區突發事件管理三個主題。參賽員工在此次大賽期間，加強知識學習，增強了應對各類突發事件應急處置的綜合質素。

B3. Development and Training

As talents are an important resource for the development of every enterprise, CR Medical always adheres to the concept of being “people-oriented”, pays close attention to the construction of talent teams, continuously improves the mechanism for talent development, and focuses on the training and promotion of employee ability while attracting external outstanding talents. In 2022, we continued to optimize the hospital management system, smooth the channels for the career development of employees, improve the dynamic evaluation, assessment and training mechanisms for disciplinary talents, develop employee training plans and programs, and broaden the development path for every employee.

B3. 發展與培訓

人才是企業發展的重要資源，華潤醫療始終堅持「以人為本」的理念，高度關注人才隊伍建設，持續完善人才發展機制，在積極吸引外部優秀人才的同時注重員工能力的培養與提升。2022年，我們持續完善醫院管理制度，暢通員工職業發展通道，完善學科人才動態評估、考核和培訓機制，制定員工培養計劃與方案，有效拓寬人才發展路徑。

Indicators ¹³ 指標 ¹³	Unit 單位	Year 年度		
		2022	2021	2020
Investments in employee training 員工培訓投入	RMB10,000 萬元	363.56	647.48	271.87
Number of employees participating in trainings 參與培訓員工人次	No. of person 人次	386,991	108,452	79,385
Proportion of employees participating in trainings 參與培訓員工比例	%	90.96	89.37	92.43
Training hours for employees 員工培訓時長	Hour 小時	977,986	649,853	255,929
Average training hours for employees 員工人均培訓時長	Hour/person 小時/人	67.29	52.86	—

Employee training by gender 按性別劃分的僱員培訓情況	Proportion participating in training 培訓比例(%)	Year 年度	
		2022	Average training hours (hour/person) 平均受訓時長(小時/人)
Male employees 男性員工	89.67		67.08
Female employees 女性員工	91.49		67.38

¹³Note: In 2022, the training data was significantly improved as CR Medical added and carried out extensive and multilevel employee trainings to enhance pandemic prevention and control in hospitals

¹³註：2022年，培訓數據有較大提升，是因為本年度內華潤醫療為強化醫院感染預防與控制工作，增設並開展了較大範圍及多層次的員工培訓。

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Employee training by type 按僱員類別劃分的僱員培訓情況	Year 年度 2022	
	Proportion participating in training 培訓比例(%)	Average training hours (hour/person) 平均受訓時長(小時/人)
Senior managements 高級管理層	89.47	57.30
Middle-level employees and middle managements 中級員工及管理層	93.47	69.15
Ordinary employees 普通員工	90.74	67.19

1. Establish Smooth Career Channels

CR Medical adheres to the dual-driver strategy of external introduction and internal training, establishes a fair, just, open, democratic, competitive and merit-based talent selection and employment mechanism, constantly improves promotion channels, and makes every effort to create a good environment and atmosphere for talents. In 2022, based on the talent strategy model of "one body and two wings", the Company established a new development path of talent team with the main cycle being the cadre team and the cycles of management talents & technological talents, management talents & skilled talents supporting each other. In the meantime, we keep being performance-oriented, standardize the selection and appointment procedures, improve the job evaluation system and set up scientific and reasonable career development channels, in a bid to provide employees with more development space and fair promotion opportunities for self-growth.

1. 暢通職業發展通道

華潤醫療堅持外部引進與內部培養雙輪驅動的人才策略，在企業內部建立公平、公正、公開、民主、競爭、擇優的人才選拔錄用機制，不斷優化完善晉陞渠道，全力營造人盡其才的良好環境和氛圍。2022年，華潤醫療基於「一體兩翼」人才戰略模型，構建以幹部隊伍建設大循環為主體，經營管理人才與科技人才、技能人才雙循環相互促進的人才隊伍新發展路徑。同時，堅持以業績為導向，規範選拔任用程序，完善工作評估體系，設立科學合理的職業發展通道，給予員工廣闊的職業發展空間和公平的職業晉陞機會，助力員工實現自我成長。

Case: CR & WISCO General Hospital establishes dual career development channels for employees, namely management and technology

CR & WISCO General Hospital has established and implemented dual career development channels for employees so they can get promoted either in talent management or technology fields, carried out the appraisal and grading of senior medical experts with two second-grade medical experts and seven third-grade medical experts assessed. The dual career development channel system provides a wider range of talent development opportunities and supports the strategic development of the hospital.

案例：華潤武鋼總醫院建立員工管理和技術職業生涯發展雙通道

華潤武鋼總醫院制定並落實醫院人才管理、技術雙通道晉陞制度，開展院內醫療高級專家評審評級工作，評定醫療二級專家2人、三級專家7人，有效拓寬醫院人才發展路徑，以職能管理序列和專業技術序列職業發展雙通道推動醫院戰略發展。

2. Improve the personnel training system

CR Medical has optimized the implementation of the *Training Management Measures of China Resources Medical Holdings Company Limited*. Specifically, it develops the annual training plan, standardizes the training process, meticulously organizes all kinds of trainings at all levels to constantly improve the employee training system and help improve the quality and capabilities of employees. In 2022, we attached great importance to the training of all kinds of talents, built a training system for talents of different levels and grades and optimized the career development path of talent to make the training more systematic and standardized. We offered a variety of training programs, including pre-job training, on-the-job training and further education for ordinary employees; “Excellent Youth Class”, “Dean Class” and “Leading Talent Class” for management talent; and “Spark Training Camp” and “New Technology of the Discipline” for scientific and technological talent to help all employees improve their overall quality and professional skills.

2. 完善人才培養體系

華潤醫療優化實施《華潤醫療控股有限公司培訓管理辦法》，制訂年度培訓計劃，規範培訓工作流程，精心組織各級各類培訓，持續完善員工培養體系，助力員工隊伍質素和能力有效提升。2022年，華潤醫療高度重視各類人才培養，搭建分層分級人才培養體系，優化人才成長路徑，提高人才培養的系統性和規範性。為普通員工提供崗前培訓、在職培訓、繼續教育等多元化培訓；為管理人才提供「優青班」「院長班」「領軍人才班」等培訓；為科技人才提供「星火訓練營」「學科新技術」等培訓，助力全體員工提升綜合質素和專業技能。

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Case: Huaibei Miner General Hospital rolls out pre-job training

In September, Huaibei Miner General Hospital provided a three-day pre-job training for all new employees. Over 80 new employees received theoretical training in the hospital with a period of one to two days in 2022, and more than 140 new employees attended the outdoor experience-based training over a three-day period for the past two years. The training included history of the hospital, corporate culture, standards for medical record documentation, explanation of Nine Rules, and fire safety. The hospital also held the outdoor activity with the theme of "Strive for what aspire with concerted efforts and heart" for the first time in a bid to lead new employees collaborating as a team with better communication.

案例：淮北礦工總醫院開展崗前培訓

9月，淮北礦工總醫院舉辦為期三天的新員工崗前培訓，2022年新員工80餘人參與1-2日院內理論培訓，近兩年新員工140餘人參與3日的戶外體驗式培訓。培訓內容涵蓋醫院發展歷程及企業文化、病曆書寫規範、九項準則解讀、消防安全管理知識培訓等。並首次開展「凝心聚力踔厲奮發」主題戶外拓展活動，引導新員工增強團隊意識，加強溝通協作。

Case: CR & WISCO General Hospital provides special training on using respiratory assistance equipment

In December, CR & WISCO General Hospital put into use some new non-invasive respirators and high-flow oxygen therapy equipment. With a commitment to quality of care and patient experience, the hospital quickly set up a team of experienced respiratory therapists and held a number of special trainings on the use of respiratory assistance equipment for nurses, and arranged the team to visit each department daily to inspect and guide the special operation.

案例：華潤武鋼總醫院開展呼吸輔助裝置專場培訓

12月，華潤武鋼總醫院新增投入多台無創呼吸機、高流量氧氣治療儀。醫院強調醫療品質和就診體驗，迅速組建經驗豐富的呼吸治療師團隊，對全院護理人員進行多場次呼吸輔助裝置專場培訓，並安排團隊每日到各科室進行巡視，檢查、指導護理人員的專項操作。

B4. Labor Standards

CR Medical strictly abides by the *Labor Contract Law of the People's Republic of China* and other applicable laws and regulations and opposes all discrimination based on gender, age, race, region and other factors. We oppose the use of child labor, forced labor and harassment and abuse, strictly examine the materials provided during recruitment to prevent incomplete employment registration, information mismatch and fraud. In 2022, the Company did not violate any laws and regulations with regard to the use of child labor and forced labor and other matters or incur any administrative penalties for employment.

B4. 勞工準則

華潤醫療嚴格遵守《中華人民共和國勞動合同法》等相關法律政策，杜絕一切涉及性別、年齡、種族、地域等因素的歧視行為，反對使用童工、強迫勞動和騷擾虐待，在招聘時對提交的材料進行嚴格審核，杜絕錄用登記不完備、資訊不匹配、弄虛作假的情況出現。2022年，未出現任何僱用童工、強迫勞動等違法違規事件，亦未因僱傭行為受到行政處罰。

B5. Supply Chain Management

In compliance with the *Law of the People's Republic of China on Tenders and Bids, Regulations for the Implementation of the Law of the People's Republic of China on Tenders and Bids*, and other applicable laws and regulations, CR Medical carries out the *Regulations on Procurement Management of China Resources Medical Holdings Company Limited and Management Measures for Suppliers of China Resources Medical Holdings Company Limited* with continuous effort, enters into a strategic partnership featuring equality, friendliness, mutual benefit and win-win cooperation with suppliers, and sets up a digital integrated supplier management platform for handling daily procurement, for oversight of suppliers throughout the life cycle from access, cooperation, evaluation to withdrawal inclusive. Besides, we intensify coordination and collaboration of upstream and downstream enterprises in the industry chain and apply ideas of legal compliance, business ethics, safety & environmental protection, employee health & safety, patient services, and data privacy to such enterprises, in an attempt to forge a synergy to promote responsibility of supply chain, cement sustainability and ultimately yield win-win results in the industry.

B5. 供應鏈管理

華潤醫療嚴格遵守《中華人民共和國招標投標法》《中華人民共和國招標投標法實施條例》等法律，持續落實《華潤醫療控股有限公司採購管理制度》《華潤醫療控股有限公司供應商管理辦法》，積極同供應商建立平等友好、互利共贏的戰略合作關係，構建數碼化供應商管理一體化平台實施日常採購工作，實現從准入、合作、評價、退出的全生命周期供應商管理。同時，強化上下游企業協調聯動，將守法合規、商業道德、安全環保、員工健康安全、患者服務、數據私隱等理念推廣至供應鏈上下游企業，攜手共進，積極推動供應鏈履責，共同打造可持續發展能力，實現行業共贏。

Indicators 指標	Unit 單位	Year 年度		
		2022	2021	2020
Number of suppliers screened within the reporting period 報告期內審查的供應商數量	Supplier 個	649	540	—
Percentage of evaluations on suppliers within the reporting period 報告期內針對供應商開展評價的比例	%	43	—	—
Number of legal compliance and risk trainings for suppliers 供應商守法合規及風險培訓次數	Time 次	14	50	99
Number of participants of legal compliance and risk trainings for suppliers 供應商守法合規及風險培訓人次	No. of person 人次	4,200	100	583

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Indicators 指標	Unit 單位	Year 年度 2022
Number of suppliers in North China 華北地區供應商數量	Supplier 個	585
Number of suppliers in Northeast China 東北地區供應商數量	Supplier 個	125
Number of suppliers in South China 華南地區供應商數量	Supplier 個	156
Number of suppliers in West China 華西地區供應商數量	Supplier 個	121
Number of suppliers in East China 華東地區供應商數量	Supplier 個	331
Number of suppliers in Central China 華中地區供應商數量	Supplier 個	191
Number of suppliers overseas 海外供應商數量	Supplier 個	0
Total 合計	Supplier 個	1,509

1. Supplier Access Management

Consistently taking implementation of high-quality supplier management as the prerequisite for delivering premium products and considerate services, CR Medical defines the access eligibility for suppliers and drafts the *Potential Supplier List*, *Qualified Supplier List*, and *Disqualified Supplier List* to screen qualifications of suppliers, oversee those listed, and raise the Company's access threshold. Moreover, we give privilege to local enterprises with appropriateness in actual bidding in line with localized procurement policy, so as to boost local business development.

2. Supplier Evaluation Mechanism

CR Medical makes comprehensive evaluation on suppliers' qualifications, prices, performance of contracts, settlements, services and compliance at regular interval, and classifies and tracks suppliers at all levels in accordance with review results. We give technical support to excellent and good suppliers, while warning those disqualified for taking remedial actions in time, so as to promote development through evaluation, drive suppliers to act with due diligence and further a healthy and fair competition of suppliers.

1. 供應商准入管理

華潤醫療始終將踐行高品質的供應商管理工作作為企業提供優質產品和貼心服務的重要前提，明確供應商准入條件，分別建立《試用供應商分冊》《合格供應商分冊》和《不合格供應商分冊》，對供應商資質進行嚴格審查，持續監控名冊內供應商資質情況，逐步提高公司准入門檻。同時，遵循本地化採購政策，在實際招標過程中對本土企業適當傾斜，促進本土企業發展。

2. 供應商評價機制

華潤醫療定期對供應商的資質能力、價格水平、履約情況、結算情況、服務情況以及供應商合規情況進行綜合評價，依據評價結果對供應商進行分級管理與跟蹤，對優秀、良好的供應商給予技術支援、資源傾斜，對不合格供應商及時警告整改，以評價促發展，推動供應商履職盡責，促進供應商良性公平競爭。

3. Day-to-Day Management of Suppliers

CR Medical strengthens day-to-day management of suppliers by establishing a dynamic day-to-day supplier management mechanism. Through information management and daily supervision, we manage and keeps track of suppliers by category. Built on the contract system, we supervise the performance of contracts throughout the entire life cycle from bidding, contracting to supplier management; we also strengthen the anti-corruption mechanism in supply chain, advance integrity management of suppliers, and ensure that suppliers discharge duties of integrity and compliance, for avoidance of cheating.

4. Sustainable Supply Chain Building

CR Medical sets up a digital supply chain integration platform system in a holistic approach. Via the centralized procurement platform linking the headquarters, member hospitals and upstream suppliers, we put into practice the management of master data, orders and distributions of medications, consumables and reagents within scope of management of centralized procurement. We also carry out online monitoring, analysis and evaluation, making transparent procurement become a reality. In addition, we give priority to suppliers with remarkable environmental and social benefits in bidding, promote green procurement, encourage suppliers to provide nature-friendly products certified by ISO environmental protection system and local environmental protection association, advocate suppliers' installation of energy-saving and eco-friendly devices and use of other eco-friendly technologies in production, with a view to building a sustainable supply chain through carbon emissions reduction.

5. Responsibility Training for Suppliers

To further strengthen awareness and capacity of suppliers in fulfilling social responsibilities and promote sustainable supply chain building, CR Medical stages responsibility trainings for suppliers irregularly. By passing responsibility-related ideas regarding environmental protection, work safety, compliant operation, employee security, and community development to suppliers, we take aim at enhancing suppliers' awareness of responsibility and sustainability and empowering sound development of suppliers.

3. 供應商日常管理

華潤醫療加強對供應商的日常管理，建立動態化供應商日常管理機制，透過資訊管理與日常監管對供應商進行分類管理與持續跟蹤。透過合同系統對招投標、合同簽署、供應商管理進行全生命周期履約監督；強化供應鏈反腐機制，推進供應商廉潔管理，保證供應商履行廉潔合規義務，有效避免舞弊現象的發生。

4. 可持續供應鏈建設

華潤醫療統籌搭建數碼供應鏈一體化平台系統，透過集採平台貫通總部、成員醫院、上游供應商，實現對集採管理範圍內藥品、耗材及試劑的主數據、訂單、配送等管理與在線監測、分析和評價，落實陽光採購。此外，我們在招標中優先考慮環境和社會效益優秀的供應商，大力倡導綠色採購，鼓勵供應商提供經過ISO環保認證、地方環保產業協會認證的綠色環保產品，推動供應商在生產過程環節安裝節能環保裝置及其他環境友好技術，促進碳減排，助力可持續供應鏈建設。

5. 供應商責任培訓

為進一步加強供應商履行社會責任的意識和能力，推動可持續供應鏈建設，華潤醫療不定期開展供應商責任培訓活動，向供應商傳遞環境保護、安全生產、合規經營、員工保障、社區發展等責任理念，提升供應商的負責任意識和可持續理念，賦能供應商健康發展。

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B6. Product Responsibility

CR Medical puts in place and constantly improves the *Implementation Rules for Patient Service Training of China Resources Medical Holdings Company Limited (Trial)*, *Management Measures for the Best Practices of Patient Services of China Resources Medical Holdings Company Limited* and other regulations, takes bold actions in implementation and innovation, enhance awareness of service, creative service approach and optimize service process, to constantly improve level of patient services.

B6. 產品責任

華潤醫療貫徹實施並不斷完善《華潤醫療控股有限公司患者服務培訓管理實施細則(試行)》《華潤醫療控股有限公司患者服務最佳實踐管理辦法》等制度，在患者服務方面勇於實踐和創新，強化服務意識、創新服務方式，優化服務流程，不斷提升患者服務水平。

Indicators 指標	Unit 單位	Year 年度		
		2022	2021	2020
Number of outpatients and emergency cases (excluding physical examination) 門急診人次(不含體檢)	10,000 no. of person 萬人次	1,526.67	1,078.05	—
Number of inpatients 住院人次	10,000 no. of person 萬人次	28.62	28.20	—
Number of inpatient operations 住院手術量	Case 例	54,116	62,995	—
Number of Level 3 & Level 4 operations 三四級手術量	Case 例	42,940	45,429	—
Number of surgical procedures 操作例數	Case 例	113,518	125,097	—
Number of public hospital beds 開放床位數	Nos. 張	11,115	12,242	—
Patient satisfaction 患者滿意度	%	93.66	93.00	93.00
Number of medical quality-related complaints received 接獲關於醫療品質的投訴數目	Time 次	124	—	—
Percentage of patient complaints solved 患者投訴解決率	%	98	98	—
Number of food quality accidents incurred 食品品質事故發生數	Time 次	0	—	0

1. Focus on Medical Services

CR Medical takes the mission of “Strive for Public Health”. Through continuous innovation in the modes of medical development, we build a smart service platform, improve medical competence, and perfect the “Runxin Patient Service System”, with a view to entitling the public to “more satisfactory and considerate medical services”.

(1) Digital and Intelligent Transformation

In accordance with requirements for digital transformation of state-owned enterprises, guidelines for high-quality development of hospitals, and “The 14th Five-Year Plan”, CR Medical aligned with policy-driven factors in healthcare industry is planned to establish a vertically and horizontally integrated digital ecosystem covering the whole value chain and featuring group-based operation and professional management with focus on constructing “three-in-one” (smart healthcare, smart service and smart management) smart hospitals, upon research on member hospitals and planning on IT development strategies that keep abreast of trends of development. With continuous effort on smart service system building, it keeps promoting patients’ medical experience.

Case: CR & WISCO General Hospital improves “Hospital at Palm” service platform and promotes smart hospital building

With the “Internet-based” service mode continuously tuned, CR & WISCO General Hospital enables mobile payment for outpatient and inpatient services online, effectively alleviating patients’ headaches of registration on the scene and long line-up for payment; it further eases medical services by launching self-help query and printing of “Discharge Breakdown” and “Electronic Invoice” on “Hospital at Palm” and self-help outpatient service system. In 2022, CR & WISCO General Hospital received 9,432 reservations made via “Hospital at Palm”, representing 84% of the total, which demonstrates the predominance of mobile reservation for D&T services.

1. 聚焦醫療服務

華潤醫療秉承「一切為了大眾健康」的使命，創新醫療發展模式，搭建智慧服務平台，提升醫療業務能力，持續打造「潤心患者服務體系」，令大眾「看病更舒心，服務更貼心」。

(1) 數智化轉型

華潤醫療立足國有企業數碼化轉型要求、醫院高品質發展精神以及「十四五」發展規劃，結合醫療行業政策性驅動因素，先後調研成員醫院，規劃適應發展的資訊化發展戰略，計劃以智慧醫療、智慧服務、智慧管理「三位一體」的智慧醫院建設為重點，以集團化營運、專業化管理構建縱向一體化融合、橫向集成化共享、覆蓋全價值鏈的數碼化生態系統，持續建設智慧服務體系，提升患者就醫體驗。

案例：華潤武鋼總醫院完善「掌上醫院」服務平台，推動智慧醫院建設

華潤武鋼總醫院持續優化「互聯網」服務模式，在線上平台開設門診、住院業務移動支付功能，有效緩解患者現場掛號、排隊支付排隊難題；在「掌上醫院」及門診自助機同步上線「出院清單」「電子發票」自助查閱和打印功能，進一步便捷就醫服務。2022年，華潤武鋼總醫院透過掌上醫院渠道預約掛號9,432餘次，佔預約總數的84%，移動端預約診療率優勢表現明顯。

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(2) Provision of Premium Services

CR Medical improves and carries out the *Implementation Rules for Patient Service Training of China Resources Medical Holdings Company Limited (Trial)* and *Management Measures for the Best Practices of Patient Services of China Resources Medical Holdings Company Limited* and other regulations, and takes the lead in performing and deepening patient service system building in the industry. Taking multi-pronged measures of pre-hospital free medical services and online/offline lectures on medical knowledge, integrated disease center building in the hospital, innovative patient service mode, and post-hospital patient interview and extended service, it has significantly enhanced service quality and strengthened hospital brand, building a good public reputation while expanding value space for hospital operation and development.

(3) Strengthen Discipline Development

Attaching great importance to discipline development, CR Medical institutionalizes disciplinary innovation, improves management regulations, integrates discipline evaluation and planning into 6S strategy management, initiates a distinctive discipline innovation management regulation and keeps promoting hospitals to apply for provincial or municipal key specialties and various certification centers. Therefore, 2 provincial key specialties, 12 municipal key specialties and 5 national certification centers have been approved. Meanwhile, with higher R&D investment, it furthers and deepens strategic cooperation, improves quality of GCP and scientific research projects and consolidates the foundation and competence of scientific research with continuous effort. Focused on professional talent training, it organizes hierarchical professional training on talents of all disciplines across multiple dimensions and facets and seminars on leading department talents. Engaging nearly 300 participants in 5 sessions of centralized training, this move has pushed for sharing manpower resources and achieving goals of discipline development.

(2) 提供優質服務

華潤醫療優化落實《華潤醫療控股有限公司患者服務培訓管理實施細則(試行)》《華潤醫療控股有限公司患者服務最佳實踐管理辦法》等制度，在業界率先開展並深化患者服務體系建設，開展院前社會公益義診、線上線下科普講座，院中創新建立一體化疾病中心、創新患者服務模式，院後開展患者家訪及延伸服務，有力提升服務品質，拓展醫院品牌，在鑄就良好百姓口碑的同時，為醫院經營發展拓展價值空間。

(3) 加強學科建設

華潤醫療重點關注學科建設，打造學創組織，完善管理體系，將學科評估和規劃融入6S戰略管理，建立特色的學創管理體系，持續推動醫院積極申報省市重點專科和各類認證中心，獲批省重點專科2個、市重點專科12個、國家級認證中心5個。同時，加大科研投入，開拓並深化戰略合作，提高GCP和科研項目品質，持續夯實科研基礎能力，聚焦專業人才培養，分層級開展學科人才多維度、多元化專業培訓，舉辦科室領軍人才研修班，集中培訓5期，參加人次近300人次，推動人才資源共享，助力達成學科建設目標。

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Hospital 醫院	New provincial key specialty 新增省重點專科	New municipal key specialty 新增市重點專科	New national certification center 新增國家級認證中心
CR & WISCO General Hospital 華潤武鋼總醫院	Emergency Medicine 急診醫學科	Cardiovascular Medicine, Orthopedics, E.N.T. 心血管內科、骨科、耳鼻喉科	Cardiovascular Medicine (2) 心血管內科(2個)
Huaibei Miner General Hospital 淮北礦工總醫院	Cardiovascular Surgery 心血管外科	—	Neurology 神經內科
Yantai Zhifu Hospital 煙台芝罘醫院	—	Cardiovascular Medicine, Respiratory Medicine, Gastroenterology, Orthopedics, Dermatology, Geriatric Medicine 心血管內科、呼吸內科、消化內科、骨科、皮膚科、老年醫學科	—
Wuhan Iron and Steel (Group) Corporation No. 2 Staff Hospital 武漢鋼鐵(集團)公司第二職工醫院	—	Psychiatry, Oncology 精神科、腫瘤科	—
Huaiyin Hospital of Huaian City 淮安市淮陰醫院	—	Urinary Surgery 泌尿外科	—
Beijing Jian Gong Hospital 北京市健宮醫院	—	—	Neurology 神經內科
Beijing Jing Mei Group General Hospital 北京京煤集團總醫院	—	—	Neurology 神經內科

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Case: Development of leading disciplines for enhancing core competence

Unswervingly taking discipline development as a top priority in hospital development, Huaibei Miner General Hospital makes solid progress in the development of leading and key disciplines, with the Cardiovascular Surgery rated a provincial key specialty and Neurology certified a national neurointervention development center. It adopts a package of measures including promoting development of five discipline clusters, adding interdisciplinary MTD and gastric cancer MTD to outpatient services, cooperating with other hospitals, launching General Practice and Medical Cosmetology, and perfecting development of Geriatrics. In 2022, it performed 31 new technologies, and 10 new projects, including 1 national and provincial restricted medical technology respectively. Throughout the year, it held 14 academic events, including 1 national and provincial continuing education project respectively.

案例：打造優勢學科，提升核心競爭力

淮北礦工總醫院始終把學科發展作為醫院發展的重點工作，優勢和重點學科建設穩步推進，心血管外科獲批省重點專科，神經內科獲批國家神經介入建設中心。推動五大學科集群建設；增加門診多學科MTD和胃癌MTD；開展多醫院合作；全科醫學、醫療美容科開診運行；完善老年醫學科建設。2022年共開展新技術31項，新項目10項，其中包括國家、省級限制類醫療技術各1項。全年開展學術活動14場，其中國家級和省級繼續教育項目各1場。

2. Enhance Medical Management

CR Medical continues to tighten quality management of medical services, well handles medical complaints and disputes, and creates a harmonious doctor-patient relationship with utmost effort, in an attempt to build a responsible image.

(1) Improve Quality Management Level

In compliance with the *Law of the People's Republic of China on the Protection of the Rights and Interests of Consumers*, *Management Measures for Quality of Medical Services*, and other national laws and regulations, CR Medical lays down the *Management Measures for Quality Safety Management System Documents of China Resources Medical Holdings Company Limited*, *System of Quality Safety Management System Building of China Resources Medical Holdings Company Limited* and other institutional documents and keeps improving quality safety management system while strengthening internal supervision and risk evaluation, conducting cautionary education in all manners, and furnishing patients with professional services, in an attempt to bring management of medical services to a new level.

2. 加強醫療管理

華潤醫療持續加強醫療服務品質管理，積極妥善處理醫療糾紛，傾力構建和諧醫患關係，全方位打造負責任的醫院形象。

(1) 提升品質管理水平

華潤醫療全面遵守《中華人民共和國消費者權益保護法》《醫療品質管理辦法》等國家法律法規，制定《華潤醫療控股有限公司品質安全管理體系文件管理辦法》《華潤醫療控股有限公司品質安全管理體系建設制度》等制度文件，持續完善品質安全管理體系，同時，加強內部監督與風險評估，開展多種形式的警示教育，為患者提供專業化服務，全方位提高醫療服務管理水平。

(2) Well Handle Medical Complaints and Disputes

CR Medical includes resolution of complaints and disputes into routine management. In accordance with the *Law of the People's Republic of China on Medical Practitioners, Regulations on Handling Medical Accidents*, and other relevant regulations, it urges each member hospital to perfect their internal regulations. We implement the system which requires the first complaint receiver to be responsible for transferring or handling the complaint, for correcting and handling complaints in time. We chronologically file all complaints for reference and incorporates resolution of complaints in department quality assessment regulation, to safeguard legitimate rights and interests of patients. In 2022, CR Medical solved 98% of patient complaints.

(3) Establish a Harmonious Doctor-patient Relationship

Good doctor-patient relationship is the cornerstone of all medical activities. A cordial and stable doctor-patient relationship makes medical work go smoothly through timely exchange of information between doctors and patients. To further exchange of information and mutual understanding between doctors and patients, CR Medical works down and implements the *Doctor-Patient Communication Regulation*, and holds all manner of patient care activities, for strengthening communication with patients and driving doctor-patient relationship along a positive trajectory.

Case: Bridge the gap between doctors and patients for a doctor-patient synergy

With epidemic prevention and control policies optimized in December, Beijing Shunyi District Airport Hospital gradually shifts its work priority from fulfilling epidemic prevention tasks to ensuring supply of medical resources and medications and patient rescue. Medical workers stay at their posts to reassure patients, answer questions raised during transfusion with patience, and alleviate patients' pain, though they or their families may feel unwell. They promote harmony between doctors and patients, taking concrete actions.

(2) 妥善處理醫療糾紛

華潤醫療將糾紛投訴處理納入日常管理工作，根據《中華人民共和國醫師法》《醫療事故處理條例》及有關規定，推動各醫院結合實際完善內部制度。嚴格落實「首訴負責制」，及時整改和處理投訴。建立投訴檔案，按時間立卷歸檔，留檔備查，並將投訴情況納入各科室工作品質考核體系，保障患者的合法權益。2022年，華潤醫療患者投訴解決率為98%。

(3) 構建和諧醫患關係

良好的醫患關係是醫療活動的必要基礎。醫患關係的和諧穩定有利於醫生與患者之間保持及時的資訊交流，推動醫療工作順利進行。為增加醫患之間的資訊交流和相互理解，華潤醫療制定並落實《醫患溝通制度》，組織開展各式各樣的患者關愛活動，促進與患者之間的交流，助力醫患關係和諧向好發展。

案例：搭建醫患「連心橋」，共建醫患「和諧號」

12月，伴隨疫情防控政策的調整，北京市順義區空港醫院將工作重心逐漸從各項防控任務調整到以醫療資源、藥品保供和患者救治為重點。醫務人員克服自身及家人身體不適，堅守工作崗位，幫助安撫病人情緒，耐心解答輸液過程中的問題，緩解患者病痛，促進醫患和諧。

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3. Enhance Safety Guarantee

CR Medical refines the building of safety management system and medical risk evaluation system. On the principles of “early detection, early intervention, early treatment and prevention first”, we carry out risk prevention and control work with continuous effort. By building an unsafe incident management system in the hospital, we standardize medical activities and better guarantees medical safety. In addition, we improve professional education and training systems and stage various lectures, training sessions and study at regular intervals, cementing safety guarantee from the source.

(1) Improve Nursing Safety

In compliance with the *Law of the People’s Republic of China on Prevention and Treatment of Infectious Diseases*, *Measures for the Management of Nurses*, *Regulations of the People’s Republic of China on Nurses*, and other laws and regulations, and pursuant to related regulations and standards in the nursing industry, CR Medical sets in place a nursing quality safety management system in conjunction with the Company’s actualities of nursing quality safety management, so as to standardize acts of nurses from six perspectives: organization, system, training, supervision & inspection, data monitoring, and risk management. Meanwhile, we conduct regular education on nursing safety and legal knowledge concerned, for strengthening nurses’ awareness of law, self-protection, and nursing risk management. We also step up nurses’ training in theories and operating skills, making them keep firmly in mind nursing expertise and put it into practice for the sake of nursing safety.

3. 提升安全保障

華潤醫療完善安全管理體系和醫療風險評估體系建設，按照「早發現、早介入、早處理，重在預防」的原則持續開展風險防範和控制工作，透過建立醫院不安全事件管理體系，規範醫療活動過程，提升醫療安全保障。此外，健全專業教育與培訓制度，定期組織各類講座、培訓與學習，從源頭加強安全保障能力。

(1) 提升護理安全

華潤醫療嚴格遵循《中華人民共和國傳染病防治法》《護士管理辦法》《護士條例》等法律法規，根據護理行業相關規章制度和標準，結合公司護理品質安全管理實際，從組織、制度、培訓、監督檢查、數據監測、風險管理六個方面建立護理品質安全管理體系，全面規範護理人員行為。同時，定期開展護理安全教育和相關法律知識教育，提高護理人員的法律意識和自我保護意識，強化護理風險管理意識，並對護理人員加強理論和操作技能培訓，推動護理技術專業知識內化於心，外化於行，提升護理安全。

Case: Huaiyin Hospital of Huaian City promotes nursing quality safety

To promote nursing quality safety, Huaiyin Hospital of Huaian City adopts a non-punitive adverse nursing incident reporting system, whereby the Nursing Department and other departments discuss and analyze Level II cases or above and recurrent cases, define causes of the incidents from perspectives of department and hospital, draws lessons from the cases and propose preventive and remedial actions. Besides, the Nursing Department convenes a cautionary education and case sharing session every quarter. Taking the past as a mirror and sharing experience, it sounds a cautionary note. To promote nursing quality safety, Huaiyin Hospital of Huaian City adopts a non-punitive adverse nursing incident reporting system, whereby the Nursing Department and other departments discuss and analyze Level II cases or above and recurrent cases, define causes of the incidents from perspectives of department and hospital, draws lessons from the cases and propose preventive and remedial actions. Besides, the Nursing Department convenes a cautionary education and case sharing session every quarter. Taking the past as a mirror and sharing experience, it sounds a cautionary note.

案例：淮安市淮陰醫院提升護理品質安全

為提升護理品質安全，淮安市淮陰醫院實行無懲罰性上報護理不良事件，科室及護理部對二級以上和頻發的案例進行討論與分析，從自身及科室、醫院的角度分析發生原因，總結經驗教訓，提出防範與改進措施。同時，護理部每季度召開一次警示教育及案例分享會，以案為鑒，共享經驗，警鐘長鳴。

(2) Ensure Medication Safety

In compliance with the *Law of the People's Republic of China on Pharmaceutical Administration, Regulations for the Implementation of the Law of the People's Republic of China on Pharmaceutical Administration, Measures for the Administration of Clinical Use of Antibacterials, Regulations on the Administration of Narcotics and Psychotropics* and other applicable laws and regulations, CR Medical attaches great importance to medication safety and improves pharmaceutical management regulations, for ensuring the compliance and safety of pharmaceutical management.

- By laying down and publishing the *Regulations on Hierarchical Management of Antibacterials* and *Regulations on Management of High-Alert Medications*, we put all member hospitals under standardized administration;

(2) 守護用藥安全

華潤醫療嚴格遵循《中華人民共和國藥品管理法》《中華人民共和國藥品管理法實施條例》《抗菌藥物臨床應用管理辦法》《麻醉藥品和精神藥品管理條例》等法律法規，高度重視用藥安全，健全藥品管理體系，積極確保藥物管理的合規性、安全性。

- 制定發布《抗菌藥物分級管理制度》《高警示藥品管理制度》，規範全體醫院的標準化管理；

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- By drafting and releasing the *Regulations on Management of Cardinal Medications* and *Regulations on Management of Oral Medical Advice*, we oversee all medication-related steps in ward management and prescription of first-aid medications;
- As stipulated, we police full management of medications, general or special;
- We carefully check identity information of patients, keep an eye on adverse reaction of medications, and inspire reporting of adverse incidents in connection with medications;
- We engage hospitals in sharing and communicating practices of “management of use of antibacterials”, “management of dispensing of intravenous medications”, and management of “medication safety”, adopting a holistic approach in management of medications in use.
- We establish and improve the Handling Mechanism for Drug Quality Incidents. In case of any severe adverse drug reactions or incidents due to any quality problems of drugs, then the medication should be halt and the pharmacy department shall be accordingly informed and the latter shall then seal up the drugs for investigation and analysis in strict compliance with the *Measures for Management of Adverse Drug Reactions and Monitoring*. Such incident shall be reported to the competent drug administration authorities at the same time.
- 制定發布《基數藥品管理制度》《口頭醫囑管理制度》，規範病區藥品的環節管理以及急救時的藥品開具；
- 依照相關規定，對一般藥品、特殊藥品的全流程管理進行監督；
- 認真核對患者身份，密切關注藥品的不良反應，鼓勵對藥品不良事件的積極報告；
- 組織醫院對「抗菌藥物使用管理」「靜脈用藥配置管理」「用藥安全」的管理實踐開展分享交流，全方位管理各種藥物使用環節。
- 建立健全藥品品質事故處理機制，如臨床發生藥物品質問題而引起的嚴重藥物不良反應或事故，嚴格按照《藥品不良反應和監測管理辦法》，告知患者停止服藥，通知藥劑科及時收回、封存藥物，進行調查分析，並上報藥監部門。

(3) Ensure Food Safety

In compliance with the *Food Safety Law of the People's Republic of China*, CR Medical optimizes the implementation of the *Hygiene Regulations for Kitchens* and *Regulations on Diets and Medical Nutritional Therapy*, and sticks to the highest standards and requirements for regulations of food safety, facility and equipment configuration, food storage, processing and personnel qualification. Moreover, we persist in performing food safety regulation and inspection, attach great importance to food purchasing, storage, processing, sampling, facility/equipment, and personnel qualification, with the purpose of ensuring food safety in medical services.

(3) 確保飲食安全

華潤醫療嚴格遵循《中華人民共和國食品安全法》，優化實施《廚房衛生制度》《膳食與營養治療管理制度》，以高標準、嚴要求明確食品安全制度、設施裝置配置、食材存儲、加工及人員資質等要求。同時，持續開展食品安全監督檢查，重點檢查食材採購、儲存、加工、留樣、設施裝置、人員資質等項目，保障醫療飲食安全。

Case: Help patients pull through strict control of food safety

With well-defined requirements for all management measures and goals on food safety, Beijing CEEC Hospital works out a plan for regular assessment on canteen satisfaction, rationality of food prices, qualification of sources of food purchasing, and canteen's complaint management in day-to-day canteen management, along with irregular exhaustive checks on canteen's management of work safety, food purchasing and storage, health management on canteen workers, hygiene of table ware, and food processing. For patients' diet management, it controls all steps and customize diet for patients depending on their requirements, with guarantee on both quality and diversification of food. Besides, it also enables patients to order food via WeChat Group and the ordered food is personally delivered to wards on time, which is well acknowledged by patients.

案例：嚴格把控飲食安全，促進患者健康恢復

北京中能建醫院對飲食安全各項管理措施和目標提出明確要求，在食堂日常管理中，從食堂滿意度調查、飯菜價格是否合理、食品採購來源是否合格、食堂投訴管理等方面制定定期考核方案，並採取不定期檢查的方式，對食堂安全生產管理、食品採購和貯存、食堂從業人員健康管理、餐飲具衛生、食品加工流程等方面開展全面檢查。在病號飯管理中，嚴把各個關口，按照不同患者的飯菜要求進行合理搭配，保證飯菜品質的同時不斷完善菜品的多樣化，支持患者每天微信群預約飯菜，由專人準時送到病房，獲得患者一致好評。

(4) Handle Medical Incidents

In compliance with the *Regulations on Handling Medical Accidents*, *Regulations on the Prevention and Handling of Medical Disputes* and other regulations, CR Medical formulates the *Implementation Rules for Hospital Quality and Safety Accident Management of China Resources Medical Holdings Company Limited*, for standardizing hospital management procedures of reporting, emergency response, incident investigation, analysis and remedy, assessment and accountability after the occurrence of any medical accidents. Besides, we tighten medical risk management, improve measures for recognition, evaluation and control of medical risks, and check hospital implementation of the measures regularly, so as to eliminate potential threats and avoid medical accidents.

(4) 醫療事故處理

華潤醫療嚴格遵循《醫療事故處理條例》《醫療糾紛預防和處理條例》等法規要求，制定《華潤醫療控股有限公司醫院品質安全事件管理實施細則》，規範各醫院醫療事故發生後的報告、應急處理、事件調查、分析整改、考核追責等管理程序，同時在公司層面加強醫療風險管理，完善醫療風險的識別、評估和防控措施並定期檢查各醫院落實情況，及時消除隱患，避免醫療事故發生。

B. Society

B. 社會

(5) Protect Patient Privacy

CR Medical attaches great importance to protection of patient privacy and abides by the *Law of the People's Republic of China on Medical Practitioners*, *Regulations of the People's Republic of China on Nurses*, *Regulations on Medical Records Management in Medical Institutions* and other applicable laws and regulations. To respect patients' privacy of medical information, safeguard and make their rights of privacy effectively exercised during medical services, we lay down the *Regulations on Protecting Patient Privacy*. By specifying and implementing requirements for storage and retrieval of patients' medical records, including protection of patients' privacy in pre-job training and on-the-job training programs, and standardizing D&T acts of medical workers, we protect patients' privacy in concrete actions.

(6) Ensure Data Security

In compliance with the *Cybersecurity Law of the People's Republic of China*, *Data Security Law of the People's Republic of China*, *Personal Information Protection Law of the People's Republic of China*, *Measures for Cybersecurity Administration of Medical and Healthcare Institutions*, and other applicable laws and regulations, CR Medical strengthens security of data resources, network and information systems. By performing hierarchical cybersecurity publicity and education, tightening compliant management of data security, enhancing employee awareness of cybersecurity, fulfilling cybersecurity responsibility and intensifying sense of cybersecurity threats, we spare no effort to consolidate bottom lines of defense in cybersecurity.

(7) Protect IPRs

In compliance with the *Patent Law of the People's Republic of China*, *Trademark Law of the People's Republic of China*, *Copyright Law of the People's Republic of China* and other laws and regulations, CR Medical lays down and implements the *Management Measures for IPRs of China Resources Medical Holdings Company Limited*. We keep promoting the internal IPR operation & management mechanisms and strengthening protection and attribution of IPRs during provision of services and technical reforms. By building a citadel for protection of IPRs and improving regulations on management on IPRs, we bring protection of IPRs to a new level.

(5) 保護患者私隱

華潤醫療高度重視患者私隱保護，嚴格遵守《中華人民共和國醫師法》《中華人民共和國護士條例》《醫療機構病歷管理規定》等法律法規。為尊重患者對醫療和資訊的私隱及保密性的權利，並使該權利在醫療服務過程中得到有效實施，我們制定《患者隱私保護制度》，對患者病歷資料保管、調閱明確具體要求並實施，將患者私隱保護列入崗前培訓和在職培訓計劃，規範醫務人員的診療行為，切實保護患者私隱。

(6) 保障數據安全

華潤醫療嚴格遵循《中華人民共和國網絡安全法》《中華人民共和國數據安全法》《中華人民共和國個人信息保護法》《醫療衛生機構網絡安全管理辦法》等法律法規，加強數據資源、網絡和資訊系統安全保障，透過開展多層次網絡安全宣教，強化數據安全合規管理，提升全員網絡安全意識，落實網絡安全責任，增強網絡安全威脅感知能力，築牢網絡安全底線。

(7) 知識產權保護

華潤醫療嚴格遵守《中華人民共和國專利法》《中華人民共和國商標法》《中華人民共和國著作權法》等法律法規，制定實施《華潤醫療控股有限公司知識產權管理辦法》，不斷推進公司內部知識產權營運管理機制，加強對服務提供、技術改造過程中的知識產權成果保護和產權歸屬，構築知識產權防護壁壘，完善知識產權管理體系，強化知識產權保護。

Indicators 指標	Unit 單位	Year 年度		
		2022	2021	2020
R&D investment 研發投入	RMB10,000 萬元	616.35	116.40	670.20
Number of new patent applications 新增專利申請數	Nos. 項	5	5	—
Number of new patents licensed 新增專利授權數	Nos. 項	12	8	7
Number of patents in possession 累計擁有專利數量	Nos. 項	44	15	—

B7. Anti-corruption

As an advocate of honest operation and conduct, CR Medical carries out education and training on improving Party conduct and promoting integrity, steps up work on anti-corruption institutionalization and improves anti-corruption regulations. There were no corruption incidents or cases occurred in the Company in 2022.

B7. 反貪污

華潤醫療倡導誠信經營、廉潔從業，積極開展黨風廉政教育培訓，加強反貪污、反腐敗制度建設，持續完善反腐敗體系。2022年，公司未發生貪腐事件與貪污訴訟案件。

Indicators 指標	Unit 單位	Year 年度		
		2022 ¹⁴	2021	2020
Number of anti-corruption training sessions 反腐敗培訓次數	Time 次	152	50	36
Number of persons attending anti-corruption training 反腐敗培訓人數	Person 人	9,672	6,538	4,517
Number of corruption cases 貪腐事件發生數	Case 件	0	0	0
Number of closed legal cases in respect of corruption 已審結的貪污訴訟案件	Case 件	0	0	0

¹⁴Note: During this reporting period, the anti-corruption training covered the Company's directors, management teams, middle and junior employees.

¹⁴註：報告期內，反腐敗培訓覆蓋公司董事、管理團隊、中層以及基層員工。

B. Society

B. 社會

1. Build Integrity Culture

With focus on publicity to internal and external anti-corruption awareness and philosophy of honest conduct via various channels, CR Medical makes Party conduct and integrity education as its routine. Urging all departments to stage training sessions on compliance, honest conduct and new employees and convene cautionary education conferences, we bring employees' awareness of integrity and incorruptibility to a new level. With corrupt acts controlled in the bud, we create a corporate atmosphere for honest conduct. During the reporting period, 31,500 persons were involved in the Company's anti-corruption training.

2. Improve Anti-corruption Regulations

In compliance with the *Work Regulations of the Central Commission for Discipline Inspection of the Communist Party of China, Nine Guiding Principles for Honest Conduct of Staff in Medical Institutions*, and other policies and regulations of the Party and state, CR Medical continuously improves the *Whistle-blowing Policies of China Resources Medical Holdings Company Limited* and other anti-corruption regulations. We are committed to putting an end to corruption, extortion, bribery, money laundering and other illegal acts and promoting integrity building and anti-corruption campaign with full endeavor, aiming at creating a clean and upright development environment.

1. 建設廉潔文化

華潤醫療注重對內外部反貪污意識和廉潔從業理念的多渠道宣傳，將黨風廉政教育常態化，推動各部門組織合規培訓、廉潔從業培訓、新入職員工培訓等活動，召開警示教育大會，進一步提升員工廉潔與反貪污意識，從源頭上控制貪污腐敗行為，營造廉潔從業的企業氛圍。報告期內，公司反腐敗培訓覆蓋31,500人次。

2. 完善反腐制度

華潤醫療嚴格遵守《中國共產黨紀律檢查委員會工作條例》《醫療機構工作人員廉潔從業九項準則》等黨和國家政策法規，持續完善《華潤醫療控股有限公司檢舉政策》等反貪污制度，杜絕貪污、勒索、賄賂及洗黑錢等不法行為，全力推動廉政建設和反貪污工作，努力營造風清氣正的發展環境。

3. Take Anti-corruption Measures

Effectively pooling together regulatory resources from all functional lines, CR Medical collates and constructs the “Greater Supervision” system, specifies requirements of “department-based case investigation, supervision of four acts and reporting of two acts, responsive handling of cases reported, and rewarding of excellence in assessment”, and performs “follow-up checks” on the implementation of remedial actions taken for exercising oversight, enforcing disciplines and ensuring accountability. In concrete actions, we take the initiative to identify an effective pathway for fighting against corruption. Meanwhile, we instruct all member medical institutions to draft regulations on handling complaints and reports and paying follow-up visits to patients, and to disclose channels for filing claims and reports to accept complaints and petitions. With a centralized management department and ledger in each hospital, feedback is given to cases closed in time. Besides, channels for presenting complaints and petitions are kept open to make solid progress in advancing integrity building.

B8. Community Investment

CR Medical has been consistently fulfilling social responsibility. In response to the national call and in accordance with the *Charity Law of the People's Republic of China* and other statutory and policy documents, we keep promoting charity and public welfare undertakings with contribution to construction of the medical consortium, targeted assistance, supply of medical resources and services, provision of free medical services, health publicity, implementation of voluntary activities, and carry out the Healthy China strategy, as an act of serving as a responsible SOE.

3. 落實廉政舉措

華潤醫療有效整合各職能條線的監督資源，梳理、構建「大監督」工作體系，明確「一部一案、四督兩報、即送快辦、考核獎優」的工作要求，組織開展監督檢查、執紀問責整改情況「回頭看」，積極主動構築反腐倡廉有效路徑。同時，指導各醫療機構建立投訴檢舉、患者回訪等工作制度，公示申訴與檢舉渠道，接受信訪檢舉，設立歸口部門，建立台賬明細，辦結後及時反饋結果，暢通信訪檢舉渠道，持續推進廉政建設見實效。

B8. 社區投資

華潤醫療一直以來積極履行社會責任，主動響應國家號召，根據《中華人民共和國慈善法》等法律法規和政策文件，持續推動慈善公益事業，在醫聯體建設、對口幫扶、保醫保供、慈善義診、健康宣傳、志願活動等方面積極貢獻，落實健康中國戰略，踐行央企責任擔當。

B. Society

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Indicators ¹⁵ 指標 ¹⁵	Unit 單位	Year 年度		
		2022	2021	2020
Number of community-based free medical services 社區義務診療次數	Time 次	428	557	592
Number of people benefited from community-based free medical services 社區義診受益人數	Person 人	38,772	47,642	79,418
Number of employee volunteers 員工志願者人數	Person 人	9,835	2,335	1,928
Number of volunteer activities conducted by employees 員工志願者活動數	Time 次	2,033	851	2,753
Number of people benefited from volunteer activities conducted by employees 員工志願者活動受益人數	Person 人	59,705	107,983	121,709
Number of people benefited from public health education 公民健康教育受益人數	Person 人	103,942	158,505	2,199,749
Number of public health education activities 公民健康教育開展次數	Time 次	796	10,226	48,767

¹⁵Note: The statistics coverage of employees' voluntary activities is exclusive of NAT, vaccination and other voluntary activities conducted in 2022. The scope of public health education activities is exclusive of online activities conducted in 2022.

¹⁵註：員工志願活動績效的統計範圍不包含2022年內開展的核酸檢測、疫苗接種等志願行動。公民健康教育開展次數2022年的統計範圍不包含線上開展活動次數。

Indicators ¹⁶ 指標 ¹⁶	Unit 單位	Year 年度 2022
Number of public benefit activities 公益活動次數	Time 次	618
Number of participants in the public benefit activities 公益活動參與人次	No. of person 人次	33,590
Total hours of public benefit activities 公益活動總時數	Hour 小時	1,880.00
Amount of funds on development of rural medical consortium 對外開展鄉鎮醫聯體建設資金投入	RMB 元	126,000.00
Number of rural doctors trained 鄉鎮醫生培訓人數	Person 人	1,439

1. Development of Medical Consortium

Carrying out and implementing Healthy China strategic layout, and *Notice of the General Office of the State Council on Issuing the 2022 Priorities in Deepening Institutional Reforms in Medical and Healthcare System, Guidelines on Deepening Reforms in Educational and Medical Institutions Run by State-owned Enterprises*, and other regulations, CR Medical takes the development of medical consortium (hereinafter referred to as the medical consortium) as a leverage to accelerate building a hierarchical D&T regulation, whereby medical institutions that vary by region, type and level set up their own medical consortium and work distribution and coordination mechanisms with well-defined goals and duties. With emphasis on improving conditions in leading hospitals, both in hardware facilities and in softer aspects, the leading hospitals drive other member units of relevant medical consortium in the region to seek common prosperity. By giving rural areas access to and well balancing premium medical resources, CR Medical meets medical needs of the people at all levels.

1. 醫聯體建設

華潤醫療貫徹落實健康中國建設戰略部署和《國務院辦公廳關於印發深化醫藥衛生體制改革2022年重點工作任務的通知》《關於國有企業辦教育醫療機構深化改革的指導意見》等制度，將醫療聯合體（簡稱為「醫聯體」）建設作為構建分級診療制度的重要抓手加快推進，引導不同區域、不同類別、不同層次的醫療機構組建醫聯體，並建立目標明確、權責清晰的分工協作關係，重點加強龍頭醫院的硬、軟件建設，帶動區域內醫聯體成員單位共同發展，促進優質醫療資源下沉基層和均衡布局，滿足人民群眾多層次的醫療需求。

¹⁶Note: The above are 5 new indicators in the year. The statistical coverage is the whole group, i.e., the headquarters and all members units.

¹⁶註：該5項指標均為本年度新增指標，統計口徑為本集團全口徑，即總部及各單位。

B. Society

B. 社會

Case: Promote penetration of premium medical resources by conclusion of medical consortium agreement

Built on medical consortium partnership, Guangdong 999 Brain Hospital and Heyuan Heping County Hospital for Women and Children jointly found a children rehabilitation center, filling the Heping County's gap in children rehabilitation. Upon the founding of the center, the former assigns a delegation of experts to the latter at regular intervals, for clinical reception, discipline development, instruction and ward round, and discussion on intractable cases. By penetrating management, talent and technical resources from leading hospitals to understaffed and underdeveloped medical institutions, all medical consortium members can share each other's resources and complement each other's strengths, so as to enhance competence in providing primary medical services with concerted effort.

案例：簽訂醫聯體協議，推動優質醫療資源下沉

廣東三九腦科醫院與河源市和平縣婦幼保健院確定醫聯體合作關係共建兒童康復中心，填補和平縣在兒童康復領域的缺口。中心成立後，定期派出專家團隊到和平縣婦幼保健院開展坐診、學科建設、教學查房、疑難病例討論等活動，推進管理下沉、人才下沉和技術下沉，實現醫聯體內資源共享、優勢互補，聚力提升基層醫療服務能力。

Case: Fulfill responsibility of social benefit through intensive development of medical consortium

Joining the Wuhan two-way referral platform and constructing the "1+1+29" medical consortium architecture, CR & WISCO General Hospital plays a "leading" and exemplary part in consolidating and intensifying the tight and homogeneous management of medical consortium, exploring cross-regional medical consortium development models, improving pre-hospital first-aid service network within jurisdiction, and promoting effective integration and penetration of medical resources. With 75 public benefit activities conducted in the unit of medical consortium in 2022, including free medical services and popularization of scientific knowledge, "nearby medical services" cover 30% of communities within jurisdiction, in addition to growing public awareness of health.

案例：深耕醫聯體建設，踐行社會公益職責

華潤武鋼總醫院加入武漢市雙向轉診平台，構建「1+1+29」的醫聯體架構，積極發揮「龍頭」示範作用，鞏固和強化醫聯體緊密型、同質化管理，探索跨區域醫聯體拓展模式，完善轄區院前急救服務網絡，促進醫療資源有效整合與下沉。2022年，以醫聯體單位為基礎，開展義診、科普等各類公益活動75場，「家門口醫生」覆蓋轄區30%社區，持續提升群眾的健康意識。

2. Targeted Assistance

Acting as a responsible SOE, CR Medical carries out and implements the strategy of rural vitalization and adopts a package of supportive measures in giving medical and healthcare assistance to Tibet, Xinjiang and Qinghai at faster pace. In July, Huaibei Miner General Hospital assigned medical workers to give medical support to Shannan Cuona County People's Hospital, as an act of deepening and substantiating targeted assistance.

Case: Gave targeted medical support by founding teams for assisting Tibet and Inner Mongolia

In spite of epidemic prevention and control, personnel shortage and other challenges, Beijing Mentougou District Hospital assigned Ma Li, Vice Chairman of the Trade Union, Li Beibei, Deputy Head Nurse of Outpatient Department, Li Xuemei, Nurse of Obstetrics and Gynecology Department, and Mu Xiaofang, Nurse of E.N.T. Department to give targeted medical assistance to Tibet and Inner Mongolia, which is spoken highly of by relevant units assisted.

2. 對口幫扶

華潤醫療勇擔央企責任，貫徹落實鄉村振興戰略，援藏、援疆、援青醫療衛生幫扶等一批支援事項加快推進。7月，淮北礦工總醫院選派醫務人員支援山南市錯那縣人民醫院醫務工作，推動對口幫扶走深走實。

案例：組建援藏、援蒙隊伍，開展醫療對口幫扶

北京市門頭溝區醫院克服疫情防控及人員緊缺等困難，先後選派工會副主席馬莉、門診部副護士長李蓓蓓、婦產科護士李雪梅、耳鼻喉科護士穆曉芳組成援藏、援蒙隊伍，積極開展醫療對口幫扶，得到支援單位的高度評價。

B. Society

B. 社會

3. Fight against Epidemic by Ensuring Supply of Medical Resources and Services

CR Medical strictly acts in line with requirements in connection with epidemic prevention and control and carefully carries out the *Integrated Emergency Plan on Public Health Incidents of China Resources Medical Holdings Company Limited* as an instruction on infection prevention and control and continuous refinement on outpatient, emergency and inpatient service management in subordinate hospitals, in an attempt to see that patients get medical treatment in time. Meanwhile, through coordination and collaboration of medical service providers, we give medical support to local efforts of epidemic prevention and control, e.g., emergency or regular NAT, treatment of COVID-19 patients or mobile cabin hospital building. In April, 5 member hospitals delegated 67 persons in rapid response, seizing a victory in the anti-virus campaign in Shanghai. Upon the promulgation of the “10 New Measures” in December, CR Medical adjusted and optimized the epidemic prevention and control measures and guided hospitals to shift work priority from infection prevention to avoidance of a run on medical resources and progression towards critical cases. With measures of ensuring treatment of patients in critical and intractable conditions, expanding capacity of medical resources and offering 24h online D&T taken, we go all out to secure patient treatment and medical guarantee.

Case: Beijing Jian Gong Hospital secures medical rescue and treatment with utmost effort

With national epidemic prevention and control policies optimized, Beijing Jian Gong Hospital instantly initiates the emergency plan to transfer patients in most critical condition for hospital-wide consultation. Rotating doctors in the Fever Clinic and establishing a TCM Epidemic Prevention and Control Clinic, it puts forth efforts to address the problem of “inaccessible medical resources” for patients infected with COVID-19 virus and safeguard medical treatment under the epidemic.

3. 疫情防控、保醫保供

華潤醫療嚴格落實疫情防控相關要求，認真執行《華潤醫療控股有限公司突發公共衛生事件綜合應急預案》，指導下屬醫院做好院感防控工作，持續改善門診、急診和住院就醫管理，全力保障患者醫療救治。同時，協同聯動做好服務，為各地開展緊急核酸檢測、定期核酸檢測、新冠患者救治、方艙醫院建設等疫情防控工作提供醫療支援，4月，華潤醫療旗下5家醫院迅速響應，累計派出67人，圓滿完成守「滬」戰。12月，「新十條」發布後，及時調整和優化防疫舉措，指導各醫院將工作重心從防感染向防醫療擠兌、防重症轉變，實行保障急難危重患者救治、擴容醫療資源、24小時在線診療等舉措，全力做好患者救治和醫療保障準備。

案例：北京市健宮醫院全力保障醫療救治

防疫政策調整後，北京市健宮醫院迅速啟動應急預案，組織轉運最危重患者，開展全院大會診，安排醫生輪轉發熱門診，建立中醫防疫門診，着力解決新冠病毒感染患者看病難的問題，全力保障疫情下的醫療救治。

Case: Xuzhou Mining Hospital shoulders the responsibility of epidemic prevention and control

In 2022, Xuzhou Mining Hospital dispatched 4,480 medical workers, completed nearly 1.5 million NATs and 13,000 vaccinations and served nearly 2,000 persons in the quarantine areas, and tested tens of thousands of NAT tubes, building a “great wall of steel” that protects local people against the virus. With epidemic prevention and control policies optimized and adjusted, the hospital tries all means to expand its capacity and well deploy manpower and materials, to ensure normal hospital operation and protect life safety and health of the public.

案例：徐州市礦山醫院勇擔疫情防控重任

徐州市礦山醫院在2022年派遣醫務人員4,480人次，核酸採樣近150萬人次，疫苗接種超1.3萬人次，隔離點服務近2,000人次，承接屬地政府核酸檢測數萬管次，為廣大人民群眾構築疫情防控的「鋼鐵長城」。隨著疫情防控政策優化調整，醫院迅速千方百計擴容，合理安排人員及物資，全力保障醫院正常運行，守護大眾生命安全和身體健康。

4. Provide Charitable and Voluntary Medical Services

CR Medical is concerned with bringing public health standards to a new level. By irregularly visiting and comforting left-behind children, elderly people who live alone, the disabled and patients with special diseases among other groups in difficulty, giving publicity to scientific knowledge on healthcare, offering free D&T services, we entitle the public to “easy, favorable and beneficial” medical services.

4. 慈善義診

華潤醫療高度重視提高居民健康水平，不定期組織慰問走訪留守兒童、孤寡老人、殘疾人士和特殊病人群等困難群體，開展醫療衛生科普知識宣傳、義務診療等活動，令人民群眾享受「便民、利民、惠民」的醫療服務。

Case: Constant supply of free medical services in the neighborhood

Staging a free medical service campaign, Guangdong 999 Brain Hospital joined hands with CR Land to offer free medical services themed around “Free Medical Attention for Public Benefits” in the Shajiao Community, Humen Town, Dongguan, aiming to popularize medical commonsense and health knowledge among local residents; the hospital’s medical workers on cerebral palsy also offered free medical services in the Yangjiang Zhixing Rehabilitation Center and Yangchun Rehabilitation Center for Persons with Disabilities and promoted the remedy of “surgery integrated with rehabilitation” jointly with primary rehabilitation institutions, in an attempt to help more kids with cerebral palsy get back on their feet and contribute to their families and society. In 2022, the hospital assigned nearly 120 specialists in 11 free medical service activities that benefited around 900 local residents.

案例：義診不停歇，溫暖送到「家」

廣東三九腦科醫院積極開展義診活動，攜手華潤置地在東莞市虎門鎮沙角社區開展「義心一意•診愛無限」義診活動，為當地居民普及醫學常識和健康知識；組織腦癱科到陽江市智星康復中心和陽春市殘疾人康復中心開展義診活動，與基層康復機構共同推行「腦癱手術與康復一體化」的治療模式，幫助更多的腦癱患兒早日康復、回歸家庭與社會。2022年，醫院共舉辦11次線下義診，派出專家近120人，惠及民眾900餘人。

B. Society

B. 社會

5. Health Communication

CR Medical works like fury on popularization of health knowledge and guides the public to establish a correct outlook on health. By communicating health knowledge in the rural areas, communities, schools and families, we keep elevating national health literacy and level.

Case: Activities for popularization of scientific knowledge based on structured education model

Under structured education model, Beijing Jing Mei Group General Hospital tailors plans on popularization of scientific knowledge for people with chronic diseases depending on characteristics of their diseases and their health needs. Based on results of preliminary research, a standardized health knowledge program is launched, along with folds and brochures of knowledge on the six diseases (hypertension, CHF, diabetes, cerebrovascular disease, COPD, and hyperlipidemia) made and given out. Moreover, an interdisciplinary and cross-departmental scientific promotion and publicity team is assigned to impart scientific knowledge and improve residents' self-health management standard and scientific literacy.

6. Volunteer Activities

CR Medical sets up a voluntary service platform for promoting the notion and spirit of voluntary medical services extensively, mobilizing employees to devote to providing voluntary services, and making voluntary services go smoothly, with a view to building better communities.

5. 健康宣傳

華潤醫療大力開展健康知識普及行動，引導全社會樹立正確健康觀念，把健康知識送進鄉村、社區、學校與家庭，不斷提升全民健康素養和健康水平。

案例：開展基於結構化教育模式的系列科普

北京京煤集團總醫院應用結構化教育模式，根據不同慢性疾病群眾的疾病特點和健康需求，制定相應的科普計劃，在前期調研的基礎上，制定規範統一的健康知識課程，製作並發放高血壓、慢性心衰、糖尿病、腦血管病、慢性阻塞性肺病、高血脂病六種疾病科普知識折頁及彙編宣傳手冊，組建多學科、多部門科普宣傳團隊在區域內社區、山區廣泛開展系列科普教育活動，提升居民自我健康管理水平和科學素養。

6. 志願活動

華潤醫療積極為志願服務搭建平台，廣泛普及志願醫療服務理念，大力弘揚志願醫療服務精神，動員廣大員工積極投身志願服務，推動志願服務活動有效開展，促進美好社區建設。

Case: Wuhan Iron and Steel (Group) Corporation No. 2 Staff Hospital holds the young volunteer campaign

In November, a young volunteer campaign was co-initiated by the voluntary service team of Wuhan Iron and Steel (Group) Corporation No. 2 Staff Hospital and youth league committee of China Resources Gas, involving 20 participants in total. Two physicians demonstrated CPR and usage of portable AED to employees of China Resources Gas, gave instruction during staff exercises, and offered targeted training on first-aid knowledge in conjunction with the stampede incident in South Korea, aiming to promote employees' emergency response.

案例：武漢鋼鐵(集團)公司第二職工醫院開展志願青年行活動

11月，武漢鋼鐵(集團)公司第二職工醫院志願服務隊與武鋼華潤燃氣團委共同舉辦潤心志願青年行活動，共計20人參與。兩位醫師為武鋼華潤燃氣職工演示了心肺復甦方法、教授了便攜式AED的使用方法，指導參與職工進行演練使用，並結合當時韓國踩踏事件做了針對性的急救知識培訓，提升職工突發事件的應急處理能力。

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A1 Emissions 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 air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste. 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。	P23–27
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	A1.2 Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g., per unit of production volume, per facility). A1.2 直接（範圍1）及能源間接（範圍2）溫室氣體排放量（以公噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。	P23
	A1.3 Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g., per unit of production volume, per facility). A1.3 所產生有害廢棄物總量（以公噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。	P23
	A1.4 Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g., per unit of production volume, per facility). A1.4 所產生無害廢棄物總量（以公噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。	P23
	A1.5 Description of emission target(s) set and steps taken to achieve them. 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。	P24–26
	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. 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。	P26

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A2 Use of Resources A2 : 資源使用	General Disclosure Policies on the efficient use of resources, including energy, water and other raw materials. 一般披露 有效使用資源(包括能源、水及其他原材料)的政策。	P29-31
	A2.1 Direct and/or indirect energy consumption by type (e.g., electricity, gas or oil) in total (kWh in '000s) and intensity (e.g., per unit of production volume, per facility). A2.1 按類型劃分的直接及/或間接能源(如電、氣或油)總耗量(以千個千瓦時計算)及密度(如以每產量單位、每項設施計算)。	P28
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	A2.3 Description of energy use efficiency target(s) set and steps taken to achieve them. A2.3 描述所訂立的能源使用效益目標及為達到這些目標所採取的步驟。	P29
	A2.4 Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them. A2.4 描述求取適用水源上可有任何問題, 以及所訂立的用水效益目標及為達到這些目標所採取的步驟。	P30
	A2.5 Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced. A2.5 製成品所用包裝材料的總量(以公噸計算)及(如適用)每生產單位估量。	P28
A3 Environment and Natural Resources A3 : 環境及天然資源	General Disclosure Policies on minimising the issuer's significant impacts on the environment and natural resources. 一般披露 減低發行人對環境及天然資源造成重大影響的政策。	P31-32
	A3.1 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them. A3.1 描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。	P31-32

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A4 Climate Change A4 : 氣候變化	General Disclosure Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer. 一般披露 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。	P32
	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. A4.1 描述已經及可能會對發行人產生影響的重大氣候相關事宜，及應對行動。	P32-34
B1 Employment B1 : 僱傭	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare. 一般披露 有關薪酬及解僱、招聘及晉陞、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	P35-42
	B1.1 Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region. B1.1 按性別、僱傭類型（如全職或兼職）、年齡組別及地區劃分的僱員總數。	P35-37
	B1.2 Employee turnover rate by gender, age group and geographical region. B1.2 按性別、年齡組別及地區劃分的僱員流失比率。	P36

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B2 Health and Safety B2：健康與安全	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards. 一般披露 有關提供安全工作環境及保障僱員避免職業性危害的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	P43-46
	B2.1 Number and rate of work-related fatalities occurred in each of the past three years including this reporting year. B2.1 過去三年(包括彙報年度)每年因工亡故的人數及比率。	P43
	B2.2 Lost days due to work injury. B2.2 因工傷損失工作日數。	P43
	B2.3 Description of occupational health and safety measures adopted, how they are implemented and monitored. B2.3 描述所採納的職業健康與安全措施，以及相關執行及監察方法。	P44-46
B3 Development and Training B3：發展及培訓	General Disclosure Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. 一般披露 有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。	P47-49
	B3.1 The percentage of employees trained by gender and employee category (e.g., senior management, middle management). B3.1 按性別及僱員類別(如高級管理層、中級管理層等)劃分的受訓僱員百分比。	P47-48
	B3.2 The average training hours completed per employee by gender and employee category. B3.2 按性別及僱員類別劃分，每名僱員完成受訓的平均時數。	P47-48

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B4 Labour Standards B4：勞工準則	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour. 一般披露 有關防止童工或強制勞工的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	P50
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	B4.2 Description of steps taken to eliminate such practices when discovered. B4.2 描述在發現違規情況時消除有關情況所採取的步驟。	P50
B5 Supply Chain Management B5：供應鏈管理	General Disclosure Policies on managing environmental and social risks of the supply chain. 一般披露 管理供應鏈的環境及社會風險政策。	P51
	B5.1 Number of suppliers by geographical region. B5.1 按地區劃分的供應商數目。	P52
	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. B5.2 描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目，以及有關慣例的執行及監察方法。	P52-53
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	<p>B6.1 Percentage of total products sold or shipped subject to recalls for safety and health reasons.</p> <p>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。</p>	<p>N/A. The Company does not involve pharmaceutical manufacturing, and no produce recalls have occurred.</p> <p>不適用。本公司不涉及藥品生產，無產品回收情況。</p>
	<p>B6.2 Number of products and service related complaints received and how they are dealt with.</p> <p>B6.2 接獲關於產品及服務的投訴數目以及應對方法。</p>	P54, P59
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	B7.1 Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during this reporting period and the outcomes of the cases. B7.1 於彙報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。	P65
	B7.2 Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored. B7.2 描述防範措施及檢舉程序，以及相關執行及監察方法。	P66–67
	B7.3 Description of anti-corruption training provided to directors and staff. B7.3 描述向董事及員工提供的反貪污培訓。	P65
B8: Community Investment B8：社區投資	General Disclosure Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests. 一般披露 有關以社區參與來了解營運所在社區需要和確保其業務活動會考慮社區利益的政策。	P67
	B8.1 Focus areas of contribution (e.g., education, environmental concerns, labour needs, health, culture, sport). B8.1 專注貢獻範疇（如教育、環境事宜、勞工需求、健康、文化、體育）。	P69–75
	B8.2 Resources contributed (e.g., money or time) to the focus area. B8.2 在專注範疇所動用資源（如金錢或時間）。	P68–69



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