

MediNet Group Ltd

醫匯集團有限公司

(incorporated in the Cayman Islands with limited liability)
(於開曼群島註冊成立的有限公司)

Stock Code 股份代號 : 8161



2016/17

Environmental, Social and Governance Report
環境、社會及管治報告

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ABOUT THIS REPORT

REPORT PROFILE

MediNet Group Limited (the “Company”, together with its subsidiaries, collectively as the “Group”) is pleased to present its first Environmental, Social and Governance (“ESG”) Report. The content of this ESG report herein focuses on providing an overview of the environmental, social and governance performance of our major operations for the financial year from 1 April 2016 to 31 March 2017.

The principal activities of the Group are the provision of corporate medical and dental solutions to contract customers through the design and administration of tailored medical and/or dental benefits plans to provide the provision of different combinations of medical and/or dental services through the MediNet Network and/or our own operated medical centres (“MediNet Centres”) and dental clinics (“Dental Clinics”).

REPORTING PERIOD AND SCOPE

This report includes the following:

- (i) MediNet Centres located at Central and Tsim Sha Tsui; and
- (ii) Dental Clinics located at Causeway Bay, Central, Kwun Tong, Mongkok and Tsim Sha Tsui.

For this financial year, the material ESG issues which may have significant impact on:

- The medical and/or dental industry;
- The current or future environment or society;
- Our financial performance/business operations; and/or
- Our stakeholders’ interests and their assessments, decisions and actions.

In preparing this report, we used selected global, local and industry standards, and best practices, including, but not limited to, the Hong Kong Stock Exchange’s ESG Reporting Guide as set out in Appendix 27 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited and any applicable financial reporting standards in Hong Kong.

FEEDBACK

We set high standards for transparency and work hard to live up with our stakeholders’ expectations. For details in relation to our financial performance and corporate governance during the financial year, please visit our website: <http://www.medinetgroup.com/web/en/index.php>. If you have any questions or comments, please send us your views via mail at 16/F, 101 King’s Road, North Point, Hong Kong.

APPROACH

The Group is committed towards sustainability and understands the importance of sustainable development of its business and community. The Group pays special attention to the impact of its daily operations on the environment and society. We aim to set an example for the community. We look at issues that may have a reputational impact on, or may pose a risk to, the Group in the short-, medium- or long- term.

During our operation process, we strive to strike an optimized balance among the interests of all stakeholders, the economy, the environment, the society and corporate governance. We actively develop opportunities with a focus on comprehensive work ethic to ensure the continued success and growth that would benefit our suppliers, consumers and the environment.

We believe that the success of the Group is based not only on the performance of its operations and activities, but also based upon its responsibility and commitment towards the environment, employees, suppliers, customers and the community. The Group has established various environmental and social policies in order to support the Group's sustainability growth. With thorough understanding of environmental, social and governance risks and opportunities, the Company will be better positioned in allocating its resources to diminish and recycle different kinds of waste, while increased demand for higher standards of waste treatment is expected by regulators. Thus, greater challenges are expected to come up.

OUR STAKEHOLDERS

As a medical service provider, we are an integral part of the society and play an important role in the lives of people in Hong Kong. Therefore, we conduct our business in a responsible and sustainable manner, as we value the well-being of our stakeholders.

We have adopted a proactive approach towards stakeholders' engagement. We aim to review our stakeholder engagement plan on a regular basis to ensure that all of our stakeholders are well informed about our key issues and concerns of our environmental and social reporting aspects.



ENVIRONMENTAL

OVERVIEW

We manage our operations and business in an environmentally and socially responsible manner. We understand a healthy environment depends on us and we should set a good example for society.

The Group is committed to protecting and developing sustainability, minimizing adverse impact on the environment by promoting and adopting a set of management policies and measures.

The Group understands that electricity and water consumed, and clinical wastes generated in its business operation contribute to significant consumption of natural resources and pose risk to the public health and the environment. Therefore, electricity and water saving initiatives were highly promoted and implemented in its workplace, and clinical wastes were treated cautiously.

The Group complies with the relevant local environmental regulations and international general practices relating to air and greenhouse gas emission, discharges into water and land, and generation of hazardous and non-hazardous waste.

EMISSIONS

We use pharmaceutical products on a daily basis and dispose clinical waste. The Waste Disposal Ordinance defines clinical waste as a waste consisting of any substance, matter or thing generated in connection with a dental, medical, nursing or veterinary practice; any other practice, or establishment, that provides medical care and services for the sick, injured, infirm or those who require medical treatment; dental, medical, nursing, veterinary, pathological or pharmaceutical research; or a dental, medical, veterinary or pathological laboratory practice.

According to the Waste Disposal Ordinance (Chapter 354) and the Waste Disposal (Clinical Waste) (General) Regulation (Chapter 354O), the clinic waste should be properly disposed and collected. Our employees, following standard procedures and guidelines, dispose produced waste into specific containers which are carefully coded with fixed colours, separately sealed with ties and do not exceed 5 kg in weight on any one occasion. To comply with the relevant laws and regulations, we have engaged a qualified waste disposal and recycling company licensed by the Environmental Protection Department to handle disposal of hazardous waste, including expired and unwanted pharmaceutical products.

We have established an internal policy that aims to ensure safe disposal of hazardous substances and waste. The Group regularly disposes different groups of wastes, e.g. Group 1 (used or contaminated sharps), Group 3 (human and animal tissues), Group 5 (dressings) and Group 6 (other wastes) of clinical waste as defined in the Waste Disposal Ordinance (Chapter 354).

The usage of injections is on a needed basis only. All the used syringes, needles, cartridges, ampoules and other sharp instruments are stored in a special sharp container in each clinic.

It is our Group's objective to reduce energy consumption and emissions. We understand that energy consumption is equivalent to greenhouse gas emission to a certain extent. Reducing energy consumption helps to manage our carbon footprint. The Group adopts green practices into its operation processes.

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When the conventional X-ray radiography is applied, X-ray developer is used and as a result, a chemical waste (spent alkaline) is generated. All the used X-ray developer is stored in a separate plastic container and collected by approved waste collector, which is authorized by Environmental Protection Department.

The major non-hazardous waste produced from our business activities is mainly paper consumed for administrative purposes. We encourage employees to work more effectively in a paperless environment.

USE OF RESOURCES

Environmental protection is a key focus of the Group. We are committed to upholding high environmental standards to fulfil relevant requirements under applicable laws and ordinances during our daily operations. We also adopt a responsible approach to ensure good environmental and human health.

The Group understands that responsible energy use is more than just consuming less energy. It also means that we strive to make the most from the energy we consume, whilst delivering safe and quality services to our consumers. We decrease electricity and water usage by better planning and execution with an aim to minimise adverse impacts on the environment.

The Group is not involved in any manufacturing activities. Hence the impact on the environment and natural resources is insignificant.

ENERGY AND WATER EFFICIENCY

We encourage our staff to save electricity and water in their day-to-day business.

We inform our staff to turn off the lights during lunch hours and after office hours, so that lights are on only when it's necessary. Moreover, all electrical appliances should be off when not in use. Written notices such as "Save Energy" and "Save Water" are placed and fixed on the walls in the working area to alert our staff on resources saving. Indoor temperature is maintained at 24 degrees Celsius or above to reduce unnecessary waste.

MEDICAL PACKAGING

To reduce the carbon footprint and contribute to save the planet, the Group encourages our customers to minimize the usage of plastic bags. We suggest our customers to bring their own bags. Besides, the majority of the packaging materials used by the Group are recyclable or biodegradable.

SOCIAL

EMPLOYMENT

We embrace our employees as the most valuable assets of the Group, and focus our efforts on providing a safe and enjoyable working environment for them. The objective of Human Resources Department is to reward and recognise outstanding employees by providing competitive remuneration packages with basic salary, and to promote career development and progression within the Group by providing adequate training and opportunities.

The Group strictly complies with the relevant laws and regulations such as the Employment Ordinance, the Minimum Wage Ordinance, as well as the Employees' Compensation Ordinance relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination and etc.

HEALTH AND SAFETY

The Group is subject to the workplace laws and regulations relating to providing a safe working environment and protecting employees from occupational hazards in Hong Kong.

Management makes great effort in strengthening the Group's occupational health and safety performance to protect employees from hazards. For example, our doctors, dentists and nurses get gloves, surgical masks, protective goggles and gown to be protected from any infections. In case of injuries or accidents, the Group will arrange specific medical attention for concerned employee.

Dosimeters are provided to our dentists and dental nurses to measure and monitor the exposure of ionizing radiation and should alert all the personnel if the present dose rate thresholds are exceeded.

Apart from employees' compensation insurance, the Group provides other benefits to its employees, such as training and education on a regular basis. We strive to provide a comfortable and safe environment for our employees, customers and business partners.

During the financial year, no case of fatality and 1 work injury case in the workplace and no lost day due to work injury was reported.

TRAINING AND DEVELOPMENT

The Group offers a wide range of training courses and development support to improve the employees' long-term growth, development and career advancement.

The Group has implemented a "Training procedure" to facilitate development of the potential of its staff. We maintain a schedule of different kinds of training courses which are prepared in advance. In determination of the training schedule, we consider the feedbacks provided by our employees.

The employee development and training policies adopted by the Group are as follows:

- newly recruited employees have an orientation program training, which covers corporate culture, business profiles, operation policies and procedures;
- a senior manager is responsible for checking the quality of service provided by the staff at the reception and for providing the internal training, which ensures that all staff are aware how to use electronic devices (i.e. computer, printer, etc.) and internal customers' filing system;

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- nurses are able to attend regular and ad hoc internal training courses necessary to discharge their duties at work, including, but not limited to, product knowledge, customer services and new legislations and regulations relevant to our business operations;
- doctors and dentists may request for sponsorship from our Group on the external training courses regarding new techniques, tools, technologies and mechanisms that could be relevant to our business.

LABOUR STANDARDS

The Group complies with the relevant local labour laws and regulations, and ensures that the employment agreements with its employees are on a fair, equal, voluntary and mutually agreed basis.

We recruit new doctors and dentists based on their qualifications, experience, reputation, specialized area of study or practice, level of dedication, previous compliance records and whether they can fit into our corporate culture. We also place great emphasis on training and retaining of our professional team. All our doctors have practising licences and certificates.

The Group is well aware that child and forced labour violate fundamental human rights and prohibits the use of child or forced labour. During the staff recruitment process, responsible staff members collect ID documents from the candidates to ensure that their age meet the requirements as stated in the Employment Ordinance. The Group only executes the requirements stipulated in the standard labour contract and does not use any unlawful or unfair means to restrict the employment relationship between the employee and the Group. Employees who are in breach of rules, or commit serious dereliction of duty, malpractice or criminal offence are immediately dismissed.

During the financial year, no case related to child or forced labour was found.

The Group constantly monitors its employees' performance. Newly recruited employees are admitted as permanent employees after successful completion of a 3-month probation period. A minimum 10-days annual leave is granted to all permanent employees in order to comply with the local law. We also provide employee medical and dental scheme as well as inpatient insurance to our permanent employees.

SUPPLY CHAIN MANAGEMENT

The Group has a strict supply chain management system to ensure high quality services to our clients by performing regular assessments on the environmental and social risks' management. Suppliers are urged to take measures to reduce their environmental and social risks.

The Group has developed a "New supplier and subcontractor evaluation procedure" and a "Purchase and payment policy and procedure" to evaluate its new suppliers and "non-conforming report" to record any failure from its existing suppliers. Moreover, the Group has a "Purchasing control procedure" and an "Equipment management procedure" to monitor the quality of products that clinics get from the suppliers.

The evaluation team is responsible for monitoring the quality of suppliers' work. In selecting pharmaceutical drugs and other suppliers, we perform assessment on the potential suppliers, including past history of the suppliers' quality, quantity, time of delivery, source of the products, price and suppliers' reputation in the industry. Suppliers should cooperate in a fair, honest and responsible manner. Renewal of suppliers' contracts is subject to satisfactory results upon review of their sales performance during the contract period.

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PRODUCT AND SERVICE RESPONSIBILITY

The Group has implemented a “Work instruction control procedure” which covers standard procedures of provision of service and products. The Group complies with various regulations relevant to the operation process of the business areas such as health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.

According to the “Purchasing control procedure” in each clinic, the clinic in charges are responsible for consolidating requests from the doctors and dentists to evaluate the materials needs to support the clinical operations and submit the “dental/clinic material order information” to the Head Nurse for a bulk ordering. We purchase high quality drugs and medicine only from approved suppliers.

When a new material, instrument, equipment or drug is launched on the market that could be cost saving, show improvement results, effectiveness or efficiency, according to the “New material, instrument, equipment, drug procedure”, doctors/dentists can establish an evaluation team to do a research about the product. After the evaluation, the results are recorded into the “sample request and evaluation form”, and register the accepted new item into the approval list and the head nurse can proceed with the purchase.

Pharmaceuticals are handled with special precautions. The Group has specific standards for pharmaceuticals storage in different compartments and the labelling of packages. Topical medications and dangerous drugs are stored separately from general medications. Dangerous drugs are handled in accordance to the dangerous Drugs Ordinance (Cap. 134 of the Laws of Hong Kong).

According to the “Prescription and dispensary of drug procedure”, the doctor/dentist prescribes medication according to patient’s history and needs. Our nurses are responsible for checking the expiry date and visual condition of the drugs and medicine to ensure that product quality is maintained. In case if any defect is found, a report is filed to the head nurse who informs the Head office and products are returned to the suppliers. The information about the medicine and drugs are passed to the doctor in order to protect the patients. A nurse labels drug’s package with the drug name, dosage, date and any particulars according to the dentists/doctors’ prescription for the patients. Receptionist issues and reminds patients about the drug dosage and particulars only after the doctor/dentist’s approval.

In addition, our customers’ information is stored in a tailor-made IT system to protect our patients’ personal information, and different authority access levels are created in order to protect such information.

We comply with the provisions of the Personal Data (Privacy) Ordinance in collecting, processing and using the clients’ personal data. Furthermore, contracts, entered into with our patients, also stipulate confidential obligations regarding the customer’s personal information and the information cannot be used for any purposes other than stipulated in the contract. Moreover, we conduct related employee training on a regular basis to keep customers’ privacy and information safe.

During the reporting period, the Group strictly complied with various laws, regulations, rules and procedural standards, and non-compliance related to quality and safety issues involved in our products/services was not identified.

We respect the rights of other companies’ intellectual property and we do not use intellectual property of others without their authorization.

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ADVERTISING

No advertising for our medical and dental services due to canvassing is allowed. Our doctors and dentists follow code of conduct to render the services.

COMPLAINTS

The Group works to create a good client experience by providing quality products and services that suit customers' needs.

The Group provides relevant training to enhance the skills in handling customer enquiries and complaints. We have developed and implemented the relevant operating policies and procedures such as: "Client satisfaction monitoring procedure", "Client requested satisfaction survey procedure", "Client complaint handling policy", etc.

We welcome feedback from our customers and provide them with various ways of solving their issues. Customer complaints are followed up and addressed in a timely manner by the relevant parties depending on the nature of the complaint and customer suggestions are taken into the consideration for improvements.

ANTI-CORRUPTION

The Group strictly complies with the relevant laws and regulations relating to bribery, extortion, fraud and money laundering in Hong Kong.

Our whistle-blowing procedures encourage and enable our employees and other stakeholders to report on observed and suspected non-compliance and questionable practices in confidence without retribution. Reported cases are investigated and followed up by the management of the Group.

Regular training regarding anti-corruption and whistle-blowing are given to all employees to strengthen their awareness.

No employees, including the directors, management, and all full-time, part-time, hourly, or temporary workers, are permitted to solicit or accept any form of benefits or do anything that might be deemed as a bribery from a third party, whether directly or indirectly. Should such benefits be accepted by any employees, their objective attitude would be hampered, they might be enticed to perpetuate violations, the interests of the Group would be harmed, or they might have biased judgments or misconducts.

During the financial year, no corruption case was noted or reported.

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COMMUNITY INVESTMENT

The Group understands that its investment decisions have an indirect impact on the environment and society. The Group explores different opportunities of incorporating environmental and social elements into its investment decisions and operational management, with reference to the best practices in the industry and internationally recognized ESG standards.

In every clinic, we have a Donation box to collect donations from the customers/public in support of the Red Cross in Hong Kong. It is a convenient channel for the public to help to better plan for long-term operations and rehabilitation services in Hong Kong.

We care about the community. In this respect, we financially sponsored training courses that were provided by Orbis to train eye care professionals for sight restoration of many blind people in 2016.

The Group is committed to fulfilling our corporate social responsibility not just via charity donation programs, but in maintaining a strong level of community involvement. We provided health care talks to our corporate clients and free health care seminars regarding the health care and treatments can be requested by them. Our dentists do care about our clients. In this respect, a tooth care (dental) course with free toothbrush and toothpaste was provided to our clients in 2016.

The background features a gradient from light yellow at the top to vibrant green at the bottom. It is decorated with several large, semi-transparent, overlapping circles and a bright, multi-pointed starburst light effect in the lower right quadrant. The overall aesthetic is clean, modern, and professional.

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