



# 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

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT 環境、社會及管治報告 2024



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# INTRODUCTION

## 關於本報告

This Report is the ninth Environmental, Social and Governance (ESG) Report released by China Resources Medical Holdings Company Limited (referred to as “we”, “the Company”, “CR Medical”, or “the Group”, together with its subsidiaries). The Report aims at reporting the sustainable development strategies, approaches and performance of the Company in 2024 to its stakeholders based on the principles of objectivity, transparency, standardization and comprehensiveness, and communicating with shareholders honestly. This Report is published annually and is available in both Traditional Chinese and English. In case of any discrepancy, the Traditional Chinese version shall prevail.

### (I) Reporting Period

This Report covers the period from January 1, 2024 to December 31, 2024. Some contents may go beyond the mentioned period to enhance the comparability and foresightedness of this Report.

### (II) Reporting Scope

This Report covers CR Medical and the member units under the Company’s management, that is, CR Medical, and all its affiliated medical institutions and subsidiaries. For more information, please refer to the Company’s 2024 Annual Report released on April 25, 2025.

### (III) Reference Standards

This Report is prepared mainly in accordance with the requirements under the *Environmental, Social and Governance Reporting Guide* set out in *Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong Limited* (the *Listing Rules*) in Appendix C2.

### (IV) 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 denominated in RMB unless otherwise stated. The Board of Directors of the Company hereby commits that this Report does not contain any false records or misleading statements, and takes full responsibility for its authenticity, accuracy, and completeness.

本報告乃華潤醫療控股有限公司（以下簡稱「我們」「公司」「華潤醫療」或「本公司」，連同下屬子公司合稱為「本集團」）所發佈的第九份環境、社會及管治(ESG)報告。本着客觀、透明、規範、全面的原則，旨在向持份者詳述本公司於2024年在可持續發展方面的策略、方針及業績，以便與持份者進行坦誠溝通。本報告為年度報告，以繁體中文及英文兩種語言發佈。若中英文版本內容存在不一致之處，請以繁體中文版本為準。

### (一) 報告期

本報告涉及的時間範圍為2024年1月1日至2024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。

### (二) 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、各醫療機構及各子公司。詳細範圍參見於2025年4月25日披露的華潤醫療《2024年度報告》。

### (三) 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C2所載之《環境、社會及管治報告指引》。

### (四) 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。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。公司董事會承諾本報告不存在任何虛假記載、誤導性陳述，並對其內容的真實性、準確性和完整性負責。



## (V) Access to this Report

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

## (五) 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 [www.hkexnews.hk](http://www.hkexnews.hk) 或本公司官方網站 <http://www.crmedical.hk> 下載。

## (VI) Response to Reporting Principles

## (六) 報告原則回應

Reporting Principles 匯報原則	Meaning 釋義	The Group's Response 本集團的回應
<b>Materiality</b>  重要性	The topics covered in this Report should reflect the Group's significant impact on the business, 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營、環境及社會的重大影響，或影響持份者評估及決定的範疇。	The Company identifies important or relevant environmental, social, and governance (ESG) topics for the Company and its stakeholders by conducting surveys and questionnaires related to ESG. The materiality of those topics is then ranked and prioritized.  公司透過向利益相關方發放 ESG 有關的問卷調查等，辨識對公司及權益人而言重要或相關的環境、社會及管治議題，並對其重要性進行排序。
<b>Quantitative</b>  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。
<b>Balance</b>  平衡	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。	This report objectively presents the Company's efforts in ESG.  本報告客觀呈現了公司在環境、社會及管治方面的工作。
<b>Consistency</b>  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，亦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.  本報告的匯報方法與上年度大致一致。



## INTRODUCTION

### 關於本報告

#### (VII) Feedback

CR Medical attaches great importance to the insights and suggestions of every stakeholder and is looking forward to receiving their feedback and support to improve its performance of sustainable development regarding ESG. If you have any opinions or suggestions regarding this Report or the Group's ESG strategies, policies, and performance, please feel free to send them to [ir@crmedical.hk](mailto:ir@crmedical.hk). We will listen attentively and provide a response.

#### (七) 意見回饋

華潤醫療高度重視持份者的見解與提議，並熱切盼望能夠獲得每位持份者的寶貴反饋與堅定支持，以便進一步提升本集團在環境、社會及管治等多個方面的可持續發展表現。若您對本報告或本集團 ESG 策略、方針及表現持有任何觀點或建議，歡迎透過電子郵件方式發送至 [ir@crmedical.hk](mailto:ir@crmedical.hk)，我們將竭誠傾聽並予以回應。

## (I) Company profile

China Resources Medical Holdings Company Limited (hereinafter referred to as “CR Medical”) is a comprehensive medical listed company that leads in the capital markets of Mainland China and Hong Kong. It is the sole listed platform of CR Healthcare, a wholly-owned subsidiary of China Resources Group. The Company owns 105 medical institutions, including 13 Grade III hospitals and 22 Grade II hospitals, with a total of 20,528 beds. Those institutions operate in 10 provinces (districts and cities) in China.

CR Medical fully leverages the advantages of group-based operation and refined management to create a distinctive medical operation model with CR characteristics. By focusing on the construction of a regional leading hospital and a regional medical consortium, CR Medical continuously enhances its discipline construction, the quality of patient service, and digitalization of its affiliated medical institutions through integrated and efficient organization management. It aims to provide high-quality and accessible medical services for the public and meet the increasingly diverse healthcare service needs of the general public.

CR Medical is driven by the ESG to achieve high-quality development and continuously improve its governance structure. The Company actively fulfills its social responsibilities, fully demonstrating the commitment and accountability of a central state-owned enterprise (SOE). CR Medical has been included for four consecutive years in the “ESG — Pioneer 100 Index of Central SOEs” issued by the State-owned Assets Supervision and Administration Commission (SASAC) and ranked 24th in CCTV’s “China ESG Listed Companies Pioneer 100”, demonstrating the continuous improvement in market recognition and reputation.

Looking ahead, CR Medical will adhere to the mission of “Strive for Public Health” and actively implement the Healthy China Initiative. We are committed to becoming a leading medical and health industry group in China and a pioneer in the reform of State-owned medical institutions. By constructing a harmonious and symbiotic holistic value ecosystem for comprehensive health, we aim to comprehensively improve the quality of medical care and service levels, benefiting patients and society as a whole.

## (一) 企業概況

華潤醫療控股有限公司（簡稱「華潤醫療」）是內地和香港兩地資本市場規模領先的綜合性醫療上市公司，是華潤集團全資子公司——華潤健康集團唯一上市平台。現有醫療機構105間，其中三級醫院13間，二級醫院22間，營運床位數合計20,528張，業務覆蓋中國10個省（區、市）。

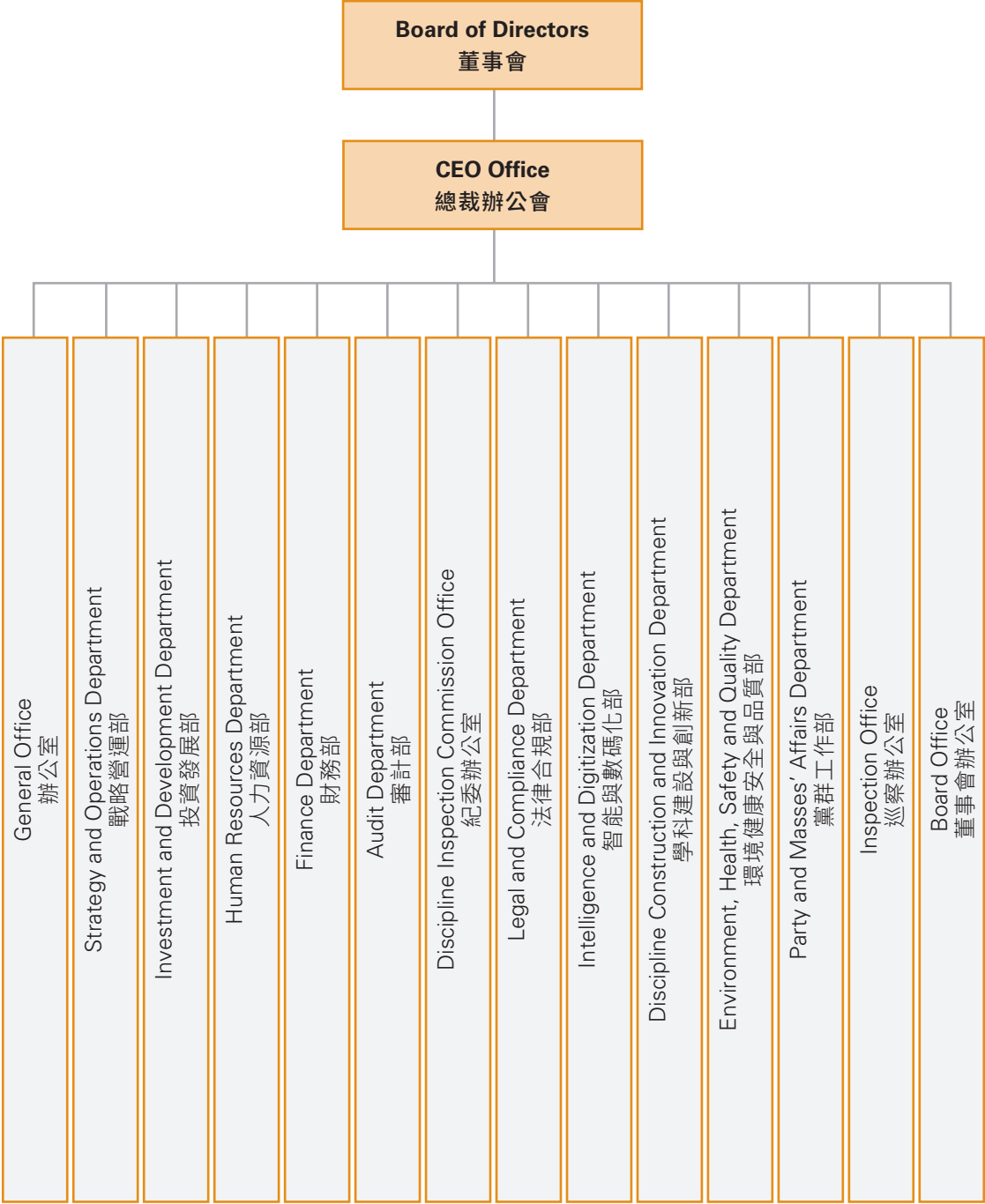
華潤醫療充分發揮集團化營運和精細化管理優勢，打造具有華潤特色的醫療營運模式，以區域龍頭醫院和區域醫聯體建設為載體，透過一體化高效組織管理，不斷提升旗下醫療機構學科建設水平、患者服務品質和智能化建設能力，向大眾提供優質可及的醫療服務，不斷滿足民眾日益增長的多層次多樣化醫療健康服務需求。

華潤醫療以ESG理念驅動高品質發展，不斷完善管治結構，積極承擔社會責任，充分彰顯央企的擔當精神。公司連續四年，入選國務院國資委「央企ESG·先鋒100指數」，位列央視「中國ESG上市公司先鋒100」榜單第24位，市場認同度和美譽度持續提升。

展望未來，華潤醫療將秉承「一切為了大眾健康」的企業使命，積極踐行「健康中國」戰略，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，構建和合共生的大健康全價值生態系統，全面提升醫療品質和服務水平，造福患者，造福社會。

(II) Organizational Structure

(二) 組織架構





### (III) Business Layout

CR Medical actively integrates its member hospitals into local public health systems, delivering comprehensive and tiered healthcare services. We are committed to establishing closely-knit regional medical consortiums, ensuring broader access to high-quality medical technologies and compassionate care within each region. Selected hospitals are encouraged to develop differentiated services, such as the integration of Chinese and Western medicine and specialty medical technologies, to offer patients diversified healthcare options. In the area of specialty hospitals, CR Medical prioritizes the development of brain hospitals and brain specialty alliances in South China. By leveraging regional specialty strengths, we promote the standardized advancement of medical technologies and services, aiming to provide patients with improved brain health solutions.

### (三) 業務佈局

華潤醫療推動各醫院積極融入當地公共衛生體系，提供全方位、多層次醫療健康服務；致力於構建區域緊密型醫聯體，令高品質醫療技術與暖心服務能夠惠及區域內更多民眾。推動部分醫院深耕中西醫結合服務、特色醫療專科技術等差異化服務，以提供多樣化健康服務。在專科醫院領域，重點在華南區域建設腦科醫院和腦專科聯盟，充分發揮區域內專科優勢，推動技術和醫療服務的同質化發展，為患者提供更優質的腦專科服務。



## ABOUT CR MEDICAL

### 關於華潤醫療

#### (IV) Corporate Responsibility

CR Medical, as a listed platform for a central SOE and healthcare group, deeply understands the principle of “putting the people first and valuing life”. It regards the implementation of the Healthy China Initiative as an important manifestation of serving the well-being of the general public. We actively participate in healthcare reform and promote the optimal allocation of medical resources. In terms of ESG management concepts, governance, and practice, we continuously explore the path to achieve both economic and social benefits. We are committed to becoming a leading medical and health industry group in China and a pioneer in the reform of state-owned medical institutions.

**Sustainable Development:** CR Medical adheres to a patient-centered approach and aims to improve operational efficiency and enhance service quality, thereby promoting the construction of green and efficient modern hospitals. We actively follow the arrangement of local governments, adhere to the principle of being people-oriented, and comprehensively carry out targeted assistance and support. We spare no effort to fulfill tasks such as ensuring the supply of medical resources and services, expanding employment, participating in public emergency response, and providing medical support for major national events. We aim to safeguard the life, health, and safety of the people and fulfill the social responsibility of a central SOE. While promoting the overall development of hospitals, we strive to create employee and shareholder value to achieve economic and social benefits.

#### (四) 責任理念

華潤醫療作為央企健康集團上市平台，深刻領悟「人民至上、生命至上」原則，將踐行「健康中國」戰略作為服務「大國民生」的重要體現。我們積極參與醫療改革，推動醫療資源的優化配置，在環境、社會和管治(ESG)管理理念、管治和實踐方面，不斷探索實現經濟效益與社會效益共贏的路徑，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。

**可持續發展理念：**華潤醫療秉承以患者為中心，以提高營運效益和提升服務水平為目標，推動綠色、高效的現代化醫院建設。我們積極響應地方政府部署，堅持以人為本，全面開展定點幫扶與對口支援等工作，全力完成保醫保供、擴大就業、公共搶險、國家重大活動醫療保障等任務，保障人民生命健康安全，踐行央企社會責任。促進醫院全面發展，力求在創造員工、股東價值的同時，實現經濟效益與社會效益雙向推動。

**Quality and Safety Responsibility:** CR Medical always adheres to the principle of putting people and life first, and a patient-centered approach. In order to further improve medical quality and ensure the safety of diagnosis and treatment, we standardize the process of quality and safety management, carry out full-process management, strictly monitor key indicators, and continuously improve the medical traceability mechanism. We earnestly fulfill the main responsibility for work safety management, firmly establish the mindset of safety bottom line and the awareness of safety development, strengthen prevention, continuously carry out hidden danger identification, special inspections, and problem rectification, resolutely prevent and avoid safety accidents, effectively ensure the safety of patients and employees' lives and property, and firmly uphold the "safety" for the high-quality development of the hospital.

**Environmental Responsibility:** CR Medical is committed to ensuring harmonious coexistence with the environment, low-carbon and energy-saving practices, rational use of resources, and operational efficiency. To avoid health hazards during medical services, we strictly enforce the regulation that medical waste shall be transported and disposed of by enterprises licensed by the national and local governments. We ensure that the relevant emissions comply with national standards and take on our environmental protection responsibilities effectively.

**品質安全責任理念：**華潤醫療始終堅持人民至上、生命至上，始終以患者為中心，為進一步提高醫療品質，保障診療安全，規範品質安全管理流程，實施全流程管理，嚴格監督關鍵指標，推動醫療可追溯機制不斷完善；認真落實安全生產管理主體責任，牢固樹立安全經營底線思維和安全發展紅線意識，強化防範工作，持續開展隱患排查、專項檢查及問題整改，堅決預防和避免安全事故發生，切實保障患者和職工的生命財產安全，堅決守住醫院高品質發展的「安全紅線」。

**環境責任理念：**華潤醫療致力於與環境和諧共生，倡導低碳節能，合理利用資源，提高營運效率。避免醫療服務過程中的健康危害，嚴格執行醫療廢棄物由國家及地方政府許可的企業運輸和處置，確保相關排放符合國家標準，切實擔負起環境保護責任。





## ESG MANAGEMENT

### ESG 管理

CR Medical strictly complies with the requirements of the *Environmental, Social and Governance Reporting Guide* under the *Listing Rules*. ESG principles are fully incorporated into the entire corporate governance and operational processes. We continue to improve our ESG governance structure and build a sound ESG management system. Through scientific identification and analysis of ESG topics and active stakeholder engagement, we are steadily enhancing our sustainability management capabilities and driving the Company toward high-quality development.

#### (I) Statement of the BoD on ESG

The Board of Directors (BoD) of the Company is the supreme governing organization responsible for ESG issues and decision-making and is responsible for the Company's ESG strategy. 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, shareholders and other stakeholders.

The BoD stated that CR Medical fully recognizes the significance of ESG principles. In alignment with our mission to "Strive for Public Health", we strictly comply with the requirements of the *Environmental, Social and Governance Reporting Guide* and embed ESG concepts across all aspects of business operations, strategic development, and responsibility fulfillment. The Company places strong emphasis on the strategic direction, goal-setting, and long-term vision of corporate responsibility. We remain attuned to evolving ESG trends both at home and abroad, proactively address stakeholder concerns, and continuously enhance our ESG management and practices. Upholding the principles of green development and social responsibility, we are committed to improving governance effectiveness and providing high-quality, safe, and accessible medical products and services — ultimately contributing to public health and creating greater value for the sustainable development of society and the economy.

華潤醫療嚴格遵守《香港聯合交易所有限公司證券上市規則》下設的《環境、社會及管治報告指引》相關要求，始終將ESG理念融入經營管治全過程，持續完善ESG管治架構，建立健全環境、社會及管治(ESG)管理體系，科學開展ESG議題辨識和分析，加強和利益相關方溝通，不斷提高可持續發展管理水平，推動公司實現高品質發展。

#### (一) 董事會 ESG 聲明

董事會是ESG事宜的最高管治機構，對公司ESG事宜管理與決策負責，明確ESG事宜發展方向，制定ESG工作策略，定期聽取總裁辦公會關於ESG(的)工作匯報，審定有可能影響公司業務或股東與其他持份者的ESG相關事宜。

董事會聲明，華潤醫療深刻認識到ESG理念的重要性，始終秉承「一切為了大眾健康」的企業使命，嚴格遵守《環境、社會及管治報告指引》，將ESG理念全面融入公司經營管理、發展戰略和盡職履責的全過程，重視企業履責的方向性、目標性和長期性，關注國內外ESG領域的熱點趨勢，全面回應利益相關方關切，持續加強ESG管理和實踐，堅持綠色發展理念，積極擔當社會責任，不斷提升公司管治效能，致力於為患者提供優質、安全、可及的醫療產品和服務，助力提升社會整體健康福祉，為經濟社會可持續發展創造更多價值。

## (II) ESG Governance Policy

CR Medical attaches great importance to the management of ESG-related risks to minimize negative impacts on the economy, society, and environment. In alignment with national strategies, emerging ESG issues, and stakeholder expectations, we regularly carry out materiality assessments of ESG topics and submit the results to the Board for review. The BoD discusses and determines the risks and opportunities of ESG, takes the management and improvement of key ESG topics as the focus, includes those issues into the overall strategy of the Company and supervises the management and performance of those topics.

## (III) ESG Governance Structure

CR Medical continues to enhance its ESG management system by establishing a clear and tiered governance structure led by the Board of Directors, with well-defined responsibilities. This structure forms a comprehensive framework covering the entire process of decision-making from decision-making and communication to actual implementation, promotes the integration of ESG concepts into daily management and operations of member units, and effectively mitigates risks, and ensures the steady and long-term development of the Company.

## (二) ESG 管治方針

華潤醫療高度重視ESG相關風險管理，以減少對經濟、社會和環境的負面影響，結合國家戰略、ESG熱點問題和利益相關方期望，定期開展ESG議題重要性評估工作，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。

## (三) ESG 管治架構

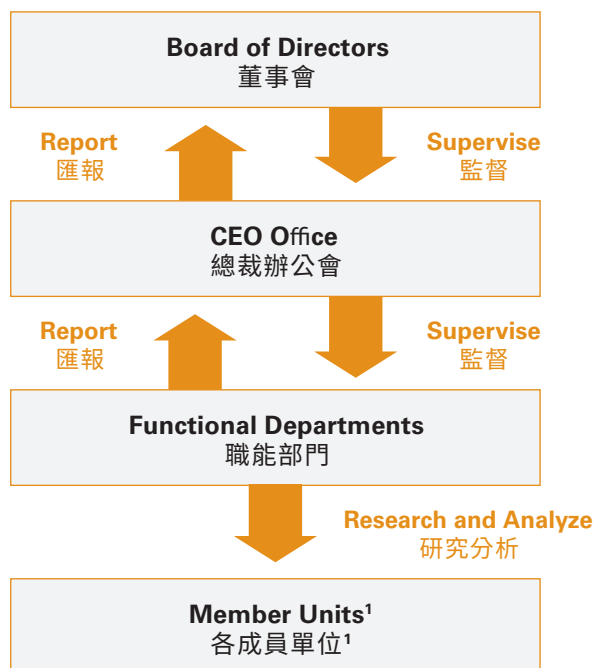
華潤醫療持續完善ESG管理體系，建立由董事會領導，層級分明、職責清晰的ESG管治架構，形成從決策、溝通到實際執行全流程的組織體系，推動成員單位將ESG理念落實到日常管理與經營中，切實有效防範風險，確保公司發展行穩致遠。

- **BoD:** The BoD of the Company guides the overall strategy and development direction of the Group, oversees ESG-related management and decision-making, and supervises the corporate governance, sustainable development, and ESG risk management and related work of the Group, and guides the ESG efforts of the CEO Office.
- **董事會:** 引領集團整體策略與發展方向，對公司ESG事宜管理與決策負責，全面監督企業管治、可持續發展及ESG風險管理和相關工作，指導總裁辦公會ESG工作。
- **CEO Office:** The CEO Office assists the BoD in effectively managing risks and maintaining the performance of the internal control system, regularly reporting the work processes, development and modification of policies, and identification of ESG-related risks and issues to the BoD so as to supervise the implementation of ESG efforts by the functional departments.
- **總裁辦公會:** 協助董事會持續有效開展風險管理工作並維持內控系統的功效，定期向董事會匯報工作流程、政策制定及修訂，環境、社會及管治相關風險辨識及相關事宜，並監督職能部門落實ESG工作。

## ESG MANAGEMENT

### ESG 管理

- **Functional Departments:** The functional departments study and analyze the combination of ESG and the actual business, promote member units to integrate the ESG concept 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.
- **職能部門：**研究分析 ESG 與實際業務相結合的具體情況，推動各成員單位將 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匯報。



<sup>1</sup>Note: The scope of member units referred to in this Report is consistent with that of the medical institutions under management and operation as disclosed in the Company's annual report.

<sup>1</sup>註：本報告中各成員單位與公司年度報告中管理營運醫療機構範圍保持一致。



#### (IV) Identification and Analysis of ESG Topics

CR Medical's business operations and ESG governance have not undergone significant changes in 2024. In the preparation of this ESG Report, we conducted in-depth research on the disclosure requirements of *the Environmental, Social and Governance Reporting Guide*. ESG experts were invited to review and evaluate the annual topics, and benchmarking was carried out against ESG reports from both domestic and international peers in the healthcare sector. These efforts were made to ensure the topics identified are highly relevant to the industry in which the Group operates. To gain deeper insights into the ESG topics that matter most to our stakeholders and to further improve the precision and effectiveness of our ESG initiatives, we conducted a material topic survey via our official WeChat account. Based on the results of this engagement, we identified and prioritized the key ESG topics for CR Medical in 2024, which are highlighted and discussed in detail throughout this Report.

#### (四) ESG 議題辨識與分析

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ESG報告籌備過程中，我們深入研究《環境、社會及管治報告指引》等上市公司資訊披露要求，並邀請ESG領域專家對年度議題進行回顧及評估，同時對標國內外同行業企業ESG報告議題，以確保議題與集團所在行業的高關聯性。為深入了解各利益相關方所關注的ESG議題，持續提高ESG工作的準確性及有效性，我們透過官方微信號開展重要議題調查，辨識、篩選並制定出華潤醫療2024年度ESG重要議題，相關議題將在本報告內重點描述及討論。



1. Identification of Topics

Through the survey of material topics, we identified and selected the following 34 topics related to environment, society and governance respectively in 2024:

1. 議題辨識

華潤醫療透過開展實質性議題調查，辨識並篩選出2024年度關於環境、社會及管治3大類別的34項議題，具體如下所示：

Aspects 範疇	Topics 議題
Environment 環境	1. Response to climate change 應對氣候變化
	2. Use of resources 資源使用
	3. Use of water resources 水資源利用
	4. Energy use 能源利用
	5. Pollutant emissions 污染物排放
	6. Waste treatment 廢棄物處理
	7. Green office practices 綠色辦公
	8. Environmental compliance management 環境合規管理
	9. Ecosystem and biodiversity protection 生態系統和生物多樣性保護
	10. Circular economy 循環經濟

Aspects 範疇	Topics 議題
Society 社會	11. Medical quality and safety 醫療品質與安全
	12. Accessibility of medical services 醫療可及性
	13. Patient privacy protection 患者私隱保護
	14. High-quality patient services 優質患者服務
	15. Equal employment and rights protection 平等就業與權益保護
	16. Employee training and development 員工培訓與發展
	17. Occupational health and safety 職業健康與安全
	18. Employee care 員工關懷
	19. Industry development 行業發展
	20. Supply chain management 供應鏈管理
	21. Community investment 社區投資
	22. Rural revitalization 鄉村振興
	23. Social contribution 社會貢獻
	24. Innovation-driven development 創新驅動
	25. Ethics in science and technology 科技倫理
	26. Fair treatment of SMEs 平等對待中小企業





## ESG MANAGEMENT

### ESG 管理

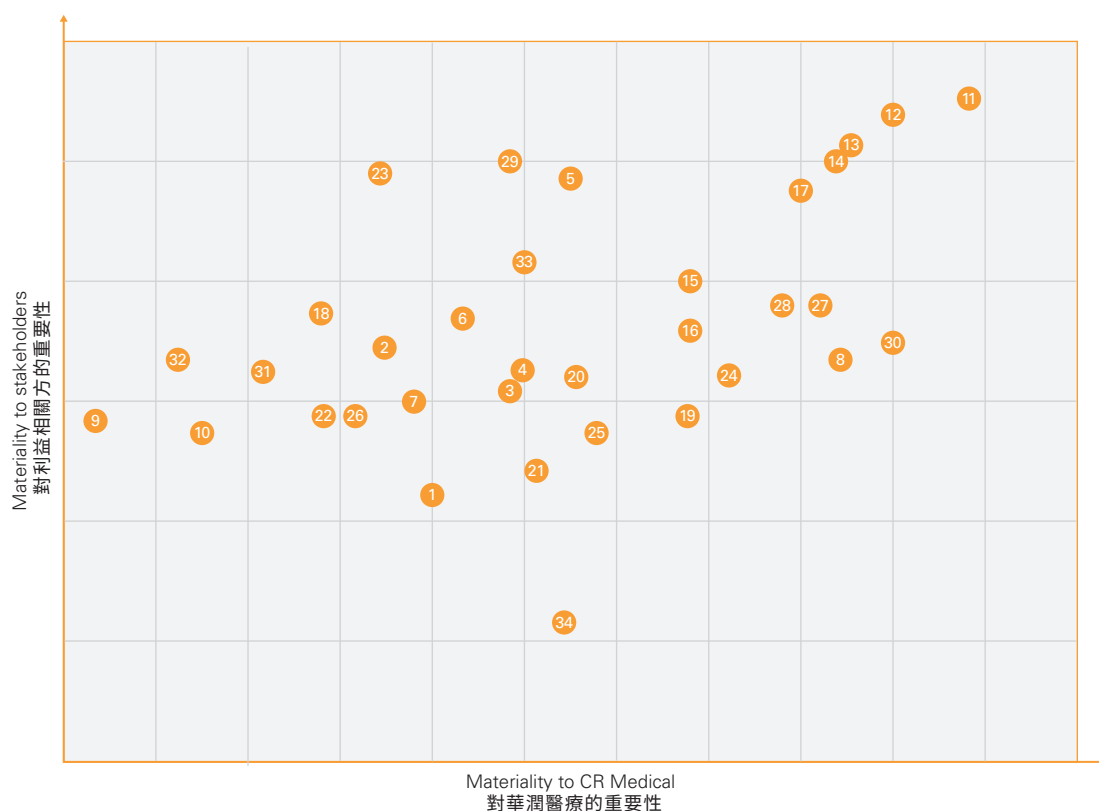
Aspects 範疇	Topics 議題
Governance 管治	27. Corporate governance 公司管治
	28. ESG governance ESG 管治
	29. Investor relations management 資者關係管理
	30. Compliance operations 合規經營
	31. Anti-bribery and anti-corruption 反商業賄賂及反貪污
	32. Due diligence 盡職調查
	33. Stakeholder engagement 利益相關方溝通
	34. Anti-unfair competition 反不正當競爭

## 2. Analysis of Topics

To enhance the accuracy and relevance of ESG topics and continuously improve ESG governance, CR Medical has established a two-dimensional matrix that encompasses both the materiality to stakeholders and CR Medical. Such a matrix is used to determine the significant responsibility topics of the Company. Please refer to the diagram below:

## 2. 議題分析

為提升重大環境、社會及管治議題的準確性和針對性，推進ESG管治工作持續提升，華潤醫療構建了一個二維矩陣，涵蓋「對利益相關方的重要性」和「對華潤醫療的重要性」，以此判定公司的重大責任議題。詳圖見下：



#### (V) Stakeholder Engagement

CR Medical continuously strengthens communication with its stakeholders by establishing a diversified engagement mechanism, including regular disclosures, surveys, interviews, and thematic meetings. These channels enable us to understand the diverse expectations of different stakeholder groups and to steadily advance the Group's sustainability initiatives in an orderly manner.

#### (五) 利益相關方溝通

華潤醫療持續加強與利益相關方的溝通交流，構建了涵蓋定期披露、問卷調查、調研溝通、專題會議等在內的多元化溝通機制，傾聽各利益相關方的多元化訴求，穩步推進本集團各項可持續發展工作的有序實施。

Stakeholders 利益相關方	Expectation and Demand 期望與訴求	Communication Method 溝通方式	Response Method 回應方式
Government and regulators 政府及監管機構	<ul style="list-style-type: none"> <li>Insist on compliance operations</li> <li>堅持合規經營</li> </ul>	<ul style="list-style-type: none"> <li>Visits</li> <li>訪問</li> </ul>	<ul style="list-style-type: none"> <li>Conduct integrity management</li> <li>堅持誠信經營</li> </ul>
	<ul style="list-style-type: none"> <li>Promote healthy industry development</li> <li>推動行業健康發展</li> </ul>	<ul style="list-style-type: none"> <li>Conferences</li> <li>會議</li> </ul>	<ul style="list-style-type: none"> <li>Improve compliance management systems</li> <li>完善合規管理體系</li> </ul>
	<ul style="list-style-type: none"> <li>Shared access to medical resources</li> <li>醫療資源共享</li> </ul>		<ul style="list-style-type: none"> <li>Proactively fulfill tax obligations</li> <li>主動依法納稅</li> </ul>
	<ul style="list-style-type: none"> <li>Pursue integrity and anti-corruption</li> <li>廉潔反腐</li> </ul>		<ul style="list-style-type: none"> <li>Participate in government projects and industry cooperation programs</li> <li>參與政府項目和行業協作</li> </ul>
	<ul style="list-style-type: none"> <li>Green and low-carbon development</li> <li>綠色低碳發展</li> </ul>		<ul style="list-style-type: none"> <li>Conduct anti-corruption supervision, training, and awareness programs</li> <li>開展反腐敗監督、培訓和警示教育</li> </ul>
			<ul style="list-style-type: none"> <li>Deploy energy-saving and emission-reduction plans</li> <li>部署節能減排實施方案</li> </ul>
			<ul style="list-style-type: none"> <li>Proposals by National People's Congress deputies</li> <li>人大代表議案</li> </ul>
			<ul style="list-style-type: none"> <li>Establish ethical risk management systems</li> <li>倫理風險管理體系</li> </ul>
			<ul style="list-style-type: none"> <li>Participate in public health services</li> <li>參與公共衛生服務</li> </ul>

Stakeholders 利益相關方	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	<ul style="list-style-type: none"> <li>Sound corporate governance system</li> <li>健全的企業管治體系</li> </ul>	<ul style="list-style-type: none"> <li>Questionnaire survey</li> <li>問卷調查</li> </ul>	<ul style="list-style-type: none"> <li>General meeting of shareholders</li> <li>召開股東大會</li> </ul>
	<ul style="list-style-type: none"> <li>Risk management and internal control</li> <li>風險管理和內部控制</li> </ul>	<ul style="list-style-type: none"> <li>Interview and teleconference</li> <li>面談及電話會議</li> </ul>	<ul style="list-style-type: none"> <li>Periodical report and temporary announcement</li> <li>發佈定期報告、臨時公告</li> </ul>
	<ul style="list-style-type: none"> <li>Digital transformation</li> <li>企業數碼化轉型</li> </ul>	<ul style="list-style-type: none"> <li>Investor forum and conference</li> <li>投資者論壇及會議</li> </ul>	<ul style="list-style-type: none"> <li>Performance briefing</li> <li>召開業績說明會</li> </ul>
	<ul style="list-style-type: none"> <li>Open and transparent disclosure of information</li> <li>資訊披露公開透明</li> </ul>	<ul style="list-style-type: none"> <li>General meeting of shareholders</li> <li>股東大會</li> </ul>	<ul style="list-style-type: none"> <li>Conduct internal review and risk assessment</li> <li>開展內部審計與風險評估</li> </ul>
	<ul style="list-style-type: none"> <li>Arrange press interviews and communication for projects</li> <li>安排項目採訪和交流</li> </ul>	<ul style="list-style-type: none"> <li>Annual and interim reports</li> <li>年報及中期報告</li> </ul>	<ul style="list-style-type: none"> <li>Investigation and research tours conducted by BoD members</li> <li>開展董事調研</li> </ul>
	<ul style="list-style-type: none"> <li>Practice of national strategy</li> <li>踐行國家戰略</li> </ul>	<ul style="list-style-type: none"> <li>“Investor Relationships” column on the official website</li> <li>官方網站「投資者關係」專欄</li> </ul>	<ul style="list-style-type: none"> <li>Improve communication with investors</li> <li>完善投資者溝通管道</li> </ul>
	<ul style="list-style-type: none"> <li>Investment returns</li> <li>投資回報</li> </ul>	<ul style="list-style-type: none"> <li>Research</li> <li>調研訪問</li> </ul>	



## ESG MANAGEMENT

### ESG 管理

Stakeholders 利益相關方	Expectation and Demand 期望與訴求	Communication Method 溝通方式	Response Method 回應方式
Patient 患者	<ul style="list-style-type: none"> <li>Improve medical quality</li> <li>提升醫療服務品質和水 平</li> </ul>	<ul style="list-style-type: none"> <li>Questionnaire survey</li> <li>問卷調查</li> </ul>	<ul style="list-style-type: none"> <li>Improve quality of diagnosis, treatment and service</li> <li>提升診療和服務品質</li> </ul>
	<ul style="list-style-type: none"> <li>Ensure medical safety</li> <li>保障醫療安全</li> </ul>	<ul style="list-style-type: none"> <li>Satisfaction survey</li> <li>滿意度調查</li> </ul>	<ul style="list-style-type: none"> <li>Develop construction of key disciplines</li> <li>開展重點學科建設</li> </ul>
	<ul style="list-style-type: none"> <li>Reasonable price for medical service</li> <li>醫療價格合理</li> </ul>	<ul style="list-style-type: none"> <li>On-site research and communication</li> </ul>	<ul style="list-style-type: none"> <li>Enhance regional integration and the development of medical consortium</li> </ul>
	<ul style="list-style-type: none"> <li>Conduct patient satisfaction survey</li> <li>開展患者滿意度調查</li> </ul>	<ul style="list-style-type: none"> <li>實地調研溝通</li> </ul>	<ul style="list-style-type: none"> <li>加強區域一體化和醫聯體建設</li> </ul>
	<ul style="list-style-type: none"> <li>Protect the security and privacy of patient information</li> <li>保障患者數據安全和 私隱</li> </ul>	<ul style="list-style-type: none"> <li>Website and social media</li> <li>網站及社交媒體</li> </ul>	<ul style="list-style-type: none"> <li>Deal with complaints and disputes</li> <li>積極處理投訴糾紛</li> </ul>
	<ul style="list-style-type: none"> <li>Protect the security and privacy of patient information</li> <li>保障患者數據安全和 私隱</li> </ul>	<ul style="list-style-type: none"> <li>Client visits and interviews</li> <li>客戶訪談</li> </ul>	<ul style="list-style-type: none"> <li>Conduct medical treatment satisfaction survey</li> <li>開展就診滿意度調查</li> </ul>
	<ul style="list-style-type: none"> <li>Improve complaint handling mechanism</li> <li>完善投訴處理機制</li> </ul>		<ul style="list-style-type: none"> <li>Ensure security of medical information</li> <li>保障就診資訊安全</li> </ul>
	<ul style="list-style-type: none"> <li>Compliant and responsible marketing</li> <li>合規負責營銷</li> </ul>		<ul style="list-style-type: none"> <li>Build smart hospitals</li> <li>開展智慧醫院建設</li> </ul>
			<ul style="list-style-type: none"> <li>Promote technological innovation or introduce advanced technologies</li> <li>科技創新或引進先進技術</li> </ul>



Stakeholders 利益相關方	Expectation and Demand 期望與訴求	Communication Method 溝通方式	Response Method 回應方式
Employee 員工	<ul style="list-style-type: none"> <li>• Ensure equal and lawful employment</li> <li>• 平等合法僱傭</li> </ul>	<ul style="list-style-type: none"> <li>• Questionnaire survey</li> <li>• 問卷調查</li> </ul>	<ul style="list-style-type: none"> <li>• Establish a comprehensive remuneration and benefits system</li> <li>• 建立完善的薪酬福利體系</li> </ul>
	<ul style="list-style-type: none"> <li>• Attract and retain talent</li> <li>• 人才引進與留任</li> </ul>	<ul style="list-style-type: none"> <li>• Face-to-face communication</li> <li>• 面談溝通</li> </ul>	<ul style="list-style-type: none"> <li>• Hold regular congress of workers and staff</li> <li>• 定期召開職工代表大會</li> </ul>
	<ul style="list-style-type: none"> <li>• Protect employee benefits</li> <li>• 保障員工福利</li> </ul>	<ul style="list-style-type: none"> <li>• Meetings</li> <li>• 會議溝通</li> </ul>	<ul style="list-style-type: none"> <li>• Conduct training activities for employees</li> <li>• 開展員工培訓</li> </ul>
	<ul style="list-style-type: none"> <li>• Ensure equal promotion and training</li> <li>• 平等晉陞與培訓</li> </ul>	<ul style="list-style-type: none"> <li>• Training</li> <li>• 培訓會</li> </ul>	<ul style="list-style-type: none"> <li>• Organize cultural and sports activities regularly</li> <li>• 定期組織文體活動</li> </ul>
	<ul style="list-style-type: none"> <li>• Protect employee health and safety</li> <li>• 保護員工健康與安全</li> </ul>	<ul style="list-style-type: none"> <li>• Communication campaign</li> <li>• 溝通活動</li> </ul>	<ul style="list-style-type: none"> <li>• Establish a comprehensive production safety guarantee system</li> <li>• 建立完備的生產安全保障體系</li> </ul>
	<ul style="list-style-type: none"> <li>• Humanistic care</li> <li>• 人文關懷</li> </ul>		
	<ul style="list-style-type: none"> <li>• Ensure democratic management</li> <li>• 保障民主管理</li> </ul>		



## ESG MANAGEMENT

### ESG 管理

Stakeholders 利益相關方	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	<ul style="list-style-type: none"> <li>Ensure fair competition</li> <li>確保公平競爭</li> </ul>	<ul style="list-style-type: none"> <li>Continuous direct communication</li> <li>持續地直接溝通</li> </ul>	<ul style="list-style-type: none"> <li>Abide by applicable laws and regulations</li> <li>遵守適用的法律規例</li> </ul>
	<ul style="list-style-type: none"> <li>Conduct integrity management and achieve mutual benefits</li> <li>實現誠信互惠</li> </ul>	<ul style="list-style-type: none"> <li>Review and evaluation</li> <li>審核及評估</li> </ul>	<ul style="list-style-type: none"> <li>Insist on the cooperation principle of mutual benefits and winwin results</li> <li>堅持互惠互贏的合作原則</li> </ul>
	<ul style="list-style-type: none"> <li>Promote common progress</li> <li>推動共同進步</li> </ul>	<ul style="list-style-type: none"> <li>Strategic cooperation</li> <li>戰略合作</li> </ul>	<ul style="list-style-type: none"> <li>Build green supply chains</li> <li>建設綠色供應鏈</li> </ul>
The community/the public 社區／公益	<ul style="list-style-type: none"> <li>Implement sustainable supplier management</li> <li>供應商可持續管理</li> </ul>	<ul style="list-style-type: none"> <li>Digital management system</li> <li>數碼化管理系統</li> </ul>	<ul style="list-style-type: none"> <li>Maintain healthy development of the industry</li> <li>維護行業健康發展</li> </ul>
			<ul style="list-style-type: none"> <li>Organize business cooperation training</li> <li>開展業務合作培訓</li> </ul>
	<ul style="list-style-type: none"> <li>Social welfare and charity</li> <li>服務社會公益</li> </ul>	<ul style="list-style-type: none"> <li>Public welfare activities</li> <li>公益活動</li> </ul>	<ul style="list-style-type: none"> <li>Enhance community communication</li> <li>加強社區溝通</li> </ul>
	<ul style="list-style-type: none"> <li>Focus on climate change</li> <li>關注氣候變化</li> </ul>	<ul style="list-style-type: none"> <li>Volunteer activities</li> <li>志願服務</li> </ul>	<ul style="list-style-type: none"> <li>Create job opportunities and boost local economic development</li> <li>帶動就業和當地經濟發展</li> </ul>
	<ul style="list-style-type: none"> <li>Protect ecological environment</li> <li>保護生態環境</li> </ul>	<ul style="list-style-type: none"> <li>Care for special groups</li> <li>關愛特殊群體</li> </ul>	<ul style="list-style-type: none"> <li>Provide free medical services, health education sessions, and organize volunteer activities</li> <li>開展義診、健康科普講座和志願者活動</li> </ul>
	<ul style="list-style-type: none"> <li>Response to public incidents</li> <li>應對公共事件</li> </ul>		<ul style="list-style-type: none"> <li>Promote green operation and green office practices</li> <li>堅持綠色營運及辦公</li> </ul>
	<ul style="list-style-type: none"> <li>Promote accessibility of medical services</li> <li>促進醫療可及</li> </ul>		
	<ul style="list-style-type: none"> <li>Support vulnerable groups</li> <li>關注弱勢群體</li> </ul>		

# I. STEADY OPERATIONS WITH STRENGTHENED MANAGEMENT EFFICIENCY

## 一、經營向穩·強化管理效能

### (II) Standardize Corporate Governance

CR Medical strictly complies with the *Companies Act of the Cayman Islands*, *Companies Ordinance (Cap.622)* of Hong Kong and other applicable laws, regulations, and normative documents. The Company continues to promote the standardization of the BoD, ensuring a high degree of independence and diversity while significantly strengthening audit and supervisory mechanisms — laying a solid foundation for sound corporate governance.

#### 1. Independence of the BoD

In 2024, CR Medical's BoD features three specialized committees, namely the Audit Committee, the Nomination Committee, and the Remuneration Committee. The BoD convened seven meetings throughout the year and reviewed 44 resolutions.

**The Audit Committee** is composed of independent directors and is primarily responsible for matters related to financial and other reporting, risk management and internal controls, external and internal review, as well as other financial and accounting matters periodically determined by the BoD.

**The Nomination Committee** is chaired by one executive director (Chairman of the Board), with two independent directors serving as members. Its main responsibility is to identify qualified individuals to serve as members of the BoD and make recommendations to the Board regarding the selection and nomination of individuals for directorship positions.

**The Remuneration Committee** is chaired by one independent director, with one non-executive director and one independent director serving as members. Its main responsibility is to review and develop the remuneration framework policies for all directors and senior management of CR Medical, and make recommendations to the BoD. Directors serving on these committees focus on specific areas of expertise, providing specialized support to the BoD's decision-making process. This structure ensures the quality and efficiency of governance decisions.

### (一) 規範公司管治

華潤醫療嚴格遵循開曼群島《公司法》、香港《公司條例》(第622章)等法律規例及規範性文件，持續推進董事會規範化建設，持續確保董事會具備高度的獨立性與多元化特質，同時大力強化審計監督力度，全方位築牢企業管治根基。

#### 1. 董事會獨立性

2024年內，華潤醫療董事會下設3個專門委員會：審核委員會、提名委員會以及薪酬委員會，全年召開7次董事會，共審議44項議案。

**審核委員會**全部由獨立董事組成，主要負責就有關財務及其他匯報、風險管理及內部監控、外聘及內部審核事宜以及董事會不時釐定的其他財務及會計事宜等。

**提名委員會**由1位執行董事(董事長)擔任主席、2位獨立董事擔任委員，主要負責物色符合資格出任董事會成員之人士，並就甄選及獲提名擔任董事職務之人員向董事會作出建議等。

**薪酬委員會**由1位獨立董事擔任主席、1位非執行董事和1位獨立董事擔任委員，主要負責檢討及制訂有關華潤醫療全體董事及高級管理人員之薪酬架構政策，並向董事會提出建議等。參加專門委員會的董事按分工側重研究某一方面事宜，為董事會決策提供支持，保障決策品質與決策效率。

## I. STEADY OPERATIONS WITH STRENGTHENED

### MANAGEMENT EFFICIENCY

#### 一、經營向穩·強化管理效能

## 2. Diversity of BoD

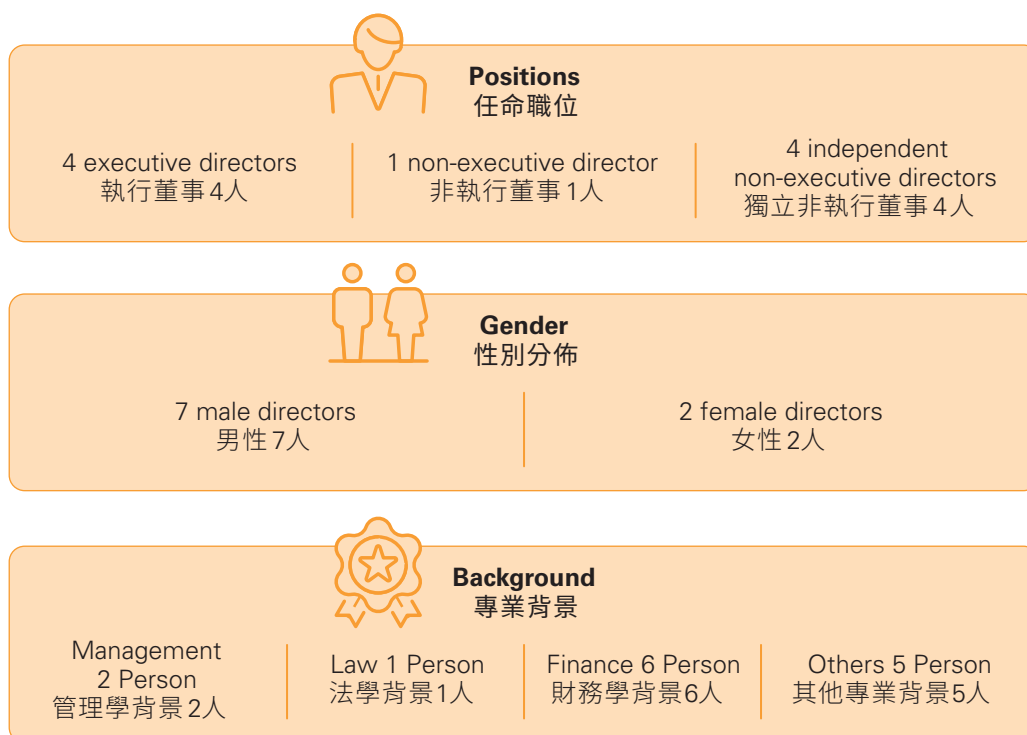
CR Medical actively advances the BoD diversity and strictly implements the *Diversity Policy for Board Members of China Resources Medical Holdings Company Limited*. In appointing board members, CR Medical ensures compliance requirements are met while fully considering the Company's business model, operational needs, and the balance of members' geographical distribution, age, cultural and educational backgrounds, or professional expertise. The current BoD composition emphasizes a strategic balance of skills and experience across medicine, finance, management, law, and other fields, thereby enhancing governance efficiency.

## 2. 董事會多元化

華潤醫療積極探索董事會成員多元化，嚴格落實《華潤醫療控股有限公司董事會成員多元化政策》。董事會成員選聘時，在滿足合規要求的基礎上，充分考慮公司業務模式和工作需要，兼顧成員地區、年齡、文化及教育背景或專業經驗，並適當地平衡董事會成員之間的技能和經驗，現任成員在醫藥、財務、管理、法律等多領域具有豐富的經驗，有利於提升公司管理效率。

#### Diversified Structure of the BoD of CR Medical

華潤醫療董事會多元化結構



## (II) Strengthening the Risk Defense Line

CR Medical fully implements the national strategy of law-based governance and incorporates legal compliance requirements into all aspects of its high-quality development initiatives. In alignment with the Group's "1246" strategic model: "1" represents one overarching goal: to build a state-owned capital investment company with CR characteristics and to develop a world-class enterprise with global competitiveness. "2" denotes two core business focuses: "people's livelihood" and "pillars of great power". The former serves as the foundation and anchor of China Resources' businesses, while the latter represents the path for future growth and expansion. "4" refers to four key transformations — value, business, organization, and spirit— which integrate strategic direction, organizational structure, and corporate culture to support the vision of becoming a world-class enterprise. These transformations systematically address core challenges in strategy, portfolio, management, culture, and execution. "6" highlights six core capabilities of a state-owned capital investment company with CR characteristics: capital raising, investment management, industrial development, supervisory oversight, asset exit, and shared services, abbreviated as "raising, investing, developing, managing, exiting, servicing". Under this framework, CR Medical prioritizes the fortification of its risk defense line, applying a holistic and multi-dimensional approach to risk prevention and control.

### 1. Insist on Compliance Operations

**Establishing a comprehensive compliance management system.** CR Medical formulated a work plan for the "Year of Deepening Compliance Management", introduced a joint working meeting mechanism, appointed a Chief Compliance Officer, and assembled a 36-member professional team comprising compliance officers from both headquarters and member units — ensuring accountability is clearly assigned to individuals and positions. A headquarters-level compliance red line checklist was compiled, while personalized red line lists were developed by member units in parallel to reinforce risk oversight in key business areas. The Company conducted an effectiveness review of its compliance management system by inspecting key indicators, identifying weaknesses, and developing action plans for continual improvement and dynamic optimization.

## (二) 夯實風險防線

華潤醫療全面落實依法治國戰略部署，按照集團「1246」模式（「1」是堅持一個目標，建設具有華潤特色的國有資本投資公司和具有全球競爭力的世界一流企業。「2」是兩大業務方向，大國民生和大國重器。大國民生是華潤業務的基石和根據地；大國重器是華潤業務的未來和新大陸。「4」是實施四個重塑，包括價值重塑、業務重塑、組織重塑和精神重塑。透過「四個重塑」將「戰略 — 組織 — 文化」與世界一流企業建設目標進行了有機結合，系統性解決了企業發展中的戰略發展、產業組合、組織管控、企業文化、高水平實施等核心關鍵問題。「6」是夯實華潤特色國有資本投資公司的六大能力，包括資金募集能力、投資管理能力、產業發展能力、監督管理能力、資產退出能力、共享服務能力，簡稱「募、投、產、管、退、服」）依法治企要求，將法治工作全面融入華潤醫療高品質發展各項工作任務，將夯實風險防線置於關鍵地位，全方位、多角度地聚焦風險防控工作。

### 1. 堅持合規經營

**構建全面合規管理體系。**制定「合規管理深化年」工作方案，建立聯席工作會議機制，設立首席合規官，並組建由總部合規官、成員單位合規官組成的36人專業團隊，實現合規責任到崗到人。編製總部合規紅線清單，同步推動成員單位建立個性化紅線清單，強化對醫療業務重點領域的風險管控。開展合規管理體系有效性評價，透過檢視具體的合規指標辨識短板並制定改進計劃，推動合規管理動態優化。



## I. STEADY OPERATIONS WITH STRENGTHENED MANAGEMENT EFFICIENCY

### 一、經營向穩·強化管理效能

**Improving the compliance policy framework.** CR Medical released a “List of Major Decision-Making Items Requiring Chief Compliance Officer Involvement”, clarifying compliance review responsibilities for 32 major decisions across 7 categories, ensuring lawful and compliant decision-making. Headquarters also guided directly managed member units in formulating primary compliance management policies, forming a “headquarters coordination + tiered implementation” system framework that consolidates the foundation of compliance management.

**Enhancing awareness through training.** In 2024, CR Medical held four thematic training sessions focused on general compliance knowledge, listed company compliance-related transactions, the *new Company Law of the People's Republic of China*, and conflict of interest management. These sessions were attended by over 500 employees, contributing to a deeply ingrained compliance culture.

### 2. Internal Control and Risk Management

**In terms of internal control,** CR Medical has established a management body with the Party Committee providing leadership, the BoD as the top decision-making body, and the Governance, Risk Control and Compliance Committee overseeing risk management and internal controls. Mechanisms such as policy review and operational supervision, self-assessment of internal controls, and independent evaluation and monitoring are in place to create a comprehensive, disciplined, and rigorously supervised internal control system. In 2024, the self-assessment coverage rate of internal controls reached 100%, with no material deficiencies identified. All previously identified internal control issues were fully rectified, achieving a 100% remediation rate.

**In terms of risk management,** CR Medical enhanced its early identification, early warning, and early response mechanisms for major risks. Following a bottom-up, hierarchical, and categorized approach to risk assessment, the Company identified 39 risk points that may affect business operations and development and took timely actions for risk control and tracking. Based on ongoing monitoring, no major risk incidents occurred in 2024.

**完善合規制度體系建設。**發佈「首席合規官參與重大決策事項清單」，明確7大類32項重大決策的合規審核權責，保障決策合法合規。指導直管成員單位制定合規管理一級制度，形成「總部統籌+分級實施」的制度框架，夯實合規管理基礎。

**加強培訓提升合規意識。**本年度聚焦合規通識、上市合規關連交易、新《中華人民共和國公司法》和利益衝突管理等主題組織開展4期專題培訓，覆蓋員工500餘人次，推動合規文化深入人心。

### 2. 內控風險管理

**在內部控制方面，**華潤醫療設立了由黨委領導、董事會作為最高決策機構、依法治企、風控與合規管理委員會作為風險管理及內部控制工作的管理機構，建立了制度審查及運行監督、內控體系自我評價及監督評價管理等機制，形成了全覆蓋、強約束、嚴監管的內部控制體系。2024年，公司內部控制自我評價達到100%全覆蓋，不存在內部控制重大缺陷，內部控制缺陷整改率100%。

**在風險管理方面，**華潤醫療進一步完善重大風險早發現、早預警、早處置長效機制，「自下而上、分層分類」開展風險評估，梳理出可能影響公司經營發展的風險點共計39個，並及時做好風險控制與追蹤，開展風險應對。經過監測，2024年度內公司未發生重大風險事件。

## I. STEADY OPERATIONS WITH STRENGTHENED

### MANAGEMENT EFFICIENCY

#### 一、經營向穩·強化管理效能

Risk management process of CR Medical 華潤醫療風險管理流程	
Risk identification and early warning 風險辨識與預警	CR Medical adopts a variety of methods — including questionnaire surveys, expert consultations, panel discussion and interviews — to identify potential operational risk points. 運用問卷調查、專家諮詢、座談訪談等方式方法，辨識經營風險點。
Risk control and tracking 風險控制與追蹤	For key operational risks, the Company establishes quantitative monitoring indicators based on risk assessment results. By closely tracking and responding to changes in identified risks, CR Medical enables dynamic and timely risk management and mitigation. 針對重大經營風險，結合風險評估結果，科學設置風險量化監測指標，密切跟蹤和應對評估的重大風險變化情況，對風險及時進行動態管理和應對。
Risk reporting and management 風險報告與管理	The Company has established and improved the quarterly monitoring mechanism for major operation risks to regularly monitor risk information. We report risk prevention and control efforts to China Resources Group on a quarterly basis. 建立健全重大經營風險季度監測機制，定期監測各類風險資訊，每季度向集團報送防控情況。

### 3. Strengthening Audit Supervision

CR Medical works closely with independent external audit firms, regularly engaging them to review financial statements to ensure the accuracy, completeness, and reliability of disclosures. In parallel, the Company actively advances internal audit initiatives, identifying potential issues, providing improvement recommendations, and tracking remediation efforts — all to support its high-quality development. Through a well-established supervision mechanism, CR Medical ensures compliance with applicable laws, regulations, and industry standards, thereby safeguarding investor interests and elevating corporate governance standards.

### 3. 加強審計監督

華潤醫療積極保持與外部審計機構的溝通與合作，定期邀請獨立的外部審計機構對公司財務報告數據進行審計，以確保資訊披露的準確性、完整性和可靠性。同時，公司積極開展內部審計工作，透過揭示問題，提出改進建議並督促整改，促進公司高品質發展。透過建立常態化的監督機制，確保公司披露的資訊符合法律規例及行業標準，切實維護投資者權益並提升公司管治水平。



## I. STEADY OPERATIONS WITH STRENGTHENED MANAGEMENT EFFICIENCY

### 一、經營向穩·強化管理效能

#### (III) Deepening Investor Engagement

##### 1. Investor Communication

CR Medical has established a dedicated investor relations team responsible for communication with analysts, investors, and other stakeholders. In 2024, the Company issued the *Investor Relations Management Guidelines of China Resources Medical Holdings Company Limited*, further enhancing its engagement with investors.

The Company utilizes both online and offline channels for investor communication, including statutory disclosure platforms, general meeting of shareholders, investor briefings, regular earnings release sessions, corporate research meetings, brokerage strategy conferences, livestreams, video conferences, and telephone calls. These platforms provide detailed insights into corporate strategy and operational performance. In 2024, CR Medical organized or participated in 102 investor relations activities, including: 42 earnings roadshows, 44 analyst and investor on site/virtual research sessions, 13 investment bank strategy conferences, and 3 hospital site visits.

#### (三) 深化投資者溝通

##### 1. 投資者溝通

華潤醫療設立了專業的投資者關係溝通團隊，負責與分析師、投資者等利益相關者的溝通，並於2024年制定並發佈了《華潤醫療控股有限公司投資者關係管理工作細則》，旨在進一步完善與投資者之間的溝通。

公司透過法定資訊披露平台、股東大會、投資者說明會、定期業績發佈會議、公司調研、券商策略會、直播、視像會、電話會等線上線下相結合的多種方式，就公司發展戰略、營運情況等與投資者進行深入解讀和交流。2024年，公司組織並參加投資者關係活動102場。其中，業績路演42場，分析師及投資者線下／線上調研44場，投行策略會13場，醫院調研3場。

## 2. Shareholder Rights Protection

CR Medical places strong emphasis on the fair treatment of all shareholders and the protection of their legitimate rights and interests. Aligned with the principles of sustainable development, the Company is committed to creating long-term value for shareholders and fulfilling its obligations as a listed company. In accordance with the *Listing Rules*, the Company discloses all necessary information to shareholders through various channels, including periodic reports such as annual performance announcements, annual reports, interim performance announcements, interim reports, as well as temporary reports such as announcements and shareholder communications — empowering shareholders to stay informed and engaged in the Company's development. The Chairman and all directors actively participate in general meetings of shareholders, addressing questions related to corporate development to foster better understanding and recognition. These efforts enhance corporate credibility and investment value while enabling shareholders to express their views and feedback through diverse communication platforms.

Furthermore, by maintaining solid financial performance and offering stable cash dividends, CR Medical continues to deliver value to shareholders. The Company remains committed to a long-term shareholder return mechanism that protects the interests of all investors, particularly minority shareholders.

## 2. 權益保障

華潤醫療高度重視公平對待所有股東及股東權益保護。秉持可持續發展理念，致力於為股東創造長期價值，切實履行上市公司責任。公司遵照上市規則向股東披露一切必要資料，以多種形式披露年度業績公告、年度報告、中期業績公告、中期報告等定期報告，以及公告、股東通函等臨時報告，確保所有股東能夠了解並參與公司業績活動。公司董事長及各位董事積極出席股東大會，並在會上回答投資者就公司發展有關的各類提問，增進股東對公司的了解和認同，提高公司的誠信度和投資價值的同時，透過多樣化溝通機制和平台，促使股東的意見和建議能夠得到有效的表達。

此外，公司以良好的經營業績和穩健的現金分紅不斷回饋投資者，堅定不移地推行股東回報長效機制，切實保護廣大投資者特別是中小投資者的合法權益。



## I. STEADY OPERATIONS WITH STRENGTHENED

### MANAGEMENT EFFICIENCY

#### 一、經營向穩·強化管理效能

### 3. Information Disclosure

CR Medical strictly complies with the legal framework of Hong Kong and the regulatory requirements governing state-owned assets. The Company has formulated the *Information Disclosure Management Measures of China Resources Medical Holdings Company Limited*, and adheres to the principle of combining regular and ad hoc disclosures. All information is disclosed truthfully, accurately, completely, timely, and fairly, with a strong focus on the needs of investors.

**Financial information disclosure:** The Company has developed a comprehensive financial reporting system that clearly defines the scope of publicly disclosed information, including annual and interim financial reports, profit alerts, material events, and ESG performance.

**Non-financial information disclosure:** CR Medical also publishes key non-financial information, covering areas such as environmental management, social responsibility, employee welfare, supply chain management, and corporate governance. Information is disseminated through multiple platforms, including the HKEXnews website, the Company's official website, the annual ESG report, and earnings briefings.

### 3. 資訊披露

華潤醫療嚴格遵守香港法律體系及國資監管要求，制定《華潤醫療控股有限公司資訊披露管理辦法》，遵循定期與臨時披露相結合的原則，以投資者需求為導向，真實、準確、完整、及時、公平地披露資訊。

**財務資訊披露：**公司建立了一套完善的財務報告制度，明確了公開披露的資訊範圍，主要包括全年及中期財務報告、盈利預告、重大事項及ESG相關表現等。

**非財務資訊披露：**主要披露包括環境管理、社會責任、員工福利、供應鏈管理、公司管治等關鍵領域。透過香港交易所披露易網站、公司官網、年度ESG報告及業績發佈會等多管道進行資訊披露。

#### (IV) Upholding Business Ethics

##### 1. Anti-Corruption and Anti-Bribery

CR Medical has established a comprehensive governance system for anti-corruption and anti-bribery, integrating disciplinary enforcement, routine supervision, and targeted rectification. During the reporting period, there were zero corruption-related lawsuits filed or closed.

In terms of disciplinary measures, the Company actively conducted integrity education and warning programs, with total participation reaching 95,400 people. These initiatives reinforced a firm awareness of ethical boundaries. At the same time, institutional safeguards were strengthened by updating internal rules in line with the Central Government's Eight-Point Regulation, enhancing platforms for promoting an integrity-driven culture, and deepening the integration of ideological and institutional safeguards. In terms of supervision mechanisms, a "holistic supervision" system has been implemented, enabling real-time monitoring of key positions. In addition, both online and offline whistleblowing channels ensure broad-based oversight and public participation. In terms of special rectification efforts, CR Medical formed dedicated task forces to address corruption-related issues in pharmaceutical procurement, infrastructure construction, and other key areas. Through self-inspection, self-correction, and closed-loop rectification, the Company promotes the principle of "no tolerance, no opportunity, and no desire" for corruption — fostering a clean, transparent, and ethical business environment.

#### (四) 恪守商業道德

##### 1. 反腐敗與賄賂

華潤醫療圍繞反商業賄賂與反貪污工作構建了「紀律建設 — 日常監督 — 專項整治」全鏈條管治體系。報告期間內，提出並已審結的貪污訴訟案件的數目0件。

紀律層面，積極開展警示教育、廉潔教育，覆蓋9.54萬人次，強化「底線思維」；同時以制度約束為核心，修訂中央八項規定精神相關制度，建設廉潔文化陣地，推動思想防線與制度屏障深度融合。監督層面，運用「大監督」體系實現關鍵崗位實時監控，暢通線上線下舉報管道形成全民監督格局。在專項整治中，成立醫藥購銷、基建工程等領域腐敗問題整治專班，開展自查自糾與整改閉環管理，一體推進不敢腐、不能腐、不想腐，營造風清氣正的良好商業環境。





I. STEADY OPERATIONS WITH STRENGTHENED  
MANAGEMENT EFFICIENCY

一、經營向穩·強化管理效能

Indicators 指標	Unit 單位	Year 年度		
		2024	2023	2022
Number of anti-corruption training sessions 反腐敗培訓次數	Time 次	842	1,737	152
Number of people involving in anti-corruption training sessions <sup>2</sup> 反腐敗培訓覆蓋人次 <sup>2</sup>	No. of person 人次	90,354	25,074	9,672
Number of corruption cases 貪腐事件發生數	Case 件	0	0	0

2. Combating Unfair Competition

CR Medical upholds the rule of law and strictly complies with the *Anti-Monopoly Law of the People's Republic of China*, the *Anti-Unfair Competition Law of the People's Republic of China*, and other applicable laws and regulations. In daily operations, the Company firmly adheres to the principles of fair trade and integrity, resolutely opposing all forms of unfair competition and monopolistic behavior. For investment projects involving filing of concentration of undertakings, CR Medical follows all regulatory procedures and fulfills relevant declaration obligations in accordance with legal requirements — demonstrating its firm commitment to maintaining a fair, transparent, and orderly market environment, while promoting the sustainable development of the industry.

2. 反不正當競爭

華潤醫療秉持法治精神，嚴格遵循《中華人民共和國反壟斷法》《中華人民共和國反不正當競爭法》等相關法律規例。在實際經營中，切實落實公平交易、廉潔合規的準則，堅決抵制和反對一切形式的不正當競爭及壟斷行為。針對涉及經營者集中申報的投資項目，嚴格按照規定流程履行申報義務，以實際行動維護市場的公平競爭環境，推動行業健康有序發展。

<sup>2</sup>Note: The coverage figures for anti-corruption training in 2023 and 2022 were calculated based on the number of individuals, whereas starting from 2024, the calculation has been adjusted to reflect the number of training attendances. As a result, the data show significant year-on-year variation.

<sup>2</sup>註：反腐敗培訓覆蓋人數2023年、2022年的統計口徑為「人」，2024年起統計口徑變更為「人次」，故資料有較大變化。

## I. STEADY OPERATIONS WITH STRENGTHENED

### MANAGEMENT EFFICIENCY

#### 一、經營向穩·強化管理效能

### 3. Protecting Intellectual Property

CR Medical places great importance on intellectual property (IP) protection and management, upholding the principle of empowering business growth through robust IP governance. The Company continuously strengthens its IP management system as a key enabler of innovation, providing solid protection and sustained momentum for development.

### 3. 保護知識產權

華潤醫療始終將知識產權保護與管理置於重要位置，堅定秉持以知識產權全方位賦能業務發展的理念，持續強化知識產權管控力度，為業務創新注入源源不斷的動力，築牢堅實保障。

Indicators 指標	Unit 單位	Year 年度		
		2024	2023	2022
R&D investment 研發投入	RMB10,000 萬元	<b>1,928</b>	1,886.90	616.35
Number of new patent applications 新增專利申請數	Nos. 項	<b>6</b>	25	5
Number of newly granted patents 新增專利授權數	Nos. 項	<b>5</b>	14	12
Number of patents in possession 累計擁有專利數量	Nos. 項	<b>133</b>	115	44

### 4. Information Security

CR Medical strictly adheres to the *Cybersecurity Law*, *Data Security Law*, and *Personal Information Protection Law of the People's Republic of China*, as well as the *Administrative Measures for Network Security of Medical Institutions* and other related regulations. The Company is committed to enhancing all aspects of cybersecurity, with particular focus on strengthening its core security infrastructure. In 2024, system-wide improvements were made to account-level security across CR Medical's information systems and information security training was conducted for all employees. Member hospitals carried out on-site compliance inspections, cyberattack defense drills, and phishing simulation training. All Company-operated ambulances underwent technical upgrades to enhance cybersecurity capabilities. CR Medical has established a comprehensive, science-based, and effective dual framework for information security and privacy protection to ensure the stable and secure operation of all information platforms. No data security incidents occurred in 2024.

### 4. 資訊安全

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》等法律規章，嚴格落實推動各項互聯網安全工作，深化提升基礎互聯網安全能力。2024年，資訊系統賬號安全防護能力全面提升，公司開展全員資訊安全培訓。在各醫院開展安全合規現場檢查、攻防演習和網絡釣魚培訓等，自有救護車全部完成資訊安全技術升級。全方位構建起兼具科學性與實效性的資訊安全與私隱保護管理及技術雙重體系，確保公司資訊系統安全穩定。2024年，公司未發生數據安全事件。

## II. COMMITTED TO PUBLIC HEALTH WITH CARE AND DEDICATION

### 二、醫心向民·守護公眾健康

CR Medical is committed to building an efficient medical quality management system, advancing smart hospital development, and leveraging digital technologies to enhance intelligent healthcare services. By strengthening medical quality and safety management, the Company works to improve patient satisfaction, actively address patient complaints, and ensure the delivery of high-quality, accessible, affordable, and efficient smart healthcare services to safeguard public health.

#### (I) Ensuring Medical Quality

CR Medical upholds patient safety as a top priority and views medical quality as the cornerstone of its healthcare services. The Company continues to strengthen both supervision and data monitoring related to medical quality, enhance grassroots management capabilities, and focus on preventing risks related to medical quality and safety.

- To further standardize oversight and management of routine medical quality at its member hospitals, CR Medical issued the *Detailed Rules for the Supervision and Administration of Medical Quality*. The document sets out regulatory requirements across key areas, including lawful medical practice, core hospital systems, high-risk services, medical record documentation, pharmaceutical and medical device management, nursing services, infection prevention and control, and the handling of medical disputes and adverse events.
- In alignment with national regulations and based on issues identified through internal hospital inspections, the Company released 18 core policy guidelines for medical quality and safety — such as the *First-Visit Responsibility System* — to provide member hospitals with practical and ready-to-use management tools, helping to reduce medical errors and avoid administrative penalties.

華潤醫療致力於構建高效的醫療品質管理體系，推動智慧醫院建設，利用數碼化技術提升智慧服務功能。透過強化醫療品質管理與醫療安全管理，提升患者滿意度，並積極處理患者投訴，確保提供優質、可及、可負擔、高效智能的醫療服務，守護公眾健康。

#### (一) 保障醫療品質

華潤醫療始終堅持患者安全至上，堅持醫療品質為本，強化醫療品質監督檢查，強化醫療品質數據監測，着力基層單位管理能力提升，着力防範各類醫療品質安全風險。

- 建立發佈《醫療品質監督管理細則》，明確依法執業、核心制度、高風險服務、醫療文書、藥品和醫療器械、護理服務、醫院感染防控、醫療糾紛與醫療事故管理等方面的監督管理內容，進一步規範醫院日常醫療品質監督管理工作。
- 根據國家規例，結合醫院檢查發現問題情況，編製印發《首診負責制度》等18項醫療品質安全核心制度指引，形成可供醫院直接複製應用的管理文件，降低醫院醫療差錯和行政處罰風險。

## II. COMMITTED TO PUBLIC HEALTH WITH CARE AND DEDICATION

### 二、醫心向民·守護公眾健康

- The *Key Points for Inspection of Core Medical Quality and Safety Policies* was formulated to further standardize quality oversight, enhance supervisory capabilities across member hospitals, and guide each unit in preventing and mitigating medical safety risks.
- On-site medical quality inspections were conducted at member hospitals, with a focus on the management mechanism and policy implementation regarding legal practice, core systems, pharmaceutical management, laboratory management, and medical records documentation. All findings were immediately reported with improvement suggestions, and the annual rectification completion rate reached 100%.
- The Company conducted reviews of each member hospital's core policies related to medical quality and safety. Identified issues were addressed through targeted improvement recommendations and formal feedback reports, supporting and urging hospitals to further enhance their diagnosis and treatment service mechanisms.
- The *Annual Medical Quality Risk Monitoring Plan* was developed. Risk indicators were monitored monthly, and quarterly analyses of risk management performance were conducted. Specific recommendations were provided for existing issues, with notable year-on-year improvements in perioperative safety management.
- 制訂發佈《醫療品質安全核心制度檢查要點》，進一步規範醫療品質監督管理工作，提升醫院監督檢查能力，指導各單位防範化解醫療安全風險。
- 對各醫療機構進行醫療品質管理現場檢查，重點檢查了醫院在依法執業、核心制度、葯事管理、實驗室管理、病歷書寫方面的管理機制建設與制度落實情況，所有問題均現場反饋並提出改進建議，年內整改完成率達到100%。
- 對各成員醫院醫療品質安全核心制度進行審核，發現問題均逐項提出改進建議，形成正式報告反饋至各醫院，督導醫院進一步建立健全診療服務管理機制。
- 制訂發佈年度醫療品質風險監測計劃，每月對醫院醫療風險指標開展監測，每季度分析醫療品質風險管理情況，對醫院存在的問題提出針對性改進建議，在圍手術期安全管理方面管理情況取得同比提升。



## II. COMMITTED TO PUBLIC HEALTH WITH CARE AND DEDICATION

### 二、醫心向民·守護公眾健康

By adhering to high standards as the “lifeline” of quality and safety, CR Medical strictly complies with all relevant laws and regulations, and continues to improve its quality and safety system through measures such as the release of the *Management Measures for Quality and Safety Monitoring of China Resources Medical Holdings Company Limited*. In 2024, the Company issued the *Pilot Implementation Plan for the Construction of Clinical Specialty Medical Quality Management Systems*, and developed an O/E ratio-based specialty evaluation framework. This effort formed a quality control assessment standard and expanded the depth and breadth of quality control.

堅守高標準的品質安全「生命線」，嚴格遵守相關法律規例，制定發佈《華潤醫療控股有限公司品質安全監測管理辦法》等管理規定，持續完善品質安全管理體系。2024年，公司編製發佈《臨床專科醫療品質管理體系建設實施方案（試行）》。同時，構建O/E值專科評價體系，完成質控評價標準的制定，質控管理的深度與廣度持續提升。

- |   |  |
|---|--|
| • Established 12 new medical quality control centers  | • 新獲醫療品質控制中心12個。                             |
| • Recognized with 1 outstanding case and 2 typical cases at the China Medical Quality Conference  | • 獲中國醫療品質大會卓越案例1項、典型案例2項。                    |
| • Contributed to the compilation and issuance of the <i>Pilot Implementation Plan for the Construction of Clinical Specialty Medical Quality Management Systems</i>   | • 編製並發佈《臨床專科醫療品質管理體系建設實施方案（試行）》。             |
| • Selected orthopedics as a pilot specialty, developed evaluation standards, and conducted clinical specialty quality control assessments at 16 hospitals, with periodic release of quality control reports | • 遴選骨科為試點，制訂質控評價標準，完成16間醫院臨床專科質控評價，定期發佈質控報告。 |
| • Held 10 quality improvement events  | • 組織醫療品質提升活動10場。                             |
| • Selected 8 exemplary management practices for medical quality improvement   | • 組織遴選8項醫療品質提升管理實踐。                          |

## II. COMMITTED TO PUBLIC HEALTH WITH CARE AND DEDICATION

### 二、醫心向民·守護公眾健康

#### 1 Medical Safety Management

##### 1.1 Improvement of Nursing Safety

CR Medical always regards the improvement of nursing quality and standards as a core task. The Company has established a comprehensive nursing quality control system, standardized nursing practices, and set clear targets and quality benchmarks. In accordance with the *Key Points of Core Medical Quality and Safety Policies*, CR Medical issued the *Hierarchical Nursing Policy*, and compiled the *Key Points for Management and Inspection of Nursing Quality* based on industry standards. These documents clarify nursing quality standards in high-risk areas such as falling/bed falls, pressure injuries, safe injection, and catheter management. Regular audits and improvements are conducted to enhance the evaluation and supervision mechanisms, effectively improving the overall nursing quality. In 2024, the Company held a nursing quality capacity sharing conference and a promotion session for the 7th China Nursing Quality Conference, further enhancing safety awareness and skill levels among hospital nursing teams — ensuring a safer medical environment for patients.

#### 1. 醫療安全管理

##### 1.1 提升護理安全

華潤醫療始終把提高護理服務品質和水平作為核心任務，構建完善的護理品質控制體系，規範護理服務行為，設定明確的品質安全管理目標和各項品質標準，根據《醫療品質安全核心制度要點》制定《分級護理制度》，參照行業標準編發《護理品質管理檢查要點》，明確跌倒／墜床、壓力性損傷、安全注射、管路管理等高風險環節護理品質標準，定期對護理品質安全結果進行核查及改進，持續完善護理品質監督評價，有效提升護理服務品質。2024年，公司召開護理品質能力提升分享會和第七屆中國護理品質大會宣貫會，進一步提升了各醫院護理團隊的安全意識和技能水平，致力於為患者提供安全的就醫環境。





## II. COMMITTED TO PUBLIC HEALTH WITH CARE AND DEDICATION

### 二、醫心向民·守護公眾健康

#### 1.2 Guarantee of Medication Safety

CR Medical strictly adheres to relevant laws and regulations on pharmaceutical management. Based on industry standards and best practices from benchmark hospitals, the Company developed guidelines for high-risk procedures and issued the *Regulations on Hierarchical Management of Antibacterials*. These regulations govern the selection, procurement, prescription, dispensing, clinical use, monitoring, and evaluation of antimicrobials, including the management of non-restricted, restricted, and special-grade antibiotics, as well as the dynamic assessment of prescribing authority. The Company also compiled the *Key Points for Inspection of Hospital Pharmaceutical Management*, conducted on-site audits across member hospitals, identified potential risks, and proposed targeted improvement recommendations — systematically regulating pharmaceutical governance across all hospitals.

**Case:** Since 2019, Tie Fa Coal General Hospital has operated a science communication team with the long-term vision of “Promoting precise pharmaceutical knowledge to enhance national medication safety”. The hospital joined the Partnership for Safe Medicines (PSM) and organized science education activities targeting different populations, such as chronic disease medication management for the elderly and safe drug use education for children, raising public awareness on pharmaceutical safety.

#### 1.3 Guarantee of Diet Safety

CR Medical strictly complies with the *Food Safety Law of the People's Republic of China*, and formulated the *Key Points for Inspection of Hospital Food Safety Management*. This document defines safety requirements across all processes — licensing, procurement, storage, preparation, and food sampling. On-site audits were conducted at hospital canteens to assist in improving patient meal quality management and staff health oversight, ensuring food safety throughout hospital facilities.

#### 1.2 守護用藥安全

華潤醫療嚴格遵守藥品管理相關法律規例，根據行業標準和標桿醫院實踐，編製高風險環節指引，制定《抗菌藥物分級管理制度》，規範抗菌藥物遴選、採購、處方、調劑、臨床應用、監測與評價，非限制使用級、限制使用級與特殊使用級抗菌藥物目錄管理，處方權限動態評估管理等規範要求，同時編製《醫院葯事管理檢查要點》，並對各成員醫院開展葯事管理現場監督檢查，發現問題隱患並針對性提出整改建議，深入規範成員醫院葯事管理。

**案例：**鐵煤總醫院自2019年成立科普團隊，以「普及精準藥學知識，助力全民健康用藥」為長期願景，加入「PSM藥品安全合作聯盟」，開展針對不同群體的科普活動，如長者慢性病用藥管理、兒童用藥安全講座，致力於提升公眾藥學知識與用藥安全意識。

#### 1.3 確保膳食安全

華潤醫療嚴格遵守《中華人民共和國食品安全法》，制定《醫院食品安全管理檢查要點》，明確醫院食品資質證照、採購、儲存、製備、留樣各環節管理要求，同時對各成員醫院食堂開展現場監督檢查，協助各醫院加強患者膳食品質管控和從業人員健康管理，守護患者飲食安全。



## II. COMMITTED TO PUBLIC HEALTH WITH CARE AND DEDICATION

### 二、醫心向民·守護公眾健康

#### 1.4 Construction of a Safe Medical Environment

CR Medical attaches great importance to maintaining orderly medical operations and building a harmonious doctor-patient relationship by promoting safe hospital environments. All member hospitals carried out risk assessments and safety hazard rectification, improving overall safety management and safeguarding the health and safety of both patients and healthcare workers. A multi-pronged approach was adopted to enhance “three-dimensional security”: personnel security, equipment security, and technology-based security. Hospitals such as Fukuang General Hospital and Guangdong 999 Brain Hospital completed necessary security system upgrades, achieving full coverage of panic buttons in consultation rooms and offices. Hospitals like General Hospital of Benxi Steel, General Hospital of Mining Industry Group Fuxin, and CR & WISCO General Hospital continued to standardize hospital policing, strengthen police-medical cooperation, and improve response efficiency, ensuring a safe and stable medical environment for the public and medical staff alike.

### 2. Improvement of Medical Quality

CR Medical is committed to continuously enhancing medical quality by conducting in-depth assessments of medical, nursing, and infection prevention and control functions, identifying weaknesses and management needs across hospitals, and organizing a series of targeted quality improvement initiatives. At the same time, the Company actively encourages hospitals to participate in external industry conferences and quality management skill competitions, further enhancing their medical quality standards and professional capabilities. In 2024, the Company organized 10 medical quality training sessions covering medical, nursing, and infection control functions; facilitated participation of 13 hospitals and 40+ staff members in the 3rd China Medical Quality Conference; hosted 4 specialty skill competitions; trained over 1,500 participants through the “Runyao New Era” Medical Record Quality Management Competition; organized experience-sharing sessions on hospital grading reviews for 8 hospitals; and achieved continuous improvement in overall medical quality.

#### 1.4 構建安全就醫環境

華潤醫療始終高度重視維護正常醫療秩序，構建和諧醫患關係，建設平安醫院。組織各醫院開展糾紛排查和整治安全隱患，提高安全管理水平，保障患者和醫務人員安全。多措並舉推動醫院人防、物防、技防的「三防」建設，撫礦總醫院、廣東三九腦科醫院等多間醫院安防系統進行了必要升級改造，實現診室、辦公室等重點部位「一鍵報警」點位全覆蓋。本鋼總醫院、阜新礦總醫院和華潤武鋼總醫院等多間醫院持續完善規範醫院警務安全工作，加強警醫聯動機制運作效能，為民眾看病就醫和醫務人員治病救人營造安全穩定的醫院環境。

### 2. 醫療品質提升

華潤醫療致力於推動醫療品質的持續提升，透過對醫務、護理、感染預防與控制職能進行調研，針對醫院薄弱環節與管理需求，組織開展一系列醫療品質提升活動。同時，公司積極組織醫院參與外部行業會議和品質管理技能競賽，進一步提升醫療品質水平與專業能力。2024年，組織10場醫療品質提升培訓，覆蓋醫務、護理、感控等職能；推動13間醫院、40餘名人員參加第三屆中國醫療品質大會等外部活動；舉辦四項學科技能競賽；透過「潤耀新時代」病案品質管理競賽，培訓1,500餘人次；組織8間醫院進行等級評審經驗交流，醫療品質持續提升。



## II. COMMITTED TO PUBLIC HEALTH WITH CARE AND DEDICATION

### 二、醫心向民·守護公眾健康

#### 3. Improvement of Medical Services

CR Medical always follows a patient-centered approach and has issued the *Measures for the Construction of the Patient Service System* to promote the standardization and institutionalization of patient services. Efforts have also been made to build and apply intelligent service functionalities, enhancing the accessibility of services. The Company has continuously worked with member hospitals to improve service environments, optimize service workflows, and enhance overall patient service capabilities. During the reporting period, patient service modules were launched at hospitals including Fukuang General Hospital, General Hospital of Mining Industry Group Fuxin, and Tie Fa Coal General Hospital, significantly improving service delivery. As of December 31, 2024, the Company's Smart Service Cloud Platform had recorded nearly 200,000 registered users, with total site visits exceeding 12 million.

**General Hospital of Benxi Steel:** Honored as a "Model Case for Improving Medical Services" by the National Health Commission and Health News for four consecutive years, and recognized as an "Outstanding Public Hospital for High-Quality Development" for three consecutive years.

**Guangdong 999 Brain Hospital:** Received the Excellence Award in the "Lighthouse Cup — Best Management Practice Cases of Chinese Public Hospitals" for the case titled "A Patient-Centered Scenario-Based Therapy Model and Its Clinical Application".

**Jinan Beicheng Hospital:** Two cases — "Development of a Discharge Follow-Up Management Model for Key Internal Medicine Patients" and "Enhancing Implementation Rates of Inpatient Rehabilitation Services" — were selected by the National Institute of Hospital Administration, NHC under the "Improving Patient Experience" Innovative Practice Program.

#### 3. 醫療服務改善

華潤醫療始終以患者為中心，發佈《患者服務體系建設辦法》，推動患者服務的規範化和標準化，加強智慧服務功能的建設及應用，提升患者服務可及性。公司持續推動各成員醫院改善服務環境、優化服務流程效率，提升綜合患者服務能力。報告期間，公司在撫礦、阜新礦、鐵煤等醫院上線患者服務相關模塊，提升醫療服務水平。截至2024年12月31日，智慧服務雲平台患者總註冊量近20萬人，訪問量突破1,200萬人次。

**本鋼總醫院：**連續四年獲得國家衛生健康委和健康報社頒發的「改善醫療服務典型案例」榮譽稱號，連續三年榮獲健康報社頒發的「公立醫院高品質發展優秀單位」

**腦科醫院：**「燈塔杯」•中國公立醫院最佳管理實踐案例徵集活動優秀獎《以患者為中心的情景治療模式及臨床應用》

**濟南北城醫院：**《內科重點患者出院隨訪管理模式的創建》《提高患者住院期間康復治療落實率》入選國家衛生健康委醫院管理研究所「改善就醫感受，提升患者體驗」創新實踐案例

## II. COMMITTED TO PUBLIC HEALTH WITH CARE AND DEDICATION

### 二、醫心向民·守護公眾健康

#### (II) Ensuring Patient Satisfaction

CR Medical places great importance on patient needs and experience, works to protect patient rights and privacy, actively listens to patient feedback, responds swiftly to complaints, and continuously enhances patient satisfaction.

##### 1. Protection of Patient Privacy

CR Medical strictly complies with laws and regulations including the *Law on Basic Medical and Health Care and the Promotion of Health*, the *Physicians Law*, and the *Nursing Regulations of the People's Republic of China*. The Company incorporates privacy protection into both pre-employment and ongoing training, and has established an information leakage emergency response mechanism with clearly defined responsibilities and handling procedures — ensuring full implementation of privacy safeguards. To secure data access, CR Medical applies a series of rigorous and advanced measures, such as: access permission controls, data encryption and secure transmission, as well as access audits and continuous monitoring. In 2024, the Company organized 60 information security training sessions, with 15,715 employee attendances were recorded. Full coverage (100%) of the Hospital Information System (HIS) was achieved across all hospitals. The Company is committed to building a safe and reliable digital healthcare environment to effectively protect patient privacy and data security.

##### Case: CR & WISCO General Hospital Uses digitalization to safeguard privacy

To protect patient privacy, CR & WISCO General Hospital established a Data Governance Committee and implemented stringent data security protocols. Technologies such as data encryption, privacy masking, and access control were introduced to protect patient information throughout the full data lifecycle, including collection, transmission, storage, processing, sharing, usage, and traceability. As of February 2024, the hospital had integrated diagnosis data from 65 hospitals above Grade III in Wuhan, leveraging AI and big data models for smart medical record analysis — achieving dual protection of privacy and data security, significantly reducing data leakage risks, and enhancing patient trust.

#### (二) 守護患者滿意

華潤醫療聚焦患者需求和體驗，保障患者權益與私隱，及時傾聽患者需求，積極應對患者投訴，提升患者滿意度。

##### 1. 守護患者私隱

華潤醫療重視患者私隱與數據安全，嚴格遵守《中華人民共和國基本醫療衛生與健康促進法》《中華人民共和國醫師法》《中華人民共和國護士條例》等法律規例，將私隱保護納入崗前和在職培訓，建立資訊泄露應急響應機制，明確責任和處置辦法，確保患者私隱措施落實到位。在數據訪問措施方面，華潤醫療採取了一系列嚴謹且先進的手段，以全方位保障患者數據的訪問安全，包括：訪問權限管理，數據加密與傳輸安全，訪問審計與監控等。2024年，公司組織資訊安全培訓60次，參加資訊安全培訓的員工15,715人次，醫院管理資訊系統覆蓋率100%。華潤醫療致力於為患者打造一個安全、可靠的醫療數據環境，切實保護患者的私隱和數據安全。

##### 案例：武鋼總院用好「數碼化」，守護患者私隱

為了保障患者私隱，武鋼總醫院成立數據管治委員會，實施嚴格的數據安全管理。醫院引入了數據加密、私隱脫敏和權限管理等技術，確保患者資訊在採集、傳輸、存儲、處理、共享、使用及追溯等全流程中得到全面保護。自2024年2月起，醫院已接入武漢市65間三級以上醫院檢查數據，結合AI和大數據模型智能分析病歷，實現私隱保護與數據安全雙重保障，有效降低數據泄露風險，增強患者對醫院的信任。

## II. COMMITTED TO PUBLIC HEALTH WITH CARE AND DEDICATION

### 二、醫心向民·守護公眾健康

#### 2. Proactive Response to Complaints

CR Medical strictly complies with the *Regulations on the Prevention and Handling of Medical Disputes* and the *Administrative Measures for Complaint Management in Medical Institutions*. Multiple member hospitals have established and refined their *Patient Complaint Management Policies and Procedures*, implemented the “first-contact accountability system”, and standardized complaint reception protocols to ensure efficient handling and resolution. All member hospitals have dedicated departments responsible for managing patient complaints and medical disputes, with clearly defined accountability. Complaint management has been incorporated into daily operations. In 2024, Beijing CEEC Hospital displayed department heads’ phone numbers and dedicated hotlines throughout the hospital, and proactively addressed potential issues before formal complaints were filed. A total of 60 complaints were processed during the year, and the complaint volume decreased by 43% year-on-year.

To protect patient rights, CR Medical ensures that all institutions maintain accessible complaint channels, create detailed complaint archives, and include complaint response performance in departmental assessments. Hospitals continue to promote closed-loop management of patient satisfaction issues by improving service counter guidance, adding one-stop service centers, and launching online medical services and post-discharge follow-ups, thereby enhancing overall patient satisfaction.

#### 2. 積極應對投訴

華潤醫療嚴格遵守《醫療糾紛預防和處理條例》《醫療機構投訴管理辦法》等相關規定，多間醫院制定並完善《患者投訴管理制度及投訴處理流程》，落實「首訴負責制」，規範投訴接待程序，確保投訴處理和接待工作高效進行。所有成員醫院設有專門部門處理患者投訴及醫療糾紛，明確責任主體，將投訴處理納入日常管理。2024年，北京中能建醫院在院內張貼各科室責任人手機號及接訴電話，開展未訴先辦工作。全年處理投訴60件，投訴量下降43%。

為了保障患者權益，華潤醫療監督各機構保持暢通的投訴管道，建立相關檔案，並將投訴情況納入科室工作考核。醫院持續推進滿意度問題閉環管理，優化窗口導診服務、增設一站式服務中心等基礎設施，並開展互聯網醫療和出院後隨訪等延伸服務，全面提升患者滿意度。

Indicators 指標	Unit 單位	Year 年度		
		2024	2023	2022
Patient satisfaction 患者滿意度	%	94.34	93.12	93.66

**Case:** Fukuang General Hospital established a 24-hour telephone service center, receiving over 2,000 calls, and launched a 24\*7 “Xiao Run” medical assistance hotline. By integrating the hotline, follow-up center, and outpatient reception staff, the hospital created a seamless communication channel for patients. These services cover a wide range of needs, including inquiries, complaints, appointment bookings, and surgery scheduling.

**案例：**撫礦總醫院設立24小時電話服務中心，接聽諮詢超2,000次，並開通24小時\*7天助醫小潤電話。透過整合小潤電話、回訪中心及門診窗口人員，醫院暢通了患者溝通管道。該服務涵蓋各類就診相關諮詢、投訴、預約檢查和手術等功能。

## II. COMMITTED TO PUBLIC HEALTH WITH CARE AND DEDICATION

### 二、醫心向民·守護公眾健康

#### (III) Building Smart Hospitals

CR Medical actively explores innovative development models, advancing its digital transformation strategy and leveraging technology to build smart hospitals. This enhances operational efficiency and service quality, while promoting a healthcare ecosystem that is more intelligent, efficient, and inclusive.

##### 1. Digital transformation

Guided by its “1534” strategic blueprint and supported by the “3I3S Digital Transformation Framework” (“Infrastructure information security, governance and control, and IT technology platform” represent the “3I”, while “smart management, smart medical, and smart services” define the “3S”. Together, they provide a clear strategic direction and value orientation, placing patients at the center and continuously advancing the Company’s digital transformation.) CR Medical is enhancing its group-level governance capacity through the “Five New and Five Major Initiatives” initiatives: “new strategy, major development” leverages data-intelligent decision-making to enhance the modern corporate governance capacity of a diversified group; “new office, major collaboration” promotes seamless communication and collaboration through digital tools; “new talent, major Party-building” focuses on precise and efficient talent deployment and organizational capability; “new finance, major shared services” builds a digital finance service platform; and “new risk control, major compliance” lays a robust data foundation for online compliance and internal control. The Company is actively advancing the digital transformation of smart medical, smart services, and smart management, while exploring the development of a distinctive Data-to-Value (DTV) model that integrates vertical collaboration, horizontal resource sharing, and full value chain coverage within a cohesive digital ecosystem.

#### (三) 建設智慧醫院

華潤醫療積極探索創新發展模式，全面深化數智化轉型工作，利用數字技術打造智慧醫院，提升經營效能與服務品質，共同推動醫療科技向更加智能、高效、普惠的方向發展。

##### 1. 數碼化轉型

華潤醫療以「1534」規劃目標為牽引，以3I3S（基礎設施資訊安全、管控治理和IT技術平台，即為「3I」。智慧管理、智慧醫療和智慧服務即為「3S」，明確目標和價值導向，以患者為中心，持續優化公司數碼化轉型進程。）數碼化轉型體系為契機，強化「五新五大」（即「新戰略大發展」透過智數決策賦能，提升多元化集團的現代企業管治能力。「新辦公大協作」以數碼化助力辦公協同，助力溝通與協作的效率提升。「新人力大黨建」搭建精準且高效的組織能力和人才匹配。「新財務大共享」構建數碼化財務專業服務能力。「新風控大監管」建立大合規資料底座，助力內控合規線上化。）集團管控能力，積極推動智慧醫療、智慧服務、智慧管理等數碼化轉型，探索建立特色的數碼化轉型DTV (Data-to-Value)價值模型，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。





## II. COMMITTED TO PUBLIC HEALTH WITH CARE AND DEDICATION

### 二、醫心向民·守護公眾健康

In 2024, the average maturity level of CR Medical's digital transformation capabilities reached Level 3. Significant progress was made in key areas such as electronic medical records (EMR) and rational medication use. The Company also explored the clinical application of emerging technologies including artificial intelligence (AI), 5G, and the Internet of Things (IoT). Meanwhile, CR Medical strengthened its digital talent pipeline by launching four specialized digital-intelligence committees. Additionally, 13 professionals from the Company took on roles in national and provincial industry associations — providing strong technical support for the digital transformation of hospitals and the continuous improvement of medical services.

2024年，數碼化轉型能力平均成熟度達3級，在電子病歷、合理用藥等關鍵業務領域進展顯著，並探索AI、5G、物聯網等新技術在臨床業務場景的應用。同時，公司還加強數碼化人才隊伍建設，啟動4個智數化專業委員會，13人在國家級／省部級行業協會任職，為數智賦能醫院高品質發展、持續優化醫療服務提供堅實的技術支撐。

#### CR Medical's "1534" Smart and Digital Strategic Blueprint

- 1 refers to group-level governance: Integrated group operations and regional management
- 5 refers to smart medical: Promote online service delivery; Fukuang General Hospital achieved Level 5 EMR certification
- 3 refers to smart services: All Grade III hospitals meet Level 3 smart service ratings
- 4 refers to smart management: Major member hospitals meet Level 4 smart management standards

#### 「1534」華潤醫療智能與數碼化戰略目標

- 1集團化管控：集團一體化營運，區域一體化管理
- 5智慧醫療：推動業務線上化，撫礦總醫院帶頭完成電子病歷5級認證
- 3智慧服務：三級醫院滿足智慧服務評級3級要求
- 4智慧管理：主要成員醫院滿足智慧管理評級4級要求

## II. COMMITTED TO PUBLIC HEALTH WITH CARE AND DEDICATION

### 二、醫心向民·守護公眾健康

#### 2. Smart Medical Services

CR Medical focuses on upgrading the entire “pre-consultation — consultation — post-consultation” process. It promotes precision appointment scheduling and one-code service access, while leading the construction of integrated remote medical consultation systems in various regions to improve primary care service capacity. Breakthroughs were made in electronic medical records, connectivity, smart services and smart management. All Grade III hospitals under CR Medical reached 100% coverage in online appointment booking and registration services.

#### 2. 智慧醫療服務

華潤醫療聚焦「診前 — 診中 — 診後」全流程升級，推動精準預約和「一碼通辦」，各區域主導遠端診療一體化建設，提升基層醫療服務水平。在電子病歷、互聯互通、智慧服務和智慧管理等領域取得突破，三級醫院實現100%線上預約建檔。

##### Directly managed Grade III hospitals continue to upgrade services across the entire patient journey — from pre-consultation to consultation and post-consultation

##### 直管三級醫院「診前 — 診中 — 診後」服務持續升級

###### Pre-consultation

###### Medical appointment scheduling.

Online patient registration, appointment booking, centralized appointment management, and precision scheduling services have achieved full coverage across all Grade III hospitals.

###### 診前

診療預約。在線建檔、線上預約、統一號源、精準預約等線上化服務實現了三級醫院全覆蓋。

###### During consultation

**Information push services.** Real-time access to appointment, registration, payment, and medical report updates is now fully available in all Grade III hospitals.

###### 診中

資訊推播。在預約、掛號、繳費、報告等實時查詢服務方面實現了三級醫院全覆蓋。

###### Post-consultation

**Patient feedback.** Online patient satisfaction surveys are conducted, and patients can submit feedback and complaints via digital platforms.

###### 診後

患者反饋。在線上開展患者滿意度調查，患者可以線上完成投訴及意見反饋。

###### Full process

**Payment.** QR code and mobile payment options have been fully implemented for self-paying patients across both outpatient and inpatient services.

###### 全程

費用支付。掃碼支付、門診／住院流動支付實現了自費患者的全覆蓋。



### III. ADVANCING LOW-CARBON PRACTICES AND FULFILLING ENVIRONMENTAL RESPONSIBILITIES

#### 三、低碳向綠·踐行環保責任

CR Medical is committed to green development, with a focus on enhancing resource efficiency, strengthening waste management, and building green hospitals. The Company actively explores ways to address climate change, promotes energy efficiency and emissions reduction, and raises employee awareness of environmental protection, contributing to the realization of green and sustainable development in the healthcare sector.

#### (I) Construction of Green Hospitals

CR Medical strictly complies with the *Environmental Protection Law of the People's Republic of China* and other relevant regulations. The Company actively responds to China's "dual carbon" strategy and green hospital policies, and deeply integrates the concept of sustainable development into its environmental management practices. CR Medical continues to optimize green operations, enhance employees' environmental awareness, and contribute its medical expertise to green development. In 2024, a new inpatient building at CR & WISCO General Hospital was designed and constructed in full accordance with the One-Star Green Building Standard, featuring energy-saving doors and windows, high-performance insulation materials, and an intelligent energy management system — effectively reducing carbon emissions.

##### 1. Improving the Environmental Management System

CR Medical has established a two-tier environmental management system at the group and directly managed member unit levels, ensuring the on-schedule completion of environmental performance improvement targets.

華潤醫療堅持綠色發展，致力於提升資源使用效率、加強廢棄物管理、建設綠色醫院，積極探索應對氣候變化，促進高效節能減排，並加強對員工的環境保護意識教育，助力推動醫療行業實現綠色可持續發展。

#### (一) 打造綠色醫院

華潤醫療嚴格遵守《中華人民共和國環境保護法》等相關法律規例，積極響應國家「雙碳」戰略及綠色醫院建設政策導向，將可持續發展理念深度融入環境管理實踐，持續完善綠色營運，提升員工環保意識，為綠色發展貢獻醫療力量。2024年，武鋼總醫院新建住院樓嚴格按照綠色建築一星標準設計與施工，採用節能門窗、高效保溫材料以及智能能源管理系統等，有效減少碳排放。

##### 1. 健全環境管理體系

公司建立了由華潤醫療層面與直管成員單位層面兩個層級構成的環境管理體系，管理和改善環境績效目標按期完成。

### III. ADVANCING LOW-CARBON PRACTICES AND FULFILLING ENVIRONMENTAL RESPONSIBILITIES

#### 三、低碳向綠·踐行環保責任

**Risk assessment and prevention of environmental incidents:**

In accordance with the risk classification and categorization standards for hospital environmental protection, the Company identifies and evaluates the environmental risks and management level of each hospital. Based on the assessment results, CR Medical implements tiered risk-based management across its member hospitals. In 2024, the Company focused on inspections and support for high-risk and newly acquired hospitals to ensure accountability and effective implementation.

**Emergency response for environmental incidents:**

CR Medical has established the *Comprehensive Contingency Plan of China Resources Medical Holdings Company Limited for Environmental Emergencies*, which clarifies the organizational structure, responsibilities, response procedures, and support mechanisms for member institutions in the event of an environmental incident. Hospitals have also developed *Emergency Plan for Sewage Treatment* and *Emergency Response Plan for Medical Waste Spillage*, and conduct regular emergency drills to maintain readiness.

**Major environmental incident emergencies and response:**

All directly managed hospitals have formulated and regularly updated key emergency management policies for major environmental incidents, including wastewater treatment, hazardous waste disposal, and emergency response, thereby ensuring institutional soundness and regulatory compliance.

**環境事件風險評估及預防：**對照醫院環境保護風險分級分類標準，辨識評估所屬醫院環保風險與管理水平。結合評價結果，對下屬醫院採取分類管控。2024年，對高風險和新併入醫院重點進行督導和幫扶檢查，督導責任落實。

**突發環境事件應急管理：**建立《華潤醫療控股有限公司突發環境事件綜合應急預案》，規範各單位突發環境保護事件應對的組織機構與職責、應急處置、應急保障等要求。醫院建立了污水處理應急預案、醫療廢物遺撒應急處置方案等，並定期進行演練。

**突發重大環境事件及應對：**所有直管醫院均制定了環保管理應急相關重點制度，如污水處理、危險廢物、突發環境事件應急管理等，並定期審核更新，保障制度建設的完整性和規範性。



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**Environmental management system deployment:** CR Medical has developed and implemented an environmental management system tailored to hospital operations, enabling compliance evaluations, recordkeeping for environmental assessments, discharge permitting, online and routine monitoring across directly managed and grassroots hospitals. Additionally, the Company launched an online review system for radiological equipment, enabling real-time verification of equipment status, inspection outcomes, and radiation safety qualifications, thereby enhancing oversight of radiation-related medical devices.

**應用環保管理系統：**透過開發應用適用於醫院業務的環保管理系統，實現對各直管醫院及下屬基層醫院的環境評估、排污排水許可、在線監測以及日常監測等合規情況的評估和備案；研發放射裝置在線審核系統，對各醫院各類放射診療裝置、檢測結果、輻射安全資質進行在線審核，強化放射性器械管理。

Indicators 指標	Unit 單位	Year 年度		
		2024	2023	2022
Total investment in environmental protection 環保總投入	RMB10,000 萬元	2,354.07	2,063.18	1,672
Investment in energy conservation and emission reduction 節能減排投入	RMB10,000 萬元	603.16	267.91	456.32
Environmental violations 環境違規事件發生數	Number 次	0	0	0
Environmental crimes resulting in criminal liability 環保違法違規入刑事件數	Number 次	0	0	0

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## 2. Strengthening Environmental Management Certification

CR Medical strictly complies with the *Environmental Impact Appraisal Law of the People's Republic of China*, *Classified Management Catalogue of Environmental Impact Assessment of Construction Projects* and other relevant regulations, and continues to enhance environmental certification efforts. During project development, the Company gives priority to environmental performance. The Company gives preference to durable and recyclable materials that meet national or international environmental standards. It actively selects low-VOC paints, non-toxic adhesives, eco-friendly antibacterial latex coatings, and environmentally friendly PVC adhesives, all aimed at minimizing pollution and environmental degradation. During the reporting period, General Hospital of Mining Industry Group Fuxin obtained ISO 14000 and GB/T 24001-2016 certifications for new and ongoing construction projects. Meanwhile, Guangdong CEEC Power Hospital completed the audit of its environmental management system and was awarded GB/T 24001-2016/ISO 14001:2015 certification.

## 3. Promoting and Practicing Green Operations

CR Medical continues to deepen green operation practices through environmental training, public welfare initiatives, and sustainable workplace programs — building a low-carbon, efficient, and green hospital system. As a central SOE, the Company takes responsibility for leading the healthcare industry's green transformation. During the reporting period, more than 230 leaders and relevant personnel from various units received environmental protection training and qualification certification. In terms of environmental outreach, CR Medical collaborated with communities and patients to carry out green co-construction programs and promote the values of sustainable healthcare. In terms of green office, the Company implemented a "paperless + intelligent" management model, promoted electronic medical records to reduce paper usage, and carried out upgrades to improve energy and water efficiency, including optimization of HVAC and lighting systems. It also encouraged the use of recycled office supplies and biodegradable plastic bags, and enforced in-hospital waste sorting policies to foster a culture of environmental awareness.

## 2. 加強環境管理認證

華潤醫療嚴格遵守《中華人民共和國環境影響評價法》《建設項目環境影響評價分類管理名錄》等相關規定，持續加強環境管理認證，在項目建設過程中，優先將環保效能作為考量，首先選擇符合國家或國際環保標準的、具有耐用性和可回收性的建築材料，透過選擇低揮發性有機化合物(VOC)的塗料、無毒無害的膠黏劑、環保型抗菌乳膠漆、PVC膠等環保型材料，以減少對環境的污染和破壞。報告期間內，阜新礦總醫院籌建、新建、完成項目中環境資質情況，建築物通過了ISO 14000、GB/T24001-2016認證；廣東中能建電力醫院完成環境管理體系審核並獲得了GB/T 24001-2016/ISO 14001：2015認證。

## 3. 倡導踐行綠色營運

華潤醫療持續深化綠色營運實踐，透過環保培訓、公益實踐與綠色辦公協同發力，構建低碳高效的綠色醫院體系，以央企擔當引領醫療行業低碳轉型。報告期內，華潤醫療組織各單位主要負責人及相關人員230餘人，參加環境保護專業能力教育培訓和資格認證。在環保公益方面，華潤醫療聯動社區與患者開展綠色共建，傳遞綠色醫療價值觀。在綠色辦公方面，公司推行「無紙化+智能化」管理模式，推廣電子病歷，減少紙張使用；開展節能節水節電改造，優化空調、照明等裝置運行；推廣再生材料辦公用品，推行使用可降解塑膠袋；實施院內垃圾分類，營造良好的保護環境氛圍。



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Indicators 指標		Unit 單位	Year 年度 2024
Office electricity consumption 辦公用電量	kWh 千瓦時		83,626.76
Office water consumption 辦公用水量	m <sup>3</sup> 立方米		354
Number of video conferences held 視像會議次數	Number 次		440

#### 4. Actively Responding to Climate Change

**Climate governance:** The BoD of CR Medical attaches great importance to climate risk management. It regularly reviews reports from functional departments on the risks and opportunities that climate change brings to business operations, and supervises the improvement of climate risk analysis and response strategies, thereby continuously enhancing the Company’s resilience to climate challenges.

**Risk management:** CR Medical has implemented a series of actions across its medical institutions, including solid waste management, automated monitoring of pollution sources, and qualification and licensing compliance reviews. These efforts aim to promptly identify potential risks, formulate targeted response measures, and monitor corrective actions, thereby comprehensively enhancing the Company’s compliance and operational level.

**Planning and targets:** The EHSQ Committee is responsible for reviewing and approving each unit’s annual energy conservation and environmental protection plans and targets, and organizing performance evaluations accordingly. It also reviews and approves the Company’s medium- and long-term strategic plans for energy conservation and environmental protection, and oversees their implementation.

#### 4. 積極應對氣候變化

**氣候管治：**董事會高度重視氣候風險管理，聽取職能部門有關氣候變化對生產經營帶來的風險和機遇匯報，並相應進行檢討，監督職能部門完善氣候風險分析及應對策略制定，持續強化公司應對氣候挑戰的韌性。

**風險管理：**華潤醫療組織各醫療機構開展固體廢物、污染源自動監測、資質證照合規問題排查整治等行動，及時發現風險隱患，針對風險制定應對措施，並監督改善，全面提升合規營運水平。

**計劃和目標：**EHSQ委員會負責審議和批准各單位年度節約能源與生態環境保護管理計劃和目標，並組織考核評價。審議並下達公司節約能源與生態環境保護工作中長期規劃。

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**Dynamic oversight:** CR Medical continuously monitors regulatory, policy, and industry developments, identifying climate-related issues that may have a significant impact on the Company's operations or on key stakeholders. In 2024, the Company developed a dedicated information system for dynamic environmental compliance management. The system supports daily compliance assessments and recordkeeping on environmental impact evaluations, discharge permits, online monitoring, and routine inspections across all medical institutions. This initiative has significantly improved compliance oversight efficiency and helped reduce operational risks.

**動態監管：**華潤醫療定期監控政策規例、行業等趨勢，辨識對公司營運及重要利益相關方權益構成重大影響的氣候變化相關事宜。2024年，開發資訊系統進行環保合規動態管理，日常開展各醫療機構的環境評估、排污排水許可、在線監測以及日常監測等合規評估及備案，有效提高監管效率，降低醫院營運風險。

Indicators <sup>3</sup> 指標 <sup>3</sup>	Unit 單位	Year 年度		
		2024	2023	2022
Total GHG emissions 溫室氣體排放總量	Tonnes of CO <sub>2</sub> equivalent	<b>228,747.21</b>	177,112.78	75,646.01
Scope 1 GHG emissions (direct) 範圍一溫室氣體直接排放	公噸二氧化碳當量	<b>114,373.60<sup>4</sup></b>	1,359.06	7,507.73
Scope 2 GHG emissions 範圍二溫室氣體排放		<b>108,568.98</b>	175,753.72	68,146.52
Scope 3 GHG emissions 範圍三溫室氣體排放量		<b>5,804.63</b>	—	—
Total GHG emissions per RMB 10,000 of operating revenue (Scope 1 and Scope 2) <sup>5</sup> 萬元營收溫室氣體排放總量 <sup>5</sup>	Tonnes of CO <sub>2</sub> equivalent/ RMB10,000 公噸二氧化碳當量/ 萬元	<b>0.2321</b>	0.1752	0.1318

<sup>3</sup>Note: Since 2023, CR Medical has acquired 36 medical institutions from LR & JE projects and included them in the statistical scope.

<sup>4</sup>Note: The calculation methodology for this indicator was updated in accordance with the announcement jointly issued by the Ministry of Ecology and Environment and the National Bureau of Statistics in 2021. The national average CO<sub>2</sub> emission factor for electricity has been revised to 0.5568 kgCO<sub>2</sub>/kWh.

<sup>5</sup>Note: In 2024, the calculation of greenhouse gas emissions per RMB10,000 of revenue was expanded to include Scope 3 emissions.

<sup>3</sup>註：2023年起，華潤醫療收購遼健和江能項目36間醫療機構，並將其納入統計口徑。

<sup>4</sup>註：因調整了該項指標的計算公式，按生態環境部、國家統計局聯合發佈2021年電力二氧化碳排放因子的公告，將全國電力平均二氧化碳排放因子更新到0.5568 (kgCO<sub>2</sub>/kWh)

<sup>5</sup>註：2024年萬元營收溫室氣體排放總量增加範圍三溫室氣體排放量



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## (II) Energy Consumption and Utilization

CR Medical has made energy management and low-carbon transformation a core focus of its green hospital initiatives. In active response to China's "dual carbon" strategy, the Company drives improvements through technological innovation and refined management to enhance energy efficiency and reduce carbon emission intensity.

### 1. Water Resources Management

**Enhance water usage management:** CR Medical continues to improve its water resources management system. Each hospital maintains a water usage ledger, enforces secondary water supply protocols, develops annual water consumption plans, and conducts monthly monitoring and analysis. These efforts promote standardized, water-saving practices and support the scientific and efficient use of water resources.<sup>6</sup>

**Improve water-saving measures:** Member hospitals have enhanced their internal water conservation management, conducting routine inspections to prevent leaks and wastage. Measures include upgrading water-saving technologies, replacing and repairing aging pipelines, adopting water-efficient fixtures and equipment, and introducing rainwater harvesting and greywater recycling systems to improve water reuse efficiency.

## (二) 能源消耗利用

華潤醫療將能源管理與低碳轉型作為綠色醫院建設的核心環節，積極響應國家「雙碳」戰略，透過技術創新與精細化管理實現能效提升與碳排放強度下降。

### 1. 水資源管理

**加強用水管理：**華潤醫療持續完善水資源管理體系，各醫院建立用水管理台賬和二次供水管理制度，每年制定年度用水計劃，每月統計分析用水數據，規範用水節水行為，推進科學合理利用水能源。<sup>6</sup>

**完善節水措施：**各醫院完善內部節水監管體系建設，日常加強巡檢避免跑冒滴漏發生；透過實施節水技術改造，對老舊水管進行更換和維修，減少漏水現象；推廣使用節水型器具和裝置；引入雨水收集和中水回用系統，提高水資源的重複利用率。

<sup>6</sup>Note: Due to changes in assessment scope and influencing factors, water efficiency targets have not yet been set.

<sup>6</sup>註：因考核範圍及影響因素變化，暫未設定用水效益目標。



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**Raise water-saving awareness:** Hospitals regularly organize educational campaigns on water conservation by posting signage throughout facilities and raising staff awareness of the importance of saving water.

**提升節水意識：**各醫院定期開展節水文宣教育活動，張貼節約用水標識，提高員工對節水重要性的認識。

指標 <sup>7</sup> Indicators <sup>7</sup>	單位 Unit	Year 年度		
		2024	2023	2022
Consumption of fresh water 新鮮水耗用量	m <sup>3</sup> 立方米	<b>3,669,177</b>	3,997,091	1,890,450
Consumption of fresh water per RMB 10,000 of operating revenue 萬元營收新鮮水耗用量	m <sup>3</sup> /RMB10,000 立方米／萬元	<b>3.72</b>	3.95	3.29
Consumption of recycled water 循環用水量	公噸 Tonne	<b>11.84</b>	0	0

Indicators 指標	Unit 單位	Year 年度
		2024
Hazardous medical wastewater treated 有害醫療廢水處置量	10,000 tonnes 萬公噸	<b>312.0217</b>
Treatment rate of hazardous medical wastewater 有害醫療廢水處置率	%	<b>100</b>

<sup>7</sup>Note: Since 2023, CR Medical has acquired 36 medical institutions from LR & JE projects and included them in the statistical scope.

<sup>7</sup>註：2023年起，華潤醫療收購遼健和江能項目36間醫療機構，並將其納入統計口徑。

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##### 2. Energy Management

**Reduce Energy Management:** CR Medical strictly complies with the *Law of the People's Republic of China on Energy Conservation* and other relevant laws and regulations, continues to improve its energy management system, and establishes a leadership group for energy conservation and emission reduction with the Party Secretary as the group leader and the main responsible persons of each member unit as members. Every year, energy assessment targets are set for subordinate member units, and the completion of targets is regularly supervised. Corresponding management systems and measures are developed to improve energy efficiency in production and daily operations. In 2024, member hospitals implemented various initiatives to reduce refrigerant and energy consumption, such as optimizing the operating modes of central air conditioning systems, installing sunshades over glass roofs, and adding door curtains in outpatient lobbies. By 2024, comprehensive energy consumption per RMB10,000 of output at comparable prices decreased by 8% compared to 2020, while consumption per RMB10,000 of added value at comparable prices decreased by 6.4%. The energy targets for 2025 are to reduce comprehensive energy consumption per RMB10,000 of output at comparable prices by 2%, and per RMB10,000 of added value at comparable prices by 1.6%, compared to 2024 levels.

##### 2. 能源管理

**降低能源消耗：**華潤醫療嚴格遵守《中華人民共和國節約能源法》等法律規例，持續完善能源管理體系建設，建立了以黨委書記為組長，各成員單位主要負責人為組員的節能減排降碳領導組織，每年為下屬成員單位設定能源考核目標，並定期督導指標完成情況，制定相應管控制度和措施，推動提高生產和日常營運中能源使用效率。2024年，各醫院透過優化中央空調製冷設置模式、在玻璃屋頂增設遮陽布、門診大廳增設門帘等措施減少空調冷媒消耗，減少能源消耗。2024年，萬元產值可比價綜合能耗較2020年下降8%；萬元增加值可比價綜合能耗較2020年下降6.4%。2025年，計劃目標萬元產值綜合能耗可比價較2024年下降2%，萬元增加值綜合能耗可比價較2024年下降1.6%。

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Indicators <sup>8</sup> 指標 <sup>8</sup>	Unit 單位	Year 年度		
		2024	2023	2022
Total energy consumption 能源總耗用量	MWh	<b>256,906.54</b>	293,041.12	89,602.78
Petrol 汽油	MWh	<b>2,318.12</b>	3,247.68	1,598.73
Diesel 柴油	MWh	<b>1,687.21</b>	2,049.02	929.60
Natural gas 天然氣	MWh	<b>23,746.64</b>	48,140.73	21,570.35
LPG <sup>9</sup> 液化石油氣 <sup>9</sup>	MWh	<b>146.92</b>	174.59	398.64
Purchased electricity 外購電力	MWh	<b>111,262.55</b>	136,983.80	65,105.47
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	<b>0.0320</b>	0.0414	0.0192
Recycled waste 廢棄物循環利用量	Tonne 公噸	<b>580.9064</b>	—	—

**Use of clean energy:** CR Medical actively promotes the adoption of clean energy. In 2024, the Company completed three distributed photovoltaic (PV) power generation projects located at: the Second Affiliated Hospital of Xuzhou Medical University (0.161 MW), Jinan Beicheng Hospital (0.432 MW), and CR & WISCO General Hospital (0.849 MW). These installations brought the total installed capacity to 1.44 MW, with an annual power generation capacity exceeding 1.5 million kWh. Additionally, in 2024, CR & WISCO General Hospital and Jinan Beicheng Hospital fully utilized rooftop space to construct two additional distributed PV power projects, adding 1.28 MW of installed capacity.

**使用清潔能源：**華潤醫療積極推進使用清潔能源，2024年累計建成3個醫院分佈式光伏發電項目，分別為徐礦醫院0.161兆瓦、北城醫院0.432兆瓦、武鋼總院0.849兆瓦，總裝機容量達到1.44兆瓦，年度發電能力超過150萬千瓦時。華潤武鋼總醫院、濟南北城醫院於2024年充分利用建築物屋頂資源，成功建成2個分佈式光伏發電項目，新增裝機容量1.28兆瓦。

<sup>8</sup>Note: In 2023, CR Medical acquired 36 medical institutions from LR & JE projects and included them in the statistical scope.

<sup>9</sup>Note: Since 2023, member hospitals optimized the energy usage structure and reduced the consumption of liquefied petroleum gas.

<sup>8</sup>註：2023年，華潤醫療收購遼健和江能項目36間醫療機構，並將其納入統計口徑。

<sup>9</sup>註：自2023年起，成員醫院優化能源使用結構，降低液化石油氣消耗量。

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##### 3. Discharge Management

CR Medical strictly complies with the *Environmental Protection Law of the People's Republic of China*, treating pollutant control as a key element of its sustainability strategy. In 2024, the Company has adopted a systematic approach combining technological upgrades, process optimization, and full-cycle supervision to reduce emission intensity and enhance environmental performance.

**Wastewater discharge management:** CR Medical complies with the *Water Pollution Prevention and Control Law of the People's Republic of China* and the *Regulations on Administration of Pollutant Discharge Permits*. The Company promoted the formulation of *Regulations on Hospital Wastewater Management* and strengthened wastewater treatment systems by upgrading treatment facilities and developing recycling systems. Member hospitals are required to obtain pollutant discharge permits and undergo annual third-party testing (e.g., SGS) to ensure compliance with indicators such as heavy metal concentration and chemical oxygen demand (COD). At CR & WISCO General Hospital, certified wastewater personnel conduct manual testing twice daily, supplemented by automated online monitoring systems and regular third-party water quality assessments to ensure compliance. The Company is committed to achieving a 2% reduction in wastewater emissions per RMB10,000 of operating revenue in 2025 compared to 2022.

**Air emission management:** CR Medical complies with the *Atmospheric Pollution Prevention and Control Law of the People's Republic of China*. Member hospitals continuously updates and improves their *Energy Conservation and Emission Reduction Management Measures* in accordance with the *Environmental Protection Law of the People's Republic of China*, optimizes energy structures, and strengthens source control. Boiler exhaust systems are connected to local environmental authorities in real-time, and third-party qualified agencies conduct regular monitoring to ensure compliance. The Company is committed to achieving a 2% reduction in air emissions per RMB10,000 of operating revenue in 2025 compared to 2022.

##### 3. 排放物管理

華潤醫療嚴格遵守《中華人民共和國環境保護法》，始終將污染物控制作為可持續發展的重要環節，2024年透過技術升級、流程優化及全周期監管，系統性降低排放強度，實現環境績效提升。

**廢水排放管理：**嚴格遵守《中華人民共和國水污染防治法》《排污許可管理條例》等相關法律規例要求，推進各醫院制訂《醫院污水管理制度》，建立健全污水處理系統，透過升級污水處理設施、完善循環利用體系等方式加強廢水排放管理，監督醫院取得《排污許可證》，並通過第三方機構（如SGS）年度檢測，確保廢水重金屬含量、化學需氧量（COD）等指標均達標。華潤武鋼總醫院要求污水處理人員必須持證上崗，人工每天2次檢測，同時安裝自動在線監測裝置，並聘請第三方資質單位定期完成水質檢測，確保污水排放指標正常。公司致力於實現萬元營業收入廢水排放量2025年較2022年度下降2%。

**廢氣排放管理：**嚴格遵守《中華人民共和國大氣污染防治法》，各醫院依據《中華人民共和國環境保護法》相關規定更新完善本單位的《節能減排管理辦法》，不斷優化能源結構，控制源頭排放，醫院鍋爐廢氣連續在線監測系統聯網至環保部門，並聘請第三方資質單位定期完成廢氣檢測，確保廢氣排放指標正常。公司致力於實現萬元營業收入廢氣排放量2025年較2022年度下降2%。

### III. ADVANCING LOW-CARBON PRACTICES AND FULFILLING ENVIRONMENTAL RESPONSIBILITIES

#### 三、 低碳向綠 · 踐行環保責任

**Solid waste management:** For medical waste, CR Medical strictly follows the *Regulations on the Administration of Medical Wastes* and has upgraded its management system through institutional enhancements and full-process control. The Company has established *Regulations on the Administration of Medical Wastes* that specifies classification standards, disposal procedures, and responsible parties. A complete traceability mechanism is in place, covering generation, classification, temporary storage, and transport. Digital systems, dedicated personnel and vehicles, and fixed routes ensure closed-loop transport by certified medical waste disposal companies. Additionally, third-party service providers assist in sorting and recycling pharmaceutical packaging. For domestic waste, CR Medical has issued the *Regulations on Household Waste Classification Management*, ensuring that waste is sorted, collected, transported, and temporarily stored in strict accordance with regulatory standards. The Company engages qualified third-party service providers to handle waste disposal in compliance with relevant regulations. Through waste sorting, public awareness campaigns, and the promotion of green lifestyles, CR Medical actively reduces the generation of domestic waste and advances sustainable development. In 2024, Xuzhou Mining Hospital reported a general solid waste utilization rate of 1.6903. The Company is committed to achieving a 15% reduction in hazardous medical waste generation per RMB10,000 of operating revenue in 2025 compared to 2021.

**廢棄物排放管理：**在醫療廢棄物方面，嚴格遵循《醫療廢物管理條例》等規例，透過制度完善與全鏈條管理推動廢棄物管治體系升級。制定《醫療廢棄物管理制度》，明確分類標準、處置流程及責任主體，建立「產生 — 分類 — 暫存 — 轉運」全流程台賬，透過資訊化方式、採用專業車輛、固定人員、固定線路進行封閉式轉運，並按照標準進行暫存，由擁有醫廢專業轉運資質的公司轉運，並動員第三方員工清理藥品包裝物進行回收利用。在生活垃圾處理方面，制訂《生活垃圾分類管理制度》，嚴格按照規範進行分類投放、收集、轉運、暫存，委託具有相關資質的第三方按規定進行處置，完成生活垃圾的轉運，並透過分類收集、公眾文宣引導綠色生活方式，減少生活廢物產生，推動可持續發展。2024年，徐州市礦山醫院一般固體廢物綜合利用率1.6903。公司致力於實現萬元營業收入有害醫療廢棄物2025年較2021年下降15%。



### III. ADVANCING LOW-CARBON PRACTICES AND FULFILLING ENVIRONMENTAL RESPONSIBILITIES

#### 三、 低碳向綠 · 踐行環保責任

Indicators <sup>10</sup> 指標 <sup>10</sup>	Unit 單位	Year 年度		
		2024	2023	2022
NO <sub>x</sub> emissions 氮氧化物 (NO <sub>x</sub> ) 排放量	Tonne 公噸	<b>9.1656</b>	11.4335	7.1175
SO <sub>x</sub> emissions 硫化物 (SO <sub>x</sub> ) 排放量	Tonne 公噸	<b>0</b>	–	–
PM emissions 懸浮顆粒物 (PM) 排放量	Tonne 公噸	<b>0.3021</b>	0.3167	0.2792
Total discharge of hazardous medical waste 有害醫療廢棄物排放總量	Tonne 公噸	<b>2,271.94</b>	2,574.03	1,595.99
Handling 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	<b>0.0023</b>	0.0025	0.0028
Hazardous waste generated 有害廢棄物產生量	Tonne 公噸	<b>2,272.9349</b>	–	–
Total discharge of hazardous waste 有害危險廢棄物排放總量	Tonne 公噸	<b>2,272.9349</b>	–	–
Total discharge of non-hazardous waste 無害廢棄物排放總量	Tonne 公噸	<b>8,417.81</b>	10,403.36	6,646
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	<b>0.0085</b>	0.0103	0.0116
Total amount of recycled waste 廢棄物回收總量	Tonne 公噸	<b>681.12</b>	601.14	479.33
Discharge amount of waste water 廢水排放量	m <sup>3</sup> 立方米	<b>3,120,217</b>	3,480,800	1,520,961
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	<b>3.1662</b>	3.4438	2.6500

<sup>10</sup>Note: Since 2023, CR Medical has acquired 36 medical institutions from LR & JE projects and included them in the statistical scope.

<sup>10</sup>註：2023年，華潤醫療收購遼健和江能項目36間醫療機構，並將其納入統計口徑。



### III. ADVANCING LOW-CARBON PRACTICES AND FULFILLING ENVIRONMENTAL RESPONSIBILITIES

#### 三、低碳向綠·踐行環保責任

#### 4. Use of Materials

CR Medical follows a life-cycle approach and actively advances the green transformation of packaging materials. During the reporting period, the Company adopted a dual approach combining policy guidance and technological innovation to establish a whole-process management system covering procurement, usage, and recycling. On one hand, member units were required to prioritize the use of degradable and recyclable eco-friendly packaging materials, such as paper boxes and plastics, and to set up recycling mechanisms for materials such as paper boxes and plastics, with real-time monitoring conducted via the Group's EHS system. On the other hand, CR Medical leveraged a diversified communication matrix — including canteen digital screens, WeChat official account posts, and reminder slogans in clinic areas — to promote a reduction in the use of unnecessary disposable packaging such as plastic bags and meal boxes.

In 2024, the Company and its member hospitals consumed a total of 471.29 tons of packaging materials, with paper and plastic accounting for 66.76%; glass accounting for 26.96% and metal accounting for 6.27%. In addition, as a result of refined management and improvements to the recycling system, the recovery rate of packaging materials used in finished products increased by 13% year-on-year. The Company will continue to optimize its packaging material structure, advancing its commitment to circular economy principles and low-carbon development through concrete actions.

#### 4. 物料使用

華潤醫療秉持全生命周期管理理念，全面推進包裝材料綠色化轉型。報告期內，公司透過制度約束與技術創新雙輪驅動，構建覆蓋採購、使用、回收的全鏈條管理體系：一方面要求成員單位優先選用可降解、可循環利用的環保包裝物料，建立紙箱、塑膠等回收機制，並透過集團EHS系統實時監控回收成效；另一方面依託多元化文宣矩陣，如食堂電子屏、公眾號專題推播及診區標語提示，倡導員工及患者減少一次性餐盒、塑膠袋等非必要包裝使用。

2024年，公司連同成員醫院共消耗包裝材料471.29公噸，其中紙質、塑膠類佔比達66.76%，玻璃及金屬類材料分別佔比26.96%和6.27%。此外，透過精細化管控與回收體系完善，製成品所用包裝材料回收比例同比提升13%。公司將持續優化包裝物料結構，以實際行動踐行循環經濟與低碳發展承諾。

Indicators 指標	Unit 單位	Year 年度	
		2024	2023
The total consumption of packaging materials used for finished products 耗用製成品所用包裝材料總量	Tonne 公噸	<b>471.2864</b>	291
Total consumption of packaging materials per RMB 10,000 of operating revenue 萬元營收包裝材料總耗用量	Tonnes/RMB 10,000 公噸／萬元	<b>0.00048</b>	0.00029
The total consumption of paper-based packaging materials. 紙質類包裝材料總量	Tonne 公噸	<b>122.4594</b>	89
The total consumption of glass packaging materials. 玻璃類包裝材料總量	Tonne 公噸	<b>127.08</b>	102
The total consumption of metal materials 金屬類消耗材料總量	Tonne 公噸	<b>29.555</b>	16
The total consumption of plastic materials 塑膠類消耗材料總量	Tonne 公噸	<b>192.192</b>	87

## IV. EMPOWERING PEOPLE AND SUPPORTING EMPLOYEE DEVELOPMENT

### 四、凝才向心·護航員工發展

CR Medical is fully committed to safeguarding employee rights and supporting their comprehensive development. The Company strives to create a safe and healthy working environment, foster a strong sense of belonging, and unite employees around a shared vision. Together, CR Medical and its workforce are setting a benchmark for the healthcare industry and contributing meaningfully to public health.

華潤醫療充分保障員工權益，助力員工全面成長，為員工營造安全健康的工作環境，凝聚員工強大向心力，攜手共築醫療行業標桿，為守護大眾健康事業貢獻卓越力量。

Indicators 指標	Unit 單位	Year 年度		
		2024	2023	2022
Total number of employees <sup>11</sup> 員工總人數 <sup>11</sup>	Person 人	<b>22,581</b>	25,074	14,533
Number of new employees in the reporting period 報告期內吸納就業人數	Person 人	<b>1,505</b>	1,487	1,582
Number of female employees 女性員工數量	Person 人	<b>16,265</b>	18,061	10,302
Number of male employees 男性員工數量	Person 人	<b>6,316</b>	7,013	4,231
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	<b>4,142</b>	5,692	5,608
Number of employees outside Beijing 京外員工數量	Person 人	<b>18,439</b>	19,382	8,925
Number of employees outside Beijing 30歲及以下員工人數	Person 人	<b>5,028</b>	6,396	4,497
Number of employees aged between 31 and 50 31-50歲員工人數	Person 人	<b>13,484</b>	14,898	8,036
Number of employees over the age of 51 51歲及以上員工人數	Person 人	<b>4,069</b>	3,780	2,000
Number of paid annual leave days per capita per year 每年人均帶薪年休假天數	Day 天	<b>6.46</b>	7.30	8.42
Turnover of employees 員工流失率	%	<b>5.08</b>	4.45	7.21

<sup>11</sup>Note: Total number of employees at CR Medical includes those employed under labour contracts, dispatched workers, institutional staff, temporary workers, and employees from OT/IOT hospitals.

<sup>11</sup>註：華潤醫療員工總人數包括：勞動合同制、勞動派遣制、事業編、臨時用工及OT/IOT醫院。

#### IV. EMPOWERING PEOPLE AND SUPPORTING EMPLOYEE DEVELOPMENT

#### 四、凝才向心·護航員工發展

Indicators 指標	Unit 單位	Year 年度		
		2024	2023	2022
Turnover of male employees 男性員工流失率	%	<b>5.78</b>	5.03	6.90
Turnover of female employees 女性員工流失率	%	<b>4.79</b>	4.23	7.34
Turnover of employees under the age of 30 30歲及以下員工流失率	%	<b>8.90</b>	7.25	11.67
Turnover of employees aged between 31 and 50 31-50歲員工流失率	%	<b>3.20</b>	3.39	5.35
Turnover of employees aged 51 and above 51歲及以上員工流失率	%	<b>6.65</b>	3.92	4.65
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)	%	<b>10.05</b>	5.39	7.04
Turnover of employees outside Beijing 京外員工流失率	%	<b>3.94</b>	4.18	7.32
Local employment ratio 本地化僱傭比例	%	<b>92.75</b>	94.55	96.35
Number of employees under labour contracts 勞動合同制員工數	Person 人	<b>18,378</b>	19,474	11,437
Number of general employees 普通員工數	Person 人	<b>20,708</b>	23,017	13,212
Number of middle-level staff and management personnel 中級員工及管理層人數	Person 人	<b>1,687</b>	1,854	1,226
Number of senior management personnel 高級管理層人數	Person 人	<b>186</b>	203	95
Percentage of employees with junior college education or below 大專及以下學歷佔比	%	<b>33.39</b>	37.49	47.21
Percentage of employees with bachelor's degree 本科學歷佔比	%	<b>58.41</b>	55.20	45.23
Percentage of employees with master's degree or above 碩士及以上學歷佔比	%	<b>8.20</b>	7.31	7.56

## IV. EMPOWERING PEOPLE AND SUPPORTING EMPLOYEE DEVELOPMENT

### 四、凝才向心·護航員工發展

#### (I) Caring for Employee Wellbeing

CR Medical is dedicated to safeguarding basic employee rights and interests, ensuring competitive compensation and benefits, strengthening democratic management, and providing smooth communication channels. By caring for employees in every aspect and fostering a positive, supportive work environment, CR Medical strives to enhance employees' sense of belonging and well-being, achieving a win-win future for both the Company and its people.

##### 1. Protection of Employees' Rights and Interests

CR Medical strictly complies with the *Labour Law of the People's Republic of China*, the *Labour Contract Law of the People's Republic of China*, the *Law of the People's Republic of China on the Protection of Minors*, and the *Provisions on the Prohibition of Using Child Labour*. The Company actively aligns with international standards, such as the *UN Global Compact* and the *ILO Declaration on Fundamental Principles and Rights at Work*, to uphold human rights in employment practices. CR Medical is committed to conducting recruitment in an open, fair, and impartial manner, hiring workers in full compliance with the law, and ensuring equal employment opportunities across all levels. The Company places emphasis on diversity by supporting talent acquisition across different genders and age groups, and strives to build an inclusive and diverse workforce.

We uphold the principles of legality, compliance, equality, and inclusiveness, treating employees of different nationalities, ethnicities, races, genders, and cultural backgrounds equally. CR Medical firmly opposes all forms of employment discrimination and strictly prohibits the use of child labour, forced labour, or any form of harassment across its operations. We are committed to fostering a fair, just, flexible, and efficient work environment for all employees. During the reporting period, no incidents of child labour or forced labour occurred.

#### (一) 關注員工福祉

華潤醫療注重維護員工基本權益，關注員工薪酬福利待遇，加強民主管理，暢通溝通管道，全方位關心關愛員工，為員工提供良好的工作環境和氛圍，提升員工歸屬感與幸福感，實現與員工共贏的未來。

##### 1. 保障員工權益

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》《禁止使用童工規定》等法律規例，積極參照《聯合國全球契約》和國際勞工組織《關於工作中的基本原則和權力宣言》人權保護相關要求，保障公開、公平、公正地開展招聘活動，依法合規錄用勞動人員，為各層級人才提供平等的就業機會，關注不同性別和年齡結構的人才引進，努力打造多元化的員工隊伍。

我們堅持合法合規、平等包容原則，平等對待不同國籍、民族、種族、性別和文化背景的員工，反對任何形式的用工歧視，嚴禁在營運範圍內使用童工、強迫勞動和騷擾的現象發生，致力於為員工打造公平公正、靈活高效的工作環境。報告期內，未發生任何僱用童工或強制勞工等事件。

## IV. EMPOWERING PEOPLE AND SUPPORTING EMPLOYEE DEVELOPMENT

### 四、凝才向心·護航員工發展

Indicators 指標	Unit 單位	Year 年度		
		2024	2023	2022
Proportion of female employees in management <sup>12</sup> 女性管理者比例 <sup>12</sup>	%	<b>27.95</b>	30.65	35.79
Ratio of contracted employees 勞動合同簽訂率	%	<b>100</b>	100	100
Coverage of social insurance 社會保險覆蓋率	%	<b>100</b>	100	100
Proportion of minority employees 少數民族員工佔比	%	<b>8.56</b>	7.45	3.98
Proportion of disabled employees 殘疾人員工佔比	%	<b>0.43</b>	0.42	0.83
Employee satisfaction 員工滿意度	%	<b>90.58</b>	86.43	85.9

## 2. Improvement of Remuneration and Benefits

CR Medical has established a compensation and management system aligned with business development, taking into account job complexity, risk exposure, and work intensity, and linking compensation with performance evaluations. This ensures that employees are fairly and proportionally rewarded based on their efforts and performance. Competitive compensation packages are provided, including social insurance, housing provident fund, paid leave, welfare subsidies, and performance bonuses, all aimed at enhancing employee satisfaction and well-being. During the reporting period, the average number of paid annual leave days per employee reached 6.46 days.

## 2. 完善薪酬福利

華潤醫療建立與業務發展相匹配的薪酬體系和管理機制，充分體現不同崗位的技術含量、風險程度、勞動強度等要素，薪酬分配與考核結果掛鉤，實現多勞多得、優績優酬，為員工提供具有競爭性的薪酬福利；同時，落實員工各項福利待遇和節假日休假制度，提供社會保險、住房公積金、帶薪休假、福利補貼和績效獎金等多項福利，提升員工幸福感與滿意度。報告期內，人均帶薪年休假達到6.46天。

<sup>12</sup>Note: Starting from 2023, the scope of this indicator has been expanded to include both the Company headquarters and the management teams of all affiliated units. The proportion of female employees in management has remained stable, reflecting CR Medical's ongoing commitment to building a fair, inclusive, and diverse workplace.

<sup>12</sup>註：2023年起，該指標口徑進一步擴大，為公司總部及各單位管理團隊。公司女性管理者佔比較穩定，始終堅持打造公平、包容、多元的職場環境。

## IV. EMPOWERING PEOPLE AND SUPPORTING EMPLOYEE DEVELOPMENT

### 四、凝才向心·護航員工發展

#### **Case: Jinan Beicheng Hospital develops a comprehensive benefits system**

Jinan Beicheng Hospital offers employees a wide range of benefits, such as rental subsidies, resettlement allowances, professional title allowances, radiation and academic degree subsidies, birthday and holiday gifts, high-temperature subsidies, meal subsidies, free physical examinations, and childcare reimbursements. In 2024, a new resettlement allowance was introduced, and standards for radiation and night shift allowances were raised. The hospital's compensation and performance policies favor frontline clinical staff. Eligible employees may also enjoy housing, rental, home purchase, and transportation subsidies under government policies.

#### **案例：濟南北城醫院打造全面福利體系**

濟南北城醫院為員工提供租房補貼、安家費、職稱津貼、放射津貼、學歷補貼、生日福利、節假日福利、高溫補貼、餐補、免費體檢、托兒費報銷等福利，2024年特別增設安家費，同時上調放射津貼及夜班費發放標準；在薪酬績效政策上，始終堅持向臨床一線員工傾斜；符合條件的員工可享受生活、租房、購房、交通補貼等政府政策福利。

### **3. Deepening of Democratic Management**

CR Medical places high importance on employee participation and respects employees as key stakeholders and continuously improves democratic management mechanisms. It supports and enhances the development of trade unions and workers' congresses at all levels, holds regular workers' congresses, and has established formal, confidential, and accessible grievance and whistleblowing channels. Employees are encouraged to provide constructive suggestions and participate in corporate management, with full protection of their rights to know, participate, express, and supervise, thereby fostering harmonious and democratic labour relations. During the reporting period, the union establishment rate reached 99.33%, and the union membership rate reached 99.75%.

### **3. 深化民主管理**

華潤醫療高度重視員工參與，尊重員工主體地位，持續健全民主管理機制，推動和完善各級工會及職代會建設，定期召開職工代表大會，設立並公開正式、保密、無障礙的申訴與舉報管道，鼓勵員工提出合理化建議、參與企業管理，充分保障員工知情權、參與權、表達權和監督權，致力於構建和諧民主的勞資關係。報告期內，華潤醫療工會建會率99.33%；員工入會率99.75%。



## IV. EMPOWERING PEOPLE AND SUPPORTING EMPLOYEE DEVELOPMENT

### 四、凝才向心·護航員工發展

#### **Case: General Hospital of Mining Industry Group Fuxi advances workers' congress system**

General Hospital of Mining Industry Group Fuxi revised eight major trade union policies, including the *Regulations on Workers' Congress*, collected proposals from staff representatives, and provided detailed reports. The hospital collected and responded to 20 valid proposals submitted by staff representatives during the 4th session of the first congress, and ensured full implementation within the year. Collective bargaining was conducted to formulate a collective contract, and democratic evaluations of the management team were carried out through the workers' congress. During the recess, the congress convened special committee meetings to deliberate on matters requiring formal approval. During the reporting period, both the union establishment rate and union membership rate reached 100%.

#### **案例：阜新礦總醫院積極推進職代會建設**

阜新礦總醫院修訂《職工代表大會制度》等八項工會工作制度，徵集職工代表提案並進行落實制定解答報告，一屆四次職代會徵集有效提案20件，年度內全部落實；集體協商制定集體合同，透過職代會對管理團隊進行民主評議；職代會休會期間，召開專門工作委員會會議，解決需要職代會通過的各項事宜。報告期內，工會建會率100%，員工入會率100%。

## 4. Caring for Employees

CR Medical places great emphasis on employee care, regularly organizing a variety of cultural and recreational activities to help employees maintain a healthy work-life balance. The Company has built a comprehensive employee support system, pays close attention to the rights and health of female employees, and prioritizes both physical and mental well-being. CR Medical is committed to fostering a warm, harmonious, and supportive workplace environment.

## 4. 關心關愛員工

華潤醫療高度重視員工關愛，定期組織開展多樣化的文體活動，有效平衡員工工作與生活，構建全方位的員工幫扶體系，高度重視女性員工權益與健康保障，注重員工身心健康，致力於為員工營造溫馨、和諧的工作環境和氛圍。

### 4.1 Supporting Vulnerable Groups

CR Medical continues to enhance care for vulnerable groups such as female employees and retirees. The company has set up "Mother's Rooms" for nursing mothers, allows flexible working hours during breastfeeding periods, and provides regular free health check-ups for retired employees. During major holidays and commemorative days, CR Medical organizes visits and delivers care packages, further enhancing employees' sense of belonging.

### 4.1 關懷特殊群體

華潤醫療持續加強對女性職工及離退休員工等特殊群體的關愛工作，透過設立「媽媽小屋」供哺乳女性使用，允許哺乳期女性員工申請彈性工作時間，定期組織離退休員工進行免費體檢，並在重要節日和紀念日組織走訪慰問活動，切實提升員工的歸屬感。



## IV. EMPOWERING PEOPLE AND SUPPORTING EMPLOYEE DEVELOPMENT

### 四、凝才向心·護航員工發展

#### **Case: CR & WISCO General Hospital's care for special groups**

CR & WISCO General Hospital implements tangible support measures for female staff. From the end of maternity leave until the child's first birthday, mothers are granted one hour of breastfeeding leave during working hours each day. The hospital offers annual health screenings for women, provides Ankang Insurance for female staff, and organizes a series of activities for International Women's Day. It also hosts networking events and New Year dinners for single employees. During holidays, it carries out visits and distributes living allowances and holiday subsidies to bereaved families, active employees, and retirees.

#### **案例：武鋼總醫院關愛特殊群體**

武鋼總醫院把對女職工的關愛落到實處，自產假結束正式上班開始至嬰兒1周歲期間，在每天的工作時間內給予1小時哺乳假；每年開展女性健康體檢，為女職工購買安康保險，並組織系列「三八」節活動；針對單身職工舉辦交友聯誼、年夜飯活動等；對職工遺屬、在職和退休職工開展節日慰問，並發放生活費和節日慰問金。

#### **4.2 Promoting Work-life Balance**

CR Medical is deeply committed to enhancing employee well-being by organizing diverse cultural and sports activities, including Spring Festival games, staff badminton and table tennis tournaments, outdoor team-building events, and themed activities for employees' children. These initiatives foster greater employee engagement, team cohesion, and overall happiness.

#### **4.2 平衡工作生活**

華潤醫療高度關注員工的幸福感提升，透過組織開展春節職工遊藝活動、職工乒羽聯賽、戶外拓展活動、關愛職工子女特色活動等多樣化的文化和體育活動，充分調動職工的工作積極性，增強團隊凝聚力和幸福感。

#### **Case: Guangdong 999 Brain Hospital enriches staff leisure life**

Guangdong 999 Brain Hospital takes advantage of festive occasions to hold celebrations such as "Welcoming the New Year with Blessings", International Women's Day, Mother's Day, and the Dragon Boat Festival. In addition to one team-building outing in the fall, the hospital organized eight popular cultural and sports events throughout the year, including the "999 Voice" singing competition and regional badminton and table tennis games. These activities have significantly enriched the cultural lives of employees and strengthened the hospital's cohesion and unity.

#### **案例：廣東三九腦科醫院豐富職工業餘生活**

廣東三九腦科醫院以節日為契機，舉辦「迎新春送祝福」「三八節」「母親節」「端午節」等慶祝活動；年內組織職工秋遊團建活動1次；舉辦「三九好聲音」歌唱比賽、腦科區域羽毛球、乒乓球等喜聞樂見的文化體育活動8項，進一步豐富員工業餘文化生活，增強醫院凝聚力和向心力。

## IV. EMPOWERING PEOPLE AND SUPPORTING EMPLOYEE DEVELOPMENT

### 四、凝才向心·護航員工發展

#### 4.3 Employee Assistance Programs

CR Medical places great emphasis on providing support and care for employees in need. Leveraging the role of trade unions as a bridge between the company and its people, CR Medical actively implements assistance policies to offer meaningful support. During major holidays, the company organizes home visits and distributes consolation money and daily necessities to frontline workers and employees facing financial difficulties, helping to ease their burdens and improve their quality of life. In 2024, the Company invested RMB316,900 to help 527 employees in need, visited 114 employee families suffering problems, and allocated RMB612,600 for providing medical assistance for 340 employees.

### (II) Empowering Employee Development

CR Medical firmly believes that talent is the core driver of corporate competitiveness. The Company places high importance on talent development by providing targeted training systems and diversified career pathways, promoting the growth of a professional workforce. CR Medical is committed to building a broad platform for personal development, enabling employees to grow with the Company and contributing strong momentum to its ongoing innovation and development. In 2024, CR Medical organized 2,824 training sessions, reaching 17,677 employees.

#### 4.3 開展員工幫扶

華潤醫療重視對困難員工的幫扶和慰問，充分發揮工會組織的橋樑和紐帶作用，切實用好幫扶慰問政策，透過重要節日走訪慰問，為一線職工、困難職工等發放慰問金和生活必需品等，做好困難職工幫扶服務工作，為困難職工排憂解難。2024年，公司投入31.69萬元幫扶困難員工，覆蓋員工527人，走訪慰問114個困難員工家庭；投入61.26萬元救助340位患病員工。

### (二) 助力員工成長

華潤醫療堅信人才是企業的核心競爭力，高度重視人才培養，為人才發展提供針對性的培訓體系和多元的發展通道，推動專業人才隊伍建設，搭建員工成長的廣闊舞台，令員工安心與企業共同成長，為集團的持續創新發展注入強勁動力。2024年，華潤醫療開展員工培訓2,824次，員工培訓總人數17,677人。

Indicators 指標	Unit 單位	Year 年度		
		2024	2023	2022
Investments in employee training 員工培訓投入	RMB10,000 萬元	<b>393.19</b>	536.54	363.56
Number of employees participating in training <sup>13</sup> 參與培訓員工人數 <sup>13</sup>	Person 人	<b>17,677</b>	20,178	386,991
The proportion of employees participating in training 參與培訓員工比例	%	<b>78.28</b>	80.47	90.96
Training hours for employees 員工培訓時長	Hour 小時	<b>867,075</b>	1,093,845	977,986
Average training hours for employees 員工人均培訓時長	Hour/person 小時／人	<b>49.05</b>	54.21	67.29

<sup>13</sup>Note: Figures from 2022 are measured in "training attendances", while from 2023 onward, the unit was changed to "individuals". The slight drop in 2024 reflects a decrease in the total number of employees.

<sup>13</sup>註：2022年數據單位為「人次」，2023年起數據單位更改為「人」，2024年因員工總數減少，所以培訓人數相應略有減少。

## IV. EMPOWERING PEOPLE AND SUPPORTING EMPLOYEE DEVELOPMENT

### 四、凝才向心·護航員工發展

	Year 年度 2024			
	Number of employees trained (Person) 培訓人數 (人)	Participation rate (%) 參與培訓的比例 (%)	Total training hours (Hour) 培訓總時長 (小時)	Average training hours (Hour/person) 平均培訓時長 (小時/人)
Employee training by gender 按性別劃分的僱員培訓情況				
Male employees 男性員工	4,470	25.29	311,790	69.75
Female employees 女性員工	13,207	74.71	555,285	42.04

	Year 年度 2024			
	Number of employees trained (Person) 培訓人數 (人)	Participation rate (%) 參與培訓的比例 (%)	Total training hours (Hour) 培訓總時長 (小時)	Average training hours (Hour/person) 平均培訓時長 (小時/人)
Employee training by type 按僱員類別劃分的僱員培訓情況				
Management 管理層	123	0.70	4,817	39.16
Middle employee 中層員工	1,237	6.99	72,221	58.38
Ordinary employees 普通員工	16,317	92.31	790,037	48.42

## IV. EMPOWERING PEOPLE AND SUPPORTING EMPLOYEE DEVELOPMENT

### 四、凝才向心·護航員工發展

#### 1. Building a Talent Stronghold

CR Medical actively responds to national initiatives by adhering to a talent strategy that combines internal training and external recruitment. The Company has established an open, fair, and transparent talent acquisition and management system. By formulating reasonable recruitment plans, optimizing recruitment processes, clarifying management requirements, and implementing interview evaluation templates, CR Medical continues to enhance its recruitment mechanism. In 2024, the Company further expanded its employment intake by leveraging diverse channels such as campus recruitment and internship programs to increase job placements.

##### **Case: Guangdong 999 Brain Hospital actively promotes talent acquisition**

In 2024, Guangdong 999 Brain Hospital introduced a series of policies including high-level talent recruitment, PhD talent acquisition, academic advancement, and overseas visitation management. The hospital recruited 1 PhD holder and 17 master's degree holders. Job postings and employment standards were published across platforms such as DXY Talent, the hospital website, and WeChat. A total of 75 professional technical personnel were hired, and 25 employees were promoted to senior professional titles through internal assessments, ensuring robust talent support for the hospital's growth and discipline development.

#### 2. Optimization of Development System

CR Medical attaches great importance to employee education and training, actively implementing the "One Core, Two Wings" talent development framework. The Company refines its training management through the *Training Management Measures of China Resources Medical Holdings Company Limited*, formulates annual training plans, and strengthens a tiered and categorized training system. By enriching learning resources and consolidating the learning management framework, CR Medical offers diversified training courses tailored to job roles and discipline development, helping employees grow rapidly.

#### 1. 構築人才高地

華潤醫療積極響應國家號召，堅持內部培養與外部招聘相結合的人才策略，建立開放、公平、透明的人才引進管理機制。透過合理制定招聘計劃，優化招聘流程，明確招聘管理具體要求，建立面試評分工具表等，進一步健全招聘管理機制。2024年，公司進一步擴大就業吸納規模，透過高校招聘、見習等多種方式帶動就業率。

##### **案例：廣東三九腦科醫院積極開展人才引進工作**

2024年，廣東三九腦科醫院發佈高層次人才引進、博士人才引進、學歷學位教育、出國訪問管理等系列制度，引進博士1人，碩士17人；在丁香園人才網、醫院官網、微信等管道公開招聘資訊、僱傭標準，引進專業技術人員75人，並透過內部職稱考核晉陞高級職稱人員25人，為醫院發展和學科建設提供人才保障。

#### 2. 優化培養體系

華潤醫療高度重視職工教育培訓工作，積極貫徹落實「一體兩翼」人才隊伍建設要求，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，優化分層分類人才培養培訓體系，豐富學習資源，夯實學習管理體系，結合崗位和學科發展建設需要，為員工提供多元化的培訓課程，幫助員工快速成長成才。



## IV. EMPOWERING PEOPLE AND SUPPORTING EMPLOYEE DEVELOPMENT

### 四、凝才向心·護航員工發展

#### Case: Innovating training models to empower high-quality hospital development

Guangdong 999 Brain Hospital has embraced innovation-driven development and explored a tiered and categorized training model to support high-quality growth.

- **Discipline development:** Driven by high-quality development, the hospital promoted regional cooperation and sub-specialty development, using the China Resources action learning method to solve development challenges and foster innovation.
- **Scientific research:** The hospital hosted AI-focused research training sessions, where experts provided one-on-one mentoring to improve scientific capabilities.
- **Functional management:** The hospital organized regional training on AI tools, effective reporting, and official writing, helping administrative departments enhance the ability to create value.
- **Management tools:** The hospital adopted a “training-through-assessment” model, integrated lean management into performance evaluations, and offered one-on-one project coaching to enhance overall management skills.
- **Nursing skills:** The hospital established a nursing innovation studio, organized re-certification and skills competitions for specialist nurses, cultivating innovative nursing talent and improving service quality.

#### 案例：創新培訓模式，賦能醫院高品質發展

廣東三九腦科醫院以創新為驅動，探索分層分類培訓模式，為高品質發展注入動力。

- **學科建設：**以高品質發展為引領，開展區域共建、亞專科建設。以華潤行動學習為驅動，破解發展難題，激發創新活力。
- **科研學術：**舉辦AI科研培訓班，專家一對一輔導課題，提升科研能力。
- **職能管理：**按區域組織AI辦公、高效匯報、公文寫作等專題培訓，推動職能部門向「戰略型」轉變，提升價值創造能力。
- **管理工具：**以考代培，將精益管理納入績效考核，一對一項目輔導，提升整體管理水平。
- **護理技能：**建立護理創新工作室，開展專科護士再認證及技能大賽，培養創新型護理人才，提升服務品質。



## IV. EMPOWERING PEOPLE AND SUPPORTING EMPLOYEE DEVELOPMENT

### 四、凝才向心·護航員工發展

#### 3. Opening Up Development Pathways

CR Medical has strengthened its professional talent management mechanism to fully leverage the value of its experts and accelerate the development of a skilled workforce. In accordance with job grade management policies and documentation, the Company standardizes employee grading practices, clearly defines qualifications and promotion criteria for each level, and has established a dual-track career development path — “professional” and “managerial” — providing employees with broad prospects and seamless growth channels that support their all-round development.

##### **Case: CR & WISCO General Hospital establishes dual-track talent management system**

CR & WISCO General Hospital implemented the *Expert Selection and Appointment Policy for Senior Health Professionals*, defining four expert ranks: chief expert, senior expert, advanced expert, and expert. The policy outlines detailed requirements, evaluation standards, and assessment procedures for each rank. Through this dual-track framework, the hospital introduced an advancement path for professional technical positions alongside the traditional managerial track. It also enabled flexible transitions between the two channels, expanding opportunities for career growth, fostering the specialization of technical professionals and the professionalization of skilled personnel, and helping employees find development paths suited to their strengths.

#### 3. 暢通發展管道

華潤醫療強化專業人才管理機制，充分發揮專業人才價值，推動專業人才隊伍建設。參照職級序列管理制度和文件，規範員工職級管理工作，明確各職級員工的基本任職資格和定級標準，建立「專業」「管理」雙通道的職業發展路徑，為員工職業發展提供廣闊的前景和暢通的發展管道，賦能員工全面成長。

##### **案例：武鋼總醫院建立人才管理雙管道體系**

武鋼總醫院制定《華潤武鋼總醫院衛生專業高級技術專家評聘管理制度》，設立首席專家、資深專家、高級專家、專家4個級別，並明確4檔專業技術職位的評審條件、要求和程序，量化職位的技術標準。透過職業發展雙管道管理體系建設，在晉陞管理職務之外增加一條專業技術職務的晉陞路徑，管理與專業技術管道之間互相轉化，拓寬了醫院人才成長管道，推動技術人才專業化、技能人才職業化發展，幫助員工找到適合自身職業發展的管道。



## IV. EMPOWERING PEOPLE AND SUPPORTING EMPLOYEE DEVELOPMENT

### 四、凝才向心・護航員工發展

#### (III) Creating a Safe and Healthy Workplace

CR Medical adheres to the philosophy of “life first, safety foremost”, prioritizing employee health and safety. The Company continues to improve its occupational health and safety management system, regularly conducts safety training and emergency drills, and strictly monitors occupational risk factors. These efforts aim to provide a safe, comfortable, and secure working environment that protects the occupational health and well-being of all employees.

#### (三) 營造安全環境

華潤醫療秉持「生命至上，安全第一」的理念，將員工安全與健康置於首位，持續完善職業健康安全管理體系，開展安全培訓及演練工作，嚴格防控職業危害因素，為員工營造安全、舒適的工作環境，切實保障員工職業健康安全。

Indicators 指標	Unit 單位	Year 年度		
		2024	2023	2022
Investment in workplace safety 安全生產投入	RMB10,000 萬元	<b>4,909.28</b>	3,130.06	2,757.29
Participants in safety training 安全培訓人次	No. of person 人次	<b>26,952</b>	25,194	20,331
Safety training coverage rate 安全培訓覆蓋率	%	<b>100</b>	100	100
Employee physical examination coverage rate 員工體檢覆蓋率	%	<b>100</b>	100	100
Work-related injury incidents 工傷事故數	Number 次	<b>0</b>	0	41
Number of occupational disease cases 職業病發生數	Case 例	<b>0</b>	0	0
Employees injured at work 因工受傷員工人數	Person 人	<b>0</b>	0	42
Work-related fatalities 因工死亡員工人數	Person 人	<b>0</b>	0	0
Rate of work-related fatalities 因工死亡的員工比率	%	<b>0</b>	0	0
Lost days due to work injury 因工損失的工作日數	Day 日	<b>1,527</b>	2,550	1,500

## IV. EMPOWERING PEOPLE AND SUPPORTING EMPLOYEE DEVELOPMENT

### 四、凝才向心·護航員工發展

#### 1. Strengthening Safety Management

CR Medical strictly complies with the *Workplace Safety Law of the People's Republic of China*, the *Fire Protection Law of the People's Republic of China*, and other relevant regulations. The Company has developed a series of management documents, including the *Measures for Quality and Safety Monitoring*, the *Implementation Rules for Annual Assessment of Quality and Safety Management*, and the *Implementation Rules for Managing Quality and Safety Incidents*, to continuously improve its safety management system. We have fully implemented the safety production accountability system and enhanced the overall level of safety governance. CR Medical attaches great importance to the investigation and remediation of safety hazards. In alignment with national and industry standards for identifying major accident hazards, the Company compiled eight key inspection checklists focusing on high-risk hospital areas such as fire safety, electricity usage, hazardous chemicals, and gas safety. In 2024, approximately RMB60 million was invested across our facilities to upgrade aging infrastructure and systems.

#### 2. Emergency Management

CR Medical maintains ongoing monitoring of natural disaster risks, closely follows meteorological alerts, and promptly issues risk notifications and early warnings to its hospitals. All member units have established and refined emergency response plans, tailored to the specific risks of different disasters, ensuring preparedness and efficient responses to emergencies. Targeted emergency management training was provided, covering topics such as Hazard Vulnerability Analysis (HVA) and emergency plan development, strengthening staff awareness of safety responsibilities and enhancing their emergency response capabilities. During the reporting period, a total of 780 emergency drills were conducted, covering areas such as fire safety, hazardous chemicals, anti-riot and terrorism response, water and power outages, and flood prevention.

#### 1. 夯實安全管理

華潤醫療嚴格遵守《中華人民共和國安全生產法》《中華人民共和國消防法》等法律規例，制定《品質安全監測管理辦法》《品質安全管理年度考核實施細則》《品質安全事件管理實施細則》等制度，持續完善安全管理體系，全面落實安全生產責任制度，提高安全生產水平。我們高度重視安全隱患排查管治，結合國家和行業重大事故隱患判定標準，編修8項隱患排查要點，覆蓋醫院消防、用電、危化品、燃氣等安全重點領域，促進隱患排查工作規範化水平的有效提升，2024年各單位累計投入約6,000萬元進行老舊設施系統改造。

#### 2. 安全應急管理

華潤醫療持續開展自然災害風險監測，密切關注氣象資訊，及時向醫院發佈風險提示和預警。各成員單位建立健全應急預案，結合災害特點落實各項應對準備工作，高效應對各類突發情況。積極開展應急管理專題培訓，涵蓋HVA (Hazard Vulnerability Analysis, 即危害脆弱度分析) 風險評估方法和應急預案編製等內容，強化員工安全生產責任意識，提升員工應急處置能力。報告期內開展安全應急演練780次，涵蓋消防安全、危化品安全、防暴反恐、停水停電、防汛等多個風險領域。



## IV. EMPOWERING PEOPLE AND SUPPORTING EMPLOYEE DEVELOPMENT

### 四、凝才向心·護航員工發展

#### Case study: Emergency training at CR & WISCO General Hospital

In June 2024, CR & WISCO General Hospital organized comprehensive emergency management training and examinations for all staff. Topics included general emergency knowledge, contingency plans for infectious disease outbreaks, medical dispute prevention and resolution, and internal fire response plans. The pass rate was 100%. In addition, multiple hospital-level emergency drills were held, covering emergency drug supply, information security, violent medical disputes, epidemic outbreaks, and fire safety. These efforts significantly improved employees' safety awareness and emergency response capabilities.

#### 案例：武鋼總醫院開展應急培訓演練

2024年6月，武鋼總醫院組織開展全院應急管理知識培訓及考試，學習內容包括應急管理綜合知識、突發傳染病應急預案、醫療糾紛防範與處置、醫院內部火災應急預案等，考試合格率100%；同時組織開展多場院級應急演練，涵蓋應急藥品保障、資訊安全、暴力性醫療糾紛、流行病暴發、消防安全等，切實提升員工安全素養和應急水平。

### 3. Ensuring Occupational Health

CR Medical places employee health as a top priority and strictly complies with the *Law of the People's Republic of China on the Prevention and Control of Occupational Diseases* and related regulations. The Company has issued management documents such as the *Occupational Health Supervision Guidelines*, *Checklist for Hospital Infection Prevention and Control*, and *Checklist for Radiation Protection of Medical Staff*, continuously strengthening the occupational health management framework. To effectively prevent occupational hazards, all hospitals were instructed to carry out occupational risk identification and evaluation, with a focus on key risk areas and roles exposed to: radiation hazards (e.g., X-ray devices, radioactive sources), biological hazards (e.g., HIV, pneumonia viruses), physical hazards (e.g., UV light, laser radiation), and chemical hazards (e.g., toxic substances, anesthetic gases). Efforts were made to enhance the classification-based risk control strategy and elevate the overall standard of occupational health and safety management.

In 2024, CR Medical organized training sessions covering the *Examination and Management Measures for Occupational Health and Personal Protection in Occupational Health* issued by the National Health Commission, thereby improving the competency of occupational health management personnel and strengthening front-line workers' safety awareness. The Company arranged for member units to conduct activities during the publicity week for the *Law of the People's Republic of China on the Prevention and Control of Occupational Diseases*, featuring themed lectures, printed materials, and educational videos to promote awareness and foster a culture focused on occupational disease prevention.

### 3. 保障職業健康

華潤醫療堅持將員工健康放在首位，嚴格遵守《中華人民共和國職業病防治法》《職業健康監督管理細則》等法律規例，制定《職業健康監督管理細則》《醫院感染預防與控制檢查要點》《醫務人員放射防護檢查要點》等管理文件，健全職業健康管理機制。為有效防範職業病危害風險，我們組織各醫院開展職業危害辨識評估，重點圍繞放射性危害因素（射線裝置或者放射源）、生物性危害因素（HIV、肺炎病毒等）、物理性危害因素（紫外線、激光輻射）、化學性危害因素（有毒化學品和麻醉廢氣）存在的主要區域、涉及崗位，進一步深化風險分級分類管控，全面提升職業健康安全管理水平。

2024年，華潤醫療組織員工參加國家衛健委《職業健康檢查管理辦法》《職業健康個人防護》等專項培訓，提升職業健康管理人員管理水平，強化一線員工職業防護意識；組織各單位開展《中華人民共和國職業病防治法》文宣周活動，透過主題宣講、印發文宣材料、製作文宣短片等方式宣傳職業病預防知識，營造全員關注職業病防治的濃厚氛圍。

## V. FOSTERING SYNERGY FOR SHARED SUCCESS

### 五、合作向遠·協同夥伴共贏

CR Medical remains committed to the principle of mutual benefit and shared development. We continue to deepen strategic collaboration, foster harmonious partnerships, and drive the upgrade of medical technologies and services — contributing to the healthy and sustainable growth of the broader healthcare industry. Meanwhile, we consistently strengthen supply chain management by rigorously selecting high-quality suppliers and building a green, efficient, and secure sustainable supply chain. Our goal is to establish a fair, transparent, and responsible business environment with our partners.

#### (I) Promotion of industrial development

CR Medical actively pursues strategic collaboration with a wide range of stakeholders across the healthcare ecosystem. By broadening and deepening cooperation, we strive to establish diversified strategic cooperation frameworks. Focused efforts are made in key specialty development, academic growth, technological innovation, and talent cultivation, with the aim of improving medical service capabilities and jointly advancing the high-quality development of the healthcare sector.

##### 1. Strengthen strategic cooperation

CR Medical continues to deepen collaboration and strengthen engagement with governments, universities, and peer institutions. Through signing strategic cooperation agreements, hosting and participating in academic medical forums, we accelerate the integration of industry, academia, and research — jointly advancing medical innovation and sectoral progress. During the reporting period, we undertook seven key cooperative projects and signed two strategic cooperation agreements.

##### Case study: Tie Fa Coal General Hospital advances clinical collaboration

The Drug/Device Clinical Trial Research Center of Tie Fa Coal General Hospital participated in the 2024 Clinical Research Institution Exhibition Cum Guangzhou Clinical Research Industry Fair, signing over 10 cooperation intents. These agreements laid a solid foundation for future clinical trial project collaborations.

華潤醫療始終秉持合作共贏的理念，深化戰略聯動，構建和諧夥伴關係，推動醫療技術與服務升級，全方位促進行業健康發展；持續強化供應鏈管理，嚴選優質供應商，打造綠色、高效、安全的可持續供應鏈，致力於與供應商建立公正透明、負責任的商業環境。

#### (一) 推動行業發展

華潤醫療積極探索與行業各方夥伴的戰略合作，不斷拓展合作的廣度和深度，致力於建立多元的戰略合作框架，加強重點專科建設，在學科建設、技術創新、人才培養等維度持續發力，不斷深化醫療能力建設，共同推動醫療行業高品質發展。

##### 1. 加強戰略合作

華潤醫療深化與各方合作夥伴的戰略協作和交流互動，與政府、高校及同行業企業緊密攜手，透過簽署戰略合作協議、舉辦或參與醫療學術研討會等活動，加速推進產學研深度融合，共同推動醫療行業進步。報告期內，落地重點合作項目7個，簽訂戰略合作協議2份。

##### 案例：鐵煤總醫院推進臨床項目合作簽約

鐵煤總醫院藥物／器械臨床試驗研究中心參展2024年臨床研究機構展暨廣州臨床研究產業交易會，成功簽署了十餘份合作意向書，為未來拓展更多臨研項目合作奠定基礎。



## V. FOSTERING SYNERGY FOR SHARED SUCCESS

### 五、合作向遠·協同夥伴共贏

#### 2. Construction of key disciplines

CR Medical actively implements the national Healthy China Initiative by promoting the integrated development of medicine, education, and research. The Company continues to invest in specialty discipline development, scientific innovation, and clinical education to better meet public healthcare needs and drive high-quality hospital development. During the reporting period, totally 25 new clinical key specialties were added and 26 national certification centers were newly established.

#### 2. 重點專科建設

華潤醫療全面落實「健康中國」戰略，推進醫教研一體化發展，積極開展學科建設、科研創新及臨床教學等工作，更好滿足民眾就醫需求，推動醫院高品質發展。報告期間內，新增臨床重點專科25個，新獲國家認證中心26個。

- **Strengthening academic structures:** A total of 8 discipline sub-committees were established. We achieved recognition for 10 new provincial key specialties, 15 new municipal key specialties, and 26 national center projects, demonstrating a steady enhancement in overall academic capability.
- **Deepening management systems:** The *Guidelines for Discipline Evaluation and Planning* were issued, establishing a performance evaluation framework for hospital disciplines, with issue-driven analysis to guide discipline development.
- **Reinforcing scientific research foundation:** Piloted by LR Hospital, a collaborative innovation model that integrates medicine, industry, academia, research, and government was put into practical operation, opening new avenues for technological innovation and application.
- **Improving medical quality:** Using orthopedics as a pilot discipline, an O/E-based specialty evaluation system was established to guide and improve quality management. As a result, we obtained 12 quality control center recognitions and 3 industry honors.
- **Promoting benchmarking initiatives:** The Company organized experience-sharing sessions on key specialty development, encouraging hospitals to benchmark and apply for the establishment of key specialty programs.
- **Nurturing academic talent:** Through platforms such as the “Dengfeng Program” and professional skill competitions, we supported the growth of young and middle-aged backbone staff. A flexible talent introduction mechanism was implemented to attract high-end talent resources, yielding notable results in talent recruitment and development.
- **做實學術組織：**累計成立學科分委會8個，新獲省重點專科10個，市重點專科15個，國家級中心化項目26個，學科實力穩步提升。
- **深化管理體系：**發佈《學科評估與規劃工作指引》，建立醫院學科評價指標體系，問題導向開展分析。
- **夯實科研基礎：**以遼健為試點探索的「醫、產、學、研、政」協同創新模式落地實踐，為科技創新和技術轉化開闢新路徑。
- **提升醫療品質：**以骨科為試點，構建O/E值專科評價體系，發揮評估引導和促進作用，獲得12個質控中心和3項行業榮譽。
- **推動對標建設：**組織開展重點專科建設經驗分享，引導醫院對標申報與建設重點專科。
- **培育學科人才：**透過「登峰計劃」「技能競賽」等平台助力中青年骨幹成長，柔性引進機制撬動高端人才資源，人才引育成效顯著。



## V. FOSTERING SYNERGY FOR SHARED SUCCESS

### 五、合作向遠·協同夥伴共贏

#### (II) Supply Chain Management

CR Medical strictly complies with the *Law of the People's Republic of China on Tenders and Bids* and the *Regulations for the Implementation of the Law of the People's Republic of China on Tenders and Bids*, and other relevant laws and regulations. Upholding the principles of fairness, impartiality, and transparency, the Company strengthens day-to-day supplier management, continuously enhances the resilience and security of its supply chain, integrates ESG principles deeply into supply chain governance, promotes responsible procurement, and continues to improve its supply chain system. The aim is to build a collaborative, mutually beneficial value chain ecosystem and lead sustainable development across the supply network.

#### (二) 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，堅持公平、公正、公開的原則，加強供應商日常管理，持續提升供應鏈韌性和安全水平，將ESG理念深度融入供應鏈管理，踐行負責任採購，不斷完善供應鏈體系建設，共建合作共贏的價值鏈生態，引領供應鏈可持續發展。

Indicators 指標	Unit 單位	Year 年度		
		2024	2023	2022
Number of suppliers screened within the reporting period 報告期內審查的供應商數量	Number 個	<b>3,955</b>	5,211	649
Number of legal compliance and risk trainings for suppliers 供應商守法合規及風險培訓次數	Number 次	<b>13</b>	2	14
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	<b>1,090</b>	600	4,200



## V. FOSTERING SYNERGY FOR SHARED SUCCESS

### 五、合作向遠·協同夥伴共贏

#### 1. Strengthening Supplier Management

CR Medical continuously improves its supplier management system by implementing strict mechanisms for supplier admission, classification, and review. It enhances communication and collaboration with suppliers, rigorously supervises procurement processes such as inbound inspections, after-sales returns, maintenance checks, and outbound verification, and uses information management technology to dynamically manage suppliers through additions, categorizations, updates, and archiving.

- **Supplier admission:** All cooperative suppliers are strictly bound by the *Regulations on Procurement Management of China Resources Medical Holdings Company Limited*. Before any purchase is made, the company requires all suppliers to register and execute the procurement process on the CR Shouzheng Electronic Tendering and Procurement Platform. Only those suppliers who pass the qualification assessment can be included as potential cooperative suppliers within the scope of procurement.
- **Supplier classification:** According to the *Management Measures for Suppliers*, suppliers are classified into three categories: centralized procurement of medical supplies, self-operated distribution of medical supplies, and self-procurement of non-medical supplies.
- **Supplier review:** Following the principles of objectivity and fairness, the *Management Rules for Supplier Blacklist* were formulated, clarifying the criteria for identifying and reviewing supplier misconduct to ensure effective communication and prevent abuse of disciplinary actions. Suppliers involved in misconduct — such as collusive bidding, fraudulent behavior to win contracts, unjustified refusal to sign contracts or proposing additional conditions, and failure to submit performance bonds — are publicly listed on the CR Shouzheng Electronic Tendering and Procurement Platform for extended periods.

#### 1. 加強供應商管理

華潤醫療持續完善供應商管理體系，實施嚴格的供應商准入、分類及審查等機制，加強與供應商的溝通與合作，在日常管理環節嚴格對採購入庫、銷後退回、養護檢查、出庫複核進行監管，並透過資訊管理技術對供應商進行動態的新增、分類、變更、存檔管理。

- **供應商准入：**全體供應商均受《華潤醫療控股有限公司採購管理制度》嚴格約束，採購前要求所有供應商在守正電子招標平台註冊並開展採購流程，透過資質評估者才能成為潛在合作供應商，納入採購範疇。
- **供應商分類：**依據《供應商管理辦法》，將供應商分為醫用物資集採、醫用物資自營經銷、非醫用物資自採業務供應商三類。
- **供應商審查：**遵循客觀公正原則，制定《供應商黑名單管理細則》，明確供應商不良情形判定標準和審核機制，確保供應商溝通，防止懲戒措施濫用。對有不良行為的供應商在守正平台長期公示，不良行為包括串通投標、弄虛作假騙取中標、不正當理由拒絕合同或提出附加條件、不提交履約保證金等。

## V. FOSTERING SYNERGY FOR SHARED SUCCESS

### 五、合作向遠·協同夥伴共贏

- **Supplier evaluation:** The Company completed the 2024 annual supplier evaluation and classification, and compiled the *2024 Supplier Directory*, which includes trial, qualified, and unqualified suppliers. All suppliers with cooperation periods exceeding three months must undergo annual comprehensive evaluations and classification. Suppliers who fail to pass the current year's evaluation will be placed on the Company's Disqualified Supplier List. Within their relevant scope and professional category, these suppliers will be barred from participating in any procurement activities for a period of two years.
- **Supplier training:** We regularly organize management training and communication sessions for suppliers to foster their self-management capabilities. Furthermore, we work in collaboration with upstream and downstream supply chain partners to strengthen sustainable development capacities and achieve win-win outcomes across the industry. During the reporting period, the Company organized 13 training sessions, including procurement compliance training and Shouzheng Lectures, with over 1,090 participants.
- **供應商考核：**完成供應商2024年度評價與分級管理，編製《2024年供應商名冊》，包括試用、合格、不合格分冊。對於合作期在三個月以上的供應商均應參與年度綜合評估與分級管理，評估周期為每年一次，未通過本年度評估的供應商將被納入不合格供應商名冊，在其適用範圍及專業類別內，兩年內禁止參與任何採購活動。
- **供應商培訓：**定期召開面向供應商的管理培訓交流，推動供應商提高自我責任管理能力，並攜手上下遊供應鏈，共同提高可持續發展能力，實現行業共贏。報告期內組織採購管理合規培訓、守正大講堂等13次，參加人數1,090餘人次。



## V. FOSTERING SYNERGY FOR SHARED SUCCESS

### 五、合作向遠·協同夥伴共贏

#### 2. Ensure Supply Chain Security

CR Medical continues to strengthen its supply chain capabilities, driving improvements across core and peripheral businesses while accelerating integration in new regions. Despite external challenges, the Company has steadily improved its “three efficiency metrics” — centralized procurement rate, profitability, and operational efficiency — for three consecutive years. It has consolidated upstream resources to implement value-added projects that effectively reduce procurement costs at hospital level. The Company has also advanced digital infrastructure by integrating the medical supplies platforms of Lianyi and Yikang, and launched the pharmaceutical module in 17 member hospitals, supporting the digital transformation of centralized procurement for medical supplies. These efforts ensure the secure operation of the supply chain and enhance its stability and sustainability.

#### 3. Supplier ESG Review

To encourage suppliers to adopt ESG best practices, CR Medical has incorporated ESG standards into the entire process of supply chain management. We prioritize suppliers with excellent environmental and social benefits in supplier procurement and conduct rigorous evaluations to assess supplier policies and performance in areas such as labour management, environmental protection, occupational safety, and corporate governance. During the reporting period, there were no potential suppliers rejected due to non-compliance with social responsibilities, nor were there any suppliers whose cooperation was suspended for the same reason.

#### 2. 保障供應鏈安全

華潤醫療持續強化供應鏈優勢，做好主業及外延業務探索，加快新區域整合，實現經營品質逆勢提升，集採率、收益率、效率「三率」指標保持三年穩步提升；拉通上遊資源，推動落地賦能項目，實現醫院端採購成本降低；推進資訊化建設，實現聯醫公司和醫康公司醫用物資平台一體化整合，完成藥品模塊上線17間成員醫院，助推醫用物資集採業務數碼化轉型升級，保障供應鏈安全營運，提升供應鏈的穩定性和可持續性。

#### 3. 供應商ESG審查

為了激勵供應商更好地踐行ESG理念，華潤醫療將ESG標準納入對供應鏈的全過程管理中，在供應商採購中優先考慮環境和社會效益優秀的供應商，嚴格審查和評估供應商在勞工管理、環境保護、安全生產、公司管治等方面的管理政策和績效。報告期內，因社會責任不合規被否決的潛在供應商0個，因為社會責任不合規被中止合作的供應商0個。

## V. FOSTERING SYNERGY FOR SHARED SUCCESS

### 五、合作向遠·協同夥伴共贏

#### 4. Responsible Procurement

CR Medical remains committed to responsible sourcing by promoting green, low-carbon, and environmentally friendly procurement practices. The Company encourages departments and business units to establish green channels for socially responsible procurement. It mandates suppliers to sign compliance pledges, enhances anti-corruption oversight throughout procurement processes, and fosters a transparent procurement environment. Throughout the procurement process, the Company adopts a patient-centered approach, prioritizing the enhancement of quality and technical capabilities, while striving for efficient and mutually beneficial outcomes. After a thorough assessment and analysis of human rights, environmental, and other social responsibility risks, the final decision on supplier selection is made by the department responsible for procurement management, and the approved suppliers are then included in the list of qualified suppliers. Through these efforts, CR Medical guides suppliers toward sustainable development. In 2024, the Company optimized its healthcare-specific procurement system, conducted data audits, and reinforced compliance management. In 2024, CR Medical employed a total of 3,955 suppliers and reviewed the qualifications of 3,955 suppliers, achieving a responsible procurement rate of 100%.

#### 4. 負責任採購

華潤醫療堅持負責任採購，提倡將綠色、低碳、環保理念融入採購活動，鼓勵各部室及單位建立社會責任採購綠色通道。公司堅持與供應商簽訂保證協定，加強日常採購環節的廉潔檢查，構建陽光採購環境；在採購過程中以患者為中心、以提高品質和技術能力、高效共贏為重點，對供應商人權、環境和其他社會責任風險進行評估分析後，由採購管理主責部門審批最終決定，並納入合格供應商名冊，引領供應商共同踐行可持續發展。2024年，公司完善符合健康特色的採購，開展採購數據核查，加強採購合規管理。2024年，華潤醫療共聘用供應商3,955間，審查供應商數量3,955家，責任採購比率為100%。

Indicators 指標		Unit 單位	Year 年度 2024
Suppliers in North China 華北地區供應商數量	Number 個		835
Suppliers in Northeast China 東北地區供應商數量	Number 個		1,545
Suppliers in South China 華南地區供應商數量	Number 個		443
Suppliers in East China 華東地區供應商數量	Number 個		661
Suppliers in Central China 華中地區供應商數量	Number 個		389
Suppliers in Northwest China 西北地區供應商數量	Number 個		38
Suppliers in Southwest China 西南地區供應商數量	Number 個		44
Suppliers overseas 海外供應商數量	Number 個		0
Total 合計	Number 個		3,955

## VI. RESPONSIBILITY TOWARD THE PEOPLE: ADVANCING PUBLIC HEALTH

### 六、責任向陽·服務大眾健康

CR Medical remains committed to its mission of “Strive for Public Health”, actively fulfilling the responsibilities of a central SOE. Leveraging its business strengths in the healthcare sector, the Company continues to deepen its efforts in regional integration, the development of medical consortiums, free health consultations, rural revitalization, and public welfare volunteerism. Through these efforts, CR Medical consistently creates social value, enhances public well-being, and contributes to the realization of the Healthy China Initiative.

#### (I) Supporting the Healthy China Initiative

CR Medical earnestly implements the Healthy China Initiative by promoting regional integration and medical consortium development. It expands access to quality healthcare resources, optimizes regional healthcare layouts, and continuously improves regional medical standards and service experiences. These initiatives are aimed at addressing local healthcare needs and enhancing patient experiences, thereby safeguarding public health through responsible action.

##### 1. Regional Integration

In alignment with national strategies on regional integration, CR Medical gives full play to the leadership role of its flagship hospitals. Building on the integrated development model established in Fuxin, this initiative has been expanded to other regions, encompassing hospitals such as Fukuang General Hospital, General Hospital of Benxi Steel, CR & WISCO General Hospital, Guangdong 999 Brain Hospital, and HuaiBei Miners General Hospital. Through resource sharing and unified management within each region, the Company has significantly improved operational support capabilities and the overall effectiveness of regional healthcare services, enabling a more comprehensive response to the diverse medical needs of patients.

華潤醫療堅守「一切為了大眾健康」的使命，積極踐行央企使命擔當，充分發揮自身在醫療健康領域的業務優勢，深耕區域一體化發展、醫療聯合體（簡稱「醫聯體」）建設、健康義診、鄉村振興、公益志願等領域，持續為社會創造價值，增進民生福祉，助力健康中國建設。

#### (一) 助力健康中國

華潤醫療積極貫徹落實「健康中國」戰略，持續推動區域一體化發展和醫聯體建設，推動優質醫療資源擴容下沉和區域均衡佈局，促進區域綜合醫療水平和服務體驗不斷提升，滿足區域民眾健康需求，改善公眾就醫體驗，用責任守護人民健康。

##### 1. 區域一體化發展

華潤醫療積極響應區域一體化戰略要求，充分發揮區域龍頭醫院帶頭作用，在阜新區域建設模式的基礎上，推進撫礦、本鋼、武鋼、腦科、淮礦等區域的管理一體化發展，實現區域內資源共享、聯合管理，有效提升區域內的營運保障能力，提升區域醫療服務整體效能，全方位滿足患者多樣化的就醫需求。



## VI. RESPONSIBILITY TOWARD THE PEOPLE:

### ADVANCING PUBLIC HEALTH

#### 六、責任向陽·服務大眾健康

## 2. Development of Medical Consortium

CR Medical continues to deepen reforms in the healthcare system by guiding medical institutions across regions, types, and levels to form collaborative medical consortiums. It is committed to building regional, closely-knit consortium models that foster collaborative healthcare systems. These efforts promote the collective development of all member units and optimize the allocation of medical resources — enabling experts from Grade III hospitals to provide consultations and care at community hospitals, and accelerating capacity-building at the grassroots level.

### Case: Fukuang General Hospital advances medical consortium development for mutual benefit

Since 2017, Fukuang General Hospital has formed a medical consortium with institutions such as Xinfu District First Hospital and Xinfu District Second Hospital. To date, the consortium includes 56 member units, four of which operate under a closely-knit model. By leveraging its core strengths, Fukuang General Hospital supports grassroots medical institutions in areas such as talent development, specialty support, telemedicine, and bidirectional patient referrals. This facilitates closer collaboration, enabling member units to benefit from standardized management and equivalent access to high-quality medical resources. Through horizontal coordination and vertical integration of healthcare resources, CR Medical has actively advanced the implementation of tiered diagnosis and treatment systems. This ensures that patients receive better-quality care. In 2024, Fukuang General Hospital conducted 443 specialist consultations, 415 ward rounds, and facilitated 9,861 two-way patient referrals at member units within the medical consortium.

## 2. 醫聯體建設

華潤醫療持續深化醫藥衛生體制改革，引導不同區域、不同類別、不同層次的醫療機構組建醫聯體，打造區域緊密型醫聯體樣板，構建醫療協作服務體系，帶動區域內醫聯體成員單位共同發展，合理利用醫療資源，令三級醫院專家下沉到社區醫院做診療，加速促進基層醫療機構服務能力提升。

### 案例：撫礦總醫院推動醫聯體建設，實現互利共贏

撫礦總醫院自2017年起先後與新撫一院、新撫二院等醫療衛生機構共同建立醫聯體，至今已有56間醫聯體單位，其中4間醫院為緊密型醫聯體。撫礦總醫院充分發揮自身優勢，從人才培養、專科扶持、遠端醫療、雙向轉診等方面入手，密切基層衛生機構的協作關係，將醫療人才、管理骨幹、優質醫療資源下沉到基層，令成員單位得到與總醫院同質化的管理和同質化的資源配備。透過醫療資源橫向聯合、縱向整合、合理配置和利用效率，對逐步實現分級診療模式起到了積極推動作用，為患者更好地提供了優質醫療服務。2024年，撫礦總醫院到醫聯體成員單位坐診443次、查房415次，雙向轉診患者9,861人次。



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(II) Fulfillment of Public Responsibility

CR Medical actively fulfills its mission as a central SOE by earnestly embracing its social responsibilities. Through initiatives such as free clinics, public health education, and targeted care for the elderly, children, and other vulnerable groups, the Company ensures that the benefits of medical advancements are shared with the broader public. These efforts enhance the accessibility and inclusivity of healthcare services, contributing to a healthier life for all.

1. Organizing Free Clinics

CR Medical places great emphasis on improving public health by deepening the integration of free health consultations with routine medical services. It organizes thematic outreach programs and community-based clinics to bring quality healthcare directly to the people. These initiatives aim to deliver convenient, beneficial, and accessible medical services, while supporting the creation of healthy and harmonious communities. In 2024, we conducted 1,903 sessions of community-based free medical services, benefiting a total of 145,356 individuals.

(二) 踐行公共責任

華潤醫療積極踐行央企使命擔當，切實履行社會責任，透過義診服務、健康教育普及、關愛老少和特殊群體健康等行動，與廣大民眾共享醫療事業發展成果，令醫療健康服務更加普惠可及，為民眾的健康生活添磚加瓦。

1. 開展義診服務

華潤醫療高度重視全民健康水平提升，深化各類義診與診療服務的有機銜接，透過開展主題義診、社區義診等系列公益惠民活動，把優質的醫療服務資源送到民眾身邊，令民眾享受「便民、利民、惠民」的醫療服務，助力和諧健康社區建設。2024年開展社區義務診療1,903次，受益人數達145,356人次。

Indicators 指標	Unit 單位	Year 年度		
		2024	2023	2022
Number of community-based free medical services 社區義務診療次數	Time 次	1,903	1,090	428
Number of people benefited from community-based free medical services 社區義診受益人數	No. of person 人次	145,356	128,209	38,772

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#### 六、責任向陽·服務大眾健康

##### Case: The Second Hospital of WISCO North Campus Party Branch delivers free clinic services to the community

In May 2024, the Party Branch of the North Campus of the Second Hospital of WISCO signed a co-construction agreement with Qingyang Community to jointly safeguard the health of local residents. The Party Branch fully leveraged its medical expertise to provide services such as health consultations and free clinics. For residents with mobility difficulties, the branch offered regular in-home health checkups. It also collaborated with the community to organize health lectures and health knowledge competitions, promoting greater awareness and proactive health management.

##### 案例：武鋼二院北院區黨支部為社區提供義診服務

2024年5月，武鋼二醫院北院區黨支部與青揚社區簽訂共建協議，雙方將共同為轄區居民健康保駕護航。北院區黨支部將充分發揮醫療專業優勢，為社區居民提供健康諮詢、義診等服務；對行動不便的居民定期上門進行健康體檢；與社區共同組織健康講座、健康知識競賽等活動。

## 2. Health Education Promotion

CR Medical continues to advance health education through a wide range of formats — including offline lectures, in-person classes, livestreams, short videos, and articles — to extend medical knowledge to broader audiences. These efforts help instill health awareness and promote public health literacy, while supporting the development of a robust public health system and addressing the diverse healthcare needs of the population. In 2024, a total of 7,961 public health education activities were conducted, benefiting 135.4316 million individuals. Additionally, 308,100 copies of promotional materials were distributed.

## 2. 普及健康教育

華潤醫療持續開展健康教育普及活動，透過線下講座、授課、線上直播、發佈短片和文章等多元形式，令醫療知識惠及更多人群，令健康理念深入人心，全力提升國民醫療健康素養，促進社會公共健康安全體系建設，滿足民眾多樣化的健康需求。2024年，開展公民健康教育7,961次，受益人數達13,543.16萬人次，發放文宣材料30.81萬份。

Indicators 指標	Unit 單位	Year 年度		
		2024	2023	2022
Number of public health education activities <sup>14</sup> 公民健康教育開展次數 <sup>14</sup>	Time 次	7,961	32,900	800
Number of people benefited from public health education <sup>15</sup> 公民健康教育受益人數 <sup>15</sup>	10,000 persons 萬人次	13,543.16	1,482.20	10.39

<sup>14</sup>Note: In 2024, some hospitals integrated health education (popularization) into routine departmental management. As a result, the number of sessions and beneficiaries counted at the hospital level saw a slight decrease compared to 2023.

<sup>15</sup>Note: Since 2023, the number of people benefited from public health education includes those who participated in online health popularization and education activities conducted by various hospitals.

<sup>14</sup>註：2024年部分醫院將健康教育(科普)納入科室日常管理，2024年健康教育(科普)院級開展活動統計次數及受益人數較2023年有所下降。

<sup>15</sup>註：自2023年起，公民健康教育受益人數覆蓋參加各醫院線上健康科普與宣教的人員。

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#### 六、責任向陽·服務大眾健康

##### **Case: Huaibei Miners General Hospital promotes traditional Chinese medicine culture in campuses and enterprises**

In June 2024, to promote traditional Chinese medicine (TCM), popularize TCM knowledge, and enhance cultural confidence and public health literacy, the TCM Department of Huaibei Miners General Hospital, in collaboration with the Social Medical Service Department, brought TCM culture into classrooms and enterprises. They launched themed activities such as “Passing on the TCM heritage and delivering Dragon Boat Festival blessings to campuses” at Huaibei Vocational and Technical College and “Mugwort Wellness for Dragon Boat Peace” at the Fenghuangshan E-commerce and Logistics Park. These initiatives enabled the public to experience the profound charm and value of TCM culture.

##### **案例：淮礦總醫院中醫藥健康文化走進校園和企業**

2024年6月，為弘揚中醫藥文化，普及中醫藥知識，提升人們的文化自信與健康素養，將中醫藥文化帶進課堂、企業，淮礦總醫院中醫科聯合社會醫療服務部走進淮北職業技術學院開展「杏林文化薪火傳，端午安康進校園」和淮北市鳳凰山電商快遞物流園開展端午安康「艾」護健康活動，普及中醫藥健康知識，令群眾感受到中醫藥文化的神奇與魅力。

### **3. Safeguarding “wellness at every stage of life”**

CR Medical focuses on meeting the healthcare needs of both the elderly and children. Through optimizing the regional layout of medical-rehabilitation-care services and upgrading hospital infrastructure for elder-friendly care, it ensures better accessibility for elderly patients. Simultaneously, it increases its efforts to protect the physical and mental health of young people, aiming to safeguard the well-being of both ends of the age spectrum.

### **3. 守護「朝夕美好」**

華潤醫療聚焦「一老一小」醫療需求，透過在重點區域佈局醫康養以及開展醫院基礎設施適老化改造等，為長者提供更加便捷、可及的醫療服務，同時加大對青少年的呵護，重點關注青少年的身心健康發展，致力於做好長者和青少年的健康保障。

##### **Case: “Shiguang Hut” pediatric palliative care unit launched at Guangdong 999 Brain Hospital**

In March 2024, the third “Shiguang Hut” pediatric palliative care unit in China was established at Guangdong 999 Brain Hospital. Designed to provide a comforting, personalized space for children with terminal neurological tumors and their families, the hut features home-like settings and is supported by a multidisciplinary team including oncologists, rehabilitation therapists, clinical dietitians, and psychological counselors. The unit offers tailored palliative care to ensure these children can experience peace and dignity in their final days, with compassion accompanying them until the end.

##### **案例：「拾光小屋」兒童舒緩安寧病房落地廣東三九腦科醫院**

2024年3月，全國第三個「拾光小屋」兒童舒緩安寧病房在廣東三九腦科醫院落地。小屋為終末期神經腫瘤兒童家庭提供溫馨和定製化的陳設，醫院腫瘤綜合診療科、康復治療科的醫護團隊，及臨床營養師、心理諮詢師等聯合為患兒提供個性化舒緩治療方案，為終末期神經腫瘤患兒提供能夠安心度過生命最後時光的場所，令關愛和呵護延續至最後一刻。

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##### **Case: Building smart wards to deliver digital services to elderly patients**

CR & WISCO General Hospital continues to enhance its smart ward construction. Leveraging big data, the hospital pushes tailored time management tools, health education, and reminders to elderly patients. It integrates various hospital information systems to enable bedside access to electronic medical records, billing inquiries, and teleconsultation services. Using bedside screens, it also facilitates real-time doctor-patient communication and links to third-party platforms offering daily living support — making healthcare services more accessible, comfortable, and intelligent for elderly patients.

##### **案例：建設智慧病房，令年長患者享受智慧醫療服務**

華潤武鋼總醫院持續優化智慧病房建設，透過大數據向年長患者推播精準的時間管理和定製化提醒及健康教育內容。同時，透過集成醫院各個醫療資訊系統，實現床邊電子病歷查詢、費用查詢、遠端會診等功能，藉助床頭螢幕視像通話功能實現醫患溝通，接入第三方服務平台提供各項日常生活服務，使年長患者能夠更方便、更舒適地享受智慧醫療服務。

#### **4. Serving special groups**

Upholding the humanitarian spirit of medical care, CR Medical pays special attention to children with special needs, people with disabilities, and other vulnerable populations. By integrating medical resources with philanthropic initiatives, the Company brings high-quality medical services to those most in need through diversified volunteer actions, delivering care and support to disadvantaged groups.

#### **4. 服務特殊群體**

華潤醫療始終秉持着醫者仁心，高度關注特殊需求兒童、殘疾患者等特殊群體，深度融合醫療資源和公益慈善力量，透過開展和參與多樣化的志願服務，將優質的醫療服務帶到特殊群體身邊，為特殊群體送去關愛和支持。

##### **Case: Guangdong 999 Brain Hospital extends warmth to special groups**

Since 2008, Guangdong 999 Brain Hospital has operated the "Brain Health" Runxin Volunteer Service Team. In 2024, volunteers actively participated in Guangzhou's flagship initiative "Volunteering at Kangyuan", providing long-term support services for individuals with intellectual disabilities and psychiatric rehabilitation needs. These services included medical consultations, first aid training, and teaching material development. To date, the team has visited 34 Kangyuan occupational therapy stations, donated electronic blood pressure monitors, and trained over 300 volunteers — benefiting more than 10,000 individuals with special needs.

##### **案例：廣東三九腦科醫院為特殊群體送溫暖**

廣東三九腦科醫院於2008年起成立了「腦健康」潤心志願服務隊，2024年，志願者們積極參與廣州市品牌項目「志願在康園」行動，為智力障礙和精神康復人士開展常態化助殘志願、急救技能培訓、教材編寫等服務，截至目前，累計在34間康園工療站開展義診並配備電子血壓計，為300餘名康園志願者開展培訓，惠及特殊群體1萬餘人。





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### (III) Contributing to Society

While providing high-quality medical services, CR Medical actively responds to national strategic priorities. Drawing on the characteristics of the healthcare industry, it supports rural revitalization efforts and offers extensive medical assistance. The Company also engages in emergency response during natural disasters, addressing the real needs of the public and contributing to the Healthy China initiative and the pursuit of common prosperity.

#### 1. Supporting Rural Revitalization

CR Medical earnestly implements China's rural revitalization strategy. With a healthcare-focused approach, the Company advances five core support initiatives: medical assistance pairing, medical talent support, development support for township hospitals, charitable diagnosis and treatment support, and consumption support. These efforts aim to extend high-quality medical resources into rural areas, fostering meaningful and practical outcomes in rural revitalization.

##### Case: Medical talent support helps elevate village doctors' capabilities

To strengthen grassroots healthcare and improve the competency of rural physicians, multiple CR Medical hospitals organized training programs for rural medical institutions. In May 2024, Guangxi Hydroelectric Hospital launched the first session of a general practice skills training course for rural assistant physicians in Liangqing District, offering technical empowerment. In June, the Huaibei Mental Health Administration Office and Huaibei Mental Health Center jointly hosted the 2024 Huaibei Long-acting Injection Therapy Training Conference, drawing participants from local health commissions, disease control centers, township hospitals, and village clinics across three districts and one county in Huaibei — significantly enhancing the capabilities and professionalism of the rural healthcare workforce.

### (三) 投身社會貢獻

華潤醫療在提供優質醫療服務的同時，主動服務「國之大者」，結合醫療行業特色，全力支持鄉村振興戰略，廣泛開展醫療援助，面對突發事件積極投身搶險救災工作，以實際行動解決民眾的需求，為推動健康中國建設和實現共同富裕作出貢獻。

#### 1. 助力鄉村振興

華潤醫療積極響應鄉村振興戰略，結合醫療行業特色，持續探索鄉村振興實施路徑，透過對口醫療幫扶、醫療人才幫扶、鄉鎮醫院發展幫扶、慈善診療幫扶和消費幫扶五大幫扶舉措，進一步推動優質醫療資源下沉，推動鄉村振興工作走深走實。

##### 案例：醫療人才幫扶，助力鄉村醫生提升業務水平

為推進基層衛生事業發展，提高鄉村醫生的綜合素質和業務水平，多間醫院開展基層醫療機構培訓。2024年5月，廣西水電醫院舉辦良慶區鄉村醫生全科執業助理醫師實踐技能培訓班（第一期），為鄉村醫生進行技術賦能；6月，淮北市精神衛生管理辦公室、淮衛中心舉辦「2024年淮北市長效針劑業務培訓會」，淮北市三區一縣衛健委、疾控中心、各鎮衛生院及各村衛生室相關工作人員參會，切實提高鄉村醫生隊伍素質和服務能力水平。



## VI. RESPONSIBILITY TOWARD THE PEOPLE:

### ADVANCING PUBLIC HEALTH

#### 六、責任向陽·服務大眾健康

## 2. Aid to Xinjiang, Tibet, Qinghai, and Jiangxi

CR Medical firmly supports national strategies by actively promoting the expansion of quality medical resources into underdeveloped regions such as Xinjiang, Tibet, Qinghai, and Jiangxi. Through comprehensive assistance in clinical services, education, scientific research, and management, the Company helps advance healthcare accessibility in these areas. In 2024, CR Medical dispatched a total of 12 people to Xinjiang and Qinghai to provide medical support and counterpart assistance, and organized 15 medical volunteer visits for free clinics in these two regions.

### *Heartfelt free clinics with boundless compassion*

- From September 1 to 5, Guangdong 999 Brain Hospital sent six young volunteer doctors to Shufu County, Kashgar Prefecture, Xinjiang Uygur Autonomous Region for a five-day free clinic program. The team provided medical consultations, compassionate care, and public health education classes to local residents and youth in remote areas. Targeting common local health issues, the volunteers delivered three training sessions — such as “Causes and Prevention of Scoliosis” — to 150 local doctors in Shufu County, helping enhance local medical capabilities.
- General Hospital of Mining Industry Group Fuxi also sent three staff members to conduct free medical consultations in the Xitieshan Branch and the Renmin Road Community Residents Committee of Dachaidan Town, and the Mahai Branch of the Dachaidan Administrative Committee. These efforts benefited over 270 local residents.

## 2. 援疆援藏援青援贛

華潤醫療堅定響應國家戰略，積極踐行國家促進優質醫療資源下沉的號召，透過醫療、教學、科研、管理等全方位的幫扶，進一步推動醫療資源向新疆、青海和西藏地區延伸。2024年，華潤醫療累計派出12人到新疆、青海開展醫療支援和對口幫扶；累計派出15人次在新疆和青海開展公益義診。

### *暖心義診，大愛無疆*

- 9月1日至5日，廣東三九腦科醫院派出6名青年醫生志願者奔赴新疆維吾爾自治區喀什地區疏附縣開展為期5日的醫療義診活動，為偏遠地區居民、青少年開展義診服務、愛心慰問和衛生健康科普志願課堂。針對當地多發疾病，為新疆喀什疏附縣150名當地醫生，培訓交流《脊柱側彎的成因和預防方式》等三門課程。
- 阜新礦總醫院分別派出3人，前往大柴旦錫鐵山分院、大柴旦鎮人民路社區居民委和大柴旦行委馬海分院開展義診活動，受益民眾270人次。



## VI. RESPONSIBILITY TOWARD THE PEOPLE:

### ADVANCING PUBLIC HEALTH

#### 六、責任向陽·服務大眾健康

##### 3. Providing targeted medical assistance

Guided by a strong sense of social responsibility and humanitarian values, CR Medical actively leverages its medical expertise to provide specialized assistance to patients with rare conditions, as well as to individuals and families from low-income or disadvantaged backgrounds. By delivering various forms of medical aid, the Company strives to make healthcare more equitable and accessible, supporting the balanced development of China's healthcare system.

##### **Case: Xuzhou Integrated Traditional Chinese and Western Medicine Hospital offers medical aid to low-income patients**

Low-income patients often face significant challenges in affording necessary medical treatment due to financial constraints. To address this, Xuzhou Hospital of Integrated Traditional Chinese and Western Medicine has implemented a comprehensive assistance program, including inpatient subsidies, green channel fast-track services, health education and preventive care, cooperation with government agencies, extended services through community and primary healthcare institutions. These initiatives have significantly reduced the healthcare burden for low-income families and improved their access to essential medical services.

##### 3. 開展醫療援助

華潤醫療秉承着保障人民健康的社會責任感和人道主義精神，積極發揮自身醫療專業優勢，針對特殊疾病患者、低收入或貧困家庭患者等群體，廣泛開展各類專項醫療援助活動，為更多需要幫助的人群提供醫療服務，推動我國醫療衛生事業均衡穩定發展。

##### **案例：徐州市中西醫結合醫院針對低收入家庭患者開展醫療援助**

低收入患者群體由於家庭經濟狀況較差，往往難以承擔高昂的醫療費用。為了幫助這一群體獲得必要的醫療服務，徐州市中西醫結合醫院針對其採取了住院救助、綠色通道服務、健康教育與預防服務、與政府部門協作以及社區與基層醫療服務等一系列醫療援助和救助措施，有效降低了低收入患者的醫療費用負擔，提高了低收入患者的就醫可及性。

### Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong Limited — Appendix C2 Environmental, Social and Governance Reporting Guide

### 香港聯合交易所上市規則 — 附錄C2《環境、社會及管治報告指引》

Key Aspects, Areas, General Disclosures, and Key Performance Indicators 主要範疇、層面、一般披露及關鍵績效指標		Page(s) 披露位置
B: Mandatory disclosure provisions B 部分：強制披露規定		
Governance structure 管治架構		P10–13
Reporting principles 匯報原則		P2
Reporting boundaries 匯報範圍		P2
C: “Disclose or explain” provisions C 部分：「不披露就解釋」條文		
A. Environment A. 環境		
A1: Emissions  層面A1：排放物	General disclosure: Information on (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to 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。	P56–57
Key performance indicators A1.1 關鍵績效指標 A1.1	The types of emissions and respective emissions data. 排放物種類及相關排放數據。	P58
Key performance indicators A1.2 關鍵績效指標 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). 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）。	P51

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	Key performance indicators A1.3 關鍵績效指標 A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 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)。	P58
	Key performance indicators A1.4 關鍵績效指標 A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 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)。	P58
	Key performance indicators A1.5 關鍵績效指標 A1.5	Description of emission target(s) set and steps taken to achieve them. 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。	P56–57
	Key performance indicators A1.6 關鍵績效指標 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. 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。	P56–57
A2 : Use of Resources 層面 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。		P52
	Key performance indicators A2.1 關鍵績效指標 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). 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)。	P55
	Key performance indicators A2.2 關鍵績效指標 A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility). 總耗水量及密度 (如以每產量單位、每項設施計算)。	P53
	Key performance indicators A2.3 關鍵績效指標 A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them. 描述所訂立的能源使用效益目標及為達到這些目標所採取的步驟。	P54

Key Aspects, Areas, General Disclosures, and Key Performance Indicators 主要範疇、層面、一般披露及關鍵績效指標			Page(s) 披露位置
	Key performance indicators A2.4 關鍵績效指標 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. 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。	P52-53
	Key performance indicators A2.5 關鍵績效指標 A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced. 製成品所用包裝材料的總量（以公噸計算）及（如適用）每生產單位佔量。	P59
A3 : Environment and Natural Resources 層面 A3：環境及天然資源	General Disclosure: Policies on minimizing 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。		P46, P49
	Key performance indicators A3.1 關鍵績效指標 A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them. 描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。	P49
A4 : Climate Change 層面 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 辨識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。		P50-51
	Key performance indicators A4.1 關鍵績效指標 A4.1	Description of the significant climate-related issues that have impacted, and those which may impact, the issuer, and the actions taken to manage them. 描述已經及可能會對發行人產生影響的重大氣候相關事宜，及應對行動。	P51

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B. Society B. 社會			
Employment and Labour Practices 僱傭及勞工常規			
B1: Employment  層面 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。		P62–63
	Key performance indicators B1.1 關鍵績效指標 B1.1	Total workforce by gender, employment type (for example, full-or part-time), age group and geographical region. 按性別、僱傭類型（如全職或兼職）、年齡組別及地區劃分的僱員總數。	P60
	Key performance indicators B1.2 關鍵績效指標 B1.2	Employee turnover rate by gender, age group and geographical region. 按性別、年齡組別及地區劃分的僱員流失比率。	P61
B2: Health and Safety  層面 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。		P73–74
	Key performance indicators B2.1 關鍵績效指標 B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year. 過去三年（包括匯報年度）每年因公亡故的人數及比率。	P72
	Key performance indicators B2.2 關鍵績效指標 B2.2	Lost days due to work injury. 因工傷損失工作日數。	P72
	Key performance indicators B2.3 關鍵績效指標 B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored. 描述所採納的職業健康與安全措施，以及相關執行及監察方法。	P74



Key Aspects, Areas, General Disclosures, and Key Performance Indicators 主要範疇、層面、一般披露及關鍵績效指標		Page(s) 披露位置
B3: Development and Training 層面 B3：發展及培訓	General Disclosure: Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. 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。	P67-69
	Key performance indicators B3.1 關鍵績效指標 B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management). 按性別及僱員類別（如高級管理層、中級管理層）劃分的受訓僱員百分比。
	Key performance indicators B3.2 關鍵績效指標 B3.2	The average training hours completed per employee by gender and employee category. 按性別及僱員類別劃分，每名僱員完成受訓的平均時數。
B4: Labour Standards 層面 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 the prevention of child or forced labor. 一般披露：有關防止童工或強制勞動的：(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。	P62
	Key performance indicators B4.1 關鍵績效指標 B4.1	Description of measures to review employment practices to avoid child and forced labour. 描述檢討招聘慣例的措施以避免童工及強制勞工。
	Key performance indicators B4.2 關鍵績效指標 B4.2	Description of steps taken to eliminate such practices when discovered. 描述在發現違規情況時消除有關情況所採取的步驟。



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Operating Practices 營運慣例		
B5: Supply Chain Management 層面 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。	P77-81
	Key performance indicators B5.1 關鍵績效指標 B5.1	Number of suppliers by geographical region. 按地區劃分的供應商數目。
	Key performance indicators B5.2 關鍵績效指標 B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored. 描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目，以及相關執行及監察辦法。
	Key performance indicators B5.3 關鍵績效指標 B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored. 描述有關辨識供應鏈每個環節的環境及社會風險的慣例，以及相關執行及監察方法。
	Key performance indicators B5.4 關鍵績效指標 B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored. 描述在揀選供應商時促使多用環保產品及服務的慣例，以及相關執行及監察方法。

Key Aspects, Areas, General Disclosures, and Key Performance Indicators 主要範疇、層面、一般披露及關鍵績效指標		Page(s) 披露位置
B6: Product Responsibility 層面 B6：產品責任	General Disclosure: Information on (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to the health and safety, advertising, labeling and privacy matters relating to products and services provided and methods of redress. 一般披露：有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的：(a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	P34–42, P82–83
	Key performance indicators B6.1 Percentage of total products sold or shipped subject to recalls for safety and health reasons. 關鍵績效指標 B6.1 已售或已運送產品總數中因安全與健康理由而須回收的百分比。	Not applicable. The Company is not engaged in pharmaceutical manufacturing and has no product recalls. 不適用。 本公司不涉及藥品生產，無產品回收情況。
	Key performance indicators B6.2 Number of products-and service-related complaints received and how they are dealt with. 關鍵績效指標 B6.2 接獲關於產品及服務的投訴數目以及應對方法。	P42
	Key performance indicators B6.3 Description of practices relating to observing and protecting intellectual property rights. 關鍵績效指標 B6.3 描述與維護及保障知識產權有關的慣例。	P33
	Key performance indicators B6.4 Description of quality assurance process and recall procedures. 關鍵績效指標 B6.4 描述品質檢定過程及產品回收程序。	P34–36
	Key performance indicators B6.5 Description of consumer data protection and privacy policies, and how they are implemented and monitored. 關鍵績效指標 B6.5 描述消費者資料保障及私隱政策，以及相關執行及監察方法。	P41

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B7: Anti-corruption 層面 B7：反貪污	General Disclosure: Information on (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering. 一般披露：有關防止賄賂、勒索、欺詐及洗黑錢的：(a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	P31–32
	Key performance indicators B7.1 關鍵績效指標 B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during this reporting period and the outcomes of the cases. 於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。
	Key performance indicators B7.2 關鍵績效指標 B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored. 描述防範措施及舉報程序，以及相關執行及監察方法。
	Key performance indicators B7.3 關鍵績效指標 B7.3	Description of anti-corruption training provided to directors and staff. 描述向董事及員工提供的反貪污培訓。
社區 Community		
B8: Community Investment 層面 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。	P84
	Key performance indicators B8.1 關鍵績效指標 B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport). 專注貢獻範疇 (如教育、環境事宜、勞工需求、健康、文化、體育)。
	Key performance indicators B8.2 關鍵績效指標 B8.2	Resources contributed (e.g. money or time) to the focus area. 在專注範疇所動用資源 (如金錢或時間)。



**華潤醫療控股有限公司**

**China Resources Medical Holdings Company Limited**