

Environmental, Social and Governance Report

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 2020 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 2020, 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 2020 to 31 December 2020 (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 2020 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 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

2020 Sustainable Development Performance

In 2020, Ping An Good Doctor took Environmental, Social and Governance (ESG) as the driving force of the Company's sustainable development and fully integrated ESG standards into the Company's development management. We clarified the Company's mission of "To build a bridge of effective communication between doctors and patients" and took advantage of the timely, efficient, and contactless Internet medical care to make efforts in fighting the COVID-19 pandemic, implementing the Village Doctor Program, and promoting inclusive healthcare. We optimized and improved our service quality, to bring a better experience to our customers. In terms of team building, we fully protected the rights and interests of employees and provided a comprehensive talent training system. We increased investment in low-carbon operations, responsible procurement, and community public welfare, striving to become a responsible corporate citizen. Our vision is 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.

1. Fighting COVID-19



During the climax of the pandemic, the number of visits to Ping An Good Doctor platform reached

1.11
billion



The number of masks donated to hospitals in Wuhan and other medical institutions in different places

450
thousand



The number of "Anti-Virus Guide" Videos recorded and released

51



The number of provincial, municipal and regional governments cooperated with to set pandemic specialized lines to provide real-time online consultation service for COVID-19

62

2. Village Doctor Program



Upgraded

1,228

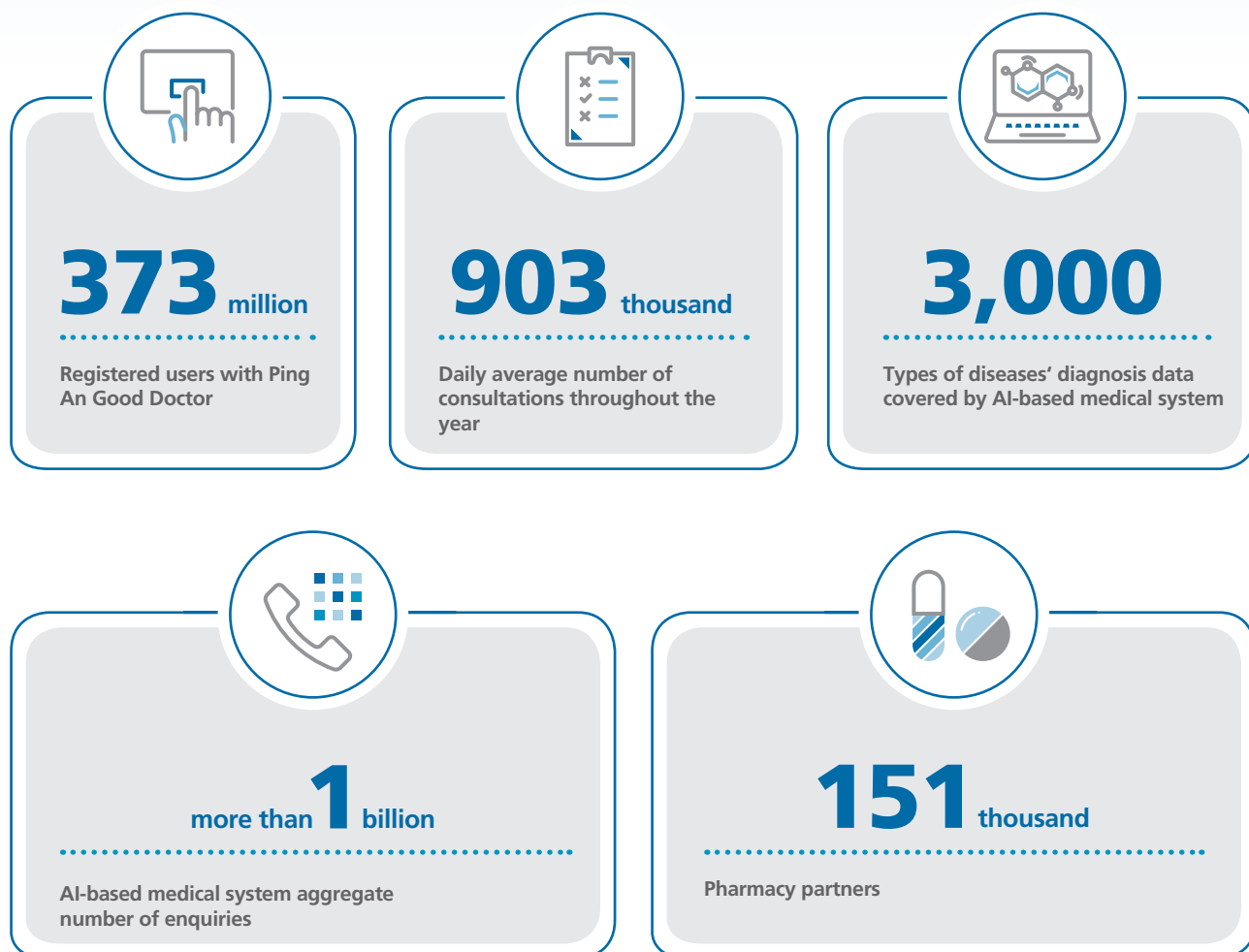
rural clinics



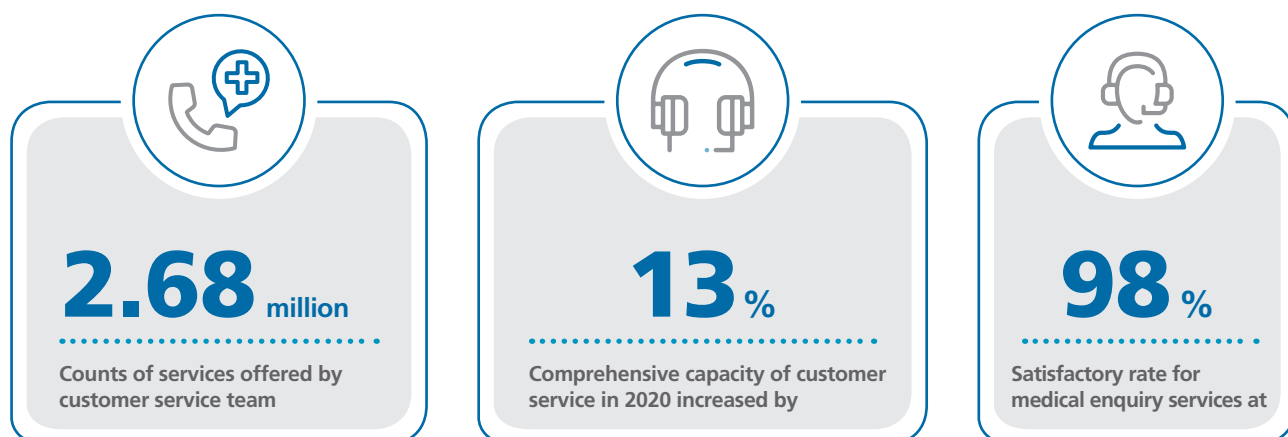
110 thousand

People covered by free medical consultations and examinations

3. Inclusive Healthcare

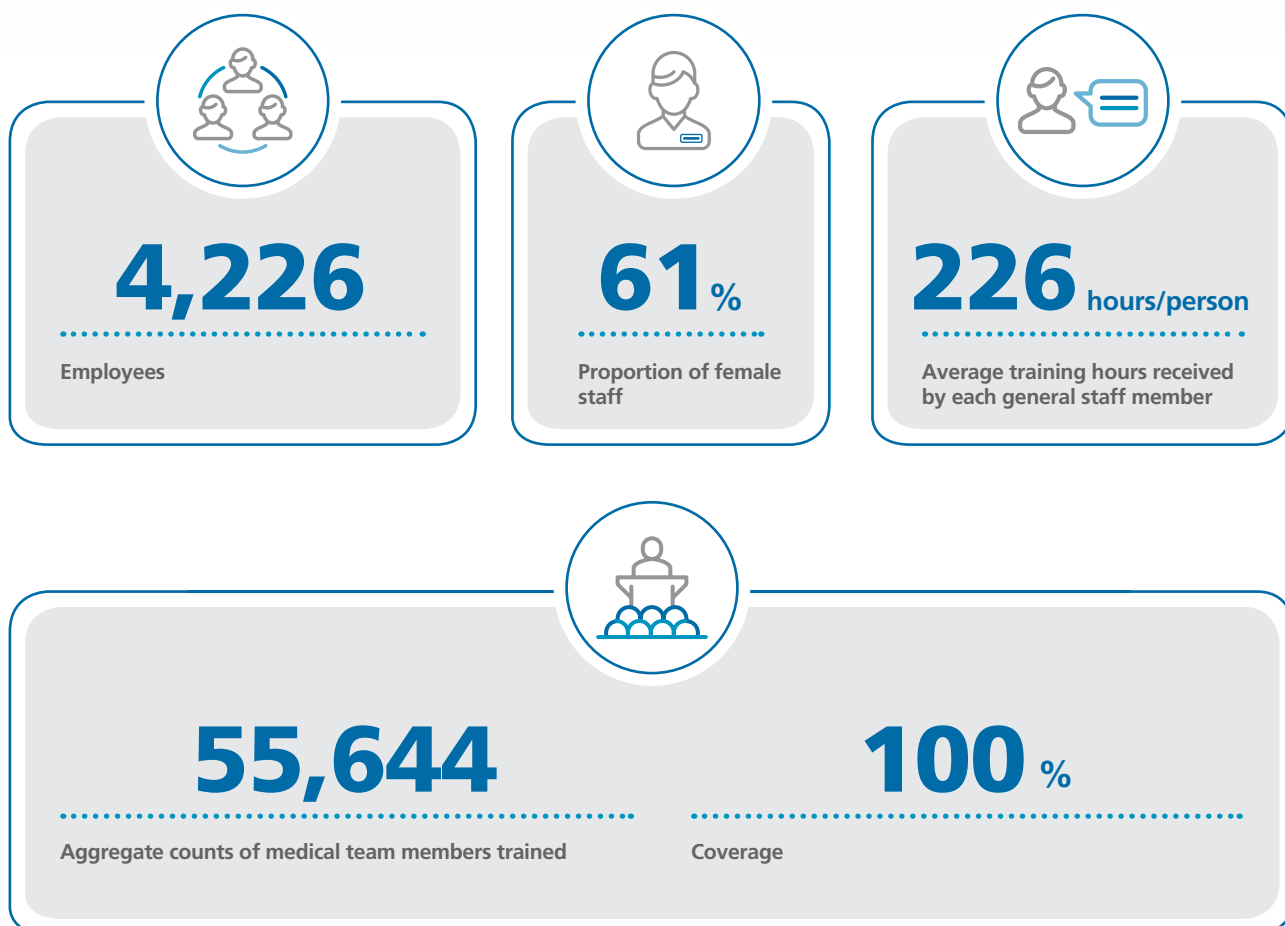


4. Client Experience



2020 Sustainable Development Performance

5. Staff Development



Mission of the Company

To build a bridge of effective communication
between doctors and patients

Vision of the Company

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

2020 Sustainable Development Performance

2020 Awards and Recognitions

Award	Date	Awarding Institution
Strategic Investment Institution of the Year on the Healthcare Investment Excellent List 2020 (2020第四屆醫療健康投資卓悅榜·平安好醫生獲得年度最佳戰略投資機構獎)	March 2020	HaoYue Capital (浩悅資本)
Innovative Healthcare APP of the Year 2020 (2020年度創新型健康醫療APP)	June 2020	China Internet Weekly (互聯網週刊)
"Listed Internet Healthcare Company of the Year" Gold Medal (金勳章獎「年度互聯網醫療上市公司獎」)	June 2020	Jiemian, Shanghai United Media Group (上海報業集團 界面新聞)
"Institution with Innovative and Advanced Technology" in Prevention and Treatment of COVID-19 by the Chinese Healthcare Community (全國醫健新冠肺炎疫情防治「科技創新先進機構」大獎)	July 2020	CN-Healthcare Review (健康界)
Golden Kirin Most Valuable Listed Company of New Economy (金麒麟最具價值新經濟上市公司獎項)	August 2020	Sina Finance (新浪財經)
Outstanding Contribution Award in Internet Healthcare 2020 (平安好醫生獲2020互聯網醫療傑出貢獻獎)	August 2020	China Internet Weekly (互聯網週刊)
Best Digital Apps of 2020 (2020年度最佳數字應用)	October 2020	Analysys (易觀)
Public Welfare Innovation Company of 2020 (2020公益創新企業獎)	November 2020	International Financial News (國際金融報)
Outstanding Company in Technological Innovation in "2020 China Benefit Corporation" (2020「中國益公司」科技創新傑出企業獎)	November 2020	Tencent (騰訊)
TOP 10 Influential Innovation Company in Healthcare 2020 (2020年度醫療健康領域最具影響力創新企業TOP10)	December 2020	Lieyunwang.com (獵雲網)
TOP 10 Innovation Company with Most Contributions in Fighting COVID-19 of 2020 (2020年度最具疫情貢獻創新企業TOP10)	December 2020	Lieyunwang.com (獵雲網)
New Healthcare Power Company of China 2020 (2020中國健康新勢力企業)	December 2020	People's Daily Online (人民網)
Wise 2020 King of New Economy – Most Influential Company (Wise2020中國新經濟之王「最具影響力企業」)	December 2020	36Kr (36氪)
China Securities Golden Bauhinia Awards: Best Listed Company of New Economy (中國證券金紫荊獎「最佳新經濟上市公司」)	December 2020	Hong Kong Dagong Wenhui Media Group (香港大公文匯傳媒集團)
Hong Kong Corporate Governance Excellence Award 2020 (2020年度香港公司管治卓越獎)	December 2020	The Chamber of Hong Kong Listed Companies (香港上市公司商會)
Internet Hospital with Gold Quality Services 2020, Social Responsibility Award, and Supporter for Fighting COVID-19 (「2020互聯網醫院金質服務大獎」、「社會責任獎」、「戰疫幕後力量」)	December 2020	Nanfang Metropolis Daily (南方都市報)
Responsible Contribution Award of the Year in Southern Weekly Annual Gala (南方週末年度盛典「年度責任貢獻獎」)	December 2020	Southern Weekly (南方週末)
Outstanding Listed Company 2020 (傑出上市公司大獎2020)	December 2020	am730, iFeng Hong Kong Stocks, and PR ASIA (《am730》及鳳凰網港股、PR ASIA亞洲公關)
Company of the Year in Nanfang Charity Communication Awards (南方公益傳播獎·年度獎)	December 2020	Nanfang Daily (南方日報)
"New Economy-Technology Company" Award at Hong Kong Listed Companies Development Summit Forum 2020 and the 8th Top 100 Hong Kong Listed Companies Contest (2020香港上市公司發展高峰論壇暨第八屆港股100強頒獎典禮「新經濟科技公司獎」)	December 2020	Top 100 Hong Kong Listed Companies Research Center (港股100強研究中心)
Honor Award for Company with Outstanding Social Responsibility of 2020 (2020年度社會責任優秀企業 – 奧納獎)	December 2020	Organizing Committee of the Social Responsibility Conference (社會責任大會組委會)

Feature I:

Ping An Good Doctor Safeguarding Health for All in the Combat in Unity Against COVID-19

The COVID-19 pandemic that broke out in early 2020 has affected the feeling of all Chinese people. As a leading company in Internet healthcare, Ping An Good Doctor has paid constant attention to the developments of the pandemic. At the very beginning since the outbreak, the Company started to mobilize various resources and gave full play to the unique advantages of Internet medical services of "no contact," "no cross-infection risk," and "round-the-clock services," to provide all-round support for the public in fighting the pandemic in aspects of online consultation, supplies support, ensuring medicine supplies and online education.

1. Online Consultation

Soon after the outbreak of the pandemic, Ping An Good Doctor set up a working group on combating COVID-19 and established an online consultation and prevention mechanism. Its thousands of in-house medical workers sacrificed their Spring Festival vacation for the online consultation for COVID-19. Ping An Good Doctor also opened a 7*24h online pandemic consultation section and the Global Medical Consultation Platform available in English, and assembled a team of doctors and experts from various departments of Ping An Good Doctor to provide global users with professional COVID-19 consultation services and guidance on protection against the pandemic.

Ping An Good Doctor developed an online process for Internet hospitals to handle suspected COVID-19 cases according to the Guidance for Corona Virus Disease 2019: Prevention, Control, Diagnosis and Management (Trial Edition 2) issued by the National Health Commission. Also, targeting the characteristics of COVID-19, the Company created a "3Qs + 3As" online consultation prevention mechanism and screening standards to actively identify potential patients with COVID-19 to avoid any missed diagnosis.

To form a wider service network, Ping An Good Doctor cooperated closely with relevant agencies of 62 provinces, cities, and regions, including Wuhan, Fujian, Beijing, and Chongqing, to provide real-time online consultation services for COVID-19 and open anti-pandemic free consultation hotlines in provinces and cities, providing free consultations on COVID-19 and guidance on protection against COVID-19. We also cooperated with more than 30 leading companies in the industry, including Baidu, WeChat Work, Pinduoduo, Meituan Dianping, Kuaishou, Weibo, Moji Weather, Zhihu, Himalaya, and High-speed Train Master, to provide 24-hour online consultation services and real-time updates of the pandemic and content of medical science popularization.

During the climax of the pandemic, the number of visits to the Ping An Good Doctor platform reached 1.11 billion, the number of newly registered users of the APP increased by 10 times, and the average number of daily consultations by new APP users was 9 times the usual.

During the climax of the pandemic

The number of visits to Ping An Good Doctor platform reached

1.11 billion 



The number of new registered users of the APP increased by

10 times 



The increase in the number of new APP users' daily consultations reached

9 times 



Feature I: Ping An Good Doctor Safeguarding Health for All in the Combat in Unity Against COVID-19

Case:

Ping An Good Doctor Fighting COVID-19 with Cloud Consultations

During the climax of the pandemic in 2020, Ping An Good Doctor received more than 700,000 visits per day, which was equivalent to the total number of visits per day in more than 70 Grade A tertiary hospitals. Increasingly patients with common diseases choose online consultation services for the safety and convenience of Internet healthcare. The strong consultation ability is supported by the AI-based diagnosis and treatment technology, the Company's core technology. With the user's age, gender, and symptoms being input, the AI-based medical system can quickly help the user find a suitable professional doctor. The system can also help doctors answer users' questions more efficiently, reduce repetitive manual labor, shorten the time required for doctors to diagnose diseases, and provide diagnostic references during the consultation to avoid misdiagnosis.

As a key player in the medical and healthcare industry, Ping An Good Doctor fully capitalized on its strength of technological empowerment of online medical care to help the people nationwide win this battle.

Case:

Ping An Good Doctor Giving Play to Features of Internet Healthcare to Support the Fight Against COVID-19

At the end of January 2020, Ping An Good Doctor received a consultation from a patient who was taking a high-speed train. It was understood that the patient had symptoms of fever, chest tightness, and cough, and had been to Wuhan in the last month, who was a highly suspected case of COVID-19. To prevent the spread of the disease, Ping An Good Doctor immediately contacted the patient for emotional comfort with guidance on pandemic prevention, and immediately notified the high-speed rail crew to guide them to implement quarantine measures. Meanwhile, Ping An Good Doctor reported the situation to the CDCs in Shandong and Henan and contacted 110 and the railway center promptly. With coordination among multiple parties, the patient was successfully sent to the nearest city with screening capabilities for medical screening.

Relying on the special advantages of the timely and efficient Internet healthcare with no face-to-face contact, Ping An Good Doctor helped traditional hospitals screen patients during the COVID-19 pandemic and effectively reduced cross-infection among patients, which was highly recognized and praised by users.

2. Supplies Support

At a time when medical resources in Wuhan and other cities were in short supply, Ping An Good Doctor immediately donated 200,000 masks to first-line medical workers in Wuhan. In addition, to continuously support medical institutions across China to respond to the pandemic, we quickly collected 250,000 surgical masks through multiple channels and donated them to relevant medical and health institutions in many provinces and cities across China, to provide protection for frontline medical staff in the epicenter of the pandemic.



3. Ensuring Medicine Supplies

Facing the short supply of anti-pandemic materials and medicines and logistics services during the pandemic, Ping An Good Doctor gave full play to the professional advantages of the Internet healthcare platform, maintained close contact with suppliers, and made every effort to ensure sufficient supply of medicines and health products in the online mall. We integrated platform merchants and supply chain resources, expanded and improved products for pandemic prevention, and launched an area for chronic disease medication services for users with chronic diseases. We also strengthened cooperation with logistics providers to ensure timely medication for chronic disease patients during the pandemic.

Feature I: Ping An Good Doctor Safeguarding Health for All in the Combat in Unity Against COVID-19

4. Online Education

Ping An Good Doctor swiftly organized experts and doctors to record anti-pandemic videos and hold live-streaming sessions to interpret the key points of the treatment of and protection against COVID-19 for primary medical and healthcare workers.

Ping An Good Doctor and Beijing Medical Doctor Association jointly recorded and released a series of 51 “Anti-Virus Guide” popular science videos, covering special groups such as the elderly, pregnant women, and children. They included detailed pandemic prevention guidelines for pandemic prevention knowledge, staying home, community activities, disinfection and food, and pandemic-specialized psychological counseling. During the pandemic, the videos were viewed more than 115 million times on the Internet, and popular science articles on fighting the pandemic on the WeChat official account were read more than 140,000 times.

During the climax of the pandemic

The number of “Anti-Virus Guide” videos recorded and released

51 videos



The number of video playback exceeded

115 million times



The reading volume of popular science articles about fighting the epidemic on WeChat official accounts exceeded

140 thousand times



Anti-pandemic popular science videos by Ping An Good Doctor

Feature II:

Village Doctor Program: Poverty Alleviation by Ping An Good Doctor through Medical Support

To thoroughly implement the Outline for the Plan of Health China 2030, actively respond to the national call for poverty alleviation, and implement the "Three-Village Project" of Ping An Group, we launched the "Village Doctor Program" in 2018, with an aim to improve the standard of medical services in poor regions in China. In 2020, we intensified the practice of "upgrading rural clinics," "assisted diagnosis," "training village doctors," and "physical examination and free medical consultation," forming a primary closed-loop assistance system. We optimized the upgrading of medical services, implemented a three-dimensional project for rural clinics, village doctors and villagers on poverty alleviation through medical support, and effectively improved the standard of basic medical services in poor regions.

As of December 31, 2020, the Village Doctor Program has built and upgraded **1,228** rural health clinics, and offered free medical consultation and checkups for more than **110,000** people.

Main Content of Ping An Good Doctor's "Village Doctor Program"

Upgrading Rural Clinics

- Ping An Good Doctor equipped rural clinics with the multipurpose integrated examination and inspection devices and other medical equipment, provided primary medical rescue equipment and basic medical material resources, effectively improved the facilities of rural clinics, and enhanced their diagnosis and treatment standard and rescue capabilities.

Training Village Doctors

- Ping An Good Doctor joined hands with the governments of poverty-stricken counties, Health Commissions, and the Chinese Medical Doctor Association to provide online + offline medical training for village doctors in poverty-stricken counties, to help them improve their medical standards. We also helped village doctors to master the equipment and auxiliary diagnosis and treatment applications provide through the village clinic assistance program and use the Ping An Good Doctor Village Doctor online application (Village Doctor APP), which provides village doctors with general medical practice training, live-streaming of famous doctors, remote training, and pairing supports.

Physical Examinations

- With the help of mobile testing vehicles equipped with fully digitized DR, color Doppler ultrasound, electrocardiogram, urine analyzer, and other medical devices, Ping An Good Doctor provided local villagers in poverty with free physical examinations and medical consultation, and carry out routine screening for a variety of organ diseases and tumors. In addition, Ping An Good Doctor organized the "Expert Consultations for Villagers" event to provide free expert consultation services for people in rural areas.

Assisted Diagnosis

- With the Village Doctor APP, village doctors can access the Ping An Good Doctor intelligent consultation assistance system via the "smart assistant," make consultations in the forms of "text + pictures," and improve the accuracy of initial diagnosis with the "intelligent guided diagnosis + professional doctor" manual assistance based on the knowledge base with a mass of cases. Meanwhile, the Village Doctor APP integrates high-quality resources of hospitals at all levels, allowing village doctors and higher-level hospital experts to consult remotely at any time, and timely referral of serious patients. When referring, village doctors can use the "appointment assistant" function to make appointments for villagers so that villagers only need to go on time, simplifying the process of medical consultation for villagers.

Feature II: Village Doctor Program: Poverty Alleviation by Ping An Good Doctor through Medical Support

Case:

Substantial Upgrade of Village Doctor APP

In 2020, Ping An Good Doctor made a substantial upgrade for the Village Doctor APP. The new version of the APP opened a special module of "Villager Health Records," which is convenient for village doctors to record villagers' consultations in real-time. Through the establishment of medical history and medical records to track villagers' medical history, the new Village Doctor APP can improve the accuracy and comprehensiveness of village doctors and remote experts' medical diagnosis of villagers. Also, a "Popular Health Science" module was added to the APP, for the release of popular medical science articles and training videos, to provide village doctors with health knowledge such as popular health science and health management for people with chronic diseases. In the future, Ping An Good Doctor will continue to enrich and improve the functions and content of the Village Doctor APP, to more effectively help local areas improve the standard of basic medical care.

Case:

Ping An Good Doctor Organizing Ten Renowned Doctors to Record Online Anti-pandemic Training Videos

Soon after the outbreak of the pandemic in 2020, village doctors, as the "gatekeepers" of grassroots pandemic prevention in rural areas, faced severe challenges such as lack of medical supplies and insufficient experience in pandemic prevention. In the anti-pandemic training live-streaming project for village doctors jointly organized by the Group, China Volunteer Service Federation, and the Chinese Association for Science and Technology, Ping An Good Doctor quickly organized ten former chief physicians and deputy chief physicians from the Departments of Respiratory Medicine, Traditional Chinese Medicine, Psychology, Gastroenterology at the People's Liberation Army General Hospital in Beijing and the General Hospital of Guangzhou Military Region to record training videos on pandemic prevention, and promote pandemic prevention knowledge among village doctors and the public and share their experience in fighting the pandemic in live-streaming. The topics of the training covered how to identify suspected cases, how to observe severe cases, how to fight the pandemic from the perspective of traditional Chinese medicine, and how to prevent and control the pandemic for children and the elderly. In addition to instructions, the experts also set up an online Q&A session in the live-streaming to answer questions of concern from village doctors and the public directly in remote links.

Since the launch at the end of January 2020, the serial videos of training by renowned doctors have released 16 episodes on 13 media platforms across China, including CCTV News Mobile, Xinhua News Agency, Toutiao, and Sina Weibo. By now, they have been viewed nearly 40 million times on the Internet, and the highest number of views of a single video has exceeded 5 million.

Doctors at Ping An Good Doctor worked day and night, to impart their knowledge and experience in fighting the pandemic in their respective fields and convey medical knowledge to grassroots village doctors and a large number of patients, helping village doctors win the grassroots battle against the pandemic.

Feature II:

Village Doctor Program: Poverty Alleviation by Ping An Good Doctor through Medical Support

Case:

Ping An Health Protection Action: In Weixin County, Zhaotong, Yunnan Province

In June 2020, the “Ping An Health Protection Action” visited Weixin County, Zhaotong City, Yunnan Province, bringing comprehensive health checks and medical and health supplies and lectures on health management to more than 100 villagers.

Weixin County is under the jurisdiction of Zhaotong City, Yunnan Province. Restricted by geographical conditions and economic development, the local medical and healthcare are backward, and it is not uncommon for people to fall into or return to poverty due to illness. Ping An Good Doctor joined hands with other professional companies of Ping An to bring medical testing equipment to Chang'an Township, Weixin County, where they conducted free disease screening and consultations for more than 100 local villagers, organized medical knowledge training and health science popularization for village doctors and villagers, and donated medical and health supplies. Ping An Good Doctor's free consultations for rural residents bridged the gap between rural medical care and urban hospitals, and truly delivered healthcare to the mountainous areas, building a solid line of defense for rural healthcare.



Ping An Good Doctor in Zhaotong, Yunnan Province

Feature II: Village Doctor Program: Poverty Alleviation by Ping An Good Doctor through Medical Support

Case:

Ping An Good Doctor Donating Medical Equipment to Shawan District, Leshan, Sichuan

On October 29, the Village Doctor Program team of Ping An Good Doctor visited Shawan District, Leshan, Sichuan, donated equipment worth more than RMB250,000 to primary medical institutions, and carried out appropriate technical training for local primary medical workers. The Company also provided physical examinations and auxiliary diagnosis and treatment services for poor villagers in Shawan District. This event attracted more than 100 grassroots medical workers and poor villagers, which was highly praised by local residents.



Ping An Good Doctor in Leshan, Sichuan Province

In the future, Ping An Good Doctor will continue to implement the widely-recognized model of the "Village Doctor Program", intensify the integration of the Company's internal advantageous medical resources, cooperate with inspection vehicles to villages/communities, and continue to build a whole assistance process of the health and medical ecosystem based on the closed-loop of "prevention-inspection-treatment-management." The Company will carry out activities such as remote consultations, famous doctors serving rural residents, and health lectures, to effectively serve the grassroots residents and fully contribute to the construction of healthy villages.

Future Work Plan for the "Village Doctor Program" of Ping An Good Doctor

Physical Examination and Free Consultation

- To cooperate with mobile testing vehicles for physical examinations and free medical consultations in rural areas and provide free disease screening and general medical consultation for poor villagers, to bring them health.

Development of the AI-based Medical System

- To provide online general professional training for village doctors on the self-developed External Doctor APP, provide a free online system for consultation and AI-based medical system, and establish consultation/medical history archives for villagers, to help village doctors further improve the quality and efficiency of medical services.

Healthcare Science Popularization

- To provide villagers with a series of health lectures remotely or offline, assist in establishing the idea of general hygiene and health, carry out health education, and assist in the development of good hygiene habits, to improve the decorum and hygienic quality of villagers.

Feature III:

Ping An Good Doctor Supporting Inclusive Healthcare with Technological Empowerment

Ping An Good Doctor actively innovates the medical service model and strives to provide equal, inclusive, and accessible medical services for the public. With its strong domestic and overseas high-quality medical resources and the world's leading AI technology, Ping An Good Doctor has realized the full utilization of high-quality resources and smooth coordination, allowing 1.4 billion Chinese people to enjoy professional healthcare services more equitably and at lower costs. As of December 31, 2020, Ping An Good Doctor had 373 million registered users and received a daily average of 903 thousand consultations throughout the year in medical services. Ping An Good Doctor has over 2,200 in-house medical workers, and gathers 21,116 experts across China. It has established a sound offline service network, including 151,000 pharmacy partners, over 56,000 healthcare service providers, including over 160 medical beauty clinics, 430 TCM clinics, nearly 2,300 check-up centers, nearly 1,800 dental clinics, over 2,000 offline health management merchants and over 50,000 clinics as of 31 December 2020.

1. Internet Healthcare: Coordination among Healthcare, Medical Insurance, and Medicine

In recent years, Internet healthcare has become an important driving force for the "reform of medical care, medical insurance and pharmaceutical industry," playing an important role in improving medical quality and reducing medical costs. The COVID-19 pandemic that broke out at the beginning of 2020 accelerated the implementation of the Social Health Insurance (SHI) payment policies, and many local governments responded positively. Ping An Good Doctor quickly responded to the call of the nation to comprehensively deploy medical insurance services and promote the construction of Internet hospitals. As of the end of 2020, five projects have been opened and connected to the SHI payment system, namely, Hubei Province, Yinchuan City, Shunde Hospital affiliated to Jinan University, Dongguan City Hospital of Traditional Chinese Medicine and Fuzhou Hospital of Traditional Chinese Medicine. These projects bring convenient, efficient, and secure Internet medical services to local citizens. Moreover, Ping An Good Doctor has given full play to its advantages of online diagnosis and treatment to empower public hospitals and provide services such as online follow-up consultations and prescription renewal for offline users of local hospitals.

Yinchuan Ping An Internet Hospital Launching Online SHI Payment Service

Case:

In 2020, Yinchuan Internet Hospital of Ping An Good Doctor reached in-depth cooperation with Yinchuan Administration Center for Social Insurance Funds, became a designated medical institution of the city, and launched online payment service for outpatient from SHI personal accounts. More than 2 million residents of Yinchuan can seek medical advice at Yinchuan Ping An Internet Hospital with their medical insurance card and enjoy one-stop services including online diagnosis and treatment, prescription, medical insurance payment and home delivery of medicines. This has truly realized "seeking medical advice without going to the hospital and seeing a doctor and buying medicine with medical insurance."



Yinchuan Ping An Internet Hospital connected with SHI payment system and made one-stop services available

Feature III: Ping An Good Doctor Supporting Inclusive Healthcare with Technological Empowerment

2. Ping An Doctor Home Building a Professional Bridge for Doctor-Patient Communication

In mid-2020, Ping An Good Doctor initiated a comprehensive strategic upgrade focusing on channels, services, and capabilities and launched the sub-brand “Ping An Doctor Home.” With the mission of building a professional bridge for doctor-patient communication, it is committed to creating China’s largest and most competitive platform for Internet healthcare services with the most advanced model. The launch was followed by a series of innovative functions and upgraded products.

In response to the difficulties and needs of patients seeking famous doctors, Ping An Doctor Home created a “Dual-medical Mode” unique in the industry, focusing on specialized diseases, to help famous medical experts across China set up online consultation rooms and build a fast channel for patients to visit famous doctors. Ping An Doctor Home also launched health assistance services with a multi-tier membership system for individuals and families, providing considerate health management for each user and each family.

Ping An Doctor Home also launched the industry’s first “Online Comprehensive Medical Care.” Through synergy with insurance products, it has created the industry’s largest and most comprehensive protection system, eliminating doubts and worries that users may have about online healthcare.

1) Comprehensive Upgrade of the Private Doctor Services

Based on “Private Doctors,” Ping An Doctor Home launched health assistance services with a multi-tier membership system of for individuals and families, providing families with a full range of medical and health services for children, adults, and the elderly. Supported the world’s leading AI technology and high-quality medical resources at home and abroad, Ping An Doctor Home designates each user with an exclusive doctor and a family doctor for each family, provides 7x24 high-quality and personalized medical and health services, and produced continuous and complete personal health files by long-term tracking of users’ health.

2) Long-term Support from the “Dual-medical Model”

For most patients, in the treatment of difficult and complicated diseases, critical diseases, and the choice of complex diagnosis and treatment plans, experienced medical experts and famous doctors mean more guarantee and hope. As a result, it is difficult to make appointment with “famous medical experts” in major hospitals, while patients have to “travel thousands of miles to seek medical treatment.” In order to see a famous doctor, the cost of medical treatment and time spent by patients remain high.

In face of industry opportunities and market demands, Ping An Good Doctor has taken full advantage of convenient channels on the Internet, adopted the “Dual-medical model”, and signed contracts with famous doctors as partners, to jointly build famous doctor studios.

The famous doctor studio covers the whole process before, during, and after the diagnosis. The country’s top medical experts and famous doctors offer online consultations focusing on specialized diseases and provide patients with accurate and reliable expert diagnosis and treatment plans. Ping An Good Doctor’s in-house doctors accredited by the famous doctors help the famous doctors complete pre-diagnosis preparations and post-diagnosis follow-ups and quickly respond to the needs of patients for consultations, to improve the efficiency of consultations of famous doctors in many ways.

The famous doctor studio gathers resources to empower famous doctors. First is brand empowerment, which is to enhance the doctors’ influence with professional brand operations. Second is efficiency empowerment, which is to concentrate patients with online channels and in-house doctors, so that the famous doctors can be appropriately match with patients and the efficiency of doctor management can be improved. The famous doctor studio can also accurately divert patients with difficult and complicated diseases and participate in academic seminars, to provide academic empowerment for famous doctors. For patients, the famous doctor studio builds a bridge for online diagnosis, breaks the limitations of time and space, and provides patients with a platform for one-on-one online instant communication with the country’s top famous doctors.

Feature III:

Ping An Good Doctor Supporting Inclusive Healthcare with Technological Empowerment

The famous doctor studio supports online consultation services in the form of photos, texts, voice messages, and videos, which facilitates communication between doctors and patients. With the industry-leading AI-based medical system, patients can enjoy more convenient, efficient, considerate, and warm high-quality medical and healthcare services.

By December 2020, the famous doctor studio services have covered dermatology, pediatrics, obstetrics and gynecology, urology, orthopedics, and traditional Chinese medicine, bringing together experts in various fields. In the future, more medical experts will join the famous doctor studios and put them into operation, to provide patients with more comprehensive and high-quality services and work together to promote the development of healthcare.

Case:

Ping An Doctor Home Inviting a Medical Expert to Famous Doctor Studio

In November 2020, Academician Liao Wanqing, a dermatologist at Changzheng Hospital, officially signed a contract with Ping An Doctor Home, becoming its first "Internet dermatology specialist." Ping An's unique "Dual-medical Model" allows more people to have access to precious and scarce high-quality medical resources and Academician Liao's top medical expertise and capabilities to benefit more patients who are eager to get treated.



Ping An Good Doctor and Academician Liao Wanqing signed a contract

3) Online Consultation for Assurance

Ping An Doctor Home launched the industry-first "Online Comprehensive Medical Care," boasting medical accountability and medicine quality as its pillar services and covering seven security guarantees including doctor qualification, quality of diagnosis and treatment, and medicine safety, which directly addresses the pain points of "trust" between doctors and patients.

Feature III: Ping An Good Doctor Supporting Inclusive Healthcare with Technological Empowerment

Seven Security Guarantees of Ping An Doctor Home

Guarantee 1: Qualifications of Doctors	Before the consultation, Ping An Doctor Home guarantees the authenticity of the information presented by the doctor.
Guarantee 2: Access Speed	After initiating the consultation, the user can get a response from the doctor in a short time, completely getting rid of the experience of "queuing for two hours and seeing a doctor for five minutes."
Guarantee 3: Accuracy of Diagnosis and Treatment	After the consultation, the platform provides responsibility guarantee for the accuracy of expert diagnosis.
Guarantee 4: Professional Prescription	The platform ensures that the prescriptions received by users are diagnosed and confirmed by the receiving doctor and that the prescriptions are professional and safe.
Guarantee 5: User Privacy	In the payment for prescription orders, the user's personal privacy is protected.
Guarantee 6: Medicine Delivery	After the medicine order is placed, we ensure that the medicine will be delivered accurately and within the promised time.
Guarantee 7: Medicine Quality	The medicine in the order has quality guarantee.

Moreover, with the synergy with insurance products, Ping An Doctor Home provides users and doctors with full protection throughout the consultation and an insured amount of up to RMB1 million. Personal damages and time and property losses caused by the doctors, the platform, or medicine quality will all be compensated within the scope of the guarantee, allowing patients to feel at ease when seeking medical advice.

3. Strategic Cooperation to Support Health for All

Ping An Good Doctor actively explores in inclusive healthcare, cooperates with pharmaceutical manufacturers, industry associations, non-profit organizations and other stakeholders, carries out strategic cooperation projects to promote high-quality medical resources among the greater public, making a contribution to improving the standard of healthcare for all and achieving Health China 2030.

Case:

Ping An Good Doctor Joining Hands with Pfizer China and the Red Cross Foundation to Build a Platform for Health Education and Management of Chronic Diseases

At the 3rd China International Import Expo in November 2020, Ping An Good Doctor, Pfizer China, and the Red Cross Foundation announced the joint launch of the 2020 care project for rheumatoid arthritis (RA) patients entitled "Attention to RA, Care for Joints." The project was about jointly building a platform for health education and management of chronic diseases, and carrying out online optimization of the management of RA, to improve the awareness and treatment rate of RA patients and achieve effective prevention and control for the entire RA group. The first phase of the project will be carried out in Beijing, Shanghai, Guangdong, Yunnan, Henan and Jiangxi. In the future, it will expand to other parts of China, to benefit more patients with RA.



Ping An Good Doctor signing a contract with Pfizer China

Environmental, Social and Governance Report

1. ESG Management

1.1. ESG Management Structure

The Board of Directors coordinates, leads, and takes charge of the sustainable development management and ESG information disclosure of Ping An Good Doctor. The Company integrates ESG factors into its strategic decision-making and daily operation management, and the Board of Directors and the management hold regular meetings to supervise and review the results of ESG work. The Company clarifies the responsibilities of all levels and departments in ESG management, supervises and urges all departments to implement relevant requirements, and continuously improves the engagement of employees, to realize comprehensive planning and management of corporate ESG work.

1.2. Stakeholders Engagement

Ping An Good Doctor attaches great importance to the appeals of stakeholders, actively communicates with stakeholders through various channels on a regular basis, and listens to the requirements and expectations of stakeholders with timely responses. All stakeholders can access sustainable development-related information through online and offline channels. In 2020, we distributed questionnaires to internal and external stakeholder groups through social platforms and emails and collected a total of 208 responses from all parties. We have established extensive and efficient communication channels with stakeholders to strengthen mutual trust and respect, for the purpose to better meet the expectations and requirements of all stakeholders.

In 2020, the total number of responses received from stakeholders

208

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

1. ESG Management

Stakeholders	Expectations and Appeals	Responding Measures for Communication
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

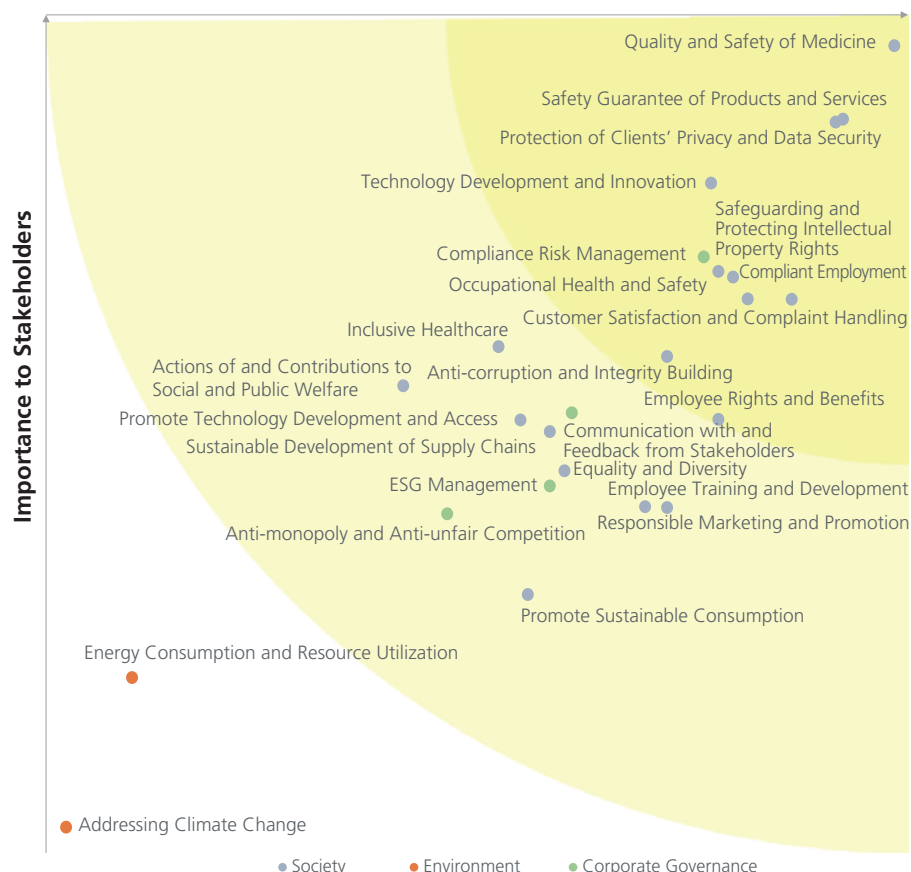
1.3. Identifying Issues of Materiality

In 2020, Ping An Good Doctor hired external professional consultants to track industry trends, analyze national policies, and identify and evaluate material ESG issues based on the Company's business practices in multiple areas, including corporate governance, employment and labor practices, supply chain management, product responsibility, anti-corruption, community contribution, response to climate change, and energy and resource use. Through surveys covering the Company's internal and external stakeholders, we determined a matrix of material issues as the basis for the compilation of this report.

Screening Processes of Material Issues in 2020

Sources of the Issues
<ul style="list-style-type: none"> –Recommendation of the Company's management –Internal and external expert analysis and recommendations –ESG standards and guidelines –Focuses of the capital market –Analysis of multimedia information –Benchmarking with domestic and foreign peers –Suppliers' suggestions and feedback –Opinions from the community
Screening Criteria
<ul style="list-style-type: none"> –Contribution to sustainable development –Common concern of stakeholders –Emphasized issues in the guidelines –Meeting the Company's strategic development needs

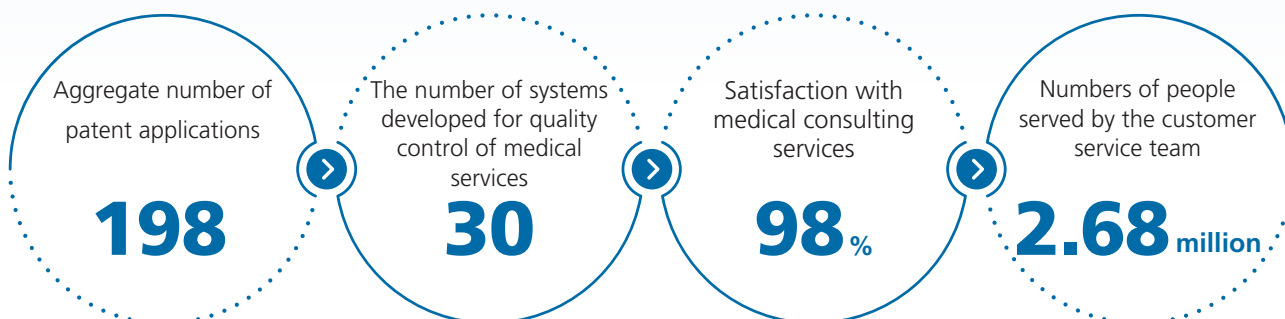
Matrix of Issues of Materiality of Ping An Good Doctor 2020



Environmental, Social and Governance Report

2. Leading with High Quality

Performance Highlights of This Part



As an important member of Ping An medical ecosystem, Ping An Good Doctor is China's leading Internet medical service platform. We strive to build a bridge for doctor-patient communication, comprehensively deploy medical insurance services, and accelerate the advancement of Internet hospital projects and the wider access to high-quality medical resources, committed to providing equal, inclusive, and accessible medical services for the public. Besides, through various systems and measures, we increase our investment in R&D and innovation, guarantee product and service quality, improve customer satisfaction, and secure customer information and privacy.

2.1. R&D and Innovation

Ping An Good Doctor attaches great importance to core technology research and management of independent intellectual property and has launched major technological innovations and products such as the AI-based medical system and the "one-minute" clinic. Among them, the AI-based medical system has been rated as the highest level by WONCA, the world's largest family physician organization, which symbolizes the alignment of China's intelligent AI health technology with international standards and that Ping An Good Doctor's AI system meets the world's highest standards for AI health technologies.

Case:

Ping An Good Doctor's AI System Receiving WONCA Certification of Highest Standard, Becoming the First Internationally Recognized AI Medical System

The AI-based medical system developed by Ping An Good Doctor is equipped with knowledge about 3,000 diseases. Continuously trained with accumulated 1 billion consultation data, the system covers the entire consultation process, doubles the efficiency of doctor consultations, greatly reduces the possibility of misdiagnoses and missed diagnoses, and improves patients' experience with remote medical consultations.

In April 2020, Ping An Good Doctor received the highest level of certification by WONCA, the world's largest family physician organization, for its AI-based medical system. The panel of experts agreed that Ping An Good Doctor's AI system can efficiently help family physicians collect the medical history of users, eliminate the differences in knowledge of general practitioners, and provide professional reference for family physicians in the form of an initial diagnosis. The WONCA certification of Ping An Good Doctor's AI system also proves that Ping An Good Doctor's AI technology is an globally leading provider of timely and high-quality medical solutions for patients from different countries and different cultures, meeting their personalized healthcare needs and providing advanced technical support for family physicians around the world.



Ping An Good Doctor's AI system received WONCA certification

2. Leading with High Quality

2.1.1. Protection of Intellectual Property Rights

Ping An Good Doctor attaches great importance to the protection and management of intellectual property rights, protects its own intellectual property rights, and undertakes not to infringe the intellectual property rights of other parties. The Company strictly abides by the Patent Law of the People's Republic of China, the Trademark Law of the People's Republic of China, the Copyright Law of the People's Republic of China, and other laws and regulations.

In 2020, we formulated and issued the Management System for Intellectual Property (2020), the Detailed Rules for Patent Management (2020), the Detailed Rules for Trademark Management (2020), and the Detailed Rules for Copyright Management (2020), so as to effectively safeguard the Company's intangible assets and maintain the order of the Internet healthcare market. According to the Management System for Intellectual Property (2020), the Company has established a joint conference mechanism for intellectual property. Its participants include the legal compliance team and directors or competent executives of the divisions and teams involved in the issues, who shall discuss and make evaluation opinions on major intellectual property matters, and report to the Company's management for decision-making. The system also clarifies the responsibilities of each division in protecting intellectual property rights and avoiding infringement of the intellectual property rights of other parties.

In 2020, we set up a dedicated intellectual property team to manage the Company's intellectual property affairs, including the establishment of the intellectual property system and the optimization of work processes, the application and review of patents and trademarks, the review of matters in relation to intellectual property in business review, and handling of intellectual property cases. We require employees to strictly abide by the terms of any applicable agreements for proprietary information and invention and use other parties' names, trademarks, logos, data, or software appropriately in accordance with relevant laws and the authorization of the intellectual property owner. In 2020, we released 15 emails on IP promotion and guidance, held 7 patent training sessions, and 2 trade secret protection training sessions. We also organized 11 employees to participate in the Shanghai Intellectual Property Worker Examination, all of which passed and obtained the Shanghai Intellectual Property Worker qualification.

In 2020, Ping An Good Doctor formulated and implemented the Detailed Rules for Patent Reward Management to motivate employees with bonuses, in order to encourage innovative R&D and create an atmosphere of innovation. Ping An Good Doctor completed 67 patent applications.

As of December 31, 2020, the aggregate number of patents applied by Ping An Good Doctor was 198.

2. Leading with High Quality

2.2. Quality Assurance

Ping An Good Doctor regards quality assurance as the cornerstone of its development, and comprehensively controls the quality of each business process of its daily operations to ensure the quality and safety of products and services.

2.2.1. Medical Service Quality Management and Control

In 2020, Ping An Good Doctor optimized its system for medical service quality management and control, and formulated or updated more than 30 systems for medical service quality management and control, including the System for the Medical Quality Management Committee, the Online Diagnosis and Treatment Management System, the Online Electronic Prescription Management Measures, and Ping An Health Cloud Protection of Patient Privacy System, which cover the entire process of online medical treatment. Through pre-, during, and post-event control and early warning, the Company has achieved the monitoring and improvement of the quality of medical services.

Regarding the recruitment of doctors, Ping An Good Doctor requires applicants to submit complete the identity and practice information of a doctor, standardizes the qualification rules and audit procedures for doctors, strictly evaluates doctors' clinical diagnosis and treatment capabilities, and establishes a compliance system for doctors' practice. In terms of Internet diagnosis and treatment standards, Ping An Good Doctor has formulated the Standards for the Diagnosis and Treatment of Internet Hospitals of Common Disease, sorted out common diseases that cover about 80% of the daily consultations of different departments, promoted diagnosis and treatment compliance and rational use of drugs, which helps graded diagnosis and treatment and improve online treatment effect. As of December 31, 2020, the satisfaction rate with the medical consultation service of Ping An Good Doctor was 98%.

In 2020, to further improve the quality control of online healthcare, we screened for the risks of the entire online healthcare process and identified 36 risk points in the four dimensions, namely, management of qualifications and medical service of Internet hospitals, management of service personnel of Internet hospitals, management of diagnosis and treatment of Internet hospitals, and handling of external medical complaints. In response to these risk points, we made targeted quality control and improvement for the entire process. We have established mechanisms such as a three-tier quality control system and a quality publicity board to monitor medical behaviors in real time through the quality control system, provide real-time warnings for high-risk cases, and make timely responses and interventions.

Case:

Ping An Good Doctor Invites Famous Doctors and Experts to Discuss the Standards for the Diagnosis and Treatment of Internet Hospitals of Common Disease

Ping An Good Doctor has formulated the Standards for the Diagnosis and Treatment of Internet Hospitals of Common Disease based on the characteristics of online diagnosis and treatment of common diseases and the diagnosis and treatment practice of Internet hospitals. It covers about 80% of the common diseases with daily consultations in various departments on the platform with corresponding diagnostic criteria and treatment plans, to provide patients with standardized online diagnosis and treatment services. We invited experts from Sun Yat-sen Hospital to review the Standards and received their unanimous recognition and praise.

In 2020, we upgraded the early warning and intervention mechanism for critical and high-risk cases, determined the methodology of critical illness rules, and regularly updated the rules. As of December 31, 2020, the number of critical illness rules has been updated to 297, covering 100% of online consultations. 2,000-3,400 risk cases are marked every day to help doctors reduce the risk of diagnosis. Every quarter, we make optimize according to the data performance of the rules to ensure the accuracy of recognition. Since the second half of 2020, we regularly test the AI assistant for judging critical illness cases, to improve the accuracy of critical illness rules and reduce the pressure on doctors to review. We have established a three-tier review mechanism to extract the most controversial cases in AI judgment, and a senior director will determine whether the critical illness rules are accurate, to speed up AI learning and improve the accuracy of AI algorithms.

Ping An Good Doctor Building a Complaint System of the Medical Center

In 2020, Ping An Good Doctor designed, developed, and launched the system for complaint transfer among management divisions. The system is capable of data synchronization with the customer service system, case matching, doctor intervention, expert evaluation, and summary classification. The new system shares data with the customer service order system. The customer service staff can directly synchronize the user complaint order to the complaint backstage, avoiding the complicated mail flow process. After receiving a complaint from the customer service system, an in-house doctor will be arranged for medical intervention as soon as possible, and the intervention information can be recorded. When necessary, the case can be transferred to designated medical experts for professional analysis and evaluation, and provide medical professional support for the medical center and customer service division. When the case is closed, the system can also classify the case to facilitate review and summary, formulate relevant rules for medical quality control, implement system control, and reduce risks and errors of the same type. In addition, the system realizes the link between complaints and doctors' performance, to control the quality of doctors' work.

2.2.2. Product Quality Control

In strict compliance with laws and regulations including the Drug Control Law of the People's Republic of China, the Good Supply Practice for Pharmaceutical Products (GSP), the Food Safety Law of the People's Republic of China, and Provisional Regulations on the Review and Approval of Internet Pharmaceutical Trades and Services of People's Republic of China, we create a stringent product quality management and control system and get our product quality assurance work implemented based on the needs of users.

Entire-process Quality Control for Products

We have developed a quality management process that covers the entire process of products. From procurement, acceptance, storage, distribution, to recall, we have strict quality control procedures; for substandard products, we have a complete management system. In order to ensure the quality of the products in the distribution process, we have signed special contracts with third-party partnering companies involved in the distribution and made provisions for packaging, maintenance, and subcontracting during the distribution process.

Regarding drug quality control, Ping An Good Doctor has formulated an internal Quality Department Management Policy and a number of specific quality management systems in accordance with the Good Supply Practice for Pharmaceutical Products, Detailed Implementing Rules for the Certification of Good Supply Practice for Pharmaceutical Products and other regulations. The procurement, maintenance, storage, sales, expiry date, and special and substandard drugs are under full control. In the process of drug procurement, we strictly examine the legal qualifications of the supplier and regard quality as the top priority for the selection of drugs and supplier. We strictly follow the requirements of the Good Supply Practice for Pharmaceutical Products to classify and display drugs. We clearly specify the expiry date and unqualified verification standards of drugs. For the drug storage, we have formulated a Drug Storage Management System to ensure the accurate quantity of stored drugs and stable quality during storage to avoid errors in drug delivery. By formulating and implementing of the Returned Drug Management System, we tighten the procedures for returned drugs to ensure drug quality.

In 2020, we did not have any cases of recall due to product safety and health reasons.

2. Leading with High Quality

Quality Control of the Platform

Regarding the selection of merchants on the Health Mall platform of Ping An Good Doctor, to ensure that all merchants on the platform have obtained business qualifications and the source of the goods in sell are legal, we have introduced a third-party agency for qualification auditing and verify the qualifications of merchants and brands that join the mall. The result will be sent back to the merchant through the platform system.

	Content of Audit	Audit Process
Audit of Entry Qualification	Basic qualification and industry qualification	Submission of the merchant for audit → Audit by the merchant access office → Approval by the merchant access office → Audit by the third-party audit agency → The merchant filling in information and providing qualifications correctly → Approval by the third-party audit → The platform reviews and confirms the qualification review before giving approval → The merchant signs the contract and pays the fees → Approval in the mall administration's review → Successful access
Audit of Brand Qualification	Completeness and authenticity of documents	Submission of the merchant for audit – Third-party audit – In case of an issue, the third party rejects and notifies the merchant of the issue – The merchant resubmits after modification – Complete qualification – Approval by the third party after re-audit – The third party verifies the authenticity of the material – In case of an issue, the merchant modifies – The third party again verifies – Final approval after verification – Authorization by the platform

In 2020, based on the improvement of platform management rules for merchants on the platform, Ping An Good Doctor Health Mall issued new management rules for violation by suppliers, covering both the platform and own-branded products. It comprehensively supervises and manages the business activities of merchants/suppliers in processes of merchant/supplier entry, qualification audit, page audit, product sampling, after-sales service, exit management and settlement.

Management Rules for Merchants/Suppliers on Ping An Good Doctor

Merchants/Suppliers	Business Violation Points Management Rules of Ping An Good Doctor App, Management Rules of Ping An Health Cloud APP for Violations by Suppliers (applicable for buyer suppliers)
Entry	Rate Standards of Ping An Health Cloud for Entry, Norms of Ping An Good Doctor for Shop Naming of Merchants, Requirements of Ping An Health Cloud APP for Qualifications for Business Categories (2019)
Product Web Page Management	Norms of Ping An Health Cloud APP for Releasing of Detailed Information of Goods, Rules and Requirements of Ping An Health Cloud APP for Audit of Launch of Goods, Norms for Quality of Industry Marks
Product Quality Management and After-sale Services	Norms for Refunding Products Without Providing Any Reason Within Seven Days, Management Rules of Ping An Health Cloud APP for After-sales Services
Settlement and Exit Management	Norms for the Settlement Process for Merchants of the Health Mall, Management Rules of Ping An Health Cloud APP for Exiting the Mall

2. Leading with High Quality

In 2020, we updated the business violation points management rules for reward points of platform merchants, increased the penalties for false promotion, imposed severe punishments on false promotion with bad influence with publicity and warnings to all employees, to promote merchants' compliant promotion. We have restrained the quality, delivery speed, and after-sales processing efficiency of buyer suppliers by adding management rules for them, to guarantee the shopping experience of mall users. We strengthened quality audits by introducing third-party qualification audit companies, to ensure that the authorization of suppliers or merchants to sell products is true and effective from the source. We also formulated a monthly sampling plan to urge suppliers and merchants to improve product quality.

2.3. Customer Service

"Customer and service first" is the service tenet of Ping An Good Doctor. We optimize the internal management system and policy system for customer service, listen patiently and give active feedback on customer opinions and suggestions, and improve the serviceability and standard of customer service staff, so as to provide customers with the best service experience.

We formulated the Work Orders Management System, the Interim Administrative Measures for Complaints Processing by Customer Service Staff of Merchants, and the Business Violation Points Management Rules of Ping An Good Doctor App to standardize the handling process for customer complaints and requirements for customer service of merchants. For customer service personnel, we formulated the Measures for the Management of Performance Appraisal for Call Center Personnel, linking the performance salary of customer service personnel with customer satisfaction and complaints, to encourage customer service personnel to continuously improve their service standard. We comprehensively guarantee the quality of customer service by establishing a process-oriented and systematic customer service plan.

2.3.1. Customer Service Risk Assessment and Management

To further improve the management system for customer service, we carried out a preliminary analysis for risks in customer service in 2020, comprehensively sorting out user contact points and identifying and analyzing the main risks in various business scenarios of customer service, and subdivided the types and risks of customer complaints. Through risk analysis, we identified two major risks involved in customer service. First, the failure to respond to customer complaints in a timely manner led to the escalation of complaints and the risk of negative impact on brand reputation. Second, loose restrictions on the viewing permission of customers' private information led to the risk of customer information leakage. In response to the above risks, Ping An Good Doctor formulated a rapid handling mechanism for customer complaints in 2020 and sorted out and restricted customer information viewing permissions to improve the management and control of risks in customer service.

2.3.2. Customer Communication and Satisfaction Surveys

In terms of customer communication and feedback of opinions and suggestions, Ping An Good Doctor has achieved efficient customer communication by establishing a complete customer complaint handling process and conducting user research and customer satisfaction surveys.

Ping An Good Doctor has established an all-platform channel for customer complaints, including the instant messaging system of the online platform, calls, emails, and letters, to manage customer complaints at different levels and in different categories. For cases involving a small amount and no injury, Ping An Good Doctor fully implements a rapid handling mechanism, which stipulates that complaints and feedback shall be completed within one working day. For material cases, a special complaint handling team shall be established and reported to the risk decision-making committee, and all relevant departments shall be organized to handle and give feedback within a limited period. As of December 31, 2020, the customer service team of Ping An Good Doctor has provided 2.68 million counts of services and accepted 22,422 customer complaints.

Ping An Good Doctor evaluates and understands user experience and appeals through the Net Promoter Score (NPS) system and sets performance appraisal targets for all relevant business units based on the NPS value, to urge them to improve user experience based on customer feedback. Besides, we collect results of customer satisfaction with the customer service of Ping An Good Doctor through satisfaction surveys on telephone service, online service, and complaint handling.

2. Leading with High Quality

Satisfaction Surveys on Customer Service of Ping An Good Doctor in 2020

	Satisfaction Survey Results	Work Focus and Performance in 2020
Satisfaction with Telephone Service	98.8%	The Company optimized the interactive voice response (IVR) process of customer service complaints, simplified the service processing process and formulated a solidified handling plan for common business scenarios, which greatly improved the one-time settlement rate of customer complaints
Satisfaction with Online Services	91.4%	The Company added the customer self-service function, targeting the unique business scenarios of online customer service, and carried out the intensified training on comfort skills in online customer service, to improve the flexible application of online service tone particles
Satisfaction with Handling of Complaints	98.4%	The Company comprehensively implemented a speedy handling mechanism for cases involving a small amount and no injury, greatly reducing the processing time of customer complaints

2.3.3. Improving User Experience with Technology

Ping An Good Doctor makes full use of the powerful technical capabilities of internet technology companies to comprehensively improve the quality and efficiency of customer service by continuously updating and iterating artificial intelligence and other technologies.

1) *Intelligent Identification of Customers' Needs*

Ping An Good Doctor achieves "personalized application scenarios" with algorithms, that is, to customize product recommendations according to different scenarios and customer characteristics to meet the personalized needs of customers. We analyze the life cycle of customers and their shopping behavior patterns, and provide them with customized product and service recommendations at different nodes, to enhance their shopping experience. We analyze the search behavior trajectory of customers, optimize the display of search results according to customer preferences and product structure, to enhance their search experience. Besides the algorithmic recognition technology, Ping An Good Doctor regularly analyzes the sales of products to keep abreast of changes in customer needs. We also manage customers hierarchically, and make personalized product recommendations for different customer segments through the customer relationship management (CRM) system.

2) *Coordination of Online Consultation and the Online Shopping Mall*

Ping An Good Doctor has built a complete interactive closed loop within its own-branded products to enhance customer service experience throughout the entire life cycle. We have added entries to the modules of "Doctor FAQ" and "Medication Consulting" on sales pages of OTC drugs in the mall to facilitate customers to initiate consultations and inquiries with online doctors about drugs. When a customer consultation is complete, we will intelligently identify and recommend the products that the customer may be interested in and give discounts based on the customer's consultation behavior.

3) *AI Customer Service*

To comprehensively improve the efficiency of customer service, we constantly develop and improve the back-end application capabilities of AI customer service. In 2020, we employed AI to analyze the content of customer inquiries, and provide customer service with response recommendations, effectively increasing the customer service response speed. We identified user messages with AI's semantic comprehension ability, and determined and marked the type of conversation. We have developed a functional application for intelligent quality inspection. With the help of AI's voice recognition and semantic comprehension capabilities, we achieved full-coverage sampling of incoming and outgoing phone calls, improved service quality inspection monitoring, and reduced the risk of customer service errors. Through the above measures, the comprehensive capacity of customer service in 2020 increased by 13% compared with that in 2019.

2. Leading with High Quality

2.3.4. Improve Service of Customer Service Personnel

As an intelligent medical service provider, Ping An Good Doctor has high requirements on the basic medical knowledge and ability of customer service personnel. We hold regular training on basic medical knowledge for customer service personnel to improve their medical knowledge reserve and professional capabilities, who can better provide customers with more accurate and effective responses and improve customer satisfaction.

Case:

Ping An Good Doctor Holding Special Training on Basic Medical Knowledge for Customer Service Personnel

In 2020, to improve the response-ability of card customer service in handling medical cases, Ping An Good Doctor organized special training on basic medical knowledge for customer service for all non-frontline members of the customer service team and some frontline card customer service personnel. General practitioners served as trainers in this training. The main content of the training included basic medical knowledge and the difference between prescription drugs and OTC drugs. The training also included an introduction to the current status and common problems of Ping An Good Doctor's major consumer medical products, to enhance the customer service personnel's comprehensive understanding of the Company. This training effectively improved the customer service team's skills in handling medical cases, and helped them provide customers with more accurate information before the intervention of the medical team, thereby improving customer service efficiency.

2.4. Information Security

Ping An Good Doctor attaches great importance to network information security and strictly abides by relevant laws and regulations such as the Provisions on the the Regulations on Technical Measures for Internet Security Protection and the Regulations on the Protection of Personal Information of Telecommunication and Internet Users. Besides fully complying with the Ping An Group Information Security Policy¹, the Ping An Privacy Protection Statement², and the Ping An Group's Management Regulations on Information Security 2020, we have formulated several standards including the Policy on the Information Security System of Ping An Health Cloud Company Limited, the Policy on Data Security of Ping An Health Cloud Company Limited, and the Standards of Ping An Health Cloud Company Limited for Information Security, and the Privacy Policy of Ping An Good Doctor and other internal policies and systems, to improve standardized information security management processes. With complete management systems and advanced technology, the Company has created a solid "firewall" for network security and customer privacy.

2.4.1. Information Security Management

Ping An Good Doctor improves its information security management structure. An Information Security Management Committee was established, chaired by the Chairman of the Board of Directors, responsible for the overall planning, supervision, and implementation of the Company's security management system, making decisions on major security issues, and ensuring the effective implementation of the security management system. We have set up security specialists in each business division, responsible for daily information security work. We have also introduced performance evaluations for the information security management to the divisions, which include information security incidents, information security response and risk restoration, and security red lines.

¹ http://pingan.com/app_upload/file/official/sustainability/InformationSecurity.pdf

² http://pingan.com/app_upload/file/official/sustainability/PrivacyProtection.pdf

2. Leading with High Quality

To technically safeguard the security and stability of the Company's infrastructure environment and systems, Ping An Good Doctor conducts comprehensive penetration tests on business systems every year and on newly added function points before and after the system is launched. We will scan for security vulnerabilities and fix hidden security risks that have been discovered. We also regularly review and clean up the access policies of the firewall access control list (ACL), clean up the hidden danger policies, and reinforce access rules between various network areas.

To safeguard the security of equipment and information storage in the server room, we regularly carry out standardized inspections of the operation and maintenance of the server room, and record the output and input, relocation of equipment, and operation of the server room. For emergencies in the operation and maintenance process of the server room system, including system failures, network attacks, virus outbreaks, network equipment and application server abnormalities, and other types of failures, we have formulated detailed response measures and operating procedures to ensure the smooth operation of the system.

To improve the organization and command capabilities and contingency response capabilities in response to security emergencies and ensure the normal operation of Ping An Good Doctor's business in such critical cases, we have formulated the Emergency Response Plan of Ping An Health Cloud for Information Security according to the Emergency Response Plan of People's Republic of China for Internet Security Incidents and the Emergency Response Plan of People's Republic of China for Communications Security. We also actively carry out promotion and education of internal information security awareness, knowledge and skills training, and emergency drills for employees, to improve their information security skills and emergency response capabilities.

Case:

Ping An Good Doctor Holding the "Red-Blue Confrontation" Information Security Drill

In October 2020, Ping An Good Doctor held an information security drill called "Red-Blue Confrontation", using security penetration technology to simulate attacks. Through this drill, Ping An Good Doctor investigated potential safety hazards and implemented safety reinforcement after the event. Besides, the drill helped us deepen our understanding of the authority relations between business systems, which would be helpful for improving the access mechanism and regulations in the future. We also improved the application boundaries and set clearer control rules for different business boundaries.

To comprehensively enhance employees' information security awareness, we carry out information security awareness promotion work for employees in our daily work, including training for all staff, position-specialized training, and internal monthly publications. In 2020, the Company conducted a total of 6 training sessions on data security risks.

In 2020, the total number of training sessions on data security risks

6 times

Ping An Good Doctor Holding Information Security Training Sessions

In 2020, Ping An Good Doctor carried out several information security training sessions. With online + offline training, it promoted knowledge about information security management and everyday secure use of information among employees and helped them deeply understand information security and the Company's requirements on information security compliance, to enhance employees' capabilities of information security processing.

Training for security testing. We carry out security testing training for employees in special positions and technical training on information security technology methods, such as common attack methods of hackers, system penetration testing procedures and classifications, and security assessment methods, to strengthen the information security awareness of employees in special positions and improve their insight into and protection capabilities of information security issues.

Training for information security development. For the development and operation of SDL security testing, we carry out SDL security testing training for relevant testing and development staff, where we introduce and demonstrate the process and detailed operation of SDL security testing in detail, to improve the skills of staff in relevant technical positions in information security testing and maintenance technology.

Information security training for all employees. We release the Promotion and Education on Prevention of Personal Information Leakage and Monthly of Ping An Good Doctor on Information Security Awareness Training to all employees of the Company and hold information security awareness promotion and education for all of them, to enhance their information security awareness.

2.4.2. Customer Privacy Protection

To ensure the security of customer information and privacy, we have formulated several internal policies and systems, including the Standards of Ping An Health Cloud Company Limited for Information Security: Privacy, the Privacy Policy of Ping An Good Doctor, the Privacy Policy of Ping An Good Doctor (applicable for doctors), and the Privacy Policy of Ping An Good Doctor (applicable for village doctors), to regulate the operation of customer privacy information collection, privacy information use, and privacy information protection.

When collecting customer private information, we disclose the rules for information collection and use and clearly indicate the purpose, method, and scope of information collection and use, and obtain consent from the customer. It is strictly prohibited to collect personal information unrelated to the provision of services. Private information can only be used for the purpose stated at the time of collection or the purpose directly related to it. If the relevant information is used beyond the scope authorized by the customer due to business needs, the purpose of the information must be explicitly presented to the customer again and the customer's consent must be obtained. Private information must be kept by dedicated personnel in a centralized manner. Adequate protective measures must be taken to prevent the disclosure, tampering, or destruction of private information. We will delete customers' personal information by appropriate methods before the expiration of the information use authorization and ensure that no copies of private information are retained. Moreover, when signing cooperation agreements with third-party entities, we will include the protection of customer privacy information in the terms of contract, requiring the third-party entity not to use customer privacy information beyond the scope of services or disclose information to other individuals or organizations.

In 2020, we carried out systematic investigations into the functions and pages of the system involving sensitive customer information and completely disabled the export of sensitive information. We also desensitized functional pages of the system that involved users' private information in a hierarchical manner and monitored the system behavior of inquiries involving users' private information, which is coordinated with the Company's risk prevention and control system. In addition, we comprehensively sorted out the account permissions of staff using customer information, classified the account permissions, and minimize the account permissions based on job responsibilities.

Environmental, Social and Governance Report

3. A Compliant Good Company

Performance Highlights of This Part

The integrity training hours per capita approximately

13.56 hours

The total number of internal anti-corruption risk actions and relevant internal audit investigations

20

Ping An Good Doctor follows the Ping An Business Code of Conduct³. We always does business in a responsible manner, strengthens integrity and compliance, and abides by the standards of integrity. We also uphold strict responsible marketing practices and standards of behavior, and present our Company, brand, and services to the public in compliance and truthfully.

3.1. Risk Management

Ping An Good Doctor establishes and improves risk management systems, improves the risk management structure, system specifications, and technical means, effectively strengthens risk prevention and resistance capabilities, and achieves healthy and sustainable development of the Company.

In 2020, the Company established a comprehensive risk management organizational structure with the ultimate report to the Board of Directors, directly led by the management, supported by the Risk Management Executive Committee (RMEC), and actively and closely cooperated with risk management divisions. The RMEC is the coordination organization of the Company's overall risk management work. It is responsible for the Company's overall risk management and control work and the deliberation of material risk issues, and submits material risk issues to the Company's management for final approval. The Chairman of the RMEC shall be the Chairman of the Company, who has the highest decision-making power over all matters of the committee. The Vice Chairman of the RMEC shall be the General Manager of the Company and the person in charge of overall risk management, who shall coordinate the overall risk management of the Company. In principle, members of the RMEC shall be the persons in charge of risk management divisions.

This year, the Company updated the Comprehensive Risk Management System and optimized and clarified the responsibilities and reporting process of risk management divisions. The Company sorted out and identified eight types of risks, namely in liquidity, compliance operations, information security, IT operation security, brand reputation, operations, strategies, and medical treatment. In response to the identified risks, the risk management divisions formulated corresponding risk control policies and process rules based on their respective functions.

3.2. Integrity Building

Ping An Good Doctor strictly abides by laws and regulations related to anti-corruption, honesty, and business ethics, including the Company Law of the People's Republic of China, the Anti-monopoly Law of the People's Republic of China the Anti Unfair Competition Law of the People's Republic of China, and the Interim Provisions on Banning Commercial Bribery from the State Administration for Industry and Commerce, and formulated the Employee Code of Conduct, which requires employees to abide by laws, be clean and self-disciplined, and improve business ethics in their everyday work. The Company has zero tolerance for corruption, fraud, and other unethical behaviors. It has formulated internal systems such as the "Red, Yellow and Blue" Brand Punishment System, the Anti-fraud System, the Management Policy for Conflict of Interest of Employees, and the Management System on Petition, and constantly improve the anti-embezzlement, anti-money laundering and anti-fraud mechanism, regularly takes anti-corruption and internal audit actions. It links violations and frauds with managers' performance salaries, and has established an effective system of fraud prevention and punishment. To further prevent corruption and other unethical business practices, Ping An Good Doctor encourages employees and all parties in the society with direct or indirect business relationships with the Company to report fraud. The Company's employees and all parties in the society may provide information about actual or suspected fraud cases in the Company and of its staff through the Company's public reporting telephone numbers, e-mail addresses, and letters, and those who provide valuable clues will be rewarded.

In building an integrity culture, the Company adheres to the principle of "Equal Attention to Punishment and Prevention, with Emphasis on Prevention," strengthens policy publicity and education, and creates a "Law-abiding + 1" corporate culture environment. The Company severely punishes violations, prompting employees to abide by laws and regulations, uphold integrity, and resist the temptation of improper interests. This year, we carried out anti-corruption education and training activities for the management, division directors, and general employees to popularize and publicize anti-corruption information to the whole staff to enhance their awareness of compliance. Under strict supervision and management, no anti-corruption lawsuits took place this year. In 2020, the Company's per capita integrity training hours were approximately 13.56, and 20 internal anti-corruption risk or related internal audit investigation actions were carried out.

³ http://pingan.com/app_upload/file/official/sustainability/CodeofConduct.pdf

3. A Compliant Good Company

Anti-corruption and Compliance Training Hours and Participation Rate by Rank of Ping An Good Doctor in 2020

	Total Training Hours	Participation Rate
Anti-corruption and Compliance Training for Senior Management	841	100%
Anti-corruption and Compliance Training for Employees	56,464	100%

Case:

Ping An Good Doctor Holding Various Trainings on Integrity to Promote a Culture of Integrity

In 2020, Ping An Good Doctor continued to intensify the building of integrity and provided staff with promotion and guidance on integrity and warning education by organizing various themed training activities. In 2020, the Company's anti-corruption training activities included law popularization education, case sharing, themed activities, and policy interpretation. The content of the training was close to the actual situation of the employees' daily work, combined with vivid and real cases, which was highly practical and helped employees improve their risk prevention awareness and consciously resist corruption and other illegal activities.



3. A Compliant Good Company

3.3. Responsible Marketing

Ping An Good Doctor strictly complies with the Advertising Law of the People's Republic of China, the Interim Measures for Administration of Internet Advertising, and other laws and regulations, and has formulated and implements the Advertising Standards, the Basic Measures on Advertising Review, and other internal systems and guidelines to regulate marketing behaviors, to ensure the compliance of brand promotion and avoid false publicity. We also carry out strict training and regular assessments of professional skills for marketing staff to continuously improve the professionalism of the team and resolutely prevent misleading services.

3.3.1. Compliant Marketing

Ping An Good Doctor has formulated several internal management systems to effectively manage and regulate brand promotion campaigns and ensure that they meet the requirements of laws and regulations. The Company has formulated the Brand Management Measures for centralized management of brand image and advertising content. In brand promotion, the Company regulates the Company's trademarks and logo labels in promotion media such as business advertisements, promotional data, and publications

in a centralized manner. Before carrying out any form of publicity, the business team must go through the formalities of competent divisions in accordance with the Advertising Standards, the Basic Measures on Advertising Review, and other laws and regulations. The publication of politically sensitive, illegal, pornographic, and violent content is strictly prohibited. The Company has also regulated the responsible divisions and procedures for external publicity and media interviews in a centralized manner with the Management System for Press Spokesperson and External Publicity Press Release. In addition, to cope with the potential compliance risks in brand publicity due to the rapid development of online social media, the Company has also specially formulated the Management System for Social Media to regulate the use of official accounts on social media of the headquarters, branches, and subsidiaries of the Company and personal accounts of their employees.

In addition, we have implemented a three-tier review and supervision process for the description of goods and services on the Health Mall platform to ensure that the promotion of platform merchants meets the requirements of relevant national laws and regulations.

Tier one: Standard Publication

To formulate the Standards for Industry Mark Quality, the Standards for Release of Ping An Health Cloud APP Commodity Details and other regulations, and require merchants to design their publicity content in strict accordance with the regulations.

Tier two: System Review

To automatically judge and intercept prohibited words and sensitive words in advertising, and prohibit merchants from publishing such information.

Tier three: Manual Review

To conduct manual review and random inspection over advertising content that has passed system review. No sales on-shelves is allowed in case of any violation, which shall be dealt with according to the Points Management Rules for Merchants of Ping An Health Cloud APP.

3.3.2. Management and Training of Salespersons

Ping An Good Doctor has formulated the Management Measures of Ping An Good Doctor for Account Managers at the Sales Center, which regulates the marketing behaviors of the account manager team and clarifies that in case of any provision of false data or misleading publicity to customers, those responsible will be punished based on the severity of the circumstances.

We require that in the external publicity of products or services by an account manager, no words or sentences that slander peers or hospitals, or names of real hospitals, doctors, customers, or any other sensitive information shall appear. In product promotion, an account manager shall avoid inappropriate comparisons with competing products. Besides, the training materials for each product and service promotion must be reviewed by the leader of the instructor.

Ping An Good Doctor provides training on service quality for the account manager team every week on the online training platform and livestreaming, to standardize the script of the account manager team and eliminate any misleading and exaggerated marketing to customers.

Environmental, Social and Governance Report

4. A Good Employer

Performance Highlights of This Part

The total number of employees

4,226

Proportion of female staff

61%

Average training hours received by each general staff member

226 hours/person

Aggregate counts of medical team members trained

55,644

Coverage rate of the exclusive healthy workplace program for employees:

100%

Ping An Good Doctor adheres to the people-oriented principle and guides employees to organically integrate their personal goals with corporate development goals. It gives full play to the potential and value of each employee and stimulates the vitality and competitiveness of the team, to achieve mutual growth of both the Company and employees.

In 2020, Ping An Good Doctor intensified the building of corporate culture. It has established a strong corporate culture with the goal of "An Army, A School, and A Family," effectively promoted the improvement of each employee's work ability and sense of honor, and built a highly cohesive and centripetal work team.

Corporate Culture of Ping An Good Doctor	
An Army:	
The Company takes the relations between the Party and the general public as its focus and unifying team thinking and driving culture building as its aims. It has launched an internal "Hand in Hand Growth Plan" to promote a 1+1 paired performance model between the front-end team and the middle and back-end teams. It also helps teams grow together through PK competitions, and promotes healthy internal competition and cross-team collaboration. The Company intensifies the building of three systems for honor, development, and incentives to drive long-term sense of honor and combat ability of the team and individuals.	
A School:	
The Company adheres to the principle of meeting the development needs of employees in the Company, and takes strategic information, breaking team barriers, everyday learning, and demonstrating employee capabilities as the goals of employee learning and development. It insists on the approach of "bringing in + taking out" professional knowledge and skills, and tailor-made learning plan for each employee to develop in the Company.	
A Family:	
The Company takes employee care as the core, and creates a family concept that is caring, warm, and fun. The administrative service division and the labor union coordinate in functions to create an administrative service brand image with the characteristics of Ping An Good Doctor. The Company comprehensively enhances employee care in the five major aspects of medicine, food, housing, transportation, and play, to create a good experience of work and life for employees.	

4. A Good Employer

4.1. Talent Employment

Employees are always the primary driving force to promote the sustainable development of Ping An Good Doctor. In business operations, we attach great importance to protecting the legitimate rights and interests of employees, strictly abide by relevant laws and regulations, and constantly improve internal employment policies and management systems, to build an excellent employer brand and achieve the growth of both the Company and employees.

We strictly abide by the Labor Law of the People's Republic of China, the Labor Contract Law of the People's Republic of China, the Social Insurance Law of the People's Republic of China, and other laws and regulations. Within the Company, through the systematic formulation and implementation of several internal management systems, including 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, the Company has effectively established a complete internal system for human resources management, achieved the effective allocation of human, material, and financial resources within the Company, and ensured the standardized progress of human resources management activities.

In recruitment and employment, we abide by the Ping An Group Employee and Agent Rights and Benefits Policy⁴, always adhere to the principle of equal employment, respect the legitimate rights and interests of employees in accordance with the law, and prevent the discrimination on grounds of nationality, gender, ethnicity, marital status, and religion, to build an equal, open and inclusive diversified working environment.

The Company will strictly audit the ID card and graduation certificates of the new employee during the on-boarding process to avoid the use of child labor. In 2020, there were no incidents of child labor in the Company. The Company will sign labor contracts with all employees in accordance with the principle of equality and voluntariness and pay social insurances and housing fund in accordance with the law to effectively protect the legitimate rights and interests of employees. Besides, we have established and implemented a normalized attendance system, strictly abided by local regulations on wages, overtime hours, and legal benefits, and resolutely eliminated forced labor.

As of December 31, 2020, the Company has 4,226 employees, all of whom are contract employees.

Number of Employees in Gender Groups



Number of Employees in Age Groups

Age	Number
Under 30	2,348
30 – 50	1,832
Above 50	46

⁴ http://pingan.com/app_upload/file/official/sustainability/EmployeeRights.pdf

Number of Employees in Regions

Regions	Number
Mainland China	4,221
Hong Kong, Macao, Taiwan and overseas	5

4.2. Talent Development

Ping An Good Doctor actively fosters inter-disciplinary talents, provides excellent talents with rotation and transfer opportunities based on business needs and their performance, and prompts the in-depth exploration of employees in the professional field and the accumulation of experience in business management, to effectively broaden employees' horizons and strategic thinking, give full play to the potential of employees, and encourage them to continuously improve their senior professional qualities and professional capabilities.

4.2.1. A Fair and Complete Assessment and Promotion Mechanism

We have established a complete and fair employee career level and promotion assessment system, which closely integrates the realization of employees' personal goals with the Company's overall goals, to maintain the overall vitality of the team and promote the core driving force of the team to pursue excellence.

In terms of employee performance appraisal, we have formulated and implemented the Personnel Management Measures of Ping An Health Cloud and the Performance Accountability Management System of Ping An Health Cloud and integrated performance tracking of employees into the daily management process. In the middle and at the end of each year, we perform employee performance appraisals, where the two parties involved conduct two-way feedback and communication on the appraisal results to further promote the expansion and improvement of employees' personal capabilities. We also provide employees with performance appeal channels, if employees disagree with the evaluation results, they can file an appeal through this channel to ensure that the evaluation results are fair, just and transparent.

In terms of employee promotion, we have formulated and implemented the Personnel Promotion Management Rules of Ping An Health Cloud, and formulated detailed examination mechanisms and procedures for employee promotion and class promotion.

Examination Process for Employee Promotion

Junior Promotion	The candidate to be promoted is nominated by the department manager, and the staff summarizes on four parts including his/her prior performance, important projects, future plans and self-evaluation of values. The evaluation committee makes an anonymous score on his/her comprehensive quality and makes a decision. The one who passes it will be assessed by HR and takes office.
Intermediate Promotion	The candidate to be promoted is nominated by the department manager, and the staff provides work report, and the cross-evaluation committee consisting of branch directors, direct directors and cross department directors conducts a cross evaluation on the candidate being nominated. The evaluation committee grades the candidate with respect to his/her overall capabilities and the one who passes it will be assessed by HR and takes office.
Class Promotion	The candidate to be promoted is nominated by the department manager, and the staff submits personal work summary and work report. HR conducts an online 360-degree evaluation on the staff being nominated and conducts an offline discussion in conjunction with the business party. The cross-evaluation committee grades the candidate with respect to his/her comprehensive capabilities and past performance, and the one who passes it will be assessed by HR and takes office.

4. A Good Employer

4.2.2. A Competitive Salary and Benefit System

Ping An Good Doctor adheres to the value-oriented salary management principle and provides employees with competitive salary and welfare guarantee. The Company carries out differentiated and multi-channel design based different sequences and their respective positions and has established a comprehensive compensation system of “cash salary + short-term incentives + long-term incentives”, where the determination of the reward level is closely linked to organizational performance and individual performance, to fully reflect the true value contribution of employees. The Company adheres to a performance-oriented incentive mechanism. In addition, in order to attract and retain talents, the Company has launched an option incentive plan for employees since its establishment, to make employees maintain their enthusiasm and practice the concept of common growth of the Company and employees.

4.3. Personnel Training

Ping An Good Doctor improves and deepens the high-standard personnel training and training system, making it a strong backing and backbone for the common growth of employees and the Company. We actively promote the construction and application of employee training systems, develop different training modules for different audiences, and effectively help every employee to improve their professional capabilities and expand their capabilities, to effectively meet the training needs of employees at different positions and levels and accelerate the organic integration of employees and the Company.

4.3.1. Advocating Online Flexible Learning

Due to the COVID-19 pandemic, the relocation of the workplace, and the split of the workplace of the headquarters, in 2020, we fully advocated online and flexible learning and transferred the offline key training projects to the Zhiniao learning platform to make training diversified, practical, and flexible, to fully mobilize the enthusiasm of employees to participate in training and ensure the cohesion and morale of the team under special circumstances.

Case:

Ping An Good Doctor Guiding Employees to Use Time Flexibly for Online Learning to Ensure the Effects of Training During the Pandemic

In 2020, Ping An Good Doctor actively promoted the development of online training courses, flexibly operated and developed online learning, and ensured that employees effectively spent their free time at home in improving relevant professional knowledge and skills through online training. With the above measures, the Company can guarantee employees' learning during the pandemic in the short term and support the promotion of the efficiency of general education and learning of front-line staff in the long term, effectively broadening the channels for training to empower business.

We made full use of the Zhiniao learning platform and other functions to transfer key training programs, such as Niuren (Master) Forum, Niu Cloud Online Classroom, and Niu Skill, from offline to online, so that employees can flexibly choose training programs and participation time according to their own needs and actual conditions, thereby greatly improving the morale of employees after resuming work and allowing them to quickly engage in work. For new recruits, we completed the development of the online learning system in March and officially put it into use to ensure that new employees understand the business work and corporate culture as soon as possible, improve their business capabilities and team cohesion, and effectively shorten the breaking-in period.

4.3.2. Promoting the Transformation and Upgrading of the Training System

We optimize our training system based on the adjustment of the Company's strategies and business focuses, so that the training system can be organically integrated with the Company's development strategy and business development, so as to enhance the professional capabilities of team members and strengthen the core competitiveness of the Company.

Training Systems of Ping An Good Doctor

	Training Form and Content
Orientation Training	To introduce corporate culture and HR and administrative procurement systems to new employees in the form of online and offline O2O and organize offline meetings and interactive exchanges for senior management and elite employees to promote the rapid integration of new employees into the team.
Professional Training	<p>It focuses on business-specialized training and general skills training and adopts a combination of offline salon workshops and online livestreaming learning.</p> <p>Professional training. Based on the Company's strategy and business pain points, internal and external experts are regularly invited to deliver public lectures, salons, and livestreaming courses on medical, product operation, technology, and other topics.</p> <p>General skill training. Focusing on self-management and office skills improvement of staff, face-to-face courses on office software applications and thinking skills are offered, which combine learning and exercises and emphasize practicality and feasibility.</p>
Training for Leadership	The trainees are mainly for senior managers and middle managers. The training of senior managers focuses on the improvement of strategic leadership and business sensitivity, introduces courses from well-known business schools such as China Europe International Business School, organize management interactions and exchanges in the form of experiential teaching, and hold brainstorming and seminars on current business development. The training for middle managers focuses on the improvement of the basic management ability of new managers and the advanced training of the practical management ability of senior managers. They are carried out in the form of projects and open classes. The themes include "encouragement to subordinates," "problem analysis and solving," "upward management," and "business acuity." The training covers all of the Company's middle managers.

4. A Good Employer

1) *Strengthening the Construction of Three Major Branded Business Schools*

Under to the principle of “business-based, planned in advanced, flexibly executed, and results ensured,” Ping An Good Doctor flexibly uses and develops online learning and actively promotes the upgrade of its own training brands. It cooperates with business units to build three major training brands in medicine, technology, and sales, to share business experience and skills and improve the professional skills of different business teams.

Case:

Business Units Jointly Building and Strengthening the Construction of Three Major Branded Business Schools

Medical School

Ping An Good Doctor promotes the transfer of its medical training system from online to offline to improve training efficiency and reduce training costs. In 2020, we completed the construction and launch of the online classes of internal medicine and surgical medicine. To strengthen the professional quality and management ability of professionals, we have established a general and grassroots leadership training system for doctors, assistants, and functional personnel, promoted online departmental general training for the medical team, and improved the input-output ratio of the training of first-line shift medical assistants, to effectively promote the efficiency of daily work and service standards.

ET School

In addition to continuously promoting the operation and optimization of the original system of the ET School, we have added modules of CTO's quarterly sharing of excellent technical cases and business team sharing to realize the transformation of courses of internal business experience cases and general education from offline to online, to disseminate internal experience, strengthen business training for technicians, and improve the input-output ratio.

Sales School

In addition to continuously operating and optimizing the original training system for field staff, and improving the livestreaming training of account managers, we have added a new general training system module for internal staff. Specially for the performance pressure of business personnel, the marketing center fully applies online tools in standardized and scientific operation training programs to carry out interactive learning and assessment for field sales personnel to enhance the online learning stickiness of trainees and strengthen the effect tracking and inspection, so as to effectively improve employees' morale and fully mobilize employees' enthusiasm.

4. A Good Employer

2) Optimization of Training Programs

In 2020, we systematically optimized and upgraded existing key training programs based on the Company's business development and employees' own needs.

Training Category	Training Program	Training Objective
Senior	Niurentang Training Program for Veteran Directors Training Program for New Directors and Reserve Talents	In the form of experiential training, sand table simulation, internal seminars, and external open courses, they focus on improving the business sensitivity and strategic planning and execution of the senior management team
Intermediate	Veteran: Niu Better Management Training New: Niu Start Management Training	In the form of open classes and rotation training, they gradually enhance the comprehensive team management awareness and skills of veteran and newly-promoted middle managers
Business Team	Business Brand School Internal Professional Sharing	Based on business development, each school enhances employee professional skills through internal independent sharing, exchanges, and learning
Professional Skill	Niuren (Master) Forum Niu Skill General Training	External experts are invited to share industry hotspots, general skill training and an internal learning community is built, to further create an organizational learning atmosphere
New Recruit	General Training for New Recruits	The face-to-face training system for new employees is optimized, new learning manuals are added, and necessary information and systems are supplemented, to help new employees learn and integrate into their positions at the beginning of their employment
Values	Promotion of Corporate Culture	Comprehensively intensifying the learning of employee values and building a corporate culture through multi-scenario promotion

Training for Employees in Different Gender Groups

Gender	Number of Trainees	Per Capita Training Hours	Coverage of Training (%)
Male	1,571	185	96%
Female	2,526	240	98%

4. A Good Employer

Training for Employees at Different Levels

Employee Level	Number of Trainees	Per Capita Training Hours	Coverage of Training (%)
Senior	53	38	87%
Intermediate	718	202	90%
Primary	3,326	226	98%

In 2020, the aggregate counts of medical team members trained

55,644

Achieving the coverage of

100 %

4.4. Employee Care

Ping An Good Doctor strictly abides by the Law of the People's Republic of China on the Prevention and Control of Occupational Diseases, the Law of the People's Republic of China on Work Safety, and other laws and regulations, and strives to improve safety management and create a healthy and safe working environment for employees. During the pandemic, Ping An Good Doctor carried out alternate work arrangement and diversion of personnel, equipped each workplace with alcohol, masks, and other precautions, regularly conducted workplace disinfection, and carried out popular science courses on pandemic prevention on the Qingniao platform, to ensure the safety of every employee at work.

In addition to the annual physical examination, the Company also purchases supplementary commercial insurance for all employees, registers them with private doctors, and purchases exclusive healthy workplace plans in a centralized manner. Family members of employees can also enjoy the Company's exclusive benefits for physical examination and medical treatment. As a result, employees' sense of belonging to the Company is further enhanced. During the reporting period, we had no accidents of work-related injuries, and the lost working hours due to work-related injuries were 136.44 hours.

Ping An Good Doctor attaches great importance to employee care, abides by Ping An Group Employee and Agent Rights and Benefits Policy⁵, provides employees with a variety of benefits and help them balance their health and life. We implement the Administrative Liaison Officers Responsibilities and Management Measures of Ping An Health Cloud strictly, and set up administrative liaison persons in business units to provide support and assistance to employees in need. The Company has established internal basketball, football, swimming, and badminton clubs to carry out a variety of cultural and sports activities to promote employees to maintain a balance between work and life. We pay attention to the physical and mental health of female employees, provide customized packages of physical examinations and Women's Day holiday for female employees, and has built safe and convenient nursery rooms for breastfeeding employees. We strictly abide by national regulations, provide paid maternity leave and breastfeeding leave for female employees, and grant childbirth allowance. On festivals, we send online greetings and gifts to employees and hold celebrations to enhance their sense of belonging and cohesion.

⁵ http://pingan.com/app_upload/file/official/sustainability/EmployeeRights.pdf

Ping An Good Doctor Purchasing Exclusive Health Management Plans for All Employees to Protect Their Physical and Mental Health

In May 2020, Ping An Good Doctor took advantage of its own business in the field of health management and launched the Office Health Plans, customized workplace health management plans for all employees of the Group, which cover different health conditions of employees in an all-round way and actively intervene at the source, to provide employees with free health workplace management services to prevent occupational health problems before they occur. The plan includes:

1. Personalized health courses. In response to the different personal and family health needs of employees, the plans provide each employee with customized maternity and childcare, health care, fitness, hair care, and other specialized courses, to help pregnant, middle-aged, and young employees maintain good physical and mental health.
2. Sub-health management. The plans fully cover the sub-health risks of office workers and provide online "Private Doctor" service for employees with shoulder and neck pain, sleep disorders, mental health, and other problems. They also conduct regular online follow-up for employees, pay attention to the health of employees in a timely manner, and provide corresponding nursing care recommendations.
3. Rehabilitation management for mild cases. For employees in mild cases, the plans take advantage of the Company's medical service resources to customize health plans for employees, give advice on life care, and make timely follow-up, to help employees recover as soon as possible.
4. Case-based disease management. For sick employees, the plans designate dedicated doctors to them to provide health services, covering the entire process of diagnosis, treatment, and rehabilitation. They also actively track the development of sick employees to help them recover smoothly.



Office Health Plans

Environmental, Social and Governance Report

5. Jointly Building a Better Home

Performance Highlights of This Part

Greenhouse gas emission density: **2.262** tons of CO₂e/person

Energy consumption density: **11.596** GJ/person

Water consumption density: **8.570** m³/person

Total number of partnering suppliers: **1,932**

Ping An Good Doctor is well versed in sustainable development, insists on energy conservation and emission reduction in its operations, emphasizes the creation of a green and responsible supply chain, and works with community partners to create a harmonious home.

5.1. Green Operation

Ping An Good Doctor practices green development and operation, contributes to ecological protection, energy conservation, and emission reduction. We strictly abide by the Environmental Protection Law of the People's Republic of China, the Energy Conservation Law of the People's Republic of China, and other laws and regulations, follow Ping An Group Low Carbon Business and Operation Policy⁶ and Ping An Group Green Operation Policy⁷. We strictly manage environmental performance internally. Special environmental rectification has been carried out on all employees of the Company to improve the utilization of workplace resources.

As a non-manufacturing company, Ping An Good Doctor's impact on the environment mainly comes from the consumption of energy and resources and emissions in workplace, office waste, and a small amount of waste electronic products, without direct pollution to water or land or significant environmental impact. Despite this, we still insist on integrating environmental protection concepts into every aspect of daily operation and management, advocate green office, and encourage employees to save resources and eliminate waste. In 2020, we used a water-source heat pump system in the workplace of Ping An Building in Shanghai, using water/ground source as the system's cold/heat source to provide cooling/heating for the office building, whose energy consumption is significantly lower than that of traditional air conditioning. We further strengthen the management of electricity consumption and reduce unnecessary waste. In terms of resource conservation, we strictly control the use of disposable items. For example, we no longer provide disposable paper cups and encourage employees to bring their own water cups. We encourage employees to bring their own lunches, reduce purchases of takeaways, and avoid the use of disposable tableware. We encourage paperless office through the EOA system, an online platform, promote the recycling of paper, and increase the utilization rate of paper. In terms of waste management, we strictly abide by the Prevention and Control of Solid Waste Pollution of the People's Republic of China, and strictly classify and manage solid wastes and hand them over to qualified third parties for compliant treatment. We pay attention to workplace hygiene conditions and initiate regular special disinfection measures in workplace to ensure a safe office environment for employees. The Company's administrative procurement team conducts special inspections of the workplace twice a day, focusing on inspections of public areas such as pantry and toilets, paying attention to workplace hygiene and water usage, and turning off lights in unmanned areas to ensure that resources are not wasted.

In 2020, we renovated two workplaces in Xi'an and Wuhan as medical workplaces. During the furnishing process, we strived to minimize the impact on the environment. We formulated uniform furnishing standards that met the national environmental protection standards. The construction waste generated during the construction process was handed over by the constructor to a organization qualified for construction waste removal and transportation for disposal. After the renovation, we required an outsourcing professional company to carry out air treatment such as photocatalyst and atomization, and then rented air purifiers for purification. The workplaces were put into use only after passing the air quality test.

⁶ http://pingan.com/app_upload/file/official/sustainability/LowCarbon.pdf

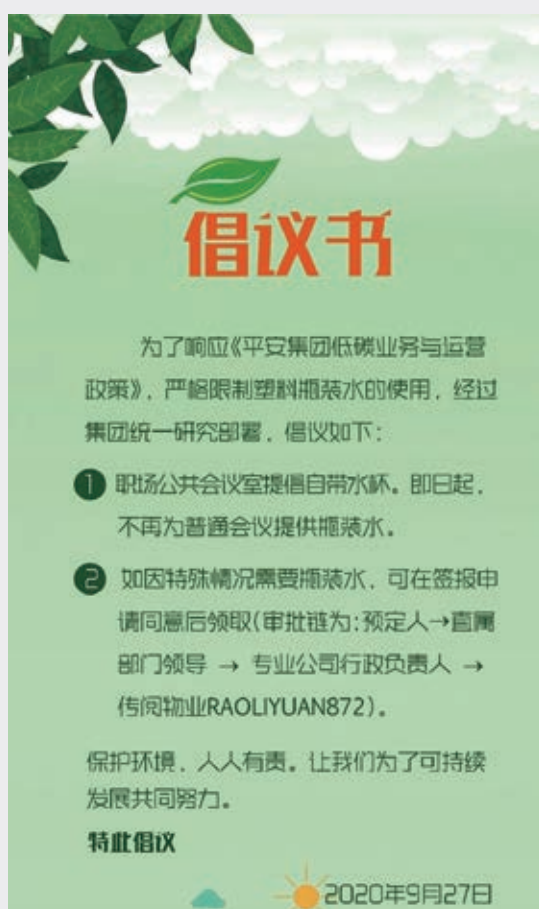
⁷ http://pingan.com/app_upload/file/official/sustainability/GreenOperation.pdf

5. Jointly Building a Better Home

Case:

Workplace Plastic Reduction Action

To support the creation of an environmentally friendly and healthy working environment and further promote energy saving, emission reduction, and pandemic prevention, we actively responded to the call of the plastic-reduction action initiated by the Management Office of Ping An Building, guiding and encouraging employees to use plastic bottled water rationally. We put proposals on the front desk and roll-up banners on floors for publicity. We advocated bringing self-use water glasses and no longer provided bottled water in regular meeting rooms. We also sent a public email to all employees as a reminder notice.



5. Jointly Building a Better Home

Key Environmental Performance Data 2020

Key Performance Indicator	Unit	2020	2019
Greenhouse gas emissions	Tons of CO ₂ e	9,561.279	8,616.385
Greenhouse gas emission intensity	Tons of CO ₂ e/person	2.262	2.971
Waste electronic products	Tons	1.293	1.144
Waste ink/toner cartridge	Tons	0.089	0.053
Weight of waste lamps and bulbs	Tons	0.083	0.093
Waste dry batteries	Tons	0.007	0.018
Total hazardous waste	Tons	1.471	1.308
Hazardous waste density	Tons/person	0.0003	0.0005
Total office waste	Tons	363.346	143.549
Office waste density	Tons/person	0.086	0.049
Office paper usage	Tons	8.780	2.957
Electricity consumption	kWh	13,612,704.820	10,633,653.841
Electricity consumption density	kWh/person	3,221.180	3,666.777
Total energy consumption	GJ	49,005.737	38,281.154
Energy intensity	GJ/person	11.596	13.200
Total water consumption	m ³	36,230.120	27,255.720
Water intensity	m ³ /person	8.570	9.399

Notes to the environmental data:

The collection period of the environmental data spans from January 1, 2020 to December 31, 2020. The scope of environmental data collection includes nine workplaces of Ping An Healthcare and Technology Company Limited (Shanghai Xuhui, Shanghai Zhangjiang, Guangzhou, Beijing, Qingdao, Hefei, Xi'an, Chengdu, Wuhan) and two server rooms (Shanghai Baixin and Shanghai Waigaoqiao).

5. Jointly Building a Better Home

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 Baseline CO₂ Emission Factors for Regional Power Grids in China 2011 and 2012 from the Department of Climate Change, National Development and Reform Commission (currently under the jurisdiction of the Ministry of Ecology and Environment of the People's Republic of China).

The Company's total energy consumption in 2020 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.

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, the disclosure of A3 level regarding the significant impact on environment and natural resources is not applicable.

5.2. Responsible Procurement

Ping An Good Doctor follows the Ping An Group Sustainable Supply Chain Policy⁸. We adheres to the principle of equality and mutual benefit, and with highly transparent and responsible procurement processes and supplier management measures, it has established firm and close cooperative relationships with its supplier partners to effectively promote the comprehensive and sustainable development of the entire supply chain. We strictly abide by the Tender Bidding Law of the People's Republic of China and other laws and regulations, formulate and implement internal policies such as Sourcing Management Measures of Ping An Health Cloud Co., Ltd., and make clear provisions for supplier access, evaluation and management, and strive to become a driving force of the responsible supply chain.

When evaluating suppliers, the inspection team is composed of supplier management team, the procurement management team, and representatives of user divisions. When necessary, we will commission a third-party company to conduct independent audits. The audit points include multiple dimensions such as risk and strength. In addition, the contracts we signed with suppliers all include anti-commercial bribery terms, which must be signed by the supplier before the contracts take effect.

We are committed to the sustainable development of the entire supply chain, clearly proposes to create a sustainable supply chain in the Management Rules on Procurement Suppliers to ensure that there will be no environmental, social and governance risks during cooperation, and advocate the Company's sustainability development policy. In the access certification and scoring for suppliers, we require suppliers to meet the requirements of national environmental protection regulations and their upstream companies to meet environmental protection requirements. We increase the weight of environmental protection qualifications in the inspection scoring, and regard the supplier's environmental protection qualifications as a key scoring item in the technical standard setting. If suppliers are involved in sewage discharge, gas discharge, and solid waste discharge, we require them to have complete harmless treatment processes and technical means. The commodity materials provided to Ping An Good Doctor must be renewable and easy to disassemble when being remanufactured. Suppliers shall establish a reverse logistics responsibility system to ensure that there is a recyclable mechanism for the goods provided to Ping An Good Doctor when they are aging and discarded.

⁸ http://pingan.com/app_upload/file/official/sustainability/SustainableSupplyChain.pdf

5. Jointly Building a Better Home

Case:

Ping An Good Doctor Selecting an Environmentally Friendly Carton Supplier

Ping An Good Doctor's business has developed rapidly, and there has been an increase in demand for various express cartons. As the carton industry has a great impact on the environment, we specifically communicated with suppliers, trying to reduce the environmental impact on our operations.

In November 2020, we invited the core carton supplier of Ping An Good Doctor to communicate on the latest environmental certification. We had discussion focusing on whether the supplier reached the ISO9001 and ISO14001 environmental management system certification, the OHSAS18001 occupational health and safety management system, and other certification standards.

Ping An Good Doctor and the supplier agreed that at present, sustainable development is the mainstream development concept of society and companies. In the future, under the premise of meeting national environmental protection standards, both parties will formulate high production standards that meet the Company's requirements based on the environmental certifications of the world's leading companies, and work together to make more efforts in environmental protection.

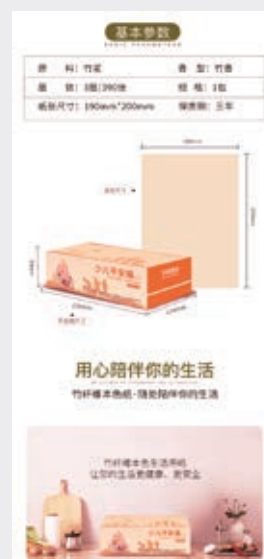
Case:

A Cooperation Project with An Environmentally Friendly Bamboo Paper Supplier

In 2020, we cooperated with an outstanding environmentally-compliant tissue manufacturer to launch customized eco-friendly bamboo paper tissue products.

Bamboo paper tissues are more environmentally friendly than wood tissues, because the growth cycle of trees is longer. According to statistics, 8 million trees are cut down every day in the world to make tissues, equivalent to 80 square kilometers of forests. The growth cycle of bamboo is short, which is also renewable. Using bamboo instead of trees to make paper can reduce the cutting down of 330 million trees every year, which in turn helps maintaining ecological balance. Moreover, the bamboo tissue is not bleached and has no additives, which is safer to the health of consumers.

In 2020, Ping An Good Doctor sold environmentally friendly bamboo tissues worth about RMB4 million, contributing to environmental protection and sustainable development.



5. Jointly Building a Better Home

To ensure the quality of Ping An Good Doctor's branded products, we have established a special inspection mechanism for OEM product suppliers. In the inspection before the introduction of suppliers, we will conduct on-site inspections on qualifications, operating conditions, production capacity, personnel management, and after-sales management of the supplier, and a multi-dimensional comprehensive evaluation. In the production and delivery process, we will supervise the production schedule and progress on site, conduct random inspections on samples and bulk goods, or commission a third party to conduct quality inspections, to ensure product quality throughout the process.

As of December 31, 2020, our total number of partnering suppliers by geographical location is 1,932 as follows:

Number of Suppliers by Geographical Location

Number of Suppliers in Mainland China	1,928
Number of Suppliers in Hong Kong, Macao, Taiwan and overseas	4

5.3. A Community Partner

Ping An Good Doctor follows Ping An Group Community Impact Guide⁹, emphasizes fulfilling its responsibilities as a corporate citizen and actively participates and invests in community poverty alleviation, community medical care, care for the elderly, women and children by leveraging the resources and advantages of the Internet healthcare platform, thus contributing to the harmonious development of society.

Case:

Ping An Good Doctor Supporting the Fight Against Poverty by Helping Farmers Create Poverty Alleviation Products and Expand Sales Channels

In 2020, Ping An Good Doctor actively responded to Ping An Group's poverty alleviation project, and joined hands with Ping An Property & Casualty Insurance Company to organize the Company's anniversary poverty alleviation project and the poverty alleviation star product project. The Company undertook customized development of products, warehousing and logistics, and after-sales service, focusing on agricultural products, and sold poverty alleviation products worth a total of more than RMB1.5 million. The suppliers involved in the project involved poverty-stricken areas in Ningxia, Xinjiang, Inner Mongolia, Guizhou, and Chongqing. The implementation of these poverty alleviation projects effectively helped the development of local industries and contributed to the national cause of poverty alleviation.



⁹ http://pingan.com/app_upload/file/official/sustainability/CommunityImpactGuide.pdf

5. Jointly Building a Better Home

Case:

Ping An Good Doctor Launching the “Cuncao Chunhui” Online Free Consultation to Support the “Healthy China Mother Action”

In August 2020, Ping An Good Doctor launched the “Cuncao Chunhui” online free consultation under the “Healthy China Mother Action.” Female users and mothers across China could access the service area on the homepage of the medical edition of the Ping An Good Doctor APP and receive free medical and health consultation services. In this activity, Ping An Good Doctor gathered around 100 specialists in obstetrics and gynecology and pediatrics with many years of clinical experience to use Internet technology, broke through the time and space limitations of traditional free consultation, achieved the goal of “further expanding the coverage and benefit of public welfare projects,” and promoted the development of healthcare for women.



5. Jointly Building a Better Home

Case:

Ping An Good Doctor's "Health Care for Hundreds of People" Charity Action Helping the Elderly Bridge the Digital Divide

In October 2020, in response to the National Health Commission's call for filial piety and respect for the elderly, the volunteer team of Ping An Good Doctor's "Health Care for Hundreds of Thousands" charity action came to Nanquan Community, Pudong New Area, Shanghai, and launched the "Respect for the Aged Month" free health and medical consultation activity. During the event, Ping An Good Doctor's volunteers guided the elderly to use smart devices and experience the remote consultation service of Ping An Good Doctor APP in a "hands-on and one-on-one" manner, eliminating the "digital divide" faced by the elderly and helping them enjoy more convenient and professional medical and health services.



Environmental, Social and Governance Report

Appendix

HKEX Environmental, Social and Governance Reporting Guide Content Index

Serial number	ESG indicator	Disclosure	Corresponding chapter	Disclosure responsibility
A1 Emissions	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	5. Jointly Building a Better Home	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	5. Jointly Building a Better Home	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	5. Jointly Building a Better Home	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	5. Jointly Building a Better Home	Comply or explain
	A1.5 Description of measures to mitigate emissions and results achieved.	Disclosed	5. Jointly Building a Better Home	Comply or explain
	A1.6 Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved.	Disclosed	5. Jointly Building a Better Home	Comply or explain

Serial number	ESG indicator	Disclosure	Corresponding chapter	Disclosure responsibility
A2 Usage of Resources	General Disclosure Policies on efficient use of resources including energy, water and other raw materials.	Disclosed	5. Jointly Building a Better Home	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	5. Jointly Building a Better Home	Comply or explain
	A2.2 Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Disclosed	5. Jointly Building a Better Home	Comply or explain
	A2.3 Description of energy use efficiency initiatives and results achieved.	Disclosed	5. Jointly Building a Better Home	Comply or explain
	A2.4 Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.	Disclosed	5. Jointly Building a Better Home	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 Environment and Natural Resources	General Disclosure Policies on minimizing the issuer's significant impact on the environment and natural resources.	Not applicable	Other environment and natural resources are not involved in the daily operation of Pingan Good Doctor, so the disclosure of significant impact on environment and natural resources at A3 level is not applicable.	Comply or explain
	A3.1 Description of the significant impacts of activities on the environment and natural resources and actions taken to manage them.	Not applicable	Other environment and natural resources are not involved in the daily operation of Pingan Good Doctor, so the disclosure of significant impact on environment and natural resources at A3 level is not applicable.	Comply or explain

Appendix

Serial number	ESG indicator	Disclosure	Corresponding chapter	Disclosure responsibility
B1 Employment	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	4. A Good Employer	Comply or explain
	B1.1 Total workforce by gender, employment type, age group and geographical region.	Disclosed	4. A Good Employer	Recommended disclosure
	B1.2 Employee turnover rate by gender, age group and geographical region.	Not Disclosed	4. A Good Employer	Recommended disclosure
B2 Health and Safety	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	4. A Good Employer	Comply or explain
	B2.1 Number and rate of work-related fatalities.	Disclosed	4. A Good Employer	Recommended disclosure
	B2.2 Lost days due to work injury.	Disclosed	4. A Good Employer	Recommended disclosure
	B2.3 Description of occupational health and safety measures adopted, how they are implemented and monitored.	Disclosed	4. A Good Employer	Recommended disclosure

Serial number	ESG indicator	Disclosure	Corresponding chapter	Disclosure responsibility
B3 Development and Training	General Disclosure	Disclosed	4. A Good Employer	Comply or explain
	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.			
	Note: Training refers to vocational training, which may include internal and external courses paid by the employer.			
	B3.1 The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Disclosed	4. A Good Employer	Recommended disclosure
	B3.2 The average training hours completed per employee by gender and employee category.	Disclosed	4. A Good Employer	Recommended disclosure
B4 Labor Standards	General Disclosure	Disclosed	4. A Good Employer	Comply or explain
	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.			
	B4.1 Description of measures to review employment practices to avoid child and forced labor.	Disclosed	4. A Good Employer	Recommended disclosure
	B4.2 Description of steps taken to eliminate such practices when discovered.	Disclosed	4. A Good Employer	Recommended disclosure

Appendix

Serial number	ESG indicator	Disclosure	Corresponding chapter	Disclosure responsibility
B5 Supply Chain Management	General Disclosure	Disclosed	5.Jointly Building a Better Home	Comply or explain
	Policies on managing environmental and social risks of the supply chain.			
	B5.1 Number of suppliers by geographical region.	Disclosed	5.Jointly Building a Better Home	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	5.Jointly Building a Better Home	Recommended disclosure
B6 Product Responsibility	General Disclosure	Disclosed	2.Leading with High Quality	Comply or explain
	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.			
	B6.1 Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Disclosed	2.Leading with High Quality	Recommended disclosure
	B6.2 Number of products and service related complaints received and how they are dealt with.	Disclosed	2.Leading with High Quality	Recommended disclosure
	B6.3 Description of practices relating to observing and protecting intellectual property rights.	Disclosed	2.Leading with High Quality	Recommended disclosure
	B6.4 Description of quality assurance process and recall procedures.	Disclosed	2.Leading with High Quality	Recommended disclosure
	B6.5 Description of consumer data protection and privacy policies, how they are implemented and monitored.	Disclosed	2.Leading with High Quality	Recommended disclosure

Serial number	ESG indicator	Disclosure	Corresponding chapter	Disclosure responsibility
B7 Anti-corruption	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	3.A Compliant Good 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	3.A Compliant Good Company	Recommended disclosure
	B7.2 Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	Disclosed	3.A Compliant Good Company	Recommended disclosure
B8 Community Investment	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	5.Jointly Building a Better Home	Comply or explain
	B8.1 Focus areas of contribution (e.g. education, environmental concerns, labor needs, health, culture, sport).	Disclosed	5.Jointly Building a Better Home	Recommended disclosure
	B8.2 Resources contributed (e.g. money or time) to the focus areas.	Disclosed	5.Jointly Building a Better Home	Recommended disclosure