

Environmental, Social and Governance Report

About This Report

(1) Introduction to This Report

The 2021 Environmental, Social and Governance Report (hereinafter referred to as “this Report”) of Ping An Healthcare and Technology Company Limited (hereinafter referred to as “Ping An Health”, the “Company” or “We/Us”), highlights the process, materiality, quantification, balance, consistency, and systematically describes the Company’s philosophy, behavior, performance and commitment to the pursuit of sustainable development. We hope that by publishing the report and responding to stakeholder concerns can strengthen communication with stakeholders, enhance their interest, and recognize our value. Moreover, it helps us as we strive to continue to promote sustainable economic, environmental and social development.

(2) Reporting Principles

Materiality: Ping An Health distributes materiality assessment questionnaires to stakeholders through a stakeholder communication mechanism to understand concerns about the company’s sustainable development prospects and identify material issues related to the company. For details, see chapter “Identifying Issues of Materiality” in this report.

Quantification: The application of the quantitative principle is mainly reflected in the calculation and disclosure of the company’s environmental and social key performance indicators. For details, please refer to Appendix 1 “Environmental Key Performance Form” and Appendix 2 “Social Key Performance Form”.

Balance: To ensure that the company’s sustainable development practices can reflect stakeholder concerns, the company has objectively and thoroughly disclosed the company’s environmental, social and governance work.

Consistency: This report adopts the same statistical method as previous years and compares the data across different years. If the scope of data disclosure changes, explanations would be provided alongside the key performance indicator.

(3) Reporting Scope

Business scope: This Report mainly covers the Company’s principal businesses, including Medical Services and Health Services. For details of the Company’s businesses, please refer to the Company’s 2021 annual report.

Timeframe: This Report mainly covers the period from 1 January 2021 to 31 December 2021 (hereinafter referred to as the “Reporting Period” or “this Year”). To improve the integrity of the report, some content may go beyond this scope.

Report release cycle: This report is an annual report and is the fourth environmental, social and governance report issued by Ping An Health.

(4) 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 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 has been provided towards the end for reference.

(5) Sources of Information for This Report

Information and data disclosed in this Report is sourced from internal official documents, internal statistics and relevant public Company information. Unless otherwise specified, the monetary amounts herein are in RMB.

(6) Assurance for This Report

The content disclosed in this Report has been considered and approved by the Board of Directors of Ping An Health. The Board is committed to supervising the content of this Report to ensure it is without misrepresentations, misleading statements or material omissions.

Environmental, Social and Governance Report

Walking into Ping An Health

(1) Company Mission

To build an effective communications bridge linking doctors and patients.

(2) Company Vision

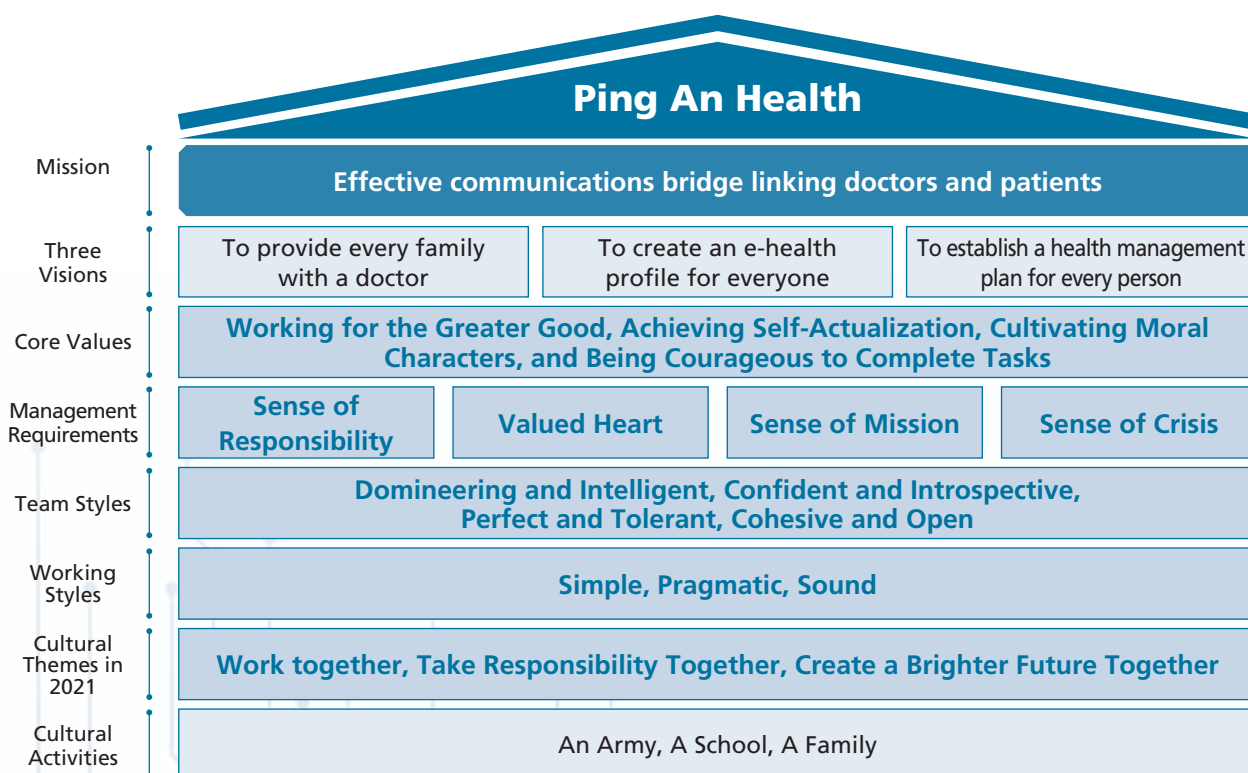
To provide every family with a doctor, create an e-health profile for everyone and establish a health management plan for every person.




Relying on innovative and advanced AI technology, we have enhanced the resources of excellent doctors. We are now deeply embedded in high-quality medical services and are advancing steadily. We use love to build a professional, convenient and trustworthy communication bridge between doctors and patients in the field of medicine and healthcare. Our vision is to provide every family with a doctor, create an e-health profile for everyone and establish a health management plan for every person. We hope to make positive contributions to the health of Chinese people with our work.

(3) Corporate Culture

As part of our corporate culture system of "One Army, One School, One Family", Ping An Health has set "Work together, Share Responsibility Together and Create a Brighter Future Together" as its 2021 cultural theme and we have also motivated employees through various activities. On the basis of complying with laws and regulations, we have urged employees to fully consider the interests of stakeholders such as the Company, colleagues and consumers as well as social and public stakeholders such as ecological and environmental protection bodies in order to create a better future together. The Company also continuously strengthens its philosophy through various events, meetings and employee engagement activities so that employees have a shared understanding of corporate values and the personal behaviors required to ensure alignment and unity across teams.

Panorama of Ping An Health's Corporate Culture in 2021



Corporate Culture of Ping An Health	
An Army:	
	<p>The Company takes the relations between the Communist Party of China (CPC) and the general public as a key focus to unify organizational thinking and drive the construction of a company culture; we have taken a series of activities internally to celebrate the 100th anniversary of the founding of CPC, exercised the leading role of party members and strengthened 'red thought'. The Company has intensified the building of three systems for honor, development and incentives to drive a long-term sense of honor and ensure combat ability of the team and individuals.</p>
A School:	
	<p>The Company adheres to the principle of meeting the development needs of employees in the Company; we have upgraded the employee training system and management operation system, established a training mechanism that covers all level of staff to meet needs for further career development; for medicine, technology, product and sales staff; we have customized courses to facilitate business development; we have also upgraded the management mode, innovated operations, built new training brands and promoted two-way matching of resources.</p>
A Family:	
	<p>The Company takes employee care as a core concern and has created a familial atmosphere filled with warmth, manner and depth. The labor union, administrative service division and marketing team have coordinated their activities to ensure employee care and servicing remains a key characteristics of work at Ping An Health. The Company has comprehensively enhanced employee care across five major aspects: medicine, food, housing, transportation and entertainment to create a good work – life balance for employees.</p>

(4) Compliance Operation

Ping An Health has always believed that compliance operation is the most important foundation for the sustainable development of an enterprise and key to all business decisions and activities. The Company believes that only by sticking to the bottom line of compliance can stability and growth be achieved.

The Board of Directors of Ping An Health has always regarded compliance management as a strategic cornerstone and a key business premise requiring all businesses to strictly abide by relevant laws and regulations and comply with the Company's internal systems and ethics. The company implements a scientific compliance management system in the process of business development. In the precondition of complying with laws, regulations and regulatory requirements, the Company continues to launch high-quality innovative products and services to meet user needs and create more value for all parties in society.

To this end, Ping An Health has built a complete compliance management system starting from the aspects of "company system – organizational structure – personnel arrangement – training mechanism" to improve the level of compliance operation:

First, the Company has established a sound compliance system. It requires all relevant departments to formulate company-level systems on key issues such as business ethics, product quality, marketing and publicity and information protection based on compliance principles and management practices to ensure compliance of various business units.

Walking into Ping An Health

Second, the Company has established a clear compliance risk management structure. As the risk management coordinating department, the legal compliance department is responsible for identifying compliance risks, regularly tracking the latest regulations and industry trends, sorting out existing work processes and putting forward suggestions for improvement ensuring that various businesses of the Company meet the requirements of laws and regulations reducing the risk of violations of laws and regulations. Various risk management responsibility departments are the leading departments for each sub-type of compliance risk and are responsible for implementing risk management work for their departments.

Third, the Company has clarified that the persons responsible for risk management and assigned personnel to carry out special risk investigations. The chairman, general manager, heads of business departments and branches of the company are all responsible for risk management and relevant indicators of risk management are included in their assessment. For key compliance matters, the Company will assign personnel to set up an expert group to carry out special risk investigations to reduce related risks.

Fourth, the Company is strengthening the compliance culture training mechanism. Ping An Health promotes legal compliance knowledge through various channels such as online and offline training, e-mail promotion, videos as well as live streaming to strengthen compliance awareness among all staff forming a workplace atmosphere where “everything is about the law and everyone pays attention to compliance”.

The Company integrates compliance management culture into the whole process of corporate culture construction. By advocating and cultivating a good risk management culture, the Company firmly establishes risk awareness and risk management concepts among all employees and forms a corporate culture that abides by professional ethics and operates legally and compliantly.

(5) 2021 Awards and Recognitions

Awards/Honors	Honor time	Appraiser/Awarding agency
LunJian • The 1st Annual Star List of Smart Health – Gold Family Doctor (論健第一屆智慧醫療年度星榜「金牌家庭醫生」)	January 2021	Sailing Health (健識局)
The Most Economic Impactful Brand of the Year (年度新產業經濟最具影響力品牌)	January 2021	Znfinnews.com (鐸財經)
The 16th China Board of Directors of Listed Companies Gold Roundtable Award – The Award of Excellent Board of Directors, The Award of the Most Influential Independent Directors (第十六屆中國上市公司董事會金圓桌獎「優秀董事會獎」、「最具影響力獨立董事」)	February 2021	The Board of Directors (董事會雜誌)
The 10 Most Innovative Health Companies of 2021 (2021全球最具創新力公司)	March 2021	Fast Company (美國Fast company商業雜誌)
The List of 315 Quality Consumption of Internet Technology – The Award of the Most Trusted Online Healthcare Brand by Consumers (互聯網科技315品質消費榜「消費者信賴線上醫療獎項」)	March 2021	Chengdu Economic Daily (成都商報)
The 4th Goldsmith Award – The Silver Medal of Precise Marketing of the Year (第四屆金匠獎「年度精準營銷獎銀獎」)	April 2021	Committee of CMO Value Marketing Summit (CMO價值營銷峰會組委會)
V Innovative Model of Healthy China Action in 2021 – The Award of Innovative Model (2021健康中國行動示範V創新榜樣「模式創新獎」)	May 2021	CN-Healthcare Review (健康界)
2021 Gold Companies Ranking (2021金牌企業榜)	May 2021	Snowball (雪球)
The 12nd Tiger Roar Award – The Award of Annual Brand (第十二屆虎嘯獎「年度品牌大獎」)	June 2021	Hooxiao (虎嘯傳媒)
The Outstanding ESG Performer in 2020 – Special ESG Awards-Gold (環境、社會及企業管治成就2020大獎「特別環境、社會、企業管治大獎金獎」)	June 2021	Institute of ESG & Benchmark (環境、社會及企業管治基準學會)

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Awards/Honors	Honor time	Appraiser/Awarding agency
New Growth New Highland: Top 50 Online New Economy (Shanghai)in 2021 (新增長 新高地：2021線上新經濟(上海)50強終榜)	August 2021	Jiemian, Shanghai United Media Group (界面)
The 5th Ceremony of Seeking the Most Valuable Companies in China – The Award of Excellent Investment Value (第五屆尋找中國最具價值企業頒獎典禮「優秀投資價值獎」)	September 2021	Business Management Review (商學院)
iMoney Enterprise Brand Awards – The Best Internet Healthcare Platform in China (智富品牌及企業大獎「最佳中國互聯網醫療健康服務平台」)	September 2021	iMoney Magazine (《iMoney》智富雜誌)
MSCI ESG Rating「A」	September 2021	MSCI
The 6th China Healthcare Summit – Top 10 China’s Listed Innovative Healthcare Companies in the Year 2021 & Top 20 China’s Internet Healthcare Companies in the Year 2021 (第六屆中國大健康產業升級峰會「2021中國醫療上市企業創新榜TOP10」·「2021中國互聯網醫療TOP20」)	October 2021	Equal Ocean (億歐大健康)
2021 The Star of Analysis in Year –The Award of Excellent Digital Application in the Year 2021 (2021易觀之星「2021年度卓越數字應用獎」)	October 2021	Analysys (易觀)
The Outstanding Company in Corporate Social Responsibility of ‘China Benefit Corporation in the Year 2021 (2021年「中國益公司」企業社會責任力「社會實踐傑出企業」)	November 2021	Tencent (騰訊)
HKET’s Excellent ESG Enterprise in the Year 2020-2021 (傑出環境、社會及企業管治表現嘉許計劃「2020-2021年度傑出ESG企業獎」)	November 2021	Hong Kong Economic Times (香港經濟日報)
The Competitiveness Research in Healthcare Industry in the 21st Century in the Year 2021 – The Award of Best practice of the Year (2021年度21世紀大健康產業競爭力研究「陽光」年度行業標杆企業)	November 2021	21st Century Business Herald (21世紀經濟報導)
The Healthcare Technology Companies in the Year 2021 (2021常春獎「年度醫療科技企業」)	November 2021	Jiemian, Shanghai United Media Group (界面)
China Health Industry 2021 Impact Award (2021年度中國大健康產業影響力獎)	November 2021	China Business Journal (中國經營報)
ListCo Excellence Awards 2021 (傑出上市公司大獎2021)	November 2021	Am730 and PR Asia (am730及PR ASIA亞洲公關)
The Case of Innovative Practice of Healthy China Action in Year 2021 (2021年健康中國行動創新實踐案例)	December 2021	People’s Daily Online (人民網)
2021 China’s Internet Economy Forum – The Best Health Platform in the Year 2021 (2021中國互聯網經濟論壇「2021年度最佳醫療平台」)	December 2021	China Internet Weekly (互聯網週刊)
The Award of the Most Valuable Brand (最具品牌價值獎)	December 2021	Guru Club (格隆匯)
The Sustainable Brand of the Year (年度可持續力品牌)	December 2021	Southern Weekly (南方週末)
2021‘Good Brand 100’ – The Award of Employer in Internet Healthcare Industry (2021「好品牌100」互聯網醫療行業主榜品牌)	December 2021	Jiemian (界面)
2021 ESG Vanguard 60 – The Award of Excellent Social Responsibility of the Year (2021ESG先鋒60「年度社會責任優秀獎」)	December 2021	Jiemian (界面)
The 21st Century Commercial Model Innovative Companies (21世紀商業模式創新公司)	December 2021	21st Century Business Review (21世紀商業評論)
The 11th China Securities Golden Bauhinia Awards – The Best Listed Company in Hong Kong Stock Connect (第十一屆中國證券金紫荊獎之「最佳港股通上市公司」)	December 2021	Hong Kong Ta Kung Wen Wei Media Group, (大公傳媒)
2021 New Economy – The Best Value Listed Companies (2021新經濟之「最具投資價值上市公司」)	December 2021	cls.cn (財聯社)

Walking into Ping An Health

(6) Ping An Health SDGs Map

UN SDGs

Ping An Health's Efforts



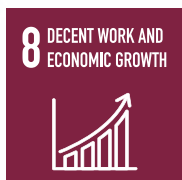
- Ping An Health continued to carry out poverty alleviation projects, opened “green channels” for poverty alleviation products and achieved targeted poverty alleviation with the help of external donations.



- Ping An Health’s mission is to “build a doctor-patient professional communication bridge” and to “let every family have a family doctor and every person have an electronic health record and personal health management plan.”
- By providing customers with high-quality medical services and building a health mall platform, Ping An Health continues to satisfy growing health needs and contribute to the achievement of the “Healthy China 2030” goal, and continuously improves resident health.
- Ping An Health has launched smart clinics in villages as well as a village doctor app. We livestream teaching to improve the level of basic medical care in local villages and help rural revitalization.
- As a responsible enterprise, in the event of a serious natural disaster, Ping An Health will quickly mobilize manpower and resources to provide disaster-affected people with necessary medical services and effectively protect their physical and mental health.



- The Company provides enriching training courses for all employees. In addition, Ping An Health provides targeted training for relevant employees according to their level and position to improve their professional level and expand their development horizon.



- Ping An Health adheres to the principle of “fairness and justice” and fully respects and protects women’s rights and interests. At present, female employees account for more than half of the total number of Ping An Health personnel.
- Ping An has established a complete remuneration system of “cash compensation + benefits + long-term incentives” for employees to provide them with decent work and attractive income.
- Ping An Health aims to build an inclusive and diverse work environment and integrates anti-discrimination into its recruitment and business strategies eliminating any discriminatory behavior based on factors such as gender, appearance, ethnicity and religious beliefs.

Walking into Ping An Health



- Ping An Health attaches great importance to the protection of water resources. The Company uses sewage discharge performance as a key scoring metric for suppliers' environmental protection qualifications and requires suppliers to have treatment processes and the technical means to strictly manage sewage discharge. At the operational level, Ping An Health installs water-saving devices in the workplace pantry encouraging employees to save water by posting promotional slogans.
- Under the direction of the property manager, Ping An Health is adopting the Daikin VRV water source heat pump system which uses ground source water as the cooling/heating source for the system, which significantly reduced the Company's operating energy consumption.
- Ping An Health actively practices low-carbon green development. At the operational level, the Company encourages employees to travel green; it regularly carries out plastic reduction and workplace environment evaluation; it has strengthened employee awareness of green development; and it has reduced resource waste to address the Company's impact on the environment.
- At the supplier level, Ping An Health exerts its corporate influence to put forth clear requirements for suppliers on sustainable development, it encourages suppliers to use environmentally friendly products and jointly promote low-carbon development.
- Ping An Health's online consultation service helps users obtain medical consultation without leaving their homes. The low-carbon and environment-friendly business model effectively reduces exhaust and greenhouse gas emissions from transportation caused by travel.



- Ping An Health is a proactive innovator using self-developed AI and internet technologies to leverage the influence of the platform to drive forward innovation and development.



- Ping An Health has established a petition channel to encourage employees to report corruption and similar behaviors. In addition, the Company provides training to enhance the anti-corruption awareness of all employees.
- Ping An Health strictly abides by laws and regulations prohibiting the recruitment of child labor and the use of forced labor.



- Ping An Health attaches great importance to communication with, and the opinions of, stakeholders. We listen to the opinions of all sectors of society by participating in association meetings, collecting questionnaires and via other diverse channels. We continuously promote the realization of SDGs.

Environmental, Social and Governance Report

1. Improving the ESG Governance Structure and Enhancing the Level of Sustainable Development of Enterprises

1.1 Board Statement

The Board of Directors coordinates, leads and supervises the sustainable development management and ESG information disclosure of Ping An Health. 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's Board of Directors holds regular meetings every year to review management's ESG management progress report and review and approve the Company's ESG report. It is responsible for strategically determining the Company's ESG management priorities. The Company's Board of Directors discusses ESG matters at its quarterly meetings and the Company also reports its performance on key ESG issues to the directors in its monthly director's newsletter.

The Company's management leads the Company's ESG management work, implements various management measures and regularly reports to the Board of Directors to assist it in its comprehension of the Company's ESG management status. The management also helps identify management risks and adjust the Company's strategy in a timely fashion. Each year, the management proposes key ESG issues and discusses their impact on the Company's business. Based on the topics and materiality assessment results fed back by stakeholders, the management will determine the materiality matrix of key ESG topics which will be finally reviewed and confirmed by the Company's Board of Directors as the basis for the annual optimization of ESG development strategies and preparation of ESG reports.


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 ensure that the environmental and social risks involved in various work and businesses are properly managed realizing the comprehensive planning and management of corporate ESG work.

1.2 Stakeholder Engagement

Ping An Health attaches great importance to the appeals of stakeholders and actively communicates with stakeholders through various channels on a regular basis and listens to the requirements and expectations of stakeholders. We respond in a timely way to better meet the expectations and requirements of all stakeholders strengthening mutual trust and respect.

Stakeholders	Expectations and Appeals	Measures to Communication and Respond
 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 Pleasant 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. Improving the ESG Governance Structure and Enhancing the Level of Sustainable Development of Enterprises

Stakeholders	Expectations and Appeals	Measures to Communication and Respond
 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

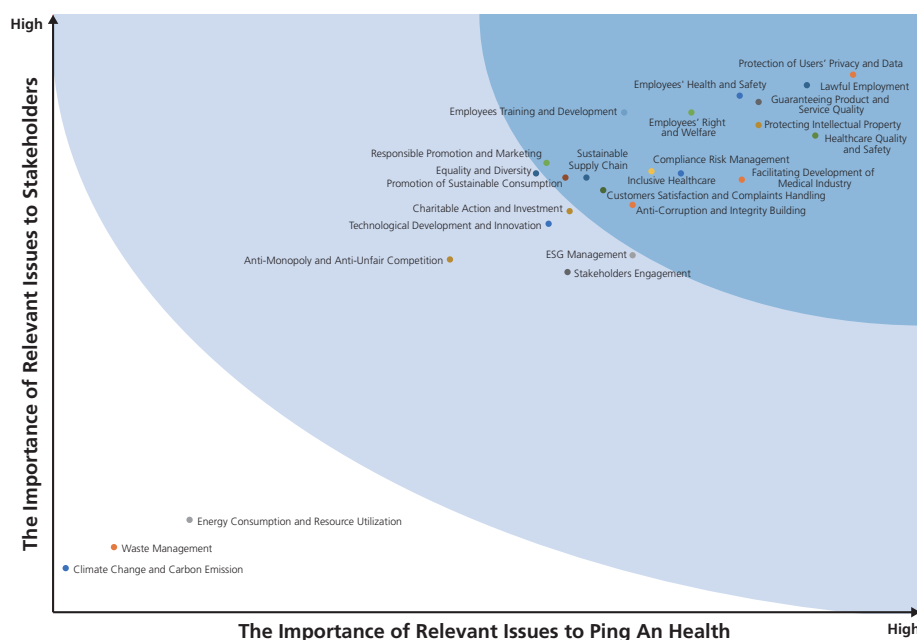
1.3 Identifying Issues of Materiality

Ping An Health takes stakeholder expectations and appeals as important considerations in formulating its ESG development strategy. In order to improve the pertinence and effectiveness of the Company's ESG development strategy in 2021, Ping An Health identified issues related to corporate governance, climate change mitigation, energy and resource usage, employment and labor, supply chain management, product responsibility, anti-corruption and social contribution. The exercise was based on Global Reporting Initiative (GRI), the Sustainability Accounting Standards Board (SASB) and other international mainstream report compilation standards and on the Hong Kong Stock Exchange's ESG Reporting Guide combined with the Company's business-related industry standards and market concerns.

By conducting both internal and external stakeholder surveys, the Company has assessed and analyzed various issues. In 2021, we distributed survey questionnaires to various internal and external stakeholder groups through social media platforms, email and other mediums to collect a total of 224 responses from all parties.

Based on the topics and materiality assessment results reported by various stakeholders and the importance of each topic confirmed by the management of the Company on sustainable development, the Company ranked the key topics in terms of materiality. The priority of substantive issues has been reviewed and confirmed by the Board of Directors of Ping An Health in combination with the Company's strategy and management team.

Matrix of Issues of Materiality of Ping An Health 2021



1. Improving the ESG Governance Structure and Enhancing the Level of Sustainable Development of Enterprises

1.4 Improving Risk Management Systems

Ping An Health constantly establishes and improves risk management systems and improves the organizational structure, system specifications, strategic methods and technical means of risk management. We seek to further cultivate the corporate culture of risk management, strengthen risk awareness among employees, ensure sustainable, stable and healthy development of the Company, and build our core competitiveness.

The Company has formulated risk control systems, including a Comprehensive Risk Management System, Risk Preference Management Measures and Risk Limit Management Measures. Together, they constitute a comprehensive risk management system for identification, prudent assessment, dynamic monitoring and timely response. The Board of Directors is the highest decision-making body for the Company's risk management and is responsible for the effectiveness of the overall risk management work. The Company's risk management executive committee coordinates the Company's overall risk management work and reports to the Board of Directors and management on an as-needed basis.

The Company has sorted and identified some types of risks namely in liquidity, compliance operations, information security, IT operation security, brand reputation, operations, strategies and medical treatment. The Company has also clarified the responsibilities of each risk management department and the reporting process. In response to the identified risks, the risk management divisions formulated corresponding risk control policies and processes based on their respective functions.

The Company has a "prudent" risk appetite and its bottom line is legal, compliance and social responsibility. It is continuously strengthening its comprehensive risk management system balancing the requirements for consideration of benefits and risks while promoting the development of a risk performance assessment mechanism to achieve a balance between risk management and business objectives. To correctly modulate its overall risk appetite, the Company has implemented a risk appetite transmission mechanism, set a comprehensive risk limit and an early warning indicator system based on a "stable" risk appetite. We monitor and report various risk indicators during daily operations and management.

In 2021, the Company continued to strengthen its risk management and compliance training with the aim of promoting the development of our internal control compliance risk culture and strengthening the risk management awareness of all employees. In 2021, we enhanced the risk awareness of all employees of the Company with 17 interpretations of new regulations and 99 trainings covering topics such as risk management, information security, intellectual property, anti-corruption and anti-fraud. The form covers on-site meetings, live streaming, email promotion etc., realizing 100% coverage of all staff.



Number of interpretations of new regulations in 2021

17 times

Number of trainings covering topics such as risk management, information security, intellectual property, anti-corruption and anti-fraud

99 times

The staff training coverage rate in the form of on-site meetings, live streaming, email promotion and etc.,

100 %

1. Improving the ESG Governance Structure and Enhancing the Level of Sustainable Development of Enterprises

1.5 Adhering to Good Business Practices

Ping An Health strictly abides by 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. The Company constantly improves the anti-corruption, anti-monopoly and anti-unfair competition review mechanisms and procedures to ensure that the Company does not engage in bribery, corruption and/or fraud, and does not undermine the fairness of business competition.

The Company has formulated the Employee Code of Conduct and the Management Policy for Conflict of Interest of Employees. It further requires employees to abide by laws, be honest and self-disciplined and improve business ethics in their daily work. The Company also has formulated internal systems such as the Anti-fraud System, the Management System on Petition and the "Red, Yellow and Blue" Card Punishment System, established anti-fraud and reporting mechanisms and procedures to standardize the occupational behaviors of managers and employees at all levels. The Company's board of directors leads the anti-fraud work and urges the management to organize the implementation of anti-fraud work. It regularly takes anti-corruption and internal audit actions, links violations and frauds with managers' performance salaries and has established an effective system and mechanism of fraud prevention.

In May 2021, the senior management of Ping An Health travelled to Chengdu, Beijing, Wuhan and other workplaces with functional departments such as human resources, party and labour union, legal compliance as well as audit and supervision department to conduct clean government education, conduct in-depth discussions and research and listen to the voices of the frontline workers. The Company's developing anti-corruption culture is imbued with the Company's culture and the different regions and eras of the directors, employees, suppliers and other groups. The focus is on email + live streaming learning with topics covering small treasury, off-book accounts, workplace crime and so forth. In 2021, the Company conducted more than 20 trainings and campaigns to develop clean government culture and conducted 3 internal investigations targeting corruption risks or related internal audit matters.

Number of trainings and campaign to maintain anticorruption culture

20 times

To further prevent corruption and other unethical business practices, Ping An Health encourages employees and all parties in 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 involving its staff through the Company's public reporting e-mail address and petition site. Those who provide valuable clues will be rewarded.

The Company's existing 2 channels for petition:

Online e-mail address : lzxjfb@pingan.com.cn

Offline petition site : Audit and Supervision Team on the 19th Floor, Block B, Ping An Building.

The e-mail address for complaints is clearly stipulated in the Company's anti-fraud system and the audit and supervision team is responsible for monitoring it. The offline site for complaints is located at the audit and supervision team office on the 19th floor of Block B, Ping An Building. Online and offline complaints are repeatedly promoted in clean government promotion materials. The Company has established the "Complaint Management System" for whistleblowers and clearly requires the protection against leaking of whistleblower information and against unfair dismissal, persecution or retaliation targeting whistleblowers. The Company's audit and supervision team strictly abides by work discipline, maintains confidentiality and strictly protects whistleblowers and complaint materials. In 2021, the Company did not have any corruption cases.

Against the background of China's continuous strengthening of anti-monopoly laws and curbing of the disorderly expansion of capital this year, Ping An Health has also continued to strengthen the Company's anti-monopoly and anti-unfair competition review.

Environmental, Social and Governance Report

2. Strengthening Medical Products and Services in Support of Healthy China Action

2.1 Improving Scientific and Technological Innovation

2.1.1 Protection of Intellectual Property Rights

Ping An Health strictly abides by the Patent Law, Trademark Law, Copyright Law of the People's Republic of China, and other laws and regulations, attaches great importance to the protection and management of intellectual property rights and builds our own intellectual property protection barriers.

The Company has established a relatively complete intellectual property management system which encompasses an Intellectual Property Management System, Patent Management Rules, Copyright Management Rules, Trademark Management Rules, Patent Award Management Rules, Trade Secret Protection Management Measures and other rules and regulations. Brand Authorization Management Regulations was added in 2021 drawing on the in-depth industry experience and combined with the actual situation of Ping An Health. This scientifically systematized intellectual property rights such as trademarks, patents, copyrights and trade secret management and maintenance.

The Company has established an intellectual property joint meeting mechanism with the participants including the legal compliance department and the departments involved in the issue concerned and the leaders of each team or the general manager of each department. They discuss and evaluate major intellectual property matters and report to the Company's management. The internal legal compliance department of the Company has a special post for intellectual property rights and has intellectual property liaisons with the relevant departments. It fully implements the Company's intellectual property management system and conducts both regular and irregular intellectual property information campaigns and training for the whole Company or related specific teams.

We require our employees to strictly abide by the terms of any applicable proprietary information and invention agreements and that any use of third-party names, trademarks, logos, data or software be in accordance with relevant laws and the authorization of the intellectual property rightsholder.

In 2021, Ping An Health completed 177 domestic patent applications, 7 PCT patent applications, 4 patent authorizations, 4 trademark approvals and 9 copyright registrations.

As of December 31, 2021, Ping An Health has accumulated 375 domestic patent applications, 7 PCT patent applications, 16 patent authorizations, 277 trademark approvals and 85 copyright registrations.



As of December 31, 2021, Ping An Health has accumulated:

Domestic patent applications

375

Copyright registrations

85

Trademark approvals


277

2. Strengthening Medical Products and Services in Support of Healthy China Action


2.1.2 Technological Empowerment of Medical Services

Ping An Health continues to consolidate its medical service capabilities and continues to improve the quality of online medical services through the dual drivers of a self-owned medical team and AI-enabled medical care.

The Company is committed to the research and development of independent artificial intelligence technology and uses science and technology to achieve a precise distribution and efficiency gains of medical services. The quality of medical services empowered by AI is reflected in the pre-diagnosis and diagnosis links:



Pre-diagnosis link:
By automatically analyzing users' appeals, we can match the most suitable doctor to patients, improve doctor-patient pairing, reduce user wait times and function as a consultation desk in offline hospitals.



Diagnosis link:
According to the users' appeals, the appropriate consultation template is automatically matched so that the doctor can conduct a comprehensive consultation. This saves consultation time while preventing doctors from missing key information and improves the quality of consultation.

Through AI technology, the Company monitors severe indicators that appear during the consultation process ("severe" in this report refers to patients whose current condition is not suitable for providing online diagnosis and treatment services). Currently, there are a total of 306 severe labels, covering severe diseases in internal medicine, surgery, obstetrics and gynecology, pediatrics, traditional Chinese medicine, dermatology, andrology, otolaryngology, ophthalmology, nutrition, general practice and other disciplines. AI is employed throughout the entire consultation process to identify conditions and diseases mentioned by patients. The system locks and manually determines whether the disease inquired about by the patient is serious. If both the system and the manual judgment are serious, the patient is immediately told to seek medical treatment offline to avoid physical harm.

In 2021, Ping An Health launched a real-time audio and video online consultation service. The service is provided by Ping An Health's self-owned medical team 7 days a week, 24 hours a day with a response time of 60 seconds allowing users to consult with doctors 'face-to-face'.

2.2 Ensuring Product Quality and Safety

Ping An Health regards the quality and safety of products and services as foundational. Therefore, on the basis of strictly abiding by relevant laws and regulations, Ping An Health has established and continually improves its quality and safety management system. It further conducts comprehensive quality control over various business processes to ensure product quality and safety, improve service quality and provide consumers with satisfactory products and services.

2.2.1 Medical Service Quality Control

In terms of medical services quality control, Ping An Health complies with the Law of the People's Republic of China on Licensed Physicians, the Measures for the Administration of Internet Diagnosis and Treatment (Trial), the Measures for the Administration of Internet Hospitals (Trial) and the Regulations for the Administration of Telemedicine Services (Trial) and other laws and regulations regulating online diagnosis and treatment protecting the quality and safety of medical services.

2. Strengthening Medical Products and Services in Support of Healthy China Action

a) Customer Health Protection

In 2021, Ping An Health continued to update the medical service-related system to ensure the smooth and effective delivery of medical services continuously improving the service experience of consumers and effectively safeguarding the reasonable rights and interests of consumers. At present, Ping An Health has completed more than 20 systems that are related to online medical services including Internet Hospital Patient Risk Assessment and Emergency Prevention and Handling System, Internet Hospital Patient Privacy Management System, Internet Hospital Diagnosis and Treatment Management System (2021 Edition) and Internet Hospital Adverse Drug Reaction Monitoring and Reporting. Management Measures.

In order to strengthen the level of medical services, unify service quality and improve user satisfaction, the Company does not link doctor income with drug sales. This avoids damaging the image of the medical profession, harming the interests of patients and disrupting the healthcare system. In addition, Ping An Health has established a comprehensive service medical monitoring system to ensure the uniformity, rationality and effectiveness of medical services. The Company's medical service quality monitoring system consists of three parts:

Consultation procedure standardization system

Establish standardized inquiry procedures and speech techniques for each diagnosis and guide doctors to standardize consultations according to standard procedures.

Proposed Diagnosis Review System

Review the diagnosis results of the consultation and draw conclusions about whether the diagnosis is reliable by analyzing the doctor-patient dialogue and the corresponding diagnosis. Inappropriate diagnosis will be rejected.

Prescription Review System

Review the doctor's prescription. Based on the diagnosis, check whether there is medical rationale between the diagnosis and the prescription, the user's personal basic situation and the prescription. Prescriptions that do not pass the review will be intercepted.

Case:

Ping An Health saves a suicidal user in the nick of time

At nine o'clock in the morning on September 24, 2021, Dr. Ji Congtao of our Company encountered a user during the consultation process. After entering the consultation room, the user asked the doctor "Will I die after taking 200 sleeping pills?" He then uploaded a photo of the medicine box. During the communication, Dr. Ji Congtao realized that the patient may have attempted suicide and immediately instructed the patient to call 120 for emergency care telling him of the possible harm caused by excessive use of sleeping pills. At the same time, this abnormal event was immediately reported and notified to the medical management team. After receiving the news, the medical management team immediately retrieved the patient's information and continued to arrange for personnel to contact the user by phone. In the situation where the patient could not be contacted despite repeated efforts, and in view of the high importance attached to the patient's life, the matter was brought to the legal compliance department's attention which then promptly called the police. After receiving the alarm, the Shanghai Public Security Bureau visited the Company to investigate the situation and confirmed that the patient was in the Tianjin area. The Shanghai Public Security Bureau contacted the Tianjin Public Security and finally found the patient at the patient's home with the help of the Tianjin Public Security. The patient was taken to the hospital for treatment and his life was saved.

2. Strengthening Medical Products and Services in Support of Healthy China Action





b) Medical Team Management

Ping An Health attaches great importance to medical team management. In order to ensure service quality and protect the legitimate rights and interests of doctors, Ping An Health has compiled and updated the Internet Hospital Medical Staff Access Management System, Internet Hospital Medical Staff Shift Management System, Internet Hospital Medical Quality Control and Assessment System and many other institutional documents clarifying the key points in the qualification review of newly recruited medical personnel and standardizing the access standards for medical personnel. At the recruitment level, the human resources department first collects doctors' resumes, selects doctors who meet the recruitment criteria and then submits a list of doctors with excellent qualifications to the medical management team to review their qualifications and experience. In terms of protecting the rights and interests of doctors, Ping An Health has formulated the Internet Hospital Personnel File Management System which stipulates that doctors' personal information should be properly kept to prevent material loss, theft and damage.

In terms of improving service quality, Ping An Health has formulated a number of institutional documents such as a Code of Professional Ethics and Code of Conduct for Staff in Internet Hospitals and the Patient Privacy Management System in Internet Hospitals. It has also converted all previous quality control standards into standard systems and published them for medical personnel. The systems cover professional requirements, diagnosis and treatment requirements to ensure the medical practice is legally and compliantly, as well as in line with the time.

In order to standardize information transmission and improve the quality of communication, Ping An Health has established two system platforms: the Quality Inspection Tool Management System and Electronic Medical Record Management System. The Quality Inspection Tool Management System is specifically used by doctors to review online consultation cases and electronic medical records while the Electronic Medical Record Management System is specifically used by doctors to write medical records. Two scoring systems have been established for the review of these two systems, namely the online consultation item scoring and the electronic medical record item scoring system. These scoring systems provide a basis for analyzing the final review results of physicians. Through the continuous optimization of these two systems and by actively listening to and adopting the opinions of front-line users, we stay in line with modern trends. It has also improved review rate and accuracy. At the same time, Ping An Health has formulated final quality control evaluation standards for online consultation cases and electronic medical records as well as a unified information communication process to better control service quality.

Final Quality Control Evaluation Criteria

Online consultation quality control	Electronic medical records quality control
 <p>Five Modules: covering greeting, consultation, diagnosis, treatment plan and other services.</p>	 <p>Eight Sections: chief appeal, current illness history, past history, allergy history, diagnosis, treatment advice, prescription and medical record writing.</p>
 <p>34 Items: including self-introduction, typos, treatment plan inconsistency with disease, lack of advice, over-commitment, user abuse, interdisciplinary diagnosis and treatment, unauthorized modification of user information, incorrect referral etc.</p>	 <p>26 Items: including whether the chief appeal is omitted, the chief appeal can reflect the first diagnosis, the history of the present illness matches the diagnosis or whether there is a missing special period or the medical history has gaps or even if the allergy history is missing, etc.</p>

If there is an abnormal event, such as a doctor functions in a manner not in compliance with relevant laws and regulations, the Company's rules and regulations, operational requirements or violates industry consensus, professional standards or ethics, Ping An Health will act in accordance with the abnormal event management system in light of the severity of the consequences of the event. Abnormal events are graded in three dimensions, including service, personal injury (safety) and reputation, and abnormal events are divided into four levels: I, II, III, and IV. The medical management team has established a communication mechanism with territorial units summarizing abnormal event information on a regular basis while fully responding to and resolving abnormal events thereby effectively protecting user health and safety.

2. Strengthening Medical Products and Services in Support of Healthy China Action

We strive to continuously improve the physician professional diagnosis and treatment capabilities while standardizing various standard diagnosis and treatment systems and procedures seeking multi-dimensional consolidation of medical professional knowledge and learning methods to understand cutting-edge diagnosis and treatment technologies to obtain newer, more authoritative and standardized professional diagnosis and treatment knowledge. To this end, Ping An Health has established an internal doctor out-of-home learning system. The Company selects outstanding personnel to study and practice external professional content. The learning system mainly includes offline hospital training programs and participation in academic exchange conferences. Participants spread what they have learned in academic conferences and trainings to other medical personnel in their specialty in a timely manner grasping the development trends of the medical profession thereby improving doctors' professional competence.

Case:

Ping An Health Outstanding Doctor Training Program

The Cultivation Program at offline hospitals program is currently in the planning stage

- Ping An Health plans to send 40 outstanding medical personnel from various specialties to offline hospitals for further study in 2022. The purpose is to master the clinical diagnosis and treatment of the specialist diseases, exchange relevant medical experience and improve diagnosis and treatment abilities.

Participation in academic conferences

- Ping An Health selects personnel to participate in academic conferences and offline professional trainings hosted by medical organizations.

2.2.2 Product Quality Monitoring

By fully complying with the relevant laws and regulations, Ping An Health continuously optimizes its internal quality system, strengthens product quality monitoring and provides customers with safe, high-quality and reassuring products.

a) Whole-Process Medicine Monitoring

Ping An Health attaches great importance to product compliance. In terms of ensuring product quality, Ping An Health strictly abides by the People's Republic of China's Drug Administration Law, Product Quality Law and Food Safety Law along with the Good Supply Practices for Pharmaceuticals (GSP), the Measures for the Supervision and Administration of Drug Distribution, Interim Provisions on the Examination and Approval of Internet Drug Trading Services and other laws and regulations. Furthermore, our Company has compiled 34 quality management systems, 17 quality management operating procedures and 25 documents in related to department and post quality responsibilities etc. These documents constitute the standard documents of the Company's quality management system, which is the basis for the Company's quality management work. The quality management department has compiled the necessary training plan with reference to various documents. The Company fully implements the Quality Management Standard for Pharmaceutical Business internally to improve the awareness and understanding of the new version of GSP among all employees. It further cooperates with relevant personnel to formulate the responsibilities, management systems and operating procedures of various Company departments thereby improving the quality management system.

2. Strengthening Medical Products and Services in Support of Healthy China Action

The Company has an independent quality management department which urges the relevant departments and personnel to implement the laws and regulations on drug management and the quality management standards for drug business in their daily work. It reviews the legitimacy of suppliers and purchasers, the legitimacy of purchased drugs and the legal qualifications of sales personnel of suppliers and purchasers. It conducts dynamic management according to the changes suggested by the review process. It is also responsible for: collecting and managing quality information and establishing drug quality records; investigation, handling and reporting of drug quality complaints and quality accidents; management drug recalls; and it regularly organizes and carries out internal audits and risk assessments of the quality management system.

In terms of process management, the Company has formulated a quality risk assessment, control, communication and review system and adopted a forward-looking approach to its quality management system, drug procurement, receipt, acceptance, storage, sales, transportation, after-sales service and other segments. In order to effectively eliminate potential hidden dangers or defects and control drug quality risks, the Company relies on risk identification, risk assessment, control, communication and other means to evaluate existing business risks, prevent the occurrence of risks and take appropriate preventive measures.

In relation to drug procurement, acceptance, maintenance, sales, out-of-stock review and return after sales, the Company has established a registration system to ensure that the records are true, complete, accurate, effective and traceable. All personnel of the Company can log in to the system for data entry or review only with computer management system authorization and a password. Changes to data need to be reviewed by the quality management department and records of the change are kept.

The Company's personnel engaged in drug sales and quality management all meet the qualification requirements of the relevant laws and regulations and the GSP regulations. No personnel are prohibited from practicing by relevant laws and regulations.

In terms of product recycling, the Company has formulated the Returned Drug Management System. Once the product has quality or suspected quality problems, the Company will carry out return processing to minimize the physical and mental health risks to customers caused by product quality problems. In 2021, Ping An Health has not had any product recalls due to safety and health reasons.

In terms of personnel training, the Company has formulated an annual training plan and carried out training in accordance with the quality education and training assessment management system, provided pre-job education and continuing education and training related their responsibilities and work. The training content includes relevant laws and regulations, professional ethics, quality management systems, department responsibilities, operating procedures, professional knowledge and skills of drugs, etc. It enables our personnel to correctly understand and perform their duties. All trainings are assessed and training files are established to achieve meaningful results.

In terms of supplier management, the Company reviewed and evaluated the quality management systems of suppliers and purchasers and conducted on-site inspections on major suppliers and purchasers to evaluate the quality management system. Dynamic management is implemented for all suppliers and relevant information and certification documents are regularly updated to ensure that the relevant qualifications of suppliers and purchasers are under legal and effective control and that the source and destination channels of drugs are legal.



2. Strengthening Medical Products and Services in Support of Healthy China Action

b) Platform Quality Control

In terms of platform quality monitoring, Ping An Health complies with laws and regulations such as the Measures for the Supervision and Administration of Drug Circulation and the Measures for the Administration of Internet Drug Information Services. It has further formulated the Ping An Health APP Store Management Regulations, the Ping An Health APP Product Details Management Regulations along with the Ping An Health APP Merchant Illegal Points Management Regulations and other systems to standardize drug circulation, strengthen the management of platforms and self-operated merchants and ensure the authenticity and accuracy of drug sales information.

Based on market demand and analysis of industry and supply characteristics, Ping An Health introduces various types of suppliers and expands the supplier base and commodity pool. In order to ensure the compliance of Ping An Health and its platform merchants and suppliers, ensure the service quality of merchants and improve the shopping experience of platform users, Ping An Health has formulated a series of system documents for merchant and supplier qualifications, brand authorization, advertisement content, merchant delivery, customer service and after-sales service. Ping An Health strictly implemented them according to the content of the documents.

At the operational level, in order to ensure the legal qualifications of the merchants and the legitimate and reliable sources of goods, Ping An Health conducts multi-dimensional audits of the merchants on the platform as follows:

Enterprise Qualification	Product Safety	Advertising Content
 <ul style="list-style-type: none"> Select the top suppliers in the industry or area, strictly review the supplier's supply chain; confirm that the corresponding supplier's qualifications, authorization are complete, authentic and in effect; meet the requirements of the company's business management regulations. 	 <ul style="list-style-type: none"> Commodities traded on the platform must be inspected and qualified as providing appropriate safety and safety and hygiene guarantees and complying with national mandatory standards. 	 <ul style="list-style-type: none"> Approved merchants shall not make false claims about the quality, ingredients and efficacy of products.

In 2021, Ping An Health has improved the punishment process to induce merchants to operate in manner that is legal and complies with the platform's rules. When a Ping An Health APP supplier violates regulations, the Ping An Health APP platform will take control measures against the violating supplier depending on the severity. Measures include, but are not limited to, suspending promotion, reducing traffic rights, prohibiting new listings, deducting deposits, rescinding agreements, terminating cooperation with the merchant and so forth.

2.2.3 Promoting the development of the industry

Ping An Health actively participates in industry association activities, unites various forces and works hand in hand with colleagues to make new contributions to the realization of the Healthy China 2030 goal.

Case:

Ping An Health shares its own service processes and promotes the innovation and development of the medical industry

On November 18, 2021, Ping An Health participated in a pharmacy management conference led by Yinchuan Internet + the Medical Health Association and attended by various internet hospitals. At the meeting, Ping An Health introduced its value proposition and explained how to connect various services through family doctors. It mainly introduced the key highlights and features of Ping An Health's pharmaceutical service process. The report was well received by the participants.

Environmental, Social and Governance Report

3. Safeguarding the Rights and Interests of Consumers and Establishing a Responsible Brand Image

3.1 Optimizing Customer Experience

Ping An Health is committed to implementing the “customer first” service tenet providing customers with efficient and high-quality services and creating higher value for them. To this end, Ping An Health continues to pay close attention to market development while continuously improving relevant systems and manuals based on customer feedback, providing training for customer service personnel and improving the customer service experience.

At the institutional level, to further optimize customer service quality, we have formulated and updated the Interim Management Measures for Merchant Customer Service Complaints Handling, the Management Measures for Handling Customer Complaints (2021 Version) and the Measures for Handling Major Abnormal Events of Clients (2021 Version). In addition, Ping An Health linked the remuneration of customer service personnel with customer satisfaction based on the Management Measures for the Performance Evaluation of Front-line Personnel in Customer Service Team Cards (2020 Version) which improved the salaries of customer service personnel and encouraged them to better serve the customers, solve problems and improve service quality and efficiency.

In order to have closer cooperation with the business team and improve communication efficiency, the customer service team established the Business Partner (BP) position in each business team in 2021. An escalation system was implemented for the handling of customer complaints. Unusual issues such as difficult cases and major complaints are promoted by customer service BP and collaborated with multiple departments such as legal compliance as well as marketing team to jointly formulate a handling plan. After the event, the customer service BP will lead the business team to review the issue, locate the cause of the problem and the responsible department and formulate an improvement plan. The customer service BP is responsible for tracking the improvement of the problem avoiding the recurrence of the same problem and formulating response plans.

3.1.1 Customer Service Risk Assessment and Control

In order to fully understand consumer demands, strengthen product development and improve user experience, Ping An Health conducted two user surveys in 2021. The first user survey began in September 2021 and investigated user experience issues within the entire business. Ping An Health obtained a total of 954 valid samples and summarized 31 user experience issues through proactive telephone interviews, distribution of survey questionnaires, feedback from public media and collection of APP opinions, all of which have been passed through customer service BPs or user experience improvement projects. Feedback has been relayed to each business department so that they may make improvements. After the official launch of the user experience improvement project in late September 2021, Ping An Health conducted a second user survey from October to November. Conducting user research for major businesses such as physical examination, medical services, lightning drug purchase or central warehouse, online mall, online consultation, registration and other major businesses to understand current user problems. Most of the identified issues continue to be optimized by our customer service BPs. At the same time, the customer service team continues to collect user comments and suggestions. User research and feedback is organized every week and synchronized with relevant materials for customer service BPs. The latter will output experience problems to the business department in the form of weekly reports and thereby spur the business department to continuously improve products and improve product experience.

3.1.2 Customer Communication and Satisfaction Survey

On the basis of the rapid processing mechanism, the customer service team has expanded and applied more efficiency-enhancing tools and methods including the establishment of a multi-service customer complaint case library and the formulation of the customer complaint standardization process. In 2021, Ping An Health’s customer service team handled about 1.58 million user inquiries, including 13,089 product and service complaints, with a 100% resolution rate and a 98.2% satisfaction rate. In terms of basic services, the telephone service satisfaction rate was 98.8% and that of online customer service was 91.4%.



Complaint resolution rate

100 %

3. Safeguarding the Rights and Interests of Consumers and Establishing a Responsible Brand Image

3.1.3 Using Technology to Improve User Experience

Ping An Health insists on creating value for customers and makes full use of technological means to create a better product experience for them. In October 2021, Ping An Health opened a customer service portal on the main and guest homepage. At the same time, the customer service team optimized the content and functions of the AI knowledge base. This includes the physical examination products, registration service, online consultation, shopping mall business and so forth. The customer service AI solution rate has increased from 61% to 85%.

3.1.4 Improving the Service Level of Customer Service Personnel

In view of the medical industry's wide range of service targets, heavy workload and rapid knowledge evolution, Ping An Health regularly provides relevant training to customer service staff to continuously improve the professional service level of customer service staff in order to deliver better services to meet customer needs.

In terms of training system, Ping An Health formulated a growth plan in 2021 for new customer service personnel and has issued certificates to employees who have completed their on-boarding business training to enhance their sense of belonging and achievement. The customer service team has also set up a "cultural wall" in the workplace and regularly holds "star competitions." Awards are given for connection masters, service masters and business kings with outstanding groups and individuals commended and announced. In terms of service quality inspection, agent basic ability assessments are conducted on quality control dimensions such as service initiative and "service temperature are added". This is combined with special skills training courses to improve the comprehensive service ability of agents in all aspects so that the customer service of Ping An Health is more suitable to the service theme of 'warm'.

In terms of specific training, the customer service team held two 7-day skills training sessions in October and November 2021. The training groups included front-line customer service and second-line customer service and a total of 76 people participated in the training. Training contents included the assessment of basic medical problems, service awareness, communication skills and other 5 courses. Through this training, the customer service team improves its medical service ability, communication skills and service initiative.

Number of people participated in the training

76

Customer service staff training



3. Safeguarding the Rights and Interests of Consumers and Establishing a Responsible Brand Image

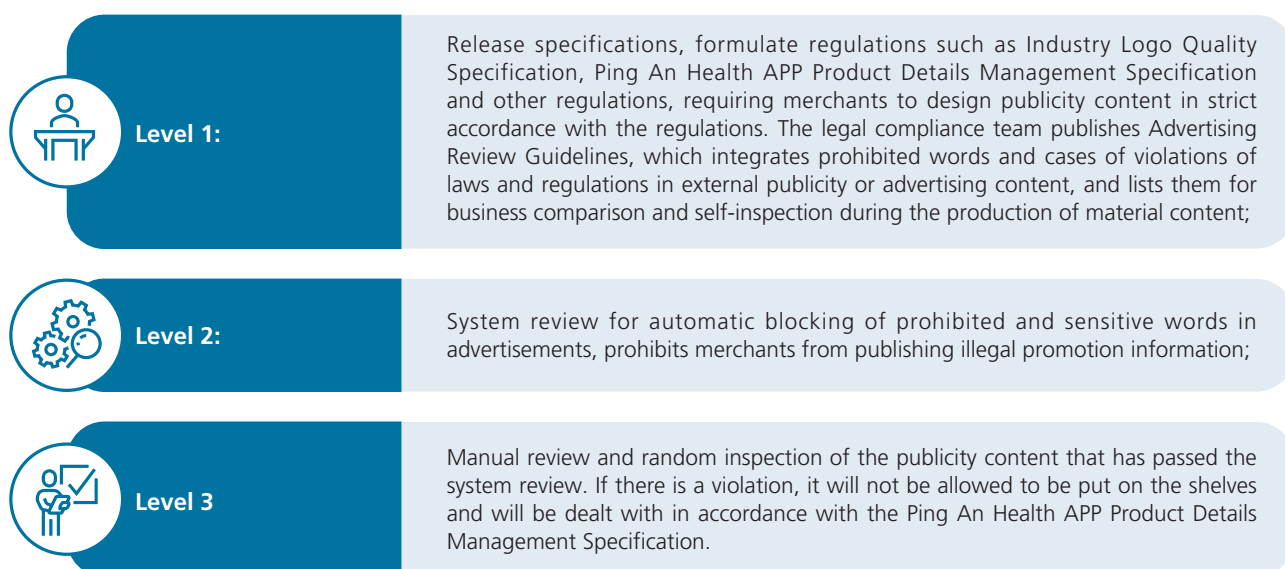
3.2 Carrying Out Responsible Marketing

The authenticity, accuracy, and legal compliance of marketing promotions are very important to consumers and will also have an impact on a company's brand value and revenue growth. Ping An Health 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 Advertising Review Guidelines, Advertising Business Team Project Process Management Measures and other internal systems and guidelines to regulate marketing behaviors to ensure the compliance of brand promotion and avoid false and misleading advertising.

3.2.1 Compliance Marketing

Ping An Health has formulated a series of internal management systems to effectively manage and regulate brand promotion content and product details to ensure that the relevant they meet the requirements of laws and regulations. In order to strengthen the unified management of brand image and advertising content, the Company updated the "Brand Management Measures" in 2021 to uniformly regulate strategic and major business promotions, business/product promotion, logo promotion and other external brand promotion content. The Company requires that external publicity materials should be published in accordance with the principles of authenticity, compliance and legality. We prohibit publishing untrue, illegal or misleading contents and strictly prohibit exaggeration or concealment that misleads consumers. Regarding the content of external publicity materials for business/product promotion, the Company has adopted whole-process management method that it employs before, during and after the event to ensure the consistency of brand communication via the pre-planning, in-process review and post-event review.

In addition, we have formulated the Ping An Health APP Product Details Management Specification and Ping An Health APP Content Security Review Specification to regulate the behavior of various merchants to release product information and unify the release specifications on the Ping An Health APP platform while avoiding misleading consumers and avoiding any disputes due to irregular product information such as product titles or main images. For the description of goods and services on the Health Mall platform, we implement a three-level review and supervision process to ensure that the promotion of platform merchants meets the requirements of relevant national laws and regulations.



3.2.2 Management and Training of Salespersons

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

The Company requires customer managers to start from the actual needs of customers and to carefully analyze the status quo and deficiencies in customer health management. On such basis, they shall help formulate scientific and reasonable overall solutions, improve the efficiency of customer health management and then help improve customer happiness and satisfaction. This will play an active role in the implementation of China's 2030 strategy.

3. Safeguarding the Rights and Interests of Consumers and Establishing a Responsible Brand Image

The Company requires that in the external publicity of products or services by a customer manager, there should be no content that defames or slanders peers, no contact information or names of real customers or any other sensitive information. In product promotion, a customer manager shall avoid inappropriate comparisons with competing products. Meanwhile, the training materials for each product and service promotion must be reviewed by legal compliance departments of the Company before exhibiting it to external parties.

The Ping An Health sales team conducts service quality-related training for customer managers through on-site and remote training every week. The training content includes product introduction, company structure and the division of labor for each team, publicity of special approval rules for various internal businesses and operation processes, special product training etc. Training to standardize the publicity skills of customer managers aims at avoiding false publicity and misleading statements. In 2021, the customer manager training coverage rate was 100% and the average training time was about 44 hours.

**In 2021, customer manager training coverage rate was 100%.
The average training hour per person**

44 hours

3.2.3 Consumer Education

As consumers pay more and more attention to the sustainability of products and services, Ping An Health is paying great attention to sustainability education for consumers so that they can understand the impact of the products and services they choose on the environment and health, and leading customers to make conscious, healthy and responsible consumption.

As a leading internet medical company, Ping An Health's online consultation service helps user obtain medical consultation services without leaving their homes saving them the time required to go to offline hospitals reducing the burden on hospitals and making users' lives more convenient. At the same time, the exhaust gas and greenhouse gas emissions from vehicles due to user travel are also reduced. When providing health management services to customers, the Company will also provide reasonable health plans based on the actual situation of customers to prevent them from inadvertently misusing certain drugs and harming health and safety. The professional advice of Ping An Health helps customers reduce environmental impact and improves health through a healthy lifestyle.

Case:

Guiding customers to consuming safely, healthily and scientifically

A customer wants to lose weight by taking a certain diet pill. After communication and evaluation by the nutritionist, the customer is found to be overweight with an elevated daily intake of foods with high added sugars such as sweetened drinks and cakes. The weight loss drug is a gastrointestinal lipase inhibitor, which inhibits the absorption of lipids thereby reducing caloric intake. Yet, the reason why the customer is overweight is that high intake of added sugar leads to excessive calorie intake – not fat intake. In addition, although the drug is a state-approved weight loss drug and is an OTC drug (over-the-counter drug), a clinician must diagnose and evaluate it before a patient can take it during treatment.

To sum up, customers do not need and should not purchase or take this weight loss drug by themselves. To this end, dietitians provide them with a healthy weight loss plan i.e. they are advised to develop good eating habits in their daily lives, gradually quit consuming sweetened drinks and reduce their intake of snacks such as cakes. For example, they're told to drink no more than 2 sweet drinks per month and no more than a medium cup each time. They can eat pastries and other snacks no more than once a week choosing small portions and packages and consuming no more than 1 serving each time. They are advised to pay attention and appropriately reduce the intake of regular meals (for example, eat 50% – 60% of normal dinner).

3. Safeguarding the Rights and Interests of Consumers and Establishing a Responsible Brand Image

Case:

Advocating a healthy, green and environmentally friendly lifestyle

In order to increase the amount of physical activity for people who aim to lose weight, Ping An Health's professionals also recommend the following changes to customers when conditions permit:

1. Ride bicycles to and from work;
2. Get off public transportation a few stops in advance and walk/ride a shared bicycle to the work place;
3. Use public transportation to get home from work but only after boarding at a later station which can be reached by fast walking/riding shared bicycles;
4. If the customer needs to take the elevator upstairs, get out of the elevator 2-4 floors in advance and then take the stairs.

The above suggestions are meant to increase the amount of activity and increase consumption to help customers lose weight and achieve a healthy life. For sustainable development, they can also play a certain role in reducing energy consumption and greenhouse gas emissions.

3.3 Protecting Data Security

Since data security and privacy protection are at the core of the technology industry and enterprises, Ping An Health has paid great attention to information security since its establishment. At the level of laws and regulations, Ping An Health strictly abides by the Cybersecurity Law of the People's Republic of China, Data Security Law and the Personal Information Protection Law as well as other laws and regulations related to information security to effectively meet compliance needs.

At the company level, combined with the latest laws and regulations, we follow the Information Security Management System (2021 Edition), Information Security Standards-Data Classification and Classification, Information Security Standards-Personal Information Protection, Information Security Standards Data Life Cycle Management Security and other institutional documents. This covers all aspects of traditional information security management and new data security classification and classification, data security life cycle, personal information protection and other related content.

3. Safeguarding the Rights and Interests of Consumers and Establishing a Responsible Brand Image

3.3.1 Building an information security management system

In order to carry out information security management comprehensively and effectively, Ping An Health has established a sound security management system. Combined with training and other methods, the system ensures that sufficient resources are invested in information security management actions thereby improving the professional level of personnel and building a responsible structure for consumers in a reliable consumption environment.

In terms of safety management system construction, the Company has established an information security and data security management organization which is responsible for the implementation, operation, inspection and improvement of the Company's information security and data security work. The Company's information security and data security management organizations are divided by function, including at the decision-making level, management level and executive level. The personnel distribution and job description at each level are as follows:



The **decision-making level** is the Company's Information Security and Data Security Management Committee, which is the leading organization of the Company's information security and data security work, and is responsible for the highest decision-making, management and supervision of information security and data security management. The Information Security and Data Security Management Committee has 3 roles: chairman, directors and committee members. The role of the Committee's chairman is taken by the Chairman of Board of Directors; the directors of the Committee are jointly taken by the other senior managers of the Company; and the Committee members are the business leaders, technical leaders and functional department leaders of each department.



The **management** is the implementation, promotion and supervision department of the Company's information security and data security affairs. It consists of the information and security team, R&D management team as well as legal compliance team.



The **executive layer** is composed of various business departments and functional departments of the Company. The leaders of each functional department are the primary responsible person for information security and data security management of their own department. The technical person in charge is the primary executor of information security and data security of their own department. The main security functions include: implementing the Company's various information security and data security regulations, cooperating with the information and security team, R&D management team to engage information security and data security management of the department reporting security incidents and violations in a timely manner and implementing Corrective Action measures for the department.

By formulating a data security management system, Ping An Health has formulated a corresponding process control mechanism for data processing (collection, storage, use, processing, transmission, provision, disclosure, and deletion). The Company has detailed and fixed standard operating procedures (SOP) for emergency response. These can quickly respond to various common situations. At the same time, the Company conducts emergency response drills twice a year.

At present, Ping An Health has acquired the ISO 27001 (Information Security Management System) certification in 2020 and passed the 2021 annual review. In addition, the Company also carried out the certification of privacy protection ISO 27701 (privacy information management system) last year and acquired the certificate. Obtaining third-party certification also reflects that Ping An Health has a comprehensive, standardized and effective information security management process which helps enhance consumer confidence in the brand and lay a solid foundation for the sustainable development of the Company.

3. Safeguarding the Rights and Interests of Consumers and Establishing a Responsible Brand Image

Certificate of information security management system and privacy information management system



3.3.2 Conduct Privacy Protection Actions

Ping An Health has carried out a series of active and productive activities for privacy protection. Since the Personal Information Protection Law of the People's Republic of China came into effect, the legal compliance department has actively cooperated with the information security team to conduct a comprehensive investigation of the Company's various businesses involving personal information, including but not limited to medical care and health services etc. This is meant to check the compliance of the data life process in accordance with the latest provisions of the Personal Information Protection Law of the People's Republic of China.

At the same time, the legal compliance department and the information security team formulate personal information emergency plans for the Company's information security and data security, improve internal management systems and operating procedures and formulate personal information permissions for different levels, departments and business personnel prohibiting unauthorized access to personal information keeping personal information safe. For any processing or outsourcing involving personal data, the review of such activities will be carried out in accordance with elements listed in Personal Information Protection Law of the People's Republic of China. Such activity would be proceeded once the review is done and approval is acquired in the form of company signature by leaders of various departments and levels. In terms of data authorization, personal information can only be used within the scope of individual authorization and consent. If the purpose, method and type of personal information to be processed changes, the individual's consent is obtained again. In terms of processing sensitive information, Ping An Health informs the individual of the processing purpose, method, scope, storage time and other rules and at the same time informs individuals of the necessity of processing sensitive personal information and the impact on their rights and interests obtaining their individual consent. When the Company needs to process the personal information of minors under the age of 14, Ping An Health will send a reminder and obtain the consent of the parents or other guardians of minors through a prominent pop-up box. In terms of data storage, we will comprehensively sort out and analyze historical data, encrypt and anonymize for storage, store personal biometric information separately from other personal information, delete or anonymize expired data and effectively implement regulatory requirements for data storage management.

3. Safeguarding the Rights and Interests of Consumers and Establishing a Responsible Brand Image

In order to accurately implement data-related laws and regulations, meet regulatory requirements and strengthen consumer information security protection, Ping An Health has established an expert group to conduct a one-month special risk investigation in July 2021. This group reduced information security-related risks and the scope of inspection of this effort includes the areas of data management and data security. The expert group completed 22 inspection items for the category of data management, including 11 sub-fields such as data access, data storage, data sharing, data assessment and data governance. For the category of data security, the expert group completed 42 inspection projects, including 13 sub-fields such as APP privacy protection, data classification and so forth.

The focus of the inspection by the expert group is whether the operation of Ping An Health and its APP complies with the relevant laws and regulations such as the Data Security Law of the People's Republic of China and Shenzhen Special Economic Zone Data Regulations as well as assessing the risk of APP in collecting and using important data that violates laws and regulations as well as risks related to citizens' personal information security.

In order to thoroughly implement various laws and regulations and supervise the requirements of various special actions and ensure the compliance and safety of the Ping An Health app, the Company has purchased testing services from professional testing institutions to conduct comprehensive testing of internal APPs (including but not limited to the standardization and rationalizing permission applications, privacy clause and express design norms, account cancellation and other matters related to personal information protection) guiding the implementation of corresponding compliance and security requirements.

3.3.3 Provide Information Security Training

Ping An Health provides various trainings on information security-related topics to enhance personnel's information security awareness and strengthen the capacity building of information security personnel. In 2021, the Company carried out dozens of information security trainings, including 14 security awareness email campaigns for all employees, 4 offline training-security campaigns for newcomers, 2 Zhiniao online security awareness campaigns, 1 special post security training, 2 phishing drills, 2 on-site safety awareness trainings for non-local employees and monthly safety awareness intensive learning (including three lectures, roll-up promotion, online quizzes, etc.). In order to test the training results and ensure that the requirements of relevant laws are effectively spread to ensure the awareness of each employee, the legal compliance department together with the information security and R&D management team organized online exams on personal information issues. In the end, the pass rate of all employees in the information security awareness assessment exceeded 99%.

Information Security Awareness Assessment Pass Rate

> **99** %

Case:

Carrying out various forms of exercise activities to continuously strengthen the practical ability of information management personnel

In 2021, Ping An Health carried out a number of information security activities such as phishing drills, emergency response drills and red-blue confrontations. The phishing drill was conducted for more than 500 people in three teams which effectively improved the safety awareness of employees. In the first half of the emergency response drill, a rebound shell drill was carried out which increased the processing efficiency of the security team and accumulated emergency experience. The red-blue confrontation took place in the first half of the year and the two sides had a fierce confrontation. Through this exercise, the security personnel's offensive and defensive capabilities were enhanced and valuable experience was accumulated for actual combat.

3. Safeguarding the Rights and Interests of Consumers and Establishing a Responsible Brand Image

In addition, Ping An Health's Information Security Promotion Month focuses on topics such as the Data Security Law of the People's Republic of China and Personal Information Protection Law. It carries out in-depth publicity activities based on the theme of 'strengthen awareness, secure safety, create future'. The launch ceremony of Ping An Health's Information Security Promotion Month was carried out through live broadcast and the offline safety month training and lectures were carried out according to the business characteristics of the Company and its departments and safety declarations were collected to conduct in-depth safety month promotion activities for all employees:

1

Invite industry leaders to come to Ping An Health to give lectures on data security law and personal information protection law;

2

Invite external information and security experts to come to Ping An Health to conduct APP privacy compliance training;

3

Invite legal compliance and information security teams to conduct training on personal information protection law and external data cooperation topics;

4

Invite lawyers from King & Wood Mallesons to give lectures on health and medical data compliance.

In addition, Ping An Health has conducted online activities such as Zhiniao learning, lectures by celebrities, knowledge contests and so forth. We have also used roll-up materials and other promotional materials combined with the small activity Personal Information Protection Stickers so that employees can deeply understand and firmly establish the awareness of data security and protection of personal privacy creating a strong security culture.



Personal Information Protection Law and External Data Cooperation Training



Personal information protection compliance key points and health and medical data compliance training



Information Security Roll Up Promotion

Environmental, Social and Governance Report

4. Building a Harmonious Relationship and Promoting Common Prosperity

4.1 Strengthening the Talent System

Talent is the cornerstone of corporate development and an important factor for enterprises to create their core competitiveness. To this end, Ping An Health is committed to talent development establishing and improving the sharing mechanism between the Company and its employees and ultimately promoting the long-term, sustainable and healthy development of the Company.

4.1.1 Talent Hiring

Ping An Health strictly abides by the Labor Law of the People's Republic of China, Labor Contract Law and Social Insurance Law along with other laws and regulations to safeguard the legitimate rights and interests of workers. In addition, Ping An Health has formulated and improved a series of company-level systems in accordance with national laws and regulations and relevant policies and in light of the actual situation of the Company. These systems will optimize the resource allocation of all parties and lay a solid talent foundation for Ping An Health to achieve sustainable development. They include the Management Measures for Recruitment Standards, Management Measures for New Employee Recruitment Contradictions and the Family Avoidance System.

During the recruitment process, Ping An Health fully complies with the Employees and Agents Rights and Welfare Policy, adheres to the principle of fairness and justice and aims to build an inclusive and diverse work environment. This means prohibiting discrimination against any employee based on gender, appearance, physical and mental disabilities, age, marital and reproductive status, ethnicity, race, religious belief, sexual orientation, place of origin, household registration, nationality, party, educational background, accent and so forth.

Ping An Health complies with the Labor Law of the People's Republic of China and the Prohibition on the Use of Child Labor which bans the recruitment of child labor and forced labor. To this end, the Company strictly reviews employees' ID cards and graduation certificates during the entry process and signs labor contracts in accordance with the principle of equality and voluntariness avoiding any child or forced labor. At the same time, the Company has formulated and implemented an Employee Overtime Management System which strictly manages overtime work based on the principle of planning and then implementing a two-level approval and review of overtime pay. In 2021, Ping An Health did not employ any child labor or forced labor.

As of December 31, 2021, Ping An Health had a total of 3,425 full-time employees of which 1,973 (57.61%) were female employees.

Gender	Total Workforce	Percentage of Workforce (%)
Male Employees	1,452	42.39
Female Employees	1,973	57.61



4. Building a Harmonious Relationship and Promoting Common Prosperity

4.1.2 Talent Selection

Talent selection is an important mechanism for injecting new energy into the development of a company and for ensuring long-term sustainable development of enterprises. Ping An Health identifies outstanding employees and provides them with development platforms and resources to help them fully develop their work potential and to boost corporate development.

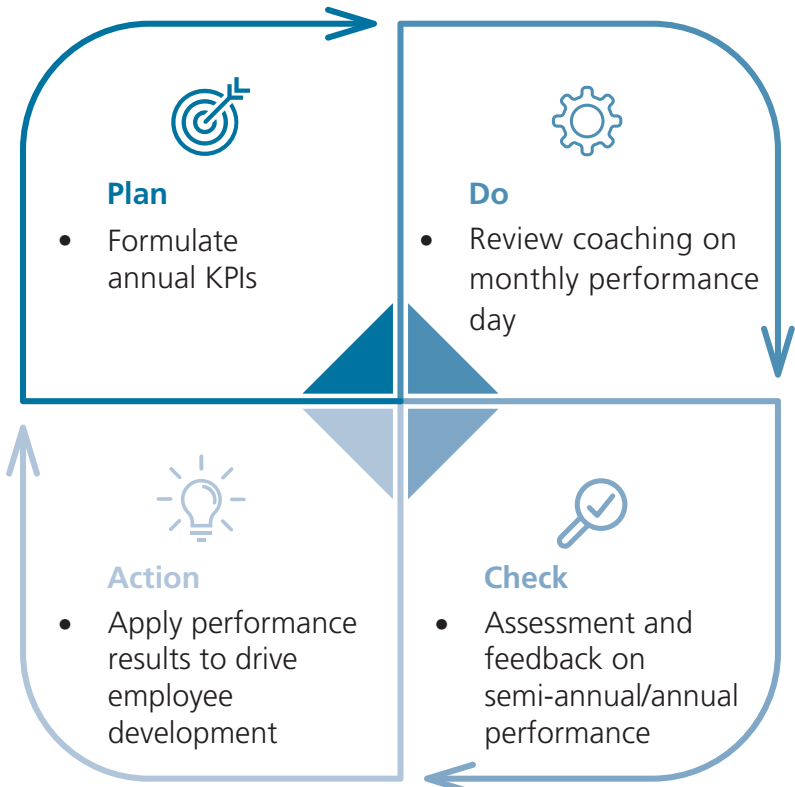
a) Evaluation and Promotion Mechanism

Ping An Health focuses on the cultivation and growth of talent. According to business needs and personnel performance, we provide employees with different types of training courses, job rotations and transfer opportunities to improve the quality and ability of personnel, stimulate the potential of employees and win more development space for the enterprise.

Ping An Health recognizes and respects the diversity of its employees and strives to create an inclusive and innovative environment. The Company has implemented an Employees and Agents Rights and Welfare Policy so that employees of different ages and genders have fair development and promotion opportunities ensuring that every employee can realize his or her potential and ultimately contribute to the Company's development.

In 2021, Ping An Health formulated a new ranking system. Under the principle of fairness and justice, the system stimulates the enthusiasm of employees and creates a good atmosphere in which everyone strives for outstanding performance. In terms of talent management, Ping An Health has deepened the application of the ranking system, sorted out the competency models for each rank and strengthened the connection between the ranking system and the application of talent management. In terms of promotion, we have guaranteed fairness and justice by optimizing the promotion process, clarifying the promotion standards, setting up evaluation agencies and so on. In terms of differentiated management, according to the difference in position value, we have clarified the differences in position ranks so that personnel management and training are differentiated. This helps stimulate employees to improve their own work motivation and continuously improve their professional quality and ability.

In terms of performance appraisal, Ping An Health has formulated Personnel Management Measures and Performance Accountability Management System. Ping An Health follows the PDCA closed-loop management and builds a performance appraisal management process that conforms to the actual situation of Ping An Health.



4. Building a Harmonious Relationship and Promoting Common Prosperity

b) Salary System

Ping An Health adheres to value-oriented salary management principles. This means taking into account the principles of efficiency, fairness and justice, and sustainable development to establish a competitive salary and welfare guarantee system for employees. To this end, Ping An Health has formulated a number of systems, including a Remuneration Management System, Guidelines for Basic Management Measures for Field Workers and Guidelines for Internal Adjustment of Staff Salary Rules. In addition, Ping An Health has established a compensation system of “cash compensation + benefits + long-term incentives.” This means the compensation is closely linked to organizational performance and individual performance fully reflecting the true value contribution of the team and individual employees. In addition, in order to further attract and retain talent, the Company has launched an employee option incentive plan to continuously improve the salary distribution system and practice the concept of shared growth of the Company and its employees.

Specifically, during the monthly performance day, employees need to review and summarize the work completed in the previous month and report on the performance system. Their supervisors will evaluate and comment to help employees understand the quality of work completed in the current month. Ping An Health conducts mid-year and end-of-year performance appraisals every year. According to the results of mid-year/end-of-year performance evaluation, we favor high-performing employees in terms of remuneration, training, promotion etc. At the same time, we assist employees with average performance formulate personal development plans to guide their development and improve work performance. If the employee has any objection to the performance result, the employee can contact the human resources department by email or in writing. The human resources department will conduct an investigation on the relevant evaluation and the final result is subject to the investigation of the human resources department to ensure the objectiveness and fairness of the assessment results.

4.1.3 Talent Training

Talent is the cornerstone of corporate development. Ping An Health continues to improve its talent training mechanism, increase investment in talent training, construct a platform for employees, carry out various skills trainings and help employees grow through multiple channels. During 2021, Ping An Health provided various trainings for different categories of employees and the training coverage rate was 100%.

Training for Employees in Different Gender Groups in 2021

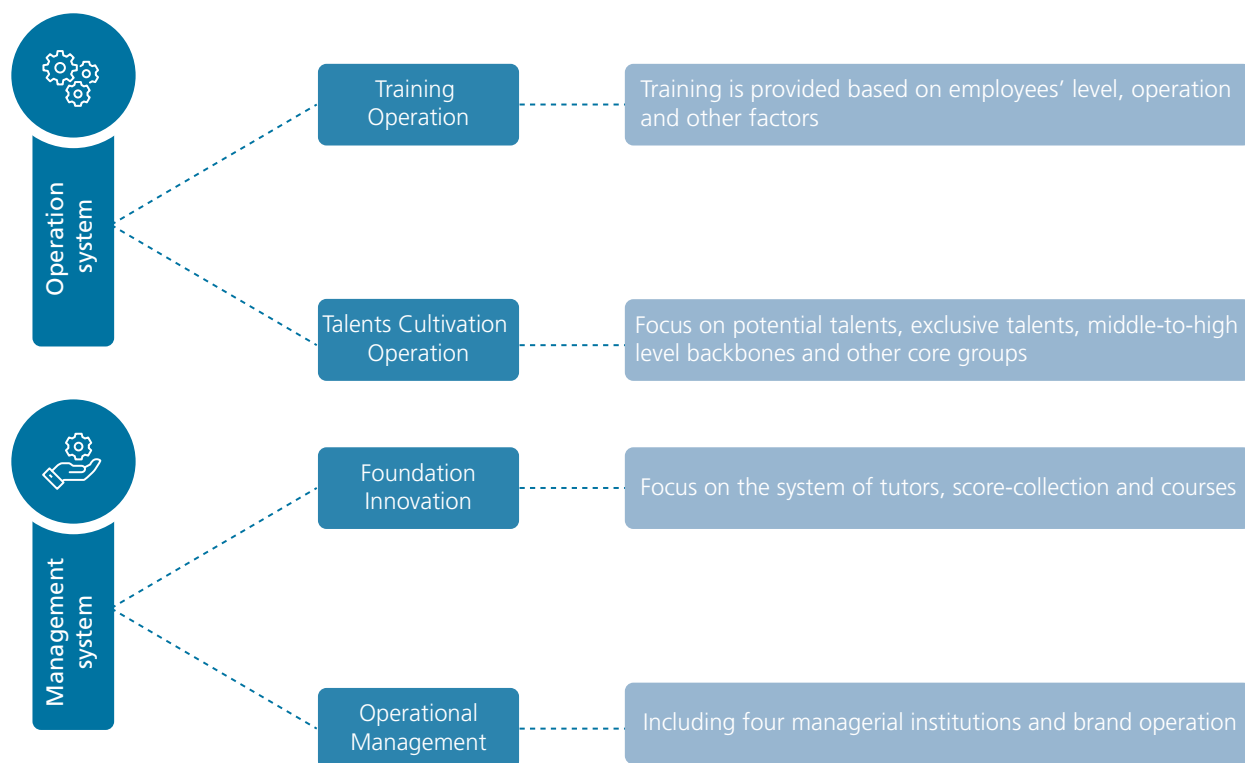
Gender	Coverage of Training (%)	Per Capita Training Hours	Number of Trainees
Male	100%	243	1,452
Female	100%	295	1,973

Training for Employees at Different Employee Categories in 2021

Employee Categories	Coverage of Training (%)	Per Capita Training Hours	Number of Trainees
Senior	100%	52	67
Intermediate	100%	291	713
Primary	100%	274	2,645

4. Building a Harmonious Relationship and Promoting Common Prosperity

In 2021, Ping An Health divided its training system into two major systems: operations and management. By setting up targeted training courses, the corporate culture can penetrate all levels of the enterprise and be recognized by more corporate employees. This empowers our organization and helps our business grow.



Ping An Health provides targeted training programs based on the situations of employees at different levels and positions in order to consolidate professional knowledge, enhance their professional capabilities and help them continue to grow.

Training Goals at Different Levels

Level	Training Goal
New Joiners	<ul style="list-style-type: none"> The combination of online and offline training strengthens what should be known and achieved and integrates mentors who can teach and report. This helps new joiners adapt to their jobs.
Backbones	<ul style="list-style-type: none"> Strengthen the role transformation of grassroots managers, extract senior and mid-level experience cases and highlight the backbone effect; introduce external customized resources, embed innovation seminars and special workshops, conduct visits to famous enterprises and empower expansion while comprehensively enhancing innovation leadership.
Potential Talents	<ul style="list-style-type: none"> By selecting high-performing potential talents and formulating talent incentive plans and promotions, we can build the Company's talent pool in an all-round way. For talents at the early stage, mentors would be assigned to coach them; for talents at the mid stage, they would enter job rotation plan; for talents at the late stage, they will be allowed to attend the senior management meeting.

4. Building a Harmonious Relationship and Promoting Common Prosperity

Training Goals for Different Positions

Position	Training Goal
Physician	<ul style="list-style-type: none"> Focus on professional academic medical training, establish an internal doctors' examination and rating system and set up an exclusive doctors' day.
Product	<ul style="list-style-type: none"> Carry out product innovation workshops, enhance operational capabilities through sand box simulation and conduct research on customized product-specific curriculum systems.
Technology	<ul style="list-style-type: none"> Encourage innovation in technology patents, build internal sharing forums for technical experts and carry out the Programmer's Festival to commend outstanding technicians.
Sales	<ul style="list-style-type: none"> Focus on cultivating sales professional skills, extracting elite cases, selecting star lecturers and building a sales talent team.

At the mechanism level, Ping An Health encourages employees to actively learn and grow by establishing an incentive mechanism, formulating rules for the accumulation of growth points and encouraging the use of points to cash in learning resources. At the level of teaching resources, Ping An Health has formulated a growth training path in stages and initiated an internal course certification system. We are selecting and recognizing star lecturers to build a sustainable learning organization.

In addition to providing corresponding skills training for different levels and positions, Ping An Health has organized a large number of professional vocational trainings for employees through online and offline training methods such as face-to-face lectures, live broadcasts and workshops. Training topics include PPT production, Excel use, career development planning and so forth. In 2021, Ping An Health provided a total of 20 training courses for employees and employee satisfaction with the training was 96%.

4.1.4 Talent Care

As a responsible company, Ping An Health pays great attention to the physical and mental health of its employees and formulates appropriate remuneration plans for relevant personnel to assuage their worries. In 2021, Ping An Health launched a Retirement Plan for employees who have served the Company for a long time and who have made outstanding contributions and need to leave their positions early due to health, ability or other reasons. The Retirement Plan is applicable to managers who quit their original positions in advance and can no longer participate in daily work but still maintain a labor relationship with the Company.

In 2021, Ping An Health provides health check-up services for all its employees with a coverage rate of 100%. In addition, Ping An Health enhances employees' sense of belonging to the Company by purchasing commercial insurance, binding employees to private doctors and purchasing exclusive healthy workplace plans for all. It is worth noting that employees' family members can also enjoy the benefits of medical examination and medical treatment provided by the Company as the Company shows its support to the employee family members.

Ping An Health provides employees with a variety of benefits to balance their work and life. The Company implements the Administrative Liaison Officers Responsibilities and Management Measures and set up administrative liaison persons in business units to provide support and assistance to employees in need. By encouraging employees to participate in sports (such as football, basketball, swimming and badminton) and conducting competitions, the company strengthens the physical fitness of employees and promotes the spirit of unity and cooperation among employees. During the reporting period, the Company had no work-related casualty accidents and the loss of working days due to work related reasons was 42 days.

Ping An Health pays close attention to the physical and mental health of female employees, strictly abides by laws and regulations such as the Law on the Protection of Women's Rights and Interests of the People's Republic of China and Regulations on the Labor Protection of Female Employees, and protects the rights and interests of female employees. The Company provides customized physical examination packages and Women's Day holidays for female employees. We further provide paid maternity leave, breastfeeding leave and pay maternity benefits. We also provide safe, hygienic and private rest and breastfeeding places for pregnancy and breastfeeding.

Ping An Health's employee health exam coverage in 2021

100%

4. Building a Harmonious Relationship and Promoting Common Prosperity

The Company's labour union monitors employee satisfaction through internal questionnaires, symposiums, institutional research and so forth. It understands employees' needs and expectations in terms of salary, work, systems, daily activities and personal development. Relevant teams integrate and analyze the satisfaction results and formulate improvement suggestions based on the results laying a good foundation for improving employee job satisfaction.

4.2 Standardizing supply chain management

Ping An Health attaches great importance to sustainable supply chain management. The compliance, stability and sustainable operation of the supply chain are important guarantees for the business continuity and sustainable development of Ping An Health. The Company strictly abides by laws and regulations such as the Bidding Law of the People's Republic of China and has formulated and implemented internal policies such as the Procurement Management Measures. Our regulations on the access, evaluation and management of suppliers are clear and we strive to become the driver of a responsible supply chain.

We adhere to the principles of "integrity and sunshine procurement". The Company conducts qualitative and quantitative multi-level evaluation of suppliers, continuously optimizes supplier management and maintains an exclusive sustainable development supply chain.

4.2.1 Supplier Inspection Mechanism

Ping An Health has formed a complete supplier management system covering the whole chain of suppliers. In February 2021, the Company revised its Supplier Management Rules for Procurement Business (2020 Version) and further optimized the access standards for supplier management and strengthened the assessment requirements for suppliers' sustainable development.

When introducing new suppliers, we will evaluate and inspect their qualifications, finance, technology, service, quality, law, sustainable development and other aspects. Through standardized information collection, we guide them in developing in many different dimensions, specifically in the development of the certification system and measurement system for the sustainable development. We require suppliers to comply with national and government environmental protection laws and regulations. They must also provide ISO quality management system certification, environmental management system certification, occupational health and safety management system, safety production certificate and other qualifications as much as possible. We utilize the scoring items of qualifications to filter and guide suppliers to be more professional and sustainable.

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 treatment processes and technical means. The materials provided to Ping An Health 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 Health when they are aging and discarded.

For manufacturing suppliers, we arrange on-site visits according to business needs to inspect the actual production process, including employment, safety, quality, environmental protection, emission reduction, energy saving measures and so forth. This ensures that Consumers get better product and service quality, and promotes the comprehensive and sustainable development of the entire supply chain. For health management service providers, we also urge and help them implement electronic reporting which is convenient for health management filing and is also an energy saving and environmental protection measure.

To ensure the quality of Ping An Health'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 and multi-dimensional comprehensive evaluation on qualifications, operating conditions, production capacity, personnel management and after-sales management of the supplier. 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 entrust a third party to conduct quality inspections to ensure product quality throughout the process.

4. Building a Harmonious Relationship and Promoting Common Prosperity

4.2.2 Supplier Sustainability Management

Ping An Health is committed to cooperating with the world's best suppliers and continuously improve the sustainable development capability of the supply chain to provide consumers with the best quality services and products. As of the end of the reporting period, there were 4,363 suppliers cooperating with Ping An Health. These mainly include manufacturing, trade and service types. Among them, there were 4,360 suppliers in Mainland China and 3 suppliers from overseas, Hong Kong, Macao and Taiwan.

Case:

Ping An Health and AstraZeneca strategic cooperation

On November 10, 2021, Ping An Health and AstraZeneca agreed on a strategic cooperation at the China International Import Expo for using internet healthcare to help pharmaceutical companies innovate and develop. The two parties will carry out in-depth cooperation in drug retail ecological innovation and chronic disease management and explore innovative medical and health service models that are valuable to users and helpful to the industry.



For all suppliers, we will note whether they have passed the relevant environmental and quality certifications. Under the same conditions, we will give priority to suppliers with more complete environmental, safety and quality management systems. At the same time, we are increasing the centralized management of supplier integration and procurement and promoting the optimization and upgrading of the Company's supply chain management to reduce costs and increase efficiency while further improving the efficiency and sustainability of resource utilization.

Ping An Health conducts an annual performance evaluation of suppliers and conducts a comprehensive and objective evaluation and management of the overall performance of cooperative suppliers in terms of price, delivery, quality, service, technology, assets, operation, risk and sustainable development management. Supplier performance evaluation consists of user satisfaction evaluation, purchasing agent price satisfaction evaluation, procurement market price saving rates, supplier discipline, supplier inspection and sustainable development management. Supplier performance evaluation is implemented according to the process of confirming performance evaluation cycles, screening and confirming supplier performance evaluation lists, initiating performance evaluations, generating performance evaluation results and recording performance evaluation results.

In supplier performance management, the Company puts forward a clear method for supplier sustainability management evaluation:

"To establish a unified sustainable development value and implementation standard with cooperative suppliers, create a sustainable supply chain and ensure that there will be no incidents during the cooperation process, the Company advocates sustainable development policies for managing environmental, social and governance risks. Suppliers participating in or cooperating with the Company's environmental, social, governance and other related works have this included in performance evaluation."

The Company has signed agreements that include anti-commercial bribery clauses with all suppliers and has carried out training, including Special Issues Regarding Bribery, Strengthening the Bottom Line of Ethics and Reject Commercial Bribery, Taking Cases as Mirrors of Corporate Duty Violations and Crimes etc. These cover all suppliers and have achieved good effects spreading the message. So far, there have been no incidents of suppliers violating anti-commercial bribery provisions.

4. Building a Harmonious Relationship and Promoting Common Prosperity

4.3 Fulfilling Social Responsibilities

Ping An Health pays close attention to social issues, insists on fulfilling social responsibilities, fully considers the social interests of the operating area, provides financial and human support to the operating area within the scope of its ability to help the local public welfare undertakings and contributes to the development of the operating community.

Ping An Health actively responds to the call for rural revitalization and constantly innovates the public welfare model to help solve social problems such as poverty, lack of medical resources, lack of medical education resources and care for groups in difficulties that may exist in the operating areas. With the help of the resources and advantages of Ping An Health's internet medical platform, the Company has created online and offline resources, actively participates in community medical care, community poverty alleviation, medical science popularization and other activities, devotes itself to public welfare undertaking and thus contributes to the harmonious development of society.

Case:

Ping An Health supports the "Sincere Award – 2021 First Doctor Science Contest (Shanghai)" to help the development of medical science popularization



In 2021, Ping An Health provided special support for the Sincerity Award – 2021 First Doctor Popularization Contest (Shanghai) jointly sponsored by Shanghai Municipal Health Commission and Shanghai Health Promotion Committee Office and co-hosted by Shanghai Medical and Health Development Foundation and Shanghai Health Promotion Center. We used the "mix and match" of short video + medical science + public welfare to make medical science more "grounded", promote science popularization and improve national health literacy. Nearly 2,000 doctors from public hospitals participated in the event with a total of 1.826 million votes, it attracted widespread attention, and brought 137,000 new registered users during the event. At the same time, Ping An Health converted the number of "likes" into cash in accordance with the rule of "one click, one love" and finally donated 3 million yuan to the Shanghai Medical and Health Development Foundation in the name of all contestants for medical science popularization. The development of the cause allows citizens to better enjoy health care and lead a higher-quality healthy life.

4. Building a Harmonious Relationship and Promoting Common Prosperity

Case:

Ping An Charity Clinic Visited Ping An Hope Primary School

In May 2021, Ping An Health Charity Clinic visited Ping An Hope Primary School in Shunhe Town, Luan City, to support the Healthy China Initiative. Ping An Health's doctors walked into the classroom and interacted with the children through activities such as health education and public welfare free clinics. Their warm support will help the children along their road to their dreams.



4. Building a Harmonious Relationship and Promoting Common Prosperity

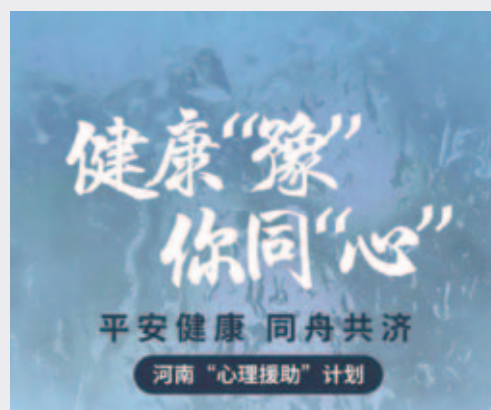
Case:

Ping An Health rushed to the disaster area in Henan to tend to the physical and mental health of victims

In July this year, many places in Henan encountered extremely heavy rainfall. As an important force in the medical field, Ping An Health immediately launched a 24-hour online free clinic service to provide online assistance to people in disaster-stricken areas. At the same time, Qiao Xiaoyu, a general physician of the Company's self-owned medical team and Zhao Bo, the deputy chief physician of surgery, were invited to record a self-help guide to avoid danger and explain to users the precautions for self-help and health care in rainstorm weather.



After a disaster, psychological crisis intervention and counseling is extremely important. Ping An Health quickly launched a "safe channel" for psychological assistance. This channel includes one-on-one psychological expert picture and text consultation service and post-disaster psychological construction services responding warmly to each plea for help.



4. Building a Harmonious Relationship and Promoting Common Prosperity

Case:

Ping An Healthcare Guardian Action Walks into Jishi Mountain, Gansu

In October 2021, Ping An Healthcare Guardian Action entered Jishi Mountain, Gansu Province. Due to the sudden outbreak of the epidemic, Ping An Health raised and donated 5,000 disinfection protective suits and 20,000 disposable surgical masks to relieve the urgent local needs of Jishishan.



Case:

Donated rights and interests of remote consultation to Jishishan, Gansu, to assist the elderly and children

Jishishan Baoan and Dongxiang Salar Autonomous County is part of the Linxia Hui Autonomous Prefecture in Gansu Province. It is the only multi-ethnic Autonomous County in Gansu Province. Jishishan did not withdraw from the poor county until February 2020. Ping An Health donated 2,000 audio-visual consultations (10 consults/person) to overcome the barrier of "returning to poverty due to illness" erected by the harsh natural environment, lack of transportation and insufficient medical and health resources. Unlike picture and text consultation, audio and video is more convenient for the elderly and children solving the hidden danger that they may not be able to read and write.

The 24-hour audio and video consultation is empowered by technology using a variety of leading AI technologies in the fields of speech recognition, speech synthesis and natural language understanding to accurately identify medical words and phrases. It is connected with 20 departments and more than 48,000 internal and external doctors teams. No matter when and where, it can connect with appropriate medical resources, provide professional medical services and give reasonable suggestions or solutions.

Environmental, Social and Governance Report

5. Promoting Green Office and Practicing Low-carbon Development

In order to provide guidance to, and build consensus among, all the Company's personnel and business and ensure sustainable development in accordance with the Company's vision, mission and values, the Company has formulated the Environmental, Social and Governance (ESG) Management System. We have further committed to achieving and continuously improving environmental and social benefits, which has important management and governance effects on the Company's operations. The Company will integrate environmental factors and objectives into its business activities combined with the continuous management of environmental impact to minimize the negative impact on the environment (including greenhouse gas emissions, energy and resource use, waste management and so forth).

5.1 Adhering to Green and Low-carbon Operations

5.1.1 Addressing Climate Change

Ping An Health has promised to implement the national goals of carbon peaking in by 2030 and carbon neutrality by 2060 actively identifying various risks and opportunities relating to climate change and has formulated targeted countermeasures to comprehensively promote the implementation of the Company's green and low-carbon strategy. The Company proactively identifies and analyzes various climate change risks and opportunities, formulates climate risk management measures and countermeasures in a timely manner and improves its ability to adapt to climate change.

The climate change risks faced by the Company are mainly the risks of inconvenient commuting of employees caused by extreme weather events such as typhoons and the impact of network restrictions on the development of online business. At the same time, disasters caused by extreme weather events combined with disruptions to patient travel will further lead to demand for online medical services. The company will identify and track climate change-related issues in a timely manner and issue notifications as soon as possible before extreme weather events such as typhoons and set up remote work, flexible punch-in and timely reporting mechanisms for employees. This will ensure employee safety and operational stability. At the same time, the Company has set up workplaces and branches in coastal and inland cities to minimize the impact of a single extreme weather event on the Company's overall operations and to enable the Company to have sufficient capabilities to respond to medical needs in a timely fashion during to climate disasters.

5.1.2 Green Operation

Ping An Health is actively responding to the national call for energy conservation and emission reduction adhering to the concept of green and sustainable development and advocating green business in the operations process. The Company integrates energy-saving management methods into all aspects of daily operations and management and is gradually improving energy efficiency through scientific and systematic management of energy consumption systems and optimization of facilities and equipment. Under the unified management of the property of Ping An Building, our company has adopted the Daikin VRV water source heat pump system which uses water/ground source as the cooling/heating system. This has significantly reduced our energy consumption, effectively reduced the generation of greenhouse effect and heat island effect and helped us respond to the call of "low carbon emission".

In order to promote a green, environmentally friendly and efficient workplace, the Company advocates a paperless office. If it is indeed necessary to print paper materials for business, it is recommended that employees should use double-sided printing first and set the default printing mode of the printer to double-sided printing. For single-sided paper that needs to be discarded due to misprinting, employees are encouraged to recycle and improve paper usage.

The Company's water source is mainly the municipal water supply. In order to improve the water use efficiency, the Company defines the use of water resources in each unit, organizes and implements a series of water-saving management and water-saving technical measures and conducts comprehensive water resources management. At the same time, we place warm reminders about water saving in washrooms, pantries and other places to remind employees to consciously develop good water saving habits.

5. Promoting Green Office and Practicing Low-carbon Development

Case:

Workplace Water Conservation



The Company has installed water savers at the faucets of the workplace's pantry to control the amount of water flowing out from the source. At the same time, the words "conserve water" are posted directly above faucets to ensure the conservation of water resources in the workplace via practical measures and publicity efforts.

The Company has actively introduced the national standardized energy management system and environmental management system and has comprehensively regulated the construction of the Company's energy management system. We reasonably allocate area lighting time, arrange workplace inspections, save electricity and use efficient and energy-saving lamps as much as possible. The Company carries out a series of activities on energy conservation in the workplace every month using interactive methods to strengthen employees' awareness of energy conservation and encourage employees to implement energy conservation and consumption reduction into practical actions.

Case:

Monthly Workplace Energy Saving and Consumption Reduction Punch-in Activities

The Company regularly promotes cost reduction and efficiency enhancement activities every week and every month and advocates a low-carbon office. We conduct environmental assessment work within the Company every month, commending outstanding departments and individuals and encouraging employees to participate through practical actions.



5. Promoting Green Office and Practicing Low-carbon Development

5.1.3 Green Travel

In terms of company vehicles, suppliers are generally shifting towards new energy vehicles. On the premise of ensuring safety and stability, the Company is improving energy efficiency and reducing greenhouse gas emissions through resource integration. In terms of employee travel, the Company encourages employees to take public transports or use carpooling services, walk or cycle to work to reduce greenhouse gas emissions caused by employees commuting. In short, we guide employees to gradually develop a green and healthy lifestyle.

Carrying out a One-week Stair Climbing Activity

Case:



In response to the morning rush hour in Ping An Building, the Company's project department took the lead to carry out a week of stair climbing activities in the building. This helped to relieve the pressure of elevator operation and maintenance in the building during the morning rush hour and advocated the concept of green travel and healthy living.

5.2 Improving Waste Management

The Company has committed to controlling the discharge of waste in accordance with the corresponding laws and regulations and has adopted strict disposal control measures and entrusted a professional third party to handle the safe and orderly disposal of waste and realize the recycling of resources. We carry out regular monitoring according to the type of waste and transfer it to the corresponding disposal unit to realize the recycling of resources and the harmless treatment of waste.

For hazardous wastes, such as printer toner cartridges and waste lamps, the Company has set up special recycling procedures in accordance with the People's Republic of China Law on the Prevention and Control of Environmental Pollution by Solid Waste. For electronic waste, in accordance with the Administrative Measures for the Prevention and Control of Environmental Pollution by Electronic Wastes, we carry out classification and centralized treatment. For domestic waste, the Company actively implements the domestic waste classification and treatment systems in different cities and adopts a garbage classification model appropriate to local conditions.

The Company has adopted a series of management measures to encourage emission reduction and maximize resource efficiency such as upgrading the national workplace environment management and conducting workplace environment evaluations. We control the use of disposable products by not providing disposable paper cups and advocating bringing reusable water cups. We advocate avoiding disposable tableware by providing microwave ovens on each floor of the Company and advising employees to bring meals to reduce white pollution. We purchase rechargeable batteries to reduce the generation of harmful waste. In order to create an environment-friendly and healthy working environment and to further promote energy conservation, emission reduction and epidemic prevention, the Company actively responds to the call of the Ping An Building Management Office to reduce plastics by encouraging employees to use plastic bottled water reasonably and by not providing it in ordinary meeting rooms.

5. Promoting Green Office and Practicing Low-carbon Development

Case:

Upgrading National Workplace Environment Management

In order to promote the upgrade of the national workplace environment management, the headquarters workplace took the lead to build a national workplace environment management mechanism in March 2021 establishing a unified standard for national operation and maintenance linking the national workplace and various departments to carry out appraisal work and implement improvement works in the workplace. Also, we have enhanced employees' knowledge of workplace environment maintenance in our daily work with the help of specialized awareness content, reduced workplace waste and pollution and improved the efficiency of workplace management across the country.

1. Workplace environment management at the headquarters: We adopted the "management + service" model and jointly carried out special workplace inspections with the administrative liaisons of various departments on a monthly basis; we improved employee participation and strengthened employees' awareness of environmental maintenance;

2. Non-local workplace environment management: we carried out national non-local workplace environment appraisal, increased the interest in environmental appraisal by means of remote voting, fully involved the non-local workplace and gradually improved the quality of workplace operations and maintenance.

For individual non-local workplaces, "one-on-one" special optimization management was carried out to ensure that the Company's workplace environment from the headquarters to various fields was fully upgraded.



Announcement of monthly evaluation results of headquarters



The winning team of "the most beautiful office area" in the headquarters



The launch of the national non-local workplace environment evaluation



Announcement of "star workplace" awards in non-local workplaces



Workplace environment maintenance outreach

Environmental, Social and Governance Report

Appendixes

Appendix 1: Environmental Key Performance Form

Indicator category	Key performance indicator	Unit	year of 2021	year of 2020	year of 2019
Greenhouse Gas Emissions	Scope 2 greenhouse gas emissions	ton CO ₂ e	9,392.349	9,561.279	8,616.385
	Scope 2 greenhouse gas emission intensity	ton CO ₂ e/person	2.742	2.262	2.971
Waste Management	Waste electronics	ton	3.327	1.293	1.144
	Discarded Toner Cartridges	ton	1.528	0.089	0.053
	Waste lamps and bulbs	ton	0.515	0.083	0.093
	Discarded dry batteries	ton	0.045	0.007	0.018
	Total hazardous waste	ton	5.415	1.471	1.308
	Hazardous Waste Density	ton/person	0.0016	0.0003	0.0005
	Total non-hazardous waste	ton	282.581	363.346	143.549
	Non-hazardous Waste Density	ton/person	0.083	0.086	0.049
Usage of Resources	Office paper usage	ton	6.830	8.780	2.957
	Outsourcing heat	GJ	81.000	/	/
	Total Electricity consumption	kWh	13,435,284.66	13,612,704.820	10,633,653.841
	Electricity density	kWh/person	3,922.711	3,221.180	3,666.777
	Total energy consumption	GJ	48,447.986	49,005.737	38,281.154
	Energy density	GJ/person	14.145	11.596	13.200
	Total water consumption	m ³	37,403.616	36,230.120	27,255.720
	Water consumption density	m ³ /person	10.921	8.570	9.399

The collection period of the environmental data spans from January 1, 2021 to December 31, 2021. 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), two server rooms (Shanghai Baixin and Shanghai Waigaoqiao) and 16 newly added branches (Hebei, Hunan, Liaoning, Dongguan, Fujian, Guangxi, Hainan, Heilongjiang, Shanxi, Shanxi, Shenzhen, Zhejiang, Chongqing, Guangzhou and Wuhan).

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 and outsourcing heat. 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). Emission factors of purchased heat are determined under Guidelines for Accounting Methods and Reporting of Greenhouse Gas Emissions of Industrial Enterprises in Other Industries (Trial) of the National Development and Reform Commission.

The Company's total energy consumption in 2021 was indirect energy consumption arising from the use of indirect energy (that is, purchased electricity and outsourcing heat). Consumption factors are determined under the General Principles for the Calculation of Comprehensive Production Energy Consumption (GB2589-2008T).

Non-hazardous wastes are office 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.

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Appendix 2: Social Key Performance Form

Indicator category	Key performance indicator	Unit	year of 2021	year of 2020	year of 2019	
Employment	Total workforce	person	3,425	4,226	2,900	
	Workforce by gender	Male	person	1,452	1,639	1,725
		Female	person	1,973	2,587	1,175
	Workforce by employment type	High level	person	67	62	61
		mid-level	person	713	795	539
		junior	person	2,645	3,369	2,300
	Workforce by age group	30 and under	person	1,594	2,348	1,552
		30 – 50	person	1,797	1,832	1,315
		50 and above	person	34	46	33
	Workforce by geographical region	Mainland China	person	3,418	4,221	2,900
		Overseas and HK, MO, TW	person	7	5	0
	Employee turnover rate by gender	Male	%	64.769	/	/
		Female	%	59.430	/	/
	Employee turnover rate by age group	30 and under	%	79.148	/	/
		30 – 50	%	43.042	/	/
		50 and above	%	37.500	/	/
	Employee turnover rate by geographical region	Mainland China	%	61.448	/	/
Overseas and HK, MO, TW		%	150	/	/	

Indicator category	Key performance indicator		Unit	year of 2021	year of 2020	year of 2019
Health and Safety	Number of work-related fatalities		person	0	0	0
	Rate of work-related fatalities		%	0	0	0
	Lost days due to work injury		day	42	17.06	0
	Employee Health Exam Coverage		%	100	100	/
Development and Training	The percentage of employees trained by gender	Male	%	100	96	95
		Female	%	100	98	98
	The average training hours completed per employee by gender	Male	hour	243	185	49.6
		Female	hour	295	240	87.3
	The percentage of employees trained by employee category	High Level	%	100	87	82
		Mid-Level	%	100	90	93
		Junior	%	100	98	96
	The average training hours completed per employee-by-employee category	High Level	hour	52	38	28.7
		Mid-Level	hour	291	202	58.9
		Junior	hour	274	226	82.6

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Indicator category	Key performance indicator	Unit	year of 2021	year of 2020	year of 2019
Supply Chain Management	Total number of suppliers	numbers	4,363	1,932	967
	Number of suppliers in mainland China	numbers	4,360	1,928	967
	Overseas and HK, TW, MO Suppliers	numbers	3	4	0
	Suppliers with a Supplier Access Determination Score or Performance Evaluation	numbers	4,363	/	/
	Number of suppliers assessed as having significant negative ESG impact	numbers	0	/	/
	The number of suppliers who whose cooperation was terminated after ESG assessment	numbers	0	/	/
	Proportion of suppliers signing anti-commercial bribery clauses	%	100	100	100
	Suppliers with ESG Training	%	100	100	100
Product Responsibility	Percentage of total products sold or shipped subject to recalls for safety and health reasons	%	0	0	0
	Number of customer service consulting services	numbers	1,580,000	2,680,000	3,219,000
	Number of products and service-related complaints	piece	13,089	22,422	/
	Complaint Resolution Rate	%	100	100	100
	Complaint Resolution Satisfaction	%	98.2	98.4	98
Anti-corruption	Number of concluded legal cases regarding corrupt practices brought against the Company or its employees	numbers	0	0	0
	Economic losses caused by corruption lawsuits to the company	Yuan	0	0	0
	Number of anti-corruption trainings	time	20	21	25
	Number of internal anti-corruption or related internal audit investigations	time	3	20	/

Appendix 3: HKEX Environmental, Social and Governance Reporting Guide Content Index

Disclosure requirements		Disclosure	Corresponding chapter or explanation
Mandatory disclosure requirements			
Governance structure		Disclosed	1.1 Board Statement
Reporting principles		Disclosed	About This Report
Reporting scope		Disclosed	About This Report
“Comply or explain” clauses			
A1: Emissions			
General Disclosure		Disclosed	5. Promoting Green office and Practicing Low-carbon Development
A1.1	Types of emissions and respective emissions data.	Not applicable	Ping An Health is not involved in the emission of gas pollutants. Accordingly, such indicator is not applicable
A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tons) and, where appropriate, Intensity (e.g. per unit of production volume, per facility).	Disclosed	Appendix 1: Environmental Key Performance Form
A1.3	Total hazardous waste produced (in tons) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Disclosed	Appendix 1: Environmental Key Performance Form
A1.4	Total non-hazardous waste produced (in tons) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Disclosed	Appendix 1: Environmental Key Performance Form
A1.5	Description of the emissions targets set and the steps taken to achieve them.	Disclosed	5. Promoting Green office and Practicing Low-carbon Development
A1.6	Description of how hazardous and non-hazardous wastes are handled, the waste reduction targets set and the steps taken to achieve them.	Disclosed	5.2 Improving Waste Management

Appendixes

Disclosure requirements		Disclosure	Corresponding chapter or explanation
A2: Usage of Resources			
General Disclosure		Disclosed	5. Promoting Green office and Practicing Low-carbon Development
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	Appendix 1: Environmental Key Performance Form
A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Disclosed	Appendix 1: Environmental Key Performance Form
A2.3	Description of the energy efficiency goals set and the steps taken to achieve them.	Disclosed	5.1 Adhering to Green and Low-carbon Operations
A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency goals set and the steps taken to achieve them.	Disclosed	5.1 Adhering to Green and Low-carbon Operations
A2.5	Total packaging material used for finished products (in tons) and, where appropriate, with reference to per unit produced.	Not applicable	Ping An Health is not involved in the direct provision of packaging material for finished products. Accordingly, such indicator is not applicable.
A3: Environment and Natural Resources			
General Disclosure		Not applicable	Other environment and natural resources are not involved in the daily operation of Ping An Health, so the disclosure of significant impact on environment and natural resources at A3 level is not applicable.
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 Ping An Health, so the disclosure of significant impact on environment and natural resources at A3 level is not applicable.
A4: Climate Change			
General Disclosure		Disclosed	5. Promoting Green office and Practicing Low-carbon Development
A4.1	Description of material climate-related issues that have and may have an impact on the issuer, and corresponding actions.	Disclosed	5.1 Adhering to Green and Low-carbon Operations

Disclosure requirements		Disclosure	Corresponding chapter or explanation
B1: Employment			
General Disclosure		Disclosed	4.1 Strengthening the Talent System
B1.1	Total workforce by gender, employment type, age group and geographical region.	Disclosed	Appendix 2: Social Key Performance Form
B1.2	Employee turnover rate by gender, age group and geographical region.	Disclosed	Appendix 2: Social Key Performance Form
B2: Health and Safety			
General Disclosure		Disclosed	4.1 Strengthening the Talent System
B2.1	Number and rate of work-related fatalities in the past 3 years (including the reporting year).	Disclosed	Appendix 2: Social Key Performance Form
B2.2	Lost days due to work injury.	Disclosed	Appendix 2: Social Key Performance Form
B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored.	Disclosed	4.1 Strengthening the Talent System
B3: Development and Training			
General Disclosure		Disclosed	4.1 Strengthening the Talent System
B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Disclosed	Appendix 2: Social Key Performance Form
B3.2	The average training hours completed per employee by gender and employee category.	Disclosed	Appendix 2: Social Key Performance Form
B4: Labor Standards			
General Disclosure		Disclosed	4.1 Strengthening the Talent System
B4.1	Description of measures to review employment practices to avoid child and forced labor.	Disclosed	4.1 Strengthening the Talent System
B4.2	Description of steps taken to eliminate such practices when discovered.	Disclosed	4.1 Strengthening the Talent System
B5: Supply Chain Management			
General Disclosure		Disclosed	4.2 Standardizing supply chain management
B5.1	Number of suppliers by geographical region.	Disclosed	Appendix 2: Social Key Performance Form
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	4.2 Standardizing supply chain management Appendix 2: Social Key Performance Form
B5.3	Description of the practices for identifying environmental and social risks at each stage of the supply chain, how they are implemented and monitored.	Disclosed	4.2 Standardizing supply chain management
B5.4	Description of the practices that promote the use of environmentally friendly products and services when selecting suppliers, how they are implemented and monitored.	Disclosed	4.2 Standardizing supply chain management

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Disclosure requirements		Disclosure	Corresponding chapter or explanation
B6: Product Responsibility			
General Disclosure		Disclosed	2. Strengthening Medical Products and Services in Support of Healthy China Action
B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Disclosed	Appendix 2: Social Key Performance Form
B6.2	Number of products and service related complaints received and how they are dealt with.	Disclosed	3.1 Optimizing Customer Experience Appendix 2: Social Key Performance Form
B6.3	Description of practices relating to observing and protecting intellectual property rights.	Disclosed	2.1 Improving Scientific and Technological Innovation
B6.4	Description of quality assurance process and recall procedures.	Disclosed	2.2 Ensuring Product Quality and Safety
B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored.	Disclosed	3.3 Protecting Data Security
B7: Anti-corruption			
General Disclosure		Disclosed	1.5 Adhering to Good Business Practices
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	Appendix 2: Social Key Performance Form
B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	Disclosed	1.5 Adhering to Good Business Practices
B7.3	Description of anti-corruption training provided to directors and employees.	Disclosed	1.5 Adhering to Good Business Practices
B8: Community Investment			
General Disclosure		Disclosed	4.3 Fulfilling Social Responsibilities
B8.1	Focus areas of contribution (e.g. education, environmental concerns, labor needs, health, culture, sport).	Disclosed	4.3 Fulfilling Social Responsibilities
B8.2	Resources contributed (e.g. money or time) to the focus areas.	Disclosed	4.3 Fulfilling Social Responsibilities