Environmental, Social and Governance Report

About This Report

+ Introduction to This Report

Ping An Healthcare and Technology Company Limited (hereinafter referred to as "Ping An Good Doctor", the "Company" or "We/Us") is pleased to release the first environmental, social and governance report (hereinafter referred to as "this Report"), elaborating the management efforts and achievement in the environmental, social and governance (the "ESG") areas in 2018, aiming at responding to the expectations from stakeholders and the public, and objectively disclosing the performance of Ping An Good Doctor in terms of the sustainable development. This Report has been considered and approved by the Board of Directors of Ping An Good Doctor.

+ Reporting Scope

This Report covers the period from 1 January 2018 to 31 December 2018 (hereinafter referred to as the "Reporting Period" or the "Year"). This Report mainly covers the Company's principal business, including family doctor services business, consumer healthcare business, health mall business, and health management and interaction business. For details of the Company's business, please refer to 2018 annual report of the Company.

+ Reporting Guideline

This Report is compiled in compliance with the "Environmental, Social and Governance Reporting Guide" (hereinafter referred to as the "ESG Reporting Guide") of the Rules Governing the Listing of Securities on the the Stock Exchange of Hong Kong Limited (hereinafter referred to as the "HKEX" or the "Hong Kong Stock Exchange") and by reference to the Sustainability Reporting Standards (hereinafter referred to as the "GRI Standards") of the Global Reporting Initiative. The ESG Guide content index is provided at the end of this Report, for quick reference by readers.

+ Sources of Information for This Report

Information and data disclosed in this Report source from the internal official documents, internal statistics and the relevant public information of the Company. Unless otherwise specified, the monetary amounts herein shall be settled in Renminbi.

Sustainable Development Management

Since its establishment, Ping An Good Doctor has been advocating and adhering to the philosophy of sustainable development while assuming its own social responsibility. In strict compliance with the laws and regulations involved in its business operation, the Company has developed a series of internal systems to incorporate sustainable development into the day-to-day operations and consideration for decision-making of the Company. The sustainable development management, sustainable development report compilation and information disclosure of the Company shall be coordinated, led and in charge of by the Board. The Board and the management of the Company shall hold regular meetings to review the implementation of sustainable development related systems and work, and facilitate employee's participation through promotion and other forms, so as to realize the overall planning and management of sustainable development of the Company from top to bottom.

+ Highlights on Major Events of Social Responsibility for Ping An Good Doctor over The Years

- August 2014: the Company was established
- October 2015: Think Pink Public Benefit Activity of Nationwide Free X-ray Examination on Breast (粉紅絲帶全國免費乳腺 X 線檢查公益活動) was launched
- June 2016: Union of Cancer Control (抗癌联盟) was established
- October 2017: Public Benefit Campaign of E Station for the Health of Teachers in Rural Area (鄉村教師健康 E 站公益計劃) was launched
- January 2018: Village Doctor Scheme (村醫工程) was launched
- January 2018: The 1st Hurun•Ping An Good Doctors of China (第一屆胡潤•平安中國好醫生榜) was issued
- November 2018: Sponsored Shanghai Marathon
- January 2019: The 2nd Hurun•Ping An Good Doctors of China (第二屆胡潤•平安中國好醫生榜) was issued
- Early 2019: The first Environmental, Social and Governance Report was issued

As a one-stop healthcare platform to provide comprehensive services, in response to the long-term pain points such as insufficient medical resources and imbalanced allocation in the medical service industry, unsound medical security system and poor medical service experience in China, we better allocate and utilize medical resources, reduce the cost of medical services and improve the quality of healthcare services to relieve burden on the government, hospitals, doctors and patients, and to alleviate the pressure of the healthcare system through its in-house medical team and artificial intelligence team which is dedicated to research and development as well as innovation. We are committed to establishing the Internet healthcare industry standards and creating an efficient and fair medical environment in China. This is the original intention for establishment and the social value of Ping An Good Doctor as a world's leading artificial intelligence (hereinafter referred to as "AI") medical technology company.

Our Corporate Culture:

· Customer first: taking customer demands as the core
· Teamwork: believing in and use the power of the team
· Focusing on execution: doing what we say, doing what we do, and achieving our mission
· Passion: being courageous to break through, being fearless of challenges, and being passionate in the future achievement
· Accumulation of merits: benevolent doctors benefit the society and the people with virtue and goodness as the foundation to build great undertakings together

Our Mission:

to build the largest healthcare ecosystem in the world and promote healthy living empowered by technology.

Our Vision:

to provide a family doctor to each family, set up an electronic health record for each person and develop a health management plan for each person.

Awards and Recognitions Granted in 2018

No.	Awards	Awarding Institution
1	Annual China's Best Business Model in 2018 (2018 年度中國最佳商業模式)	21st Century Business Review
2	Health Industry Innovation Brand Top 10 in 2018 (2018 健康產業創新力品牌 Top10)	Economic View
3	The Best Innovative Company for Golden Lion Award of H Share Listed Company in 2018 (2018 港股上市公司金獅獎最佳創新公司)	Sina Finance
4	WISE 2018 King of New Economy – King of Internet Healthcare (WISE 2018 新經濟之王—互聯網醫療之王)	36Kr
5	"Golden Fortune Management" for Annual Enterprise Social Responsibility Award in 2018 (2018 年度「金理財」企業社會責任獎)	Shanghai Securities News

Participation by Stakeholders and Analysis on Topics of Significance

+ Communication Mechanism for Stakeholders

We are fully aware of the importance of communication and interact with stakeholders for the sustainable development of the Company's business. Accordingly, in the course of daily operation and management of the Company, we actively establish various channels of communication with both internal and external groups, such as employees, investors, users, government, partners and community, so we can understand the opinions and appeals of the stakeholders and make proactive response, thereby strengthening the confidence of stakeholders and consolidating cooperation relationship between both parties. At the same time, we optimize the strategy of the Company's sustainable development and improve its internal management based on feedbacks and expectations from stakeholders, so as to make rapid progress of the Company.

The communication and response between stakeholders and us are set forth below:

Stakeholders	Expectations and Appeals	Responding Measures for Communication
Users and Consumers	Product health and safety Service quality Privacy and information security Business Integrity	Improve quality control system Develop customer service system Enhance risk control Strengthen legal propaganda
Employees	Guarantee of legitimate rights and interests Unblocked road for career development Guarantee of emoluments and benefits Fine working atmosphere	Comply with laws and regulations Build channels for employee training and promotion Improve emolument and benefit system Conduct employee satisfaction survey
Investors and Shareholders	Sustainable profitability Standardized corporate governance Guarantee of rights and interests	Generate long-term revenue Improve internal control system Disclose information regularly
Suppliers and Partners	Openness and fairness Win-win cooperation Mutual development	Standardize procurement procedures Improve communication mechanism Establish long-term management model
Government and Regulatory Institutions	Compliance with national policies Performance of tax obligation Strengthening construction of the anti-corruption culture Participation in regional co-development	Operate in accordance with laws and regulations Pay taxes in a timely and proactive manner Coordinate with government for its supervision Promote employment
Community	Protection of community environment Facilitation to the development of the community	Implement green operation Conduct public welfare projects
Industry Association	Industry experience exchange Promoting industry advancement	Participate in industry forum Improve research and development capability

Environmental, Social and Governance Report

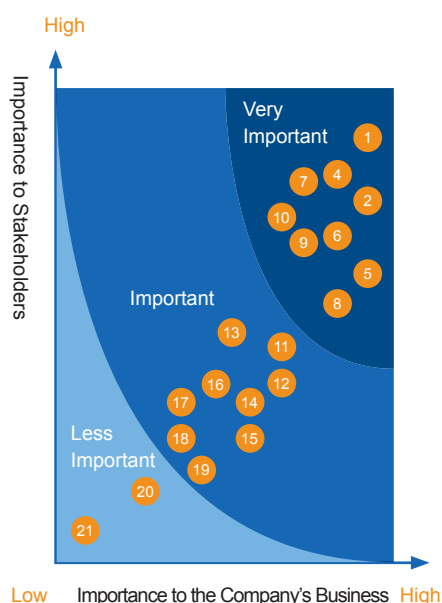## + Assessment of Topics of Significance in 2018

We entrusted a third party independent advisor to conduct materiality assessment in 2018, thereby gaining a comprehensive understanding of the relevance between each ESG issue and stakeholders together with the Company's business, deciding the disclosure focus in this Report and providing reference for subsequent optimization of the Company's sustainable development strategy.

The steps for materiality assessment in 2018 are as follows:

1 STEP

Step one: Identify ESG Topics of Significance

Identify 21 ESG issues in four areas covering environment, employment and labor practices, operating practices and social investment based on the Company's business development, the national policies and industry movement as well as the disclosure requirements of the ESG Report Guide.

2 STEP

Step two: Stakeholders Survey

Invite the Company's internal and external stakeholders to take part in bearer online questionnaires and interview activities, and collect their grades over 21 ESG issues as well as their opinions and expectations on the Company's ESG governance work.

3 STEP

Step Three: Assessment of Materiality

Rank the ESG issues and prepare a matrix of materiality reflecting the importance to the stakeholders and the importance to the Company's business based on results of the questionnaires and interviews.

4 STEP

Step Four: Response to the Results of Materiality Assessment

The Company's management reviews the opinions of stakeholders and result of materiality assessment, determines the disclosure focus in this Report and sets next year's objective for ESG management.

Environmental, Social and Governance Report

Set forth below is a matrix of materiality assessment and the list of ESG issues in 2018:

Operation	Employment	Community	Environment
1. Protection of clients' privacy and data security 2. Verification of doctor qualification 2. Operation in compliance with policies 4. Improvement of clients' satisfaction 5. Protection and safeguard of intellectual property 6. Regulation of platform content 7. Management of product and service quality 8. Construction of the anti-corruption 9. Promotion of healthcare development 10. Technology development and innovation 12. Reasonable marketing and propaganda 13. supply-chain management and sustainable development	11. Occupational health and safety 14. Employee training and development 15. Prevention of child employment and compelled labor 16. Fairness and diversity 17. Employee emoluments benefits	18. Investment in and contribution to community development, environment protection, humanistic education, culture and sports undertakings	19. Green office and environment protection propaganda 20. Energy consumption and resource utilization 21. recycle and treatment of waste

(Note: the importance of both verification of doctor qualification and operation in compliance with policies ranks second)

In according to the results of materiality assessment in 2018, the most concerned topics by stakeholders centered on client privacy and data security, operation in compliance with regulations, clients' satisfaction as well as other aspects. We fully respect our internal and external stakeholders' opinions and will make key disclosure on high-importance topics in subsequent chapters of this Report, aiming to respond to each party's appeal.

In 2018, we formulated and implemented a series of strict measures and systems to protect client information and safeguard system safety, enhance the Company's management of data and information safety system; after screening the newly-added risks upon listing, we established and improved corporate risk management system and internal monitor system; meanwhile, we continued to focus on quality control and strengthen technological research and development, committed to providing clients with products and services to their satisfaction. We will review our own ESG strategies and work performance, and determine our next year's works with reference to and based on the result of this materiality assessment. We will also continue to optimize relevant internal regime and system construction, promoting the continuous improvement and advancement in all respects of ESG achievement of Ping An Good Doctor.

Responsibility for Quality Excellence and Perfection

At present, the elderly population in the PRC has been growing in proportion, the morbidity rate of chronic disease has been rising, problems such as scarcity and uneven distribution of quality healthcare resources, lack of tier-based diagnosis service and poor medical experience of patients have become more apparent. Therefore, how to accelerate the realization of sharing in healthcare resources, high efficiency and synergy in business, development of convenient and fast medical appointment service and remote healthcare services have become urgent issues that need to be resolved. For this reason, Ping An Good Doctor has responded actively to the State's initiative of promoting "Internet + Healthcare" by utilizing artificial intelligence technology to reform and improve the diagnosis process, promote the construction of smart healthcare service, improve the medical treatment experience of patients, thereby enhancing the equality, sharing, convenience and speed of healthcare services continuously. Meanwhile, we will pay continuous attention to the health condition of the Chinese population, gain insights on industrial trends and identify potential risks, so as to meet challenges and capture opportunities in a better position, and we will continue our endeavours to optimize and improve our business, pursue innovation and conduct research and development, aiming to establish standards and examples for the internet medical industry in the PRC and contribute our persistent and relentless efforts for the advancement of human health.

Through the mobile healthcare platform of Ping An Good Doctor, our self-owned offline internet hospitals and cooperative healthcare network, we provide quality services covering family doctors, consumer healthcare, health mall, health management and interactions for a wide range of users.

1. Quality Management and Control Mechanism

We recognize that the improvement on product quality and the strict management and control mechanism are the foundations for an enterprise to make significant progress and achieve sustainable development. Ping An Good Doctor places high emphasis on product quality and spares no efforts in promoting the effective operation of quality management and control system during its normal course of business.
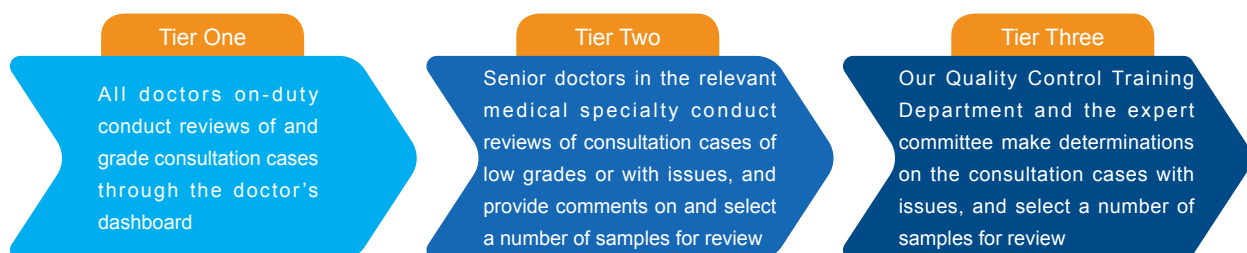
1) Medical Quality Management and Control

Ping An Good Doctor strictly complies with laws and regulations including the Measures on the Internet Diagnosis and Treatment Management (Trial) (《互聯網診療管理辦法（試行）》), Management Standards on Telemedicine Service (Trial) (《遠程醫療服務管理規範（試行）》) and the Law on Licensed Medical Practitioners of the People's Republic of China (《中華人民共和國執業醫師法》) and standardizes its management on medical team to strictly manage and control the quality of medical services performed by them.

i. In-house medical team

Ping An Good Doctor has an excellent in-house medical team to provide on-demand, real-time online consultation services for users. As of 31 December 2018, there were 1,196 members in our in-house medical team. We attach great importance to the quality and safety of our medical services and continue to enhance the service quality of our in-house medical team.

We have adopted stringent hiring procedures for doctors and medical assistants, which involve interviews and in-role trial evaluations. For the doctor position, we will only employ those candidates who possess medical related undergraduate degrees or above, qualification certificate for medical practitioner, practice certificate for medical practitioners, clinical working experience of over three years, qualification certificate of speciality and technology for attending doctors or above, as well as the pass for medical practitioner's routine assessment. Our in-house medical team receives regular training on relevant safety policies, standards, protocols and procedures and is encouraged to attend external symposiums for professional development purposes. We also invite external sophisticated doctors to act as specialty leaders to give medical specialty trainings on our in-house doctors. We carry our daily random check on the service quality of medical team and conduct monthly evaluations and annual performance evaluation in combination with several indications such as user feedback and five-star rating to impose awards and penalties based on the results thereof, aiming to encourage the improvement on the quality of medical services.

We have adopted a three-tiered quality control system for our family doctor services performed by our in-house medical team with reference to ISO quality standards. We have established the medical quality and safety management committee to regularly review the results of quality inspection and propose the improvement plan. Should any issues arise during any tier of quality controls, our quality control personnel would report to the Medical Department which is responsible for monitoring and control on medical quality within 24 hours. We have set up an expert committee to oversee the three-tiered quality control system. As of 31 December 2018, our expert committee comprised 31 licensed doctors who are highly regarded authorities in their respective fields.

Tier One	Tier Two	Tier Three
All doctors on-duty conduct reviews of and grade consultation cases through the doctor's dashboard	Senior doctors in the relevant medical specialty conduct reviews of consultation cases of low grades or with issues, and provide comments on and select a number of samples for review	Our Quality Control Training Department and the expert committee make determinations on the consultation cases with issues, and select a number of samples for review

Environmental, Social and Governance Report

ii. External doctors

The Company has established a "Renowned Doctor" program, under which we contracted with certain renowned external medical experts in providing premium consultation services to our users. For external doctors, we have a stringent supervision and control procedure in place and have established a comprehensive evaluation system.
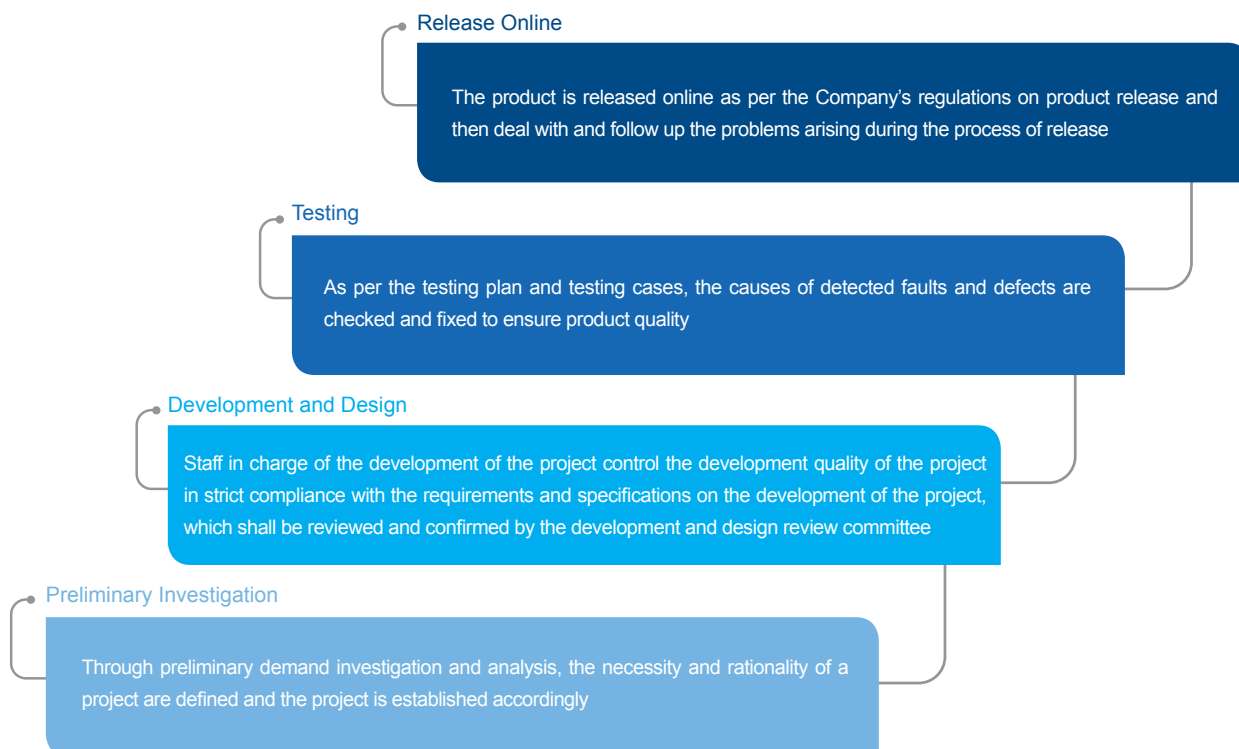
- After those external doctors register with us at Ping An Good Doctor platform, we will perform checks on their credentials and backgrounds before they perform diagnosis
- Regularly analyze cases where a customer has complaint and requests a refund, and sample the consultation records of the external doctors
- Monitor the volume of consultations conducted by external doctors and their response rates
- Impose penalties, such as reductions in fee and termination of services, on external doctors providing unsatisfactory service quality

iii. Offline healthcare institution network

We cooperate with offline healthcare and medical institutions to provide consumer medical services such as physical examination, gene testing and medical aesthetics to meet the health needs of users. In selecting offline healthcare and medical institutions for cooperation, we will evaluate and consider a series of factors such as reputation, business scale, service quality and facilities and equipment. We require offline healthcare and medical institutions to hold formal business licenses and comply with relevant laws and regulations of the state and the internal standardized service offering and pricing guidelines of Ping An Good Doctor. We will also carefully monitor customers' feedbacks on the services provided by offline healthcare and medical institutions as a consideration factor for continued cooperation. Offline healthcare and medical institutions are responsible for the loss of customers caused by disputes or breaches of relevant responsibilities arising from the provision of relevant services.

2) Quality Control of Online Platform Products

We provide users with quality services such as family doctor, consumer healthcare, health mall, health management and interaction through mobile medical platform. We have set up a series of strict internal rules and regulations for the project establishment, R&D, testing and acceptance of online platform products to ensure the quality of product development. From R&D to marketing, Ping An Good Doctor's online platform products need to go through the following four stages:

Release Online

The product is released online as per the Company's regulations on product release and then deal with and follow up the problems arising during the process of release

Testing

As per the testing plan and testing cases, the causes of detected faults and defects are checked and fixed to ensure product quality

Development and Design

Staff in charge of the development of the project control the development quality of the project in strict compliance with the requirements and specifications on the development of the project, which shall be reviewed and confirmed by the development and design review committee

Preliminary Investigation

Through preliminary demand investigation and analysis, the necessity and rationality of a project are defined and the project is established accordingly

3) Quality Control of Health Mall Products

Our health mall offers a wide range of products, such as medical and healthcare products, fitness products and personal care products, to meet the diverse needs of users. We comply with laws and regulations strictly, such as the Food Safety Law of the PRC (《中華人民共和國食品安全法》), the Drug Administration Law of the PRC (《中華人民共和國藥品管理法》) and the Interim Provisions for Examination and Approval of Internet Drug Trading Services of the PRC (《中華人民共和國互聯網藥品交易服務審批暫行規定》), and have formulated internal regulations to strictly manage and control merchants' activities and product quality, such as the Management Rules of Ping An Good Doctor on Merchants' Reward Points (《平安好醫生商家積分管理規則》) and the Management Rules of Ping An Good Doctor on After-sales Service (《平安好醫生售後服務管理規則》).

i. Examination of merchants' qualifications and sampling inspection

In accordance with relevant laws and regulations of the state and industry standards, we have formulated standards for the examination of merchants' qualifications and management rules for the sampling inspection of commodity quality. We examine the qualifications of suppliers and merchants, such as business licenses, brand authorization, product quality inspection reports, etc. In addition, we collaborate with third party quality inspection agencies to inspect commodities in accordance with relevant testing standards of the state by means of sample inspection before warehousing, on-line anonymous purchase of samples and key spot inspection of complaint cases.

ii. Processing of expired and substandard products

For substandard, expired or counterfeit products found in sampling inspection, Ping An Good Doctor has dedicated staff to store them in special warehouses for sample preservation, so as to avoid legal disputes when merchants appeal for follow-up examination; the storage period is 3 years and the products will be destroyed upon expiration of the period. For those merchants who sell substandard or expired commodities, we will deduct their reward points, remove their commodities, claim for liquidated damages or remove their shops in accordance with the Management Rules of Ping An Good Doctor on Merchants' Reward Points (《平安好醫生商家積分管理規則》) depending on the severity of circumstances; and for those merchants who sell counterfeit commodities, Ping An Good Doctor will terminate the cooperation with them immediately.

4) Quality Control of Medicines

We maintain strict control over the quality of our own medicines and the medicines supplied by suppliers. We comply with the Interim Provisions for Examination and Approval of Internet Drug Trading Services of the PRC (《中華人民共和國互聯網藥品交易服務審批暫行規定》) and the Measures for the Administration of Drug Trading Licenses of the PRC (《中華人民共和國藥品經營許可證管理辦法》) and other laws and regulations and control the quality of medicines strictly. We select cooperative medicine suppliers as per their business backgrounds, service capabilities, consumer awareness, market satisfaction and other considerations and choose national chain pharmacies or regional leading chain pharmacies in priority. We make regular checks for medicine inventory and remove the medicines that are close to their shelf lives or the remainder of whose shelf lives is less than one third or whose packages are damaged or stained off the shelf immediately for recycling treatment. We also manage medicines online through information system to realize medicine traceability in the process of purchasing, storing, transporting and selling and thus ensure the high quality and safety of medicines.

2. Information Security and Privacy Protection

Due to the nature of the Company's business, our online platform will generate a large amount of data. We attach great importance to users' privacy and sensitive data, strictly comply with laws and regulations such as the Regulations on Technical Measures for Internet Security Protection of the PRC (《中華人民共和國互聯網安全保護技術措施規定》) and the Regulations on Protection of Personal Information of Telecommunication and Internet Users of the PRC (《中華人民共和國電信和互聯網用戶個人信息保護規定》) and have formulated and implemented internal regulations such as the Rules of Information Security System of Ping An Health Cloud Company Limited (《平安健康互聯網股份有限公司信息安全體系制度》) and the Rules of Data Security System of Ping An Health Cloud Company Limited (《平安健康互聯網股份有限公司數據安全體系制度》) to ensure the effective protection of users' information.
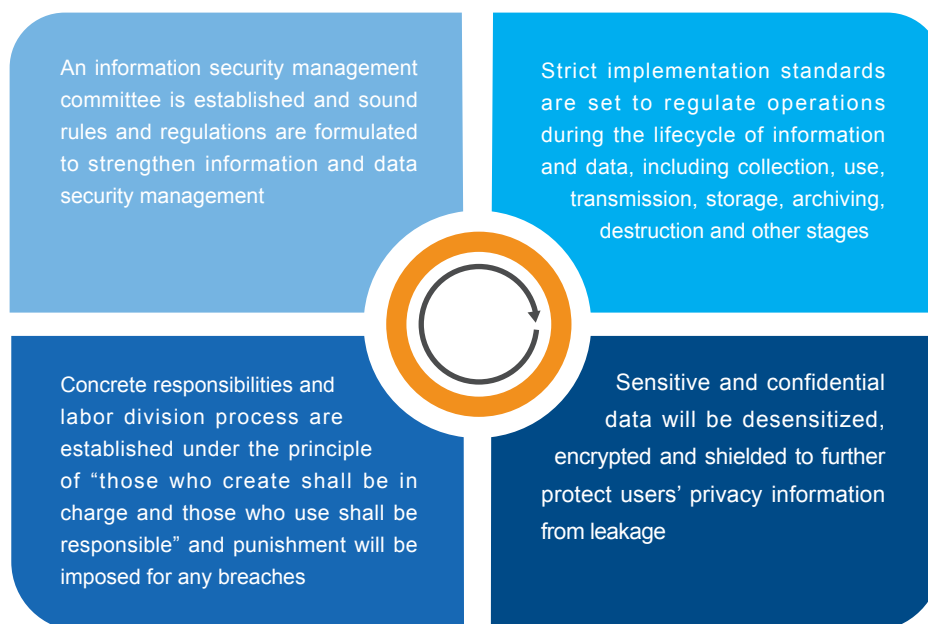
Environmental, Social and Governance Report

1) Information Security System

Ping An Good Doctor has established an information security management committee, which comprises the Company's chief technical officer and heads of departments. The committee defines the development direction of the Company's information security work, reviews the overall information security risks of the Company and oversees the effective implementation of information security control measures. The Company's daily information and data protection work is managed by the technical support team.

We take the following measures to protect the security of customers' privacy and information:

- Set up a professional operation and maintenance team to comprehensively strengthen the security of the operation system and the management system and adopt split intrusion detection technology to simulate data security defense. The login system is managed by the authorization management system and all accesses to the system are monitored;
- The sensitive information and data of users (such as name, phone number, address, ID number and medical information) are encrypted before they are stored in the system and the list of sensitive fields is regularly sorted by the business team to ensure the encryption of sensitive data;
- The data analysis team extracts data through a complete authorization process. Access authorization and the time length of authorization are defined as per business responsibilities and all accesses are recorded for security audit and verification;
- The accesses of internal personnel to the systems through internal operation platform will be recorded and uploaded to the log analysis system for real-time data security analysis;
- The data cannot be extracted by external data cables and cannot be transmitted to unrelated persons remotely. Computers have watermark labels to ensure the traceability of data;
- Set strict codes of conduct for employees and stratify the authorization levels of qualifications for information data access and control and disciplinary actions will be taken for those who violate relevant rules and regulations. Set up daily responsibility rotation mechanism for data administrators to enhance their supervisory function.

An information security management committee is established and sound rules and regulations are formulated to strengthen information and data security management

Strict implementation standards are set to regulate operations during the lifecycle of information and data, including collection, use, transmission, storage, archiving, destruction and other stages

Concrete responsibilities and labor division process are established under the principle of "those who create shall be in charge and those who use shall be responsible" and punishment will be imposed for any breaches

Sensitive and confidential data will be desensitized, encrypted and shielded to further protect users' privacy information from leakage

2) System Protection and Computer Room Management

Our network configuration is multi-protected. We use a firewall system to effectively isolate external services from internal systems. To ensure data security and risk management, all our information and data are stored concurrently in two computer rooms for real-time backup. We have formulated the Management Rules for Health Internet IDC Computer Rooms which sets forth detailed management rules for computer rooms in respect of, among others, access rights, equipment procurement and system maintenance. In addition, the backup system is checked at high frequency and data recovery test is adopted to ensure the availability of backup data. When eliminating hardware equipment, we will ensure that the data in the equipment is physically destroyed to eliminate the risk of data leakage.

3) Emergency Plan and Disaster Recovery Exercise

To ensure the safe and smooth operation of the business system of Ping An Good Doctor and deal with potential risks, we have formulated the Health Internet System Emergency Response System which specifies the response measures and operation procedures to deal with different types of faults or failures and different levels of alerts.

• System failure: leaders of the Company shall organize security administrators, system administrators, network administrators and other relevant units and personnel to timely analyze the source of events, cut off the source of events, control the scope of events and stop system operation if necessary.

• Network attacks: system administrators shall take measures to shut down or isolate the attacked targets, check in detail whether the attacked system has malicious code, change passwords to enhance the security and defense strategies and back up the system and data urgently if necessary; network administrators shall isolate the source of the attacks, analyze the reasons, stop the attacks and adjust the security and defense strategies; network administrators, system administrator and security administrators shall restore the online operation of the system after a security assessment.

• Virus outbreak: back up important network servers and business application systems urgently to prevent data loss caused by viruses, suspend system operation if necessary, analyze the causes and means of dissemination of viruses and take remedial measures to correct irregularities.

• Network equipment and application server anomalies: the operation and maintenance team shall organize security administrators, system administrators and network administrators to analyze the causes of the anomalies; release information in a timely manner, notify and announce the causes of the anomalies, counter measures and time of recovery; start up standby equipment in a timely manner and report equipment failure for repair purpose (in case of hardware failures); debug the equipment or servers urgently as per the severity of failure or restore data from the latest backup (in case of software failures).

For emergencies arising in the process of operation and maintenance, we classify them into level I, level II and level III emergencies for alerting purpose depending on specific situations. We define in details the types, contents, personnel responsibilities, response time and processing time of alerts at all levels to ensure that, when failures and emergencies occur, every department can fix the failures in an orderly manner and repair their systems in a timely manner.

Environmental, Social and Governance Report

	Tel.			Short message		
	Team members on duty	Team leaders	Directors			
	Team members on duty	Team leaders		Directors		
				Team members on duty	Team leaders	Directors

Alert → Alert level Judgement
- Level I
- Level II
- Level III

Start to process → Length of time → Time out → Up to directors → Need multi-departmental processing → Need → Event handover

Problem solved

Alert monitoring ← Problem solved ← Internal coordination ← No need

Alert reoccurs or not → Does not reoccur → Change state of alert to "problem solved" → Archiving (Knowledge sum-up) → Processing completed

Alert reoccurs

On 13 October 2018, Ping An Good Doctor participated in a joint disaster recovery exercise of Ping An Insurance (Group) Company of China, Ltd. (hereinafter referred to as "Ping An Group"). By formulating a detailed disaster recovery exercise plan and having gone through event upgrading, DRMT decision-making, strategy formulation, recovery validation and other processes, the technical support team of Ping An Good Doctor acquired practical experience in processing failures and enhanced its capability to prevent data information risks.

Case Sharing

2018 Information Security Knowledge Contest

With an aim to further strengthen the Company's information protection work, enhance the information security awareness and safeguarding skills of all employees, strengthen employees' sense of responsibility and thoroughly implement the general requirements of the Network Security Law of the PRC (《中華人民共和國網絡安全法》) concerning security knowledge training and education, the Company held an information security awareness evaluation contest under the theme of "Information Guardians" from 12 November to 23 November 2018. By participating in the information security awareness evaluation, employees may have an understanding of their weak points in security awareness, test their awareness, knowledge and capabilities in information safeguarding and their knowledge of relevant laws and regulations and thus further strengthen their senses of responsibility to become the firmest guardians of personal, customer and company information.
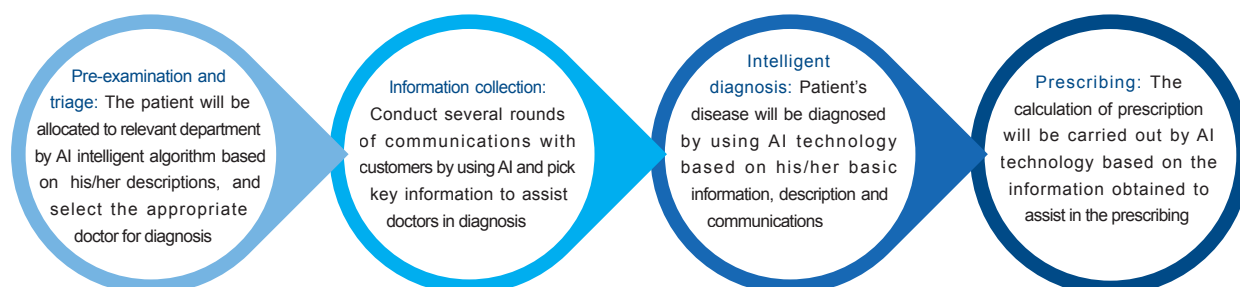
3. R&D and Application of AI Technology

In view of the current pain points of the healthcare industry of China, we have made great efforts in the research and development of AI technology with an aim to applying AI technology in the provision of Internet healthcare services to create an optimal "Internet + AI" solution. We integrate AI technology with different scenarios of various businesses and vigorously promote technological innovation to realize precise diversion in online consultations, health mall operation, offline consultations and other aspects, so as to achieve the goal of saving resource and enhancing efficiency. Our self-developed technologies include:

Context Analysis	Natural Language Processing	Predictive Analysis
Analyze data tags and deepen the context and content that users interact with to understand the healthcare services and products that users are interested in	Pick relevant substance message from large amounts of text transformed from voice, video stream and other digital content by using natural language processing algorithms	Predict user demographic data, healthcare preferences, behavior patterns and other information through multidimensional data mining and dynamic correlation analysis

1) AI Assistant

We have independently developed an artificial intelligence assistance system "AI Assistant" for online diagnosis services, to assist the medical team in conducting preliminary diagnosis and collecting user symptoms, medical records and other health data. After collecting and analyzing user data, the AI Assistant performs an intelligent analysis path to direct the patient to the most relevant department or doctor and provide relevant information and advice to the medical team, greatly improving the doctor's diagnosis efficiency and the user's diagnosis service experience. As of 31 December 2018, we have built a disease database containing more than 29,000 diseases certified by the *International Classification of Diseases (10th Revision, Clinical Modification)* for AI Assistants to learn and continue to improve the efficiency and accuracy of its services.

Pre-examination and triage: The patient will be allocated to relevant department by AI intelligent algorithm based on his/her descriptions, and select the appropriate doctor for diagnosis

Information collection: Conduct several rounds of communications with customers by using AI and pick key information to assist doctors in diagnosis

Intelligent diagnosis: Patient's disease will be diagnosed by using AI technology based on his/her basic information, description and communications

Prescribing: The calculation of prescription will be carried out by AI technology based on the information obtained to assist in the prescribing

2) One-minute Clinic

The "One-minute Clinic" is the first unmanned clinic in the PRC that is developed and operated by the Company, including "smart medicine cabinet" and "standalone consultation room". The "One-Minute Clinic" uses AI technology for smart consultation, accurately understands need of patient through context analysis and low-dimensional dense semantic analysis processing, sorts out the patient's disease condition and then automatically transfers him/her to the doctor in the relevant department for diagnosis. The intelligent

and quick diagnosis will be made through communications with the doctor on cloud-based platform by using AI technology, greatly improving the efficiency of the diagnosis. Upon completion of the diagnosis and payment, the patient can use the medicine-taking code to take the medicine in the "smart medicine cabinet" nearby, and the whole process of medical treatment is completed in a simple and quick way, so that the patient is able to consult and purchase medicine anytime and anywhere. Currently, the "One-minute Clinic" has a network that covers enterprises, large communities, medicine chain stores and areas with high way services. It will cover more public service facilities such as malls, airports and railway stations.

3) Modern Hua Tuo Program

In order to use AI to standardize and intelligentize TCM, Ping An Good Doctor has adopted the "Modern Hua Tuo Program", and successively launched Smart TCM Diagnosis through Tongue Observation (Inspection), Smart TCM through Auscultation and Olfaction (Auscultation and Olfaction), Smart TCM Diagnosis through Inquiry (Inquiry), and Smart TCM Diagnosis through Pulse-taking (Pulse-taking and Palpation) corresponding to the diagnosis ways of TCM, namely "Inspection, Auscultation and Olfaction, Inquiry and Pulse-taking and Palpation", which can simulate TCM practitioners to conduct inquiries before the diagnosis to collect the information of medical history in terms of four ways of TCM diagnosis, generate a structured medical history that conforms to the case specifications through comprehensive analysis and inferential diagnosis, and transmit the results of the four ways of TCM diagnosis analysis to the doctor platform, and intelligently recommend TCM prescriptions for doctors to choose, thus effectively improving the patient's medical experience.

- Smart TCM Diagnosis through Tongue Observation: Obtain the user's information such as tongue color and tongue coat condition by analyzing his/her tongue image;
- Smart TCM through Auscultation and Olfaction: Identify whether the user's constitution of TCM is Qi depression (obstruction of the circulation of vital energy), Qi deficiency (deficiency of vital energy) or Yang deficiency (lack of vital energy) by collecting his/her voice and performing AI analysis, to diagnose disease through auscultation;
- Smart TCM Diagnosis through Inquiry: Generate patient's structured medical history for doctors' reference by conducting convenient human-computer interaction via AI Assistant;
- Smart TCM Diagnosis through Pulse-taking: The intelligent pulse diagnostic system device with pulse recognition function is introduced to simulate the pulse diagnosis process of TCM practitioners, and the pulse diagnosis results and graphic data are automatically delivered to the user's mobile phone and practitioners on the cloud-based platform for auxiliary diagnosis and treatment.

The 5th World Internet Conference • Wuzhen Summit

On 7 November 2018, the 5th World Internet Conference • Wuzhen Summit was opened. As one of the world's most eye-catching Internet events, this World Internet Conference brought together the world's top Internet and innovative companies to showcase their state-of-the-art scientific and technological achievements in the Internet technology sector worldwide. At this conference, Ping An Good Doctor displayed the four major first-in-class healthcare science and technology achievements in the PRC: One-minute Clinic that can diagnose patients remotely and take medicines on the spot, Intelligent Pulse Diagnostic System device that can take pulse remotely and empower TCM by using AI, AI Assistant Diagnosis System that can interact with patients prior to the diagnosis to improve the efficiency of doctors and hospitals; and Smart Bluetooth Headsets that can protect hearing. A wide range of application scenarios empowered by the advanced "futuristic tech" has attracted many on-site visitors to take a try, and feel the charm of healthcare technology that reshapes people's future life. On 8 November 2018, Mr. Wang Tao, Chairman and CEO of Ping An Good Doctor, delivered a speech at the "Internet + Public Service" Forum themed "performance, collaboration and innovation". In his speech, Mr. Wang Tao stated that the only way to address the two pain points of healthcare services of scarcity and uneven distribution in the quality healthcare resources and poor experience with healthcare service is to fully apply "Internet + AI" technology to improve the efficiency and service level of the entire industry, and thereby reshape the form of business of the entire healthcare services market. Looking forward, Mr. Wang Tao believes that more and more people will experience the changes in the healthcare service brought by "Internet + AI". At that time, every average Chinese has access to family doctor services and enjoy quality healthcare services.
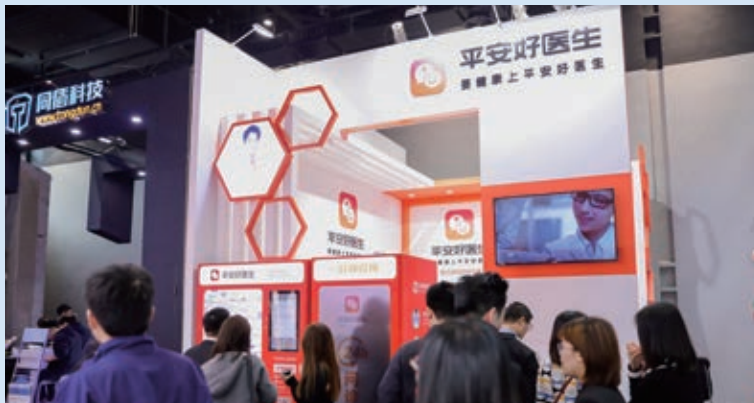
4. Intellectual Property Rights Management

Ping An Good Doctor attaches great importance to the management and protection of intellectual property rights, and strictly abides by the Patent Law of the PRC (《中華人民共和國專利法》), the Trademark Law of the PRC (《中華人民共和國商標法》) and the Copyright Law of the PRC (《中華人民共和國著作權法》) and other laws and regulations to protect the Company's legal rights and interests and the order of Internet-based healthcare market. The Company's intellectual property management work is led and coordinated by the Legal Compliance Department. The Legal Compliance Department and other business departments work together to sort out the application need of intellectual property, determine the intellectual property items to be applied for, and cooperate with external intellectual property agencies to carry out the work related to intellectual property applications.

As of 31 December 2018, Ping An Good Doctor has lodged registered a total of 181 patent applications, owned 45 registered trademarks, and 119 trademarks are under application. In addition, Ping An Good Doctor also owned 25 authorship copyrights and 19 computer software copyrights.

Environmental, Social and Governance Report

Taking People-oriented Responsibility to Facilitate Staff Development

Ping An Good Doctor adheres to the people-oriented principle and regards its staff as the cornerstone of the Company's sustainable development and the most valuable assets. We strictly follow the labor code, value and protect the legal rights and interests of each staff; we attach importance to the development and training of our staff, provide our staff with a variety of training and promotion channels; meanwhile, we emphasize the physical and mental health of our staff, devote our efforts to strike the balance between work and life and create a cozy and harmonious working environment for our staff.

1. Talent Team Construction

Ping An Good Doctor strictly abides by the Labor Law of the PRC (《中華人民共和國勞動法》), the Labor Contract Law of the PRC (《中華人民共和國勞動合同法》) and the Social Insurance Law of the PRC (《中華人民共和國社會保險法》) and other laws and regulations, and formulates and implements a series of its internal systems, such as the Recruitment Management System of Ping An Health Cloud (《平安健康互聯網招聘管理制度》), the Remuneration Management System of Ping An Health Cloud (《平安健康互聯網薪酬管理制度》) and the Employee Handbook of Ping An Health Cloud Company Limited (《平安健康互聯網股份有限公司員工手冊》). In 2018, we continued to optimize the relevant systems for talent team construction, provide a sound development platform for employees, and build the core competitiveness of the Company.

1) Recruitment

Ping An Good Doctor adheres to the principle of fair and equitable recruitment, and formulates an annual recruitment plan based on the operating conditions, staff turnover and development strategies of the Company, and introduces and reserves high-calibre talents for the Company through social recruitment, on-campus recruitment and internal referring. Meanwhile, the Company has formulated the HR Operation Manual for Recruitment Management of Ping An Health Cloud (《平安健康互聯網招聘管理 HR 操作手冊》) and Appraising Officer Management Measures of Ping An Health Cloud Company Limited (《平安健康互聯網股份有限公司核人專員管理辦法》), which regulate the management of recruitment channels, recruitment planning and recruitment standards to ensure the recruitment will go smoothly and not be influenced by factors such as nationality, race, marital status, age, gender and religion. We also strictly complied with national regulations and prohibited the use of child labor. During the Reporting Period, the Company did not recruit any child labor.

As of 31 December 2018, Ping An Good Doctor had 1,295 employees in total, and the total number of employees of the Company was 2,790.

By gender

1,608 58%
1,182 42%

- Male staff
- Female staff

By age group

138 5%
31 1%
865 31%
1,756 63%

- 18-30 years old
- 31-40 years old
- 41-50 years old
- 50 years old or above

By type of recruitment

13 0.5%
16 0.5%
2,761 99%

- Full-time
- Internship
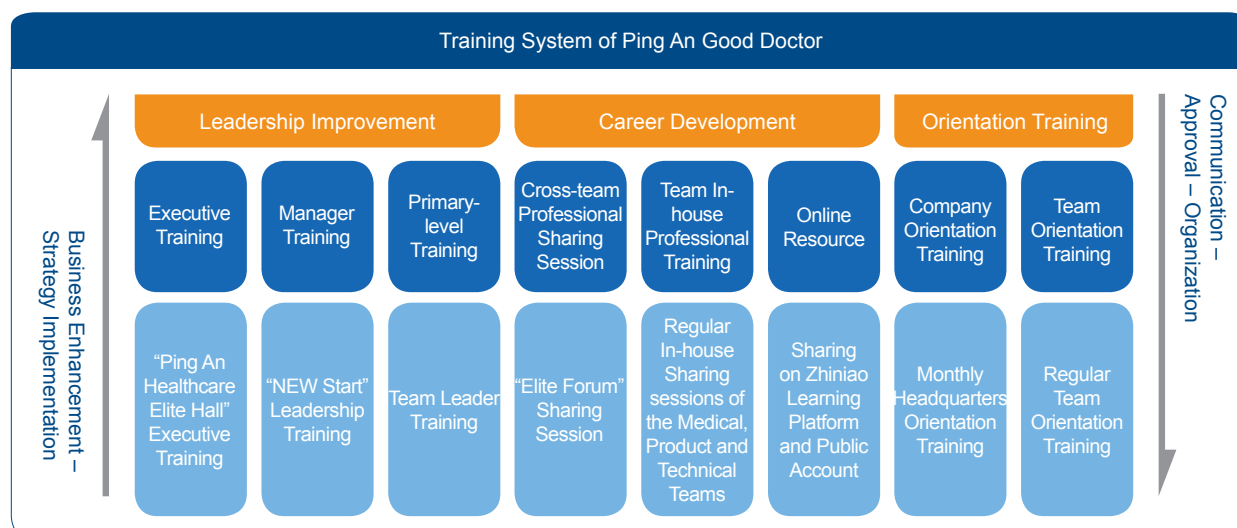- Others
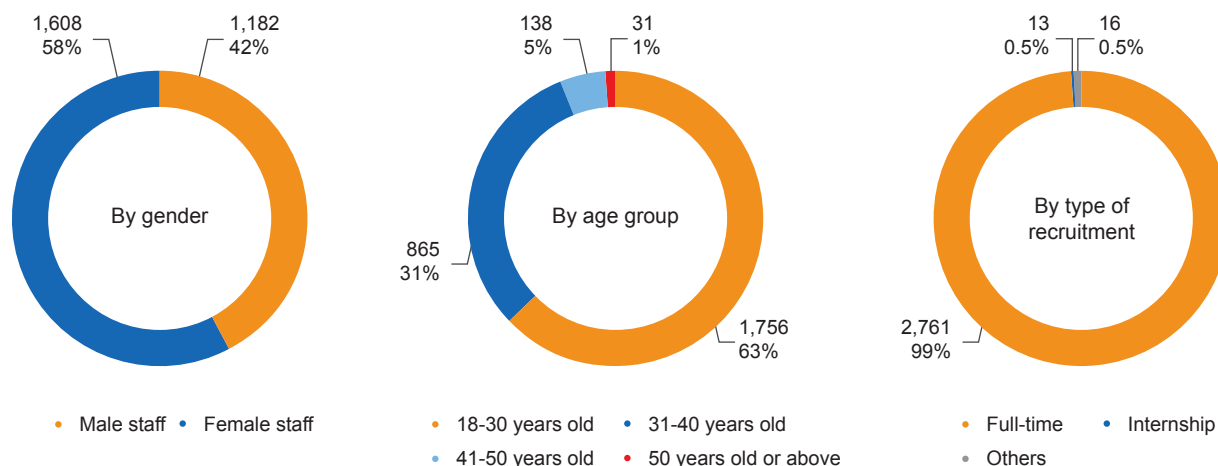
Case Sharing

On-campus Recruitment Fair in 2018

From November to December 2018, Ping An Good Doctor organized on-campus recruitment fairs and career talks at universities in Shanghai, Guangzhou, Beijing, Hefei and Qingdao. At the event site, the heads of the Company's business departments actively interacted with the students and exchanged ideas on career development and business. The fairs were in a lively and festive atmosphere and fully demonstrated the good corporate image of Ping An Good Doctor.

2) Staff Training

Ping An Good Doctor attaches great importance to the continuous development of its employees and the improvement of individual values. By integrating internal and external resources, we established a multi-level training system for employees in different fields and at different levels, bringing continuous drivers for its employees' career development.

Based on the principle of "useful, down-to-earth and light training", the Company has established three major training systems covering online and offline channels, which are led by the Company, HR and departments.

Training System of Ping An Good Doctor

Communication – Approval – Organization

Business Enhancement – Strategy Implementation

Leadership Improvement

Executive Training	Manager Training	Primary-level Training
"Ping An Healthcare Elite Hall" Executive Training	"NEW Start" Leadership Training	Team Leader Training

Career Development

Cross-team Professional Sharing Session	Team In-house Professional Training	Online Resource
"Elite Forum" Sharing Session	Regular In-house Sharing sessions of the Medical, Product and Technical Teams	Sharing on Zhiniao Learning Platform and Public Account

Orientation Training

Company Orientation Training	Team Orientation Training
Monthly Headquarters Orientation Training	Regular Team Orientation Training

Environmental, Social and Governance Report

The Fifth Section of Training of "NEW Start" Mid-level Leadership in 2018

On 24 November 2018, the fifth section of training course for the "NEW Start" Mid-level Manager Leadership Development Project was officially launched by Ping An Good Doctor. The training was organized for 45 new mid-level managers and has implemented a face-to-face training course, Coaching and Incentives for Employee Growth (《助力員工成長的輔導與激勵》). The training stimulated the trainees' thinking and discussion from the "Leader Role in the VUCA Era", and then brought in the topic of "coaching and incentives"; through career-driven testing and interpretation, it analyzed the incentives for different employees from the perspective of career drivers; it also focused on explanation on listening, questioning, feedback and other coaching processes, as well as coaching tools such as the GROW model. After explanation and discussion on the tools, the teacher guided everyone to understand the essence of the application of the tools through the case exercises, and conducted intensive exercises of coaching and incentives dialogues in the follow-up practice seminar. After the training, based on their feedback, the trainees still longed for more, and hoped that there would be more opportunities to discuss and exchange experiences on how to coach subordinates and motivate new generation employees.

Medical skills training in 2018

On 18 December 2018, Ping An Good Doctor organized the training about "Gene Detection Plus for Drug Safety in Children", and a total of 124 pediatricians, tutors and assistants coming from five cities, namely Shanghai, Guangzhou, Beijing, Qingdao and Hefei, participated in the training. This training is specialized for "Gene Detection Card for Drug Safety in Children", the newly launched product of Ping An Good Doctor. It aims to allow pediatricians and assistants of Ping An Good Doctor getting a better understanding of the importance and safety of drug in children, and mastering the professional answers and skills for guiding patients. This training deeply explained children's drug metabolism difference caused by genetic difference and relevant detection focus, usage and dosage and adverse condition, etc., achieving the goal of improving profession of inquiry service and customer experience.

Zhiniao online learning platform, and build a medical air classroom

The staffs obtained online training through the internal Zhiniao online platform of Ping An Good Doctor, which make the training time more flexible and learning style more diversified. In 2018, there are 2,306 active users learning online, the average active rate is 90% and each person learning 7.5 courses per month. In which, the medical team built an air classroom in Zhiniao platform and set training courses and assessment for medical assistants covering the learning of new assistants from 11 departments such as obstetrics and gynecology department, pediatrics department, dermatology department, internal medicine department and surgical department, and the courses contents covering medical professional knowledge, basic operation of inquiry platform, AI inquiry sample cases and other core professional knowledge. The launch of air classroom shortened the post-suited cycle of new assistants and significantly improved the overall training efficiency.

In 2018, the Company organized a total of 417 offline trainings.

By gender	Percentage of trained employees	Per capita training hours (hour/person)
Male	94.4%	45.8
Female	99.9%	83.1

3) Talents Promotion

The Company formulated and implemented Personnel Promotion Management Rules of Ping An Health Cloud (《平安健康互聯網人員晉升管理規則》) internally, which formed a standardized and strict promotion system. The Company's promotion management has divided into three types, namely junior promotion, intermediate promotion and class promotion, by positions, and the Company formulated detailed assessment mechanism and process, respectively.

- Junior promotion: the candidate to be promoted was nominated by department manager, and the staffs summarized on four parts including his/her prior performance, important projects, future plans and self-evaluation of values. The evaluation committee made an anonymous score on his/her comprehensive quality and made decisions. The staffs passing appraisal would be assessed by HR and taken office based on the appraisal and assessment results;
- Intermediate promotion: the candidate to be promoted was nominated by department manager, and the staffs provided work report, and the cross-evaluation committee consisting of branch directors, direct directors and cross department directors conducted cross evaluation on the candidate being nominated. The evaluation committee conducted cross evaluation on the total quality and the one passed will be assessed by HR and take office;
- Class promotion: the candidate to be promoted was nominated by department manager, and the staffs submitted personal work summary and work report. HR conducted online 360-degree evaluation on the staffs being nominated and conducted offline discussion in conjunction with business party. The cross-evaluation committee conduced cross evaluation on the comprehensive quality and prior performance, and the one passed will be assessed by HR and take office.

Ping An Good Doctor ensured to select talents fairly and squarely base on merits by setting clear vocational development channels and standardizing promotion and selection process, allowing the staffs deeply feel its respect and attention on him/her and promoted the healthy competition between staffs. In 2018, we organized a total of 672 promotion evaluation and 49 class promotion cross evaluation, updated and refined the quality model of evaluation, and enhanced the progress and quality control on various promotion system. Meanwhile, we provided job rotation and job transfer opportunity based on the business demand and staff performance in order to motivate staffs' potential to the largest extent.

Environmental, Social and Governance Report

4) Performance Appraisal

The Company has formulated and conscientiously implemented the Performance Accountability Management System of Ping An Health Cloud (《平安健康互聯網績效問責管理制度》) to conduct regular assessments of its employee's performance and set up a continuous and open communication and coaching channels for all levels of staff and a performance-oriented competitive and incentive mechanism.

- The direct leader is the appraiser of the employee. Prior to the beginning of each financial year, the two parties will reach a consensus on the employee's Key Performance Indicators (KPI), key work plans and detailed actions, specify the action plan and enter them in the performance management system;
- The 5th day of each month is the performance appraisal day of the Company, the direct leader will conduct routine performance review and coaching for all employees, and stimulate employees to improve their high-performance output;
- We will conduct semi-annual and annual performance appraisal rankings each year. The results of the appraisal are used as basis for assessment of salary increase, promotion and re-employment. The direct leader will communicate with the employees in respect of the appraisal results to stimulate and facilitate the enhancement of employees' ability;
- Employees who were found failed to meet the requirements for their current posts during the performance appraisal will be recorded as "incompetent personnel". The Company will carefully consider whether the employment contracts with them shall be renewed when these contracts shall expire in the near future. If the Company decides that these contracts should not be renewed, arrangements will be made that these employees will be transferred to other posts or subject to training. The Company will terminate these employment contracts in accordance with the laws and regulations when these employees failed to meet the requirements following those arrangements.

2. Employee Rights and Interests

Ping An Good Doctor has strictly complied with relevant laws and regulations as well as internal rules such as the Compensation Management System of Ping An Health Cloud (《平安健康互聯網薪酬管理制度》) and the Employee Incentive Plan of Ping An Health Cloud (《平安健康互聯網僱員激勵計劃》), and established a comprehensive salary and welfare system to provide a strong guarantee for its employees.

1) Compensation and Benefits

The Company has established the compensation system of "cash salary+ welfare + long-term incentive". By reference to the salary level of talent in the Internet-based healthcare industry, the Company has developed competitive salary standards for its employees at different levels and with different job functions. Employees' salary reviews and bonuses are linked to performance appraisal. Meanwhile, the Company will also grant share options to its employees based on their overall performance in order to attract, motivate and retain high caliber talents.

The Company has set up a diversified welfare system. Subject to comply with the relevant provisions of national laws and regulations, the Company offers additional benefits such as annual leave, commercial insurance, enterprise annuity, heat allowance, birthday, marriage and childbirth allowance, hospitalization and funeral consolation, and values the vital interests of its employees.

2) Overtime Management

The Company has formulated and implemented the Employee Overtime Management System of Ping An Health Cloud Company Limited (《平安健康互聯網股份有限公司員工加班管理制度》) in compliance with relevant national laws and regulations, and strictly managed overtime work with the principle of "plan before you act and dual approval at two levels". For the overtime work approved, employees shall be given compensation leave or salary subsidy in accordance with the regulations. During the Reporting Period, the Company did not experience any forced labor.

3) Equality, Pluralism and Anti-discrimination

Ping An Good Doctor is committed to creating a fair and democratic employment environment for its employees, and resolutely treats every employee equally in terms of employment, compensation and benefits and promotion, and opposes any form of discrimination. During the Reporting Period, we did not receive any complaints about employment or infringement of employee rights.

3. Occupational Health and Safety

We strictly abided by the Occupational Disease Prevention and Control Law of the PRC (《中華人民共和國職業病防治法》) and the Safety Production Law of the PRC (《中華人民共和國安全生產法》) and other laws and regulations, refined various safety management and training systems on an on-going basis, and were committed to creating a healthy and safe working environment for our employees. During the Reporting Period, we did not experience any work-related injury and fatal accidents, and the lost time due to work-related injuries was zero.

1) Occupational Health

Ping An Good Doctor payed close attention to the physical and mental health of employees. In addition to the annual health check-up and commercial insurance, we also offered various health and welfare measures for our employees to meet their needs.

We collaborated with external service providers to provide psychological counseling services to our employees – "Xinqing Hotline (心晴熱線)". The hotline service is available 12 hours a day, 365 days a year, and the privacy of our employees is tightly protected. Our office building has an infirmary that provides free-of-charge medical advice and medicines to our employees. We also have a TCM massage room to offer spine care for our employees, alleviating the fatigue of long-term sedentary work. We advocate the combination of work and rest, and also make the leisure facilities such as table tennis room and billiard room open to our employees to relieve stress and adjust mood.

In addition, in respect of our employees' visual fatigue, cervical disease and other issues caused by long-term use of computer and work at a desk, we guided our employees to relax physically and mentally and prevent disease, by airing the audio and video of eye exercises and shoulder and neck exercises on radio and television at 3:30 pm every day.

2) Occupational Safety

We attach great importance to fire safety and strictly abide by the Fire Service Law of the PRC (《中華人民共和國消防法》) and the Emergency Response Law of the PRC (《中華人民共和國突發事件應對法》) and other laws and regulations by conducting fire inspections on a regular basis, organizing fire drills, conducting training for fire control for our employees and strengthening fire safety prevention and control awareness of our employees.

From 1 November to 30 November 2018, we held the "Fire Safety Publicity and Education Month" special event, which comprises of:

• organizing fire safety training for our major first-line staff such as security guard and cleaner in the administrative office to improve their abilities to identify and eliminate the risk of fire and organize to put out fire at initial stage;
• organizing our staff in the administrative office to watch the historical cases of fire accident for warning education and analyzing the causes and negative impacts of each accident;
• engaging external professional fire instructor to give a special fire prevention lecture to the major evacuation conductors of fire service company in the office building and analyzing the fire situation in 2018 to understand the basic knowledge of fire safety, master the basic skills of fire escape, increase the fire alertness and consciousness and enhance the performance of mass prevention and mass treatment;
• strengthening the practical training of the volunteer fire brigade to ensure that each team member shall be able to handle the fire at its initial stage, be proficient in using fire-fighting equipment, and guide staff to evacuate safely. We reinforced our on-duty

Environmental, Social and Governance Report

and emergency preparedness work with the goal of "response within 1 minute, on-site rescue within 3 minutes" to improve the emergency response capability of the mini-fire station, and truly play the role of mini-fire station to extinguish small-scale fire at earliest possible time;

• conducting annual fire drills to clarify the duties of each position to improve the firefighting skills of volunteer firefighters and their ability to organize to put out fire at its initial stage.

4. Humanistic Care

We earnestly fulfill people-oriented responsibilities and strive to offer our employees all-round care to enhance the vitality and sense of belonging of our employees.

1) Caring for Women

We emphasize particularly on the special needs of female groups and attach importance to the welfare of female employees. The office building of the Company has a safe, convenient and fully-equipped babycare room to meet the needs of mothers for continuous breastfeeding. We regularly organize various activities that focus on the rights and interests and development of female employees, and care for the physical and mental health of female employees.

Case Sharing

Women's Day activities on 8 March

On 8 March 2018, Ping An Good Doctor held the Women's Day event. The Company prepared exquisite holiday gifts for our female employees, and also invited well-known makeup artists, hair stylists and manicurists to provide services for our female employees during lunch breaks. The event was in warm and festive atmosphere and was well received by our colleagues, and has enhanced satisfaction of our employee.
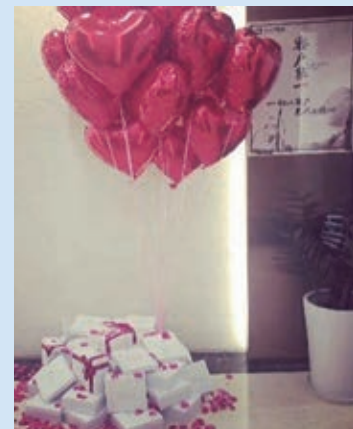
2) Clubs and Festivals

We advocate a balance between work and life. We have established basketball, football, swimming, badminton and other clubs in our Company, and funded various clubs and recreational activities to enrich employees' lives and enhance their life experience. Every holiday, we also offer a variety of holiday greetings and gifts and hold various celebration activities for our employees to create a harmonious corporate atmosphere.

Case Sharing

Appreciation with a Letter in Mid-Autumn Festival

On 17 September 2018, the Company held the theme activity of "Appreciation with a Letter in Mid-Autumn Festival". We have customized exclusive holiday greeting postcards, Mid-Autumn Lava Egg Custard Mooncake Gift Boxes and Hairy Crab Gift Packages for our employees, to show warmth and care to every staff of Ping An Good Doctor.

5. Employee Satisfaction and Employee Complaints

The Company attaches great importance to listening to the voice of employees, and strives to collect and encourage employees to provide feedback and suggestions. We are committed to ensure the smooth communication channels with employees and ensure that employees' demands are responded.

1) Satisfaction Survey

We conduct annual surveys on job satisfaction and performance appraisal satisfaction, and collect and listen to employees' voices through questionnaires, emails, telephone calls and interviews. At the same time, we understand the needs of employees based on the results of the satisfaction survey, and review and improve our management and operation.

2) Appeal Channel

The Company has established Complaints and Appeal Work Management System of Ping An Health Cloud (《平安健康互聯網信訪工作管理制度》) to ensure the smooth flow of employee complaints. When employees disagree with the ways of operation and management of the Company or the conducts of its departments, employees and agents in performing their duties, or wish to make suggestions for these issues, they can file a complaint with the Company's complaints and appeal department through written, telephone, email and face-to-face interviews.

Service Responsibility to Protect Users' Rights and Interests

Understanding user needs and listening to user feedback is critical to the sustainability of our business. We strive to create a variety of communication channels, to understand the voice of users, meet the diversified needs of the public, and strive to provide quality services to satisfy users.

1. User Experience and Demands Research

We have a user experience department to optimize and improve interaction design and visual design to enhance user experience. We use Net Promoter Score system (NPS), to understand the user experience and appeals by designing contact problems, and set performance appraisal indicators for each business unit based on NPS to manage and improve product quality and user experience through the weekly assessment, monthly inspection and semi-annual summary.

In order to better understand the user's ideas and suggestions, we also conduct research on user needs through User Day Survey. We hold User Day Survey once a month, and invite 6-10 users and conduct focus groups and one-on-one interviews for the business that management focuses on recently. After the interview, the project team sort out and discuss results, and conduct the online tracking mechanism to follow up the progress of each improvement point. The special research is requested by the business department to be conducted in a variety of research methods such as online questionnaires, telephone interviews and offline interviews with reward mechanism to encourage users to give feedback and suggestions. The results of User Day research and special research will be combined to form a research report as a basis for optimizing and upgrading products and services by each team.

2. Customer Satisfaction Survey and Complaint Handling

We pay high attention to our customers' satisfaction related to our services and relevant complaints to help us review ourselves and improve the quality of our business. Our online medical consultation and other businesses use user evaluation system to collect user feedback through APP online ("APP") scoring, SMS push messages and phone scoring. In 2018, our medical consulting service satisfaction reached 98%.

Users can communicate with or complain to our customer service representatives through the instant messaging system, phone, email and correspondence in Ping An Good Doctor's mobile platform. We have various systems, such as Store First-line Work and Order Planning of Ping An Health Cloud (《平安健康互聯網商城一線工單作業規劃》) , Electric Business Medical and General Processing Process of Ping An Health Cloud (《平安健康互聯網電商醫療及普通類的處理流程》) and Quality Management and Control Operation System of Ping An Health Cloud (《平安健康互聯網質量管控作業制度》), which clearly define different types of customer complaint handling processes and quality management and control mechanisms.

The complaint cases are categorized into primary and secondary category by the customer service personnel according to the situation, and the feedback and processing are carried out according to the specified time limit. The customer service department has full-time quality inspector, who regularly checks the service cases of the first-line and second-line customer service personnel according to the quality inspection standards. The quality inspectors classify and register the service cases according to the sampling situation to form a report, and follow-up tracking and feedback for the error cases to ensure that the problem is solved.

In 2018, our customer service team served 1,098,094 people. The complaint response rate was 100%.

Environmental Responsibility to Guard Green Home

Increasingly severe environmental pollution and climate change are common issues for all human being. Adhering to the concept of green development, Ping An Good Doctor resolutely assumes the responsibility as a corporate citizen. We strictly adhere to the Environmental Protection Law of the People's Republic of China, Energy Conservation Law of the People's Republic of China and other laws and regulations, and attaches great importance to environmental protection and energy conservation and emission reduction. We did not have any difficulty in tapping water from appropriate water sources during the reporting period.

1. Paperless Office

We advocate paperless office approach. Through use of the online platform EOA system, we focus on a series of tasks such as document processing, matter processing, and fee application, covering various segments such as document approval, system management, document tracking, document retrieve and authorization. In addition to bringing convenience for employees, simplifying workflow greatly reduce the use of printing paper and the generation of garbage in line with the Company's green operating philosophy.

2. Energy Saving and Consumption Reducing Measures

The Company actively carries out education and publicity related to energy saving and consumption reducing, and implements it in all aspects of daily work as part of our efforts in improving efficient utilization of resources. The Company has posted water-saving signs in the restrooms and tea rooms; posted reminder in the document print district to encourage fully use of paper; and register the collection of hospitality supplies, such as mineral water, to control consumption. The lamps and electrical appliances installed by the company are energy-saving products; and the administrative department is required to conduct inspections and power-offs on weekends and legal holidays to reduce energy consumption.

3. Waste Treatment and Resource Recovery

The waste generated during the daily operation of the Company is mainly non-hazardous waste. Most of them come from daily office waste and personal waste of employees. The harmless waste will be recycled and uniformly processed by the property management company. For a small amount of hazardous wastes that are prone to environmental pollution, such as printer cartridges, the supplier's professionals regularly recycle and reuse the cartridges, to increased utilization rate of resources and minimize impact on environment.

Environmental, Social and Governance Report

2018 Environmental Key Performance Data

Key Performance Indicator	Unit	Usage/Emission
Greenhouse gas emission	tonnes	4,748.35
Greenhouse gas emission intensity	tonnes/person	1.96
Total hazardous wastes	tonnes	0.19
Density of hazardous waste	tonne/person	0.000079
Office waste	tonnes	142.36
Electricity consumption	kilowatts/hour	5,873,877.66
Electricity consumption intensity	kilowatts/person	2,422.22
Indirect energy consumption	GJ	21,145.96
Total energy consumption	GJ	21,145.96
Energy consumption intensity	GJ/person	8.72
Total water consumption	cubic metres	23,236.6
Water consumption intensity	cubic metres /person	9.58

Notes to environmental data:

- The environmental data collected covers the period from 1 January 2018 to 31 December 2018. The relevant data is collected from offices at Xu Hui and Ri Yue Guang of Shanghai, and offices in Beijing, Guangzhou, Qingdao and Hefei of Ping An Healthcare and Technology Company Limited.
- Greenhouse gas emission (Scope 2) comes from purchased electricity. The relevant emission factors are determined under the Reporting Guidance on Environmental KPIs from the Hong Kong Stock Exchange, while emission factors of greenhouse gas for electricity purchased are determined under 2017 Emission Reduction Projects - Emission Factors for Purchased Electricity within Mainland China from the Ministry of Ecology and Environment of the People's Republic of China.
- The energy consumed by the Company in 2018 is purchased electricity. Consumption factors are determined under the General Principles for Calculation of Total Production Energy Consumption (GB2589-2008T).
- Office waste is a non-hazardous waste generated in the office area.
- Density value is calculated based on the total number of employees in all working areas.

Social Responsibility to Establish Harmonious Community

Ping An Good Doctor firmly believes that our social responsibility is the foundation of the Company. While paying attention to operation performance, we actively give back to the society, pay attention to people's livelihood issues, and contribute our own strength for the harmonious development of society.

1. Village Medical Project / Country Good Doctor Support Program

The uneven distribution of medical resources and poor experience in medical services are two major problems that plague the medical market. Remote rural areas are facing with more severe challenges. In order to alleviate the people's difficulty in getting medical treatment and promote health and fair development of China's medical industry, Ping An Good Doctor actively responded and participated in the "Village Medical Project" of Ping An Group. In January 2018, the "Village Good Doctors Support Program" was launched to help rural medical services upgrade by giving full play to its own technology, products and platform advantages, integrating high-quality medical technology, doctor resources, equipment and pharmaceutical resources, and using the Internet medical platform as a bridge to transport urban high-quality medical "nutrients" to rural areas.

Through cooperation with pharmaceutical companies and the integration of supply chains, we have launched a batch of smart medicine cabinets in rural areas to provide village doctors with necessary medical resources and partial subsidies, and strive to alleviate the problem of lacking medicines in village doctors' practicing. our Company provided professional equipment for poor villages to improve and upgrade the condition of the original rural clinics and comprehensively improve the level of primary medical hardware in such rural areas.

In order to help the village doctors to improve their professional skills and use technologies in medical treatment, we have developed the exclusive APP for the village doctors to connect with the national famous doctors online and provide one-on-one professional guidance for the village doctors; we also set up a training platform in the APP, to provide systematic training courses for professional general practitioners and specialists, as well as remote training of multiple scenarios, as a result, village doctors can be improved comprehensively with the latest medical information, cases and data provided by such training.

In addition, we also organized excellent medical teams to enter the assisted areas to personally give instruction and explain technology for medical personnel, and strived to promote rural medical services and talent development. From August 27 to 31, 2018, Ping An Good Doctor, Insurance Company of China, Ltd., and Ping An International Financial Leasing Co., Ltd. jointly formed the "Village Medical Project" project group, to provide professional training for 600 village doctors from Longsheng Autonomous County of Guilin, Pinggui District of Hezhou and Tiandong County of Baise city in Guangxi. This training covers how to use the village doctor's exclusive APP, health testing machine, medical and video machine and how to interpret the health test report with the aim of enabling village doctor to familiar with the use of various advanced technologies and equipment provided by the project team and provide better medical and health services for local villagers.

As of December 2018, in the "Village Medical Project" we had donated over 100 sets of medical equipment to 32 clinics of poverty-stricken villages in Guangxi, trained 1,613 village doctors and launched a series of health tests at various points for nearly 4,000 villagers. We have also developed exclusive APP applications for village doctors and organized medical teams to conduct face to face training for village doctors so as to improve the professional capabilities of the primary-level medical service personnel. In the future, we will continue to provide equipment upgrading, invest and establish smart clinics for remote and impoverished areas, and offer free medical consultations, with an aim to help village doctors grow into excellent primary-level medical service personnel and achieve a gradual improvement in rural medical health.

2. China's Top Doctor Released Jointly with Hurun

On 18 January 2018, Ping An Good Doctor and Hurun Rich List (《胡潤百富》) jointly published the list of Chinese doctors. We established a committee by inviting more than 300 medical experts of 30 departments from 20 cities, such as Beijing, Shanghai and Chengdu, to conduct a comprehensive survey of experts' mutual evaluation, peer review, and word-of-mouth on nearly 12,000 selected doctors. Finally, nearly 6,000 outstanding doctors were selected to enter the list. The release of the list of good doctors aims to make it easier for hundreds of millions of users to find good doctors around them. It is an active attempt of the Company to put the wisdom of famous doctors together to improve the efficiency of famous doctors and to transfer valuable medical resources to general preferential medical treatment. At the same time, with Hurun's strong brand influence, we commend outstanding practitioners in the medical industry and encourage them to continue to serve the society and promote the development of the medical industry.

Environmental, Social and Governance Report

3. Shanghai Marathon Sponsorship

On 18 November 2018, Ping An Good Doctor and Ping An Group jointly sponsored the "2018 Shanghai International Marathon" (hereinafter referred to as "Shang Ma") to advocate a healthy lifestyle. At the date of the competition, the Company prepared the "Package of Refueling Family Bucket (加油全家桶套餐)" including run-up team, cheerleading team and encourage station to cheer the players and help them to stick to the end in the whole process, to race out of wonderful performance and race out of the level. The Company also arranged professional medical practitioners to be stationed at the end to meet the victors of the competition, and to provide professional consultation and on-site treatment services for the injured runners actively in line with the theme "Run courageously, Here I am" of the marathon event to ensures the health and safety of the participants.

Take Win-win Responsibility and Embrace the Future Together

While placing strong emphasis on the management on suppliers, aiming to build a responsible supply chain and achieve win-win cooperation with our partners together, Ping An Good Doctor abided by the procurement rules of Ping An Group, adopted and strictly implemented the relevant internal measures including the Administrative Measures on Procurement of Ping An Health Cloud Company Limited (《平安健康互聯網股份有限公司採購管理辦法》) and fully carry out initiatives to promote sunshine procurement, regulate procurement activities and mitigate procurement risks.

1. Procurement Procedure

The Company established strict procurement management system and procedure to regulate the procurement management:

- The Administrative Department organizes the procurement team which will be responsible for collecting procurement requests and making applications in relation to those procurement activities;
- Invite bids from suppliers and organize procurement activities such as bid opening, bid evaluation and award of bid;
- Confirm the procurement results and cooperating supplier;
- Review the procurement contracts and be responsible for supplier management;
- Organize market research and follow up after-sale services.

Moreover, the finance department, legal compliance department, technology department and business operation department also participate in the procurement approval process and maintain strict control from the perspective of budget management, procurement risk and procurement requirements to ensure the procurement procedures comply with laws and regulations.

2. Supplier Development and Approval

The procurement team conducts analysis on the procurement requirements, determines the selection criteria of suppliers jointly with the business operation department according to the internal rules, conducts extensive information collection in respect of suppliers in terms of their qualification, service capacities and market reputation, conducts comprehensive evaluation and screening of suppliers in the principle of fairness, openness and impartiality and finally determines the qualified suppliers by way of scoring and adds them into the list of qualified suppliers accordingly.

3. Supplier Evaluation and Assessment

In order to ensure the quality of products and services, the procurement team regularly monitors, evaluates and assesses the performance, service quality and effectiveness of the suppliers in the list of qualified suppliers and adopts a point management system in respect of suppliers based on the results of assessment. For high-performance suppliers, they will be considered in priority for next cooperation. For under-performance suppliers, a meeting will be arranged for analyzing reasons and formatting a rectification plan. In addition, we have established a quality spot-checking system for the management and control of suppliers for health mall. For substandard products, we will deal with the non-compliances by merchants according to the Point Management Rules for Merchants of Ping An Good Doctor (《平安好醫生商家積分管理規則》) to further motivate and assist suppliers to improve the level of their services.

Environmental, Social and Governance Report

Take Operation Responsibility and Create Comprehensive Value

In pursuit of the philosophy of taking responsibility for stakeholders, Ping An Good Doctor continuously focuses on its own growth and constantly creates value. We actively takes operation responsibility, strictly complies with laws and regulations in relation to corporate governance, constantly improves and implements the integrity-related system and strives to enhance the level of our corporate governance.

1. Compliant Operation

Ping An Good Doctor has been in strict compliance with the national policies and regulations in relation to internet healthcare, electronic prescription, drug regulation, e-commerce, promotion and marketing and employment, and carefully implements its internal rules such as the Code of Conduct of Ping An Health Cloud Company Limited (《平安健康互聯網股份有限公司員工行為準則》) and the Standards for Dealing with Non-compliances by Employees of Ping An Health Cloud Company Limited (《平安健康互聯網股份有限公司員工違規行為處理執行標準》). The Company has established the legal compliance department to conduct legal review for major projects and to cooperate with various business departments in conducting compliance review on the daily business operation of the Company.

We have obtained the following licenses and permits under the requirements of national regulations:

Entity	License/Approval/Permit
Ping An Health Cloud Company Limited	ICP License (增值電信業務經營許可證)
Ping An Health Cloud Company Limited	Qualification Certificate for Providing Internet Pharmaceutical Information Service (互聯網藥品信息服務資格證書)
Ping An Health Cloud Company Limited	Notice Concerning the Filing of Ping An Health Cloud Company Limited for Single-Purpose Commercial Prepaid Card Issuance (關於同意對平安健康互聯網股份有限公司單用途商業預付款規模發卡業務予以備案的通知)
Ping An Health Cloud Company Limited	Internet Culture Operation License (網絡文化經營許可證)
Ping An Health Cloud Company Limited (Shanghai Branch)	Food Operation Permit (食品經營許可證)
Pingan (Qingdao) Internet Hospital Company Limited	Practicing License for Medical Institutions (醫療機構執業許可證)
Pingan (Hefei) Internet Hospital Company Limited	Practicing License for Medical Institutions (醫療機構執業許可證)
Pingan (Yinchuan) Internet Hospital Company Limited	Practicing License for Medical Institutions (醫療機構執業許可證)
Jiangxi Pingan Good Doctor Pharmacy Company Limited (江西平安好醫生大藥房有限公司)	ICP License (增值電信業務經營許可證)

Entity	License/Approval/Permit
Jiangxi Pingan Good Doctor Pharmacy Company Limited（江西平安好醫生大藥房有限公司）	Qualification Certificate for Providing Internet Pharmaceutical Information Service（互聯網藥品信息服務資格證書）
Jiangxi Pingan Good Doctor Pharmacy Company Limited（江西平安好醫生大藥房有限公司）	Qualification Certificate for Providing Internet Pharmaceutical Dealing Service（互聯網藥品交易服務資格證書）
Jiangxi Pingan Good Doctor Pharmacy Company Limited（江西平安好醫生大藥房有限公司）	Pharmaceutical Operation Permit（藥品經營許可證）
Jiangxi Pingan Good Doctor Pharmacy Company Limited（江西平安好醫生大藥房有限公司）	Good Supply Practices (GSP) Certificate（藥品經營質量管理規範認證證書）
Jiangxi Pingan Good Doctor Pharmacy Company Limited（江西平安好醫生大藥房有限公司）	Food Operation Permit（食品經營許可證）
Jiangxi Pingan Good Doctor Pharmacy Company Limited（江西平安好醫生大藥房有限公司）	Registration for Class II Medical Devices Operation（第二類醫療器械經營備案）
Hefei Kuaiyijie Medical Electronic Commerce Company Limited	ICP License（增值電信業務經營許可證）
Hefei Kuaiyijie Medical Electronic Commerce Company Limited	Qualification Certificate for Providing Internet Pharmaceutical Information Service（互聯網藥品信息服務資格證書）
Hefei Kuaiyijie Medical Electronic Commerce Company Limited	Qualification Certificate for Providing Internet Pharmaceutical Dealing Service（互聯網藥品交易服務資格證書）
Jiangsu Nabaite Pharmacy Company Limited	Pharmaceutical Operation Permit（藥品經營許可證）
Jiangsu Nabaite Pharmacy Company Limited	Registration Certificate for Class II Medical Devices Operation（第二類醫療器械經營備案憑證）
Jiangsu Nabaite Pharmacy Company Limited	Food Operation Permit（食品經營許可證）

Case Sharing

Be a Head of Compliance Business through Legal Publicity

On 15 October 2018, the legal compliance department went to Lanzhou, Gansu to promote the compliance among agents in the general health and wellness department. This training is aimed at colleagues in the general health and wellness department and the customer service department of the Company, as well as the Company's contracted agents, to publicize compliance matters that need attention in the process of business operation, thereby popularizing important knowledge of compliance among employees and avoiding potential harm caused by improper publicity in the future.

Environmental, Social and Governance Report

Promote the intellectualization of Legal Work through AI Good Lawyer

On 15 November 2018, Ping An Good Doctor officially launched the use of "AI Good Lawyer" System across the company. AI Good Lawyer contains four modules, i.e., intelligent contract management, intelligent judicial rules, one-key arbitration and litigation application, and intellectual property rights, covering the whole life cycle management process of contracts. Such system enables the intellectualization of low-end, repetitive and processed contract review work. In the future, the AI Good Lawyer System will continue to promote the transformation of the Company's legal compliance work towards a more intelligent and efficient orientation.

2. Anti-fraud Construction

The Company has strictly abided by the laws and regulations relating to anti-fraud and integrity building, earnestly implemented the Anti-fraud System of Ping An Health Cloud (《平安健康互聯網反舞弊制度》), the Audit and Supervision Rules of Ping An Health Cloud (《平安健康互聯網稽核監察章程》) and the Complaint Reporting Work Management System of Ping An Health Cloud (《平安健康互聯網信訪工作管理制度》) and established a sound anti-fraud management system to build a good atmosphere of honesty and dedication.

We have defined the responsibilities of each department by setting up an anti-fraud system. Once the risk of corruption is found, the audit and supervision department shall immediately organize an investigation and punish such corrupt practice according to the "Red, Yellow and Blue" Card Punishment System of Ping An Healthcare and Technology Company Limited (《平安健康醫療科技有限公司"紅、黃、藍"牌處罰制度》); in the event that illegal acts are found, they will be transferred to judicial authorities for treatment according to law. After the investigation, the investigation team will issue an investigation report and propose rectification measures to enhance the effectiveness of anti-fraud work.

We have set up various unified whistle-blowing ways, such as telephone, e-mail, letter and visiting, and publicized them in the form of official documents, to ensure smooth channels for whistle-blowing, and reward those who provide valuable clues. We adhere to an anti-fraud principle of "punishment in concert with prevention with a focus on prevention" by regularly carrying out education and training activities on honest and clean government to warn employees to abide by the laws and disciplines. In 2018, we conducted a total of 15 mail campaigns and online trainings on the theme of anti-corruption education, covering all employees of the Company. This year, we have experienced no litigation cases concerning corruption, bribery, fraud and money laundering.

3. Compliance Publicity

The Company has strictly followed the laws and regulations such as the Advertising Law of the PRC (《中華人民共和國廣告法》), the Interim Measures for Administration of Internet Advertising of the PRC (《中華人民共和國互聯網廣告管理暫行辦法》) and the Measures for Drug Advertisements Examination of the PRC (《中華人民共和國藥品廣告審查辦法》) and earnestly implemented the Advertising Standards of Ping An Health Cloud (《平安健康互聯網廣告發佈標準》), the Ping An Information Review Rules of Ping An Health Cloud (《平安健康互聯網平安資訊審核規則》) and other systems to review advertising content involved in the process of business operations, so as to ensure the delivery of information and message that meet the national regulatory requirements and have positive value to customers and social audience.

1) Product Publicity

We sell products from different merchants on the health mall, and the merchants provide promotional materials about their own products. In order to ensure that the publicity of the merchants meets the regulatory requirements, we adopt three-level systematic supervision and control measures:

1 Level I: standard publication
To formulate the Advertising Standards (《廣告發佈標準》), the Standards for Release of Ping An Good Doctor APP Commodity Details (《平安好醫生 APP 商品詳情發佈規範》) and other regulations, and require suppliers to design their publicity content in strict accordance with the regulations

2 Level II: system review
To automatically judge and intercept prohibited words and sensitive words in advertising, and prohibit merchants from publishing them

3 Level III: manual review
To conduct manual review and random inspection over advertising content that has passed system review. No sales-on-shelves is allowed in case of any violation, which shall be dealt with according to the Point Management Rules for Merchants of Ping An Good Doctor APP (《平安好醫生 APP 商家積分管理規則》)

2) News and Information

Ping An Good Doctor regularly publishes company news and health consultation on its official website, mobile platform and official account to meet the needs of users. All online news and information released by us are reviewed in accordance with the Ping An Information Review Rules of Ping An Health Cloud (《平安健康互聯網平安資訊審核規則》), and the release of politically sensitive, illegal, pornographic, violent and other contents is strictly prohibited. The Company's marketing and public relations department cooperates with the legal compliance department to control the news and information content, to ensure the accuracy and legitimacy of the Company's external publicity through a strict approval process, and reduce compliance risk arising from online news publicity.

Environmental, Social and Governance Report

The Appendix

Appendix I. HKEX Environmental, Social and Governance Reporting Guide Content Index

Serial number	ESG Indicator	Disclosure	Corresponding chapters	Disclosure responsibility
A1 General Disclosure	Information on the policies, compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges.	Disclosed	VIII. Environmental Responsibility to Guard Green Home	Comply or explain
A1.1	Types of emissions and respective emissions data.	Not applicable	Ping An Good Doctor does not involve the emission of gas pollutants, thus such indicator is not applicable.	Comply or explain
A1.2	Greenhouse gas emissions in total and, where appropriate, Intensity.	Disclosed	VIII. Environmental Responsibility to Guard Green Home	Comply or explain
A1.3	Total hazardous waste produced and, where appropriate, Intensity.	Disclosed	VIII. Environmental Responsibility to Guard Green Home	Comply or explain
A1.4	Total non-hazardous waste produced and, where appropriate, intensity.	Disclosed	VIII. Environmental Responsibility to Guard Green Home	Comply or explain
A1.5	Description of measures to mitigate emissions and results achieved.	Disclosed	VIII. Environmental Responsibility to Guard Green Home	Comply or explain
A1.6	Description of how hazardous and nonhazardous wastes are handled, reduction initiatives and results achieved.	Disclosed	VIII. Environmental Responsibility to Guard Green Home	Comply or explain
A2 General Disclosure	Policies on efficient use of resources including energy, water and other raw materials.	Disclosed	VIII. Environmental Responsibility to Guard Green Home	Comply or explain
A2.1	Direct or indirect energy consumption by type in total and intensity.	Disclosed	VIII. Environmental Responsibility to Guard Green Home	Comply or explain
A2.2	Water consumption in total and intensity.	Disclosed	VIII. Environmental Responsibility to Guard Green Home	Comply or explain
A2.3	Description of energy use efficiency initiatives and results achieved.	Disclosed	VIII. Environmental Responsibility to Guard Green Home	Comply or explain
A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.	Disclosed	VIII. Environmental Responsibility to Guard Green Home	Comply or explain
A2.5	Total packaging material used for finished products with reference to per unit produced.	Undisclosed	The "Ping An High Quality (平安質優)" series products sold by Ping An Good Doctor in health mall through its own development , research and production involves packaging material. As this series products is the new addition of business in the second half of 2018 and is the insignificant category for the operation of the Company in the year, this indicator has not been disclosed.	Comply or explain

Serial number	ESG Indicator	Disclosure	Corresponding chapters	Disclosure responsibility
A3 General Disclosure	Policies on minimizing the issuer's significant impact on the environment and natural resources.	Disclosed	VIII. Environmental Responsibility to Guard Green Home	Comply or explain
A3.1	Description of the significant impacts of activities on the environment and natural resources and actions taken to manage them.	Disclosed	VIII. Environmental Responsibility to Guard Green Home	Comply or explain
B1 General Disclosure	Information on the policies, and compliance with relevant laws and regulations that have a significant impact on the issuer, relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	Disclosed	VI. People-oriented Responsibility to Facilitate Staff Development	Comply or explain
B1.1	Total workforce by gender, employment type, age group and geographical region.	Partially disclosed	VI. People-oriented Responsibility to Facilitate Staff Development	Recommended disclosure
B1.2	Employee turnover rate by gender, age group and geographical region.	Undisclosed		Recommended disclosure
B2 General Disclosure	Information on the policies, and 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.	Disclosed	VI. People-oriented Responsibility to Facilitate Staff Development	Comply or explain
B2.1	Number and rate of work-related fatalities.	Disclosed	VI. People-oriented Responsibility to Facilitate Staff Development	Recommended disclosure
B2.2	Lost days due to work injury.	Disclosed	VI. People-oriented Responsibility to Facilitate Staff Development	Recommended disclosure
B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored.	Disclosed	VI. People-oriented Responsibility to Facilitate Staff Development	Recommended disclosure
B3 General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	Disclosed	VI. People-oriented Responsibility to Facilitate Staff Development	Comply or explain
B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management.	Partially disclosed	VI. People-oriented Responsibility to Facilitate Staff Development	Recommended disclosure
B3.2	The average training hours completed per employee by gender and employee category.	Partially disclosed	VI. People-oriented Responsibility to Facilitate Staff Development	Recommended disclosure
B4 General Disclosure	Information on the policies, and compliance with relevant laws and regulations that have a significant impact on the issuer, relating to preventing child and forced labor.	Disclosed	VI. People-oriented Responsibility to Facilitate Staff Development	Comply or explain
B4.1	Description of measures to review employment practices to avoid child and forced labor.	Disclosed	VI. People-oriented Responsibility to Facilitate Staff Development	Recommended disclosure

Environmental, Social and Governance Report

Serial number	ESG Indicator	Disclosure	Corresponding chapters	Disclosure responsibility
B4.2	Description of steps taken to eliminate such practices when discovered.	Disclosed	VI. People-oriented Responsibility to Facilitate Staff Development	Recommended disclosure
B5 General Disclosure	Policies on managing environmental and social risks of the supply chain.	Disclosed	X. Take Win-win Responsibility and Embrace the Future Together	Comply or explain
B5.1	Number of suppliers by geographical region.	Undisclosed		Recommended disclosure
B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.	Disclosed	X. Take Win-win Responsibility and Embrace the Future Together	Recommended disclosure
B6 General Disclosure	Information on the policies, and compliance with relevant laws and regulations that have a significant impact on the issuer, relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	Disclosed	V. Responsibility for Quality Excellence and Perfection XI. Take Operation Responsibility and Create Comprehensive Value	Comply or explain
B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Undisclosed		Recommended disclosure
B6.2	Number of products and service related complaints received and how they are dealt with.	Partially disclosed	VII. Service Responsibility to Protect Users' Rights and Interests	Recommended disclosure
B6.3	Description of practices relating to observing and protecting intellectual property rights.	Disclosed	V. Responsibility for Quality Excellence and Perfection	Recommended disclosure
B6.4	Description of quality assurance process and recall procedures.	Disclosed	V. Responsibility for Quality Excellence and Perfection	Recommended disclosure
B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored.	Disclosed	V. Responsibility for Quality Excellence and Perfection	Recommended disclosure
B7 General Disclosure	Information on the policies, and compliance with relevant laws and regulations that have a significant impact on the issuer, relating to bribery, extortion, fraud and money laundering.	Disclosed	XI. Take Operation Responsibility and Create Comprehensive Value	Comply or explain
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.	Disclosed	XI. Take Operation Responsibility and Create Comprehensive Value	Recommended disclosure
B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	Disclosed	XI. Take Operation Responsibility and Create Comprehensive Value	Recommended disclosure
B8 General Disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	Disclosed	IX. Social Responsibility to Establish Harmonious Community	Comply or explain
B8.1	Focus areas of contribution (e.g. education, environmental concerns, labor needs, health, culture, sport).	Disclosed	IX. Social Responsibility to Establish Harmonious Community	Recommended disclosure
B8.2	Resources contributed (e.g. money or time) to the focus areas.	Disclosed	IX. Social Responsibility to Establish Harmonious Community	Recommended disclosure

Environmental, Social and Governance Report

Appendix II. Internal Policies and List of Laws and Regulations

ESG Indicators	Internal policies	Compliance with rules and regulations
A1 Emissions		Environmental Protection Law of the PRC (《中華人民共和國環境保護法》) Appraising of Environmental Impacts Law of the PRC (《中華人民共和國環境影響評價法》) Regulations on Administration of Construction Project Environmental Protection (《建設項目環境保護管理條例》) Rules on the Administration of Acceptance Inspection of Construction Project Environmental Protection (《建設項目竣工環境保護驗收管理辦法》) Rules on the Administration of Filing of Environmental Impact Registration Form of the Construction Project (《建設項目環境影響登記表備案管理辦法》) Noise Pollution Prevention Law of the PRC (《中華人民共和國環境噪聲污染防治法》) Atmospheric Pollution Prevention and Control Law of the PRC (《中華人民共和國大氣污染防治法》) Water Pollution Prevention and Control Law of the PRC (《中華人民共和國水污染防治法》) Ocean Environmental Protection Law of the PRC (《中華人民共和國海洋環境保護法》) Administrative Regulations of the PRC on the Prevention of Pollution and Damage of Marine Environment by Terrigenous Pollutant (《中華人民共和國防治陸源污染物污染損害海洋環境管理條例》) Prevention and Control of Solid Waste Pollution of the PRC (《中華人民共和國固體廢物污染環境防治法》) National Hazardous Waste Inventory (《國家危險廢棄物名錄》) Measures on Duplicated Form for Transfer of Hazardous Wastes (《危險廢物轉移聯單管理辦法》) "Thirteenth Five-Year" Work Plan for Greenhouse Gas Emission Control" (《"十三五"控制溫室氣體排放工作方案》)
A2 Use of Resources	Code of Conduct for Employees of Ping An Health Cloud Company Limited (《平安健康互聯網股份有限公司員工行為準則》)	Energy Conservation Law of the PRC (《中華人民共和國節約能源法》) Recycling Economy Promotion Law of the PRC (《中華人民共和國循環經濟促進法》)

Environmental, Social and Governance Report

ESG Indicators	Internal policies	Compliance with rules and regulations
A3 Environment and Natural Resources	Code of Conduct for Employees of Ping An Health Cloud Company Limited (《平安健康互聯網股份有限公司員工行為準則》)	Law of the PRC on the Prevention and Control of Air Pollution (《中華人民共和國大氣污染防治法》) Environmental Protection Law of the PRC (《中華人民共和國環境保護法》
B1 Employment	Recruitment Management System of Ping An Health Cloud Company Limited (《平安健康互聯網股份有限公司招聘管理制度》) Recruitment Management HR Operation Manual of Ping An Health Cloud Company Limited (《平安健康互聯網有限公司招聘管理HR 操作手冊》) Code of Conduct for Employees of Ping An Health Cloud Company Limited (《平安健康互聯網股份有限公司員工行為準則》) Administrative Measures on Relatives of Ping An Health Cloud Company Limited (《平安健康互聯網股份有限公司親屬管理辦法》) Implementation Standard for the Handling of Violations of Regulations of Ping An Health Cloud Company Limited (《平安健康互聯網股份有限公司員工違規行為處理執行標準》) Administrative Measures on Review Commissioner of Ping An Health Cloud Company Limited (《平安健康互聯網股份有限公司核人專員管理辦法》) Personnel Promotion Management Rules of Ping An Health Cloud (《平安健康互聯網人員晋升管理規則》) Performance Accountability Management System of Ping An Health Cloud (《平安健康互聯網績效問責管理制度》) Compensation Management System of Ping An Health Cloud (《平安健康互聯網薪酬管理制度》) Guideline on Remuneration Management of Ping An Health Cloud (《平安健康互聯網薪酬管理指引》)	Labor Law of the PRC (《中華人民共和國勞動法》) Labor Contract Law of the PRC (《中華人民共和國勞動合同法》) Law of the PRC on Employment Promotion (《中華人民共和國促進就業法》) Social Insurance Law of the PRC (《中華人民共和國社會保險法》) Regulations on Minimum Wage (《最低工資規定》) Regulations on the Administration of Housing Provident Funds (《住房公積金管理條例》) Law of the PRC on the Protection of Women's and Child Rights and Interests (《中華人民共和國婦女兒童權益保護法》) Law on Licensed Medical Practitioners of the PRC (《中華人民共和國執業醫師法》) Administrative Measures for the Registration of Medical Practitioners (《職業醫師注冊管理辦法》) Regulations on Administration on Practice of Rural Doctors (《鄉村醫師從業管理條例》) Trial Regulations on Duties of Health Technical Personnel (《衛生技術人員職務試行條例》) Admission and Rating System of Internet Hospital Practitioners (《互聯網醫院執業醫師准入及評級制度》)
B2 Health and Safety	Code of Conduct for Employees of Ping An Health Cloud Company Limited (《平安健康互聯網股份有限公司員工行為準則》)	Labor Law of the PRC (《中華人民共和國勞動法》) Prevention and Control of Occupational Diseases Law of the PRC (《中華人民共和國職業病防治法》) Work Safety Law of the PRC (《中華人民共和國安全生產法》) Fire Prevention Law of the PRC (《中華人民共和國消防法》) Law of the PRC on Emergency Response (《中華人民共和國突發事件應對法》)

ESG Indicators	Internal policies	Compliance with rules and regulations
B2 Health and Safety	Code of Conduct for Employees of Ping An Health Cloud Company Limited (《平安健康互聯網股份有限公司員工行為準則》)	Regulations on the Safety Administration of Hazardous Chemicals (《危險化學品安全管理條例》) Regulations on the Reporting, Investigation and Handling of Production Safety Accidents (《生產安全事故報告和調查處理條例》) Interim Regulations on the Investigation and Treatment of Hidden Dangers in Safety Production Accidents (《安全生產事故隱患排查治理暫行條例》) Regulation on Work-Related Injury Insurance of the PRC (《中華人民共和國工傷保險條例》) Provisions on the Supervision and Administration of Occupational Health in the Workplace (《工作場所職業衛生監督管理規定》) Occupational Disease Classification and Catalog (《職業病分類與目錄》) Site Safety Requirements of Computing Stations (《計算站場地安全要求》) General Specification for Electronic Computer Sites (《電子計算機場地通用規範》)
B3 Development and Training	Team Training Management Basic Manual of Ping An Health Cloud (《平安健康互聯網團隊培訓管理工作基礎手冊》)	
B4 Labor Standards	Recruitment Management System of Ping An Health Cloud Company Limited (《平安健康互聯網股份有限公司招聘管理制度》) Employee Overtime Management System of Ping An Health Cloud Company Limited (《平安健康互聯網股份有限公司員工加班管理制度》) Attendance and Vacation System of Ping An Health Cloud Company Limited (《平安健康互聯網股份有限公司考勤與休假制度》)	Provisions on Prohibition of Child Labor (《禁止使用童工規定》) Labor Law of the PRC (《中華人民共和國勞動法》) Labor Contract Law of the PRC (《中華人民共和國勞動合同法》) Regulation on Public Holidays for National Annual Festivals and Memorial Days (《全國年節及紀念日放假辦法》) Implementation Measures for Paid Annual Lease for Employees of Enterprises (《企業職工帶薪年休假實施辦法》) Provisions on Enterprise Employees Illness or Non-work Related Injury Medical Period (《企業職工患病或非因工負傷醫療期規定》)

Environmental, Social and Governance Report

ESG Indicators	Internal policies	Compliance with rules and regulations
B5 Supply Chain Management	One Minute Clinic Team Operation Practices of Ping An Health Cloud (《平安健康互聯網一分鐘診所團隊運營操作規範》) Business Violation Points Management Rules of Ping An Good Doctor App (《平安好醫生 APP 商家違規積分管理規則》) Business Cooperation Framework Agreement of Ping An Good Doctor App (《平安好醫生 APP 商家合作框架協議》) Administrative Measures for Prohibited Goods Management of Ping An Health Cloud (《平安健康互聯網禁售商品管理信息規範》) Guidelines for E Platform Management of Ping An Purchasing Management (《平安採購管理 E 平台管理指引》) e-Purchasing Platform Commodity Management Process (《e 採平台商品管理流程》) Purchasing Management Measures of Ping An Health Cloud Company Limited (《平安健康互聯網股份有限公司採購管理辦法》) Supplier Settlement Process of Ping An Good Doctor (《平安好醫生供應商入駐流程》) Interim Management Measures for Sales Center Suppliers (Personal Edition) (《個人版銷售中心供應商暫行管理辦法》) Quality Inspection Rules of Ping An Good Doctor APP (《平安好醫生 APP 商品品質抽檢規則》) Administrative Measures for Product Release of Ping An Good Doctor APP (《平安好醫生 APP 商品詳情發佈規範》) Administrative Measures for Commodity Price of Ping An Good Doctor APP (《平安好醫生 APP 商品價格規範》) Interim Administration Measures for Commodity Display on Ping An Health Cloud (《平安健康互聯網商品上架規範暫行管理辦法》) After-sales Service Management Rules of Ping An Good Doctor (《平安好醫生售後服務管理規則》)	Tendering and Bidding Law of the PRC (《中華人民共和國招投標法》) General Provisions of the Civil Law of the PRC (《中華人民共和國民法總則》) Tort Liability Law of the PRC (《中華人民共和國侵權責任法》)

ESG Indicators	Internal policies	Compliance with rules and regulations
B5 Supply Chain Management	Rules on Handling After-Sales Service Problems by Ping An Good Doctor (《平安好醫生商家售後服務問題處理規則》) Administrative Measures for After-Sales Service of Ping An Good Doctor (《平安好醫生商家售後服務規範》) Administrative Measures for Operational Purchasing of Online Marketing Department of Ping An Health Cloud （《平安健康互聯網在線營銷部經營性採購管理辦法》） Administrative Measures for Purchasing of B2B Business Center (《B2B 業務中心採購管理辦法》)	
B6 Product Responsibility	Front End JavaScript Coding Practices of Ping An Health Cloud (《平安健康互聯網前端 JavaScript 編碼規範》) Manual of Code of Practice of MySQL of Ping An Health Cloud (《平安健康互聯網 MySQL 操作規範手冊》) Regulations on Use of Domain Names of Ping An Health Cloud (《平安健康互聯網域名的使用規範》) Rules on Writing Startup Script of Ping An Health Cloud (《平安健康互聯網啟動腳本編寫規則》) Coding Practices of Ping An healthcare of Ping An Health Cloud (《平安健康互聯網平安健康編碼規範》) Practices for Bugs Management Process (《Bug 管理流程規範》) Definition of Fault Level and Handling Criteria of Ping An Health Cloud (《平安健康互聯網故障等級定義和處理準則》) Fault Tracking and Feedback Guide of Ping An Health Cloud (《平安健康互聯網故障跟踪與反饋指南》) Administrative Measures for Demand Review Process of Ping An Health Cloud (《平安健康互聯網需求評審流程規範》) Administrative Measures for Demand Change Process of Ping An Health Cloud (《平安健康互聯網需求變更流程規範》) Administrative Measures for Projects of Ping An Health Cloud (《平安健康互聯網項目管理規範》) Product Development Process and Precautions of Ping An Health Cloud (《平安健康互聯網產品開發流程及注意事項》)	E-commerce Law of the PRC (《中華人民共和國電子商務法》) Food Safety Law of the PRC (《中華人民共和國食品安全法》) Administrative Measures for Food Business Licensing (《食品經營許可管理辦法》) Implementation Regulations of the Food Safety Law of the PRC (《中華人民共和國食品安全法實施條例》) Regulations on the Supervision and Administration of Medical Devices (《醫療器械監督管理條例》) Supervision and Management Measures on Medical Devices Management (《醫療器械經營監督管理辦法》) Administrative Measures Governing the Good Supply Practice of Medical Devices (《醫療器械經營質量管理規範》) Measures for the Supervision and Administration of Online Sale of Medical Devices (《醫療器械網絡銷售監督管理辦法》) Law on Protection of the Rights and Interests of Consumers of the PRC (《中華人民共和國消費者權益保護法》) Advertising Law of the PRC (《中華人民共和國廣告法》) Interim Measures for Administration of Internet Advertising (《互聯網廣告管理暫行辦法》) Measures for Drug Advertisements Examination (《藥品廣告審查辦法》)

Environmental, Social and Governance Report

ESG Indicators	Internal policies	Compliance with rules and regulations
B6 Product Responsibility	Administrative Measures for Health Data Security of Ping An (《平安健康數據安全管理規範》) System for Information Security of Ping An Health Cloud Company Limited (《平安健康互聯網股份有限公司信息安全體系制度》) System for Data Security of Ping An Health Cloud Company Limited (《平安健康互聯網股份有限公司數據體系制度》) Administrative Measures for the Protection of Trade Secrets of Ping An Health Cloud (《平安健康互聯網商業秘密保護管理辦法》) Advertisement Publishing Standards of Ping An Health Cloud (《平安健康互聯網廣告發佈標準》) Information Audit Rules of Ping An of Ping An Health Cloud (《平安健康互聯網平安資訊審核規則》) Routine Management Rules for Hospitals of Ping An Health Cloud (《平安健康互聯網醫院常規管理制度》) Medical Record Management Rules for Hospitals of Ping An Health Cloud (《平安健康互聯網醫院病歷管理制度》) Pharmaceutical Management Rules for Hospitals of Ping An Health Cloud (《平安健康互聯網醫院藥事管理制度》) Front-line Work Order Operation Planning for Malls of Ping An Health Cloud (《平安健康互聯網商城一線工單作業規劃》) Operation Rules for Quality Control of Ping An Health Cloud (《平安健康互聯網質量管控作業制度》) Processing Flow for E-commerce Medical and General Affairs of Ping An Health Cloud (《平安健康互聯網電商醫療及普通類的處理流程》) Interim Administrative Measures for Complaints Processing by Customer Service Staff of Merchants of Ping An Health Cloud (《平安健康互聯網商家客服投訴處理暫行管理辦法》)	Administration Measures for Medical Advertisements (《醫療廣告管理辦法》) Measures for the Examination of Medical Device Advertisements (《醫療器械廣告審查辦法》) Interim Measures for Internet Culture Management (《互聯網文化管理暫行辦法》) Regulations on the Administration of Radio and Television (《廣播電視管理條例》) Regulations on the Production, Operation and Management of Radio and Television Programs (《廣播電視節目製作經營管理規定》) Law of the PRC on Network Security (《中華人民共和國網絡安全法》) Administrative Measures for Online Transactions (《網絡交易管理辦法》) Measures for the Security Review of Network Products and Services (《網絡產品和服務安全審查辦法》) Information Security and Confidentiality Standards (《信息安全保密標準》) Information Security Technology: Regulations on Personal Information Security (《信息安全技術：個人信息安全規範》) Specifications for Data Center Design (《數據中心設計規範》) Measures for the Administration of Internet Drug Information Services (《互聯網藥品信息服務管理辦法》) Interim Provisions for the Examination and Approval of Internet Drug Trading Services (《互聯網藥品交易服務審批暫行規定》) Administrative Measures for Internet Diagnosis and Treatment (for Trial Implementation) (《互聯網診療管理辦法（試行）》) Administrative Measures for Internet Hospitals (for Trial Implementation) (《互聯網醫院管理辦法（試行）》)

ESG Indicators	Internal policies	Compliance with rules and regulations
B6 Product Responsibility	Management Rules for Health Internet IDC Computer Rooms (《健康互聯網 IDC 機房管理制度》) Emergency Response Rules for Health Internet System (《健康互聯網系統應急響應制度》) Administrative Measures for Bugs of Ping An Health Cloud (《平安健康互聯網 Bug 管理規範》) Examination Rules for Red, Yellow and Green Weeks of Ping An Health Cloud (《平安健康互聯網紅、黃、綠週考核制度》) Administrative Measures for Icons of Ping An Good Doctor (《平安好醫生 Icon 整理規範》) Administrative Measures for Visual Design of Ping An Good Doctor (《平安好醫生視覺設計規範》) Design Standards for Front Page Initiation Page and Advertisement Flash Screen of Ping An Good Doctor (《平安好醫生首頁啟動頁與廣告閃屏設計規範》) Customer Service Quality Standards of Ping An Health Cloud (《平安健康互聯網客戶服務質量標準》) Provisional Regulations on Return and Replacement of Goods of Ping An Health Cloud (《平安健康互聯網退換貨暫行管理條例》)	Administrative Measures for Remote Medical Service (for Trial Implementation) (《遠程醫療服務管理規範（試行）》) Management Rules for Internet Hospitals (《互聯網醫院管理制度》) Drug Administration Law of the PRC (《中華人民共和國藥品管理法》) Implementation Regulations of the Drug Administration Law of the PRC (《中華人民共和國藥品管理法實施條例》) Administrative Measures for Classification of Prescription and Non-prescription Drugs (《處方藥與非處方藥分類管理辦法》) Provisional Regulations on the Circulation Management of Prescription and Non-prescription Drugs (《處方藥與非處方藥流通管理暫行規定》) Measures for the Supervision and Administration of Drug Circulation (《藥品流通監督管理辦法》) Quality Management Rules for Drug Trading (《藥品經營質量管理規範》) Measures for the Administration of Pharmaceutical Trade Licenses (《藥品經營許可證管理辦法》) Certification Management Measures of the Quality Management Rules for Drug Trading (《藥品經營質量管理規範認證管理辦法》) Administrative Measures for Prescription Drugs (《處方管理辦法》) Regulations on Medical Record Management for Medical Institutions (《醫療機構病歷管理規定》) Rules on Prescription Audit for Medical Institutions (《醫療機構處方審核規範》) Pharmaceutical Management Rules for Medical Institutions (《醫療機構藥事管理規定》) Regulations on the Administration of Medical Institutions (《醫療機構管理條例》) Prescription Review Management Rules for Hospitals (for Trial Implementation) (《醫院處方點評管理規範（試行）》) Regulations on Major Medical Negligence and Medical Accident Reporting Rules (《重大醫療過失行為和醫療事故報告制度的規定》)

ESG Indicators	Internal policies	Compliance with rules and regulations
B6 Product Responsibility		Some Rules on Regulating the Order of Internet Information Service Market (《規範互聯網信息服務市場秩序若干規定》) Decision of the Standing Committee of the National People's Congress on Maintaining Internet Security (《全國人民代表大會常務委員會關于維護互聯網安全的決定》) Outline of National Medical and Health Service System Planning (2015-2020) (《全國醫療衛生服務體系規劃綱要（2015 年-2020 年）》) Measures for the Management of Internet Information Services (《互聯網信息服務管理辦法》) Regulations on Technical Measures for Internet Security Protection (《互聯網安全保護技術措施規定》) Information Service Management Rules for Mobile Internet Applications (《移動互聯網應用程序信息服務管理規定》) Berne Convention for the Protection of Literary and Artistic Works (《保護文學和藝術作品伯爾尼公約》) World Copyright Convention (《世界版權公約》) Protocol on Trade-Related Intellectual Property Rights (《與貿易有關的知識產權協定》) Copyright Law of the PRC (《中華人民共和國著作權法》) Regulations on the Protection of Information Dissemination Rights of Networks (《信息網絡傳播權保護條例》) Measures for the Registration of Copyright in Computer Software (《計算機軟件著作權登記辦法》) Regulations on the Protection of Computer Software (《計算機軟件保護條例》) Trademark Law of the PRC (《中華人民共和國商標法》) Implementation Regulations of the Trademark Law of the PRC (《中華人民共和國商標法實施條例》) Patent Law of the PRC (《中華人民共和國專利法》) Implementation Rules of Patent Law of the PRC (《中華人民共和國專利法實施細則》)

ESG Indicators	Internal policies	Compliance with rules and regulations
B6 Product Responsibility		Administrative Measures for the Clinical Application of Antibacterial Drugs (《抗菌藥物臨床應用管理辦法》) Guidelines for Clinical Application of Antimicrobial Drugs (《抗菌藥物臨床應用指導原則》)
B7 Anti-corruption	Administrative Measures for the Protection of Trade Secrets of Ping An Health Cloud (《平安健康互聯網商業秘密保護管理辦法》) Operational Risk and Internal Control Management System of Ping An Health Cloud Company Limited (《平安健康互聯網股份有限公司操作風險與內控管理制度》) Implementation Standard for the Handling of Violations of Regulations of Ping An Health Cloud Company Limited (《平安健康互聯網股份有限公司員工違規行為處理執行標準》) Inspection and Verification Charter of Ping An Health Cloud (《平安健康互聯網稽核監察章程》) Articles of Association of Ping An Healthcare and Technology Company Limited (《平安健康醫療科技有限公司章程》) Management System on Petition of Ping An Health Cloud (《平安健康互聯網信訪工作管理制度》) "Red, Yellow, Blue" Brand Punishment System of Ping An Healthcare and Technology Company Limited (《平安健康醫療科技有限公司"紅、黃、藍"牌處罰制度》) Comprehensive Risk Management Measures of Ping An Healthcare and Technology Company Limited (《平安健康醫療科技有限公司全面風險管理辦法》) Anti-fraud Management Measures of Ping An Healthcare and Technology Company Limited (《平安健康醫療科技有限公司反舞弊管理辦法》) Management Policy of Conflict of Interest of Employees of Ping An Health Cloud (《平安健康互聯網員工利益衝突管理政策》) Measures for Case Responsibility Investigation and Management of Ping An Health Cloud (《平安健康互聯網案件責任追究管理辦法》)	Anti-unfair Competition Law of the PRC (《中華人民共和國反不正當競爭法》) Interim Provisions on Banning Commercial Bribery (《關於禁止商業賄賂行為的暫行規定》) Anti-monopoly Law of the PRC (《中華人民共和國反壟斷法》) Criminal Law of the People's Republic of China (《中華人民共和國刑法》) Audit Law of the PRC (《中華人民共和國審計法》) Internal Audit Provisions of the National Audit Office (《審計署關於內部審計工作的規定》) Basic Norms for Enterprise Internal Control (《企業內部控制基本規範》) Regulations on Petition (《信訪條例》)