



創美藥業股份有限公司  
CHARMAY PHARMACEUTICAL CO., LTD.

股份代號 2289.HK  
Stock Code

# 2024 環境、社會及管治報告

Environmental, Social And Governance Report



於中華人民共和國註冊成立之股份有限公司

A joint stock limited liability company established in the People's Republic of China

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## 關於本報告

創美藥業股份有限公司（「本公司」、「創美藥業」或「創美」）（股份代號：2289.HK）欣然發佈本公司及其附屬公司（統稱「本集團」或「我們」）的環境、社會及管治報告（「本報告」）。

本報告主要披露本集團於 2024 年度在環境、社會及管治（「ESG」）方面的表現。

### \* 報告期

如無另行說明，本報告中的資料及數據涵蓋 2024 年 1 月 1 日至 2024 年 12 月 31 日（「報告期」）。

### \* 報告範圍

本報告範圍涵蓋創美藥業股份有限公司及其附屬公司。除非特別說明，與創美藥業年度報告合並財務報表範圍一致。本集團所披露的環境範疇數據的收集範圍為本集團辦公室及倉庫，涵蓋本集團主要經營活動。

### \* 編制依據

本集團依據香港聯合交易所有限公司（「聯交所」）證券上市規則（「上市規則」）附錄 C2 所載《環境、社會及管治報告指引》披露。

### \* 匯報原則

本報告編制過程遵循「重要性」、「量化」、「平衡」及「一致性」四大匯報原則，準確回應持份者對於本集團的關注。

**重要性：**本集團在報告編制過程中機構充分考慮企業業務特點，同時通過持份者溝通來識別當前的 ESG 重要性議題，最終確定重要議題，作為編制本報告的基礎並透過報告予以響應。

**量化：**本集團建立了 ESG 數據獲取與覆核機制，在適用的情況下，本報告披露年度對比數據，讓持份者了解 ESG 管理進度。

## About the Report

Charmacy Pharmaceutical Co., Ltd. (the “Company”, “Charmacy Pharmaceutical” or “Charmacy”) (stock code: 2289.HK) is pleased to issue the Environmental, Social and Governance Report (the “Report”) of the Company and its subsidiaries (collectively, the “Group” or “we”).

The Report mainly discloses the performance of the Group in environmental, social and governance (the “ESG”) aspects in 2024.

### \* Reporting Period

Unless otherwise indicated, the information and data in the Report cover the period from 1 January 2024 to 31 December 2024 (the “Reporting Period”).

### \* Scope of Reporting

The scope of this report covers Charmacy Pharmaceutical Co., Ltd. and its subsidiaries. Unless otherwise specified, the scope is consistent with Charmacy Pharmaceutical’s annual report consolidated financial statements. The collection of the environmental scope disclosed by the Group is the Group’s offices and warehouses, covering the Group’s principal business activities.

### \* Basis of Preparation

The Group made the disclosure pursuant to the “Environmental, Social and Governance Reporting Guide” set out in Appendix C2 of the Rules Governing the Listing of Securities (the “Listing Rules”) of The Stock Exchange of Hong Kong Limited (the “Stock Exchange”).

### \* Principles of Reporting

The Report is prepared in accordance with the four reporting principles of “Materiality”, “Quantification”, “Balance”, and “Consistency” to accurately respond to concerns of stakeholders of the Group.

**Materiality:** The Group takes characteristics of business into full account and identifies current ESG materiality issues by communicating with stakeholders in the process of the Report preparation, and finally determines materiality issues as the basis for preparing the Report and responds to them through the Report.

**Quantification:** The Group has established a mechanism to obtain and review ESG data, and where applicable, the Report discloses annual comparative data to allow stakeholders to understand the progress of ESG management.

平衡：本集團在本報告內以客觀、不偏不倚的方式進行匯報，確保披露的信息如實反映本集團於環境、社會及管治方面的整體表現。

一致性：本報告的量化信息保持了與以往基本一致的方式進行了統計和披露，以便持份者可分析及評估本集團於不同時間的績效。部分數據範圍的變化和更新亦已附帶說明，供持份者參考。

## \*董事會參與

本公司董事（「董事」）會（「董事會」）辦公室成立 ESG 工作小組（「ESG 工作小組」），負責統籌和推進各項 ESG 工作，協同各相關職能部門、附屬公司開展 ESG 資料統計與信息收集工作，保證 ESG 信息披露的及時性、完整性與準確性。ESG 工作小組由不同的專業背景的成員組成，並定期培訓，確保其具備足夠的勝任能力監管氣候相關風險與機遇。ESG 工作小組定期舉行會議，交流信息和最佳做法，以監督及檢討本集團的 ESG 相關事宜，包括但不限於評估、優先處理及管理重大 ESG 相關事宜（包括本集團業務風險），以及審查及批准與 ESG 有關的目標、指標、優先事項、政策及框架，以及審查其實施和實現的進展情況。在決策過程中，會充分考慮並評估與 ESG 相關的風險，維持有效的風險管理及內部監控系統。董事會通過與集團高級管理層定期溝通、監察本集團的日常運作以及根據內外部環境變化在必要時更新內部政策處理 ESG 事務。

## \*聯系方式

創美藥業重視您的意見與建議，如對本報告有任何意見或建議，歡迎通過以下方式與我們取得聯系：

創美藥業股份有限公司

地址：中國廣東省汕頭市龍湖區嵩山北路 235 號

電話：86-754-88109272

郵箱：ir@charmacy.cn

Balance: The Group reports in the Report in an objective and unbiased manner to ensure that the information disclosed faithfully reflects the overall performance of the Group from the perspective of ESG.

Consistency: The quantitative information in the Report has been calculated and disclosed in a manner basically in line with previous reports to enable stakeholders to analyse and assess the performance of the Group at different times. Changes and updates in the scope of any data are provided with additional instructions for reference of the stakeholders.

## \* Involvement of the Board

The board (the “Board”) of directors (the “Directors”) of the Company has set up an ESG work panel (the “ESG Work Panel”) to plan and promote various ESG work as a whole, deal with ESG statistics and collect relevant information with all the related functional departments and subsidiaries to guarantee the timeliness, completeness and accuracy in the disclosure of ESG information. The ESG Work Panel is composed of professionals from diverse backgrounds, who are trained regularly to ensure they have the necessary expertise to oversee climate-related risks and opportunities. The ESG Work Panel meets regularly to exchange information and best practices so as to supervise and review the ESG-related issues of the Group, including but not limited to evaluating, prioritising and managing material ESG-related issues (including risks to the Group’s business), as well as examining and approving the ESG-related goals, targets, priorities, policies and frameworks, as well as reviewing the progress towards their implementation and achievement. During the decision-making process, relevant ESG risks are fully considered and evaluated to maintain effective risk management and internal monitoring systems. The Board manages ESG matters by maintaining regular communication with the Group’s senior management, overseeing daily operations, and updating internal policies as needed in response to changes in the internal and external environment.

## \* Contact

Charmacy Pharmaceutical values your comments and suggestions. Should you have any comments or suggestions on the Report, please contact us by the following means:

Charmacy Pharmaceutical Co., Ltd.

Address: No. 235 Song Shan North Road, Longhu District, Shantou City, Guangdong Province, the PRC

Tel: 86-754-88109272

Email: ir@charmacy.cn

## 關於我們

創美藥業股份有限公司（股份代號：2289.HK）主營醫藥分銷業務，主要向下遊分銷商和零售終端分銷西藥、中成藥、保健品等產品，同時也開展第三方物流服務，並提供醫藥產品諮詢服務。本公司創立於 2000 年，經過 25 年的快速發展，已成長為華南地區領先的醫藥分銷商之一。本公司堅持「深耕廣東，輻射周邊」的發展戰略，立足於汕頭，在廣州、珠海、惠州、佛山及深圳成立子公司，並擁有四個現代化醫藥物流中心，專業的營銷服務團隊以及運輸服務團隊，對非招標市場實行「半徑 10 公裏內一日三配、50 公裏內一日兩配、250 公裏內一日一配」的高效配送機制。本公司具有現代化信息系統，涵蓋整個醫藥分銷供應鏈，包括採購、銷售、倉儲、運輸及交付等。本公司同時運營自建的 B2B 電子商務平台：「創美 e 藥」，供客戶在線下單、查詢及支付等。本公司於 2023 年全國批發企業主營業務收入前 100 位排名 35。本公司於廣東省醫藥流通企業排名第 6 位。

2024 年，本集團新獲得由藥鏈圈認證中心頒發的 2023-2024 年度醫藥物流配送優秀企業（連續 4 年獲得）、2023-2024 年度現代醫藥物流技術試驗基地（中心）（連續 3 年獲得）、2023-2024 年度醫藥冷鏈最佳物流中心（基地）（連續 6 年獲得）、2023-2024 年度醫藥冷鏈物流服務推薦企業（連續 5 年獲得），2023-2024 年度藥品三方現代物流服務能力排名前 50（連續 2 年獲得），2023-2024 藥品供應鏈試驗基地，2023-2024 藥品器械供應鏈最佳服務商。獲得由中國（廣州）國際物流裝備與技術展會組委會頒發的 2023-2024 年度中國物流行業金螞蟻創新獎（連續 7 年獲得）。獲得由中國醫藥物資協會醫藥商業分會頒發的「現代醫藥物流儲運管理規範」團體標準試點單位，獲得由中國醫藥商業協會頒發的藥品流通信息統計工作先進單位。本集團獲得了由廣東省信用協會頒發的常務理事單位（連續 7 年獲得），獲得了由中國企業聯合會、中國企業家協會聯合頒發的 2024 年企業信用評價 AAA 級企業，2024 年廣東省企業 500 強，獲得了由泰山醫藥論壇組委會頒發的 2024 醫藥商

## About Us

Charmacy Pharmaceutical Co., Ltd. (stock code: 2289.HK) is principally engaged in the pharmaceutical distribution business. It mainly distributes western medicine, Chinese patent medicine and healthcare products to downstream distributors and retail terminals, while conducting dealings in the third-party logistics business of medicines and providing pharmaceutical products related consulting services. Founded in 2000, over the past 25 years of rapid development, it has become one of the leading pharmaceutical distributors in the Southern China region. The Company adheres to the development strategy of “Intensive Engagement in Guangdong Province and Extensive Coverage across Surrounding Areas”, based in Shantou, it has established subsidiaries in Guangzhou, Zhuhai, Huizhou, Foshan and Shenzhen, and has four modern pharmaceutical logistics centers., all equipped with Professional marketing service team, professional transportation teams, and has a highly efficient delivery mechanism of delivering pharmaceutical products three times per day for customers within a radius of 10 kilometers, twice per day for customers within a radius of 50 kilometers and once per day for those within a radius of 250 kilometers. In addition, the Company has a modern information system that covers the entire supply chain for pharmaceutical distribution, including procurement, sales, warehousing, transportation and delivery. Apart from that, the Company operates its own B2B e-commerce platform “Charmacy e-Medicine” (創美 e 藥), a platform for customers to place orders online, make inquiries and payment ,etc. In 2023, the Company ranked top 35 among top 100 the PRC wholesalers, in respect of revenue generated from the principal business. The Company ranked the 6th among the pharmaceutical distribution businesses in Guangdong Province.

In 2024, the Group was recognized as an Excellent Pharmaceutical Logistics and Distribution Enterprise in 2023–2024 (for four consecutive years), a Modern Pharmaceutical Logistics Technology Test Base (Centre) in 2023–2024 (for three consecutive years), and the Best Pharmaceutical Cold Chain Logistics Centre (Base) in 2023–2024 (for six consecutive years), a Recommended Enterprise for Pharmaceutical Cold Chain Logistics Services in 2023–2024 (for five consecutive years), a Top 50 Enterprise in Modern Third-Party Pharmaceutical Logistics Services in 2023–2024 (for two consecutive years), a Pilot Base for Pharmaceutical Supply Chain Innovation in 2023–2024, and the Best Supply Chain Service Provider for Pharmaceuticals and Medical Devices in 2023–2024 by the Yaolianquan Certification Centre. It was also awarded the China Logistics Industry "Golden Ant" Innovation Award in 2023–2024 by the Organizing Committee of China (Guangzhou) International Logistics Equipment and Technology Exhibition (for seven consecutive years), the Group was also named a Pilot Unit for Modern Pharmaceutical Logistics Storage and Transportation Management Standards by the China Medical Pharmaceutical Material Association Pharmaceutical Commercial Branch, and an Advanced Unit in

業企業收入前百家企業。

Pharmaceutical Distribution Information Statistics by the China Association of Pharmaceutical Commerce, the Group was awarded a Standing Council Member Unit by the Guangdong Credit Association (for 7 consecutive years), granted the 2024 AAA-level Enterprise Credit Rating by the China Enterprise Confederation and the China Entrepreneur Directors Association, and listed among the 2024 Top 500 Enterprises in Guangdong province, granted the Top 100 Pharmaceutical Commercial Enterprises in term of Revenue in 2024 from the organizing committee of Mount Tai Pharmaceutical Forum.



## 持份者參與

本集團的持份者群體包括政府／監管機構、股東／投資者、員工、供應商／合作夥伴、客戶及社區／公民。本集團積極主動與持份者群體進行溝通，全面了解持份者的期望。

## Stakeholders' Engagement

The Group's stakeholders include governments/ regulatory authorities, shareholders/ investors, staff, suppliers/ partners, customers and communities/ citizens. The Group actively communicates with stakeholders to fully understand their expectations.

持份者 Stakeholders	溝通方式 Means of Communication	期望與要求 Expectations and Requirements
政府／監管機構 Governments/ regulatory authorities	<ul style="list-style-type: none"> <li>實地檢查</li> <li>主動納稅</li> <li>日常溝通與匯報</li> </ul>	<ul style="list-style-type: none"> <li>On-site examination</li> <li>Active tax payment</li> <li>Daily communication and reporting</li> </ul>
股東／投資者 Shareholders/ investors	<ul style="list-style-type: none"> <li>股東大會</li> <li>業績發佈會</li> <li>公司網站</li> <li>報告與公告</li> <li>投資者調研</li> </ul>	<ul style="list-style-type: none"> <li>General meetings</li> <li>Result conferences</li> <li>Company website</li> <li>Reports and announcements</li> <li>Investor surveys</li> </ul>
員工 Staff	<ul style="list-style-type: none"> <li>勞動合同</li> <li>健康體檢、保險</li> <li>員工培訓</li> <li>員工活動</li> <li>日常交流</li> </ul>	<ul style="list-style-type: none"> <li>平等僱傭</li> <li>健康與安全</li> <li>技能提升</li> <li>薪酬與福利</li> <li>職業發展</li> </ul>
供應商／合作夥伴 Suppliers/ partners	<ul style="list-style-type: none"> <li>實地考察</li> <li>交流互訪</li> <li>供應商評估</li> <li>市場調查</li> </ul>	<ul style="list-style-type: none"> <li>On-site inspection</li> <li>Interaction and exchange visits</li> <li>Supplier assessment</li> <li>Market survey</li> </ul>
客戶 Customers	<ul style="list-style-type: none"> <li>實地考察</li> <li>交流互動</li> <li>滿意度調查</li> <li>藥品推廣</li> </ul>	<ul style="list-style-type: none"> <li>遵守商業承諾</li> <li>互利共贏</li> <li>產品質量</li> </ul>
社區／公民 Communities/ citizens	<ul style="list-style-type: none"> <li>促進社區就業</li> <li>社區活動</li> <li>慈善公益</li> </ul>	<ul style="list-style-type: none"> <li>帶動社區發展</li> <li>社區交流與溝通</li> </ul>

## \*持份者的溝通與參與

本集團深知企業的可持續發展需要各持份者的支持。我們高度重視與持份者溝通並形成了常態化的溝通機制。報告期內，我們回顧並總結了對本集團業務運營重要的持份者類別、其關注的議題、以及溝通渠道（如下表所示）。我們通過多種溝通渠道，加強持份者對我們推行的戰略與舉措的理解，並給予通暢反饋渠道，讓持份者提出觀點及期望，以幫助本集團持續提升與完善管理機制。

本集團將持續檢討與持份者的溝通機制，在未來以更多方式擴展我們與持份者的溝通渠道並逐步加強對可持續發展相關事宜的探討。我們相信只有攜手持份者，才能加快實現本集團的可持續發展願景。

## \*ESG 重要性議題

我們深入了解各方訴求、意見和建議，將持份者及其關注點融入運營和決策過程，實現 ESG 與日常運營相結合，驅動共同發展。報告期內，為更好回應持份者的訴求與期望，本集團開展了重要性議題的識別工作。本集團通過收集並整理持份者的意見與關注事項，參考監管機構披露指引、資本市場、國際報告標準機構以及同行企業關注的可持續發展議題，以此整理、分析及歸納重要持份者關切的議題。

報告期內，我們根據「對業務發展的重要性」和「對持份者的重要性」這兩個維度，將各項議題按照重要程度進行排序，識別出對於本集團在 ESG 方面的重要性議題項目如下（按優先次序）：

1. 產品質量與安全
2. 供應鏈管理
3. 員工健康與安全
4. 員工發展及培訓
5. 合規僱傭與員工福利
6. 廉潔建設
7. 溫室氣體排放
8. 資源使用及環境保護
9. 廢棄物處理
10. 應對氣候變化
11. 社會公益

## \*Communication with and Engagement of Stakeholders

The Group is fully aware that sustainable corporate development requires the support of all stakeholders. We attach great importance to the communication with stakeholders and have established a regular communication mechanism. During the Reporting Period, we reviewed and summarised the categories of stakeholders that are important to business operations of the Group, their concerns, and communication channels (as shown in the table below). We resort to a variety of communication channels to enhance stakeholders' understanding of the strategies and initiatives we pursue, and provide them with smooth feedback channels to express their views and expectations so as to help the Group continuously improve and refine its management mechanisms.

The Group will continue to review the communication mechanisms with stakeholders, expand our communication channels with stakeholders in more ways in the future and gradually strengthen the discussion on sustainability related issues. We believe that only by working with stakeholders can the Group speed up the realisation of its sustainable development vision.

## \* ESG Materiality Issues

We look into the requirements, opinions and suggestions of all parties, and integrate stakeholders and their concerns into our operations and decision-making process, so that ESG is integrated with our daily operations to foster common development. During the Reporting Period, the Group carried out identification work on materiality issues to better respond to stakeholders' requests and expectations. The Group collected and collated stakeholders' opinions and concerns, and referred to guides disclosed by regulatory authorities and sustainable development issues under the concern of capital markets, international reporting standard institutions and peer companies as the basis to sort out, analyse and conclude concerns of key stakeholders.

During the Reporting Period, we sorted issues by degree of importance from the two dimensions of "Importance to Business Development" and "Importance to Stakeholders" and identified the following ESG materiality issues of the Group as follows (in order of priority):

1. Product Quality and Safety
2. Supply Chain Management
3. Staff Health and Safety
4. Staff Development and Training
5. Compliant Employment and Staff Welfare
6. Anti-corruption Measures
7. Greenhouse Gas Emissions
8. Utilisation of Resources and Environmental Protection
9. Waste Disposal
10. Tackling Climate Change
11. Social Welfare



## 環境

本集團重視業務發展和環境保護的平衡，深知企業的持續發展與生存的環境息息相關。本集團將「保護環境、節約資源」貫穿在企業經營活動中，以減省電力、燃料和水等資源的消耗，並提高全員環境保護意識，履行社會責任，注重對環境的保護以減少自身業務對環境造成之不良影響。報告期內，本集團已遵守適用於業務營運地的環保法規要求，並無任何重大違反中國環保法律及法規的事件而對公司有重大影響。本集團努力有效地使用企業資源，不僅降低本集團的運營成本，亦對我們的環境有益及能改善員工工作環境狀況，以及提高員工歸屬感。

### \*排放物

#### ■ 廢氣排放

由於本集團主要從事藥品的分銷與配送業務，本集團在進行藥品的物流配送途中，主要的排放物源自本集團自有運輸車輛的氣體排放。於報告期內本集團的車輛廢氣及微顆粒的排放量的主要指標載於下表：

廢氣排放 Exhaust gas emissions	單位 Unit	2024 年數據 Data for 2024	2023 年數據 Data for 2023
氮氧化物 Nitrogen Oxides (NOx )	千克 kg	12,769.29	12,051.51
硫氧化物 Sulphur Oxides (SO <sub>2</sub> )	千克 kg	12.74	12.41
顆粒物 Particulate Matter (PM)	千克 kg	818.84	772.09

註：排放物乃根據燃料消耗及汽車移動距離以及聯交所《如何編備環境、社會及管治報告》之「附錄二：環境關鍵績效指標匯報指引」項下排放系數估算所得。

目前本集團所使用的柴油車都按照中國工業和信息化部規定達到國六排放標準，在尾氣處理上都選用選擇性催化還原系統，而這項系統必須利用柴油引擎廢氣處理液對尾氣的氧化物進行處理，以達到國家綠色環保標準。本集團亦時刻關注市場上的新能源車型，並根據實際情況於必要的時候更換適用的新能源車輛。同時，本集團要求司機到本集團指定的加油站加油，確保用油標

## Environment

The Group recognises the importance of balance between business development and environmental protection and is well aware that sustainable corporate development is closely linked to the environment. The Group adopts the environmental concept of "protecting environment and saving resources" throughout its business activities to reduce the consumption of resources such as electricity, fuel and water, and improve all staff's environmental awareness, fulfill social responsibility, and focus on protecting the environment to minimise the adverse environmental impacts from its businesses. During the Reporting Period, the Group complied with the applicable environmental regulations of the places where it operated, and had no incidents of major violations of environmental protection laws and regulations in China that had significant impact on the Company. The Group strives to use its corporate resources effectively, not only for lowering its operating costs, but also for bringing environmental benefits to improve the workplace condition for employees and heighten their sense of belonging.

### \* Emissions

#### ■ Exhaust gas emissions

Since the Group is principally engaged in the distribution and delivery of pharmaceutical products, in its process of pharmaceutical logistics, the main emissions were from the Group's transportation vehicles. The key indicators for the Group's vehicle gas and particulate emissions for the Reporting Period are shown in the table below:

Note: Emissions are estimated based on fuel consumption and vehicle travelling distance as well as emission factors indicated in "How to prepare an ESG report - Appendix 2: Reporting Guidance on Environmental KPIs" issued by the Stock Exchange.

Currently, all the diesel vehicles that are in use by the Group comply with the National-IV emission standards as required by the Ministry of Industry and Information Technology of the PRC. Selective catalytic reduction system is used in exhaust gas treatment and this system requires the use of diesel exhaust fluid for conducting oxidation of the exhaust gas to meet the national standards on environmental protection. The Group also remains attentive to new energy vehicles in the market and will replace the existing vehicles with

準及質量；並需具有最佳環保駕駛習慣，減少車輛閑置行為。

2024年，本集團的氮氧化物及顆粒排放物較上一年度分別增加了5.96%及6.05%，這一增長主要源於深圳新增倉庫的投入使用以及整體出貨量的提升。儘管排放量因業務擴展而上升，本集團始終致力於減少環境影響，未來，本集團將繼續推進綠色物流體系和綠色倉儲建設，實現業務增長的同時實現排放量的有效控制。

■ 溫室氣體排放

汽油和柴油、辦公耗電為本集團溫室氣體排放的最大來源。於報告期本集團溫室氣體排放量，詳見下表：

溫室氣體排放 Greenhouse gas emission	單位 Unit	2024年數據 Data for 2024	2023年數據 Data for 2023
範疇一—直接排放 Scope 1 - Direct emissions	噸二氧化碳當量 tonnes of CO2e	2,234.58	2,162.59
範疇二—間接能量排放 Scope 2 - Indirect energy emissions	噸二氧化碳當量 tonnes of CO2e	4,846.15	5,724.37
範疇三—其他間接排放 Scope 3 - Other indirect emissions	噸二氧化碳當量 tonnes of CO2e	59.47	54.15
排放總量 Total emission	噸二氧化碳當量 tonnes of CO2e	7,140.20	7,941.11
密度（每人民幣百萬元營業收入溫室氣體排放量） Intensity (greenhouse gas emission per RMB million of operating income)	噸二氧化碳當量／人民幣百萬元收益 tonnes of CO2e／RMB million of revenue	1.61	1.80

我們的溫室氣體排放目標是，積極響應國家「碳達峰、碳中和」政策（「雙碳」），努力實現碳排放強度負增長。目標到2034年，本集團溫室氣體排放密度較2023年減少5%。在可能或適當的情況下，通過在運營及維護工作中實施以下環保方案，降低每個地區的碳排放：不斷完善碳減排相關管理機制，將雙碳目標相關政策指導逐步融入本集團排放管理；對合作夥伴和員工開展低碳相關的宣貫及培訓；探索可再生能源和減碳技術機遇。

■ 廢棄物

applicable new energy vehicles when necessary considering the actual circumstances. At the same time, the Group requires drivers to refuel at the petrol stations designated by the Group to ensure the oil standard and quality; and have the most environmentally friendly driving habit to minimise vehicle idling behaviors.

In 2024, the Group's nitrogen oxide and particulate matter emissions increased by 5.96% and 6.05% respectively compared to the previous year, primarily due to the commissioning of a new warehouse in Shenzhen and a rise in overall shipments. Despite the increase in emissions driven by business expansion, the Group remains committed to minimizing its environmental impact. Going forward, the Group will continue to green its logistics system and warehouses to ensure effective emissions control while supporting business growth.

■ Greenhouse gas emissions

Gasoline and diesel and office's power consumption are the Group's major sources of greenhouse gas emissions. The Group's greenhouse gas emissions for the Reporting Period are detailed in the table below:

Our greenhouse gas emissions target is to actively respond to the national policy of "Carbon Emission Peak and Carbon Neutrality" (the "dual-carbon") and strive to achieve negative growth in carbon intensity. Target to reduce the Group's greenhouse gas emission intensity by 5% by 2034 compared to 2023. Where possible or appropriate, implement the following environmental protection programmes in operations and maintenance: reduce carbon emissions in each region; continuously improve the management mechanisms related to carbon reduction, gradually integrate policy guidance related to the dual-carbon target into the Group's emission management, carry out low-carbon-related publicity and training for partners and employees, and explore renewable energy and carbon reduction technology opportunities.

■ Waste

於報告期本集團產生的主要廢物，詳見下表：

The major wastes produced by the Group during the Reporting Period are shown in the below table:

指標名稱 Indicator	單位 Unit	2024 年數據 Data for 2024	2023 年數據 Data for 2023
產生無害廢棄物總量 Total non-hazardous waste produced	噸 tonnes	114.40	82.75
無害廢棄物強度（每人民幣百萬元營業收入無害廢棄物量） Non-hazardous waste intensity (non-hazardous waste per RMB million of operating income)	噸／人民幣百萬元 tonnes/RMB million	0.026	0.019
人均產生無害廢棄物量 Non-hazardous waste produced per capital	噸／人 tonnes/person	0.135	0.100
廢舊藥品銷毀總量 Total amount of waste drugs destroyed	噸 tonnes	29.19	18.72
有害廢棄物強度（每人民幣百萬元營業收入廢舊藥品銷毀總量） Hazardous waste intensity (total amount of waste drugs destroyed per RMB million of operating income)	噸／人民幣百萬元 tonnes/RMB million	0.0066	0.0043

我們的經營活動並不會直接產生工業污染，故幾乎無涉及向水及土地的排污、有害廢棄物的產生等，因此並無採取相關處理方法。廢棄物主要來自廠家或貨主的廢舊藥品、物流和日常辦公產生的廢料及其他生活垃圾。廢紙消耗主要是打印紙、標籤紙及送貨單。

我們依法對廢舊藥品進行無害化處理，委托專業第三方機構進行銷毀，並積極開展垃圾分類工作，號召員工按照垃圾分類標準將可回收垃圾和不可回收垃圾進行分類投放，再由本公司進行統一處理，避免對環境造成影響。

我們的減廢目標是，到 2034 年，廢棄物強度（廢棄物總量/營業收入）較 2023 年下降 10%。減廢措施是：本集團的建設項目依法依規配套環境保護設施，廢棄物合規處置；本集團盡可能回收和重用包裝材料；本集團對員工展開減廢相關宣貫及培訓，鼓勵員工使用雙面打印和影印；本集團提倡各部門分類處理每日日常垃圾，重用可循環再用廢物，例如信封、快遞袋、膠袋、紙張及紙箱等本集團為客人提供經消毒處理過的玻璃杯或陶瓷杯而非紙杯，以減少廢物及更為環保。

Our operating activities do not directly lead to industrial pollution. Therefore, there is almost no pollutants released into water and land or generation of hazardous wastes. Hence, no relevant treatment has been adopted. The waste mainly comes from the waste drugs of manufacturers or shippers, the waste generated by logistics and daily office wastes and other household garbage. Waste papers are mainly from the consumption of printing papers, label papers, and delivery notes.

We carry out harmless treatment of waste drugs in accordance with the law and appoint a professional third-party organisation for disposal. We actively carry out garbage classification work, call on employees to classify recyclable and non-recyclable garbage according to the garbage classification standards, and the Company will proceed to conduct unified treatment to avoid the impact on the environment.

Our waste reduction target is to reduce waste intensity (total waste / operating revenue) by 10% by 2034 compared to 2023. The waste reduction measures are: the Group's construction projects are equipped with environmental protection facilities in accordance with laws and regulations, and the waste is disposed of in accordance with the regulations; the Group recycles and reuses packaging materials as much as possible; the Group provides publicity and training related to employee waste reduction and encourages employees to print and copy on double-sided paper. the Group encourages all departments to classify and dispose of daily garbage and reuse recyclable waste, such as envelopes, courier bags, plastic bags, papers and cartons. The Group provides customers with sterilised glasses or porcelain cups instead of paper cups to

reduce waste and be more environmentally friendly.

### \*資源使用

本集團在運營過程中所消耗的能源主要包括運輸車輛汽油、柴油、辦公用電。消耗資源為辦公用水及物流包裝材料，物流包裝材料主要包括紙箱。

下表顯示本集團於報告期主要資源的消耗情況：

### \* Use of Resources

The energy consumed by the Group during the operations mainly includes gasoline and diesel for transportation vehicles as well as electricity consumed in offices. The resources consumed are office water usage and logistics packaging materials, which mainly include cartons.

The following table sets out the major use of resources of the Group during the Reporting Period:

指標名稱 Indicator	單位 Unit	2024 年數據 Data for 2024	2023 年數據 Data for 2023
汽油 Gasoline	公升 litre	269,173.98	284,317.83
汽油 Gasoline	千瓦時 kWh	2,401,630.07	2,536,746.86
人民幣萬元營業收入所耗汽油 RMB0'000 of gasoline consumed by operating income	公升／人民幣萬元 litre/RMB0'000	0.61	0.65
柴油 Diesel	公升 litre	545,816.37	510,929.10
柴油 Diesel	千瓦時 kWh	5,842,005.48	5,468,598.54
每人民幣萬元營業收入所耗柴油 RMB0'000 of diesel consumed by operating income	公升／人民幣萬元 litre/RMB0'000	1.23	1.16
石油氣 Petroleum gas	千克 kg	50.00	150.00
石油氣 Petroleum gas	千瓦時 kWh	713.44	2,140.31
每人民幣萬元營業收入所耗石油氣 RMB0'000 of liquefied petroleum gas consumed by operating income	千克／人民幣萬元 Kg/RMB0'000	0.00	0.00
外購電力 Electricity purchased	千瓦時 kWh	5,791,905.32	6,841,608.80
每人民幣萬元營業收入耗電量 Electricity consumption per RMB0'000 of operating income	千瓦時／人民幣萬元 kWh/RMB0'000	13.06	15.54
總能源消耗量	千瓦時 kWh	14,036,254.31	14,849,094.51
總能源消耗量密度（每人民幣萬元營業收入總能源消耗密度）	千瓦時／人民幣萬元 kWh/RMB0'000	31.65	33.72
耗水量 Water consumption	噸 tonnes	50,285.83	79,542.58
每人民幣萬元營業收入耗水量 Water consumption per RMB0'000 of operating income	噸／人民幣萬元 tonnes/RMB0'000	0.11	0.18

紙質外包裝材料使用量 Paper materials used in outside packaging	千克 kg	104,983.00	126,925.60
密度（每人民幣萬元營業收入紙質外包裝材料使用量） Intensity (consumption of paper packaging materials per RMB0'000 of operating income)	千克／人民幣萬元 kg/RMB0'000	0.24	0.29

本集團秉著節約高效、杜絕浪費的理念，致力於在業務營運中合理地使用資源。除於上文「排放物」所述的措施，為促進資源節約，我們堅守循環再利用及減少廢物的原則，積極提倡綠色辦公模式，加強員工節能環保的意識，以及制定了與環境管理相關的政策，例如：

1. 實施廢舊紙箱回收計劃。回收使用過但尚可利用的紙箱，用於物流中心藥品倉儲及配送運輸；
2. 鼓勵無紙化辦公，節約使用紙張。提倡雙面用紙，並循環利用信封及使用過的紙張，對無法使用的廢紙送到回收站實現資源再利用；全面使用電子郵件與在線審核系統進行文件審閱、簽發與溝通，避免不必要的打印；
3. 推廣電話及影像系統的使用。盡量使用電話會議或視頻會議，減少員工公出旅程，從而達到減少溫室氣體排放的目的；
4. 控制辦公區空調開放時間，依據實際天氣情況，合理使用空調，避免造成能源浪費；
5. 加強對辦公區用電情況的管理。員工使用計算機、打印機等電子設備時，盡量減少待機消耗；離開辦公室時隨手關閉電器電源及電燈；行政人員定時對辦公區巡查，避免浪費用電的情況發生；照明設施使用節能的LED燈；及
6. 定期對用水設備進行檢查及維護。更換老化的水龍頭。加強對水龍頭的水流控制，提高用水效益；在運營、辦公場所的衛生間、洗手間等處張貼「節約用水」宣傳標識，提高員工的節水意識。

2024 年度，本集團的各項環境指標及能源消耗與 2023 年度比較，其中柴油及廢舊藥品銷毀量的指標略有增加，柴油及廢舊藥品銷毀量的主要原因是本集團的業務量對比去年有所增加及第三方委託銷毀重量增加，配送商品件數、配送路線及運輸頻率同步增加。汽油、石油氣、電力、總資源消耗量有一定程度減少，主要是因為

The Group is committed to its philosophy of conservation, high efficiency and prevention of wastage of resources, and focuses on reasonable use of resources in its business operations. Apart from the measures set out in the section headed “Emissions” above, in order to promote resources saving, we adhere to the principle of recycling and reducing waste, actively advocate the green office model, enhance the staff’s awareness of energy conservation and environmental protection, and formulate policies relating to environmental management, such as:

1. Implementing the scheme of recycling used cartons. Usable second-hand cartons are recycled and used in pharmaceutical warehousing, distribution and transportation at logistics centres;
2. Encouraging paperless office and paper saving. Staff members are encouraged to print on double-sided paper, reuse envelopes and used paper, and maximise the use of email and online review system for reviewing and signing documents and communications to avoid unnecessary printing;
3. Promoting the use of telephone and video systems. The use of telephone or video conferences should be maximised to reduce the staff’s business trips so as to reduce greenhouse gas emissions;
4. Controlling the operating hours of air conditioning within the office areas. Using the air conditioning reasonably depending on the actual weather conditions to avoid energy wastage;
5. Enhancing the management of electricity consumption within the office areas. Staff should minimise the electricity consumption caused by leaving electronic equipment such as computers and printers on standby mode. Staff should also turn off all electrical appliances and lights when leaving the offices. Administration personnel would inspect the office areas regularly to avoid electricity wastage. Energy-saving LED lights are used as lighting facilities; and
6. Inspecting and maintaining water-consumption equipment regularly. Aging water faucets are replaced to achieve greater control over the water flow from water faucets to achieve higher efficiency in water consumption; “water saving” posters are put up in the toilets and washrooms of business and office premises to enhance the staff’s awareness of water saving.

To compare the Group’s environmental indicators and energy consumption in 2024 with those of 2023, there were slight increases in diesel consumption and disposal volume of expired pharmaceuticals. These increases were mainly driven by a higher business volume and greater weight of third-party entrusted disposals than last year, resulting in more delivery items, expanded distribution routes, and increased transportation frequency. By contrast,



(1) 食堂減少了使用石油氣生火的情況；(2) 購置了新能源運輸車輛，減少了汽油使用；及(3) 佛山公司搬遷及惠州物流中心核減，通過優化辦公地點及倉儲空間佈局減少電量使用。

就能源方面，本集團持續推動減少使用石油氣，提倡用電及天然氣作為能源；持續促進資源節約，在廣州分揀配送中心採用了智慧照明控制系統，可根據需求設置多種場景模式，通過傳感器智慧開關控制及調節不同程度的亮度，節約電能，同時使用光伏發電系統供電，減少二氧化碳的排放，從而舒緩地球溫室效應，改善環境污染問題。本公司通過在部分倉庫天台上加裝彩鋼板並使用防曬塗層材料進行翻新，達到更好的隔熱隔溫的效果，有效降低倉庫內的溫度，減少中央空調啟動的時長，且在倉庫區增加自動卷門，減少倉庫內冷氣外泄，從而減少電力損耗。本集團水源類別為第三方供水，堅持提倡節約用水。本集團不存在求取適用水源方面的問題。

就紙張方面，本集團通過在線審核系統審閱檔共完成超 41.56 萬個審批流程，假設每個流程涉及審批文件為 4 頁，則於報告期共節約紙張約 1.66 百萬張。

報告期內，本集團已遵守與環境相關的法律及規例，包括但不僅限於：《中華人民共和國環境保護法》、《中華人民共和國水污染防治法》、《中華人民共和國大氣污染防治法》、《中華人民共和國固體廢物污染環境防治法》。於報告期內，本集團概不知悉在空氣及溫室氣體排放、在水源及土地排污、以及產生有害及非有害廢物方面，對本集團造成重大影響的任何不符合法例及規例事故。

我們的用水效益目標是，到 2034 年，本集團每人民幣萬元營業收入耗水量較 2023 年減少 5%。

我們的能源使用效益目標是，不斷提高能源使用效率，尋求使用清潔能源的機遇。到 2034 年，總能源消耗密

consumption of gasoline, liquefied petroleum gas (LPG), electricity, and total resources declined to varying degrees. This was primarily attributable to: (1) reduced use of LPG in staff canteens; (2) the adoption of new energy vehicles for transportation, which lowered gasoline consumption; and (3) the relocation of the Foshan branch and closure of the Huizhou Logistics Center, which helped reduce the electricity used through optimization of office and warehouse layout.

In terms of energy consumption, the Company continuously promotes the reduction of LPG usage and advocates the use of electricity and natural gas as energy sources. The Company also strives to promote resource conservation. For instance, the Guangzhou Sorting and Delivery Centre utilises an intelligent lighting control system which sets various scene modes based on demand and adjusts brightness levels through sensor-controlled smart switches, thereby saving electricity. Additionally, the centre is powered by a photovoltaic power generation system, reducing carbon dioxide emissions and mitigating the greenhouse effect, thereby addressing environmental pollution concerns. The Company installed color steel panels on the warehouse rooftop and applied sun-reflective coating during renovation, achieving enhanced thermal insulation. This effectively reduces indoor temperatures, shortens the operational duration of central air conditioning systems. Furthermore, automatic roller doors have been installed in the warehouse area to prevent air leakage, thus reducing power consumption. The Group sources water from third-party suppliers and strictly promotes water conservation. The Group does not have any issue in sourcing water that is fit for purpose.

With respect to paper usage, the Group completed more than 415.60 thousand approval processes through the online documentation review system. Assuming that each process involves four pages of documents for review, this online review system has saved about 1.66 million sheets of paper in total during the Reporting Period.

During the Reporting Period, the Group has complied with the relevant environmental laws and regulations, including but not limited to: Environmental Protection Law of the People's Republic of China (《中華人民共和國環境保護法》), Water Pollution Prevention and Control Law of the People's Republic of China (《中華人民共和國水污染防治法》), Law of the People's Republic of China on Prevention and Control of Atmospheric Pollution (《中華人民共和國大氣污染防治法》), Law of the People's Republic of China on Prevention and Control of Environmental Pollution by Solid Waste (《中華人民共和國固體廢物污染環境防治法》). During the Reporting Period, the Group was not aware of any incident involving non-compliance with the laws and regulations which would have a material impact on the Group in terms of air and greenhouse gas emissions, water and land discharges, and the generation of hazardous and non-hazardous waste.

Our water efficiency target is to reduce the Group's water consumption per RMB10,000 of operating revenue by 5% by 2034 compared to 2023.

Our energy efficiency goal is to continuously improve the efficiency of energy use and seek opportunities for the use of clean energy. By 2034, the total



度均較 2023 年降低 10%。

## \* 應對氣候變化

\* 隨著全球氣候變化的推移，氣候風險發生的概率日益增大，給人類社會帶來的影響也越來越大。氣候變化引起的極端天氣和突發事件增多，可能會對本集團的運營帶來不可預測的影響。本集團通過開展政策調研、同業對標，並結合專家意見，建立了系統性的氣候風險識別、評估和優先排序流程，識別出與自身運營相關的氣候變化相關風險，評估各項風險對自身財務的影響並積極採取應對措施，減少風險對本集團帶來的潛在影響，實現本集團業務的長期可持續發展。

### ■ 氣候變化主要風險識別結果及潛在財務影響

- 1、本集團遇到極端氣候天氣，比如颱風、暴雨等，倉庫及辦公場所的水電供應受天氣影響可能會中斷，從而造成經濟損失；
- 2、極端氣候會限制本集團運輸車隊的配送時效，或對運輸中的貨品造成不可避免的損壞，同時，本集團須防範運輸人員在運輸過程中的交通事故，造成財產安全損失；
- 3、氣候變化導致的持續性高溫天氣可能會導致本集團的用電量劇增，運輸車輛用油量劇增。同時，本集團須防範員工高溫作業中可能發生的中暑事件，造成財務損失。

■ 為應對氣候變化的主要風險，本集團已制定和實施以下措施：

- 1、規範本集團氣候變化導致的突發事故的預防應急處理程序，建立統一管理、分級負責、反應快捷的應急工作機制，提前做好有效的防禦工作，在突發事故發生時能迅速開展應急救援、修復工作。
- 2、定期做好自然災害日常防禦、檢查準備工作，定期開展自然災害事故應急演練以及培訓。
- 3、逐步淘汰高能耗設備、提升資源使用效率。

為更好地管理及適應氣候變化對業務發展帶來的風險，保證本集團的可持續發展，本集團將持續識別氣候變化相關的風險與機遇，採取預防及保護措施，並依據結果不斷完善管理，最大化減少運營活動產生的溫室氣體排放，同時最大限度地保障本集團員工生命、盡量減少對業務影響，並避免對本集團的資產造成任何實際損害。

energy consumption intensity will be reduced by 10% compared to 2023.

## \* Tackling climate change

\* As the global climate changes, climate risk also increases along with greater impact on human society. Extreme weather and unexpected incidents triggered by climate change are occurring more frequently, bringing unpredictable impacts on the Group's operations. Through policy research, benchmarking with industry peers, and incorporating expert opinions, the Group has established a systematic process for identifying, assessing, and prioritizing climate risks. In addition to reducing the potential impact brought about by the risks, the Group will be able to achieve sustainable ongoing business development.

### ■ Identification and potential financial impacts of major risks related to climate change

1. In the event of extreme climate and weather conditions, such as typhoons and rainstorms, water and power supply to the Group's warehouses and offices may be interrupted, causing financial losses;
2. Extreme weather conditions will limit the delivery efficiency of the Group's transport convoys or cause inevitable damage to goods during transportation. Meanwhile, the Group must avoid property loss caused by traffic accidents during transportation; and
3. Continuous hot weather due to climate change may lead to the Group's increased power consumption and its transporters' petrol consumption. Meanwhile, the Group must avoid financial losses as a result of employees suffering from a heatstroke when working under hot weather.

■ To mitigate the major risks related to climate change, the Group has formulated and implemented the following measures:

1. Regulate the Group's response and procedure in relation to climate change-induced contingencies and establish contingency mechanism that is centrally managed with responsibility division and swift response. Effective preventive measures should be in place, so swift contingency response and recovery may take place in case of unexpected incidents.
2. Regularly control, check and prepare for natural disasters along with regular contingency drills and training for natural disasters.
3. Gradually eliminate high energy-consumption equipment and improve resource- utilisation efficiency.

To better manage and respond to the risks brought about by climate change to business development and to ensure sustainable development, the Group will continuously identify climate change-related risks and opportunities, adopt preventive and protection measures. The Group will continue to improve its management based on the results to maximally reduce greenhouse-gas emissions generated through its business operations. It will also maximally safeguard its employees' safety while mitigating the business impacts to prevent any tangible damage to the Group's assets.

## 僱傭及勞工常規

員工是推動企業不斷發展的動力源泉。本集團始終秉持「尊重・關愛・善待・培育」的用人理念，致力保障員工的合法權益，重視員工身心健康，為員工提供學習機會與發展平台，讓員工在推動企業發展的同時實現自我價值，獲得更廣闊的事業發展空間，力求實現員工與企業共同發展。

### \*員工概況

■按性別、僱傭類型、年齡組別及地區劃分的僱員總數如下：

截至 2024 年 12 月 31 日，本集團員工人數為 847 人（截至 2023 年 12 月 31 日：831）。僱員均為全職人員，其中退休返聘人員 12 人（截至 2023 年 12 月 31 日：7）。

## Employment and Labour Practices

Employees are the driving force of a corporation's continuous development. The Group upholds its philosophy of human resources management of "Respect, Care, Kindness and Cultivation" and is committed to protecting the legal rights and interests of employees, attaching great importance to their physical and mental health and offering them learning opportunities and development platforms, in order to help them realise their own value as they promote corporation development, gain broader room to develop their career, and achieve mutual development of corporation and staff.

### \* Staff Overview

■ Total number of employees divided as per gender, employment type, age group and geographical region is as follows:

As at 31 December 2024, the Group had a total of 847 staff members (As at 31 December 2023: 831). All employees are full-time, including 12 employees who were engaged in post-retirement employment (As of 2023 December 31: 7).

項目 Item	類別 Category	2024 年數據 Data for 2024		2023 年數據 Data for 2023	
		員工人數 Number of staff	比例 <sup>(註)</sup> Percentage <sup>(Note)</sup>	員工人數 Number of staff	比例 <sup>(註)</sup> Percentage <sup>(Note)</sup>
僱傭類型 Employment type	採購人員 Procurement personnel	81	9.56%	71	8.54%
	銷售人員 Sales personnel	214	25.27%	218	26.23%
	物流管理及營運人員 Logistics management and operation personnel	418	49.35%	413	49.70%
	財務及行政管理人員 Finance and administration personnel	134	15.82%	129	15.52%
	合計 Total	847	100.00%	831	100.00%

項目 Item	類別 Category	2024 年數據 Data for 2024		2023 年數據 Data for 2023	
		員工人數 Number of staff	比例 <sup>(註)</sup> Percentage <sup>(Note)</sup>	員工人數 Number of staff	比例 <sup>(註)</sup> Percentage <sup>(Note)</sup>
年齡組別 Age group	30 歲及以下 Age of 30 and below	345	40.73%	345	41.52%
	31-40 歲 (含) Age of 31-40 (inclusive)	313	36.95%	309	37.18%
	41-50 歲 (含) Age of 41-50 (inclusive)	130	15.35%	123	14.80%
	51 歲以上 Above age of 51	59	6.97%	54	6.50%
不同地區僱員人數 Number of employees in different geographical regions	珠江三角洲 Pearl River Delta	577	68.12%	561	67.51%
	粵東 Eastern Guangdong	270	31.88%	270	32.49%
男女僱員人數 Number of male and female employees	男 male	452	53.36%	451	54.27%
	女 female	395	46.64%	380	45.73%

註：比例為估員工總人數的比例

Note: Percentage is the percentage of total number of staff

■ 按性別、年齡組別及地區劃分的僱員流失比率如下：

■ Turnover rate of employees divided as per gender, age group and geographical region is as follows:

項目 Item	類別 Category	2024 年流失比率 Turnover rate in 2024	2023 年流失比率 Turnover rate in 2023
僱員總流失比率 Total turnover rate	-	20.26%	21.48%
性別 Gender	男僱員 Male employees	10.25%	10.07%
	女僱員 Female employees	10.01%	11.41%
不同年齡組別僱員流失比率 Turnover rate of employees of different age groups	30 歲或以下 Age of 30 or below	10.49%	12.99%
	31-40 歲 (含) Age of 31-40 (inclusive)	4.89%	4.73%
	41-50 歲 (含) Age of 41-50 (inclusive)	3.22%	3.03%
	51 歲以上 Above age of 51	1.67%	0.73%
不同地區僱員流失比率 Employee turnover rates in different geographical regions	珠江三角洲 Pearl River Delta	15.14%	16.87%
	粵東 Eastern Guangdong	5.13%	4.61%

註：各類別的流失比率 =  $L(x)/E(x) * 100\%$

$L(x)$  = 該類別僱員的離職人數

$E(x)$  = 近兩年集團僱員離職總數的平均值

Note: Turnover rate (per category) =  $L(x)/E(x) * 100\%$

$L(x)$  = Employees in the specified category leaving employment

$E(x)$  = The average of total number of employees leaving the Group in the past two years

## \* 合規僱傭與員工福利

本集團嚴格遵守《中華人民共和國勞動法》、《中華人民共和國勞動合同法》等法律法規，堅持「公開招聘、平等競爭、擇優錄用、先內後外」的招聘原則，通過社會招聘、校園招聘、內部競聘等方式引進優質人才，從德育、學歷、能力等多方面對應聘者進行考核，提倡公平競爭，反對歧視，為應聘者提供平等就業的機會。本集團杜絕因性別、年齡、婚姻狀況、宗教信仰、種族、身體狀況等因素而產生歧視，致力為員工營造公平公正的工作環境。

本集團堅持合法用工，禁止強制勞工。本集團遵循合法合規、平等自願、協商一致的原則與員工簽訂書面勞動合同，明確勞動報酬、工作時間、休息休假、勞動安全衛生、保險福利等事項，如實告知員工工作內容、工作職責、工作環境、工作條件、公司規章制度等，保證員工享有應有的權益。本集團按照國家規定保障員工享有國家法定假期待遇，切實保障員工合法休息休假的權利。

本集團嚴格遵守《中華人民共和國未成年人保護法》、《禁止使用童工規定》的規定，明確招聘員工的年齡下限，禁止招用未滿 16 周歲的未成年人，並對面試時應聘者提供的身份證等資料進行嚴格審查，確保應聘者年齡符合僱傭要求。2024 年，本集團未發生任何有關招用童工或強制勞工的情況，亦未發現供應商有發生任何有關招用童工或強制勞工的情況。如發現誤聘童工或強制勞工，本集團會立即停止該童工或強制勞工的工作。

本集團嚴格遵守《中華人民共和國社會保險法》、《住房公積金管理條例》等法律法規，執行各地社會保險和住房公積金條例，依法依規為全體員工足額繳納社會保

## \* Compliant Employment and Staff Welfare

The Group strictly complies with the Labour Law of the People's Republic of China (《中華人民共和國勞動法》), the Labour Contract Law of the People's Republic of China (《中華人民共和國勞動合同法》) and other laws and regulations, and upholds the principle of "Open Recruitment, Fair Competition, Merit-based Selection and Priority to Internal Recruitment". We recruit high-quality talents through multiple channels such as social recruitment, campus recruitment and internal promotion, and appraise and select candidates based on their moral traits, education background and competence. We are committed to providing an equal employment opportunity which advocates fair competition and anti-discrimination. The Group strives to provide a fair and just working environment to our employees free of any discrimination on the basis of gender, age, marital status, religion, race, physical condition and other factors.

The Group insists on lawful employment and prohibits forced labour. By following the principles of legitimacy and compliance, equality and willingness and negotiation and consensus, the Group enters into written labour contracts with its employees which clearly define their remunerations, working hours, rest days and leaves, occupational safety and health, insurance and welfare and other matters. We truthfully inform our employees of the details, responsibilities, environment and conditions in relation to their work as well as our internal rules and policies, and guarantee the rights and interests to which our employees are entitled. The Group implements the standard working-hour system and its employees can enjoy the national statutory holidays according to laws, and hence their rights to legitimate rest and leaves are firmly guaranteed.

The Group strictly complies with the requirements of the Law on the Protection of Minors of the People's Republic of China (《中華人民共和國未成年人保護法》) and the Provisions on the Prohibition of Using Child Labour (《禁止使用童工規定》), and expressly stipulates the minimum age of recruitment to avoid the employment of minors under the age of 16. In addition, we will inspect candidates' ID cards and other identification information during the interview to ensure their ages are in line with our employment requirements. In 2024, there was no incident concerning child labour or forced labour within the Group, and the Group has not discovered any child labour or forced labour in the supplier either. If it is found that child labour or forced labour is inadvertently employed, the Group will immediately stop the work of such child labour or forced labour.

The Group strictly complies with the Social Insurance Law of the People's Republic of China (《中華人民共和國社會保險法》), Regulations on Management of Housing Provident Fund (《住房公積金管理條例》) and

險、醫療保險和住房公積金，保障員工的合法權益。

本集團為員工提供具有市場競爭力的薪酬與福利待遇，開展優秀員工評比活動，表彰表現優異的員工、管理者及部門，確保有能力、有貢獻的員工在發揮自身價值的同時，得到本公司的認可與嘉獎，提升員工的工作積極性。

本集團高度重視員工的工作績效，充分認可他們在各個崗位為本集團做出的貢獻。我們致力於為員工打造專業的職業發展通道，提供公平、公正、公開的晉升和轉崗機會。

本集團充分尊重並支持員工選擇匹配自身的職業發展規劃路徑，根據員工在工作中的各項關鍵績效指標、綜合行為表現，以及在重大項目或工作中降本增效或創新方面做出突出貢獻的人員，為員工提供晉升機會。

本集團每月定期梳理人才梯隊建設與儲備情況，及時整理並公示內部職位機會，鼓勵員工通過公開競聘方式實現內部晉升。

本集團人力資源部不定時在各地開展部門訪談工作，結合工作績效及實際工作業績，挖掘潛在人才和識別關鍵崗位繼任者，對符合條件的員工給予職務晉升，賦予其更多工作挑戰與機遇，為本集團可持續發展建立後備人才隊伍。

本集團關愛員工，為員工提供生日及節假日禮品、婚喪禮金、夏季高溫補貼、解暑涼茶及糖水供應、優秀員工旅遊基金等多項員工福利。本集團亦開展各類員工活動，如傳統節日活動、員工生日會、營銷演講技能大賽、物流節活動、誓師活動、生命安全急救培訓、消防安全急救培訓等，以更好地豐富員工文化生活，多維度提升員工綜合知識與技能。

本集團設有員工食堂，免費為員工提供早餐、午餐、晚餐及夜宵四餐，並為外地員工提供免費的員工宿舍，配備齊全的生活設施，為員工營造舒適的辦公環境與溫馨的生活環境，增強員工的歸屬感。

other laws and regulations, and implements local rules on social insurance and housing provident funds to contribute to social insurance, medical insurance and housing provident funds in full for all employees based on relevant regulations in order to guarantee their legitimate rights and interests.

The Group provides staff members with remunerations and benefits that are competitive in the market and launches evaluation of outstanding staff members to commend excellent staff members, managers and departments, ensuring capable staff members receive the recognition and reward from the Company for their contribution while they leverage their own value, which will enhance the work enthusiasm of staff.

The Group attaches great importance to employees' job performance and fully recognizes their contributions to the Group in various positions. We are committed to creating professional career development channels for employees and providing fair, just and open opportunities for promotion and job transfer for employees.

The Group fully respects and supports employees to choose the career development planning paths that match themselves, and provides employees with promotion opportunities according to their key performance indicators, comprehensive behavior performance and outstanding contributions in reducing costs and increasing efficiency or innovation in major projects or work.

The Group regularly sorts out the situation of talent echelon construction and reserve every month, timely sorts out and publicizes internal job opportunities, and encourages employees to achieve internal promotion through open competition for posts.

The human resources department of the Group conducts departmental interviews in various places from time to time, taps potential talents and identifies successors in key positions in combination with the work performance and the actual work performance, and gives qualified employees job promotion, giving them more job challenges and opportunities, so as to establish a reserve talent team for the sustainable development of the Group.

The Group cares for its staff and offers a variety of benefits, including birthday and holiday gifts, wedding and funeral cash gifts, high-temperature subsidies during summer, herbal tea and desserts, and travel fund for outstanding staff members. The Group also carried out various employee activities, such activities include traditional festival activities, employee birthday parties, marketing speech skills contests, Logistics Week activities, Oath-taking Rally activities, and training in first aids for life safety and fire safety. These activities aim to better enrich employees' cultural life and enhance their knowledge and skills in multiple dimensions.

The Group operates a staff canteen to offer employees free breakfast, lunch, dinner and late-night snacks. The Group also provides non-local staff members with free staff dormitory accommodation with comprehensive



amenity features, creating a comfortable work environment and harmonious living environment, thereby enhancing the sense of belonging among the staff.



三八婦女節活動  
Women's Day activities



端午節活動  
Dragon Boat Festival activities



七夕活動  
Tanabata Festival activities



2024 年營銷團隊年初誓師大會  
Marketing Team oath-taking rally at the Beginning of 2024



中秋節活動  
Mid-Autumn Festival celebration



母親節活動  
Mother's Day celebration



聯交所上市九週年活動  
The 9th anniversary of listing on the Stock Exchange



## \*健康與安全

本集團嚴格遵守《中華人民共和國職業病防治法》、《中華人民共和國工傷保險條例》、《中華人民共和國消防法》等法律法規，積極採取各項措施保障員工的健康與安全，為員工營造安全、健康的工作環境。

為保障員工的職業健康與安全，本集團為全體員工購買商業意外保險，保險費用由本集團全額支付。根據《藥品經營質量管理規範》（「GSP」）要求，對GSP關鍵作業崗位，本集團會定期組織健康體檢，確保各環節作業人員的健康符合崗位要求。同時在福利層面，對全體員工也會定期組織進行年度一次的全員健康體檢。在高溫季節，對於戶外及高溫作業人員，本集團也會給予防暑降溫補貼，並根據勞動強度不同為員工提供防暑降溫涼茶、藥品，以防止員工中暑現象的發生。

本集團關注員工的身心健康，鼓勵員工在工作之餘加強身體鍛煉，本集團開設員工活動室，為員工提供各類健身器材，豐富員工業餘文化生活，緩解員工工作壓力。根據勞動法的有關規定，對員工勞動時長及休息進行合理安排；同時加強加班申請的管理，對因工作需要而進行的加班勞動，進行合理安排，防止員工過度疲勞，並足額發放加班工資。

本集團重視提升提高員工的安全知識與意識，在新員工入職時進行消防安全知識等培訓。本集團成立消防安全小組，負責消防安全工作的監督、管理和檢查，開展安全與消防演練，增強員工消防安全意識。本集團設有完備的安保體系，實時通過閉路系統對本集團各個區域進行監控，每日定時巡邏，及時排查安全隱患，保障集團正常工作和生活秩序，確保集團財物及員工人身財產安全。為加強工作風險的有效防範，防止企業工傷事故的發生，保障職工健康與安全，本集團物流系統有針對性地定期組織分班組、分部門的安全作業培訓，並明確各崗位安全操作規範，將安全責任落實到個人，與員工簽訂安全作業承諾書。根據勞動保護的有關規定，本集團對物流作業崗人員，結合崗位不同，進行勞動保護用品的合理配備，並對使用情況進行監督，發現問題及時糾正。

## \* Health and Safety

The Group strictly complies with the Law of the People's Republic of China on Prevention and Control of Occupational Diseases (《中華人民共和國職業病防治法》), the Regulations on Work-Related Injury Insurance of the People's Republic of China (《中華人民共和國工傷保險條例》), the Fire Control Law of the People's Republic of China (《中華人民共和國消防法》) and other laws and regulations, and takes various measures to safeguard the health and safety of staff members in an active manner, so as to create a safe and healthy work environment for the staff.

In order to protect the occupational health and safety of employees, the Group purchases business accident and injury insurances for all employees, and the insurance costs are fully paid by the Group. Regular physical examination is organised to ensure that all employees at key GSP-related posts can meet the corresponding requirements for health conditions. As a part of welfare policies, a regular annual physical examination is also organised for all employees. In the high-temperature season, the Group provides employees working outdoor and in high-temperature areas with subsidies, herbal tea and medicines for heatstroke prevention according to their labour intensity.

The Group cares about the physical and mental health of its staff members and encourages them to do more physical exercise in their spare time. The Group has staff activity rooms equipped with various fitness equipment, in a bid to enrich the employees' cultural life and allow the employees to relieve their work pressure. The labour hours and resting time of employees are reasonably arranged according to labour laws. The applications for overtime work shall be strictly managed to ensure that suitable arrangements are made and prevent employees from over-fatigue. In addition, overtime compensation is paid in full.

The Group attaches great importance to improving the safety knowledge and awareness of its staff through providing pre-employment training on fire safety knowledge. The Group has formed a fire safety team responsible for the supervision, management and inspection of fire safety work. Safety and fire drills are also conducted to improve the fire safety awareness among the staff. The Group has a well-equipped security system with real-time monitoring of all areas of the Group through closed-circuit systems and daily scheduled patrols to eliminate security risks in a timely manner, ensuring normal operation and maintaining the safety of the Group's assets, the staff members and their belongings. The employees in the Group's logistics system are trained on work safety to prevent potential risks and work-related accidents and ensure their health and safety. The trainings are regularly organised in different teams and departments. Moreover, it is also essential to define the standards of work safety for each post, put everyone in charge of work safety, and sign a letter of commitment for work safety with employees. All logistics staff members are reasonably equipped with protective gear in accordance with relevant provisions on labour protection and different requirements for their post. The use of protective gear is supervised to rectify any possible problems in time.

本集團致力於車輛安全管理。本集團設立「年度安全行駛獎」，對符合全年無違章駕駛記錄、無發生交通事故等評選細則的優秀駕駛員予以表彰，旨在強化車輛安全管理責任，增強物流中心駕駛員安全行車的意識。

處理安全意外事件時，本集團會及時安排員工前往醫院就醫，並第一時間為員工辦理工傷及商業險備案及跟進後續工傷認定、申請或商業意外險理賠手續。如意外事件獲認定為工傷，在工傷認定結果出具後，給予及時申報相關工傷醫療費用，工傷險及商業險未能核銷部分公司會給予報銷。工傷期間，醫生建議休假及康復天數按工傷待遇執行。員工康復後，本集團將依據員工意願，安排繼續從事原有工作，或者結合實際情況為員工調崗減輕工作負擔。

對發生安全意外事件的部門或環節，本集團責令相關部門及時進行事故原因及責任的檢討分析，並於後期組織安全作業培訓，強化各崗位安全操作規範及要求，務求將安全責任層層落實到人，加強隱患排除，杜絕安全事故重複發生，從而降低工傷事故發生率，最大程度保障員工生命安全。對造成嚴重事故的部門及環節，將追究負責人的責任。

報告期間，本集團不定時為員工發放防護所需的口罩及抗病毒藥物等各項防疫物資，並做好辦公區域的有效消毒、生活及醫療垃圾的合理分類與處理、外來快遞消毒等，以全方位杜絕環境傳染風險；竭力為員工提供一個安全、衛生的工作環境。

於 2022 年至 2024 年，本集團未發現任何違反僱員健康與安全相關的法律法規的重大事宜。工傷人員均得到妥善安置及補償，報告期間，並未錄得任何導致死亡或嚴重受傷的意外事件，亦無因該等事件造成的員工索償。

The Group is committed to vehicle safety management. The Group has set up the “Annual Safe Driving Award” to honour the outstanding drivers who have no record of illegal driving or traffic accidents for the whole year and meet other selection criteria, with a view of enhancing the responsibility of vehicle safety management and improving the awareness of safe driving among drivers of the logistics centres.

In case of safety accidents, the Group arrange to sends employees to the hospital for medical treatment on timely basis, and handle the work-related injury and commercial insurance filing for employees as soon as possible and follow up on the subsequent work-related injury determination or application or commercial accident insurance claims. If an accident is determined as a work-related injury, the Group declares the relevant work-related medical expenses in time after the work-related injury determination result is issued, and the Group reimburses the part of medical expenses neither covered by work-related injury insurance nor by commercial insurance. During the period of work-related injury, the number of days of vacation and rehabilitation advised by the doctor is subject to the work-related injury treatment. After the staff recovers, based on the preference of the staff, the Group will arrange the staff to engage in the original work or transfer the post and reduce the work burden for the staff according to the actual situation.

If a safety accident occurs in a department or link, the Group orders the relevant departments to find out the causes of and responsible persons for accidents in time, and organise work safety training to strengthen the work safety norms and requirements, so that specific persons at different levels are responsible for work safety, and more efforts are made to eliminate hidden dangers and prevent the recurrence of safety accidents, thereby reducing the incidence of work-related injuries and ensuring employee safety to the greatest extent. The departments and links causing serious accidents are held accountable.

During the Reporting Period, the Group distributed masks, antiviral medicines and other epidemic prevention materials to employees, and effectively disinfected office areas from time to time, reasonably classified and treated domestic and medical wastes, and disinfected packages from the outside, so as to completely eliminate the risk of infection and provide employees with a safe working environment.

From 2022 to 2024, there was no major violation against the laws and regulations related to the employee health and safety in the Group. The personnel with work-related injury were properly arranged and compensated. During the Reporting Period, there was no accident which led to the death or serious injury. Besides, there was no staff claim due to such accident.

項目 Item	單位 Unit	2024 年數據 Data for 2024	2023 年數據 Data for 2023	2022 年數據 Data for 2022
因工亡故的人數 Number of people who died due to the work	位 Persons	0	0	0
因工亡故的比率 The rate of people who died due to the work	%	0	0	0
工傷人數 Number of people who got injured due to the work	位 Persons	15	9	7
因工傷損失工作日數 Number of days lost due to work related injuries	工作日 Working days	499.00	175.00	183.50
因工傷損失平均工作日數 Average number of days lost due to work related injuries	工作日 Working days	33.27	19.44	26.21

### \*發展及培訓

人才是企業發展的核心競爭力。本集團倡導學習型企業的管理模式，構建可持續發展的人才培養體系，為員工提供廣泛的培訓與學習機會，支持與鼓勵員工不斷進修，提高綜合素質和崗位技能，實現員工和企業共同發展。

於報告期間，每名僱員完成受訓的平均時數為 15.38 小時，員工培訓參與情況按僱員類別及性別劃分如下：

### \* Development and Training

Talents are the core competitiveness for the development of a corporation. The Group promotes the management model of learning corporation, establishes a sustainable system for talent cultivation and offers extensive training and learning opportunities to support their continuous studies and improve their overall quality and skills for their positions, realising the mutual development of the staff and corporation.

During the Reporting Period, the average hours of training for each employee are 15.38. The staff training participation is divided as follows as per the employee class and gender:

項目 Item	類別 Category	2024 年數據 Data for 2024			2023 年數據 Data for 2023		
		參與人數 participants	參與人數佔比 Percentage of participant	平均時長（小時） Average duration (hours)	參與人數 participants	參與人數佔比 Percentage of participant	平均時長（小時） Average duration (hours)
員工層級 Employee Hierarchy	高級管理人員 Senior management	6	0.71%	145.50	6	0.72%	57.33
	中級員工 Intermediate employees	158	18.65%	15.53	146	17.87%	13.14
	普通員工 Ordinary employees	683	80.64%	14.20	679	83.11%	10.99
性別 Gender	男 Man	452	53.40%	10.13	451	55.20%	11.17
	女 Woman	395	46.60%	21.39	380	46.51%	12.33

註：參與人數佔比=所屬類別參與人數/總人數

平均時長=所屬類別培訓總時長/參與人數

本報告期與以往披露所用計算方法相比沒有重大變更。

#### ■新員工培訓

為幫助新員工全方位了解本集團企業文化，盡快融入本集團大家庭，本集團建立新員工培訓管理制度，對處於試用期的新員工持續加以關注。加強員工「傳幫帶」，全面實行導師制，開展業務指導和經驗傳授，幫助新員工明確崗位職責、工作任務和工作目標；按月組織新員工溝通會，了解新員工動態，促進新員工之間的交流。

#### ■管培生培訓

為滿足本集團戰略和經營需求，本集團根據人才戰略和實際情況，通過校園招聘渠道選撥和培育一批具有高成长性、高可塑性的大學生，通過 1-2 年的培養計劃快速成長為創美藥業「明日之星」，成為支撐集團戰略及業務發展的青年骨幹、後備力量。

#### ■人才梯隊建設

本集團重視人才梯隊的培養建設。2024 年，為更好地選拔和培養儲備梯隊人員，適應本集團戰略發展需要，支援本集團未來業務快速穩健發展，同時不斷提升或促進內部團隊快速成長，本集團內部持續開展了物流中心主題活動及技能大賽、營銷商學院培訓等，並多次選拔本集團內骨幹人員參加委外培訓項目，以不斷提升管理團隊綜合能力。

Note: Percentage of participants = Number of participants in the category to which they belong / Total number of participants

Average duration = Total duration of training in the category/Number of participants

There were no significant changes to the calculation methodology used in the Reporting Period compared to previous disclosures.

#### ■ Training of New Employees

In order to help new employees fully understand the corporate culture of the Group and integrate themselves into the Group's family as soon as possible, the Group has established a training and management system for new employees, in an effort to pay continuous attention to new employees during the probationary period. Strengthening "communication and mutual assistance" among staff members and fully implementing the mentor system are beneficial to conduct business guidance and share experience, which will help new staff identify their job duties, work tasks and goals. To this end, communication meetings for new employees are organised on a monthly basis to understand their dynamics and promote communications among them.

#### ■ Training of Management Trainees

To accommodate the needs of the Group's strategy and operation, the Group recruits and cultivates a group of talented university students with high potential through the campus recruitment in accordance with the talent strategy and actual circumstances. Through 1-2 years of training, the trainees will quickly become the "Star of the Future" of Charmacy Pharmaceutical, becoming the young backbone and reserve force supporting the Group's strategy and business development.

#### ■ Talent Pipeline Building

The Group attaches great importance to talent pipeline building. In 2024, the Group consistently conducted logistics center theme activities and skills competitions, as well as marketing business school training and selected key personnel in the Group for participation in outsourced training programs, so as to better select and cultivate reserve talents, adapt to the Group's strategic development needs, support the rapid and steady development of the Group's future business, continuously promote the rapid growth of internal teams, and continuously improve the comprehensive capabilities of the management team.





2024 年物流中心主題活動  
2024 Logistics Centre Theme Event



2024 年物流演講大賽  
Logistics Speech Contest 2024



營銷商學院培訓  
Business Marketing English Training Program

## 供應鏈管理

本集團秉承「誠信經營·利他利眾·合作共贏」的經營理念，重視供應鏈的管理，積極維護與供應商之間的合作。

本集團產品供應渠道包括醫藥生產商和分銷供應商。本集團根據自身採購規模、供應商的銷售政策（包括最低銷量、價格及銷售優惠、付款方式和賬期）等綜合因素，選擇合適的供應商。截至 2024 年 12 月 31 日，本集團共有供應商 1,206 家，其中醫藥生產商 623 家及分銷供應商 583 家。

## Supply Chain Management

By adhering to the operation philosophy of “Operating with Honesty, Benefiting the Public and Achieving Win-Win Outcome through Cooperation”, the Group attaches great importance to the supply chain management, and actively maintains the cooperation with suppliers.

The Group’s product supply pipeline includes pharmaceutical manufacturers and distributors. The Group selects the appropriate suppliers based on comprehensive factors including its own purchasing scale, the supplier’s sales policies including minimum sales, prices and sales discounts, payment method and billing period. As at 31 December 2024, the Group had a total of 1,206 suppliers, of which 623 were pharmaceutical manufacturers and 583 were distributors.

項目 Item	類別 Category	2024 年數據 Data for 2024		2023 年數據 Data for 2023	
		數量 Quantity	佔比 Proportion	數量 Quantity	佔比 Proportion
醫藥生產商 Pharmaceutical manufacturers	中國華南地區 Southern China	193	30.98%	199	31.19%
	中國華東地區 Eastern China	180	28.89%	182	28.53%
	中國西南地區 Southwest China	86	13.80%	87	13.64%
	中國其他地區 Other regions in China	164	26.32%	170	26.65%

項目 Item	類別 Category	2024 年數據 Data for 2024		2023 年數據 Data for 2023	
		數量 Quantity	佔比 Proportion	數量 Quantity	佔比 Proportion
分銷供應商 Distributors	中國華南地區 Southern China	392	67.24%	366	72.05%
	中國華東地區 Eastern China	94	16.12%	71	13.98%
	中國西南地區 Southwest China	35	6.00%	28	5.51%
	中國其他地區 Other regions in China	62	9.95%	43	8.46%

本集團嚴格遵守《中華人民共和國藥品管理法》、《藥品經營質量管理規範》（“GSP”）等法律法規的要求，建立嚴格的供應商資質審核機制，對供應商的資質及其銷售人員等條件進行嚴格審核，必要時會對供應商進行實地考察，詳細了解企业職工素質、生產經營情況，重點審查企業質量體系、質量控制的有效性和完整性、銷售人員情況等。確保進入本集團供應商管理系統的供應商符合 GSP 和本集團質量管理體系文件的要求。本集團在經營過程中做好風險管控，關注供應商的經營動態，

The Group complies strictly with the requirements of laws and regulations including the Drug Administration Law of the People’s Republic of China (《中華人民共和國藥品管理法》), Good Supply Practice (“GSP”) (《藥品經營質量管理規範》), etc. and it has established a strict qualification review mechanism for suppliers to examine suppliers’ qualification and conditions like sales personnel, etc. When necessary, it will investigate customers on site to get a detailed knowledge of their staff quality and production and operation condition and to examine them specifically on their quality systems, validity and integrity of quality control, sales staff, etc. The Group monitors and



發現異常立即採取相應停止採購措施。本集團亦每年對供應商進行質量評審，根據評審結果確定是否繼續與該供應商的業務關係。

本集團進行產品採購時，均會與供應商簽署《醫藥商品質量保證協議書》，約定供應商對其提供的在有效期內的产品質量負責，由此引起的一切損失由供應商承擔。如供應商供應的為假劣產品，供應商必須承擔一切法律及經濟責任，本集團因此遭受罰款、賠償等損失的，供應商須全額賠償給本集團。

本集團積極攜手合作夥伴履行企業責任，推動行業可持續發展，提升對環境及社會的積極影響。當供應商在運輸藥品予我們的過程中造成部分藥品壓損或破損，本集團於收貨環節會拒收該部分商品，同時與供應商溝通，如需報損則對該部分商品採取不留後患的有效措施進行銷毀處理，防止不合格藥品的流通，同時避免對環境造成污染。

本集團與供應商緊密合作，以監察其產品及服務質素的整體表現，與供應商保持溝通，識別及審視供應鏈的環境及社會風險，以加強供應鏈管理。本集團將持續檢討及完善現有的供應商管理慣例及檢討現有採購相關政策，並考慮將環境、社會及管治議題及指標納入供應商評估。我們希望評估和管理供應鏈中潛在的環境和社會風險，確保供應商的表現符合與本集團的可持續發展策略。

我們通過年度審核、日常官方信息搜集、日常溝通及不定期現場拜訪或考察等手段，主動識別供應商產質量等相關風險，並針對識別出的風險進行緩解。

2024 年，我們識別出的主要供應鏈風險為產品質量風險、缺貨風險及滯銷風險，針對每種風險類型，本集團均積極採取應對舉措，使缺貨風險和長庫齡庫存佔比保持動態平衡。

controls risks in the course of operation, keeps an eye on the operational development of its suppliers, and adopts prompt and appropriate measures to stop procurement activities when we discover any abnormal conditions. The Group also conducts quality appraisal of suppliers on an annual basis and determines whether to continue the business relationship with suppliers based on the appraisal results.

When conducting procurement, the Group will sign the Pharmaceutical Commodities Quality Assurance Agreement (《醫藥商品質量保證協議書》) with suppliers, requiring suppliers to be responsible for the quality of the products they provide within the period of validity, and for all the resulting losses. Any supplier who supplies counterfeit and inferior products is required to bear all legal and economic responsibilities and indemnify the Group in full against any resulting losses such as fines and damages.

The Group actively works with its partners to fulfill its corporate responsibility, promote the sustainable development of the industry, and increases its positive impact on the environment and society. In the event that some of the pharmaceutical products are damaged by pressure or broken during the transportation process, the Group would reject such products during our inspection and communicate with the suppliers simultaneously. If breakage report is needed, the Group would also take thorough and effective measures to destroy the damaged pharmaceutical products, so as to prevent their circulation and environmental pollution.

The Group works closely with suppliers to monitor the overall performance of their product and service quality, and also maintains communication with them to identify and examine the environmental and social risks in the supply chains for enhanced supply chain management. The Group will continuously review and improve existing supplier management practices and review existing procurement policies, and consider incorporating ESG issues and indicators into supplier assessment. We aim to assess and manage potential environmental and social risks in the supply chains to ensure that the performance of suppliers is in line with the Group's sustainability strategy.

We actively identify the risk of the quality of suppliers' products and other related risks through annual audit, daily official information collection, daily communication and irregular on-site visits or inspections, and mitigate the identified risks.

In 2024, the main supply chain risks we identified were product quality risk, out-of-stock risk and unsalable risk. For each risk type, the Group actively took countermeasures to keep the proportions of the out-of-stock risk and the inventory with long storage life in a dynamic balance.

<b>風險類型</b>  <b>Risk Type</b>	<b>應對舉措</b>  <b>Countermeasures</b>
<b>產品質量風險</b>  <b>Product quality risk</b>	<ul style="list-style-type: none"> <li>• 產品採購遵循：“先審批後採購、擇優選購、以質量第一、按需購進”的原則；</li> <li>• Product procurement follows the principles of “examination and approval before procurement, purchase on a best selection basis, quality first, and purchase on demand”;</li> <li>• 加強供應鏈管理，遵循嚴格的質量管理體系，在商品入庫前後嚴格把控，並進行出庫覆核，對質量檢查不合格或證明文件不符合的藥品進行拒收並退回供應商；</li> <li>• Strengthen the supply chain management, follow the strict quality management system, strictly control the goods before and after warehousing, and conduct out-of-warehouse review, reject the drugs that fail the quality inspection or whose the supporting documents do not meet requirements and return such drugs to the suppliers;</li> <li>• 對需要報損則對該部分商品採取不留後患的有效措施進行銷毀處理，防止不合格藥品的流通；</li> <li>• For the goods for which damage shall be reported, take effective measures to destroy such goods without leaving any future trouble to prevent the circulation of unqualified drugs;</li> <li>• 建立質量反饋機制，及時響應客戶反饋並解決問題；</li> <li>• Establish a quality feedback mechanism, respond to customers’ feedback in a timely manner and solve problems;</li> <li>• 對上一年度有質量風險的產品和供應商進行淘汰；及</li> <li>• Eliminate the products and suppliers with quality risks in the previous year; and</li> <li>• 詳見產品質量與安全一節。</li> <li>• See the section of “Product Quality and Safety” for details.</li> </ul>
<b>缺貨風險</b>  <b>Out-of-stock risk</b>	<ul style="list-style-type: none"> <li>• 應用本公司深耕多年的市場口碑與供應鏈服務優勢，構建上游協同機制，定期評估和優化供應鏈管理策略，實時改進以提高供應鏈靈活性；</li> <li>• Utilize the market reputation and supply chain service advantages that the Company have deeply cultivated for many years to build an upstream collaborative mechanism, regularly evaluate and optimize supply chain management strategies, and make real-time improvements to improve the flexibility of the supply chain;</li> <li>• 利用本公司現代化的信息系統優勢，優化庫存管理；</li> <li>• Utilize the Company’s modern information system advantages to optimize the inventory management;</li> <li>• 制定應急計劃，以應對突發事件導致的供應鏈中斷。</li> <li>• Formulate an emergency plan to deal with the supply chain interruption caused by unexpected events.</li> </ul>

**滯銷風險**

**Unsalable risk**

- 倉儲系統與採購、銷售、配送系統已實現信息化對接，商品入庫後嚴密監控商品庫齡，對高庫存商品、滯銷商品會根據市場需求及本集團營銷規劃及時處理；
- The warehousing system has been connected with the procurement, sales and distribution systems in an information-based way. After the goods are put into warehouse, the inventory age of the goods is closely monitored, and deals with the high volume inventories and unsalable goods in time according to the market demand and the Group's marketing plan;
- 根據市場需求進行精準採購和銷售，合理設計安全存貨，提高周轉速度，運用本集團深厚的市場基礎和客戶網絡，聯動上下遊，持續優化我們的庫存結構，加快動銷；及
- Conduct accurate procurement and sales according to the market demand, rationally design safety stocks, improve turnover speed, and use the Group's deep market foundation and customer network to link the upstream and the downstream, continuously optimize our inventory structure and accelerate the moving sales; and
- 對於有保質期的商品，如果商品剩餘保質期天數低於一定數值，會強制啟動商品退貨或報廢，不允許銷售。
- For the goods with a quality guarantee period, if number of the remaining days of the quality guarantee period of the goods is less than a certain number of days, the Group will force these goods to be returned or scrapped and prohibit the sale of these goods.

## 產品質量與安全

醫藥產品事關居民的健康，本集團堅持以「質量第一」的宗旨，致力向客戶提供優質的產品。本集團嚴格遵守《中華人民共和國藥品管理法》、《中華人民共和國藥品管理法實施條例》、GSP、《藥品經營和使用質量監督管理辦法》等相關法律法規，制定一系列完整的質量管理體制文件，包括《質量管理制度》、《質量管理操作規程》、《質量管理職責》等適用於藥品經營各環節的原則性規定，各崗位嚴格執行質量管理操作規程，確保藥品經營各環節符合法律法規及相關標準，對產品進行全程質量監控和管理，著力保障產品質量。本集團亦借助 SAP 信息系統實現了運營模式的標準化，並按照的要求對全流程的質量管理信息化，保障了產品在採購、入庫、儲存、出庫和配送等環節的可追溯及風險管控。

產品質量是採購中最核心的評估因素，本集團嚴格把控產品來源，按照 GSP 的要求，建立產品首營的審核機制，對於首次採購的商品，需要由採購經理、商品管理部、質量管理部及質量負責人等部門（崗位）對價格、採購量、商品批准證明文件和質量進行嚴格審核；對於非首次採購的商品，則根據近期銷量、安全庫存情況確定採購量，同時，經營過程中動態管理，監控商品批准證明文件的有效期限和產品質量。同時本集團亦每年對購進品種進行質量評審，採取「擇優採購」的原則，根據評審結果確定是否繼續採購的依據。

本集團在收貨環節嚴格按《藥品收貨操作規程》執行，根據收貨通知對照送貨方的隨貨同行單、藥檢報告等文件資料及實物進行逐批質量驗收。驗收時，按《藥品驗收操作規程》對每次到貨藥品進行逐批抽樣驗收，對抽樣藥品的外觀、包裝、標籤、說明書以及相關的證明文件等逐一進行檢查，對特殊藥品進行雙人驗收。對質量檢查不合格或證明文件不符合的藥品進行拒收並退回

## Product Quality and Safety

Pharmaceutical products are related to the health of residents. The Group always adheres to the principle of "Quality First", and is committed to providing customers with quality products. In strict compliance with the Pharmaceutical Administration Law of the PRC (《中華人民共和國藥品管理法》), Implementation Regulations on the Law of the PRC on the Administration of Pharmaceuticals (《中華人民共和國藥品管理法實施條例》), GSP, Measures for the Supervision and Administration of the Quality of Drug Distribution and Use (《藥品經營和使用質量監督管理辦法》) and other relevant laws and regulations, the Group has developed a series of documents on quality management system, including Quality Management System, Quality Management Operating Procedures and Quality Management Duties, all of which are principle-related regulations applicable throughout the entire pharmaceutical operations, all positions strictly implemented quality management operating procedures to ensure that the laws, regulations and relevant standards are fully complied with during the pharmaceutical operations. The Group conducts quality control and management in all aspects of the products, and makes efforts in product quality assurance. The Group has also, with the assistance of SAP information system, achieved the standardisation of operation mode, and informationisation of the quality management during the whole procedure according to the requirements of GSP to ensure the traceability and risk control of products in aspects of procurement, stock-in, storage, stock-out, delivery of products and so on.

Product quality is the most important factor in the evaluation of procurement. The Group imposes a strict control over product sourcing and establishes a review mechanism for the first operation of products according to GSP. For products purchased for the first time, the purchasing manager, product management department, quality control department, quality assurance personnel and other departments (positions) are required to conduct a rigorous review on the price, purchase volume, product approval supporting documents and qualifications. For products not purchased for the first time, the purchase volume shall be determined based on the recent sales volume and safety stock, dynamic management in the process of operation, monitoring the validity period of the product approval supporting documents and product quality. The Group also conducts an annual quality review on procured products, adopts the principle of "procurement based on premium quality", and determines whether to continue to purchase the products according to the review results.

During the receipt of goods, the Group strictly follows the Operation Procedures on Receipt of Pharmaceuticals (《藥品收貨操作規程》). Acceptance of the goods will be conducted on a batch-by-batch basis according to the delivery confirmation by cross-checking the accompanying list from the delivery party, medicine inspection report and other documents. During the acceptance, sampling and inspection on pharmaceutical products will be conducted on a batch-by-batch basis according to the Operation

供應商。

本集團建有適宜藥品分類保管和符合藥品儲存要求的庫房，並具有有效監測、調控溫濕度的設施設備，在庫藥品嚴格按照 GSP 規定及藥品的質量特性儲存於相應庫房，並定期養護。

本集團在產品出庫與運輸環節對出庫藥品進行嚴格的覆核和質量檢查，對特殊藥品進行雙人複核。同時，對藥品出庫做好藥品質量跟蹤記錄。藥品運輸採用密閉式車輛，有特殊溫度控制要求的藥品，採用冷藏車、保溫箱等運輸設備，確保藥品運輸過程中符合要求。

#### ■ 質量培訓

為不斷提高本集團藥品質量管理水平，本集團高度重視藥品質量管理相關的培訓工作，通過內部培訓與外部培訓相結合的方式強化員工質量意識，提高員工的業務水平，增強本集團藥品質量管控能力與質量風險防控能力。

#### ■ 產品投訴處理

本集團重視產品質量與產品投訴處理，制定《質量事故、投訴管理制度》、《藥品召回管理制度》等制度，規範質量事故、投訴、藥品召回的處理流程，提高服務質量，確保用藥安全，完善售後服務體系。本集團對客戶提出的質量查詢、投訴均給予積極響應，對質量查詢、投訴、抽查和銷售過程中發現的質量問題查明原因，分清責任，採取有效的處理措施，並做好記錄。同時，對於供應商主動召回的產品及藥品監督管理部門通知召回的問題產品，及時採取措施追回藥品並做好記錄，並向藥品監督管理部門報告（如有需要）。於報告期內，因安全與健康理由而須回收的產品佔營業收入 0.01%。

Procedures on Acceptance of Pharmaceuticals (《藥品驗收操作規程》), and the appearance, packaging, labelling, instructions and related supporting documents of the sampled pharmaceutical products shall be examined individually. Special medications shall be inspected by two persons. Pharmaceutical products that are substandard in quality inspection or inconsistent with the supporting documents will be rejected and returned to suppliers.

The Group has established warehouses that are suitable for the classification and storage of pharmaceutical products and meet the requirements for storage of pharmaceutical products, and has in place facilities and equipment for effective monitoring, regulation and control of temperature and humidity. Pharmaceutical products in stock are stored in the corresponding warehouses in strict accordance with GSP provisions. The pharmaceutical products are stored based on their quality characteristic, and are regularly maintained.

During the outbound delivery and transportation of products, stringent review and quality inspection shall be conducted on pharmaceutical products, and Special medications shall be inspected by two persons. At the same time, the quality of pharmaceutical products during outbound delivery shall be tracked and recorded. Closed vehicles are used for transportation of pharmaceutical products, and other transportation facilities such as refrigerator cars, incubators for pharmaceutical products are equipped with a special temperature control system to ensure that the delivery of pharmaceutical products meets the requirements.

#### ■ Quality Training

In order to improve the quality management of pharmaceutical products, the Group attaches great importance to the trainings related to pharmaceutical products quality management. Through the combination of internal training and external training, employees are able to raise their awareness for quality and increase their professional standard, which eventually strengthen the Group's ability on quality control and quality risk-prevention.

#### ■ Product Complaints Handling

The Group attaches great importance to the handling of complaints related to product quality and has developed systems, such as Quality Incidents and Complaints Management System (《質量事故、投訴管理制度》) and Drug Recalls Management System (《藥品召回管理制度》), to regulate the dealing procedures of quality incidents, complaints and recalls for drugs, in order to enhance our service quality, ensure medication safety and improve after-sales service system. The Group actively responds to quality enquiries and complaints from customers. For quality issues found in quality inquiries, complaints, spot checks and sales process, we will find out the causes, clarify the responsibility, take effective measures and make proper records. Meanwhile, if products voluntarily recalled by suppliers and problem products notified by the drug regulatory authority of the recall, timely measures should be taken to recover the drugs and make records, and report to the drug regulatory authority (if necessary). For the Reporting Period,



報告期內，本集團接獲關於產品的質量投訴共 9 宗，均得到妥善處理。

#### ■保護客戶信息

本集團建立客戶信息管理系統，對客戶信息進行嚴格的權限管理，保障客戶信息安全。本集團亦在《員工行為規範》中明文規定禁止員工未經審批將公司機密文件、客戶資料、供應商資料外傳，維護客戶的資料安全。報告期內，本集團未涉及於任何有關所提供的產品和服務的私隱事宜的不合規事件。

#### ■廣告

基於本集團的業務性質，本集團僅進行有限的宣傳活動。本集團在市場宣傳及營銷過程中嚴格遵守相關法律，包括但不限於《中華人民共和國藥品管理法》、《中華人民共和國廣告法》、《醫療廣告管理辦法》、《中華人民共和國個人信息保護法》等法律法規，努力保障廣告內容合規合法，符合公序良俗和主流價值觀。

我們在本公司網站發佈產品宣傳資料冊，在運輸車體上刊登供應商廣告，並指派相關負責人在發佈之前，預先審議營銷或廣告材料，確保符合法規要求及資料正確無誤。

## 廉潔建設

本集團嚴格遵守《中華人民共和國刑法》、《中華人民共和國反不正當競爭法》、《關於禁止商業賄賂行為的暫行規定》、《中華人民共和國反洗錢法》等有關防止賄賂、勒索、欺詐及洗黑錢的法律法規。

本集團制定《廉潔管理規定》、《內外申訴管理辦法》、《禮品管理規定》等制度，要求全體員工簽訂《廉潔承諾書》，規範員工行為，促進員工自律自愛、遵紀守法、廉潔奉公，杜絕工作或業務過程中各種不正常及腐敗行

products that were recalled for safety and health reasons accounted for 0.01% of operating income.

During the Reporting Period, the Group had received a total of 9 complaints related to product quality which were all well-handled.

#### ■ Protection of Customers' Information

The Group has set up customer information management system to conduct strict access management over customer information to ensure its safety. The Group has also expressly stipulated in its Employee Code of Conduct (《員工行為規範》) that the disclosure of Company's confidential documents, customer information and supplier information without the Company's authorisation is prohibited in order to ensure the safety of customer information. During the Reporting Period, the Group has not been involved in any non-compliance incident relating to the privacy of products and services provided.

#### ■ Advertising

Due to the business nature of the Group, the Group only conducts limited publicity activities. The Group strictly complies with relevant laws in the process of market promotion and marketing, including but not limited to the Drug Administration Law of the People's Republic of China (《中華人民共和國藥品管理法》), the Advertising Law of the People's Republic of China (《中華人民共和國廣告法》), the Measures for the Administration of Medical Advertisements (《醫療廣告管理辦法》), the Personal Information Protection Law of People's Republic of China (《中華人民共和國個人信息保護法》) and other laws and regulations, and strives to ensure that the advertising contents are compliant and legal and in line with the public order, good customs and mainstream values.

We publish product brochures on our website, publish supplier advertisements on transportation vehicles, and assign our operation supervisors to pre-review marketing materials or advertising materials prior to publication to ensure that they meet regulatory requirements and that the information received by our customers is correct.

## Anti-corruption Measures

The Group strictly complies with laws and regulations on the prevention of bribery, extortion, fraud and money laundering including the Criminal Law of the People's Republic of China (《中華人民共和國刑法》), the Ant-unfair Competition Law of the People's Republic of China (《中華人民共和國反不正當競爭法》), the Interim Provisions on the Prohibition of Commercial Bribery (《關於禁止商業賄賂行為的暫行規定》) and the Anti-Money Laundering Law of the People's Republic of China (《中華人民共和國反洗錢法》).

The Group has formulated systems such as the Administrative Rules on Clean Practices (《廉潔管理規定》), the Administrative Measures on Internal and External Complaints (《內外申訴管理辦法》) and the Administrative Rules on Gifts (《禮品管理規定》), requesting all employees to sign the Letter of



為的滋生。

本集團設立專線電話、意見箱、即時通訊、電子郵箱等多種投訴與檢舉渠道，接受合作方與內部對員工的違規行為提出的投訴或舉報。有關受理部門在接獲投訴或檢舉後，對事件進行資料信息收集、取證，全方面了解事件全過程，力爭使投訴事件事實清楚，根據調查結果提交處理意見。

報告期內，本集團對董事及所有員工提供反貪污培訓，培訓方式包括：開展廉潔管理規定的制度的宣貫，或提供反貪污培訓材料。本集團未發現任何有關公司及員工賄賂、勒索、欺詐及洗黑錢的事件，亦沒有對本集團或本集團的僱員提出並已審結的貪污訴訟案件。

## 知識產權保護

本集團嚴格遵守《中華人民共和國商標法》、《中華人民共和國專利法》等涉及知識產權保護的法律法規，本報告期內並無違反相關法律法規的情況發生。本集團尊重知識產權，依法開展商業宣傳，通過健全管控制度、完善組織體系保障等有效方法，嚴防侵犯知識產權和違法宣傳情況的發生。

在維護自身知識產權方面，本公司積極推進商標申請、續展、許可管理及維權等工作，保護自有知識產權。

## 社會公益

企業的可持續發展離不開社會的支持。本集團致力自身良好發展的同時，亦積極承擔企業社會責任。本集團高度重視企業與社區之間的關係，積極參與社區建設與慈善公益事業，服務社區發展，以實際行動反饋社會。截至 2024 年 12 月 31 日止年度內，本公司及其附屬公司積極參與慈善公益事業，向社會捐款及物資合計人民幣 4.78 萬元。

Commitment to Clean Practices (《廉潔承諾書》), which aim at regulating the behaviors of its employees, promoting the self-discipline and law-abiding and clean practices among its employees, as well as eliminating the occurrence of various irregular and corrupted behaviors in the course of work or business.

The Group has set up a variety of complaints and reporting channels such as hotlines, complaint boxes, instant messaging and emails to receive complaints or reports about illegal behaviors of employees from its partners and internal sources. After receiving complaints or reports, the relevant department collects information and evidence on the issue to have a full understanding of the entire process of the issue, and strives to get the facts of the complaints clear and finally raises its suggestions of treatment based on the investigation results.

During the Reporting Period, the Group provided anti-corruption training to directors and all staff, through the promotion of the system of integrity management or the provision of anti-corruption training materials. The Group was not aware of any incident in relation to the bribery, extortion, fraud and money laundering by the Company and its staff, nor had any corruption lawsuits filed against the Group or its employees.

## Intellectual Property Protection

The Group strictly abides by the Trademark Law of the People's Republic of China, Patent Law of the People's Republic of China and other laws and regulations related to intellectual property protection. During the Reporting Period, there was no violation of relevant laws and regulations. The Group respects intellectual property rights conducts commercial publicity in accordance with the law, and strictly prevents infringement of intellectual property rights and illegal publicity through effective methods such as improving management and control and safeguarding the organisational system.

With regard to the protection of its intellectual property rights, the Company actively promotes the application, renewal, license management and maintenance of trademarks to protect its own intellectual property rights.

## Social Welfare

The sustainable development of a corporation would not be possible without the support from the society. While being committed to its own sound development, the Group also shoulders corporate social responsibility proactively. The Group attaches great importance to its relationship with the community by actively participating in community construction and charitable undertakings and serving for community development, and make social contribution with concrete action. For the year ended 31 December 2024, the Company and its subsidiaries actively participated in charity and public welfare undertakings, and contributed money and materials amounting to RMB47,800 to the society.

### 夏日送清涼，致敬「城市美容師」

炎熱夏季來臨之際，為關懷辛勤工作的環衛工人們，向他們表達敬意，創美藥業股份有限公司黨支部聯合華潤三九OTC事業部南區支部、龍祥街道志願者協會黨支部共同舉辦了“致敬城市美容師——五一慰問活動”。活動中，各黨支部成員為環衛工人們送上了消毒液、口罩等日常防疫用品，以及藿香正氣合劑、涼茶、維C飲料、果汁飲料等清涼解暑慰問品，並與他們親切交流，了解他們的工作、生活等情況，對他們不辭勞苦、堅守一線為城市環境美化做出的貢獻表示崇高的敬意與感謝，讓他們切實感受到來自本公司和社會各界的關愛和溫暖。

### Summer Relief Initiative in Honor of Urban Sanitation Workers

As the summer heat set in, the Party Branch of Charmacy Pharmaceutical Co., Ltd., in collaboration with the Party Branch of CR Sanjiu's OTC Division (South) and of the Volunteers Association of Longxiang Street, organized the “Tribute to Urban Sanitation Workers – Labour Day Care Event” to express support and recognition for their hard work. During the event, Party Branch members distributed essential hygiene and protective supplies such as disinfectants and masks, as well as cooling refreshments including Huoxiang Zhengqi Oral Liquid, herbal tea, vitamin C drinks, and fruit juices. They also engaged in heartfelt conversations with sanitation workers, learning about their work and daily lives. In expressing deep appreciation for their tireless dedication to maintaining the city's cleanliness, the initiative aimed to ensure these workers felt valued and supported by both the Company and the wider community.



五一慰問環衛工人現場

Labour Day On-Site Care Event for Sanitation Workers

### 愛心傳遞，「飲」領健康

愛心贈飲送清涼，文化傳承藥茶香。暑假期間，2024 潮汕非遺嘉年華在潮汕歷史文化博覽中心開幕，創美藥業攜手福建省南安市蓮花峰藥廠在潮博中心舉辦“清涼伏茶，解暑一夏”公益贈飲活動，共同開啟一場關於健康與文化的探索之旅，為市民遊客送上愛心涼茶超1萬杯，向大家科普蓮花峰茶品牌相關信息，讓更多人感受中醫藥文化的魅力，也幫助大家在炎熱天氣下保持狀態，帶來健康新體驗。通過形式豐富的互動、多渠道的傳播，創美藥業將健康理念通過創意公益活動，以新穎有趣的方式推進到大眾群體中，不僅實現了品牌宣傳與公益場景的深度融合，也深刻詮釋了本公司的責任擔當與創新活力。

### Spreading Kindness for a Sip of Health

To help beat the summer heat and preserve traditional herbal tea culture, Charmacy Pharmaceutical partnered with Lianhuafeng Pharmaceutical Factory in Nan'an City, Fujian Province to host the “Refreshing Summer Tea Giveaway” at the Chaoshan History and Culture Exhibition Center during the 2024 Chaoshan Intangible Cultural Heritage Carnival. Over 10,000 cups of herbal tea were distributed to locals and tourists, raising awareness about the Lianhuafeng Tea brand and the rich heritage of traditional Chinese medicine. The initiative not only introduced people to the health benefits of herbal tea but also provided a refreshing respite from the summer heat, offering a unique wellness experience. Through diverse interactions and multi-channel dissemination, Charmacy Pharmaceutical has seamlessly integrated brand promotion with charitable initiatives in a novel and engaging way, demonstrating the Company's corporate responsibility and innovative spirit.





「清涼伏茶」公益贈飲現場

Public Cooling Station: Free Herbal Tea Service

### 暖心升學禮，助力夢啟航

風華正茂青雲上，恰是乘風破浪時。2024年8月，千萬學子圓夢今夏，金榜題名，創美藥業為員工高考家庭舉辦集體升學禮，通過組織親子遊學、崗位實踐、暖心環節、獎學金頒發儀式等一系列活動，搭建溝通與情感升華的平台，讓大家收獲珍貴回憶，傳遞企業對員工及其子女的關懷與愛意。活動中，公司為高考家庭送上獎學金及紀念禮品，激勵學子們以積澱淬煉成長，以奮鬥照亮通往夢想之路。集體升學禮，是一場溫暖的傳遞，在有愛的創美大家庭中，我們共同見證了成長的力量，感受了親情的溫暖，也擁抱了夢想的啟航。未來，創美藥業也將一如既往地關注員工子女成長成才，攜手年輕“後浪”創造更多幸福與美好！

### Heartfelt Graduation Celebration for Empowering Dreams to Take Flight

With youthful aspirations soaring high, August marks a season of dreams coming true as many students celebrate their academic achievements in 2024. To commemorate this milestone, Charmacy Pharmaceutical hosted a collective graduation ceremony for employees' families with college-bound children. The event featured parent-child educational tours, workplace internships, heartwarming moments, and scholarship presentations, fostering a platform for emotional connection and shared memories and serving as a thoughtful gesture of corporate care for employees and their children. The Company presented scholarships and commemorative gifts to these families, inspiring students to embrace perseverance and dedication as they embark on their journeys toward success. This warm-hearted graduation celebration underscored Charmacy's commitment to employee well-being, reinforcing a sense of belonging and mutual support within the corporate family. Looking ahead, Charmacy Pharmaceutical remains dedicated to nurturing the growth and success of employees' children, empowering the next generation to pursue their dreams and build a brighter future together.



升學季活動現場

Admissions Season On-Site Activities

**護航學子圓夢路，廣續溫情赴美好**

善舉創造和諧，愛心點亮希望。2024年6月高考開考之際，創美藥業攜手福建省南安市蓮花峰藥廠參與由恒青大藥房連鎖有限公司、民安醫藥連鎖有限公司聯合舉辦的公益助考活動，於考場外的“愛心加油站”向考生、家長、老師等免費發放包含常用藥品、應急藥品、飲用水等物資的健康資源包，助力考生以最佳狀態從容應考。而在收獲喜悅的升學季，創美藥業與愛心廠商們一如既往為學子們送上溫暖，開展“學途輝煌共歡慶，創美以禮再添花”活動，將承載著真摯祝福與關懷的愛心大禮包送到終端客戶高考子女手中，助力他們以健康、飽滿的狀態進入人生新階段。

**Helping Students Thrive on Their Path to Success with Love and Care**

Acts of kindness foster harmony, and love ignites hope. As China’s national college entrance exam commenced in June 2024, Charmacy Pharmaceutical, together with Lianhuafeng Pharmaceutical Factory in Nan’an City, Fujian Province, joined a charitable initiative organized by Hengqing Pharmacy Chain Limited Company and Min’an Pharmaceutical Chain Co., Ltd. At designated “Volunteer Service Stations” outside exam venues, health kits containing essential medications, emergency supplies, and drinking water were distributed to students, parents, and teachers, ensuring they had the support they needed to navigate this crucial moment with confidence. As students celebrated their academic success, Charmacy Pharmaceutical, together with its partners, continued its commitment to giving back by launching the “Celebrating Academic Excellence with Charmacy’s Thoughtful Gifts” campaign. They delivered heartfelt care packages to the college-bound children of end customers, helping them step into the next stage of life with good health and positive energy.



高考現場

College Entrance Exam Venue



高考學子收到健康禮包

Free Health Kit for College Entrance Exam

Taker



健康禮包

Health Kit

**品牌傳播有溫度，校園公益暖學子**

2024年9月開學季，創美藥業攜手福建省南安市蓮花峰藥廠在汕頭大學開展公益贈飲活動，為烈日下投入軍訓的莘莘學子送去一份清涼，助力新生們以健康、陽光的良好狀態圓滿完成大學第一課。活動中，創美工作人員熱情地為新生們遞上蓮花峰茶，貼心送上關懷與鼓勵，並向他們科普藥茶的相關知識及藥用價值，不僅為學生們帶來獨特的清爽感受，更為他們注入知識與能量，讓他們保持最佳狀態繼續迎接新的挑戰。

**Branding with Warmth to Bring Care to Campus**

As the new academic year commenced in September 2024, Charmacy Pharmaceutical, in collaboration with Lianhuafeng Pharmaceutical Factory in Nan’an City, Fujian Province, organized a charitable beverage giveaway at Shantou University to offer a refreshing relief to freshmen under the scorching sun and help them successfully complete their first university lesson in good health and high spirits. While warmly handing out Lianhuafeng herbal tea to the freshmen, Charmacy staff also interacted with them, sharing knowledge about medicinal tea and its health benefits. This thoughtful initiative not only helped students stay refreshed but also empowered them with knowledge and energy, inspiring them to embrace new challenges at their best.





軍訓送清涼現場

Military Training Summer Relief Activity

### 賀中秋愛心行，送關懷暖人心

花好月圓夜，愛心送溫暖。中秋佳節之際，創美藥業一如既往地走進社區，攜手汕頭市龍湖區龍祥街道及相關社區居委，為長者與貧困家庭送上暖心關懷。精美的月餅禮盒、實用的糧油大米、豐盛的果籃、常用藥品及日用品等等，將滿滿當當的慰問大禮包送到長者手中之餘，創美志願代表們與長者閑話家常，向他們傳遞節日問候與祝福。愛心點點，溫暖人間，大愛無疆，共創美好。在踐行社會責任的道路上，創美藥業始終步履不停，我們希望善行能夠如圓月一般，照亮每一個角落，讓愛與希望，無限延伸。

### Mid-Autumn Charity Drive to Spread Love and Warmth

Under the bright full moon of the Mid-Autumn Festival, Charmacy Pharmaceutical continued its tradition of giving back to the community. Partnering with the neighborhood committees of Longxiang Street and surrounding residential communities in Longhu District, Shantou, the Company extended warm festive care to senior citizens and low-income families. The thoughtfully prepared packages included mooncake boxes, essential staples such as rice and cooking oil, fruit baskets, daily necessities, and commonly used medicines. Volunteers from Charmacy Pharmaceutical engaged in heartfelt conversations with the elderly, conveying warm holiday wishes. Like the glowing full moon, every act of kindness brings warmth to those in need, spreading love without boundaries. As part of its corporate social responsibility, Charmacy Pharmaceutical remains committed to making a meaningful impact, ensuring that love and hope continue to shine in every corner of the community.



中秋慰問現場

Mid-Autumn Festival Community Outreach Program

### 「汕馬」公益助跑，共築健康鮫城

美好啟航，奔跑向“汕”。歲末之際，2024 東楚汕頭馬拉松鳴槍開跑，創美藥業與蓮花峰攜手開展“燃情助跑，健康鮫城”系列活動，助力跑者以健康狀態賽出水平，跑出風采。此次馬拉松賽事包中貼心放置了蓮花峰茶丸，幫助跑者驅散寒氣，預防感冒侵襲。與此同時，

### Charity Support for Shantou Marathon to Contribute to Building a Healthier City Mid-Autumn Charity Drive to Spread Love and Warmth

As the year drew to a close, the 2024 Dongchu Shantou Marathon kicked off with great enthusiasm. Charmacy Pharmaceutical and Lianhuafeng Pharmaceutical Factory jointly organized a series of activities themed “Passionate Support, Healthy Shantou”, helping runners maintain their best condition throughout the race. The marathon event packages included Lianhuafeng Tea Pills to help runners ward off the cold and stay energized.

比賽現場設有公益涼茶供應點，比賽當天創美工作人員向跑者及群眾免費發放蓮花峰茶熱飲，為大家提供及時的能量補給與健康支持。極具品牌特色的熱飲補給站，貼心周到的服務打卡點吸引了許多參賽者和群眾的關注，儼然成為了跑友們冬日裏的暖心“加油站”，全方位滿足了選手們賽後快速補充水分、舒緩身體、溫暖身心等多重需求，為跑者提供了堅強的保障後盾。

Additionally, charity herbal tea stations were set up at the venue, where staff of Charmacy Pharmaceutical handed out free cups of warm Lianhuafeng herbal tea to runners and spectators, offering them much-needed hydration and warmth. The thoughtfully designed refreshment stations, combined with attentive service, attracted widespread attention and became a popular pit stop for participants. By meeting the diverse needs of runners post-race, Charmacy Pharmaceutical reaffirmed its dedication to public health and community well-being.



「汕馬」公益現場

Shantou Marathon Public Welfare Event

# 聯交所《環境、社會與管治報告 ESG Reporting Guide Index of the Stock Exchange 指引》內容索引

層面 Aspect	一般披露及關鍵績效指標 General Disclosure and KPIs	章節 Chapter
<b>環境 Environmental</b>		
A1: 排放物 A1: Emissions	有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的(a)政策；及(b)遵守對發行人有重大影響的相關法律及規例的資料。 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.	排放物 Emissions
	A1.1 排放物種類及相關排放數據。 A1.1 The types of emissions and respective emissions data.	排放物 Emissions
	A1.2 直接（範圍 1）及能源間接（範圍 2）溫室氣體排放量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。 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).	排放物 Emissions
	A1.3 所產生有害廢棄物總量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。 A1.3 Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	排放物 Emissions
	A1.4 所產生無害廢棄物總量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。 A1.4 Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	排放物 Emissions
	A1.5 描述所訂立的排放量目標及為這些目標所採取的步驟。 A1.5 Description of emissions target(s) set and steps taken to achieve them.	排放物 Emissions
	A1.6 描述處理有害及無害廢棄物的方法，及描述所訂立的減廢目標及為達到這些目標所採取的步驟。 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.	排放物 Emissions
A2: 資源使用 A2: Use of Resources	有效使用資源（包括能源、水及其他原材料）的政策。 Policies on the efficient use of resources, including energy, water and other raw materials.	資源使用 Use of Resources
	A2.1 按類型劃分的直接及 / 或間接能源（如電、氣或油）總耗量（以千個千瓦時計算）及密度（如以每產量單位、每項設施計算）。 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).	資源使用 Use of Resources
	A2.2 總耗水量及密度（如以每產量單位、每項設施計算）。 A2.2 Water consumption in total and intensity (e.g. per unit of production volume, per facility).	資源使用 Use of Resources



	<p>A2.3 描述所訂立的能源使用效益目標及為達到這些目標所採取的步驟。</p> <p>A2.3 Description of energy use efficiency target(s) set and steps taken to achieve them.</p>	<p>資源使用</p> <p>Use of Resources</p>
	<p>A2.4 描述求取適用水源上可有任何問題，以及所訂立的用水效益及為達到這些目標所採取的步驟。</p> <p>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.</p>	<p>資源使用</p> <p>Use of Resources</p>
	<p>A2.5 制成品所用包裝材料的總量（以噸計算）及（如適用）每生產單位占量。</p> <p>A2.5 Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.</p>	<p>資源使用</p> <p>Use of Resources</p>
<p>A3: 環境及天然資源</p> <p>A3: The Environment and Natural Resources</p>	<p>減低發行人對環境及天然資源造成重大影響的政策。</p> <p>Policies on minimising the issuer's significant impact on the environment and natural resources.</p>	<p>資源使用</p> <p>Use of Resources</p>
	<p>A3.1 描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。</p> <p>A3.1 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.</p>	<p>資源使用</p> <p>Use of Resources</p>
<p>A4. 氣候變化</p> <p>A4.Climate Change</p>	<p>識別及應對已經及可能會對發行人產生影響的重大氣候相關事宜的政策。</p> <p>Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, this issuer.</p>	<p>應對氣候變化</p> <p>Tackling climate change</p>
	<p>A4.1 描述已經及可能會對發行人產生影響的重大氣候相關事宜，及應對行動。</p> <p>A4.1 Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.</p>	<p>應對氣候變化</p> <p>Tackling climate change</p>
<p><b>社會</b></p> <p><b>Social</b></p>		
<p>B1: 僱傭</p> <p>B1: Employment</p>	<p>有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的(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。</p> <p>Information on (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer, relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, antidiscrimination, and other benefits and welfare.</p>	<p>合規僱傭與員工福利</p> <p>Compliant Employment and Staff Welfare</p>
	<p>B1.1 按性別、僱傭類型（如全職或兼職）、年齡組別及地區劃分的僱員總數。</p> <p>B1.1 Total workforce by gender, employment type (for example, full- or parttime), age group and geographical region.</p>	<p>員工概況</p> <p>Staff Overview</p>
	<p>B1.2 按性別、年齡組別及地區劃分的僱員流失比率。</p> <p>B1.2 Employee turnover rate by gender, age group and geographical region.</p>	<p>員工概況</p> <p>Staff Overview</p>
<p>B2: 健康與安全</p> <p>B2: Health and Safety</p>	<p>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。</p> <p>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.</p>	<p>健康與安全</p> <p>Health and Safety</p>



	<p>B2.1 過去三年（包括匯報年度）每年因工亡故的人數及比率。 B2.1 Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.</p>	<p>健康與安全 Health and Safety</p>
	<p>B2.2 因工傷損失工作日數。 B2.2 Lost days due to work injury.</p>	<p>健康與安全 Health and Safety</p>
	<p>B2.3 描述所採納的職業健康與安全措施，以及相關執行及監察方法。 B2.3 Description of occupational health and safety measures adopted, and how they are implemented and monitored.</p>	<p>健康與安全 Health and Safety</p>
<p>B3: 發展及培訓 B3: Development and Training</p>	<p>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。 Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.</p>	<p>發展及培訓 Development and Training</p>
	<p>B3.1 按性別及僱員類別（如高級管理層、中級管理層等）劃分的受訓僱員百分比。 B3.1 The percentage of employees trained by gender and employee category (e.g., senior management, middle management).</p>	<p>發展及培訓 Development and Training</p>
	<p>B3.2 按性別及僱員類別劃分，每名僱員完成受訓的平均時數。 B3.2 The average training hours completed per employee by gender and employee category</p>	<p>發展及培訓 Development and Training</p>
<p>B4: 勞工準則 B4: Labour Standards</p>	<p>有關防止童工或強制勞工的(a)政策，及(b)遵守對發行人有重大影響的相關法律及規例的資料。 Information on (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer, relating to preventing child and forced labour.</p>	<p>合規僱傭與員工福利 Compliant Employment and Staff Welfare</p>
	<p>B4.1 描述檢討招聘慣例的措施以避免童工及強制勞工。 B4.1 Description of measures to review employment practices to avoid child and forced labour.</p>	<p>合規僱傭與員工福利 Compliant Employment and Staff Welfare</p>
	<p>B4.2 描述在發現違規情況時消除有關情況所採取的步驟。 B4.2 Description of steps taken to eliminate such practices when discovered.</p>	<p>合規僱傭與員工福利 Compliant Employment and Staff Welfare</p>
<p>B5: 供應鏈管理 B5: Supply Chain Management</p>	<p>管理供應鏈的環境及社會風險政策。 Policies on managing environmental and social risks of the supply chain.</p>	<p>供應鏈管理 Supply Chain Management</p>
	<p>B5.1 按地區劃分的供應商數目。 B5.1 Number of suppliers by geographical region.</p>	<p>供應鏈管理 Supply Chain Management</p>
	<p>B5.2 描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目、以及相關管理及監察方法。 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.</p>	<p>供應鏈管理 Supply Chain Management</p>
	<p>B5.3 描述有關識別供應鏈每個環節的環境及社會風險的慣例，以及相關管理及監察方法。 B5.3 Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.</p>	<p>供應鏈管理 Supply Chain Management</p>
	<p>B5.4 描述在揀選供應商時促使多用環保產品及服務的慣例，以及相關管理及監察方法。 B5.4 Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.</p>	<p>供應鏈管理 Supply Chain Management</p>

<b>B6: 產品責任</b> <b>B6: Product Responsibility</b>	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。 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, labelling and privacy matters of products and services provided and methods of redress.	產品質量與安全 Product Quality and Safety
	B6.1 已售或已運送產品總數中因安全與健康理由而回收的百分比。 B6.1 Percentage of total products sold or shipped subject to recalls for safety and health reasons.	產品質量與安全 Product Quality and Safety
	B6.2 接獲關於產品及服務的投訴數目以及應對方法。 B6.2 Number of products and service related complaints received and how they are dealt with.	產品質量與安全 Product Quality and Safety
	B6.3 描述與維護及保障知識產權有關的慣例。 B6.3 Description of practices relating to observing and protecting intellectual property rights.	知識產權保護 Intellectual Property Protection
	B6.4 描述質量檢定過程及產品回收程序。 B6.4 Description of quality assurance process and recall procedures.	產品質量與安全 Product Quality and Safety
	B6.5 描述消費者數據保障及私隱政策，以及相關管理及監察方法。 B6.5 Description of consumer data protection and privacy policies, and how they are implemented and monitored.	產品質量與安全 Product Quality and Safety
<b>B7: 反貪污</b> <b>B7: Anti-corruption</b>	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。 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.	廉潔建設 Anti-corruption Measures
	B7.1 於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。 B7.1 Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the Reporting Period and the outcomes of the cases.	廉潔建設 Anti-corruption Measures
	B7.2 描述防範措施及舉報程序，以及相關管理及監察方法。 B7.2 Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	廉潔建設 Anti-corruption Measures
	B7.3 描述向董事及員工提供的反貪污培訓。 B7.3 Description of anti-corruption training provided to directors and staff.	廉潔建設 Anti-corruption Measures
<b>B8: 社區投資</b> <b>B8: Community Investment</b>	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。 Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration of the communities' interests.	社會公益 Social Welfare
	B8.1 專注貢獻範疇（如教育、環境事宜、勞工需求、健康、文化、體育）。 B8.1 Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	社會公益 Social Welfare
	B8.2 在專注範疇所動用資源（如金錢或時間）。 B8.2 Resources contributed (e.g. money or time) to the focus area.	社會公益 Social Welfare

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