

Environmental, Social and Governance Report

I. About This Report

1. 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 second 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 2019, 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.

2. Reporting Scope

This Report mainly covers the period from 1 January 2019 to 31 December 2019 (hereinafter referred to as the “Reporting Period” or the “Year”). This Report mainly covers the Company’s principal businesses, including online healthcare business, consumer healthcare business, health mall business, and health management and interaction business. For details of the Company’s businesses, please refer to 2019 annual report of the Company.

3. 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 Stock Exchange of Hong Kong Limited (hereinafter referred to as the “HKEX” or the “Hong Kong Stock Exchange”) and with reference to the United Nations Sustainable Development Goals (SDGs). The SDGs referred to by the content of each chapter and section of this Report are as listed, and the ESG Reporting Guide content index is provided towards the end, for quick reference by readers.

4. 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.

5. Assurance for This Report

The content disclosed in this Report has been considered and approved by the Board of Directors of Ping An Good Doctor. The Board is committed to supervising the content of this Report without false representation, misleading statement or material omission.

Environmental, Social and Governance Report

II. 2019 Sustainable Development Performance

During the Reporting Period, we greatly advanced the Company's progress on sustainable development by proactively innovating the model for medical services and promoting equal and general preferential medical services. We actively took part in promoting health in less developed areas, and made use of our strengthen of online medical care to fight against new coronavirus pneumonia as part of our efforts in fulfilling social responsibility. Clients' needs were attended and we spared no efforts to enhance clients' experience and satisfaction. Upholding the people-oriented approach, we cared about our staff development and strived to become a trustable employer of each and every staff member.

1. Inclusive Healthcare

- 315 million registered users with Ping An Good Doctor
- Daily average number of consultations for medical services throughout the year: 0.729 million
- AI-based medical system covering diagnosis data of 3,000 diseases
- AI-based medical system aggregate number of enquiries: over 670 million
- 100,000 partnering pharmacies
- Over 48,000 partnering clinics

2. Charity in the Community

- Over 900 rural clinics upgraded under "Village Doctor Program"
- Over 11,000 village doctors trained
- Over 63,000 people covered by free medical consultations
- Joined hands with over 50 government authorities, media bodies and enterprises to provide free medical consultations to combat against new coronavirus pneumonia
- Donated 450,000 face masks to various hospitals and related medical clinics in Wuhan

3. Client Experience

- Satisfactory rate for medical enquiry services at 98%
- 3.219 million counts of services offered by customer service team
- Complaint resolution rate at 100%

4. Staff Development

- Some 2,900 individuals offered with employment
- Proportion of female staff at 59%
- 1,217 sessions of offline staff training
- Average training received by each ordinary staff member at 82.6 hours
- Aggregate counts of medical team members trained at 28,104, achieving 100% coverage

Environmental, Social and Governance Report

III. Sustainable Development Management

Ping An Good Doctor firmly believes in the close relationship between sustainable development strategy and future development of the Company. The sustainable development management, sustainable development report compilation and information disclosure of Ping An Good Doctor shall be coordinated, led and in charge of by the Board. During daily operation of corporate businesses and when making decisions, the Company takes into consideration relevant factors of sustainable development. Regular meetings are held by the Board and the management to review the work results related to sustainable development. The responsibilities held by each level and department of the Company in terms of sustainable development are clearly stipulated, with a view to supervising each department on the implementation of the related work. We engage employees through promotion and other manners, so as to realize the overall planning and management of sustainable development of the Company from top to bottom.

As the world's leading healthcare ecosystem platform, Ping An Good Doctor first created the service model of "Internet + AI + Own medical team of 1,000 professionals" in the industry, which has significantly reduced the threshold for medical treatment. By doing so, medical resources can be better utilized and allocated, relieving the pressure on the healthcare system. As our 4+1 strategy of cloud-based hospitals, pharmacies, clinics and village doctors along with internationalization progresses, we have facilitated the government and hospitals by shouldering their burden and indirectly improving their efficiency. Moreover, pharmacies are now enabled to create their new retail trend. We are dedicated to enhancing the overall diagnosis and treatment standard for grassroots and shouldering our part of social and public welfare responsibility. By implementing the "Village Doctor Program", we have also worked with the government to improve the ability and quality of rural medical services. Upholding our mission of "promoting healthy living empowered by technology", Ping An Good Doctor is moving forward with the goal of truly benefiting the people, thereby actively contributing to the national strategy of "Healthy China".

Mission	Vision	Values
<ul style="list-style-type: none"> To build the largest healthcare ecosystem in the world To promote healthy living empowered by technology 	<ul style="list-style-type: none"> To provide a family doctor for every family To set up an e-health profile for every person To develop a health management plan for everyone 	<ul style="list-style-type: none"> Customer first Teamwork Focus on execution Passion Good deeds

Environmental, Social and Governance Report

IV. 2019 Awards and Recognitions

Awards	Date	Awarding Institution
Star of Analysys 2019 (2019易觀之星)	October 2019	Analysys
Health Service Platform of the Year 2019 (2019中國常春獎－年度健康服務平台)	October 2019	Jiemian
The 70th Anniversary of the Founding of the People's Republic of China – Health Industry Outstanding Figure Award (新中國成立70周年大健康產業傑出人物獎) (Awardee: Mr. Wang Tao, Chairman and CEO of Ping An Good Doctor)	October 2019	China Business Journal
China's Best Technology Listed Company with Growth Potential (科技中概股最具成長性上市公司)	November 2019	National Business Daily
Top 300 China Internet Companies 2019 (2019中國互聯網300強), ranked 44th	November 2019	China Internet Weekly
WISE 2019 King of New Economy – King of Internet Healthcare (WISE 2019新經濟之王－互聯網醫療之王)	November 2019	36Kr
Listed Enterprises of the Year 2019	November 2019	Bloomberg Businessweek
Reputation Excellence Award 2019 (2019聲譽優秀獎)	December 2019	Nandu Media
"Golden Fortune Management" for Annual Enterprise Social Responsibility Award in 2019 (2019 "金理財" 年度企業社會責任獎)	December 2019	Shanghai Securities News
China's Pioneer for Business Model for the 21st Century (21世紀中國最佳商業模式先鋒人物) (Awardee: Mr. Wang Tao, Chairman and CEO of Ping An Good Doctor)	December 2019	21st Century Business Review
Internet Healthcare Company of the Year 2019 (2019年度互聯網醫療公司)	December 2019	ChinaTimes
Top Ten Charismatic Characters 2019 (2019十大魅力人物) (Awardee: Mr. Wang Tao, Chairman and CEO of Ping An Good Doctor)	December 2019	Southern People Weekly
Golden Horse Award 2019: Pioneer for Social Responsibility and Public Welfare (2019金駿馬最具社會責任公益先鋒)	December 2019	Securities Daily
Best Internet Medical Services Award (互聯網醫療最佳表現獎)	December 2019	Hurun Report
Top Ten Figures of New Economy 2019 (2019封面十大新經濟人物) (Awardee: Mr. Wang Tao, Chairman and CEO of Ping An Good Doctor)	December 2019	Cover News
Cover Technology List 2019 – Internet New Healthcare Quality Annual Award (2019封面科技榜·互聯網新醫療年度品質獎)	January 2020	Cover News
Best Hong Kong Stock Connect Company 2019 (2019金港股最佳港股通公司)	January 2020	Zhitongcaijing (智通財經)
Best Healthcare Ecosystem Platform 2019 - East Asia (2019東亞地區最佳醫療健康生態平台)	January 2020	APAC Insider

Environmental, Social and Governance Report

V. Stakeholders Engagement and Materiality Assessment

1. Communication Mechanism for Stakeholders

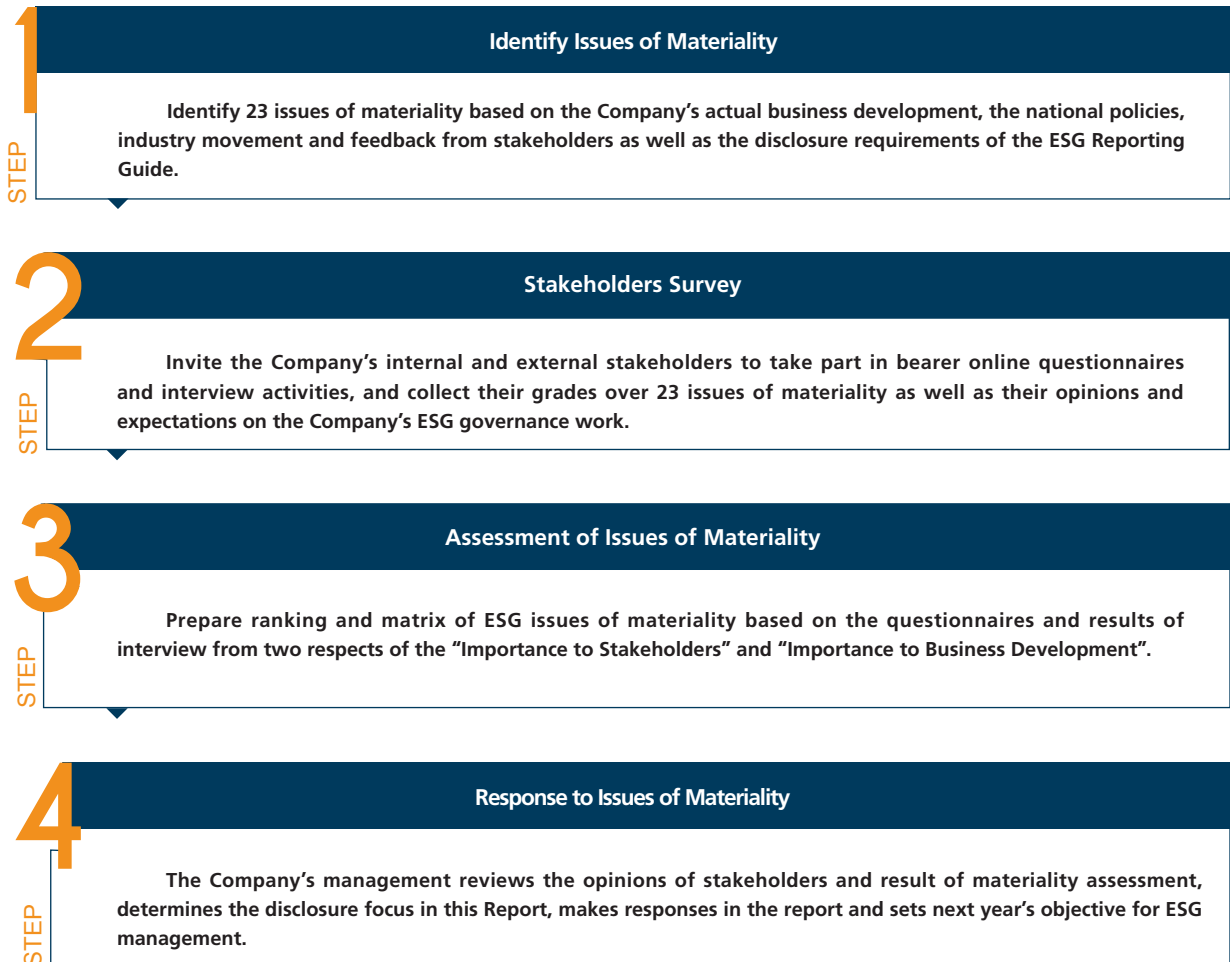
Ping An Good Doctor is fully aware of the importance of communication and exchange with our stakeholders. A standing communication mechanism has been established with a view to taking proactive measures in response to suggestions and appeals of stakeholders. We optimize the strategy of the Company's sustainable development largely based on feedbacks from stakeholders, as we advance the implementation and realization of its sustainable development. With respect to investors' communication, in 2019, on top of 60 domestic and overseas teleconferences organized and 541 study groups of local and foreign investors/analysts received, we also participated in about 16 investment conferences organized by local and foreign investment banks and stockbrokers, organized 11 domestic and overseas roadshows as well as a large-scale investor day, all of which strengthened our interaction and exchange with stakeholders.

Stakeholders	Expectations and Appeals	Responding Measures for Communication
Investors and Shareholders	Sustainable profitability Standardized corporate governance Guarantee of rights and interests	Generate long-term revenue Improve internal control system Disclose information regularly Convene general meetings
Users and Consumers	Product health and safety Service quality Privacy and information security Business Integrity	Improve quality control system Conduct customer satisfaction survey and handle complaints Enhance risk control Strengthen legal advocacy
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
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	Facilitation to community development Protection of community environment	Conduct public welfare projects Implement green operation
Industry Association	Industry experience exchange Promoting industry advancement	Participate in industry forum Improve research and development capability

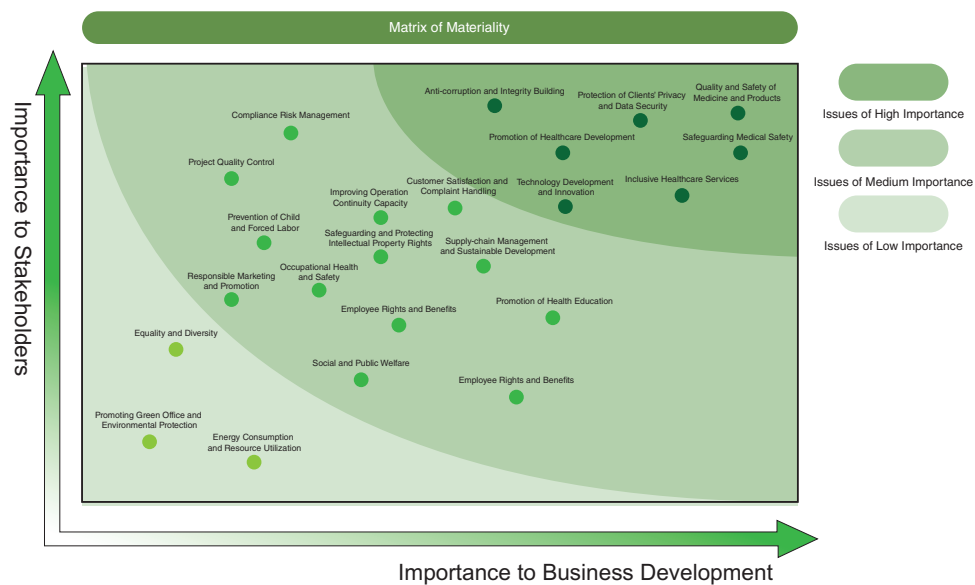
V. Stakeholders Engagement and Materiality Assessment

2. 2019 Materiality Assessment

The Company engaged an external professional advisor to conduct ESG materiality assessment for the year. ESG issues of each of the six major aspects, namely environment, employment and labor practices, supply chain management, product responsibility, anti-corruption and community contribution, were identified and assessed by industry focus tracking and national policy analysis combined with the Company's actual businesses. The assessment results form the basis for the preparation of this year's Report. The steps for materiality assessment for the year are as follows:



V. Stakeholders Engagement and Materiality Assessment



Product Responsibility	Employment and Labor Practices	Social Contribution
Promotion of Healthcare Development Inclusive Healthcare Services Quality and Safety of Medicine and Products Safeguarding Medical Safety Protection of Clients' Privacy and Data Security Technology Development and Innovation Customer Satisfaction and Complaint Handling Compliance Risk Management Improving Operation Continuity Capacity Safeguarding and Protecting Intellectual Property Rights Project Quality Control Responsible Marketing and Promotion	Prevention of Child and Forced Labor Occupational Health and Safety Employee Training and Development Employee Rights and Benefits Equality and Diversity	Promotion of Health Education Contributions to Social and Public Welfare
Anti-corruption	Supply-chain Management	Environment
Anti-corruption and Integrity Building	Supply-chain Management and Sustainable Development	Energy Consumption and Resource Utilization Promoting Green Office and Environmental Protection

V. Stakeholders Engagement and Materiality Assessment

ESG issues that most concerned our stakeholders for the year are shown in the materiality matrix as the highly important issues. We attach great importance to feedbacks of our stakeholders, and will make highlight disclosures on those highly important issues in the following sections in response to their appeals. In future, we will continue make reference to feedbacks of our stakeholders when deciding on the direction for the Company's sustainable development. Our goal is to optimize the relevant internal mechanism and system construction, so that our efforts in ESG can be constantly improved and enhanced.

Promotion of Healthcare Development

During the year, we actively participated in industry technology exchanges and promoted industry cooperation. We also established the first domestic standard on the difficulty of intelligent Chinese speech recognition to promote the sustainable and healthy development and mutual progress of the healthcare industry, and create a harmonious industry ecosystem.

Inclusive Healthcare Services

We actively innovate medical service models, strive to provide equal, inclusive and accessible medical services to the general public, and launch innovative products such as "Private Doctor", "Step-for-Reward", and "Slim Perfect" to comprehensively improve consumers' consumption experience in the purchase of healthcare goods and medical services.

Technology Development and Innovation

We make active explorations in the research and development of core AI technologies, and by continuously optimizing the AI-based medical system, build a new knowledge reasoning engine, improve the efficiency of utilizing medical resources and conscientiously reduce the burden on hospitals and the society.

Quality and Safety of Medicine and Products

We adopt a strict quality control system for self-operated pharmacy warehouses and partnering suppliers of the health mall to ensure that all drugs and self-operated products we provide comply with the relevant laws and regulations and quality standards such as the "Pharmaceutical Administration Law of the People's Republic of China".

Safeguarding Medical Safety

We have formulated internal systems such as the "Online Diagnosis and Treatment Management System" and the "Measures for the Management of Online Electronic Prescriptions" to regulate and supervise the medical services provided by our own medical team, external cooperative doctors, and offline health and medical partnering institutions to ensure the health and safety of users.

Protection of Clients' Privacy and Data Security

We have established a sound information security management system, sorted out the internal staff's right to use customer information, strengthened the monitoring of user information usage behavior within the Company, and protected customer data from being leaked.

Anti-corruption and Integrity Building

We have established a clear and independent audit and monitoring system, and established a mechanism behind the Triple Anti-Exercise of "Anti-Embezzlement, Anti-Money Laundering and Anti-Fraud", and are committed to improving the relevance and effectiveness of the Company's anti-corruption and integrity building work.

Environmental, Social and Governance Report

VI. Compliant Operation Of Listed Company

ESG issues addressed in this section:

- Anti-corruption and integrity building
- Compliant risk management
- Enhancing the ability of sustainable operations
- Responsible marketing and promotion

SDGs addressed in this section:



Ping An Good Doctor actively takes operation responsibility. General meetings and board meetings are convened and investors' open day is held regularly each year. The Company endeavors to improve and implement corporate governance and integrity building related systems. Through establishing an internal control department and legal compliance team to regulate related business procedures, the Company ensures that each department performs its duties, maintains its compliance with laws and regulations from multiple perspectives as well as enhances the enterprise's ability of sustainable operations.

1. Compliant Operation

Ping An Good Doctor attaches great importance to and is in strict compliance with the laws and regulations including the Company Law of the People's Republic of China, the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited and the Pharmaceutical Administration Law of the People's Republic of China in areas of corporate governance, internet healthcare, drug regulation and e-commerce. The Company has a planning department to closely monitor the promulgation and implementation of policies in relation to the business of the Company and to look into and learn the contents of policies in a timely manner to ensure the Company's operations are regulated with a view to enhancing its own level of corporate governance.

VI. Compliant Operation Of Listed Company

We liaise with the provincial internet healthcare service regulatory platforms in accordance with relevant laws and regulations and set up internet hospitals by leveraging on the cooperation with physical medical institutions. Relevant licenses have been obtained as required. We timely monitor and maintain the Company's qualifications and licenses to ensure their validity. As of the end of 2009, we have obtained the following licenses, approvals 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	Drug Trading License (藥品經營許可證)
Ping An Health Cloud Company Limited	Certification for Good Supply Practices (藥品經營質量管理規範認證證書)
Ping An Health Cloud Company Limited	Food Operation Permit (食品經營許可證)
Ping An Health Cloud Company Limited	Registration Certificate for Online Transaction Service Third-Party Platform of Medical Devices (醫療器械網絡交易服務第三方平台備案憑證)
Ping An Health Cloud Company Limited	Permit for Production and Operation of Radio and Television Programs (廣播電視節目製作經營許可證)
Ping An Health Cloud Company Limited (Shanghai Branch)	Food Operation Permit (食品經營許可證)
Ping An Health Cloud Company Limited (Quzhou Branch)	Food Operation Permit (食品經營許可證)
Ping An Health Cloud Company Limited (Shanghai Second 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)
Yinchuan Pingan Internet Hospital Company Limited	Practicing License for Medical Institutions (醫療機構執業許可證)

VI. Compliant Operation Of Listed Company

Entity	License/Approval/Permit
Jiangxi Pingan Good Doctor Pharmacy Company Limited	ICP License (增值電信業務經營許可證)
Jiangxi Pingan Good Doctor Pharmacy Company Limited	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	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	Drug Trading License (藥品經營許可證)
Jiangxi Pingan Good Doctor Pharmacy Company Limited	Certification for Good Supply Practices (藥品經營質量管理規範認證證書)
Jiangxi Pingan Good Doctor Pharmacy Company Limited	Food Operation Permit (食品經營許可證)
Jiangxi Pingan Good Doctor Pharmacy Company Limited	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	Drug Trading License (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)
Jiangsu Zhongyikang Pharmaceutical Company Limited	Drug Trading License (藥品經營許可證)
Jiangsu Zhongyikang Pharmaceutical Company Limited	Registration Certificate for Class II Medical Devices Operation (第二類醫療器械經營備案憑證)
Jiangsu Zhongyikang Pharmaceutical Company Limited	Food Operation Permit (食品經營許可證)
Jiangsu Zhongyikang Pharmaceutical Company Limited	Certification for Good Supply Practices (藥品經營質量管理規範認證證書)
Jiangsu Zhongyikang Pharmaceutical Company Limited	Permit for Medical Devices Operation (醫療器械經營許可證)

VI. Compliant Operation Of Listed Company

Entity	License/Approval/Permit
Shanghai Pingan Health Culture Communication Company Limited	Permit for Commercial Performance (營業性演出許可證)
Ping An Wanjia Healthcare Investment Management Co., Ltd.	Permit for Medical Devices Operation (醫療器械經營許可證)
Ping An Wanjia Healthcare Investment Management Co., Ltd.	Registration Certificate for Class II Medical Devices Operation (第二類醫療器械經營備案憑證)
Ping An Wanjia Healthcare Investment Management Co., Ltd.	Qualification Certificate for Providing Internet Pharmaceutical Information Service (互聯網藥品信息服務資格證書)
Shenzhen Anan Outpatient Service Department	Practicing License for Medical Institutions (醫療機構執業許可證)
Siming Wanjia Enjoyment Center Outpatient Service Department	Practicing License for Medical Institutions (醫療機構執業許可證)
Guangdong Yecheng Insurance Agent Company Limited	Permit for Engaging in Insurance Agency Business (經營保險代理業務許可證)
Guangzhou Jifan Biotechnology Company Limited	Qualification Certificate for Providing Internet Pharmaceutical Information Service (互聯網藥品信息服務資格證書)
Guangzhou Jifan Biotechnology Company Limited	Certification for Good Supply Practices (藥品經營質量管理規範認證證書)
Guangzhou Jifan Biotechnology Company Limited	Drug Trading License (藥品經營許可證)
Guangzhou Jifan Biotechnology Company Limited	Registration Certificate for Class II Medical Devices Operation (第二類醫療器械經營備案憑證)
Guangzhou Jifan Biotechnology Company Limited	Food Operation Permit (食品經營許可證)
Shanghai Hao Yi Smart Technology Company Limited	ICP License (增值電信業務經營許可證)

* This table includes the information of domestic operating entities of Ping An Healthcare and Technology Company Limited

In addition, the Company has formulated internal policies including the Administrative Measures on Compliant Assessment and the Administrative Measures on Systems where the Company's legal compliance team provides legal assessment on major projects to ensure compliant operation of projects. At the same time, the legal compliance team works with other business departments to conduct compliance review in the ordinary course of business of the Company and provides regular compliance training to all employees to raise their awareness on compliant operation.

VI. Compliant Operation Of Listed Company

Case Sharing:

Targeted Compliance Training

On 29 May 2019 and 6 June 2019, to uphold the spirit of the Notice Concerning the Issuance of Medical Devices "Internet Clearance" Action Plan of the Office of Guangdong Food and Drug Administration (the "Notice"), the legal compliance team carried out two special compliance trainings for the Company's health mall department, operations department, customer service department and medical devices operators using the Company's platforms at the office of Xu Hui in Shanghai to elaborate on the contents of the Notice for the attendees, state the specific rectification matters and answer the questions raised by the attendees so as to facilitate the compliant operation of medical devices operators using the Company's platforms.

Case Sharing:

"Ping An Good Lawyer" to Facilitate the Intellectualization of Legal Compliance Work

In 2019, Ping An Good Doctors launched the "Ping An Good Lawyer" smart legal compliance assessment system 2.0 and 3.0. The "Ping An Good Lawyer" system includes two major projects (smart contract management and smart case management) and ten major tools (sample contract push, standard contract generation, smart contract comparison, smart contract assessment, blockchain witness, smart due diligence, smart legal instrument, smart lawyer portrait, online contract and smart contract performance), which covers the management procedures of the full life cycle and allows the intellectualization of low-end, repetitive and procedural contract review work. In 2019, the application of such system made legal compliance related work more accurate and efficient, which greatly reduced the burden of relevant personnel. Looking ahead, the Company will continue to promote the application of the "Ping An Good Lawyer" system to drive the transformation towards smart and efficient legal and compliance work.

VI. Compliant Operation Of Listed Company

2. Risk Management and Internal Control

The Board of Directors of Ping An Good Doctor is responsible for the risk management and internal control of the Company. Senior management are guided by the Company's audit and risk management committee, and the internal control management office continues to carry out risk assessment, management and routine risk management work. The Company has in place rules and regulations such as Comprehensive Risk Management Measures and the Operational Risk and Internal Control Management System which clearly state the duties of each department adhering to the principles of comprehensiveness, effectiveness, consistency, independence and cost-effectiveness, while formulating procedures and measures on risk identification, assessment, detection and management to enhance the risk management and internal control standards of the Company for safeguarding the sustainable and healthy development of the Company.

The Company issues a work summary report on comprehensive risk management on a quarterly basis which summarizes various risk management tasks each quarter, tracks key projects, analyzes the reasons for deficiencies of risk management at current stage and then carries out key planning for upcoming work. In 2019, Ping An Good Doctor conducted risk assessment at the company level, continued to optimize the risk management organizational structure based on the results of risk assessment, and improved the Company's risk management procedures and risk response measures. In addition, we continued to capitalize on the model of smart risk monitoring and regularly scanned and inspected the risk particulars to effectively enhance the risk management standards of the Company.

Case Sharing:

Risk Management and Internal Control Training

On 17 October 2019, Ping An Good Doctor invited the head of each department to the risk management and internal control training, at which cases of external risks with higher relevance to the business of the Company were introduced to explain and analyze the risks, causes and impacts for the head of each department as well as to elaborate the relationship between risk management and internal control, which greatly raised the awareness and skills of the employees of the Company on risk management and internal control.



Risk management and internal control training

VI. Compliant Operation Of Listed Company

3. Anti-corruption and Integrity Building

Ping An Good Doctor has formulated an internal control system covering the Anti-fraud Management Measures, the Inspection and Verification Charter and the Management System on Petition in strict compliance with relevant laws and regulations of the People's Republic of China including the Interim Provisions on Banning Commercial Bribery and the Criminal Law of the People's Republic of China, and set up the anti-embezzlement, anti-money laundering and anti-fraud mechanism in an attempt to enhance relevance and effectiveness of the Company's anti-corruption and integrity building work.

The Company has a defined and independent audit and supervision system to regulate the duties and behaviors of its personnel at various levels. Once the risk of fraud is identified, the audit and supervision department shall immediately organize an investigation and punish such non-compliance according to the internal control system covering the "Red, Yellow and Blue" Card Punishment System of Ping An Health Cloud and the Implementation Standard for the Handling of Violations of Regulations. In the event of non-compliance, it will be transferred to the judicial authorities for processing in accordance with the law. After investigation, the investigation team will issue an investigation report and make rectification measures to enhance the effectiveness of anti-fraud work.

The Company has established and continued to improve the compliance reporting system, and set up various unified whistle-blowing ways, such as e-mails, letters and visits to ensure smooth channels for whistle-blowing, and rewards those who provide valuable clues. The Company regularly organizes educational and training activities on anti-corruption and integrity building to create a corporate culture of upholding integrity and to remind employees to abide by the laws and disciplines. In 2019, the Company conducted a total of 25 mail campaigns and video trainings on integrity building. Topics covered many high-risk areas include procurement fraud, duty crime, false publicity and information safety to comprehensively raise the awareness of the employees of the Company on integrity and law observance. During the year, no litigation involving corruption, bribery, fraud and money laundering was identified.



Training materials on integrity educational and publicity

VI. Compliant Operation Of Listed Company

4. Compliance Publicity

Ping An Good Doctor has formulated and implemented the internal regulations including the Advertising Standards and the Basic Measures on Advertising Review in strict compliance with the laws and regulations including the Advertising Law of the PRC and the Interim Measures for Administration of Internet Advertising to ensure the truthfulness of promotion contents of advertisements and products in adherence to compliant and responsible market standards.

1) Brand Promotion

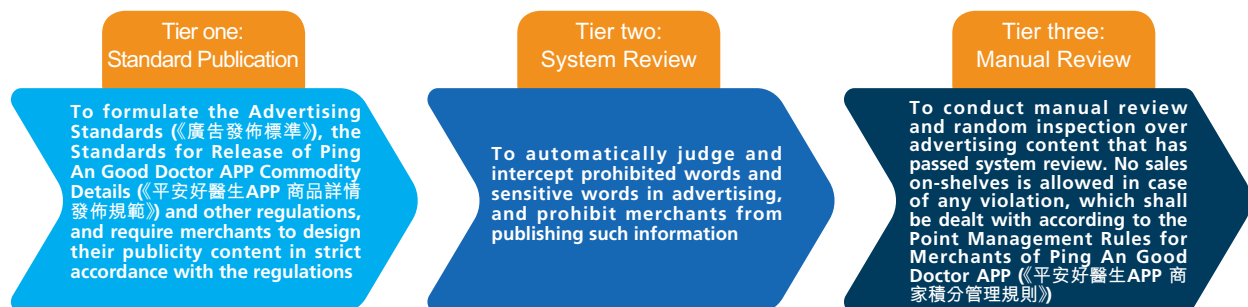
During brand promotion, the Company standardizes the company trademarks, logos and labels in business advertisements, promotion materials, publications and other media bodies. Prior to carrying out any form of publicity, the business teams will need to submit the promotion materials to the Company's market branding department and legal compliance department which will then carry out review pursuant to the Advertising Standards and the Basic Measures on Advertising Review. The publication of politically sensitive, unlawful, non-compliant, pornographic and violent contents is strictly prohibited. The promotion materials shall go through stringent review procedures before external publicity to ensure accuracy and legitimacy of the contents of the Company's external publicity.

2) Marketing Promotion

Ping An Good Doctor has a customer relationship team for sales center to drive the expansion and development of business. The marketing management department regularly organizes online and offline compliance trainings for the customer relationship team and regularly carries out promotion through mail and courseware to regulate the promotion dialogues of the customer relationship team so as to eliminate marketing that is misleading and overstated to customers. The Company has formulated the Basic Administrative Measures on Sales Center Customer Relationship Managers of Ping An Good Doctor (2019 Trial) to regulate the marketing behaviors of the customer relationship team. Any false information provided or misleading marketing made to customers, depending on the level of severity, shall be punished according to the provisions.

3) Health Mall Product Promotion

Ping An Good Doctor engaged vendors to provide the content description of products and services on the health mall platform, and we will review the contents. To ensure that the promotion of merchants is in compliance with the regulatory requirements, we have adopted the following three-tier system supervision and management process:



Environmental, Social and Governance Report

VII. Adhering to Quality Health

ESG issues addressed in this section:

- Promotion of healthcare development
- Inclusive healthcare services
- Technology development and innovation
- Quality and safety of medicine and products
- Safeguarding medical safety
- Safeguarding and protecting intellectual property rights
- Project quality control

SDGs addressed in this section:



Since its establishment, Ping An Good Doctor has actively seized the policy opportunities and market demands, and created the unique service model of “Internet + AI + Own medical team of 1,000 professionals”. Working with hospitals and offline pharmacies, we provide users with quality services covering online healthcare, consumer healthcare, health mall, health management and interactions to satisfy their comprehensive and customized healthcare demands, maximizing the value of Internet healthcare. Paying close attention to the health of China’s population, Ping An Good Doctor attaches great importance to scientific research and innovation, and endeavors to strengthen management and control on its products and services. We are committed to providing solutions for medical pain points such as scarce and uneven distribution of quality medical resources across the country, the lack of stratified diagnosis and treatment services and unsatisfactory clinical experience of patients, as we strive to build ourselves as the health guardian for the public.

1. Technology Innovation and Development

Ping An Good Doctor actively explores the research and development of AI core technology. Through the combination of AI applications and its own healthcare team, it can enhance the utilization of medical resources to alleviate the burden of hospitals and the society as well as to facilitate significant development of the healthcare industry.

1) AI-based Medical System

The AI-based medical system (the “AI-based Medical System”) developed by Ping An Good Doctor’s in-house research and development department precisely diverts users to different departments of doctors according to the description of users and assists doctors to gather medical history, thus greatly enhancing the efficiency and accuracy of online consultation. At the same time, the AI critical illness monitoring system can immediately identify whether the user is likely to suffer from critical illness and timely notify the user of offline medical treatment.

In 2019, we continued to improve the AI-based Medical System, built a new inference engine and rationalized the structure of our knowledge in Chinese medicine. Making use of the abundant online enquiry database, we endeavor to optimize the technology of natural language processing so that the AI-based Medical System can accurately identify the meaning of the oral expressions of users. We continue to enhance our image identification capability to more accurately identify and diagnose the images taken by users. We have also upgraded the supercomputing platform so as to accommodate more complex algorithm models and cope with higher concurrent flow. As of the end of 2019, the application of our AI-based Medical System covered all departments of Ping An Good Doctor’s own medical team and more than 150 offline hospitals, containing 3,000 disease diagnosis data and more than 670 million users cumulatively made enquiries through this system.

VII. Adhering to Quality Health

In addition, we made technological breakthrough in areas including context analysis, natural language processing and predictive analysis. We joined hands with Unisound, a topnotch intelligent voice recognition technology company in China to draft the Certification Standards for Chinese Voice Recognition Difficulty Classifications for discussion and establish the first set of standard specifications in China regarding smart Chinese voice recognition difficulty, thus providing rated basis for the recognition rate of smart voice interactive products under physical application scenarios.

2) One-minute Clinic

"One-minute" clinic is the first commercial "unmanned clinic" in China developed by Ping An Good Doctor's in-house research and development department, comprising two major function modules namely standalone consultation room and smart medicine cabinet, embedded with a number of AI technological applications to provide users with self-medical and healthcare services including consultation and enquiry, rehabilitation guidance, prescription advice and paid drug purchase. Through voice conversation between the cloud doctors and users, coupled with the data uploaded through the online devices, Ping An Good Doctor's own medical team in the back office and the AI-based Medical System can provide users with a preliminary diagnosis and an electronic prescription with an electronic signature within a short timeframe. The smart medicine cabinet of "One-minute Clinic" offers hundreds of common drugs to users which are chilled under low temperature to ensure quality of the drugs. After diagnosis, users can directly make payment for drug purchase. For drugs that are not displayed in the smart medicine cabinet, users can also purchase online through Ping An Good Doctor's online platform and receive it using the "flash drug delivery" service of the partnering pharmacies nearby, thus achieving one-stop diagnosis process from "AI diagnosis, online consultation to payment for drug purchase".

Currently, the online consultation and enquiry service of "One-minute Clinic" covers diagnosis data of 3,000 common diseases and enables instant answer to tens of thousands of medical and healthcare questions with world-leading accuracy. As of the end of 2019, "One-minute Clinic" has covered 52 cities in 28 provinces nationwide, providing medical and healthcare services to more than 3 million users, which effectively filled the regional gap of primary medical care resources.



"One-minute Clinic"

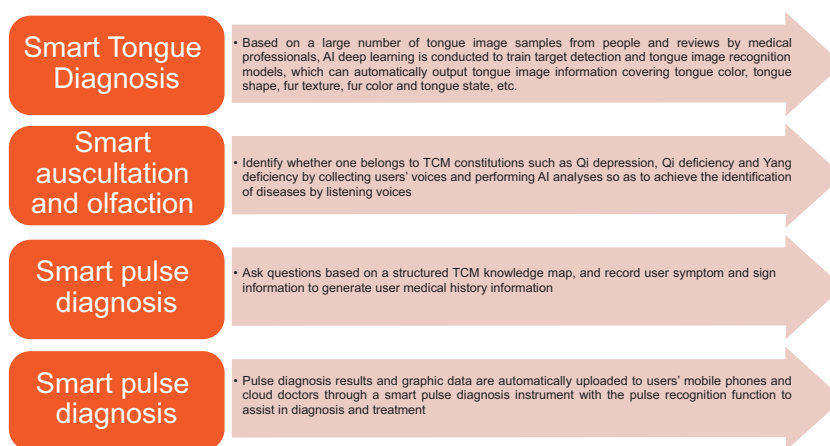
VII. Adhering to Quality Health

3) Modern Hua Tuo Program

Closely following the development strategy in the Guiding Opinions of the State Administration of Traditional Chinese Medicine on the Integrated Development of Traditional Chinese Medicine Health Services and the Internet, Ping An Good Doctor has launched the Modern Hua Tuo Program to promote the integration of TCM and Internet technology, empowering the TCM industry using AI.

Under the program, 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”, can simulate the inquiry by TCM practitioners prior to diagnosis, collect information of the medical history in terms of the four ways of TCM diagnosis, generate a structured medical history that conforms to the case specifications through comprehensive analysis and inferential diagnosis, transmit the analysis results of the four ways of TCM diagnosis to the doctor platform, and intelligently recommend TCM prescriptions for doctors to choose, thus effectively improving the patient’s medical experience. The Modern Hua Tuo Program has realized the standardization and dataization of the four ways of TCM diagnostic procedures, which enables the tackling of AI diagnosis and treatment from the treatment and prevention perspectives, providing diversified services to different age and user groups.

In 2019, Ping An Good Doctor achieved a substantial expansion of the supercomputing platform, which is capable of processing massive data in a short time, thus improving the efficiency and accuracy of processing medical images and other information. Take smart TCM diagnosis through tongue observation for example. It can analyze images of the user’s tongue in a more efficient and accurate manner to obtain information such as tongue color and tongue coat condition, which explains that TCM doctors at the back-end will obtain more accurate diagnosis results.



Modern Hua Tuo Program

VII. Adhering to Quality Health

4) Active Participation in Industry Exchanges

During the year, Ping An Good Doctor actively participated in industrial technology exchanges and fostered cooperation in the industry to promote the sustained and healthy development of the medical and healthcare industry, making progress together and creating a harmonious industry ecosystem.

Case Sharing:

Third Future Investment Initiative in Saudi Arabia

On 29 October 2019, Ping An Good Doctor was the only Chinese healthcare company invited to participate in the Third Future Investment Initiative held in Riyadh, Saudi Arabia, to discuss the development of digital health and the outlook of medical and health investments with global participants. As a Chinese enterprise that has made breakthrough achievements in the Internet medical sector, Ping An Good Doctor made a stunning appearance at the scene with its important AI medical achievement "One-minute Clinic", which attracted many visitors to stop by for an experience.



Ping An Good Doctor participated in the Third Future Investment Initiative in Saudi Arabia

Case Sharing:

Third World Artificial Intelligence Conference

On 29 August 2019, the highly-anticipated World Artificial Intelligence Conference kicked off at the Shanghai World Expo Exhibition and Convention Center. With the theme of "Intelligent Connectivity, Infinite Possibilities", the conference explored the technological frontiers, industry trends and hot issues in the field of intelligence. Ping An Good Doctor, being a corporate representative in the field of deep integration of AI and healthcare, was invited to attend. Ping An Good Doctor brought its strategic products "Private Doctor" and "One-minute Clinic", Internet Hospital, "Pharmacy Cloud", pulse-taking diagnostic apparatuses and various wearable smart devices to the conference, bringing a great AI + medical "feast" to the conference and winning many praises from the participants.



World Artificial Intelligence Conference

VII. Adhering to Quality Health

2. Quality Management and Control Mechanism

Adhering to the concept of providing clients with high-quality products and services, Ping An Good Doctor continuously improves its quality management and control system to strictly control all business processes in the daily operation, ensuring the quality and safety of its products and services.

1) Medical Service Quality Management and Control

Strictly abiding by the laws and regulations of the People's Republic of China including the Regulations for the Management of Telemedicine Services (for Trial Implementation), the Administrative Measures for Internet-based Consultations (for Trial Implementation), and the Provisional Regulations on the Review and Approval of Internet Pharmaceutical Trades and Services, we have formulated and implemented the Online Diagnosis and Treatment Specifications, the Online Diagnosis and Treatment Management System, and the Measures for the Management of Online Electronic Prescriptions and other internal policies to ensure strict control over the process and quality of our medical services. We have passed the BSI (British Standards Institute) quality review and Qingdao Internet Hospital has obtained the ISO9001 quality management system certification. During the year, we did not experience any major medical negligence or medical incidents.

i. In-house medical service quality control

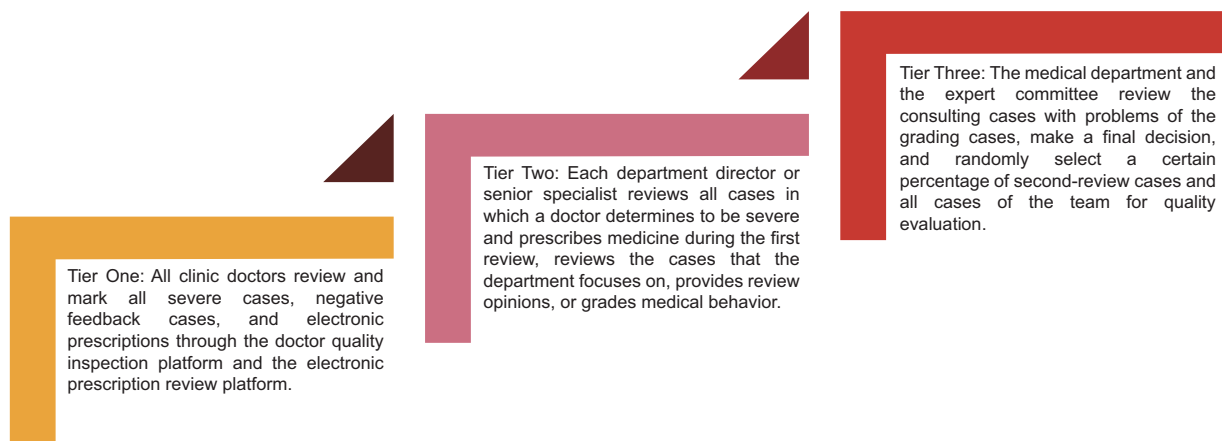
- *In-house medical team management*

We have set up a medical team which, combining with the AI-based Medical System, provides users with 24/7 online medical consultation services. As of the end of December 2019, there were 1,409 members in our in-house medical team. We have set strict requirements on the members of our medical team. New joiners must possess medical related undergraduate degrees or above, qualification certificate for medical practitioner, practice certificate for medical practitioners, clinical working experience of over three years, as well as a pass for medical practitioner's routine assessment. We have established a performance appraisal system specially for the medical team, under which we randomly check the service quality of the medical team on a daily basis, conduct monthly evaluations and annual performance appraisals based on indicators such as user feedback and a five-star rating system, and implement reward and punishment measures in accordance with the appraisal results, clarifying the responsibilities of the team and promoting the improvement of medical service quality.

VII. Adhering to Quality Health

- *Three-tiered quality control mechanism*

We have adopted a three-tiered quality control mechanism for our family doctor services performed by our in-house medical team. We have established the medical quality and safety management committee to regularly review the results of quality inspection and continue the optimization plan. Should any specialized quality issues arise, the medical department which is responsible for monitoring and control on medical quality would intervene within 24 hours. We have set up an expert committee to oversee the three-tiered quality control system. As of 31 December 2019, our expert committee comprised 23 licensed doctors who are highly regarded authorities in their respective fields.



- *Critical illness review mechanism*

To ensure medical safety and reduce medical risk, we have developed a quality inspection platform for real-time monitoring of critical cases. Screening rules for critical cases are formulated by our team of senior doctors based on years of clinical experience and actual cases of online consultation, alongside the formation of a structured knowledge base and computer algorithms. In the course of online consultation, once information on the user's critical illness is collected, the system will automatically identify the doctor and assistants and notify them of the relevant condition to help them analyze in details and deal with it properly. After online consultation is completed, the case being suspected to be critical illness will automatically enter the quality inspection platform. A team of senior doctors will form a departmental quality inspection expert group to conduct a comprehensive review of the case. If any medical risk is found, the quality inspection expert group will immediately report the case to the Company's medical department. Experts from the medical department will formulate a suitable treatment plan and make a follow-up visit to the user in a timely manner to give professional medical advice and assist the user to seek medical treatment offline.

VII. Adhering to Quality Health

- *Electronic prescription review mechanism*

We have formulated the Measures for the Management of Online Electronic Prescriptions to standardize the online prescription process. Doctors may only give users drug recommendations and make drug-related instructions and precautions upon detailed consultation and considered judgment. We have established a three-tiered review system for electronic prescriptions. After the prescribing doctor has issued an electronic prescription, the user can only see and pay for the prescription after it has passed the pharmacist's review. The doctors on duty in each office will review the concluded prescriptions and the department heads in each location will conduct a secondary review of all prescription cases in their respective departments. Finally, a prescription review expert group will provide professional technical advice on the electronic prescriptions and make a final conclusion to ensure that the prescriptions are safe.

ii. External doctors and institutional quality control

- *Quality management for external doctors*

In addition to our in-house medical team, we contract with renowned external doctors to provide users with quality consultation services. We have formulated the Policy on the Management of the Renowned External Doctor Project to strictly supervise and control the medical quality of external doctors. We require external doctors to possess the qualifications as attending physician in a public 3A-grade hospital and provide complete qualification certificates. The Company has a dedicated team to review their information. For the external doctors contracted with us, we have set up a special performance appraisal mechanism to monitor their 10-hour case receiving rate, negative feedback rate, rejection rate and the like and conduct regular analysis. For underperforming doctors, we will give them warning and demand for rectification. For external doctors failing the appraisal or receiving major complaints, we will impose appropriate penalties, such as reducing their fees or terminating their service agreements, according to the actual circumstances. As of the end of December 2019, we had 5,381 contracted external doctors.

- *Quality management mechanism for offline healthcare institution network*

We have established the clinic alliance project to provide users with consumption-based medical services such as physical examination, genetic testing and medical beauty through cooperation with offline healthcare medical institutions so as to meet the healthcare needs of users. We have formulated the Regulations for the Management of Service Quality of the Clinic Alliance (2019 Edition) to carry out strict quality supervision and real-time control on cooperative institutions. We review and evaluate the legal compliance, diagnosis and treatment services, quality management, hardware facilities, personnel management, social influence and other factors of the institution proposed for cooperation according to the standards set in the Clinic Alliance Standard 3.0. For those that have reached a cooperation with us upon review, we conduct monthly assessments in terms of service, medical management, system operation, channel expansion and other dimensions and set corresponding reward and punishment measures, striving to optimize the user experience while establishing long-term stable and good cooperative relationships with offline institutions. 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. As of the end of December 2019, our cooperation network covers the following offline healthcare institutions:



VII. Adhering to Quality Health

- *Cooperative pharmacy management mechanism*

We cooperate with offline pharmacies so that users can purchase medicines at our cooperative pharmacies offline upon consultation on our online platform, thus forming a closed-loop medical service featuring “seeing doctors online and buying drugs offline”. We require cooperative pharmacies to possess a series of qualification certificates including business license, pharmaceutical trade license and certification for good supply practice for pharmaceutical products, and the cooperative pharmacies must be manned by pharmacist staff who have obtained the Professional Pharmacist Qualification Certificate and have corresponding capacity to review and distribute drugs. Cooperative pharmacies are required to maintain and update drug information on the online platform of Ping An Good Doctor to ensure that the information is authentic, valid, accurate and legal, and to make sure that the price of drugs on the shelves is the best price in the market to protect user rights.

2) Product Quality Control

In strict compliance with laws and regulations including the Food Safety Law of the PRC, the Drug Administration Law of the PRC and the Provisional Regulations of the PRC on the Review and Approval of Internet Pharmaceutical Trades and Services, we create a stringent product quality management and control system and get our product quality assurance work implemented based on the needs of users.

i. Quality control for Health Mall

Our online platform has a health mall that provides users with a wide range of products covering Chinese and Western medicine, nutrition and health care, medical equipment, mother and child care, sports and fitness and so forth to meet the medical and health needs of users.

- *Supplier management*

We have formulated the Business Violation Points Management Rules of Ping An Good Doctor App to perform quality control on suppliers through a point system (out of 100 points). We have set up points accumulation and deduction nodes and corresponding management measures. When a merchant violates the rules, we will make corresponding punishment, such as giving warning, blocking the store in stages or removing the store entirely, according to the severity of circumstances.

Serious violation	Management measures
Distribution of counterfeit commodities	Removing their commodities and blocking or shutting down the store
Release of non-compliant information	Deducting 50 points each time and deleting the non-compliant information; deducting 100 points and shutting down the store for serious cases
Substandard product quality	Removing non-compliant merchandises from the shelves, and deducting points according to the severity of circumstances
Fake transaction	Giving warning, deducting points and imposing other penalties depending on the times of violation and the amount of money
Improper profit seeking	Deducting 100 points each time regardless of any gains made on the part of the supplier
.....

Examples of violations and punishments

VII. Adhering to Quality Health

- *Processing of substandard and expired products*

We carry out the inspection of commodities with third-party quality inspection agencies in accordance with relevant national inspection standards through random inspection of samples prior to entry into the warehouse, anonymous purchase of samples online, and spot check focusing on complaint cases and other means. For those suppliers 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 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.

We regularly monitor and report the validity of our products, and urge suppliers to expedite processing through promotions and other measures before the product expires. For expired products, they will be scrapped and destroyed in a centralized manner. During the year, we did not have any cases of recall due to product safety and health reasons.

- *Logistics management*

In accordance with the Quality Management Rules for Drug Trading and other laws and regulations of the PRC, we have formulated the Quality Management System for Third-party Transportation of Pharmaceutical Products which strictly regulates the logistics management for the transportation of pharmaceutical products to prevent quality risk arising from transportation. We entrust third parties with professional qualifications, transportation facilities and equipment, staffing levels, transport capacity and risk control capabilities to take care of the carriage, and require them to maintain an appropriate storage temperature and humidity environment during the storage and transport of pharmaceutical products. In addition, they shall not expose the pharmaceutical products to sunlight during transportation and loading. If the quality of the medicines is damaged due to improper transportation, we will impose penalty on the third party according to the contract. For serious cases, the cooperation agreement will be discontinued and the eligibility for carriage will be cancelled.

ii. Quality control for own-brand products

In addition to cooperating with suppliers using our platform on the distribution of products, we have also launched the "Ping An High Quality" series own-brand products of Ping An Good Doctor, and smart hardware equipment such as "One-minute Clinic", continuously improving the variety and differentiation of our products in order to cater to the increasingly diverse consumer needs of the masses.

- *Quality control mechanism for Ping An High Quality products*

We engage third-party factories to produce our own-brand "Ping An High Quality" series products, and implement strict quality control over the entire process of third-party factories before, during and after production. We carry out strict screening and auditing of suppliers in accordance with national food production standards, and engage third-party testing agencies to conduct comprehensive qualification audits and field inspections of third-party factories. During the production process, we use online systems to perform quality control on products to ensure that the upstream raw materials and products production processes and the techniques are compliant with relevant national standards and that the production personnel have relevant qualification certificates and experience. We also conduct sampling tests on laboratory samples. Upon the completion of production, we will conduct a comprehensive sampling test again. If the test has been failed, the product will be rejected and the supplier will be fined accordingly, thereby ensuring the quality and safety of the product delivered.

VII. Adhering to Quality Health

- *Quality control mechanism for smart hardware equipment*

Ping An Good Doctor provides products covering all kinds of people and various health application scenarios. Centering on AI technology and extending in the form of smart hardware, we have launched smart hardware equipment and products such as "One-minute Clinic". Based on product design and business needs, we formulate product requirements documents, technical clauses and other standards, and select qualified high-caliber suppliers through bidding. The selected suppliers must build a prototype according to our requirements, and our test team will conduct a combined software and hardware testing on the prototype. Batch production can only be carried out after the test has been passed.

For products delivered to customers, if any damage has been identified by the customer at the time of acceptance check, we will communicate with the customer forthwith to provide services such as equipment replacement and onsite repair. For products that have been put into operation, we will monitor the operating status of the equipment at the backend. If any anomaly is found, it will be dealt with as soon as possible and the customer will be given notice. In addition, for "One-minute Clinic", we have also arranged staff to carry out weekly inspections to check whether the equipment functions normally and whether the exterior is intact, and to perform routine cleaning and maintenance. We provide a comprehensive after-sales warranty service for the products we sell to ensure product quality and user safety.

iii. Drug quality and safety

We attach great importance to the quality and safety of drugs and strictly abide by the Implementation Regulations of the Drug Administration Law of the PRC, the Quality Management Rules for Drug Trading of the PRC and other laws and regulations. Based on these, we have established a standardized drug quality management system.

- *Warehouse management of self-operated pharmacy*

In addition to exercising strict control over the drugs sold by the merchants using the health mall and engaging third-party logistics service providers to ensure drug quality, we have implemented a stringent regulatory system for drug management in our own pharmacies. We have set up a full-time inspector to inspect the purchased drugs in batches in accordance with the Drug Quality Inspection and Acceptance Procedures and statutory drug standards. We store the medicines that have passed the acceptance procedures in the warehouse by special counters and areas, monitor and timely adjust the temperature and humidity of the warehouse, and keep the warehouse clean and hygienic at all times. We have also hired professional pharmacists who are responsible for the quality supervision and inspection of the entire process of drug operation and making rectification measures with respect to the issues identified. We monitor the expiration of medicines in real time. For medicines with an expiration date of less than 6 months, we will take them off the shelf, store them in the area where drugs are to be processed, and report damages and destroy them accordingly.

- *One-minute clinic drug monitoring*

For the drugs sold through our One-minute Clinic, drug supply is replenished by the local partnering chain pharmacies which are also responsible for the related operations. We have established a system for invoicing and batch number expiry management in the management back office of the "One-minute Clinic" to monitor the appearance, quality, and expiration date of drugs. Through real-time communication with partnering pharmacies, we have notified them to designate someone to perform maintenance. We also regularly check the medicines in the "One-minute Clinic", make statistics on the medicines that do not meet the conditions for sales, and notify the partnering pharmacies to deal with them in time to ensure the quality and safety of the medicines.

VII. Adhering to Quality Health

3) Quality Management on Development of Projects and Products

We strictly regulate the development and online process of projects and products to ensure the quality of projects and products. We have formulated a set of standard operating procedures (SOP) for products to be launched online where the product development and operation department will conduct preliminary market research, product content planning, cost budgeting, user procedures and other entry assessments for the project after the new project plan is submitted by the relevant department. The project will then go through pricing as well as channel and access marketing, followed by the implementation of product interaction design by product manager, development of product functions by technology department, marketing and promotion by marketing department and other work stages. The tasks and follow-up matters of each development stage of the project have clear responsible departments and persons-in-charge to ensure the smooth and stable implementation of the project development process.

In addition, before the online launch of the product, we will formulate the corresponding service SOP, organize training and examination for the service personnel according to the standards, and invite internal and external personnel to experience and evaluate twice a week. The products may only be officially launched online after the evaluation of the services ancillary to the products. Subsequently, the corresponding services will be reviewed and continuously optimized in the course of business to further improve the quality of the products and the corresponding services as well as customer experience.

3. Intelligent Technology Transfer

Ping An Good Doctor actively responds to the nation's call for balancing healthcare resources through "Internet + Healthcare" to allow the general public to enjoy quality healthcare services. At the same time, we also transfer our leading AI healthcare technology, mature products and operation methods to build an extensive medical and healthcare ecosystem for the benefit of more people.

1) Hospital Cloud

Ping An Good Doctor and its offline physical hospitals have jointly established an Internet hospital service platform that integrates pre-diagnosis, mid-diagnosis, and post-diagnosis disease treatment and health management to strengthen the interaction and continuous communication between doctors and patients, thus creating a "hospital cloud" of medical services extended from inpatient services to outpatient service with integration of online and offline resources.

As of 31 December 2019, we have established partnerships with more than 3,000 hospitals. In addition, we have entered into strategic cooperation with national hospitals such as the Second Chinese Medicine Hospital of Sichuan Province and the Fourth Affiliated Hospital of Nanchang University across China. By connecting our "hospital cloud" system with the hospital information system (HIS) of the partnering hospitals, we have formed a "three-in-one" platform comprising online diagnosis and treatment, prescription sharing and health management, and built a new ecosystem of "Internet Hospital" by capitalizing on AI medical technology.

Through the establishment of "Internet Hospital", it helps cover online follow-up consultations, prescription circulation, drug distribution, chronic disease management and other modules, providing patients with integrated medical and healthcare services to break the boundaries of inpatient and outpatient services and expand the space of hospital services. At the same time, the Internet Hospital will also become the carrier of the data integration and sharing platform, which promotes information interconnection and real-time sharing among the parties, thus forming a complete online and offline closed loop of healthcare services.

VII. Adhering to Quality Health

Case Sharing:

Ping An Good Doctor jointly established Quzhou-Ping An Internet Hospital with Quzhou Municipal Health Commission

On 30 July 2019, the signing ceremony for the strategic cooperation of Quzhou-Ping An Internet Hospital was held in Quzhou, Zhejiang. The construction of Quzhou-Ping An Internet Hospital is in accordance with the strategy of developing the “Digital Economy Smart Industry” in Quzhou City with focus on difficulties in seeking medical treatment for the general public, while actively exploring new technologies, new industries, new formats and new models for the development of “Internet + Healthcare”. After entering into the strategic cooperation agreement on the construction of Quzhou-Ping An Internet Hospital, both Ping An Good Doctor and Quzhou Municipal Health Commission will make full use of their respective advantages to integrate the physical healthcare resources of Quzhou with the “Internet + Healthcare” model of Ping An Good Doctor to expand the ecological circle of hospitals, doctors and patients, so as to promote the development of the healthcare industry in Quzhou.



Signing ceremony of Quzhou-Ping An Internet Hospital

2) Clinic Cloud

We endeavor to introduce quality offline clinics for cooperation, and provide them with industry standards to improve their business capabilities and influence, helping them achieve information management and building a “Clinic Cloud” for comprehensively improving the level of primary medical care. In December 2019, the country’s first internationally acclaimed clinic standard, “Comprehensive Evaluation Indicator System of Urban Clinic in China”, which was formulated by Institute of Hospital Management of Tsinghua University and supported by Ping An Good Doctor, was officially published. Such indicator system is formulated with reference to the clinical certification standards that have been implemented internationally and the existing indicator system provided by Ping An Good Doctor where Ping An Good Doctor is fully engaged in the pilot testing of the standard after its preparation. Such indicator system will help improve the quality of healthcare services in primary medical care institutions in China and facilitate normalization and standardization of clinics management. Ping An Good Doctor also strives to conduct management training and provide industry standards certification services to the clinics nationwide. Since its launch, the project has cumulatively more than 10,000 clinics enrolled in the certification program. These clinics cover more than 200 cities in 31 provinces across the nation, spanning across specialty clinics including outpatient clinics, general medicine clinics, dental clinics and Traditional Chinese Medicine clinics.

The cloud clinic system developed by in-house team is an online platform system of clinic informatization covering all business scenarios such as appointment, prescription, inspection, invoicing management and data report, which support the alignment with the local medical insurance system. The system can help clinics in areas of data integration, integration of online and offline services, and optimization of diagnosis and treatment service procedures. By formulating clinic certification standards and transferring the technology of cloud clinic online platform system, Ping An Good Doctor provides upgraded solutions for offline clinics to improve their efficiency.

VII. Adhering to Quality Health

3) Overseas Cooperation

While developing the domestic market, Ping An Good Doctor also transfers its own technological capabilities and extensive Internet healthcare operation experience to overseas markets. We have established a joint venture with Grab, the largest O2O platform in Southeast Asia and, after conducting market research, selected Indonesia and Singapore as the first two countries for technology transfer. There is a serious shortage of healthcare resources in Southeast Asia, and advanced healthcare solutions are imminent. Leverage on the synergies arising from Ping An Good Doctor's AI healthcare technology and Grab's huge user base and operating experience in Southeast Asia, we provide one-stop healthcare services from online healthcare to health management in Southeast Asia to improve the healthcare conditions of local residents.

Meanwhile, we also set up a joint venture with Softbank during the year. Setting foot in the Japanese healthcare market, we worked with the local hospitals, doctors, insurers, pharmacies, logistics service providers and other strategic partners to jointly solve the international issue of uneven distribution of healthcare resources.



Overseas products

4. Intellectual Property Management

We attach great importance to the protection and management of intellectual property rights and strictly abide by the Patent Law of the PRC, the Trademark Law of the PRC, the Copyright Law of the PRC and other laws and regulations, so as to effectively safeguard the Company's intangible assets and maintain the order of the Internet healthcare market. We have set up an internal legal compliance team responsible for coordinating the declaration and management of intellectual property rights. The legal compliance team works closely with each business department to sort out the application needs for intellectual property rights, and cooperates with intellectual property agencies externally to carry out work related to intellectual property applications.

As of 31 December 2019, Ping An Good Doctor has 141 registered trademarks and 26 patents under its entities in China, with another 108 applications for trademark and 140 applications for patent pending upon approval. In addition, Ping An Good Doctor also owns 24 authorship copyrights and 18 computer software copyrights under its entities in China.

Environmental, Social and Governance Report

VIII. Providing Services for Quality Life

ESG issues addressed in this section:

- Promotion of healthcare services
- Inclusive healthcare services
- Protecting clients' privacy and data security
- Customer satisfaction and complaint handling

SDGs addressed in this section:



We actively understand the users' needs and listen to their feedbacks in adherence to the corporate mission of "providing every family with a family doctor, creating an e-health profile for everyone, and setting up a health management plan for everyone" to provide users with comprehensive and multi-level healthcare services and meet the diverse healthcare needs of the general public with a view to becoming a service supplier that builds a better life for the general public.

1. Innovative Inclusive Healthcare Services

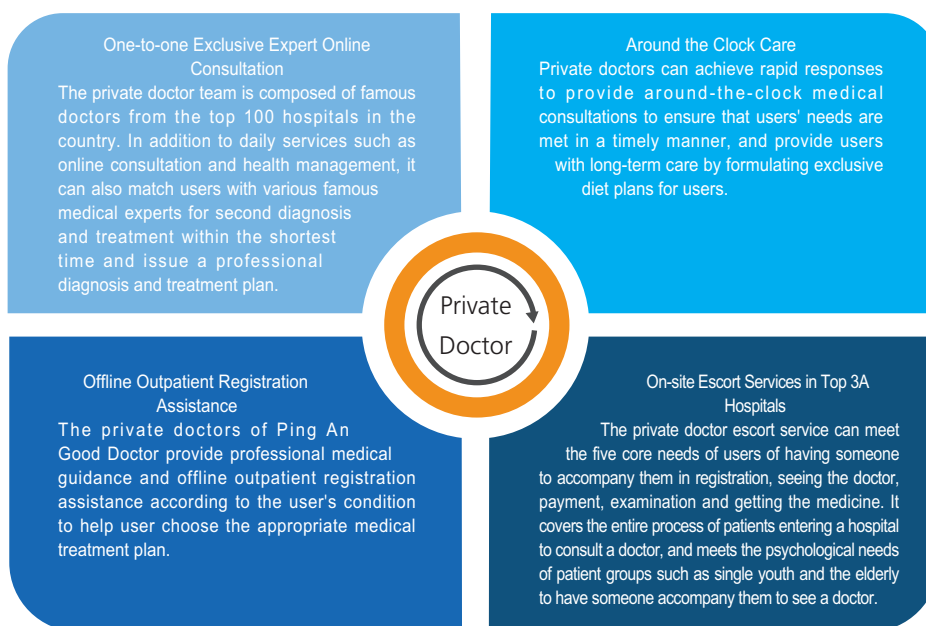
We actively innovate healthcare service models and strive to provide equal, inclusive and accessible healthcare services to the general public. Leverage on Ping An Good Doctor's extensive quality healthcare resources locally and abroad as well as world-leading AI healthcare technology, we comprehensively improve consumers' experience when purchasing health products and healthcare services.

1) Services of Private Doctors

In August 2019, Ping An Good Doctor officially launched an epoch-making strategic and innovative product – "Ping An Good Doctor • Private Doctor", a comprehensive, high-quality one-stop healthcare service for the middle-class population. By exclusively engaging one-to-one private doctors who can interact with users in an all-round manner, the "Private Doctor" services thoroughly break the ice-cold "stranger" relationship in traditional healthcare industry, and truly makes the "quality healthcare resources around the users", leading the industry into an era of private doctors, which help boost the formation of the Chinese-based healthcare innovative model.

VIII. Providing Services for Quality Life

Our “Private Doctor” service has introduced a variety of versions such as children service, adult care service, adult exclusive service, elderly supreme service and diabetes patients service to meet the needs of healthcare services for different groups of people. The “Private Doctor” includes the following services to effectively facilitate the treatment of Chinese families:



Through the innovative service model, “Private Doctor” service enables doctors to interact with users in an all-round manner and build a high-trust relationship. Under this innovative service model, doctors can track users’ physical health data over time and provide users with more accurate, more consistent and more personalized healthcare services, thus becoming the most comprehensive and timely healthcare service provider for individuals and families.



Private Doctor IP Image “Dr. Hot Water”

VIII. Providing Services for Quality Life

2) “Step-for-reward” Walking Exercise

The public is faced with a variety of sub-health problems. Long hours of overwork have made less time for people to exercise. As a result, increasingly more people are in between good health and ill health. In order to improve the nation’s ability to self-regulate and prevent sub-health conditions, we have launched the “Step-for-reward” walking exercise.

Through Ping An Good Doctor’s online platform, users can participate in daily healthy walking exercise. Users can check the daily walking steps, walking distance and calories burned on the online platform, and earn health reward points which can be redeemed for healthcare products in the health mall. It truly realizes that “making money by walking”. Since its launch in December 2015, the “Step-for-reward” campaign has been running for four years. It plays an important role in motivating national exercise.



Promotion interface of “Step-for-reward” campaign

3) “Slim Perfect” Meal Replacement Brand

In April 2019, the “Weight Loss Center” of Ping An Good Doctor launched a new meal replacement brand, “Slim Perfect”, to help the younger generation of consumers meet their weight management demands. At present, many young people in modern cities suffer from obesity, which is the main culprit of diabetes, cardiovascular diseases and some other diseases.

The launch of this “Slim Perfect” meal replacement product aims to help the young white-collar group in the modern city manage weight effectively and healthily through adjusting the intake ratio of carbohydrates, fats and proteins in their diet, as supplemented by plenty of green vegetables and high-quality proteins so as to accelerate metabolism and fat decomposition. At present, the weight-loss principle of “Slim Perfect” has been unanimously approved by authoritative experts from the Nutrition Department of the General Hospital of the Northern Theater Command of the People’s Liberation Army, the Nutrition Department of Zhongshan Hospital of Fudan University, the Nutrition Department of East China Hospital of Fudan University, and the Nutrition Department of Tongji Hospital of Tongji University. In addition, compared with the large variety of meal replacement products available on the market, “Slim Perfect” is innovative in terms of weight management and taste such that users can manage weight while satisfying their taste buds. It has extended the methods and dimensions of Ping An Good Doctor’s healthcare services, thus effectively enhancing consumer experience.



“Slim Perfect” nutritious protein bars

VIII. Providing Services for Quality Life

2. “Pharmacy Cloud” – Creation of a closed “medical + pharmacy” loop

We have empowered pharmacies with the innovative service model of “Internet Healthcare + Pharmacy”, allowing traditional retail pharmacies to possess multiple medical services such as online consultation and appointment registration to achieve the transformation from a pure “drug purchasing place” to a “medical consultation area”. This has provided a complete set of new solutions for pharmaceutical retailers.

We cooperate with Dingdang Fast Medicine, Yifeng Pharmacy Chain, Nepstar Chain, Laobaixing Pharmacy Chain, Yixintang and other well-known national chain pharmacies to jointly create the “one-hour flash drug delivery” service. Consumers may independently purchase over-the-counter medicines through the online platform of Ping An Good Doctor. They may also consult professional doctors through our 24/7 online consultation service. After an electronic prescription has been issued, consumers can directly place their orders for the prescribed medicines which will be delivered in an hour. This has broken the time and space limitations of consumers purchasing drugs. At the same time, we link up the “flash drug delivery” service with commercial insurance to facilitate consumers to reimburse their drug expenses through commercial insurance. In addition, for Ping An Good Doctor’s cooperative pharmacies, consumers may scan the QR code displayed in the store for online consultation and purchase the drugs prescribed by online doctors, hence improving the efficiency of purchasing prescribed drugs offline.

As of 31 December 2019, Ping An Good Doctor signed up 94,000 drug stores, covering 375 cities in 32 provinces. Going forward, we will continue to expand to more regions.

3. User Survey Mechanism

Ping An Good Doctor has a user research and user experience design team. By understanding user experiences and requirements, products are optimized and improved in terms of interaction design, visual design and other aspects to improve user experience. We use the Net Promoter Score (NPS) system, and set performance appraisal indicators for each business unit based on NPS to manage and improve product quality and user experience through weekly tracking and quarterly assessment.

We investigate user needs mainly through NPS contact questionnaires and user forums. The NPS contact questionnaire is actively triggered by the online platform of Ping An Good Doctor, and user feedback on the products is automatically collected by the system on a daily basis. We hold offline face-to-face user forums once a month and invite heads of business departments to participate, at which we sort out and discuss user feedback on the products, and track the handling of issues to follow up the progress of improvements made, continuously optimizing and upgrading our products and services.

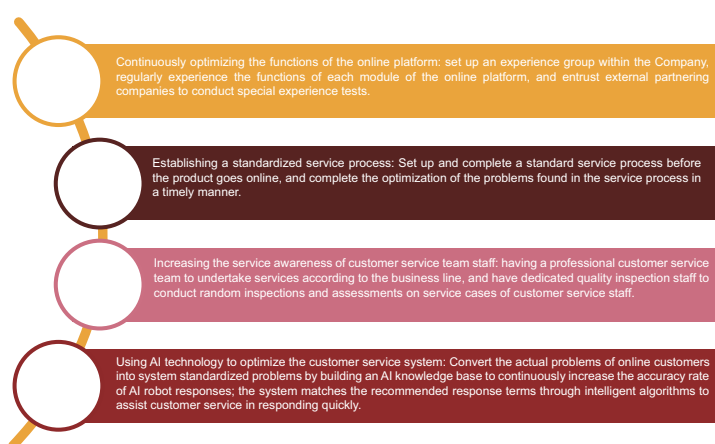
VIII. Providing Services for Quality Life

4. User Satisfaction Survey and Complaint Handling

We attach great importance to the improvement of customer satisfaction and the handling of complaints. Through the establishment of multi-party feedback channels, satisfaction tracking systems and employee appraisal indicator mechanisms, we can timely rectify service issues, improve user consuming experience, thus continuously improving our service quality.

1) User Satisfaction Survey

Our customer service team designs the satisfaction questionnaire taking into account the characteristics and focuses of different business line products, and actively collects user satisfaction data through notification via online application texts and short messages, random follow-up by phone and other means. In addition, we have adopted a series of measures to improve user satisfaction:



In 2019, the satisfaction rate for our medical consulting services was 98%.

2) Complaint Handling Process

We have formulated and implemented the Work Orders Management System, Interim Administrative Measures for Complaints Processing by Customer Service Staff of Merchants of Ping An Health Cloud and other internal policies, clearly defining the handling process for different types of customer complaints and the quality management and control mechanisms. Users may communicate with or complain to our customer service representatives through Ping An Good Doctor's online platform by way of instant messaging, phone, email and correspondence. The complaint cases are categorized 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 internal 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.

We have formulated and implemented the Measures for the Management of Performance Appraisal for Call Center Personnel, pegging the performance and salary of customer service personnel with customer satisfaction and complaints, whereby employees who have received serious complaints are subject to wage deduction, and employees who receive phone or email compliments are given bonuses as rewards to motivate customer service staff to continuously improve their customer service standards.

In 2019, our customer service team served 3,219,000 people in total. The complaint resolution rate was 100%

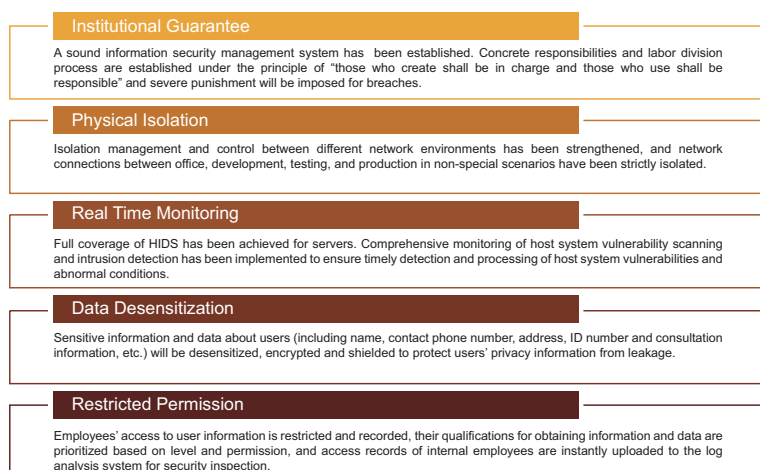
VIII. Providing Services for Quality Life

5. Information Security and Client Privacy Protection

We attach great importance to information security and client privacy protection. In strict compliance with the Regulations on Technical Measures for Internet Security Protection and the Regulations on the Protection of Personal Information of Telecommunication and Internet Users promulgated by the PRC and other laws and regulations, we have formulated and implemented internal policies such as the Policy on the Information Security System of Ping An Health Cloud Company Limited and the Policy on the Data Security System of Ping An Health Cloud Company Limited to ensure that the personal information of users is not leaked or misused.

1) Information System Security

Ping An Good Doctor has established an information security management committee which comprises the Company's chief technical officer and heads of departments, responsible for formulating information system security principles and overseeing the effective implementation of information security control measures. The Company's technical security department, being the executive department for information security protection, assumes the responsibility of daily data security management. We safeguard the security of information systems mainly through the following measures:



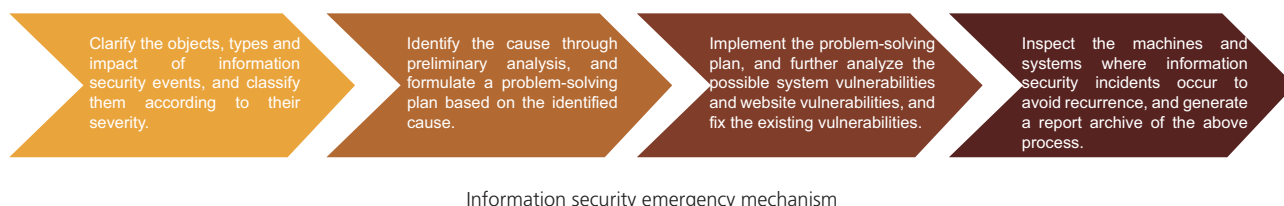
Information Security Awareness Assessment Activity in 2019

To further improve the information security awareness and protection skills of all employees, Ping An Good Doctor launched an information security assessment activity in 6-29 November 2019. The activity was carried out in eight dimensions: laws and regulations, office security, trade secrets, attack protection, account passwords, permission management, personal information protection, and security incidents. More than 1,500 employees participated. Through the activity, employees can keep abreast of their mastery of information security knowledge, thus strengthening their awareness of the responsibility for protecting personal, client and company information.

VIII. Providing Services for Quality Life

2) Computer Room Management and Emergency Mechanism

To ensure the security of data storage, all our data and information are stored concurrently in two computer rooms for real-time backup, and data recovery test is adopted to ensure the availability of backup data. We have formulated the Policy on Emergency Response for the Health Internet System which specifies detailed countermeasures and operational procedures for emergencies arising in the course of operation and maintenance of the computer room system, including system failures, network attacks, virus outbreaks, and network equipment and application server anomalies, to ensure the smooth operation of the system.



Case Sharing

Dual-computer-room disaster recovery switching exercise

At 2 am on 28 June 2019, Ping An Good Doctor conducted a dual-computer-room disaster recovery switching exercise, and performed a scenario where one computer room switches all of its online services to another in a disaster scenario. The whole exercise took 16 minutes. The switching process did not affect the normal use of the Company's online products, and all business segments online were able to operate normally after the switchover. The exercise has improved the security, continuity, and availability of the Company's information system in the event of a sudden disaster, laying a solid foundation for the rapid development of the Company's business.

3) Client Privacy Protection

During the year, we released the updated User Privacy Protection Policy of Ping An Good Doctor which has disclosed the ways and methods of our collection, use, sharing, storage, and protection of users' private information, as well as the advice to users on how to give feedback relating to privacy issues.

In addition, we have adopted the following measures to strengthen the monitoring of user information usage behaviors to protect client data from being leaked:

Permission Clarification:

We comprehensively clarify the account permission of customer information users, close the user information query and transaction information query permission of non-customer service team member accounts, and formulate a permission application approval process in which multi-level business leaders jointly participate in the permission application approval.

Information Desensitization:

We perform desensitization on sensitive information such as the user's mobile phone number and ID card number. At the same time, we record and monitor the operation of customer service staff to view original sensitive information of customers in the system.

Background Alert:

We implement an alert mechanism for the abnormal operations of customer service team staff through a background monitoring system. When an action that triggers an alert condition occurs, the system will automatically notify its supervisor and check the abnormal high-risk operations of customer service team staff as soon as possible.

Environmental, Social and Governance Report

IX. Upholding a People-oriented Caring Culture

ESG issues addressed in this section:

- Prevention of child and forced labor
- Occupational health and safety
- Staff training and development
- Employee rights and benefits
- Equality and diversity

SDGs addressed in this section:



Adhering to the people-oriented principle, Ping An Good Doctor has always regarded its employees as the most valuable assets for the sustainable development of the Company. We safeguard the legitimate rights and interests of our staff, attach great importance to their development and cultivation, care for their physical and mental health, and allow them to strike a balance between work and family to harvest happiness in career and life, striving to become the most preferred employer trusted by employees.

1. Talent Team Management

Strictly abiding by the Labor Law of the PRC, the Labor Contract Law of the PRC, the Social Insurance Law of the PRC and other laws and regulations, we have formulated and implemented a series of internal systems, such as the Recruitment Management System of Ping An Health Cloud, the Remuneration Management System of Ping An Health Cloud and the Employee Handbook of Ping An Health Cloud Company Limited, to gradually improve the human resources management structure of the Company. In 2019, we adhered to the principle of equal employment opportunity in continuously optimizing our management measures in terms of talent recruitment, staff training, performance appraisal, talent promotion and other aspects to achieve the common growth of Ping An Good Doctor and its staff.

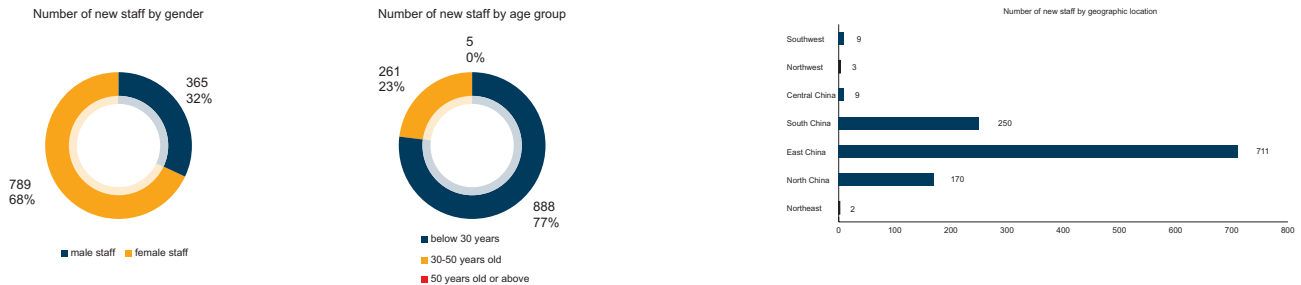
1) Talent Recruitment

We earnestly implement the system requirements of the Recruitment Management HR Operation Manual of Ping An Health Cloud Company Limited and Administrative Measures on Review Commissioner of Ping An Health Cloud Company Limited, and adhere to the principle of fair and just recruitment in regulating the management of recruitment processes to ensure the recruitment will not be influenced by factors such as nationality, race, marital status, age, gender and religion. We introduce outstanding talents to the Company mainly through open recruitment, internal referral, etc. At the same time, we conduct targeted campus recruitment in accordance with business development needs for introducing fresh graduate resources in medicine and technology to the Company.

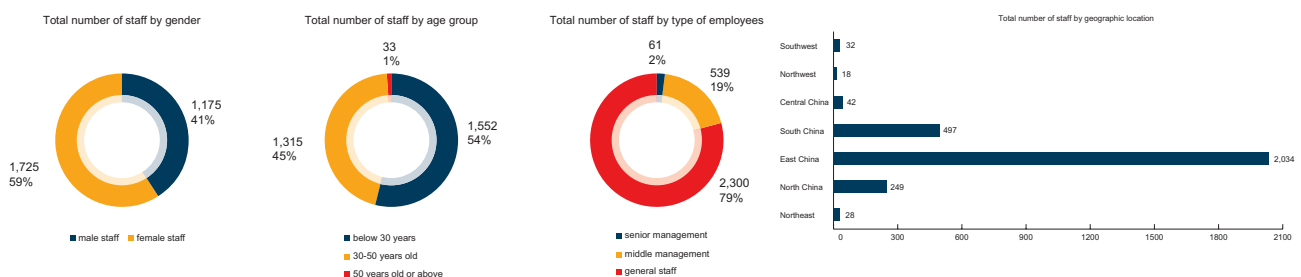
In the recruitment process, we verify the age of applicants through identity cards and other materials and strictly prohibit the use of child labor. During the Reporting Period, the Company did not recruit any child labor.

IX. Upholding a People-oriented Caring Culture

During the Reporting Period, Ping An Good Doctor had 1,154 employees in total.



As of 31 December 2019, the total number of employees of the Company was 2,900, all of which were full-time employees.



Case Sharing

Joint internal referral event in five workplaces

In April 2019, Ping An Good Doctor launched an offline joint internal referral event in five major workplaces, namely Shanghai, Guangzhou, Beijing, Qingdao and Hefei, with the aim of replenishing the Company with professional doctor resources through internal referral, and all of the referral doctors accepted came from well-known domestic 3A-grade hospitals, thus laying a talent foundation for the Company's rapid developments.



Internal referral event in Shanghai



Internal referral event in Beijing

IX. Upholding a People-oriented Caring Culture

2) Staff Training and Development

We attach great importance to the continuous development of our staff and the enhancement of personal values. According to training subjects and purposes, we have established a training system comprising online and offline multi-level training methods, such as executive training, intermediate manager training, professional skills training, newcomer induction training and the online Zhiniao learning platform, which has furnished sustained impetus to the professional development of our staff.



IX. Upholding a People-oriented Caring Culture

As of 31 December 2019, Ping An Good Doctor organized a total of 1,217 offline trainings.

By gender	Percentage of trained employees	Per capita training hours (hour/person)
Male	95%	49.6
Female	98%	87.3

By staff category	Percentage of trained employees	Per capita training hours (hour/person)
General staff	96%	82.6
Middle management	93%	58.9
Senior management	82%	28.7

Case Sharing

The Sixth Session of "NEW Start" Mid-level Leadership Training in 2019

On 23 February 2019, the sixth training session for the "NEW Start" Mid-level Manager Leadership Development Project was officially launched by Ping An Good Doctor. The training was organized for 37 new mid-level managers and has implemented a face-to-face training course, Coaching and Incentives for Employee Growth. In the course, classic tools such as "Five Processes of Communication" and "Five Principles of Communication" were explained and practiced, and discussions with focus on incentives for post-90s and post-95s staff were carried out. After explanation and discussion on the tools, the teacher guided everyone to understand the essence of the application of the tools through case exercises, and conducted intensive exercises of coaching and incentives dialogues in the follow-up practice seminar. Newly-promoted mid-level managers have effectively improved their ability to mentor and motivate subordinates through this training, and the training has recorded a satisfaction rate of as high as 96%.



At the sixth "NEW Start" mid-level leadership training course

IX. Upholding a People-oriented Caring Culture

Case Sharing

The "NEW Skill" general skills training in 2019

In June 2019, the "NEW Skill" general skills training project was launched to improve the efficiency of employees in the office. The first session "PPT Presentation and Design Skills" was held in Shanghai, attended by participants in ten locations through video conferencing. Approximately 150 people, including business and functional staff at the headquarters and staff from medical divisions and sales branches, participated in the training. The training specially invited external experts to give lectures on PPT layouts, color design principles and software operation skills for project reports and scenarios that are most commonly used by employees. Trainees were guided all along through hands-on exercises, coupled with demonstrations on upgrading and transformational skills in combination with case study on the Company's actual business reports. The satisfaction rate of this training hit 99%. Positive feedback was also received about the highly practical design principles and typography skills being taught which are said to be helpful in improving the conciseness, beauty and content of reports.



At the "NEW Skill" PPT Presentation and Design Skills training course

Case Sharing

Creating a medical "On-Air Lecture" to boost the growth of new medical assistants

To achieve the transfer of training for new medical assistants from offline to online, reduce training costs and improve training efficiency, Ping An Good Doctor has independently developed a professional audio online course "On-air Lecture" to provide new medical assistants with training courses in the four major departments of pediatrics, obstetrics and gynecology, dermatology and Chinese medicine. As of the end of 2019, "On-air Lecture" had officially conducted 208 courses and 269 exams on the Zhiniao platform. A total of 793 new members from the medical team participated in the training, and a total of 2,183 online learning sessions was recorded. New medical assistants have constantly improved their medical expertise and online consultation skills by participating in the "On-air Lecture", effectively boosting daily work efficiency and improving service standards.

IX. Upholding a People-oriented Caring Culture

3) Performance Appraisal and Talents Promotion

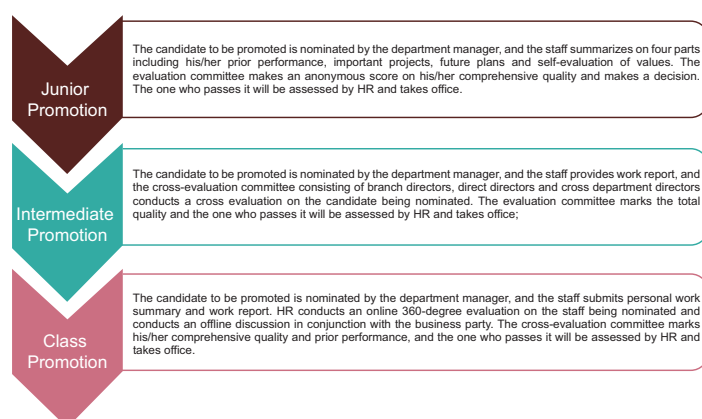
We have formulated and implemented the Performance Accountability Management System of Ping An Health Cloud, the Personnel Promotion Management Rules of Ping An Health Cloud and other internal systems to continuously improve the performance appraisal and talents promotion systems of Ping An Good Doctor.

i. Fair performance appraisal

In taking the requirements of the Performance Accountability Management System of Ping An Health Cloud seriously, we formulate an annual performance appraisal scheme for our staff at the beginning of the year, perform phased tracking on a monthly appraisal day, and conduct performance reviews twice in the middle and end of the year. Line supervisors and their superiors, being the appraisers, make a comprehensive appraisal of the staff's performance taking into account the staff's horizontal ranking in terms of performance contribution. We require appraisers to conduct feedback interviews with their subordinates, and communicate with the staff on the appraisal results so as to drive and promote the improvement of staff capabilities. In addition, for the sake of fairness, we have provided our staff with channels for performance appraisal appeals to ensure that the results are fair and transparent.

ii. Standardized promotion pipeline

We have formulated and implemented the Personnel Promotion Management Rules of Ping An Health Cloud to form a rigorous and standardized promotion system, which has detailed review mechanisms and processes for junior promotion, intermediate promotion, and class promotion.



At the same time, we provide the opportunity of job rotation and job transfer according to business needs and staff performance so as to motivate our staff to give their best and encourage them to continuously improve their professional quality and competence.

IX. Upholding a People-oriented Caring Culture

2. Safeguarding the Rights and Interests of Employees

Strictly abiding by the Labor Law of the PRC, the Labor Law of the PRC and other laws and regulations, we have formulated and implemented the Compensation Management System of Ping An Health Cloud, the Employee Incentive Plan of Ping An Health Cloud, the Complaints and Appeal Work Management System of Ping An Health Cloud and other internal rules to establish a comprehensive compensation and benefits system, providing solid protection for the rights and interests of our staff.

1) Compensation and Benefits

We have established a multi-level compensation system of “cash salary + short-term incentives + long-term incentives”. Based on the value-oriented principle and taking into full consideration the market differences in terms of industry, sequence and position, we formulate competitive compensation plans for employees at different levels and with different job functions to achieve the purpose of attracting outstanding talents and retaining key personnel.

We provide diversified benefits for our staff. On the basis of statutory benefits such as the Five Insurances and One Fund (endowment insurance, medical insurance, unemployment insurance, employment injury insurance, maternity insurance and Housing Provident Fund), statutory holidays and paid annual leave, we offer additional benefits such as commercial insurance, enterprise annuity, heat allowance, birthday, marriage and childbirth allowance, hospitalization and funeral consolation, caring for the vital interests of our staff.

2) Employee Satisfaction Survey

In order to know the needs of our staff in a timely manner, we regularly organize employee satisfaction surveys every year. Our human resources department organizes annual capacity surveys to obtain employees’ feedback in three aspects: employee thinking, employee capabilities, and employee governance, identifying the competitive advantages and room for improvement in the Company’s own human resources management for the formulation of targeted solutions to continuously improve satisfaction and happiness in career development among the staff. At the same time, we conduct workplace satisfaction surveys every year to listen to staff opinions through various means such as letters, emails, and telephone calls. During the year, our workplace satisfaction survey scored 70.5 points (out of 72 points).

3) Overtime Management System

We have formulated and implemented the Employee Overtime Management System of Ping An Health Cloud Company Limited, and have 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.

4) Equality, Pluralism and Anti-discrimination

We are committed to creating a fair and democratic employment environment for our staff to ensure they are not treated differently based on factors such as gender, age, nationality, religion, family and health status, and opposes any form of discrimination. We strictly implement the Complaints and Appeal Work Management System of Ping An Health Cloud to ensure that staff complaint channels are unblocked. During the Reporting Period, we did not receive any complaints about employment or infringement of employee rights.

IX. Upholding a People-oriented Caring Culture

3. Occupational Health and Safety

We pay great attention to the health and safety of our staff and strictly abide by the Law of the PRC on the Prevention and Control of Occupational Diseases, the Production Safety Law of the PRC and other laws and regulations, creating a healthy and safe working environment for our staff. 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

We provide employees with annual health checkups and commercial medical insurances to urge employees to pay attention to their physical health. Our office building has an infirmary that provides free-of-charge medical advice and medicines to our staff. At the same time, to alleviate the discomfort caused by long-term sedentary work, we have an acupressure massage room to offer spine care for our staff. A staff activity center has also been set up to encourage employees take more physical exercise after work to prevent physical injuries caused by desk work over long periods.



Billiard section in the staff activity center



An area for table tennis

We organize our staff to actively participate in workouts at work and eye exercises. At 3:30 pm every working day, audios and videos of eye, neck and shoulder exercises will be delivered to employees through broadcasting on the Company's radio and television with the aim of advocating the combination of work and rest to prevent diseases.



Employees doing neck and shoulder exercises



Employees doing an eye exercise

IX. Upholding a People-oriented Caring Culture

At the same time, we care for the mental health of our staff by collaborating with external service providers to provide psychological counseling services to our employees – “Xinqing Hotline(心晴熱線)”. When working under pressure and getting confused with issues relating to career development, emotion or child education, employees may call for counseling from a psychologist. The hotline service is available 12 hours a day, 365 days a year, and the privacy of our employees is tightly protected.

Case Sharing

Ping An Good Doctor's running team activity

On 16 November 2019, the labor union of Ping An Good Doctor organized employees to participate in the “Ping An Family, I and My Motherland Going Ahead Together” sports competition organized by Ping An Insurance (Group) Company of China Limited (hereinafter “Ping An Group”). Ping An Good Doctor's running team won the third for group section in the long-distance running game. With its excellent physical quality, the team showed the perseverance of Ping An Good Doctor, realizing the balanced development of work and life.



Running team of Ping An Good Doctor



Trophy for the third in the long-distance running game

IX. Upholding a People-oriented Caring Culture

2) Occupational Safety

We strictly abide by the Fire Service Law of the PRC, the Emergency Response Law of the PRC and other laws and regulations by conducting fire inspections and holding fire drills on a regular basis, earnestly implementing fire management work and strengthening the awareness of fire safety prevention and control among our staff.

Case Sharing

The fire safety training seminar of Ping An Good Doctor in 2019

On 7 November 2019, Ping An Good Doctor's workplace management office actively organized employees to participate in the fire safety training seminar organized by the Ping An Building Property Management Office in Shanghai. The training was divided into two parts: theoretical study and fire drills. The trainees were able to master fire safety knowledge and self-rescue skills through theoretical learning. They were also allowed to use fire-fighting equipment to extinguish fires in actual drills. This has effectively improved their ability to prevent fire and has strengthened the awareness of fire prevention among all employees.



Training seminar



Fire drill

IX. Upholding a People-oriented Caring Culture

4. Humanistic Care

We attach great importance to caring for our staff. Through the formulation and implementation of the “Administrative Liaison Officer Responsibilities and Management Measures of Ping An Health Cloud”, we have established administrative liaison officers in various business departments to provide support and assistance to our staff. We have set up basketball, football, swimming, badminton and other clubs in the Company to carry out a variety of cultural and sports activities aiming at promoting a balance between work and life among employees. Paying attention to the physical and mental health of female groups, we provide a safe and convenient babycare room for our female staff. Every holiday, we offer a variety of holiday greetings and gifts and hold various celebration activities for our staff to enhance their sense of belonging.

Case Sharing

Women’s Day activities on 8 March

On the Women’s Day, Ping An Good Doctor invited two models dressed in ancient Chinese costumes to distribute flowers to female staff coming to work in the morning, and prepared exquisite afternoon tea including cakes, fruit platters and energy drinks exclusively for female staff.



Models dressed in ancient costumes distributing flowers to female staff



Cakes specially prepared for female staff

IX. Upholding a People-oriented Caring Culture

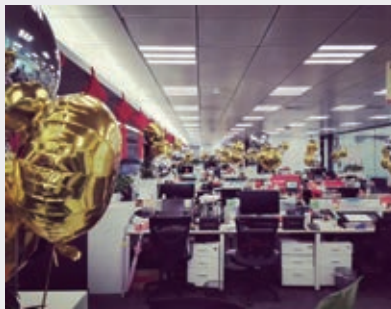
Case Sharing

The Company's celebration of its first listing anniversary

On 5 May 2019, to show our gratitude to all our staff for their hard work in the first year of listing of Ping An Good Doctor, the Company organized a celebration event with the theme of "Thanking You For Your Company All Along". A customized gift and afternoon tea were prepared for every employee. The aim was to share the fruits of the Company's developments and to create a harmonious working atmosphere.



The first listing anniversary celebration event



Customized gifts prepared for employees

Case Sharing

Overtime meal break

On 7 August 2019, Ping An Good Doctor launched an overtime meal break event for its employees. Many foods, including burgers, salads and juices, were provided. A nourishment room was also set up where a variety of snacks was available to the staff. The overtime meal break event was open to a total of approximately 1,200 employees. The event has boosted staff morale and has reflected the Company's care for its staff working overtime.



A variety of foods was provided at the overtime meal break

Environmental, Social and Governance Report

X. Practicing Social Responsibility

ESG issues addressed in this section:

- Promotion of healthcare development
- Inclusive healthcare services
- Promotion of health education
- Contributions to social and public welfare
- Technology development and innovation

SDGs addressed in this section



Paying great attention to social issues and insisting on fulfilling social responsibilities, we actively participate in poverty alleviation through medical support to boost charitable undertakings taking advantage of the resources and advantages of Ping An Good Doctor's medical platform on the Internet, contributing our own strength for the harmonious development of society.

1. "Village Doctor Program"

In order to thoroughly implement the Outline for the "Healthy China 2030" Initiative, we actively respond to the national call for poverty alleviation and provide assistance to the "Three-Village Project" of Ping An Group. Starting from rural health being the contradictory highlight and combining its own medical advantages, Ping An Good Doctor launched the "Village Doctor Program" oriented to the poor areas nationwide for the implementation of a three-dimensional project on poverty alleviation through medical support featuring medical service upgrading at the three levels of rural clinics, village doctors and villagers, effectively improving the standard of basic medical services in poor regions.

Taking advantage of our own medical advantages on the Internet, we actively carried out innovation, developed smart remote medical diagnostics and treatment systems and Ping An Good Doctor Village Doctor online applications (hereinafter the "Village Doctor App"), and introduced smart medical equipment such as all-in-one health testing machines which has greatly improved the efficiency and effectiveness of poverty alleviation through medical support, thus effectively serving residents at the grassroots level.

The "Village Doctor Program" has received recognition and appreciation from many parties for its innovative solutions to help the poor through medical support. In December 2019, the United Nations Development Programme Office in China, the China Development Planning Research Institute of the Tsinghua University, the State Information Center and other institutions officially released the Special Edition of the National Human Development Report in Beijing. The "Village Doctor Program" was successfully selected into the report for its remarkable achievements in the field of healthcare in less developed areas. Through the "Village Doctor Program", Ping An Good Doctor fulfills its social responsibility by capitalizing on its own industry and resource strengths, taking practical actions to show its support towards high quality and sustainable human development.

X. Practicing Social Responsibility

1) Upgrading Rural Clinics to Create Smart Rural Clinics on Technological Empowerment

We donate medical equipment such as all-in-one health testing machines to rural clinics. Through the machine, we create an exclusive health file for each villager, and by connecting to the government's public health system and Ping An Good Doctor's mobile application, we can achieve upgrading of the information-based "smart rural clinics". The all-in-one health testing machine is capable of measuring a variety of basic medical data such as blood pressure, ECG, heart rhythm, blood oxygen, blood sugar, body temperature, urine routine testing, etc., conducive to improving the standard of service of primary care staff. In addition, we provide simple equipment for primary medical rescue, such as medical kits for home visit, simple breathing apparatuses, blood cell analyzers, infrared therapy devices and small oxygen generators, for rural clinics to effectively strengthen the basic service capabilities in poor regions. As of the end of 2019, we had achieved over 900 rural clinics upgrade.



Ping An Good Doctor donated medical supplies and common drugs to Sichuan Ganzi Jiangda Primary School

2) Training Village Doctors to Help Them Become "Rural Health Gatekeepers"

In order to achieve poverty alleviation at the primary level, we are committed to conducting medical training activities for village doctors, fully demonstrating our efforts to improving the standard of medical services and service capabilities among village doctors, thereby achieving the penetration of high-quality medical resources and thus improving the overall health of villagers. We carry out offline medical training for village doctors within the areas of poor counties, which has shown that village doctors will improve their medical standards through on-site teaching by professional doctors.



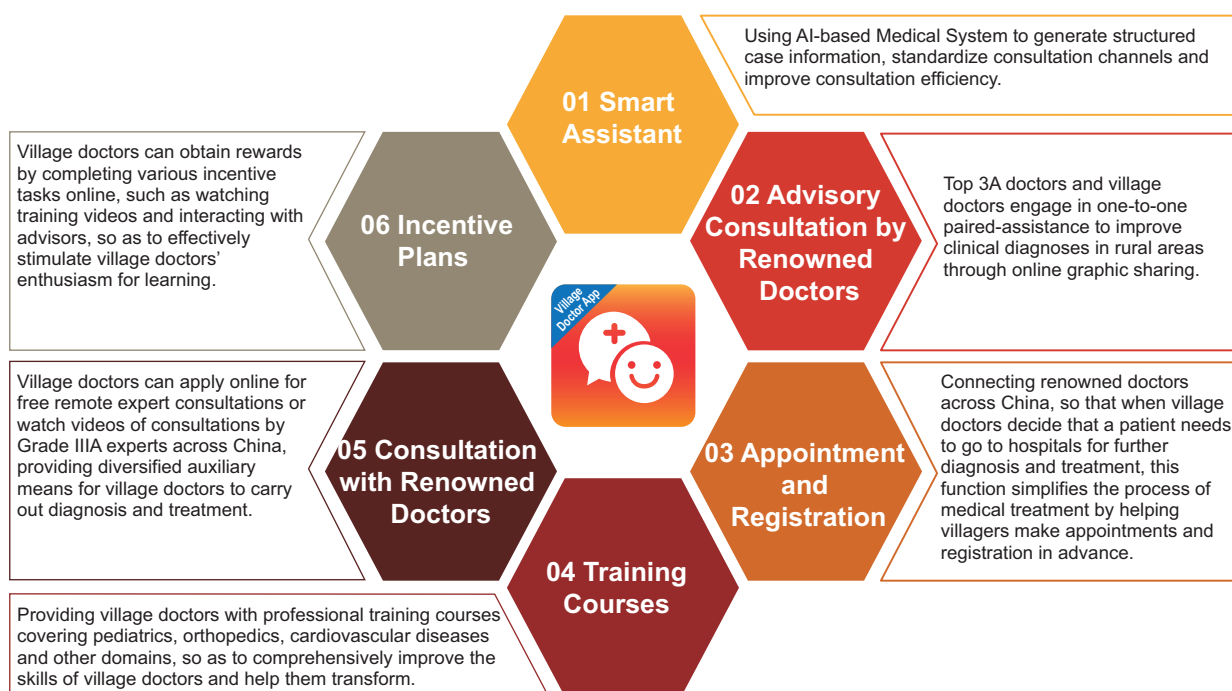
Village doctor training in Foping, Shaanxi



A briefing to village doctors on all-in-one health testing machines under the Village Doctor Program

X. Practicing Social Responsibility

We have independently developed the Ping An Good Doctor Village Doctor online application (hereinafter the “Village Doctor App”). The operational guidance of the all-in-one health testing machine and the training course of the Village Doctor App have been included into the village doctor training to help village doctors master the usage of smart medical equipment, thereby allowing them to better provide medical services to local villagers. The Village Doctor App has six major functions as below:



Function page of Ping An Good Doctor Village Doctor App



Page on the training program under Ping An Good Doctor Village Doctor App

X. Practicing Social Responsibility

As of the end of 2019, we carried out more than 30 offline village doctor training activities in over 20 provinces across the country, cumulatively training more than 11,000 village doctors. In addition, through on-site guidance, we helped download the Ping An Good Doctor Village Doctor App and complete the registration, and more than 10,000 village doctors have formed a paired relationship with volunteer doctors. The cumulative number of auxiliary diagnosis and treatment cases exceeded 160,000. This has helped the transformation of village doctors from the traditional “barefoot doctors” to “village health gatekeepers” with general medical service capabilities.

Case Sharing

Village doctor training activity in Chongqing Tongliang Station

On 25 October 2019, at the Tongliang District People’s Hospital in Chongqing, more than 500 village doctors from the Tongliang region participated in the training for high-incidence common and chronic diseases in rural areas. Through this training, the village doctors were able to gain a deep understanding of the diagnosis and treatment of diseases such as hypertension, pediatric bronchitis, pneumonia, herpes pharyngitis and upper respiratory tract infections. As a result, their clinical diagnosis standards have been effectively improved. At the same time, training on the Ping An Good Doctor Village Doctor App and a Q&A session were organized at the site. Leveraging medical technologies available on the Internet, sharing the high-quality medical resources of large cities and hospitals with villages is made possible.



Village doctor training in Chongqing Tongliang Station

X. Practicing Social Responsibility

3) Providing Free Expert Consultation to Protect the Health of Villagers

We have set up a free medical consultation team consisting of over a hundred famous doctors from the 3A-grade hospitals, and have repeatedly organized them to travel to remote rural areas to offer health science lectures, physical examinations and common diseases diagnosis and treatment services to local villagers. With the help of mobile testing vehicles equipped with advanced medical equipment, we provide villagers with comprehensive testing programs covering blood routine, urine, blood pressure, electrocardiogram, B-ultrasound, color doppler ultrasound, and chest radiographs. During the year, we also independently developed a smart remote diagnosis and treatment system. This system has the advantages of simple operation and portability, enabling free multi-departmental consultation to be remotely carried out by only a small number of operators on site. On one hand, this remote diagnosis and treatment system has broken through the restrictions of time, place and consultation department, providing a greater number of villagers with more comprehensive disease diagnosis services. On the other hand, it has reduced the personal safety risk for doctors in traveling to remote areas for consultation. As of the end of 2019, we carried out a total of 570 on-site testing activities, providing free medical consultation to more than 63,000 people. Going forward, we will continue to provide quality medical and health services to more villagers through free physical examinations and free medical consultation activities.

Case Sharing

Free medical consultation event in Inner Mongolia

In July 2019, Ping An Good Doctor held a free expert consultation event in Tumuertai Town, Wulanchabu City, Inner Mongolia. Medical experts on chronic diseases, rheumatism, orthopedics and other diseases that are commonly found among local villagers were seconded to work with local medical institutions to provide consultation and diagnosis to local villagers. Experts from Shanghai Ruijin, Beijing 301 and other major 3A-grade hospitals patiently taught the local villagers about medical and health care knowledge on chronic diseases, and provided diagnosis and treatment suggestions to more than 200 villagers at the site, conducive to the balanced development of medical and health undertakings in China.



Free expert consultation event held in Tumuertai Town, Inner Mongolia

X. Practicing Social Responsibility

2. “Three-village Hundred-treasure” Project

In November 2019, the self-owned product center of Ping An Good Doctor joined hands with Ping An Property and Casualty Insurance Company of China, Ltd. and the brand promotion department of Ping An Group to launch the “Three-village Hundred-treasure” poverty alleviation project, whereby agricultural products from mountain villages will be purchased and sold leveraging its own products, warehousing, logistics, after-sales services and other advantages with the aim of supporting enterprises in poor regions such as Inner Mongolia, Ningxia, Shaanxi, Gansu, and Guangdong, and stimulating the development of the local economies. As of the end of 2019, the self-owned product center of Ping An Good Doctor signed cooperation agreements with more than ten enterprises in poverty-stricken areas. Through the design of featured “poverty alleviation treasure chests” and the improvement in product marketing programs, the “Three-village Hundred-treasure” project has been implemented smoothly, providing support to the revitalization and development of rural industries.

3. Promotion of Health Education

We actively carry out medical and health education for the general public, popularize health knowledge, and guide the public to develop good working and living habits. By passing on advanced Internet medical concepts to the public, we promote public health awareness and foster the continuous development of innovative medical undertakings.

We have made a popular health science program “Words of Great Doctors”. Based on the medical and health-related pleasures and pains experienced by users in their daily life and work, we have released medical and health care knowledge on a number of platforms such as Douyin, Kuaishou, and Ping An Good Doctor App in the form of short videos, effectively improving the level of health and medical knowledge among users. At the same time, we have invited authoritative doctors, the media and health professionals to release daily health knowledge including scientific prevention and treatment of diseases, health preservation and slimming, and winter supplements, through live broadcast, headlines, health communities and various other means to promote the establishment of a healthy lifestyle for all people.

X. Practicing Social Responsibility

4. We Take Action to Combat Against Coronavirus

In early 2020, cases of novel coronavirus pneumonia (“New Pneumonia”) broke out in Wuhan. The whole nation is fighting the battle to contain the epidemic. While serving our own customers, Ping An Good Doctor has closely monitored the progress of the outbreak and fully capitalized on our strength of Internet medical industry to actively fulfill our social responsibility.

1) Action 1: Joining hands with the government and media bodies to launch the first anti-epidemic free consultation

We have joined hands with government authorities including Health Commission of Guangdong Province, Wuhan Municipal Health Commission, Fuzhou Municipal Health Commission, Hefei Municipal Health Commission and Tangshan Medical Insurance Bureau as well as renowned media bodies and enterprises including People’s Daily Health App (人民日报健康客户端), Baidu and Moji Weather to launch the first anti-epidemic free consultation nationwide where the public can consult professional doctors by calling the free consultation hotline “400-181-9191” available between 9:00am and 8:00pm seven days a week to obtain guiding opinions to protect themselves against the New Pneumonia. Ping An Good Doctor provides the public with hygiene and protective guidelines through the free consultation hotline in an effort to actively assist the public to contain the outbreak. Our action has been recognized by the health commissions in many regions across China.



Participating enterprises in the “free consultation against coronavirus”

2) Action 2: Establishing a “3Qs + 3As” online consultation preventive mechanism against New Pneumonia

More than 1,000 of our doctors have voluntarily shortened their Chinese New Year holidays to offer 24/7 online free consultation to over 300 million people on Ping An Good Doctor App and WeChat Official Account. At the same time, we have targeted at the symptoms of the disease and formulated a “3Qs + 3As” online consultation preventive mechanism to actively discover the potential patients of New Pneumonia, and immediately advised them to seek treatment in the outpatient department for fever in the top 3A in the local area to avoid any missed diagnosis. At the same time, we have actively organized health seminars on New Pneumonia for users and promulgated relevant preventive and isolation measures. As a key player in the medical and healthcare industry, Ping An Good Doctor fully capitalizes on its strength of online medical care which involves no face-to-face contact with users to help the people nationwide to fight this battle.

X. Practicing Social Responsibility

3) Action 3: Providing supplies to local hospitals in Wuhan

As New Pneumonia continues to spread, many hospitals in Wuhan face a shortage of medical supplies. On 27 January 2020, Ping An Good Doctor emergently arranged delivery of 200,000 face masks to Wuhan and delivered supplies to various major hospitals including Wuhan University Renmin Hospital, Wuhan University Zhongnan Hospital, Wuhan Fourth Hospital and Wuhan Hanyang Hospital to provide protective gear to frontline medics in the epidemic center as part of its practical actions to protect the safety of the medics.



Ping An Good Doctor donated face masks to various hospitals in Wuhan

4) Action 4: Donating face masks by leveraging on Ping An Good Doctor's online and offline platforms

We have first thing set up a control center for combating against coronavirus and kept giving away free face masks cumulatively to many provinces nationwide to provide the public with useful materials to fight against coronavirus. Users can apply online for free face masks through Ping An Good Doctor App and collect free face masks at the offline pharmacies in ten cities including Wuhan, Beijing, Shanghai, Guangzhou, Shenzhen, Xi'an and Chengdu. Leverage on its online and offline platforms, Ping An Good Doctor is able to deliver free face masks to those in need in the fastest time, thus effectively alleviating the scramble for face masks by the public.



People queuing in offline pharmacy to collect face masks

Environmental, Social and Governance Report

XI. Driving Responsible Supply Chain

ESG issues addressed in this section:

- Supply chain management and sustainable development

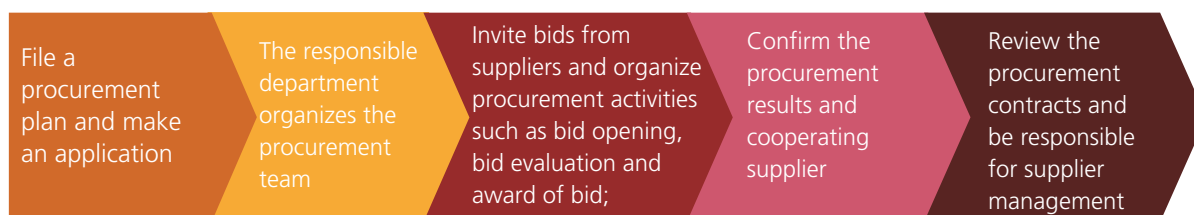
SDGs addressed in this section



Strictly abiding by the Law of the PRC on Tenders and Bids and other laws and regulations, we have formulated and thoroughly implemented internal policies including the Administrative Measures on the Procurement of Ping An Health Cloud Company Limited in fully promoting procurement in the sunshine and regulating procurement activities to mitigate procurement risks. Based on the principles of fairness and justice, we set clear rules on the admission, evaluation and management of suppliers and establish mutually-beneficial long-term cooperative relationship with quality suppliers, striving to become the driver of responsible supply chains.

1. Rules on the Admission of Suppliers

We have a procurement center internally to provide professional management and services for centralized and decentralized procurement operations of Ping An Good Doctor. When any purchasing needs arise, the purchasing center will organize the application department, the technical support department, the finance department, the legal compliance department and other relevant personnel to form a purchasing team to collect extensive information of the suppliers in terms of qualifications, service capabilities, market reputation, recent financial position and other aspects, review the suppliers' operating conditions using sky-eye cameras, and finally give a comprehensive score to determine the short-listed qualified suppliers and procurement methods. In addition, we take into consideration the performance of suppliers in terms of environmental friendliness and occupational health. Our supplier management policies and rules are applicable to all of the Company's existing suppliers. The specific procurement process is detailed below:



2. Supplier Evaluation Mechanism

We regularly inspect, evaluate and assess the performance, service quality and effectiveness of the suppliers in the list of qualified suppliers and adopt a hierarchical management system in respect of suppliers based on the results of assessment. Among which, for high-performance suppliers, they will be given priority in our consideration for next cooperation. For under-performance suppliers, a meeting will be arranged for analyzing reasons and formatting a rectification plan. For suppliers that are judged to be banned, they will enter the supplier blacklist and we will no longer cooperate with them. We eliminate unqualified suppliers in a timely manner based on the results of regular assessments to ensure the maintenance and updating of the supplier database.

XI. Driving Responsible Supply Chain

3. Communication and Cooperation with Suppliers

We uphold the principle of win-win cooperation and insist on maintaining good communication and cooperation with suppliers. We conduct real-time consultation and exchanges with suppliers on market trends and supply conditions to resolve issues of mutual concern in a timely manner. At the same time, we regularly invite cooperating suppliers to participate in supplier exchanges and conferences, develop strategic cooperative relationships, promote efficient allocation of resources, giving play to the value-adding role of the supply chain.

Case Sharing:

2019 Health Mall Merchants Conference

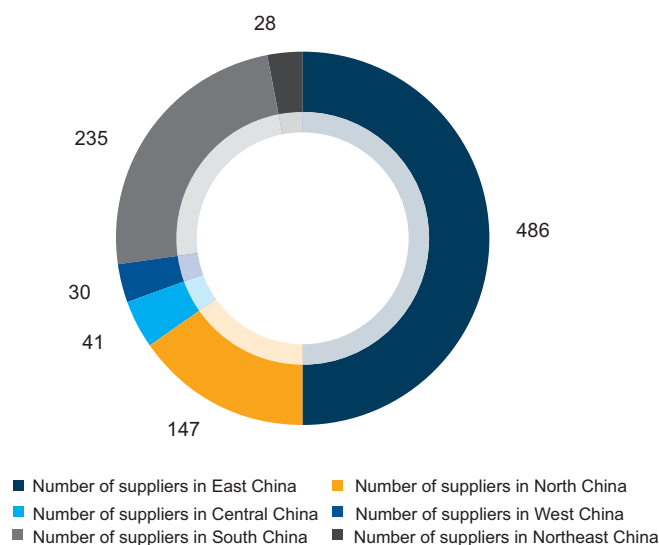
On 23 May 2019, Ping An Good Doctor held the 2019 Health Mall Merchants Conference in Shanghai, delivering the future development direction of the health mall products to merchants, and proposing new solutions on the product management of suppliers from multiple perspectives including marketing strategy, personalized empowerment and improvement in user experience. After the conference, Ping An Good Doctor held the 2018 Excellent Merchants Awards ceremony to encourage suppliers to continuously improve their service standards. This activity has broken barriers between the platform and the merchant, promoting the exchange and cooperation between Ping An Good Doctor and suppliers of the health mall, conducive to the realization of a new ecology of "ecological empowerment, smart leadership" along the supply chain.



2019 Health Mall Merchants Conference

As of 31 December 2019, we had altogether 967 cooperative suppliers and their distribution by region is set out as below:

Number of suppliers by geographical region



Environmental, Social and Governance Report

XII. Forging a Green Environment

ESG issues addressed in this section:

- Energy consumption and use of resources
- Green office and environmental protection

SDGs addressed in this section



Ping An Good Doctor resolutely assumes the responsibility as a corporate citizen in actively responding to the national call for ecological and environmental protection, doing our part in addressing global climate change. Strictly abiding by the Environmental Protection Law of the PRC, the Energy Conservation Law of the PRC and other laws and regulations, we attach great importance to the work on environmental protection, energy conservation and emission reduction. Our online consultation operations enable users to get medical consultation services without leaving home, thus saving the time of traveling to offline physical hospitals. While reducing the burden on hospitals and facilitating convenience among users, it has also reduced exhaust and greenhouse gas emissions from vehicles resulting from travel. In light of the nature of our business, our waste emissions mainly come from greenhouse gases generated from the use of energy, office waste, and small volumes of waste electronics. There was neither any direct discharge to water and land nor any significant environmental impact. We did not have any difficulty in tapping water from appropriate water sources during the Reporting Period.

1. Green Office

We adopt a series of green measures in our daily operations to implement the Company's green operating philosophy.

1) Paperless Office

We advocate paperless office. Through the use of the online EOA system platform, we focus on a series of tasks including official document processing, transaction processing, and fee application, covering various modules such as file approval, system management, file tracking, file retrieve and authorization. In addition to bringing convenience for employees, simplifying workflow has greatly reduced the use of printing paper and the generation of garbage.

2) Energy Saving Measures

We have adopted a series of energy saving and environmental protection measures, striving to reduce the waste of energy and resources.

- We have replaced lamps in the workplace with energy-saving lamps, and electrical appliances purchased are all energy-saving products.
- The Company's administrative department conducts inspections of the workplace at 8 pm every day, and turns off lights in unmanned areas to ensure that resources are not wasted.
- During the year, we rationalized, integrated and standardized the office space under the premise that the Company's daily office needs are met, effectively decreasing the area of the workplace and reducing the unnecessary use of energy.
- We register the collection of hospitality supplies, such as mineral water, to control consumption.

XII. Forging a Green Environment

3) Green Office Environment

During the year, we repeatedly conducted air quality inspection in the workplace to ensure that the air quality after renovation meets the qualified standards and that the health of employees is protected. Every 50 square meters of our workplace is equipped with specialized formaldehyde-removing air purifiers. While placing many green plants, we have laid a large amount of activated carbon in the functional areas, such as conference rooms and offices, and the open office areas, striving to create a good green office environment.

2. Green Publicity

We pay attention to improving the awareness of environmental protection among our employees. Water-saving signs are posted in the restrooms and tea rooms. Gentle reminders are placed in the printing area to encourage the full use of paper. In daily work, we advocate employees to commute by green transportation and to reduce the use of disposable eating utensils, etc. Since 3 September 2019, the Company has gradually advocated the importance of waste classification and has provided tips for the classification of waste. Environmentally-friendly waste bins capable of waste segregation were placed in the workplace to promote the smooth progress of waste classification. In addition, during the year, we held the "Earth Hour" lights-out event to encourage employees to save energy and reduce emissions, mitigating climate change with their own actions.

3. Green Products

We strive to be environmentally friendly with respect to the products provided by Ping An Good Doctor. During the year, we made the following optimizations to the "One-minute Clinic", such that the overall power consumption of "One-minute Clinics" reduced by 43%:

- We changed the shell of the drug vending machine into a foamed box to reduce heat transfer inside and outside the box, improving thermal insulation performance and thus reducing the use of energy.
- We replaced the display screen of the drug vending machine with double-layer insulating glass to enhance thermal insulation performance while improving the display effect.
- We added a temperature and humidity monitoring function to the drug vending machine, whereby appropriate temperature and humidity values can be set according to regulatory requirements and seasonal changes. This has effectively controlled the running time of the compressor, thereby saving energy consumption.
- We changed the fan control of the consultation room from a physical switch to an infrared human body sensor control to prolong the life of the fan and further reduce the use of energy.

Key Environmental Performance Data for 2019

Key performance indicators	Unit	Usage/emission
Greenhouse gas emission	tons	8,616.385
Greenhouse gas emission intensity	tons/person	2.971
Waste electronic products	tons	1.144
Waste ink cartridges/toner cartridges	tons	0.053
Weight of waste lamps and bulbs	tons	0.093

XII. Forging a Green Environment

Key performance indicators	Unit	Usage/emission
Waste batteries	tons	0.018
Total hazardous wastes	tons	1.308
Hazardous waste intensity	tons/person	0.0005
Total office wastes	tons	143.549
Office waste intensity	tons/person	0.049
Office paper usage	tons	2.957
Electricity consumption	kilowatts	10,633,653.841
Electricity consumption intensity	kilowatts/person	3,666.777
Total energy consumption	gigajoules	38,281.154
Energy consumption intensity	gigajoules/person	13.200
Total water consumption	cubic meters	27,255.720
Water consumption intensity	cubic meters/person	9.399

Notes to environmental data:

- The environmental data collected covers the period from 1 January 2019 to 31 December 2019. The relevant data is collected from seven workplaces (Xuhui, Riyueguang and Zhangjiang in Shanghai, Beijing, Guangzhou, Qingdao and Hefei) and two computer rooms (Baixin and Waigaoqiao in Shanghai) of Ping An Healthcare and Technology Company Limited.
- During the year, the Company was not involved in any emission of greenhouse gases (Scope 1) in the course of business development. The greenhouse gas emissions were the emission of greenhouse gases (Scope 2) arising from the use of 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 – Baseline Emission Factors for Regional Power Grids in China from the Ministry of Ecology and Environment of the People's Republic of China.
- The Company's total energy consumption in 2019 was indirect energy consumption arisen from the use of indirect energy (that is, purchased electricity). Consumption factors are determined under the General Principles for the Calculation of Comprehensive Production Energy Consumption (GB2589-2008T).
- Office wastes are non-hazardous wastes generated in the office area.
- Total hazardous wastes refer to the amount of waste electronics, waste ink cartridges/toner cartridges, waste lamps and bulbs and waste batteries produced. During the year, the Company took proactive measures to reduce its environmental impact, including the Company's recycling and disposal of 0.05 tons of ink cartridges and toner cartridges through suppliers and its recycling of 1.144 tons of electronic products through relevant professional companies.
- The intensity values are calculated based on the total number of employees of the Company.
- As our operations do not involve other environment and natural resources, thus the disclosure of A3 level regarding the significant impact on environment and natural resources is not applicable.

Environmental, Social and Governance Report

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; and compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	Disclosed	XII. Forging a Green Environment	Comply or explain
A1.1	Types of emissions and respective emissions data.	Not applicable	Ping An Good Doctor is not involved in the emission of gas pollutants. Accordingly, such indicator is not applicable.	Comply or explain
A1.2	Greenhouse gas emissions in total (in tons) and, where appropriate, Intensity (e.g. per unit of production volume, per facility).	Disclosed	XII. Forging a Green Environment	Comply or explain
A1.3	Total hazardous waste produced (in tons) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Disclosed	XII. Forging a Green Environment	Comply or explain
A1.4	Total non-hazardous waste produced (in tons) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Disclosed	XII. Forging a Green Environment	Comply or explain
A1.5	Description of measures to mitigate emissions and results achieved.	Disclosed	XII. Forging a Green Environment	Comply or explain
A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved.	Disclosed	XII. Forging a Green Environment	Comply or explain

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

Serial number	ESG Indicator	Disclosure	Corresponding chapters	Disclosure responsibility
A2 General Disclosure	Policies on efficient use of resources including energy, water and other raw materials.	Disclosed	XII. Forging a Green Environment	Comply or explain
A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	Disclosed	XII. Forging a Green Environment	Comply or explain
A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Disclosed	XII. Forging a Green Environment	Comply or explain
A2.3	Description of energy use efficiency initiatives and results achieved.	Disclosed	XII. Forging a Green Environment	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	XII. Forging a Green Environment	Comply or explain
A2.5	Total packaging material used for finished products (in tons) and, where appropriate, with reference to per unit produced.	Not applicable	Ping An Good Doctor is not involved in the direct provision of packaging material for finished products. Accordingly, such indicator is not applicable.	Comply or explain
A3 General Disclosure	Policies on minimizing the issuer's significant impact on the environment and natural resources.	Disclosed	XII. Forging a Green Environment	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	XII. Forging a Green Environment	Comply or explain

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

Serial number	ESG Indicator	Disclosure	Corresponding chapters	Disclosure responsibility
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	IX. Upholding a People-oriented Caring Culture	Comply or explain
B1.1	Total workforce by gender, employment type, age group and geographical region.	Disclosed	IX. Upholding a People-oriented Caring Culture	Recommended disclosure
B1.2	Employee turnover rate by gender, age group and geographical region.	Disclosed	IX. Upholding a People-oriented Caring Culture	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	IX. Upholding a People-oriented Caring Culture	Comply or explain
B2.1	Number and rate of work-related fatalities.	Disclosed	IX. Upholding a People-oriented Caring Culture	Recommended disclosure
B2.2	Lost days due to work injury.	Disclosed	IX. Upholding a People-oriented Caring Culture	Recommended disclosure
B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored.	Disclosed	IX. Upholding a People-oriented Caring Culture	Recommended disclosure
B3 General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	Disclosed	IX. Upholding a People-oriented Caring Culture	Comply or explain
B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Disclosed	IX. Upholding a People-oriented Caring Culture	Recommended disclosure
B3.2	The average training hours completed per employee by gender and employee category.	Disclosed	IX. Upholding a People-oriented Caring Culture	Recommended disclosure

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

Serial number	ESG Indicator	Disclosure	Corresponding chapters	Disclosure responsibility
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	IX. Upholding a People-oriented Caring Culture	Comply or explain
B4.1	Description of measures to review employment practices to avoid child and forced labor.	Disclosed	IX. Upholding a People-oriented Caring Culture	Recommended disclosure
B4.2	Description of steps taken to eliminate such practices when discovered.	Disclosed	IX. Upholding a People-oriented Caring Culture	Recommended disclosure
B5 General Disclosure	Policies on managing environmental and social risks of the supply chain.	Disclosed	XI. Driving Responsible Supply Chain Comply or explain	Comply or explain
B5.1	Number of suppliers by geographical region.	Disclosed	XI. Driving Responsible Supply Chain	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	XI. Driving Responsible Supply Chain	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	VI. Compliant Operation of Listed Company VII. Adhering to Quality Health VIII. Providing Services for Quality Life	Comply or explain
B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Disclosed	VII. Adhering to Quality Health	Recommended disclosure
B6.2	Number of products and service related complaints received and how they are dealt with.	Partially disclosed	VIII. Providing Services for Quality Life	

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

Serial number	ESG Indicator	Disclosure	Corresponding chapters	Disclosure responsibility
B6.3	Description of practices relating to observing and protecting intellectual property rights.	Disclosed	VII. Adhering to Quality Health	Recommended disclosure
B6.4	Description of quality assurance process and recall procedures.	Disclosed	VII. Adhering to Quality Health	Recommended disclosure
B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored.	Disclosed	VIII. Providing Services for Quality Life	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	VI. Compliant Operation of Listed Company	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	VI. Compliant Operation of Listed Company	Recommended disclosure
B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	Disclosed	VI. Compliant Operation of Listed Company	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	X. Practicing Social Responsibility	Comply or explain
B8.1	Focus areas of contribution (e.g. education, environmental concerns, labor needs, health, culture, sport).	Disclosed	X. Practicing Social Responsibility	Recommended disclosure
B8.2	Resources contributed (e.g. money or time) to the focus areas.	Disclosed	X. Practicing Social Responsibility	Recommended disclosure

Environmental, Social and Governance Report

Appendix II. Internal Policies and List of Laws and Regulations

ESG Indicators	Internal system	Compliance with rules and regulations
A1 Emissions		<p>Environmental Protection Law of the PRC</p> <p>Appraising of Environmental Impacts Law of the PRC</p> <p>Regulations on Administration of Construction Project Environmental Protection</p> <p>Rules on the Administration of Acceptance Inspection of Construction Project Environmental Protection</p> <p>Rules on the Administration of Filing of Environmental Impact Registration Form of the Construction Project</p> <p>Noise Pollution Prevention Law of the PRC</p> <p>Atmospheric Pollution Prevention and Control Law of the PRC</p> <p>Water Pollution Prevention and Control Law of the PRC</p> <p>Ocean Environmental Protection Law of the PRC</p> <p>Administrative Regulations of the PRC on the Prevention of Pollution and Damage of Marine Environment by Terrigenous Pollutant</p> <p>Prevention and Control of Solid Waste Pollution of the PRC</p> <p>National Hazardous Waste Inventory</p> <p>Measures on Duplicated Form for Transfer of Hazardous Wastes</p> <p>"Thirteenth Five-Year" Work Plan for Greenhouse Gas Emission Control"</p>
A2 Use of Resources	Code of Conduct for Employees of Ping An Health Cloud Company Limited	<p>Energy Conservation Law of the PRC</p> <p>Recycling Economy Promotion Law of the PRC</p>

Appendix II. Internal Policies and List of Laws and Regulations

ESG Indicators	Internal system	Compliance with rules and regulations
A3 Environment and Natural Resources	Code of Conduct for Employees of Ping An Health Cloud Company Limited	Law of the PRC on the Prevention and Control of Air Pollution Environmental Protection Law of the PRC
B1 Employment	<p>Recruitment Management System of Ping An Health Cloud Company Limited</p> <p>Recruitment Management HR Operation Manual of Ping An Health Cloud Company Limited</p> <p>Code of Conduct for Employees of Ping An Health Cloud Company Limited</p> <p>Administrative Measures on Relatives of Ping An Health Cloud Company Limited</p> <p>Implementation Standard for the Handling of Violations of Regulations of Ping An Health Cloud Company Limited</p> <p>Administrative Measures on Review Commissioner of Ping An Health Cloud Company Limited</p> <p>Personnel Promotion Management Rules of Ping An Health Cloud</p> <p>Performance Accountability Management System of Ping An Health Cloud</p> <p>Compensation Management System of Ping An Health Cloud</p> <p>Guideline on Remuneration Management of Ping An Health Cloud</p> <p>Basic Administrative Measures on Sales Center Customer Relationship Managers of Ping An Good Doctor</p>	<p>Labor Law of the PRC</p> <p>Labor Contract Law of the PRC</p> <p>Law of the PRC on Employment Promotion</p> <p>Social Insurance Law of the PRC</p> <p>Regulations on Minimum Wage</p> <p>Regulations on the Administration of Housing Provident Funds</p> <p>Law of the PRC on the Protection of Women's and Child Rights and Interests</p> <p>Law on Licensed Medical Practitioners of the PRC</p> <p>Administrative Measures for the Registration of Medical Practitioners</p> <p>Regulations on Administration on Practice of Rural Doctors</p> <p>Trial Regulations on Duties of Health Technical Personnel</p> <p>Admission and Rating System of Internet Hospital Practitioners</p>

Appendix II. Internal Policies and List of Laws and Regulations

ESG Indicators	Internal system	Compliance with rules and regulations
B2 Health and Safety	Code of Conduct for Employees of Ping An Health Cloud Company Limited	<p>Labor Law of the PRC</p> <p>Prevention and Control of Occupational Diseases Law of the PRC</p> <p>Work Safety Law of the PRC</p> <p>Fire Prevention Law of the PRC</p> <p>Law of the PRC on Emergency Response</p> <p>Regulations on the Safety Administration of Hazardous Chemicals</p> <p>Regulations on the Reporting, Investigation and Handling of Production Safety Accidents</p> <p>Interim Regulations on the Investigation and Treatment of Hidden Dangers in Safety Production Accidents</p> <p>Regulation on Work-Related Injury Insurance of the PRC</p> <p>Provisions on the Supervision and Administration of Occupational Health in the Workplace</p> <p>Occupational Disease Classification and Catalog</p> <p>Site Safety Requirements of Computing Stations</p> <p>General Specification for Electronic Computer Sites</p>
B3 Development and Training	<p>Team Training Management Basic Manual of Ping An Health Cloud</p> <p>Regulations on Training Project Establishment SOP and Use of Training Expense of Ping An Good Doctor</p>	

Appendix II. Internal Policies and List of Laws and Regulations

ESG Indicators	Internal system	Compliance with rules and regulations
B4 Labor Standards	<p>Recruitment Management System of Ping An Health Cloud Company Limited</p> <p>Employee Overtime Management System of Ping An Health Cloud Company Limited</p> <p>Attendance and Vacation System of Ping An Health Cloud Company Limited</p> <p>Customer Service Team Leave System</p>	<p>Provisions on Prohibition of Child Labor</p> <p>Labor Law of the PRC</p> <p>Labor Contract Law of the PRC</p> <p>Regulation on Public Holidays for National Annual Festivals and Memorial Days</p> <p>Implementation Measures for Paid Annual Leave for Employees of Enterprises</p> <p>Provisions on Enterprise Employees Illness or Non-work Related Injury Medical Period</p>
B5 Supply Chain Management	<p>One-Minute Clinic Team Operation Practices of Ping An Health Cloud</p> <p>Business Violation Points Management Rules of Ping An Good Doctor App</p> <p>Business Cooperation Framework Agreement of Ping An Good Doctor App</p> <p>Administrative Measures for Prohibited Goods Management of Ping An Health Cloud</p> <p>Guidelines for E Platform Management of Ping An Purchasing Management</p> <p>e-Purchasing Platform Commodity Management Process</p> <p>Purchasing Management Measures of Ping An Health Cloud Company Limited</p> <p>Supplier Settlement Process of Ping An Good Doctor</p> <p>Interim Management Measures for Sales Center Suppliers (Personal Edition)</p> <p>Quality Inspection Rules of Ping An Good Doctor App</p> <p>Administrative Measures for Product Release of Ping An Good Doctor App</p>	<p>Tendering and Bidding Law of the PRC</p> <p>General Provisions of the Civil Law of the PRC</p> <p>Tort Liability Law of the PRC</p>

Appendix II. Internal Policies and List of Laws and Regulations

ESG Indicators	Internal system	Compliance with rules and regulations
	<p>Administrative Measures for Product Price of Ping An Good Doctor App</p> <p>Interim Administration Measures for Product Display on Ping An Health Cloud</p> <p>After-Sales Service Management Rules of Ping An Good Doctor</p> <p>Rules on Handling After-Sales Service Problems by Ping An Good Doctor</p> <p>Administrative Measures for After-Sales Service of Ping An Good Doctor</p> <p>Administrative Measures for Operational Purchasing of Online Marketing Department of Ping An Health Cloud</p> <p>Administrative Measures for Purchasing of B2B Business Center</p> <p>Supplier Entry Standards</p> <p>Online Supplier Management System</p> <p>Tendering and Purchasing Process of Ping An Health Cloud</p> <p>Reward and Punishment Measures on Management of Physical Examination Suppliers</p> <p>Standardized Measures on Management of Physical Examination Suppliers</p> <p>Standards and Precautions on Contracting of Medical Beauty Cooperation</p> <p>Online Assessment of Medical Beauty Clinics</p> <p>Development Process of Dental and Chinese Medicine Clinics</p> <p>Catalog of Centralized Purchasing of Goods and Services</p> <p>Customer Service Quality Standards</p>	

Appendix II. Internal Policies and List of Laws and Regulations

ESG Indicators	Internal system	Compliance with rules and regulations
B6 Product Responsibility	<p>Front End JavaScript Coding Practices of Ping An Health Cloud</p> <p>Manual of Code of Practice of MySQL of Ping An Health Cloud</p> <p>Regulations on Use of Domain Names of Ping An Health Cloud</p> <p>Rules on Writing Startup Script of Ping An Health Cloud</p> <p>Coding Practices of Ping An Healthcare of Ping An Health Cloud</p> <p>Fault Tracking and Feedback Guide of Ping An Health Cloud</p> <p>Administrative Measures for Demand Review Process of Ping An Health Cloud</p> <p>Administrative Measures for Demand Change Process of Ping An Health Cloud</p> <p>Administrative Measures for Projects of Ping An Health Cloud</p> <p>Administrative Measures for Health Data Security of Ping An</p> <p>Policy on the Information Security System of Ping An Health Cloud Company Limited</p> <p>Policy on the Data Security System of Ping An Health Cloud Company Limited</p> <p>Administrative Measures for the Protection of Trade Secrets of Ping An Health Cloud</p> <p>Advertisement Publishing Standards of Ping An Health Cloud</p> <p>Information Audit Rules of Ping An of Ping An Health Cloud</p> <p>Routine Management Rules for Hospitals of Ping An Health Cloud</p>	<p>E-commerce Law of the PRC</p> <p>Food Safety Law of the PRC</p> <p>Administrative Measures for Food Business Licensing</p> <p>Implementation Regulations of the Food Safety Law of the PRC</p> <p>Regulations on the Supervision and Administration of Medical Devices</p> <p>Supervision and Management Measures on Medical Devices Management</p> <p>Administrative Measures Governing the Good Supply Practice of Medical Devices</p> <p>Measures for the Supervision and Administration of Online Sale of Medical Devices</p> <p>Law on Protection of the Rights and Interests of Consumers of the PRC</p> <p>Advertising Law of the PRC</p> <p>Interim Measures for Administration of Internet Advertising</p> <p>Measures for Drug Advertisements Examination</p> <p>Administration Measures for Medical Advertisements</p> <p>Measures for the Examination of Medical Device Advertisements</p> <p>Interim Measures for Internet Culture Management</p> <p>Regulations on the Administration of Radio and Television</p>

Appendix II. Internal Policies and List of Laws and Regulations

ESG Indicators	Internal system	Compliance with rules and regulations
	Medical Record Management Rules for Hospitals of Ping An Health Cloud	Regulations on the Production, Operation and Management of Radio and Television Programs
	Pharmaceutical Management Rules for Hospitals of Ping An Health Cloud	Law of the PRC on Network Security
	Interim Administrative Measures for Complaints Processing by Customer Service Staff of Merchants of Ping An Health Cloud	Administrative Measures for Online Transactions
	Management Rules for Health Internet IDC Computer Rooms	Measures for the Security Review of Network Products and Services
	Emergency Response Rules for Health Internet System	Information Security and Confidentiality Standards
	Administrative Measures for Bugs of Ping An Health Cloud	Information Security Technology: Regulations on Personal Information Security
	Examination Rules for Red, Yellow and Green Weeks of Ping An Health Cloud	Specifications for Data Center Design
	Administrative Measures for Icons of Ping An Good Doctor	Measures for the Administration of Internet Drug Information Services
	Administrative Measures for Visual Design of Ping An Good Doctor	Provisional Regulations on the Review and Approval of Internet Pharmaceutical Trades and Services
	Design Standards for Front Page Initiation Page and Advertisement Flash Screen of Ping An Good Doctor	Administrative Measures for Internet-based Consultations (for Trial Implementation)
	Customer Service Quality Standards of Ping An Health Cloud	Administrative Measures for Internet Hospitals (for Trial Implementation)
	Provisional Regulations on Return and Replacement of Goods of Ping An Health Cloud	Regulations for the Management of Telemedicine Services (for Trial Implementation)
	Administrative Measures for Data Security Event of Ping An Health Cloud	Management Rules for Internet Hospitals
	Administrative Measures for Data Security Organization of Ping An Health Cloud	Drug Administration Law of the PRC
	Administrative Measures for Data Categorization and Classification of Ping An Health Cloud	Pharmaceutical Administration Law of the People's Republic of China
		Implementation Regulations of the Drug Administration Law of the PRC
		Administrative Measures for Classification of Prescription and Non-prescription Drugs

Appendix II. Internal Policies and List of Laws and Regulations

ESG Indicators	Internal system	Compliance with rules and regulations
	Administrative Measures for Life Cycle Security of Data of Ping An Health Cloud	Provisional Regulations on the Circulation Management of Prescription and Non-prescription Drugs
	Administrative Measures for Data Desensitization and Encryption Baseline of Ping An Health Cloud	Measures for the Supervision and Administration of Drug Circulation
	Rules and Regulation on Printing of Card Products of Ping An Good Doctor	Quality Management Rules for Drug Trading
	Key Points and New Specifications of Template Quality Control Review	Measures for the Administration of Pharmaceutical Trade Licenses
	XMIND Production Specifications	Certification Management Measures of the Quality Management Rules for Drug Trading
	Guidelines for Second-line Operations for VIP Registration	Administrative Measures for Prescription Drugs
	Registration Process SOP	Regulations on Medical Record Management for Medical Institutions
	Arrangement Process of Domestic Hospitalization of 360 Medical Treatment	Rules on Prescription Audit for Medical Institutions
	Service of On-site Consultation SOP	Pharmaceutical Management Rules for Medical Institutions
	Physical Examination Pricing and Rules of Operational Services of Enterprises (Group)	Regulations on the Administration of Medical Institutions
	Procedures for Pre-filling and Removing Products of Medical Beauty, Dental and Chinese Medicine Institutions	Prescription Review Management Rules for Hospitals (for Trial Implementation)
	Online SOP for Products of Medical Beauty, Dental and Chinese Medicine Institutions	Regulations on Major Medical Negligence and Medical Accident Reporting Rules
	Rules on the Signing of Physical Examination Agreement	Some Rules on Regulating the Order of Internet Information Service Market
	Classification and Procedures of Consultation on Physical Examination	Decision of the Standing Committee of the National People's Congress on Maintaining Internet Security
	Physical Examination Exhibition Industry and Order Processing SOP	Outline of National Medical and Health Service System Planning (2015-2020)
	Regulations for Operation and Maintenance of Ping An Health Cloud	Measures for the Management of Internet Information Services
	NPS Appraisal System of Ping An Health Cloud	

Appendix II. Internal Policies and List of Laws and Regulations

ESG Indicators	Internal system	Compliance with rules and regulations
	Online Diagnosis and Treatment Specifications	Regulations on Technical Measures for Internet Security Protection
	Online Treatment Red-line	
	Three-tier Quality Control System for Online Consultation	Information Service Management Rules for Mobile Internet Applications
	Online Diagnosis and Treatment Management System	Berne Convention for the Protection of Literary and Artistic Works World Copyright Convention
	Regulations on the Administration of Antibiotics of Ping An Health Cloud	Protocol on Trade-Related Intellectual Property Rights
	Administrative Regulations for Diagnosis and	Copyright Law of the PRC
	Treatment Methods without Evidence-based Medicine	Regulations on the Protection of Information Dissemination Rights of Networks
	Message Quality Control Proposal	Measures for the Registration of Copyright in Computer Software
	Online Electronic Prescription Management Measures	Regulations on the Protection of Computer Software
	Treatment Proposal for Classification of Problematic Cases	Trademark Law of the PRC
	Professional Quality Appraisal Standards for Cases	Implementation Regulations of the Trademark Law of the PRC
	Quality Control Proposal for Health Records	Patent Law of the PRC
	Design Specifications for Mobile Terminal	Implementation Rules of Patent Law of the PRC
	Operational Measures of Platform	Administrative Measures for the Clinical Application of Antibacterial Drugs
	NPS Investigation Related System	
	Basic Administrative Measures on Sales Center Customer Relationship Managers of Ping An Good Doctor	Guidelines for Clinical Application of Antimicrobial Drugs
	Operational Management System for Inventory Control of Card Products	Guidelines for On-site Inspection of Quality Management Standards of Drug Operation
	Measures for the Management of Performance Appraisal for Call Center Personnel	Key Tasks in 2019 for Deepening the Reform of the Healthcare System
	Release Process and Measures of Client Version	Healthy China Initiative (2019-2030)

Appendix II. Internal Policies and List of Laws and Regulations

ESG Indicators	Internal system	Compliance with rules and regulations
	Measures for the Change of Donkey	Guidelines on Optimizing Prices of "Internet +"
	Measures for the Change of MySQL DDL	Medical Services and Social Health Insurance Payment Policies
	Regulations on the Use of Redis System	Action Outline for Promoting High-quality Development of Healthcare Industry (2019-2022)
	Definitions of Change Process and Change Level	Administrative Measures for Health Insurance
	Deployment Measures for the Third Party System	
	Administrative Measures for Testing Process of Ping An Health Cloud	
	Administrative Measures for Fault Process of Ping An Health Cloud	
	Administrative Measures for Research and Development Process of Ping An Health Cloud	
	Administrative Measures for Process on Database of Ping An Health Cloud	
	Administrative Measures for Demand Freezing Process of Ping An Health Cloud	
	Administrative Measures for Research and Development Process of Mobile App	
	Regulations for the Management of Service Quality of the Clinic Alliance	
	Service Standards and Conversation Techniques of Clinic Alliance	
	Service Standards of Clinic Alliance	
	Basic Measures on Advertising Review	
	User Privacy Protection Policy of Ping An Good Doctor	
	Quality Management System for Third-party Transportation of Pharmaceutical Products	
	Quality Management System for Nabaite Pharmacy	
	Work Orders Management System	

Appendix II. Internal Policies and List of Laws and Regulations

ESG Indicators	Internal system	Compliance with rules and regulations
B7 Anti-corruption	<p>Administrative Measures for the Protection of Trade Secrets of Ping An Health Cloud</p> <p>Operational Risk and Internal Control Management System of Ping An Health Cloud Company Limited</p> <p>Implementation Standard for the Handling of Violations of Regulations of Ping An Health Cloud Company Limited</p> <p>Inspection and Verification Charter of Ping An Health Cloud</p> <p>Management System on Petition of Ping An Health Cloud</p> <p>“Red, Yellow, Blue” Brand Punishment System of Ping An Healthcare and Technology Company Limited</p> <p>Comprehensive Risk Management Measures of Ping An Healthcare and Technology Company Limited</p> <p>Anti-fraud Management Measures of Ping An Healthcare and Technology Company Limited</p> <p>Management Policy of Conflict of Interest of Employees of Ping An Health Cloud</p> <p>Measures for Case Responsibility Investigation and Management of Ping An Health Cloud</p> <p>Guidelines for Anti-Money Laundering List Monitoring and Sanctions Compliance Management of Ping An Health Cloud Company Limited</p> <p>Anti-Money Laundering Management Policy</p>	<p>Anti-unfair Competition Law of the PRC</p> <p>Interim Provisions on Banning Commercial Bribery</p> <p>Anti-monopoly Law of the PRC</p> <p>Criminal Law of the People’s Republic of China</p> <p>Audit Law of the PRC</p> <p>Internal Audit Provisions of the National Audit Office</p> <p>Basic Norms for Enterprise Internal Control</p> <p>Regulations on Petition</p>
B8: Community Investment		Charity Law of the PRC