



2025 Environmental, Social and Governance Report

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About this Report

Introduction to this Report

The 2025 Environmental, Social and Governance Report (hereinafter referred to as "this Report") of Ping An Healthcare and Technology Company Limited (Stock Code: 1833.HK, hereinafter referred to as the "Company", "the Company" or "We/Us") highlights the process management, materiality, quantification, balance, and consistency, and systematically describes the Company's philosophy, actions, performance and commitment to the pursuit of sustainable development. We hope that by publishing this Report and responding to stakeholder concerns, we can strengthen communication with stakeholders, enhance their recognition of shared interests, emotional connection and value alignment, and continue to advance sustainable economic, environmental and social development.

Abbreviations

For the convenience of expression, "Ping An Group" refers to Ping An Insurance (Group) Company of China, Ltd in this Report.

Reporting Principles

- **Materiality:** The Company 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, please see the Section "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 "Key Performance Form".
- **Balance:** To ensure that this report can comprehensively reflect the Company's sustainable development practices to our stakeholders, the Company has objectively and thoroughly disclosed the Company's environmental, social and governance performance.
- **Consistency:** This Report adopts the same statistical method as in previous years and compares the data across different years. If the scope of data disclosure changes, explanations will be provided alongside the key performance indicator.

Reporting Scope

Business scope: This Report mainly covers the Company's principal businesses. For details of the Company's businesses, please refer to the Company's 2025 annual report.

Timeframe: This Report mainly covers the period from January 1, 2025, to December 31, 2025 (hereinafter referred to as the "reporting period" or the "this Year"). To improve the integrity of the report, some content may go beyond this scope.

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

Reporting Guideline

This Report is compiled in compliance with the Environmental, Social and Governance Reporting Code (hereinafter referred to as the "ESG Reporting Code"), Appendix C2 to the Listing Rules of the Stock Exchange of Hong Kong Limited (hereinafter referred to as the "HKEX") and with reference to the United Nations Sustainable Development Goals (SDGs). The ESG Reporting Code content index has been provided towards the end for reference.

Sources of Information

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

Assurance

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

Message from the Chairman and CEO

At this historic juncture for global human health, a sweeping transformation is profoundly reshaping the future landscape of the medical and healthcare industry. The year 2025 marks both the successful conclusion of the 14th Five-Year Plan and the strategic groundwork for the 15th Five-Year Plan. It is also a pivotal stage for the medical, healthcare and elderly care sectors to pursue high-quality development and deliver comprehensive, whole-life-cycle health services to the public. Against this backdrop, the Company has proactively responded to the national call of the "Healthy China 2030" strategy, leveraging its own resources and technological strengths to drive vigorous growth across all businesses.

The Company steadfastly upholds its corporate mission of "Building Professional Bridges Between Doctors and Patients, Wholeheartedly Safeguarding Public Health". We have systematically established an end-to-end management framework spanning from top to bottom, deeply embedding ESG principles into strategic planning and daily operations. Sustainability serves as our core basis for decision-making, guiding the coordinated integration of business operations with long-term value creation. During the reporting period, guided by the value

proposition of "Technology for Social Good, Medical Care from the Heart", we fully implemented the "CARE" sustainable development strategy, actively contributing to the high-quality and sustainable advancement of the medical and healthcare sector.

Driven by cutting-edge technologies such as artificial intelligence and biotechnology, the world is entering a new era of digital-intelligent convergence at an unprecedented pace. In terms of technological capacity building, the company relies on its globally leading medical database to continuously iterate the "Large Multi-modal Model, Ping An Medical Master" (平安醫博通*醫療大模型), launch a medical AI product matrix and a multidisciplinary consultation assistance platform for complex diseases, and consistently deepen the application of AI in multiple scenarios such as healthcare, wellness, and eldercare. At the same time, under Ping An Group's dual-engine strategy of "Integrated Finance + Health and Senior Care", we are aiming to build a managed care model with Chinese characteristics. We continue to upgrade our "Four Access" service network—online, in-hospital, in-home, and in-company—delivering one-stop medical, health and elderly care services that are "worry-free, time-saving and money-saving".

The Company deeply practices the concept of sustainable development, adheres to deeply integrating the concept of ecological civilization into industrial development practice, and takes the construction of a green operation system as the starting point to comprehensively promote the green transformation of production methods. We are committed to building an intelligent operating model that emphasizes resource conservation and low-carbon practices, continuously refining our environmental management framework to harmonize economic and ecological benefits, injecting enduring green momentum into the Company's long-term high-quality growth.

The Company always prioritizes human development, builds a comprehensive employee growth system internally, and actively assumes the social responsibility of medical technology enterprises externally. Throughout the year, we have been committed to enhancing the health and workplace well-being of employees in corporate client organizations, delivering professional, comprehensive, high-quality, and one-stop enterprise health management solutions to our corporate clients. We sustained the "Yilu Jianxing(醫路健行)" initiative,

dedicated to making inclusive healthcare a reality. Harnessing our technological edge and resource integration capabilities, our integrated online-offline health service network delivers affordable, sustainable, quality medical resources to grassroots communities and remote regions.

There are no shortcuts on the path of development. Only by adhering to long-termism and advancing with pragmatic determination can we move forward steadily. Facing rapid advancements in medical, health and AI technologies, we fully recognize that opportunities and challenges lie ahead. Looking ahead to the future, we will always uphold a firm belief, carry forward the spirit of pragmatism and hard work, bravely shoulder the mission entrusted by the times, face every challenge with unrelenting struggle, and seize every opportunity with keen insight. We will interpret our original intention through actions, respond to expectations with solid results, and strive to write a new chapter in the overall health and well-being of the people in the grand journey of continuously promoting the construction of a healthy China!

Mr. Guo Xiaotao
Chairman of the Board

Mr. He Mingke
Chief Executive Officer



Highlights in 2025

Sustainable Development Management

- Formulated and implemented the CARE Sustainable Development Strategy
- Tracked progress of sustainability actions annually based on the *Sustainable Development Strategy, Goals and Action Plan*

Comprehensive Sustainability

- The Company carried out a cumulative total of **34 sessions** interpreting new regulatory requirements and **117 sessions** of risk management training, promoting these topics across the entire organization through diversified formats, with employee coverage reaching **100%**.
- Conducted anti-corruption and integrity culture promotion activities **42 times**, achieving full coverage for all employees.
- Completed **one** business ethics audit and **16** internal audit investigations related to anti-corruption.
- Launched the Flexible Checkup product series, adopting a "1+X+Y" customized model, to support fully personalized health check-up service add-ons.
- Deepened the "insurance + health care" synergistic model and continuously improved the "integrated finance + health and senior care" service system.
- Advanced green value chain management by promoting low-carbon practices in design, packaging, warehousing, and logistics, demonstrating a lifecycle approach to carbon footprint management.
- Established a Scope 3 carbon emission accounting mechanism and conducted systematic disclosure.

Advanced Technology Empowerment

- Continued to promote the construction of four major databases: the personal/corporate information database, disease catalog database, drug and equipment database, and hospital doctor database, creating a globally leading knowledge graph in the medical field.
- Continued to iterate the "Large Multi-modal Model, Ping An Medical Master" (平安醫博通® 醫療大模型) along with five vertical large models for critical healthcare scenarios and had launched a medical AI product matrix and a multidisciplinary team meeting assistance platform for complex diseases, which have been applied in breast cancer and other diseases. The accuracy of multidisciplinary team meeting treatment plans for complex diseases is nearly **90%**.
- AI interpretation coverage for health checkup reports reached **100%**, with a parsing accuracy rate of 98% and an AI diagnosis accuracy rate of **95%**.
- Net Promoter Score (NPS) for all major business lines exceeded **90%**.
- Enhanced the Cobra customer service system application to achieve dual improvements in service response and issue resolution efficiency.

Robust Information Security Protection

- Obtained ISO 27001 Information Security Management System Certification, ISO 27701 Privacy Information Management System Certification, and ISO 27799 Personal Medical and Health Information Security Management System Certification, covering **100%** of the Company's business operations.
- Conducted **38** information security training sessions; with the completion rates of **100%** for awareness promotion and learning, awareness assessments, and cybersecurity commitment signings for all employees.
- During the reporting period, no data or customer privacy breaches occurred.

Extensive Social Responsibility

- Carried out a cumulative total of **17** special charitable activities, contributing **900 hours** of volunteer service and **RMB 5.23 million** in funding.
- Played an active role in drafting two standards: the *Smart Elderly Care Service Platform—Smart Speaker Interface Design Specification* (T/CIDADS 00027—2025) and the *Smart Elderly Care Service Platform—Smartphone Interface Design Specification* (T/CIDADS 00026—2025), injecting new momentum into standardization in the smart elderly care sector.
- A total of **541** training sessions were organized for all employees, achieving **100%** training coverage. Employee satisfaction with the training reached **98.3%**, with an increase of **0.8%** compared to 2024.
- Supplier sustainability-related training coverage reached **100%**.

Awards and Recognitions

The Company upholds its corporate mission of "bridging doctors and patients with professionalism and safeguard everyone's health", continuously driving self-renewal and strengthening its capacity for sustainable development, with the aim of becoming a respected and outstanding enterprise. During the reporting period, the Company received significant honors in multiple fields, earning broad recognition from the market and the industry.

Guru Club

Gelonghui Golden Award-Outstanding Enterprise in ESG Sustainable Development

Stock Star

ESG New Benchmark Enterprise Award

Southern Weekly

2025 ESG Competitiveness Enterprise Award

China Communications Standards Association

First Quarter 2025 "Open-source Large Model+" Software Innovation Application Typical Case

Forbes China

2025 Forbes China Industry Development ESG Benchmark Award

China Advertising Association

Brand ESG Excellent Practice Case - "Yilu Jianxing" Series Activities

Ernst & Young

EY Sustainability Annual Best Case

Xinhua Credit

2025 New Quality Productive Forces Brand Innovation Practice Achievements

EqualOcean

2025 China Big Health Industry Leading Service Provider TOP 20

36Kr

Annual AI Application Scenario Breakthrough Enterprise

People's Daily Online

2025 Healthy China Innovation Practice Case

Zhitong Finance

Annual Outstanding Healthcare Enterprise

21st Century Business Herald

"Corporate Health Management Category" Sunshine Annual Health Management Technology Application Outstanding Enterprise

Jiemian News

Annual Healthcare Service Brand

Jiemian News

Health Management Industry Main List Brand

Southern Metropolis Daily

New Safeguard, New Value Pioneer Case

VcBeat

2025 Medical Service Annual Innovation Excellent Case

Jointly assessed by China Advertising Association, National Advertising Research Institute, and Fangyuan Identification Certification Group

Brand Development Power Rating AAAA

People's Daily Online

People's Craftsmanship Brand

Beijing Trademark Association

Selected into the "Beijing Key Trademark Protection Directory"

About the Company

in 2014, is the flagship of Ping An Group's medical and elderly care ecosystem. The Company was listed on the Hong Kong Stock Exchange on May 4, 2018.

Fully implementing Ping An Group's "Integrated Finance + Health and Senior Care" strategy, the Company leverages its core competitive advantages—extensive payor resources in medical, health and elderly care services, a broad network of service providers, a comprehensive service standard system, and strong ecosystem resources—to deepen the development of its "online, in-hospital, in-home, and in-company" service network. It has now become a leading medical and health management service provider in China.

Bridging doctors and patients with professionalism and safeguard everyone's health Looking ahead, the Company will adhere to its development vision of "To provide every enterprise with a harmonious workplace, every family with a dedicated doctor, and every user with peace and health". We are committed to acting for payers and integrating providers to deliver the most cost-competitive services. With craftsmanship, we hone our products; with quality, we build our reputation—making healthcare services "worry-free time-saving and money-saving". for our customers.

Company Mission

Bridging doctors and patients with professionalism and safeguard everyone's health

Value Propositions

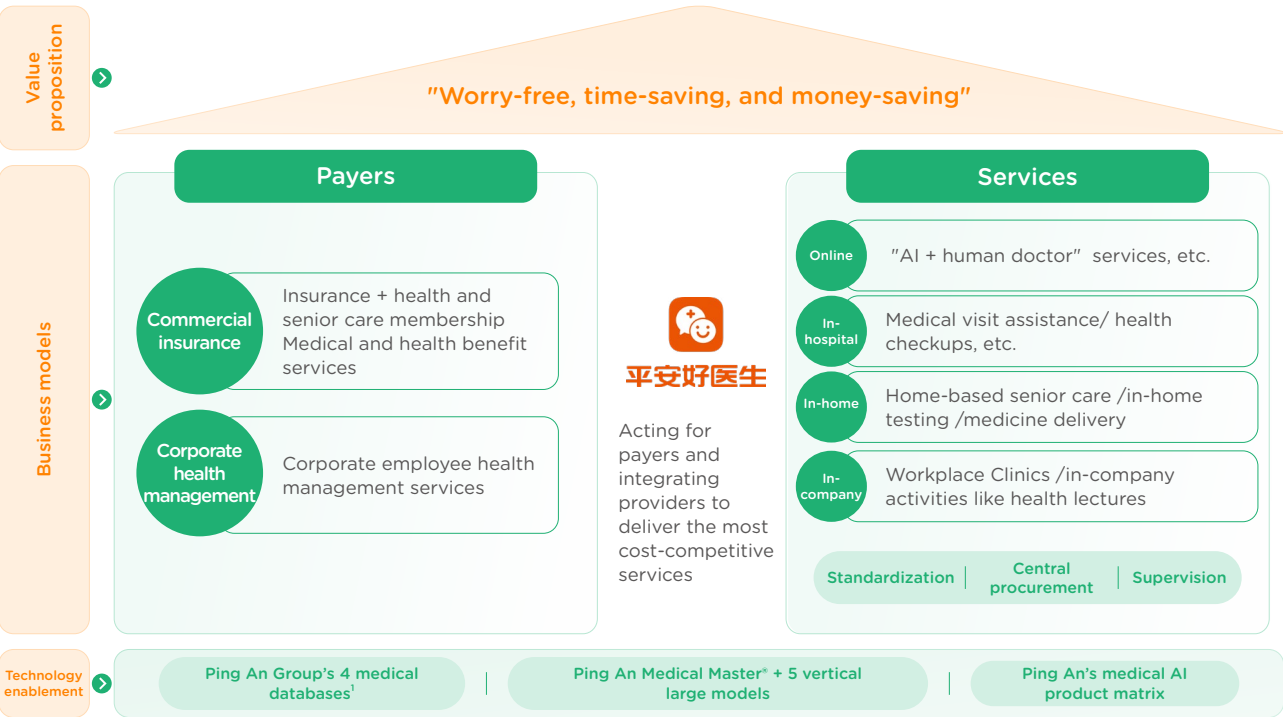
Worry-free Time-saving and Money-saving

Company Vision

To provide every enterprise with a harmonious workplace, every family with a dedicated doctor, and every user with peace and health

Development Strategy

As the core flagship of Ping An Group's "Integrated Finance + Health and Senior Care", the Company continues to integrate and upgrade its "online, in-hospital, in-home, and in-company" service network under the in-depth implementation of Ping An Group's dual-engine strategy of "Integrated Finance + Health and Senior Care ". We provide one-stop medical, health and elderly care services that are "worry-free time-saving and money-saving" creating a synergistic closed loop with Ping An Group's integrated financial operations and aiming to build a managed care model with Chinese characteristics. As collaboration between the Company and Ping An Group deepens, the strategic value of two-way empowerment becomes increasingly prominent.



Note: ¹ Including individual and corporate information, hospital and physician information, disease directories, and pharmaceutical and medical device databases.

Our Corporate Culture

As a leading provider of medical and healthcare services for the elderly in China, the Company consistently adheres to the value proposition of "worry-free, time-saving, and money-saving". By leveraging the efficiency and convenience of Internet-based medical care, we break the constraints of time and space inherent in traditional medical and healthcare services. While continuing to deliver high-quality medical services, we are committed to improving the health protection system for all people, actively supporting the Healthy China 2030 Plan, and building a carbon-neutral medical and healthcare ecosystem. The Company promotes the active participation of employees in the Company's sustainable development through various activities. In compliance with laws and regulations, we encourage employees to engage in sustainability initiatives. We also give full consideration to the interests of stakeholders such as employees and consumers, as well as societal and public interests including ecological and environmental protection bodies, working together with relevant parties to create a better and sustainable future.



01

Sustainability Management

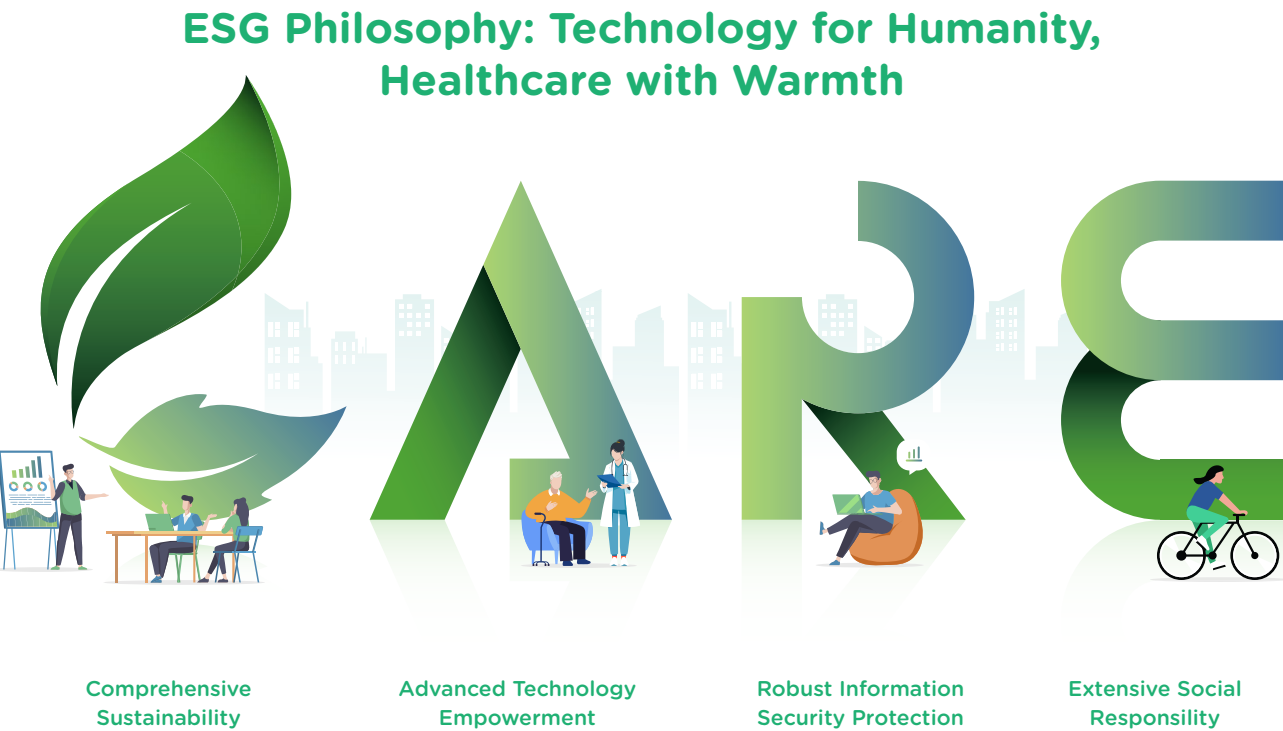
As a practitioner and advocate of sustainable development, the Company actively integrates sustainability principles into its business strategy, shaping a distinctive sustainable development business model and corporate culture. We aim to share the fruits of growth with all stakeholders and jointly create lasting sustainable value.

Sustainable Development Strategy Management

The Company actively improves its governance mechanisms, strengthening the foundation for development, and deeply embeds the concept of sustainable development into its strategy and daily operations.

Sustainable Development Strategy Management

We have established and implemented the CARE sustainable development strategy, which is built upon four cornerstones: systematic construction of a sustainable development ecosystem, advanced technology empowerment, and data security; with inclusive healthcare and social responsibility as its core pillars. Through technology-driven, secure, and trustworthy services, we aim to promote the sustainable and inclusive development of the medical and healthcare industry, contributing to the realization of the "Healthy China" vision.



The Company has formulated the Sustainable Development Strategy, Goals and Action Plan and continuously implemented sustainable development actions based on the Sustainable Development Goals to continuously improve the performance of Ping An Health's sustainable development. Following the review and assessment of the phase targets for 2023 to 2025, the company has established a new round of sustainability targets for 2026 to 2028, ensuring continuity and foresight in the advancement of its strategy.

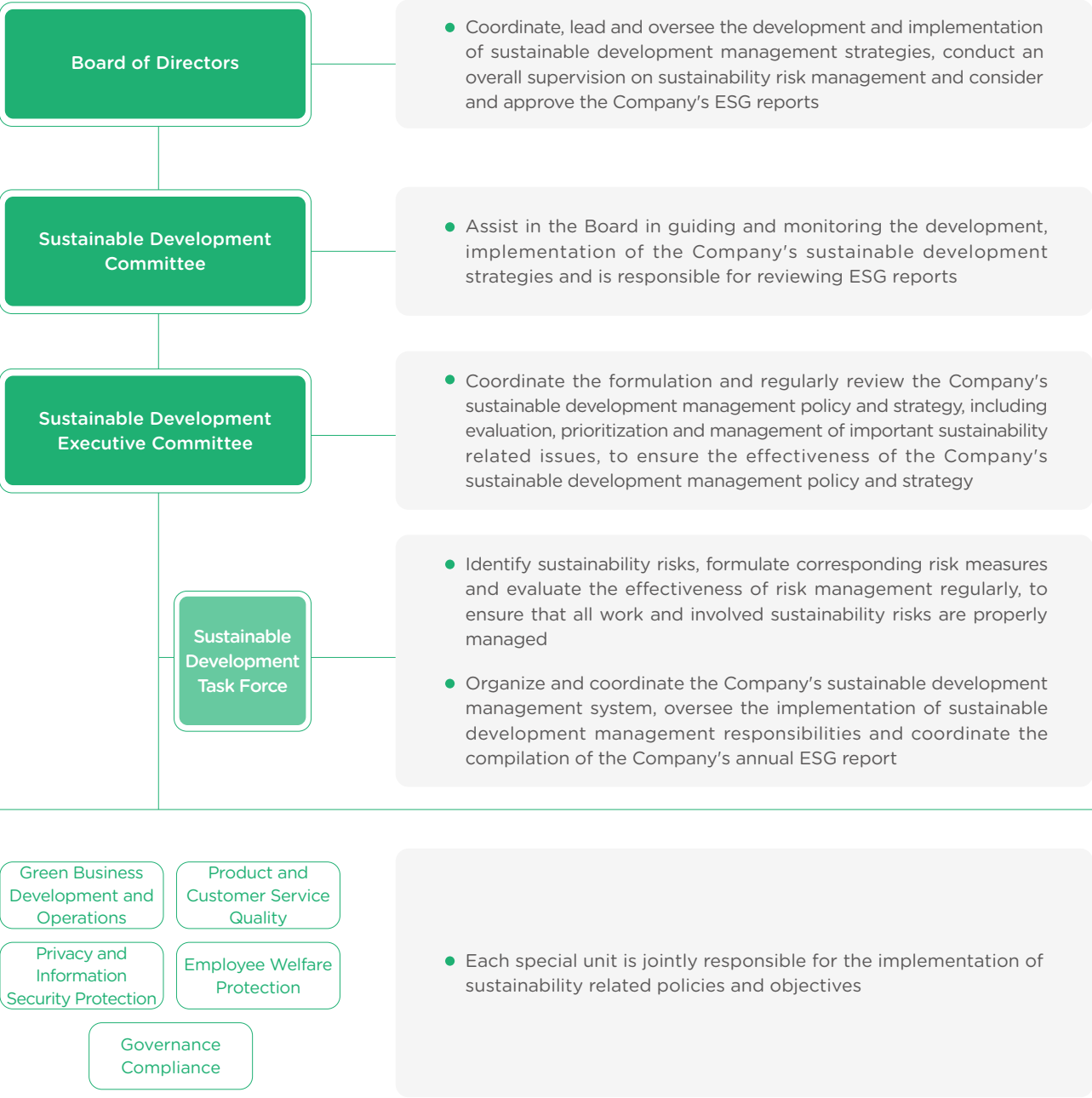
Sustainable Development Goals (2026-2028)			
Sustainable Development Issues	Development Strategies	Goals	Work Progresses in 2025
High-quality products and services	Acting for payers and integrating providers to provide customers with the "the most cost-competitive" "professional, comprehensive, high-quality, and one-stop" healthcare services	- To steadily improve the service standardization level year by year - To achieve 100% coverage of product and service quality review, and to increase the percentage of services receiving the "Eagle Eye" service monitoring system year by year. - To complete 20 sessions of training and assessments on medical regulations and systems annually, and 5 sessions of training and assessments on drug related regulations and systems	- Eagle Eye Monitoring system has covered the Company's core medical and health services, including physical examination, health management, chronic diseases and other 20 major categories of services - The Company has organized a total of 108 training sessions on laws and regulations related to medical care, drugs and medical devices
Customer experience and responsible marketing	To put "people" first and serve users with "warmth" and "honesty"	- To achieve a steady rise in customer satisfaction, with the customer satisfaction rate reaching 96% by the end of 2028 - To implement annual specialized customer experience enhancement initiatives	- The NPS for all core business lines exceeds 90% - Enhanced our Cobra customer service system application to achieve dual improvements in service response and issue resolution efficiency
Sustainable supply chain/ collaborative network	- To build itself into a responsible platform provider, purchaser, provider, purchaser, and product provider, establish an industry-leading partner management system, and incorporate sustainable development principles into the supplier management system - To include sustainable development clauses in 100% supplier cooperation contracts		100% of supplier collaboration contracts included sustainability clauses (anti-bribery, etc.) 100% of supplier collaboration contracts included sustainability clauses (anti-bribery, etc.) - Quality training coverage for key suppliers reached 100%

Sustainable Development Goals (2026-2028)			
Sustainable Development Issues	Development Strategies	Goals	Work Progresses in 2025
Employee development and security	- Fair, respectful and diverse career development - Living and working in peace, reducing worries, and creating a "work-life" balance - Reasonable organizational structure and personnel allocation - To maintain the mental health of enterprise employees and create an inclusive environment	- To maintain employee diversification, with female employees accounting for no less than 50% - To constantly conduct employee satisfaction and engagement surveys to maintain the upward trend in the results - To achieve an annual employee training coverage of 100% - To regularly review organizational structure and output organizational analysis reports, with continuous optimizations and adjustments to support business development - To regularly organize collective activities, encourage diversified employee club activities, and complete 40 employee club entertainment activities annually	- The proportion of female employees exceeded 60% - Annual employee satisfaction remained stable and showed improvement - Employee training coverage reached 100% - In 2025, the focus of strategic planning centered on two key directions: cultivating strategic talent and driving digital transformation. Regular reviews of high-potential talent were conducted to provide a solid talent foundation for achieving the Company's sustainable business objectives - More than 600 employee club activities were held in 2025
		- To annually review governance institutions, mechanisms, and processes - To quarterly review the effectiveness of the risk management system - To achieve 100% employee coverage for annual risk culture promotion and training, as well as compliance promotion and training	A total of 34 sessions on new regulatory interpretation and 117 thematic training sessions on risk management were delivered company-wide in diverse formats, reaching 100% employee participation
Corporate governance	Scientific decision-making, improving transparency and setting an example		
Information security and privacy protection	- Compliant collection and use of data for providing a sense of security for data owners providing a sense of security for data owners - Protection of data and avoidance of improper data leakage	- To audit information security policies and systems annually - To reach an annual employee coverage rate of 100% in data security and privacy protection related training - To conduct 4 drills annually for the information security incident response plan.	- In 2025, multiple external assessment and certification audits were conducted, achieving a 100% pass rate - The coverage rate of employees who have received data security and privacy protection related training was 100% - A Total of 8 information security emergency response drills were carried out in 2025, all of which achieved the expected outcomes

Sustainable Development Goals (2026-2028)			
Sustainable Development Issues	Development Strategies	Goals	Work Progresses in 2025
Business ethics	To uphold the moral values and adhere to "regulations+1"	- Employee business ethics: To reach a 100% employee coverage in incorruptible culture and anti-corruption education for all employees, with 100% verification of incorruptible petition and reporting issues - Corporate business ethics: To achieve 100% compliance in anti-monopoly and fair trade	- Cumulatively conducted one business ethics audit and sixteen internal audit investigations related to anti-corruption - Cumulatively carried out 42 awareness campaigns on anti-corruption and integrity culture, achieving full coverage for all employees
Technology driving sustainable development	Medical technology drives high-quality development and improves user experience	- To continuously improve AI empowered efficiency of doctors - To steadily increase the digitalization rate of business and management - To achieve a 99% accuracy rate for AI-based comprehensive consultation - To achieve a 90% accuracy rate for AI multidisciplinary team meeting treatment plans	- Continued to iterate the "Large Multi-modal Model, Ping An Medical Master" (平安醫博通 * 醫療大模型) and launched a suite of medical AI product matrix - Achieved 100% AI-based health checkup report interpretation coverage, with 98% parsing accuracy and 95% AI diagnosis accuracy
Practicing corporate social responsibility	- To assist the implementation of the Healthy China 2030 Plan by the action to improve national health literacy - To assist in rural revitalization and medical ecological construction, adhere to medical and health public welfare, and actively contribute to society	To organize no fewer than 10 medical or health public benefit education activities annually, with online health education events reaching an audience of at least 12,000 viewers per year; and to establish a cumulative total of no fewer than 150 temporary medical assistance stations through donations, covering a cumulative total of no fewer than 350,000 individuals	- In 2025, cumulatively held eight special health-focused public welfare events, reaching 981 enterprises, attracting over 300,000 on-site employee participants, and covering a workplace population of 1.43 million - In the field of charity and public welfare, we had cumulatively carried out 17 special initiatives, with 160 employees participating, contributing 900 hours of volunteer service, and making donations totaling RMB 5.23 million
Climate Change and Carbon Neutrality	To integrate the concept of green environmental protection into the Company's office operation and management, continuously strengthen the systematic construction of environmental management, pay attention to the cultivation of employees' behavior awareness, and comprehensively promote the implementation of the Company's green and low-carbon strategy	- To support the Ping An Group's carbon neutrality commitment by actively advancing operational carbon accounting and assisting the Group in achieving its 2030 carbon neutrality target for its own operations (including Scope 1, 2, and 3) - To publicize among all employees every year any and all potential emergencies in response to climate change, with an employee coverage rate of 100% - To promote the concept of waste management among employees, with an employee coverage rate of 100%	- In 2025, the Company formally established a Scope 3 carbon emission accounting mechanism and conducted systematic measurement and disclosure - Implemented the top management safety management mechanism of the local area, and carry out emergency publicity for all employees - Carried out waste management and green office publicity for all employees

Sustainability Governance Structure

The Company has embedded sustainable development at the core of its corporate strategy and daily operations. By continually refining our governance mechanism, we systematically enhance the effectiveness of our sustainability practices. The Company has established a three-tier governance structure for sustainable development encompassing the decision-making, management, and execution levels, ensuring the top-down coordination and advancement of sustainability initiatives, and continuously strengthening the sustainability management system. Furthermore, we provide dedicated sustainability training to our Board members and facilitate board-level discussions and resolutions on key sustainability topics, thereby enhancing our sustainability governance.



Sustainability Governance Structure and Functions of the Company

Board Statement

The Board of Directors of the Company serves as the highest decision-making authority for sustainable development management, taking overall responsibility for coordinating strategic planning, goal setting, execution oversight, and information disclosure related to sustainability, and bearing ultimate accountability for the effectiveness of managing relevant risks and opportunities.

The Company has deeply embedded sustainability factors into its daily operations, formulating and implementing the *Sustainable Development Strategy, Goals, and Action Plan*. Centered on key issues, we set phased three-year targets, regularly assess progress, and ensure effective implementation of the strategy. We systematically identify sustainability-related risks and opportunities, incorporating them into the unified enterprise risk management process, and have established sound internal control mechanisms to continuously enhance the systematic nature and effectiveness of management.

The Board holds regular meetings annually to receive special reports from the Sustainable Development Committee, evaluates the implementation of the strategy, and reviews and supervises progress and risk control on important issues. At the same time, through a monthly directors' newsletter, we continuously provide policy interpretations, industry updates, and case analyses, helping to improve directors' knowledge and performance in relevant areas, and promoting the ongoing enhancement of the Company's sustainability governance.



Stakeholder Communication

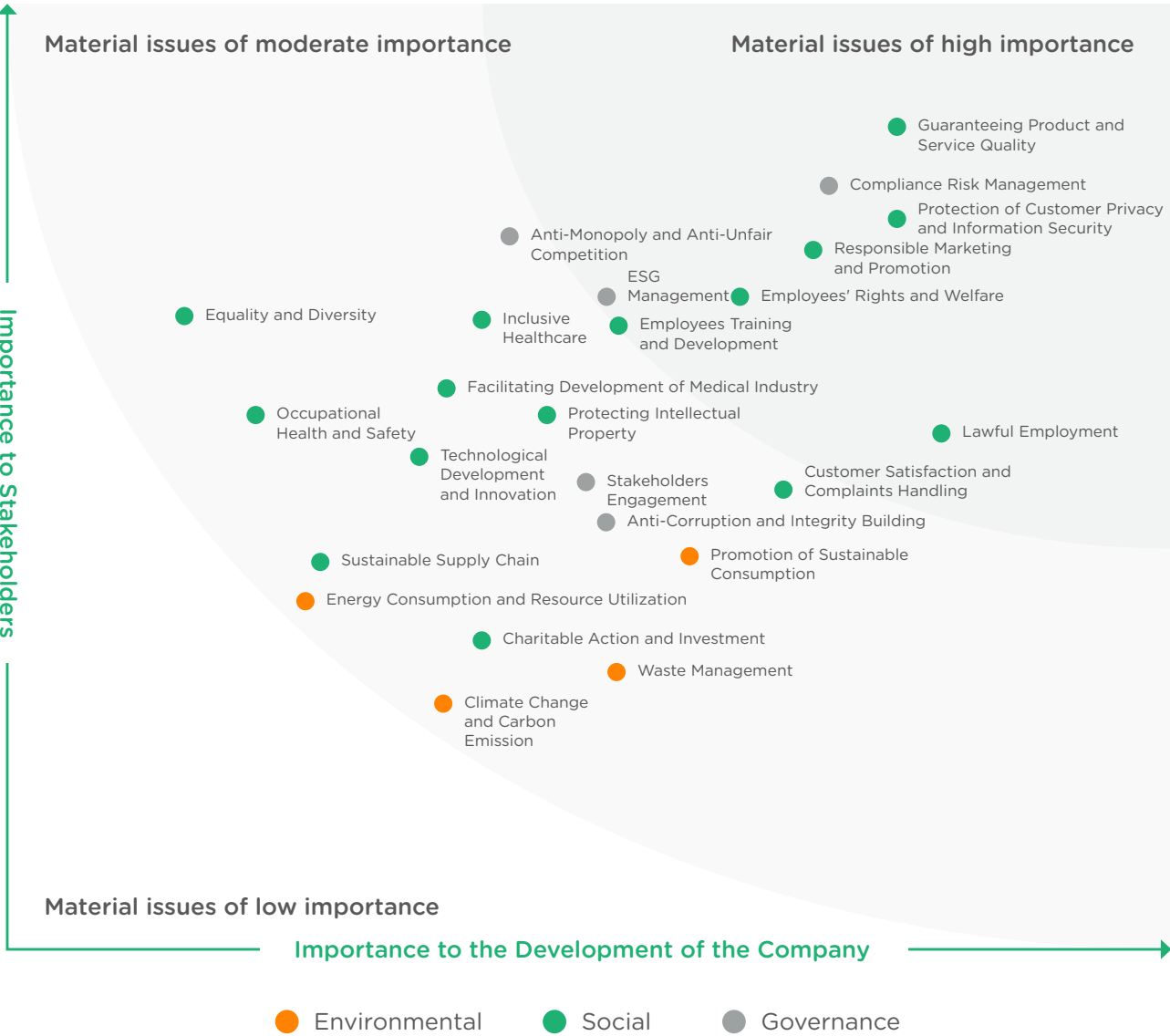
The Company has established a well-established stakeholder communication mechanism to maintain smooth exchanges with all parties and actively responds to their expectations and demands. Through conducting materiality analysis and assessments, and fully examining the impacts of sustainability-related risks and opportunities, we strive to ensure that our environmental and social impacts align with stakeholder expectations. During the reporting period, the Company held two performance presentations among investors and communicated with investors 404 times via email and phone calls.

Stakeholders	Expectations and Requirements	Communications and Responses
 Investors and shareholders	- Sustainable profitability - Standardized corporate governance - Protection of rights and interests	- Generating long-term income - Improvement of internal control system - Regular disclosure of information - General meeting of stockholders
 Government and regulatory authority	- Compliance with national policies - Fulfillment of tax obligations - Strengthened political integrity - Participation in regional co-construction	- Operation in compliance with the law - Tax payment on time - Cooperation with government inspection - Promotion of social employment
 Community	- Promotion of community development - Protection of community environment	- Launch of public welfare program - Practice of green operations
 Customers	- Product health and safety - Service quality - Privacy and information security - Business integrity	- Improvement of quality control system - Customer satisfaction survey and complaint handling - Strengthened risk control - Strengthened legal awareness
 Employees	- Protection of legal rights and interests - Smooth career development - Compensation and benefit guarantee - Good working environment	- Compliance with laws and regulations - Construction of talent cultivation channels - Improvement of salary and welfare system - Conduction of employee satisfaction survey
 Suppliers and partners	- Open and fair - Win-Win cooperation - Common Development	- Standardized procurement process - Improvement of communication mechanism - Establishment of a long-term management model
 Industry associations	- Industry experience exchange - Driving Industry Progress	- Participation in industry forums - Enhancing Research and Development Capabilities

Materiality Issues

The Company closely monitors industry hot topics and trends in sustainable development. Through methods such as internal interviews, stakeholder research, and expert evaluations, it systematically assesses the potential impact of various sustainability issues on its operations, and has identified 24 material issues that are closely linked to both the Company and its stakeholders.

Based on feedback from key stakeholders, we have prioritized the sustainability-related issues. The Board of Directors has reviewed and confirmed the priority of these issues in accordance with the Company's strategy and business direction.



Materiality Matrix



02

Comprehensive Sustainability

The Company takes the achievement of sustainable development as its strategic direction, and comprehensively builds a sustainability ecosystem across the dimensions of corporate governance, products and services, and low-carbon operations. We deeply embed ESG principles into our business operations, establishing a responsible and resilient model for enterprise development.

Strengthening the Responsible Governance Ecosystem

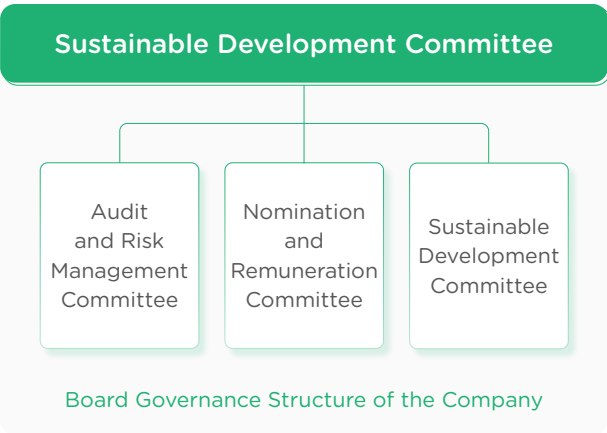
The Company consistently upholds the principle of integrity in operations, embedding sustainable development throughout its corporate governance and compliance framework. Through continuous improvement of risk management mechanisms, strict adherence to business ethics standards, and steady advancement of information security and privacy protection initiatives, we effectively respond to external challenges.

Corporate Governance and Compliance Operations

The Company strictly complies with the *Company Law of the People's Republic of China*, the *Securities Law of the People's Republic of China*, the HKEX's *Corporate Governance Code*, and other relevant laws, regulations, and normative documents. It explicitly incorporates corporate governance-related provisions into the *Memorandum and Articles of Association*, continuously improves its governance structure and operational mechanisms, and steadily enhances its corporate governance standards.

The Company has established a corporate governance structure with clearly defined powers and responsibilities, delineating the scope of authority for each level of governance body. The Board of Directors, as the core governing institution, has established specialized committees including the Audit and Risk Management Committee, the Nomination and Remuneration Committee, and the Sustainable Development Committee. Each committee strictly fulfills its duties in accordance with the

corresponding working rules, collectively ensuring the effective and coordinated functioning of the Company's governance system.



Board Governance Structure

The Company upholds the core principle of merit-based selection and actively promotes the diversification of the Board composition. In the process of identifying director candidates, we systematically incorporate multi-dimensional assessment criteria, including gender, age group, professional field, and core competencies, viewing a diverse governance structure as a strategic pillar for improving decision-making quality and enhancing corporate resilience. We have formulated and regularly review the effectiveness of the *Board Diversity Policy*, and through a continuous evaluation mechanism, ensure that Board members complement one another in terms of industry experience, regional background, educational profile, age distribution, and professional expertise. As of the end of the reporting period, the Company's Board comprises nine directors, including three independent directors and three female directors. The Directors possess extensive industry experience¹, with professional expertise spanning finance, financial management, medical technology, and law.

¹ Dr. Wing Kin Anthony Chow (周永健) is an independent non-executive director of the Company, who was admitted as a solicitor of the Supreme Court of England & Wales, and appointed as an attesting officer by the Ministry of Justice of the PRC, representing extensive experience in corporate risk management.

Mr. Zhu Ziyang (朱梓陽) is a non-executive director of the Company and has been the vice president of Hopson Development Holdings Limited (stock code: 0754), responsible for the science and technology sector, possessing rich industry experiences in the medical technology field.

Risk Management

The Company has established a comprehensive risk management system, actively implements risk management measures, and rigorously controls potential risks in its operations. It has built three lines of defense for risk management to safeguard the Company's stable operations and sustainable development.

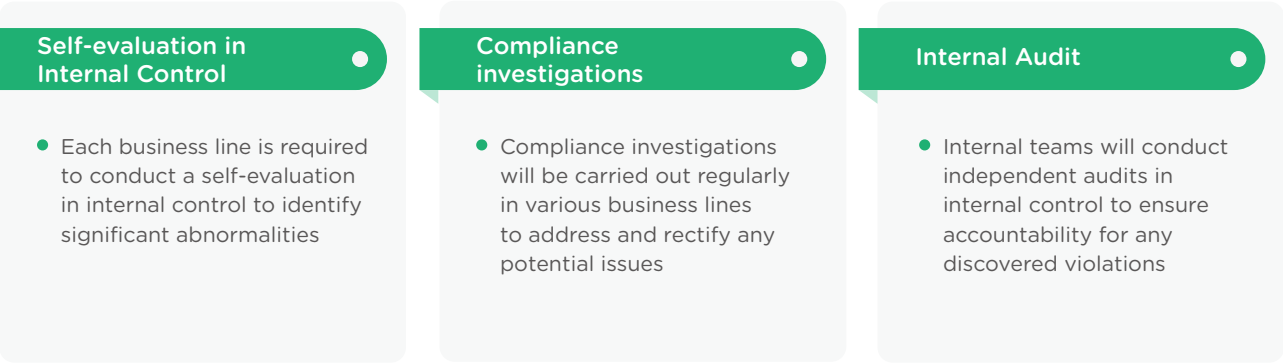


Three Lines of Defense of Risk Management

The Company has established a systematic risk identification and control process, which involves conducting self-assessments, compliance investigations, and audits across various operational stages to form a closed-loop management mechanism, while also carrying out risk screening and mapping for key business segments. At the same time, sustainability-related risks have been incorporated into the daily risk management system, continuously enhancing the Company's overall risk awareness in relation to sustainable development. During the reporting period, the Audit Department systematically conducted special risk assessments focusing on key areas such as corporate health business operational risks, financial risks, related-party transaction benefit transfer risks, and medical safety compliance, to comprehensively identify and manage relevant risks.



The Company has established an internal control effectiveness verification mechanism to continuously monitor and ensure the execution effectiveness of risk management measures. At the same time, the Company carries out ongoing advocacy on risk and compliance awareness to effectively promote the thorough implementation of the risk management system. During the reporting period, the Company cumulatively conducted 34 sessions on interpreting new regulatory rules and 117 sessions on risk management thematic training. Through diversified formats, these initiatives were rolled out across the entire Company, achieving 100% employee coverage.



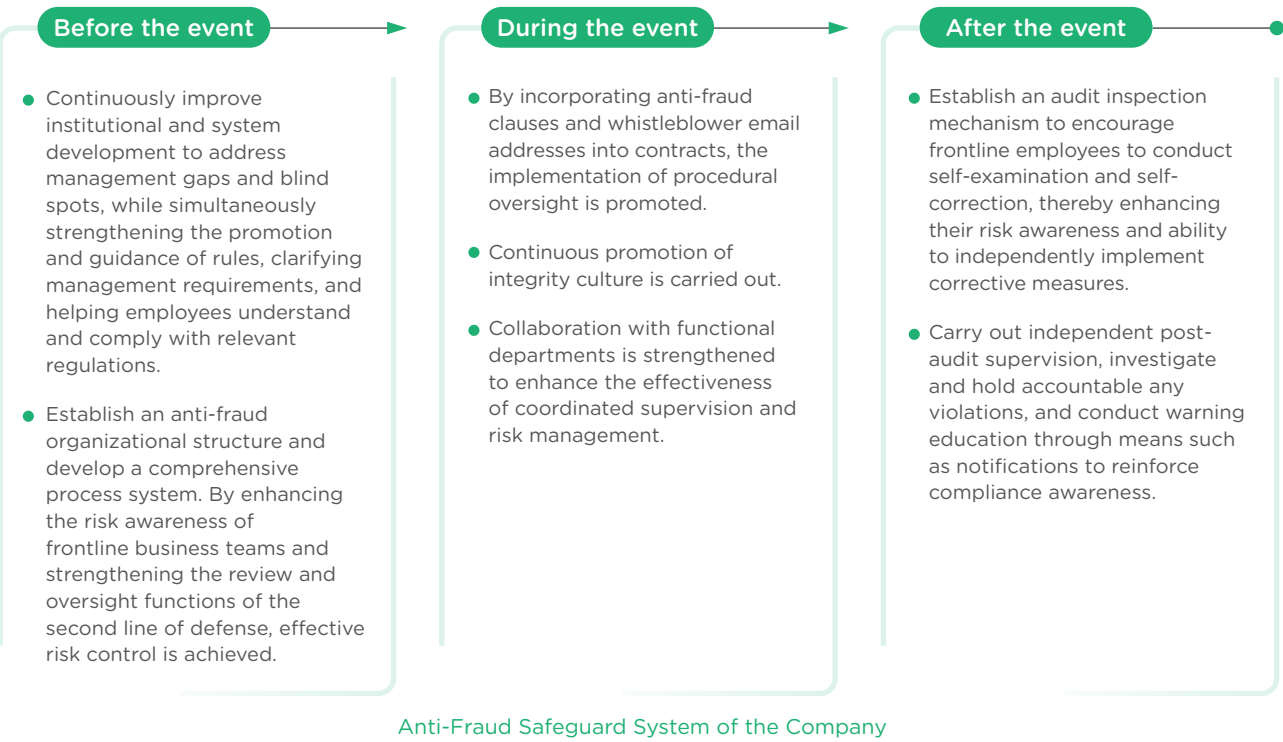
Business Ethics

The Company upholds the principle of integrity in operations and strictly complies with national laws and regulations, including the *Anti-Money Laundering 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*. It has formulated internal policies and guidelines such as the *Management System on Petition*, the *Employee Code of Conduct*, and the *Employee Conflict of Interest Management Policy*, which set out clear requirements on the protection of trade secrets, anti-corruption and anti-bribery, conflict of interest, and anti-unfair competition. During the reporting period, the Company revised the *Charter of Audit and Supervision* and the *Measures for the Management of Criminal Cases and Accountability*, further defining the responsibilities of the Audit and Supervision Committee and the accountability mechanism for criminal cases, thereby continuously improving the business ethics management system and strengthening related oversight.

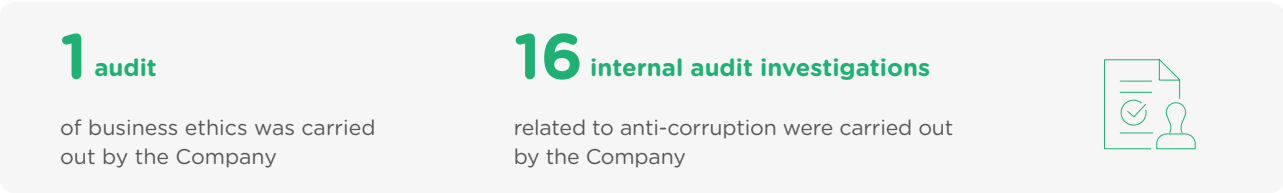
Business Ethics Governance

The Company continuously improves its business ethics and anti-corruption governance framework. The Board bears ultimate responsibility for business conduct and anti-corruption management. The Audit and Risk Management Committee reviews, on behalf of the Board, the execution and audit of business ethics risk management on a quarterly basis, and assesses its effectiveness annually. At the same time, the Company incorporates the monitoring of irregularities and corrupt practices into the performance and remuneration evaluation system for management, closely linking individual executive performance with the Company's business ethics governance outcomes.

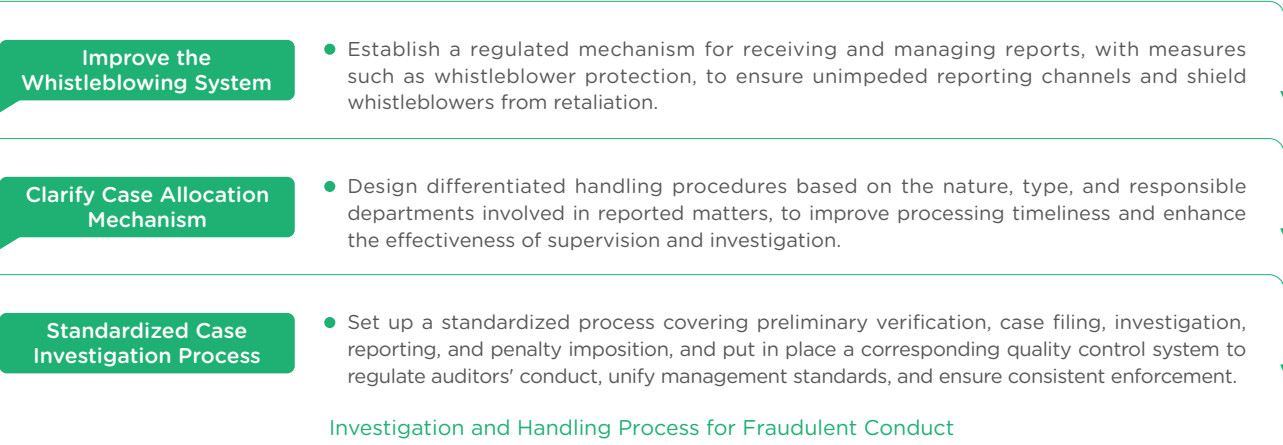
The Company has established rigorous internal control mechanisms to comprehensively prevent bribery, corruption, and fraud. It has built a full-process risk control system covering pre-event, mid-event, and post-event stages, regularly supervises policy implementation and internal control effectiveness, and systematically mitigates business ethics risks. The Company periodically reviews the operational status of each business line to stay abreast of the Company's overall business ethics performance. During the reporting period, no corruption-related lawsuits were filed against the Company.



The Company has established and continues to improve its investigation and handling procedures for fraud leads, ensuring closed-loop management of fraudulent behavior. At the same time, the Company conducts anti-corruption audits covering all operations every year to ensure effective oversight of business ethics issues. During the reporting period, the Company carried out a total of 1 business ethics audit² and 16 internal audit investigations related to anti-corruption.



² The Company's business ethics audit covers all operational aspects, of which the audit scope covers corruption, bribery, bribery, false invoicing, falsification or destruction of financial and business information, procurement compliance, abuse of power for personal gain, and disclosure of trade secrets.



Whistleblower Mechanism

The Company maintains unimpeded whistleblower channels on an ongoing basis, encouraging both internal and external stakeholders to report any conduct that violates business ethics or harms the interests of the Company or its customers, thereby effectively safeguarding the legitimate rights and interests of all relevant parties.

Reporting channels

 Mailing address 8/F, Block B, INNO OFFICE, Yangpu District, Shanghai

 Online e-mail address lzxfjb@pingan.com

Mechanisms for handling reports

- Clearly define the allocation system for investigation and handling, and set up different handling processes according to the nature and type of the content of the letters, and the departments involved, so as to improve the handling time and achieve effective supervision of the investigation and handling
- Standardize the case investigation process, set up the process and quality control system for preliminary examination, project creation, investigation, report and punishment, standardize the audit procedures of auditors and unify the management standard

The Company has established whistleblower protection measures to ensure the safety and privacy of whistleblowers.

Measures for the Protection of Whistleblowers

- Whistleblowing materials will be treated with confidentiality. Real-name reporting will undergo desensitization, and any transfer of reporting materials to the unit or individual being reported is strictly prohibited.
- Anonymous whistleblowing materials will not be examined for handwriting or trace the letter-writer.
- When receiving and inspecting whistleblowers, confidentiality measures will be taken to ensure the anonymity of whistleblowers. A dedicated venue will be arranged for receiving whistleblowers, and no unrelated personnel are present on-site.
- No unit or individual is permitted to retaliate against the whistleblower, their relatives, or potential whistleblowers under any pretext or through any means.

Construction of a Clean Culture

The Company is committed to fostering a culture of integrity by providing business ethics training for all employees of the organization (including the Board of Directors, management at all levels, part-time employees, and dispatched workers) as well as for suppliers. Through diverse communication and educational formats, the Company continuously deepens awareness of integrity and compliance, reinforcing the foundation for ethical conduct. During the reporting period, the Company conducted a total of 42 sessions on anti-corruption and integrity culture promotion, achieving full coverage of all personnel.

Practical Training: Strengthening Integrity Awareness and Maintaining Constant Vigilance

In June 2025, to further deepen the cultivation of a culture of integrity and reinforce the compliance management framework, the Company delivered a special lecture titled *Thoroughly Implementing the Spirit of the Central Committee's Eight-Point Regulation and Persisting in Correcting the "Four Forms of Undesirable Work Styles"*. The session aimed to strengthen all employees' discipline awareness and adherence to rules. In November of the same year, members of the Company's leadership team and representatives from business departments visited Qingpu Prison for a field trip, further enhancing their sense of integrity in professional conduct and vigilance against misconduct.

Daily Promotion: Consolidating the Safety Line and Embedding Integrity Values

In 2025, the Company organized ongoing daily cultural learning on integrity themes via email communications, delivering a total of 32 editions throughout the year and achieving full staff coverage, thereby fostering gradual accumulation and continuous reinforcement of integrity awareness in everyday work.

Leveraging the Zhiniao platform, the Company conducted six thematic training sessions during the year, covering topics such as Red/Yellow Card rule promotion, interpretation of the Central Committee's Eight-Point Regulation, and four installments of the *"Fighting Corruption for the People"* series, ensuring all employees participated.

This year, the Company arranged three live-streaming training sessions for all sales personnel, focusing on business authenticity, information security, and enterprise compliance. These sessions aimed to systematically enhance the compliance awareness and risk prevention capabilities of the sales team.



Deepening the Product Service Assurance Ecosystem

Healthcare is vital to national well-being and serves as a cornerstone for building a "Healthy China". The Company remains committed to integrating technological innovation with quality leadership, creating a future-oriented sustainable development model, and contributing professional expertise to safeguard people's lives and health and serve the broader national development agenda.

High-Quality Healthcare Services

We focus on developing innovative, high-quality product service solutions, actively responding to the "Healthy China" strategy, supporting the development of inclusive healthcare, and contributing the Company's strength to improving people's well-being.

Responsible Product System

The Company fully recognizes the social and public nature of the healthcare industry. We actively drive technological innovation, pursue breakthroughs in product and service innovation, and work toward full-scenario coverage with intelligent medical services. Guided by a responsibility ethos to enhance the health and well-being of our employees, we continuously refine our product strategy and strengthen brand influence. During the reporting period, we further optimized and updated the *Service Management Measures*, upgraded service testing and measurement standards, and enhanced the effectiveness of these systems, applying standardized management across the entire lifecycle of the Company's service-type products.

We continue to improve the responsible product management system, promote product and service innovation, and, through a diversified business portfolio, create efficient and reliable health solutions for customers.

Medical Services

We provide customers with diversified health management services centered on family doctors, highlighted by famous doctors, covering consultations, chronic disease management, and medical assistance. We are committed to building a full-lifecycle, comprehensive, and personalized health management service system, so that every household can enjoy professional, convenient, and trustworthy healthcare protection.

During the reporting period, we carried out continuous optimization of the medical service system in the following areas, steadily improving service quality and patient experience.

End-to-End Digitalization and Intelligent Collaboration

- We have achieved a fully online, closed-loop process for multidisciplinary consultations with famous doctors. Users can submit medical records through the platform, and the system intelligently matches them with an interdisciplinary team of experts, while also allowing patients to apply their own preferences in the selection process. This improves matching precision and significantly enhances the efficiency of consultations.

Focus on Implementation in the Home-Based senior Care Scenario

- We have carefully selected 500 top-tier senior experts to ensure the authority and reliability of our Home-Based senior care services. To enhance accessibility, we have integrated convenient home consultation tools such as smart speakers, and optimized the service process across the pre-diagnosis, diagnosis, and post-diagnosis stages. This has significantly improved both the efficiency and precision of consultations.

Expand Service Matrix and Online Closed-Loop

- We have completed the full-link digital transformation of our medical report interpretation service, covering the entire process from data collection to video interpretation. This has further enriched our famous doctor service product line.

Corporate Health Services

We provide health management services to corporate clients through a product system comprising Health Entrustment Management, Membership-Based Health Management Services, and "Insurance+" solutions. These offerings deliver diversified scenario-based solutions, including physical examinations, for corporate employees and users.

Flexible Checkup "1+X+Y" 2.0

During the reporting period, in response to customers' personalized health screening needs and to promote the concept of "test only what is necessary," the Company innovatively launched the Flexible Checkup product series, adopting a "1+X+Y" customized model. As the Company's first health checkup solution to support fully personalized add-ons, it allows users to flexibly select additional items on top of a standard package based on their own health conditions, achieving more comprehensive and precise health screening.

Currently, Flexible checkup has established a dual-track intelligent recommendation system combining "AI + human" doctors, supports multiple service modes such as self-booking and proxy booking, and has completed a full-link closed loop from add-on selection to service fulfillment. This model has been fully implemented across various business scenarios, including individual checkups, group checkups, and employee health examinations.

- Flexible personalized customization**
 - "1+X+Y" customized model 2.0: users can flexibly add items to the standard package
 - "AI + human" doctor dual-track intelligent recommendation system, deeply understanding user needs
 - Supports multiple service modes such as self-booking and proxy booking
- Deep checkup services**
 - Reliance on high-end equipment, increased disease assessment and health consultation
- Basic checkup services**
 - Low-value routine disease screening, prevention-focused

Home-Based Senior Care Services

We provide home-based senior care services orchestrated through senior care concierges, committed to integrating professional care, health management, daily living support, and emotional companionship to form a complete service system. This system covers daily life, safety assurance, medical and health care, and emotional support, delivering comprehensive care.

Smart Home-Based Senior Care Protection

To deepen smart protection for home-based senior care, during the reporting period we launched an upgraded sleep health protection service. Using dynamic blood oxygen monitoring devices and specialized algorithms, the service proactively identifies issues such as sleep apnea and insomnia, and is supported by a doctor team that has undergone specialized training to provide proactive consultation. In addition, we added a LiDAR-based fall detection device to enable real-time monitoring and alerts for abnormal body movements throughout the home, forming an integrated "sleep + safety" intelligent protection system. This service system is now running stably, effectively enhancing the health and safety protection of elderly individuals at home. We will continue to optimize our smart care capabilities, driving home-based senior care services toward a more intelligent and humanized direction.

"Insurance + Health Care" Synergistic Model

The Company has been advancing the "insurance + health care" synergistic model, deepening the "insurance + health and senior care membership" service system to enhance the competitiveness of its products and services, and to broaden and deepen cooperation with financial-sector payers. In the area of home-based senior care, the Company has focused on refining services such as medical care, health management, emergency rescue, and remote care. In addition, it has worked with industry, academia, and research institutions to formulate and release two group standards for smart home senior care platforms, promoting standardized development in the home-based senior care sector. In the corporate health management domain, the Company continues

to gain insight into workplace health needs, constantly improving its product system and strengthening channel development and operational service capabilities.

During the reporting period, we collaborated with Ping An Group to jointly develop a "commercial insurance + health care fund + health care services" solution. This offers extensive customized services to enterprise clients, including on-site medical rooms, corporate outreach activities, and corporate health dashboards, providing employees with premium experiences such as health checkups, chronic disease management, medical assistance, famous doctor consultations, and convenient medicine purchasing.



Innovation in "Insurance + Health" Ecosystem Collaboration – The "Worry-Free Medical Journey" Benefit Project

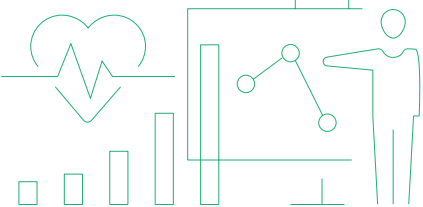
In 2025, guided by the strategic direction of *Healthy China*, the Company collaborated with the Ping An Life Insurance channel to launch an innovative "insurance + health management" ecosystem collaboration model. Together, we rolled out a health service program on the "Worry-Free Medical Journey" benefits. We held health service briefing sessions in key cities nationwide, focusing on customer pain points such as difficulties in accessing medical care, cumbersome processes, and lack of resources. Through real case presentations and detailed explanations of the service system, we built an integrated "insurance protection + health protection" solution. By embedding standardized service products, we helped the life insurance business establish professional service capabilities in health management, promoted the upgrade of insurance services from "economic compensation" to "service guarantee," and contributed to building a full-life-cycle health protection ecosystem.



Quality Assurance of Medical Services

High-quality medical services are the cornerstone of our mission to "safeguard everyone's health" with dedication. We strictly abide by laws and regulations such as the *Basic Medical and Health Promotion Law of the People's Republic of China*, the *Physician Law of the People's Republic of China*, and the *Drug Administration Law of the People's Republic of China*. We have established a strict system for managing pharmaceutical quality and safety, covering more than 200 regulations and management standards related to Internet medical care, online sales of drugs and medical devices, offline medical institutions, and other business areas.

Our healthcare-related businesses and online marketplace platform services have obtained ISO 9001 Quality Management System certification, and the scope of certification covers 100% of the Company's business operations.



During the reporting period, we continued to utilize the Eagle Eye Monitoring System and Risk Control System to oversee the planning and construction of the service monitoring platform, thereby monitoring the overall operational status of the Company's services.

Eagle Eye Monitoring System

The Eagle Eye Monitoring System conducts real-time monitoring of service operations in an automated manner, proactively warning of potential service interruption risks and promptly identifying service anomalies. The system has established a comprehensive early warning response and handling mechanism, providing monthly feedback on service warning rate data to business leaders, performing root cause analysis of issues, tracking the implementation of improvement measures, and regularly issuing monitoring and early warning reports.

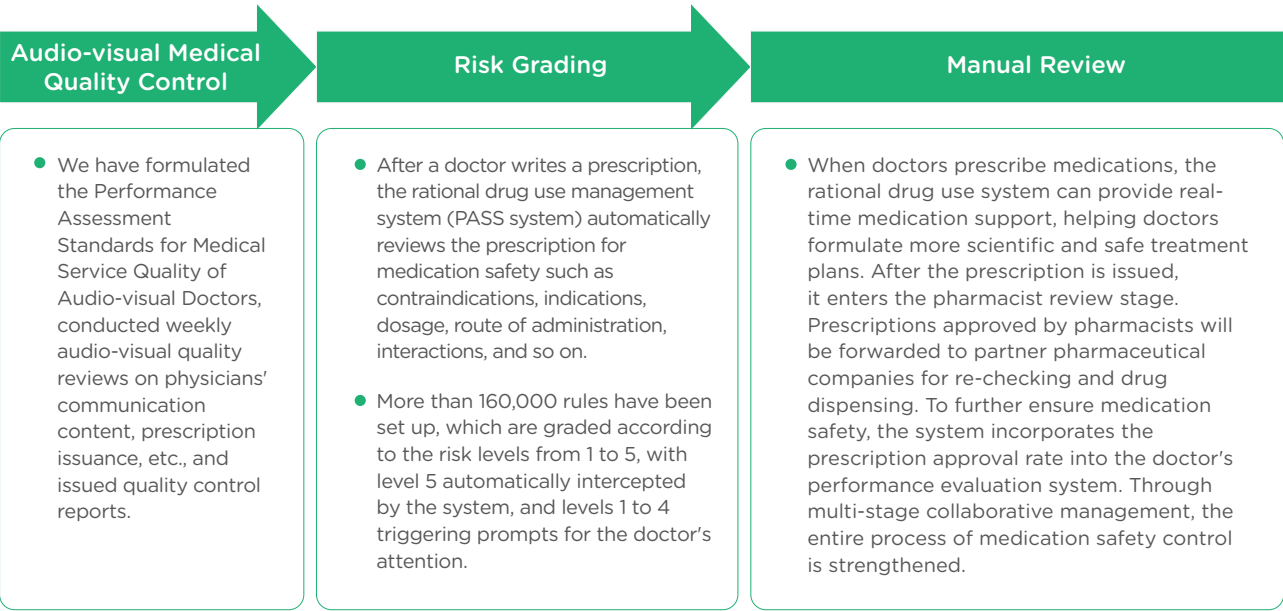
In 2025, the system has achieved full coverage of the Company's 20 major categories of core healthcare services, including health checkup, dental care, genetic testing, health management (exercise/nutrition/psychology), express medicine delivery, chronic disease management, outpatient appointment booking, escort services, as well as multi-form specialist and famous doctor consultations. To intuitively reflect overall operational performance, a visual monitoring dashboard has also been built to enable centralized presentation and analysis of key indicators.

Risk Control System

The Risk Control System continuously tracks the service quality and claim ratio risks of each product, issuing real-time warnings to the personnel responsible of the relevant products. In 2025, we continuously optimized the risk control framework, focusing on building a risk control knowledge graph and a visual risk map, and establishing dedicated early warning indicator rules and visual monitoring dashboards for the Company's core risk products. Through the establishment of a monthly risk control report mechanism, we have cumulatively released 12 monthly risk control reports. A total of 15 risk events occurred during this period, all of which were effectively controlled through proactive intervention measures, ensuring the healthy and stable operation of the business.

Medication Risk Management

While continuously improving the level of healthcare services, we also pay continuous attention to the national compliance requirements for drug management, strengthen the control of drug use risks, and cooperate with scientific and technological means to ensure the rationality and safety of patients' drug use.



New Employee Medication Compliance Training

During the reporting period, we continuously conducted training on medication compliance for new employees, covering key areas such as medication safety during pregnancy and lactation, standardized use of antimicrobial drugs, and requirements for internet-based follow-up prescribing. This year, we completed a total of 14 rounds of new employee training, with relevant courses reaching all new hires. All medical assistant trainees were required to complete medication regulation-related questions accounting for approximately 10% of their onboarding assessment, and over fifty medical assistants successfully passed the assessment.



Training and Assessment on Clinical Knowledge and Standardized Management of Antimicrobial Drugs

In 2025, to strengthen the standardized management of clinical antimicrobial drug use, the Company organized specialized training and assessments on antimicrobial drugs at workplaces in five locations. We worked closely with local city- and district-level medical associations to jointly promote the implementation of medication compliance requirements. As of the end of the reporting period, all incumbent physicians whose antimicrobial prescribing privileges had expired during the year, as well as newly hired physicians, had completed the corresponding training and passed the assessment as required.

High-quality Medical Culture Construction

The excellence of our medical team is the core competitiveness driving the Company's development. We continuously carry out special initiatives to enhance quality, strengthening the quality awareness and professional capabilities of all staff through systematic training, and embedding a culture of quality into every aspect of our operations, thereby laying a solid foundation for sustainable high-quality services.

We conduct annual product and service quality training for employees. During the reporting period, the Company organized a total of 108 sessions to promote understanding of laws and regulations related to medical care, pharmaceuticals, and medical devices. These included the "Pharmaceutical Violations Lecture Hall" open to all employees, regulatory and case-defect briefings for the medical team, compliance operation guidance for the pharmaceutical and device operations team, and on-site legal training for quality management personnel. As of the end of the reporting period, the Company's medical service quality training has covered all employees.

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Company Family Doctor Phase II World Organization of National Colleges, Academies and Academic Associations of General Practitioners/Family Physicians (WONCA) Training Program Assessment

During the reporting period, we organized the second phase of the WONCA specialized training and assessment program, covering multiple specialty areas, with the aim of systematically enhancing physicians' general practice theory and practical skills. The training adopted a blended "online + offline" model: offline intensive sessions were held onsite at the Company, while online learning was conducted simultaneously via the professional training platform "Zhi Niao." The curriculum focused on core modules such as primary care initial assessment and chronic disease management, incorporating diverse evaluation methods including written exams on general practice theory and evidence-based medicine presentations. Among the 62 physicians participating in the assessment, the overall pass rate reached 87%, effectively improving doctors' diagnostic and service capabilities in general practice scenarios.

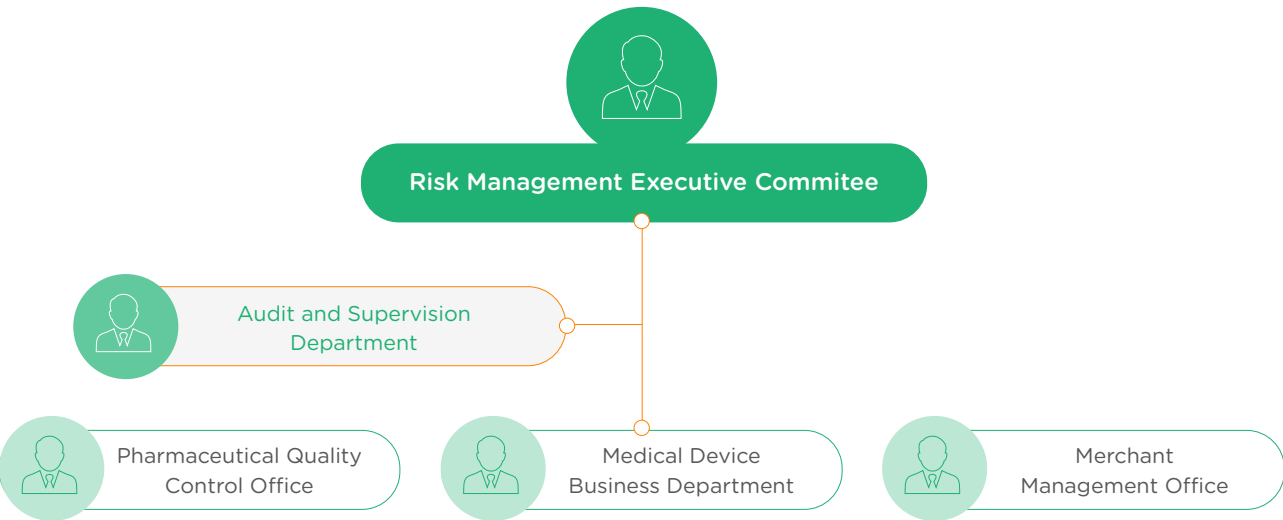
Pharmaceutical Quality Management

While delivering high-quality medical and health service products, the Company consistently places emphasis on the safety and reliability of pharmaceutical products. We continue to improve our product quality management system, implementing rigorous controls and multiple safeguard measures to provide users with safe and trustworthy pharmaceutical products, thereby safeguarding every commitment to health.

Sales Channel Quality Control

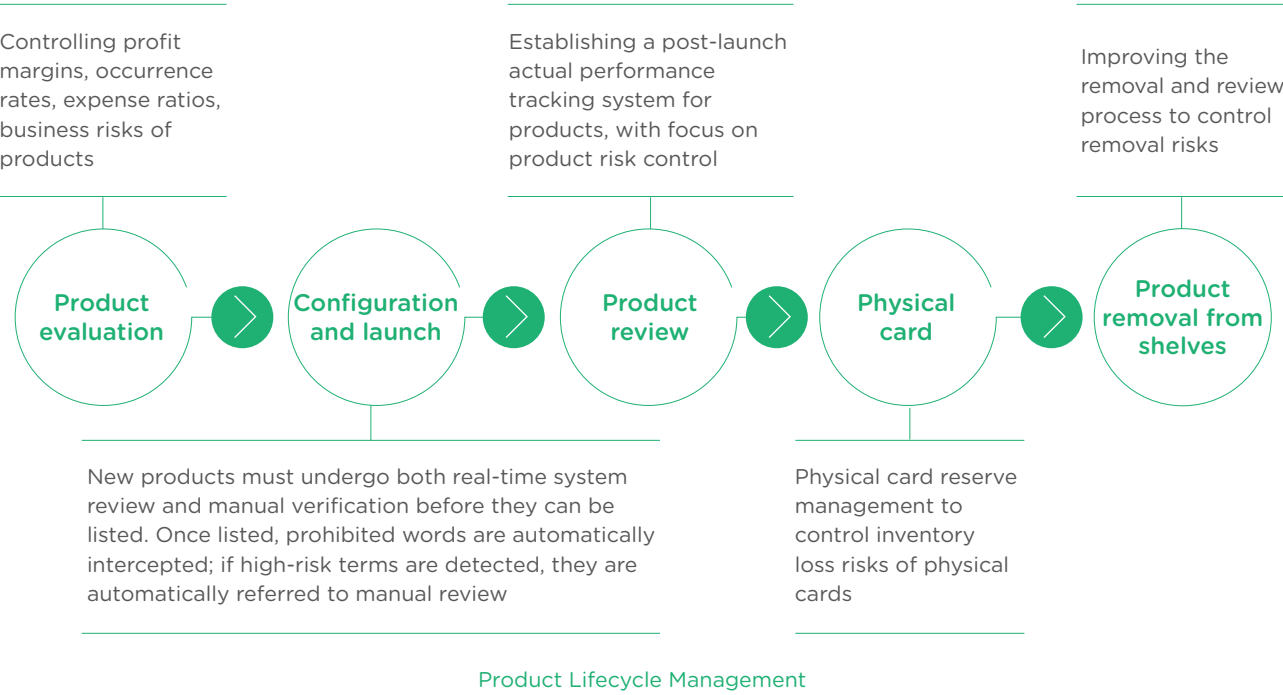
The Company strictly complies with laws and regulations such as the *Drug Administration Law of the People's Republic of China*, the *Quality Management Standard for Drug Operation*, the *Measures for the Supervision and Administration of Online Sales of Drugs*, and the *Measures for the Administration of Online Sales of Medical Devices*. We have formulated internal management systems and methods such as the *Medical Device Management System*, the *Quality Management Document for Online Sales of Drugs*, and the *Store Quality Management System*. During the reporting period, we updated and optimized a series of management systems related to Internet hospitals, further achieving strict end-to-end management of drug quality from source to channel.

We have established a top-down quality management framework for pharmaceutical and medical device products. The Risk Management Executive Committee is responsible for coordinating the management of quality risks associated with medical services, pharmaceutical and medical devices, and merchants, while the Company's Audit and Supervision Department independently performs its oversight function.



Online Platform Quality Control

The Company has integrated quality control throughout the product circulation process, established a product lifecycle management process, and achieved full-process quality management from product evaluation to product removal from the shelves.



To ensure the quality of products in the health mall, we have established a multi-dimensional product review mechanism, covering proactive screening of non-compliant products, regular internal sampling inspections, and authoritative third-party quality testing. During the reporting period, we consistently implemented the *Ping An Health Mall Product Experience Spot Check Specification* and continued to optimize the criteria for determining the qualification of product sampling inspections.



Offline Institution Quality Control

To continuously improve the service quality and operational compliance of offline partner institutions, the Company has established a systematic institutional quality management mechanism. Through qualification audits, on-site inspections, supervision of service processes, and tracking of customer feedback, we implement multi-dimensional, routine management of partner institutions to ensure their services meet both the Company's standards and user expectations. We have formulated and implemented the *Quality Control Standards* for physical pharmaceutical retail and chain enterprises, which systematically cover the entire process of pharmaceutical operations. Meanwhile, differentiated assessment criteria are applied to different types of enterprises—such as wholesale, retail headquarters, and consigned warehousing—to ensure precision and effectiveness in quality control.

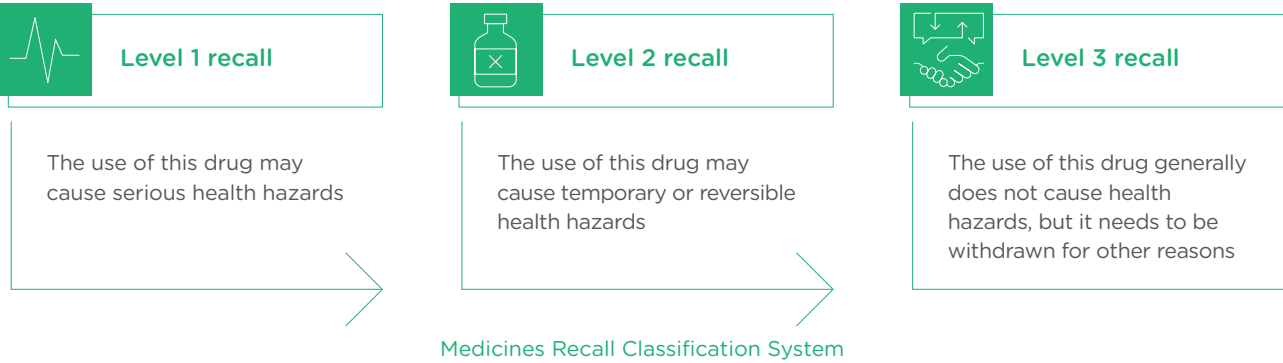
Offline Medical Institution Quality and Safety Management Verification

We have fully incorporated offline medical institutions into a unified quality and safety management system, covering facilities such as Shanghai Yingjian Outpatient Department, Shenzhen An'an Clinic, and Wuhan Metro Infirmary. By establishing standardized quality control norms for offline medical institutions, we promote monthly self-inspections at each facility and organize on-site quality and safety checks along with feedback on inspection reports. In 2025, we completed a total of four rounds of comprehensive quality verification.



Product Recall

The Company formulated the *Drug Recall Management System* in accordance with the *Drug Administration Law of the People's Republic of China* and the *Product Quality Law of the People's Republic of China*, clarifying the product recall process and classifying drug recalls into three levels based on the severity of safety hazards, to ensure that the entire drug recall process is timely, compliant, and traceable. During the reporting period, we continued to strictly implement the *Emergency Response Regulations for Major Incidents* and systematically advanced the prevention and response to major emergencies.



During the reporting period, no product recall incidents occurred within the Company.

Creating Low-Carbon Operation Ecosystem

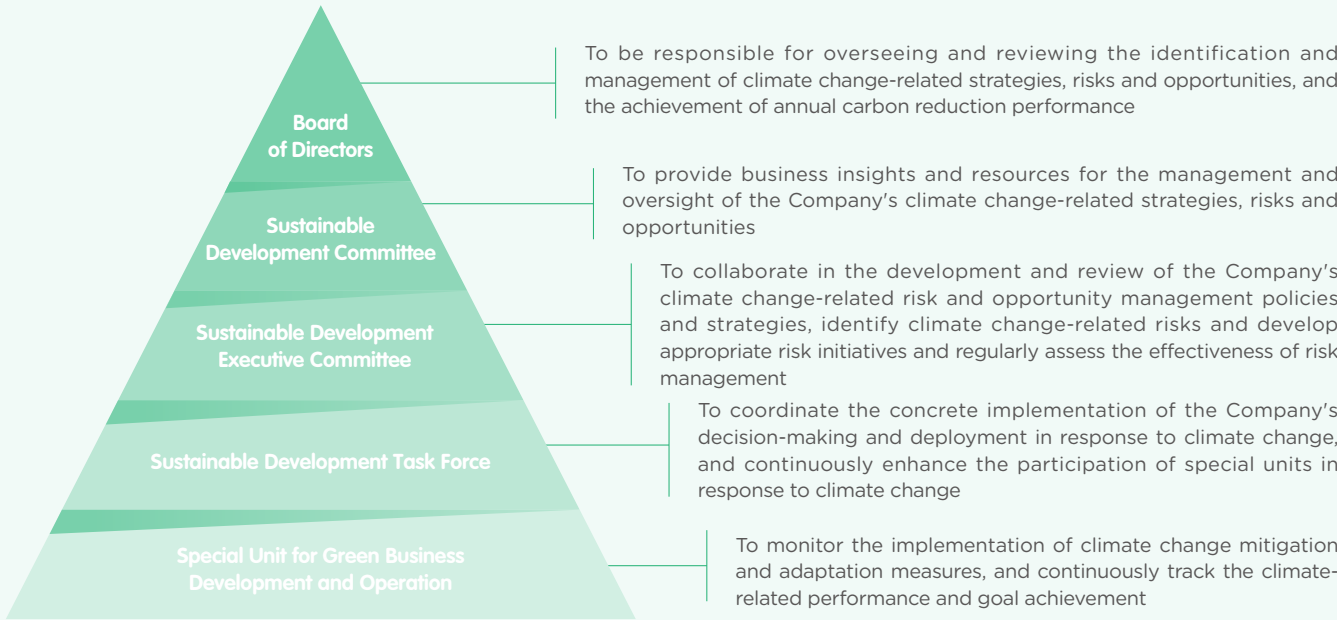
The Company actively engages in sustainability, promotes green office, and creates an environmental atmosphere where all employees participate. We are committed to the efficient utilization of energy resources, developing an environmentally friendly operating model. Furthermore,, we strengthen environmental risk management, actively respond to the challenges of climate change, explore comprehensive environmental protection actions, and contribute to building a sustainable future.

Addressing Climate Change

In response to China's "dual carbon" goal, the Company has integrated climate change risk assessment into its core management framework. We continue to explore a low-carbon development model, focusing on reducing the carbon footprint of its products, and supporting the global climate governance process with practical actions.

Governance

To systematically address the risks and opportunities arising from climate change, the Company has established a governance structure led by the Board of Directors from the top down and implemented through multi-level coordination. This framework ensures the comprehensive integration of climate-related factors into the Company's strategy, risk management, and daily operations.



Climate Change Governance Responsibilities

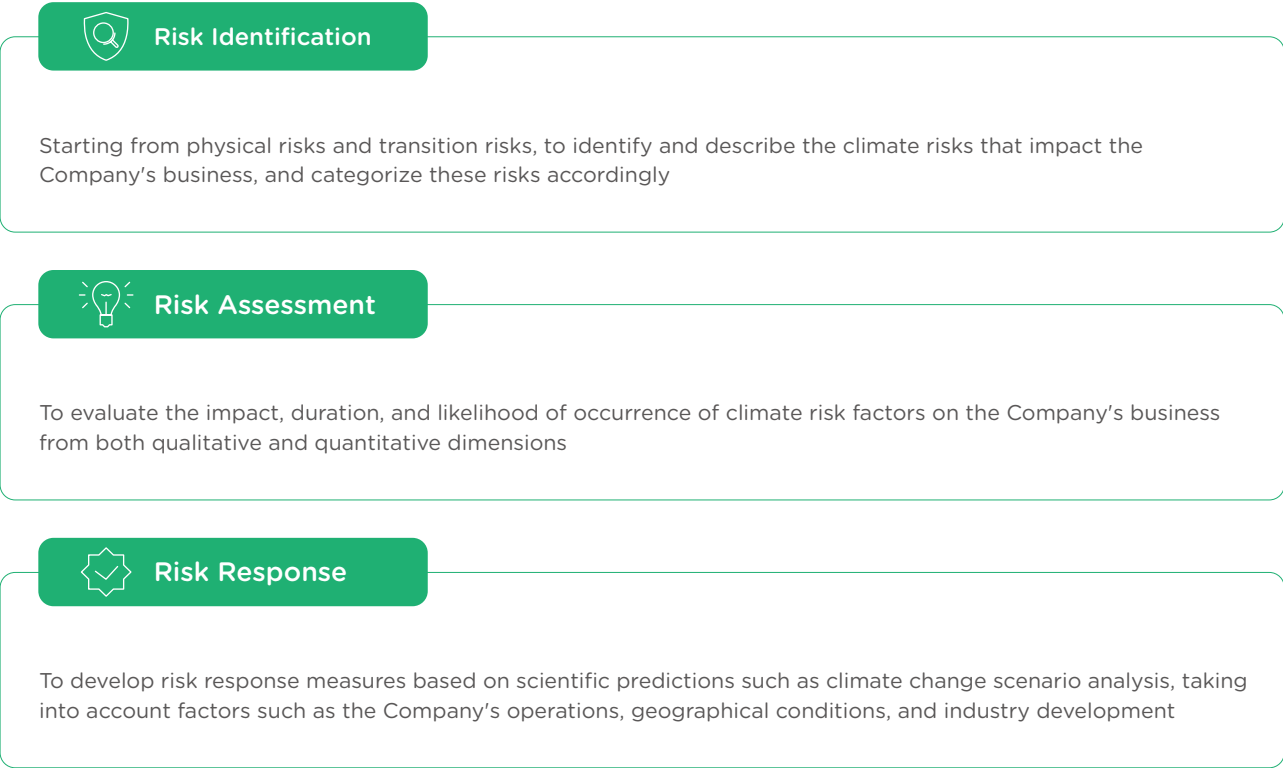
Strategy

The Company strictly follows the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD) and is committed to building a comprehensive climate risk management system. We have systematically identified relevant risks and opportunities, and formulated response measures based on our own business operations, geographical factors, industry development, etc., actively addressing and controlling the potential impact of climate risks and opportunities on our business.

Types of Climate Change-Related Risks and Opportunities		Potential Impact	Response Measures
Physical Risks	Acute Physical Risks	Natural disasters such as typhoons, floods, droughts and extreme weather such as high temperatures have potential negative impacts on Internet infrastructure, which may lead to increased operating costs.	To develop emergency plans for natural disasters and extreme weather, and standardize measures to respond to climate disasters; To establish a security management leader responsibility system across the country to ensure that emergencies can be effectively addressed and resolved in a timely manner; To appoint dedicated safety managers to monitor and promptly disseminate advice on avoiding risks during extreme weather and safety tips.
	Chronic Physical Risks	Sea level rise, temperature increase and changes in precipitation due to global warming have potential negative impacts on Internet infrastructure, which may lead to increased operating costs.	To include relevant risk considerations in the selection of Internet infrastructure service providers.
Transition Risks	Reputational Risks	Stakeholders are increasingly concerned about negative feedback, and the failure to implement climate transition plans may lead to a decline in stakeholders' confidence in Ping An Health, resulting in cash flow and asset pressure on the Company.	The Sustainable Development Strategy, Goals and Action Plan has been formulated to establish relevant development strategies and indicators for green operations.
Opportunities	Products and Services	Climate change increases the possibility of chronic diseases in human, and generates more demand for medical products and services, which may bring positive benefits to the Company's operating revenue.	Combining technological means, to expand the scope of chronic disease services, and respond to the daily needs of medical services in a timely manner.
	Market	Responds to the market demand for low-carbon services and improves service accessibility, may bring positive benefits to the Company's operating revenue.	To continuously promote market penetration and reduce the negative impact of the Company's business on the environment.

Risk Management

The Company has established a systematic climate change risk management system, which has been fully integrated into its corporate sustainability risk management framework, forming a comprehensive end-to-end management mechanism encompassing identification, assessment, and response. Concurrently, the Company has implemented a regular reporting mechanism to periodically update the Board of Directors on the effectiveness of related risk management efforts and progress toward targets, thereby ensuring the continuous and effective operation of climate risk management.



Climate Change-related Risk Management Process

Extreme Weather Warnings and Risk Emergency Management

In 2025, the Company introduced the *Crisis Mechanism Management Measures* and revised the *Provisions on Emergency Response to Major Incidents*, establishing a clear regulation framework for handling various risk scenarios. To support the rollout, dedicated communication materials were developed, and both regulations were integrated into mandatory training for all employees. Combined with the annual awareness campaigns on common safety topics, these efforts helped reinforce a strong safety culture across the organization.

The Company's safety management mechanisms were effectively embedded into daily operations. Safety personnel continuously monitored early warnings for extreme weather events such as typhoons, issuing targeted alerts to affected regions. A localized safety accountability system was strictly enforced, with one-on-one follow-ups on workplace and personnel safety until all risks were cleared. During the reporting period, the Company issued a total of 13 extreme weather warnings such as typhoons, and no abnormal situations occurred in all operating locations.

Metrics and Targets

The Company continues to conduct quantitative accounting and information disclosure of its greenhouse gas emissions, and systematically monitors the progress of climate action implementation and the effectiveness of emission reduction efforts. This process serves to strengthen the management of climate change-related risks and advance the achievement of the Company's sustainable development goals.

During the reporting period, the Company's greenhouse gas emission indicators are as follows:

Indicators ³		Unit	2025	2024	2023
Total Energy Consumption and Intensity	Total Energy Consumption ⁴	GJ	7,887.03	40,793.59	47,337.35
	Energy Consumption Density	GJ/person	4.88	24.60	21.97
Total Greenhouse Gas Emissions	Scope 2 GHG emissions ⁵	tCO ₂ e	1,162.46	6,080.51	7,499.02
	Scope 1 GHG emissions intensity	tCO ₂ e/person	0.72	3.67	3.48
	Scope 3 GHG emissions C1: Purchased Goods and Services	tCO ₂ e	4,361.36	/	/
	Scope 3 GHG emissions C6: Business Travel	tCO ₂ e	2,046.91	/	/
	Scope 3 GHG emissions ⁶	tCO ₂ e	6,408.27	/	/

³The energy, resource consumption and greenhouse gas emission and waste discharge intensity in 2025 is calculated as: total amount of consumption or emissions/((number of employees at the beginning of 2025 + number of employees at the end of 2025)/2).

⁴The Company's total energy consumption encompasses workplace electricity use. The total energy consumption in 2025 arises from indirect energy consumption due to the use of purchased electricity, with the energy consumption coefficient referencing the national standard *GB2589-2008T General Rules for Calculation of Comprehensive Energy Consumption*.

⁵In 2025, the Company was not involved in any Scope 1 GHG emissions during business development. The Company's greenhouse gas emissions were the Scope 2 GHG emissions arising from the use of purchased electricity. The calculation of Scope 2 GHG emissions refers to the average emission factor of the national power grid (0.5306 kgCO₂/kWh) in the *Announcement on the Release of 2023 Electricity Carbon Dioxide Emission Factors* by the Ministry of Ecology and Environment. During this year, it was confirmed that the Company's data center is operated under an operating lease. According to the accounting guidelines for leased assets in the *Greenhouse Gas Protocol*, and in combination with the organizational boundary delineation method adopted during this reporting period, the electricity consumption for data center operation was adjusted and included in the C1 Purchased Goods and Services of Scope 3 GHG emissions starting from 2025. To maintain comparability of historical data, previous annual emission data has not been restated. This adjustment will not affect the Company's total greenhouse gas emissions.

⁶In 2025, the Company conducted calculations of partial categories of Scope 3 GHG emissions, including C1 Purchased Goods and Services and C6 Business Travel. Among these, C1 Purchased Goods and Services accounts only for greenhouse gas emissions generated from electricity consumption for data center operations and from office paper usage. Activity data was sourced from the Company's financial system and supplemented by estimates from relevant departments. Emission factors were derived from authoritative sources including the *China Greenhouse Gas Emission Coefficient Library for Product Life Cycle (2022)* issued by the Environmental Planning Institute of the Ministry of Ecology and Environment.

Climate Change Mitigation Measures

The Company integrates sustainable development into its core strategy, focusing on creating a low-carbon ecosystem for healthy products and services.. The Company fully leverages its platform integration and technological innovation capabilities, actively constructs a matrix of green products and services, and continuously reduces the carbon footprint of its products and services throughout their entire lifecycle through systematic measures such as promoting low-carbon operations and building a green value chain.

Low-Carbon Operation

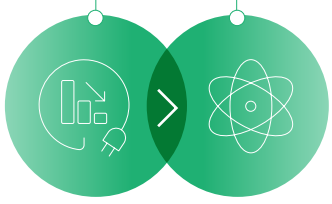
The Company strictly adheres to relevant laws and regulations such as the *Law of the People's Republic of China on Environmental Protection*, the *Law of the People's Republic of China on Energy Conservation* and other laws and regulations. It continuously improves its energy management system to effectively reduce greenhouse gas emission intensity in its operations.

Energy Conservation and Consumption Reduction

To formulate and uniformly manage air conditioning usage standards for workplaces nationwide, adjusting the operation of air conditioning in workplaces in a timely manner based on actual needs, achieving energy savings without sacrificing occupant comfort.

Optimization of Energy Structure

To adopt efficient water-source heat pump systems, utilizing water/ground sources as the cooling/heating sources for the system, thereby optimizing the energy structure, significantly reducing energy consumption, and mitigating the impacts of the greenhouse effect and heat island effect.



Energy Management Initiatives

The Company actively encourages employees to adopt low-carbon commuting options, such as using public transportation, carpooling, cycling, or walking, to reduce the carbon footprint associated with commuting. This initiative also promotes the development of green and healthy lifestyle habits among employees.

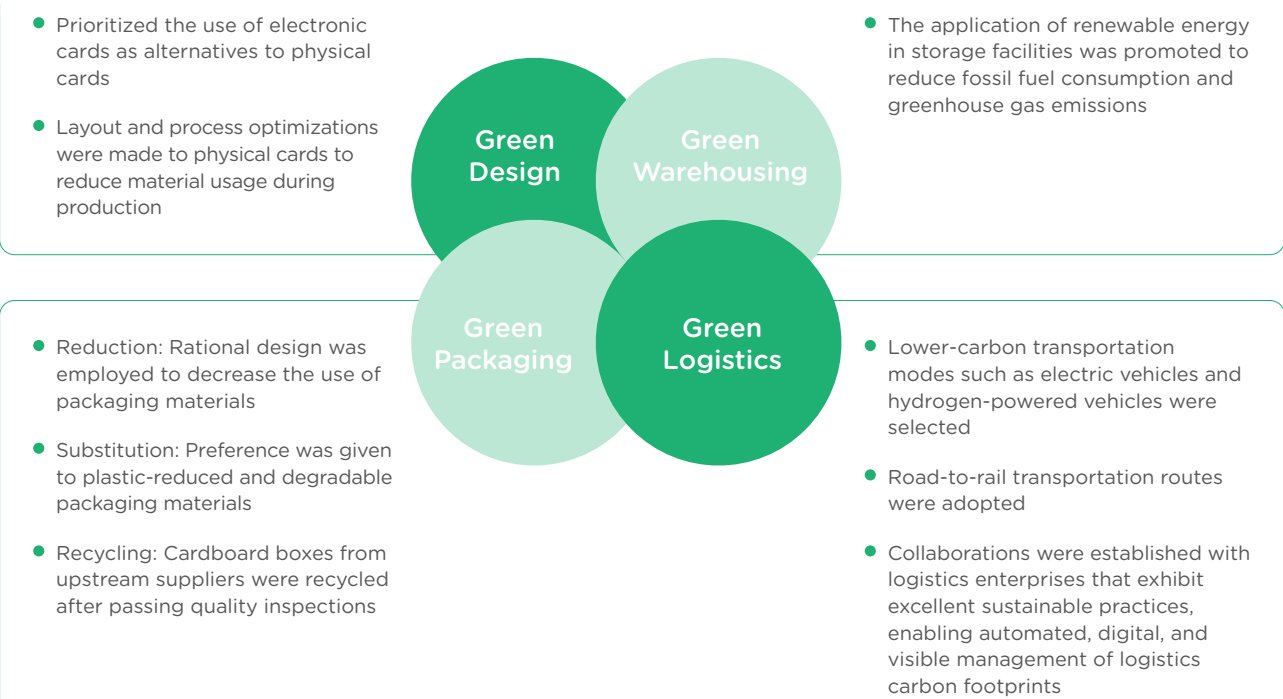
Green Footprints, Healthy Journey: 2025 Public Welfare Walk

In the first half of 2025, the Company's hiking club organized 5 events, with cumulative participation reaching approximately 160 person-times. Each outdoor hiking activity consistently integrated the sustainable healthy living concept of "embracing nature, practicing public welfare, and promoting green development," combining hiking with ESG principles to actively advocate for environmental awareness and social responsibility. During the activities, participants not only appreciated the beauty of nature but also contributed to green and sustainable development by picking up litter and promoting environmental knowledge.



Green Value Chain Management

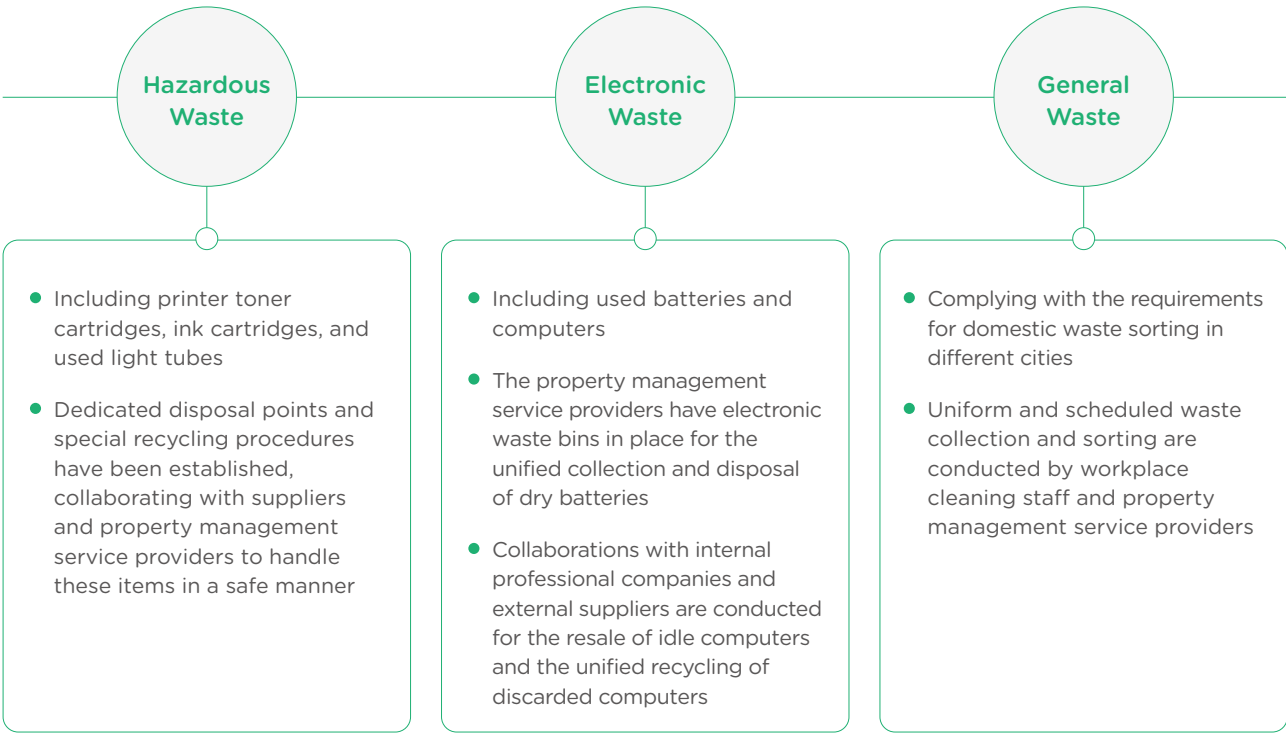
The Company deeply integrates green management into its operations and collaborates with upstream and downstream partners to promote sustainable development of the industrial chain. Beyond prioritizing suppliers with strong environmental performance in the procurement process, we consistently embed low-carbon principles throughout the entire product lifecycle—including design, packaging, warehousing, and logistics—systematically enhancing the carbon reduction performance of our products and services.



Green Value Chain Management Initiatives

Waste Management

The Company strictly adheres to the laws and regulations applicable to our operating locations, such as the *Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste* and the *Measures for the Administration of the Prevention and Control of Environmental Pollution by Electronic Waste*, to ensure the compliant disposal of wastes and actively promote source reduction and recycling, so as to reduce the impact of business operation on the environment.



Waste Management Initiatives

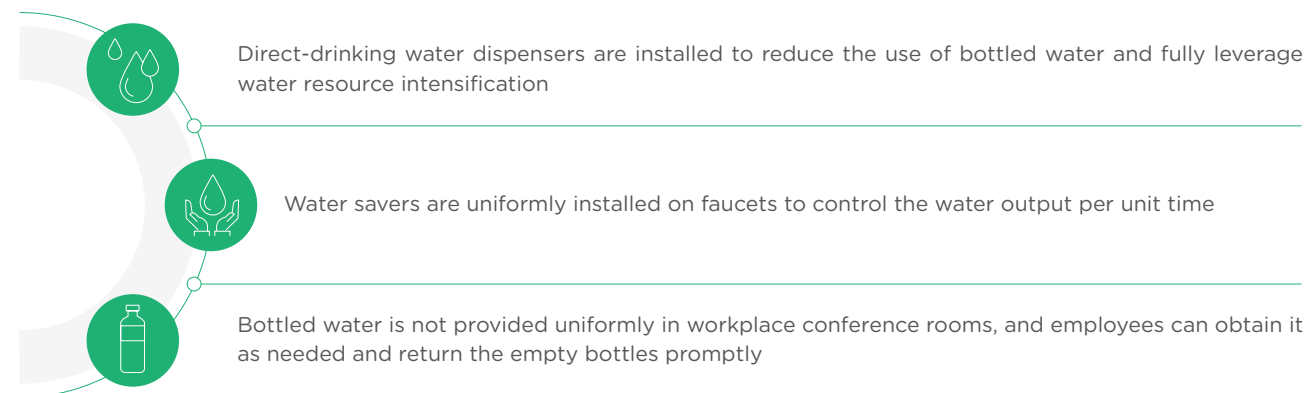


Resource Management

The company places high importance on the efficient use of resources, systematically integrating water conservation and green office practices into daily operations. Through process optimization and continuous advocacy, we are committed to enhancing resource efficiency.

Water Management

The Company strictly adheres to local laws and regulations, such as the *Water Law of the People's Republic of China*, and implements the concept of water conservation in daily operations. The Company sources water from the municipal water supply system and continuously improves water resource utilization efficiency through the implementation of water-saving measures and employee awareness campaigns.



Water Conservation Initiatives



Direct-drinking Water Dispensers



Installed Water Savers on Faucets

Office Resource Management

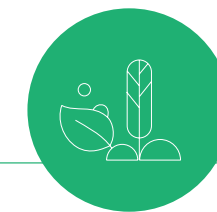
The Company continuously improves office facilities and management mechanisms, actively fosters a green office culture among employees, and systematically improves resource utilization efficiency across all operational aspects. We work in concert with all staff to advance the achievement of our sustainable development goals.

The Company vigorously promotes the reduction of disposable products, thereby minimizing resource waste and environmental pollution. Through regular awareness campaigns, we effectively strengthen resource conservation awareness across the entire organization.



Paper Conservation

- All printers are preset to double-sided black-and-white printing mode
- Paper recycling boxes are put in place to increase paper utilization
- A unified paper type is used across all workplaces nationwide to reduce paper jams caused by equipment mismatches
- Green paper use reminders are posted to influence employees' behavior



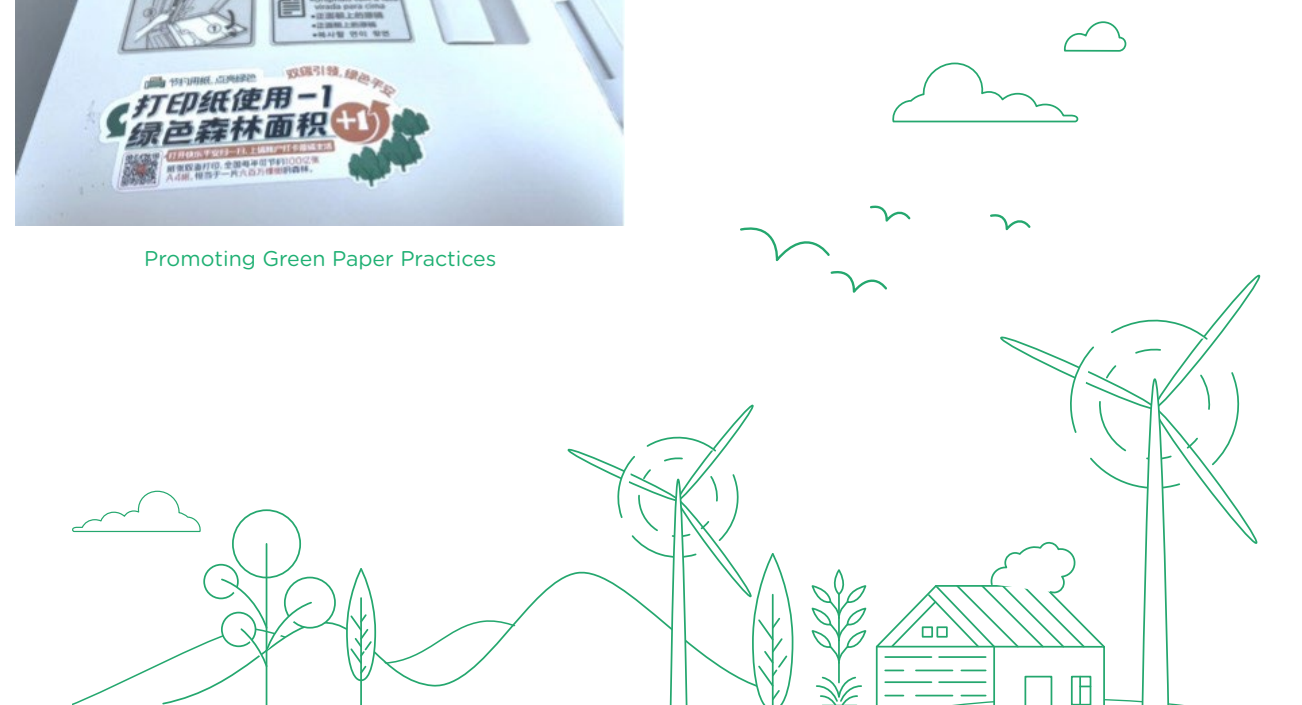
Reduction of White Pollution

- Microwaves are available in all workplaces nationwide to encourage employees to bring their own meals, thereby reducing white pollution from takeout packaging
- Disposable cups are not provided in the workplaces, encouraging employees to bring their own beverage containers

Initiatives to Reduce the Use of Disposable Products



Promoting Green Paper Practices





03

Advanced Technology Empowerment

Driven by cutting-edge technology, particularly medical AI, the Company is dedicated to building a closed-loop service ecosystem encompassing intelligent diagnosis and health management. By continuously empowering product innovation and service enhancement through AI, we place a strong emphasis on intellectual property protection and actively foster industry collaboration. Furthermore, we leverage digital tools to optimize customer experience and service workflows, practice responsible marketing, and strive to improve both the accessibility and quality of medical resources.

Technology Empowerment in Medical Development

The Company insists on driving products and service upgrades through technological innovation, and building a prosperous intelligent medical and health service ecosystem. We attach great importance to intellectual property protection and actively promote coordinated progress in the industry, committed to empowering the sustainable development of medical and health undertakings with the power of technology.

Technology Empowerment

The Company regards technological innovation as the core engine driving the upgrading of medical and health services. Through deep application of artificial intelligence technology and continuous promotion of product and service model innovation, we construct an intelligent medical and health ecosystem with advanced technology, wide coverage, and excellent experience. With the power of technology, we empower the entire diagnosis and treatment process and service scenarios, creating long-term value for customers.

AI Empowerment

AI serves as the foundation for the Company's digital transformation in healthcare. Leveraging Ping An Group's globally leading four medical databases (including individual and corporate information, hospital and physician information, disease directories, and pharmaceutical and medical device databases), the Company continued to evolve its multimodal technology platform, the "Large Multi-modal Model, Ping An Medical Master" (平安醫博通® 醫療大模型), along with five vertical large models for critical healthcare scenarios to deliver intelligent decision support

throughout the entire business workflow, and had launched a medical AI product matrix and a multidisciplinary team meeting assistance platform for complex diseases, which have been applied in breast cancer and other diseases. The accuracy of multidisciplinary team meeting treatment plans for complex diseases is nearly 90%. The Company constantly expands AI application scenarios, with precise, efficient, and reliable digital capabilities, continuously optimizing service experience and improving the efficiency of medical resource allocation.



Family and Famous Doctor Service

- AI Doctor 24/7 Service: Provide users with 24-hour online consultation services through AI doctors
- AI-Powered famous doctor Consultations: AI supports multidisciplinary team meeting by automatically extracting key patient data and generating preliminary diagnoses to enhance famous doctor collaboration.
- AI-Assisted Diagnosis Quality Control: The Company has implemented AI diagnostic quality standards and built a systematic control function.

Health Checkup Service

- Intelligent Post-Exam Management: Adopts an "AI analysis + doctor review" model to deliver personalized, easy-to-understand expert-level health reports and support lifelong health management.
- Proactive User Engagement: Adds touchpoints throughout the health checkup journey, leveraging SMS and AI outbound calls for multi-channel outreach to raise awareness of family doctor services.
- High-Quality Service Coverage: Achieves 100% coverage in health checkup report interpretation, with 98% parsing accuracy and 95% AI diagnosis accuracy.

Chronic Disease Service

- AI-Assisted Risk Assessment & Diagnosis: Leverages AI to support preliminary chronic disease risk assessment and diagnostic assistance.
- Intelligent Care Plan Generation: Generates personalized health management plans for users enrolled in chronic disease care services.

AI Empowerment for all Healthcare Scenarios

Large-scale Application of AI Doctors

In 2025, the Company's "AI + human" doctor service has achieved 100% coverage of Ping An Group's individual customers, with nearly 12 million annual users of AI doctors, and a significant increase in user usage scale. In addition, leveraging the self-developed multimodal medical model "Ping An Medical Master" combined with the OCR model, AI doctors enabled precise analysis of 936 abnormal indicators in health checkup reports, providing users with efficient and reliable digital health management services.

The Company's "AI + human" doctor service has achieved

100% coverage of Ping An Group's individual customers

with nearly **12million annual** users of AI doctors

"Premium Family Doctor" Intelligent AI Application

To enhance the efficiency and quality of family doctor services, the Company has leveraged our AI doctor as the core technology, training it on "Premium Family Doctor" consultation data. A suite of intelligent assistant tools has been upgraded—including bots for information collection, medical record writing, health plan generation, and medical reference—to drive automation across pre-, during-, and post-consultation processes. In AI-assisted diagnosis, the Company's "smart alert" feature now covers three critical scenarios: patient guidance, medical consultation, and diagnostic testing, achieving over 90% in both accuracy and coverage. Additionally, the "Premium Family Doctor" AI technology automatically generates health plans, significantly reducing after-consultation documentation time for physicians and boosting overall work efficiency.

Innovation in "One-Click Access" Mode for AI Service Entry

In 2025, the Company innovatively launched a personal AI "One-Click Access" model that integrates comprehensive finance and healthcare services, enabling customers to reach service entries quickly and conveniently. Leveraging advanced domain intent models and agent-based autonomous decision-making and recognition capabilities, we provide professional medical knowledge Q&A and end-to-end services. With the rollout of 15 scenario-based services, the "One-Click Access" model delivers a seamless experience, significantly improving the efficiency and satisfaction of customer service acquisition.

Product and Service Innovation

The Company continuously innovates in product design and service models, striving to meet the health management needs across diverse scenarios and provide customers with more precise, convenient, and caring healthcare solutions.

In 2025, we launched two innovative products in medical visit - advanced therapies and longevity management - to address the needs of high-net-worth clients and those focused on anti-aging and elderly care. In home-based services, we established multidisciplinary teams centered on physician managers and connected the entire service process - "assessment, profiling, initial visit, health planning, intervention management, and companionship" - through a 5M service model. This enables us to deliver integrated services covering longevity management, chronic disease management, and medical treatment access.



Online-Offline Healthcare Integration

In collaboration with Peking University Medical Group, the Company has built a "online + offline" one-stop service system. Eligible users who consult with Ping An Family Doctors online can, based on their condition and authorization, receive offline appointment scheduling, imaging examinations, and hospitalization arrangements at Peking University International Hospital. Users can proceed directly to offline visits and examinations, reducing waiting times. Subsequently, Ping An Family Doctors can develop and follow up on health management plans for users. This service breaks down the barriers between online and offline healthcare, delivering a one-stop medical experience that is "worry-free, time-saving, and money-saving".

Upgraded Home-Based Senior Care Services

To support the implementation of home-based senior care services, the Company has innovated and upgraded our "Famous Doctor + Family Doctor Tripartite Video Service," strengthening the integration of top-tier medical resources and enhancing compatibility with home-based senior care scenarios. We have selected 500 famous doctors - all from Fudan-affiliated top-100 hospitals or top-ranked specialty departments, and 100% holding senior professional titles in tertiary hospitals - ensuring the authority and expertise of remote consultations. Additionally, we have adapted the service for smart-speaker consultations in home-based senior care scenarios and introduced precise pre-consultation guidance, efficient in-consultation communication, and comprehensive post-consultation management, thereby improving both the efficiency and accuracy of medical inquiries.

Intellectual Property Protection

The Company has established a comprehensive intellectual property management system to comprehensively protect technological innovation achievements and brand value, providing a solid guarantee for the Company to continue promoting technological innovation and long-term development of the industry.

The Company strictly complies with the *Copyright Law of the People's Republic of China*, the *Patent Law of the People's Republic of China* and other laws and regulations. We formulated internal rules and regulations such as the *Intellectual Property Management System*, the *Patent Management Rules*, the *Copyright Management Rules*, the *Trademark Management Rules*, the *Patent Reward Management Rules*, the *Commercial Secret Protection Management Measures* and the *Brand Authorization Management Regulations*, to standardize the management of patents, trademarks, copyrights and trade secrets effectively controls risks related to intellectual property.

To fully stimulate employees' innovative potential and inject strong vitality into the Company's technological innovation, a systematic patent application incentive and reward mechanism has been established and continuously improved. Monetary awards are granted to individuals involved in the filing and granting of invention patents, utility model patents, and design patents, encouraging active participation in technological innovation and patent applications. During the reporting period, the Company obtained 96 newly authorized patents.

The Company attaches great importance to the cultivation of intellectual property awareness and regularly organizes systematic training to effectively improve employees' intellectual property management and protection capabilities. In 2025, we conducted a series of 6 intellectual property protection training sessions for employees from various business lines through a combination of online and offline methods, covering content such as copyright creation and use, AI generated content compliance, trademark registration process, trade secrets, and e-commerce platforms, laying a solid foundation for the compliant use and secure commercialization of innovative achievements.

Promoting Industry Development

The Company actively embraces our role as an industry leader, committed to collaborating with partners to build a more efficient, equitable, and sustainable new ecosystem for healthcare services.

Hosting the 2025 "World Health Day" Science Salon

In 2025, the Company hosted the "2025 World Health Day Science Salon and the 'Yilu Jianxing' National Health Literacy Improvement Initiative Enters the Park" event. Strategic cooperation was established with the park in areas such as complementary healthcare services, the launch of innovative product platforms, advanced training for family doctors, and pilot programs for corporate health management assessments. This initiative provided a practical model for deepening and industrializing the Yilu Jianxing program, promoting industry development and progress.



Active Participation in the National Healthcare Infrastructure Enhancement Project

The Company actively engages in and promotes the National Healthcare Infrastructure Enhancement Project. In 2025, we attended the 8th Shenzhen General Practice Conference, sharing a new model for empowering primary healthcare. This model is guided by the principles of "enhancing quality, technology, and resources" and employs strategies including "professional talent support, user incentive support, diversified payment support, and AI tool support." By integrating artificial intelligence and commercial insurance payments, it aims to explore the implementation of "simultaneous settlement of basic medical insurance and commercial health insurance," injecting new vitality into primary care. Furthermore, the group standard *Specification for the Telemedicine and Online Health Care of Family Doctors*, in whose formulation the Company participated, has been progressively implemented across 1,000 community health service centers in 100 cities.



Technology Empowerment in Customer Experience

The Company remains firmly user-centric, leveraging technology to optimize service processes, enhance response efficiency, and continuously elevate service quality. We leverage smart tools to maintain open communication and feedback channels, enabling real-time insight into user needs and agile service iteration. Committed to delivering more precise, convenient, and satisfying services, we strive to create a highly satisfying, intelligent customer experience.

Customer Service System

Based on the internal policies and systems such as the *Handling Measures for Major Abnormal Events on Client Side*, the *Management Measures for Handling Customer Complaints* and the *Management Measures for Rapid Payment of Customer Complaints*, which have formed a comprehensive coverage of handling norms for various scenarios of customer service work orders and complaint handling, ensuring that work orders and customer complaints are handled in accordance with laws and regulations, providing comprehensive protection for work order and customer complaint handling.

We have established dedicated customer service teams for different customer groups based on the urgency and importance of customer complaints. Additionally, we have adopted a layered service strategy during the call-in process, and divided the work according to the results of identity label recognition when customers enter the line to complete customer service.

Receiving call and
response

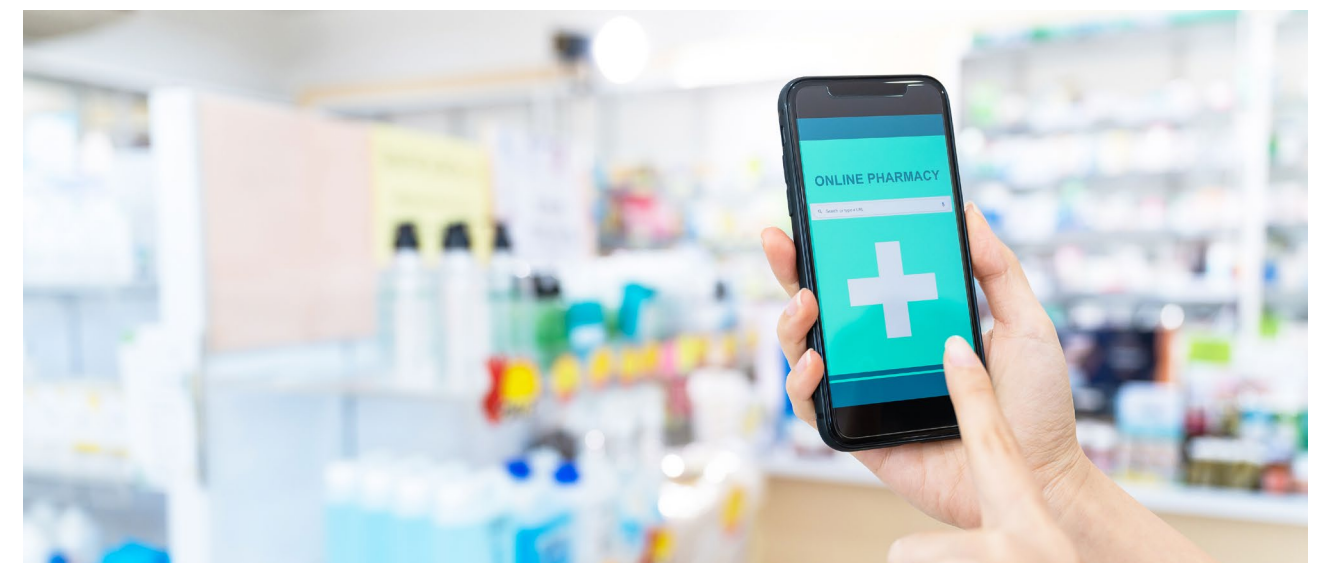
Internal
coordination

Feedback
verification

Call-back and
closure

Customer Service Processing Procedure

In the process of handling customer service, we will record the customer's needs and processing results in detail and form a customer service file. We have set up time-effectiveness assessment in each link of complaint handling, and divided different response and processing priorities for complaints from different channels, customer labels, etc.



Cobra Customer Service System Application

During the reporting period, our Cobra system achieved dual improvements in service response and issue resolution efficiency. A new "one-click reporting" feature was introduced for offline scenarios, enabling user feedback to instantly trigger an automated workflow that assigns the case to a designated contact. This enables a rapid closed-loop response, averaging approximately 15 minutes from submission to resolution. Additionally, the system now incorporates categorized tags for customer complaints, with direct linkages established to technical platforms based on issue type. This ensures clear accountability and streamlined processes, significantly shortening resolution paths for technical issues and enhancing overall problem-solving efficiency and service quality.

Customer Satisfaction Survey

The Company places customer satisfaction at the core of its operations, continuously building a systematic experience monitoring framework covering both individual and corporate clients. With a long-term tracking mechanism in place, we consistently drive optimization of the end-to-end service experience.

Our core services have established a systematic NPS (Net Promoter Score) management mechanism spanning from dynamic monitoring to closed-loop optimization. Through a combination of real-time online surveys and in-depth telephone interviews, we continuously track customer feedback, accurately identifying score fluctuations, drivers of recommendation, root causes of detractor, and areas for improvement. This enables keen insight into customer sentiment and rapid issue identification. The Company has further advanced the execution of closed-loop NPS management: each month, based on detractor analysis, we collaborate with cross-functional teams to develop and implement targeted improvement plans, optimizing service processes and product quality. By continuously tracking experience data and operational metrics, we regularly verify the effectiveness of these improvements, ensuring that each optimization forms a true closed-loop. As a result of this robust mechanism, our core services achieved a 4.9% year-on-year increase in NPS in 2025, significantly enhancing customer experience and brand reputation.

Our core business NPS performs as follows:

Medical Services

To continuously improve the service quality of the family doctor service department, we have set clear goals for various service indicators throughout the year and incorporated some key indicators into the employee performance evaluation system to drive service optimization through data. During the annual execution process, all indicators have achieved or exceeded the preset goals:

In terms of average response time, both renowned doctor services and family doctor services are better than the target value of 45 seconds. The actual annual five star rating⁷ exceeds the target of 98%, and the achievement rate is 100%. In terms of NPS, the actual value of renowned doctor services exceeds the target of 92%. The actual value of family doctor services exceeds the target of 95%.

Through the mechanism of indicator management and performance linkage, medical services have achieved systematic improvements in response speed and word-of-mouth recommendations, providing effective support for the continuous optimization of service quality.

⁷ This year, only renowned doctor services are being monitored. The monitoring scope will be gradually expanded as needed based on actual business development demands.



Corporate Health Services

All key operational indicators of the corporate health business have been successfully completed: the resolution rate of key product service problems has reached 100%, and the acceptance rate of non-pharmaceutical to enterprise services has reached 100%. In terms of customer experience, the medical examination service NPS has achieved the expected goals. Online satisfaction with omnichannel health checkup has significantly improved, exceeding the benchmark target of 90%.

In response to the demand for high-quality post inspection management in the corporate health business, multiple business departments have collaborated to promote the upgrade of post inspection operations fully empowered by technology. Through deep integration of AI analysis and professional review by doctors, we have built an intelligent report generation system that provides director level personalized health reports that are "understandable and usable" for each user. The report not only provides professional interpretation functions, but also serves as an intelligent starting point for 5A user operations, building a full lifecycle health management loop around "knowledge, action, and results", achieving a technology driven transformation from health awareness to behavior improvement.

In the post examination management process, the system relies on AI capabilities to achieve intelligent identification and key labeling of abnormal indicators, and combines it with doctor review to form a customized management plan, guiding users to pay precise attention to health priorities. In terms of user touch, we use a multimodal intelligent touch system with "text message +AI outbound call" to automatically trigger personalized communication at key nodes such as appointments and report returns, significantly enhancing users' perception and willingness to connect to family doctor services.

Home-Based Senior Care Services

During the reporting period, the Home-Based senior care service sector adhered to the principle of technology driven and experience first, comprehensively upgrading its digital service capabilities, with a customer NPS exceeding 90%, and customer satisfaction reaching a leading level in the industry. We rely on an intelligent data insight platform to build a full cycle monitoring mechanism of "daily updates, weekly analysis, and monthly insights", achieving real-time collection, dynamic tracking, and trend prediction of customer experience data, and creating a closed-loop, sustainable and optimized data operation system.

At the same time, we have innovatively established a multi touch fusion feedback network, integrating WeChat service accounts and intelligent speaker terminals, to achieve automatic triggering of questionnaire distribution by service contacts: regularly push survey questionnaires every month, and automatically initiate rating requests after the user's first call in the month. For users who have not received feedback, the system implements intelligent reissuance based on behavior tags, significantly improving feedback coverage and data integrity. By deeply integrating technology and scenarios, we continuously consolidate user experience data assets and provide customers with simple, trustworthy, and warm home-based senior care services.

At the level of experience optimization, we promote continuous intelligent upgrading of services through systematic measures:

- Establish a customer voice collection, distribution, and processing mechanism externally, and follow the service mode and lighting processing mechanism internally to solve potential customer complaint risks in advance and reduce the occurrence of customer complaints;
- Establish a data-driven customer complaint review mechanism, systematically analyze customer complaint cases and customer voices, and promote problem attribution and service iteration through a systematic process;
- Incorporate service indicators into the digital butler service assessment system, conduct regular service quality inspection work, and promote the dual improvement of service quality and customer experience.

Responsible Marketing

The Company always places its external image at a strategic height and adheres to standardized marketing and brand communication activities. We are committed to establishing a sincere and transparent communication mechanism with customers and consumers, ensuring that all external marketing content and activities undergo systematic compliance review, and fulfill our commitments to every customer, partner, and end user with authentic and trustworthy information transmission and responsible communication behavior.

The Company strictly complies with the *Anti-Unfair Competition Law of the People's Republic of China*, the *Law of the People's Republic of China on Consumer Rights and Interests Protection*, the *Advertising Law of the People's Republic of China*, the *Interim Measures for the Administration of Internet Advertising* and other laws and regulations. During the reporting period, we formulated the *Management Measures for External Strategic Cooperation (2025 Edition)* to fully explore the needs of the Company's strategic customers and partners, and standardize the management of related matters of the Company's strategic cooperation.

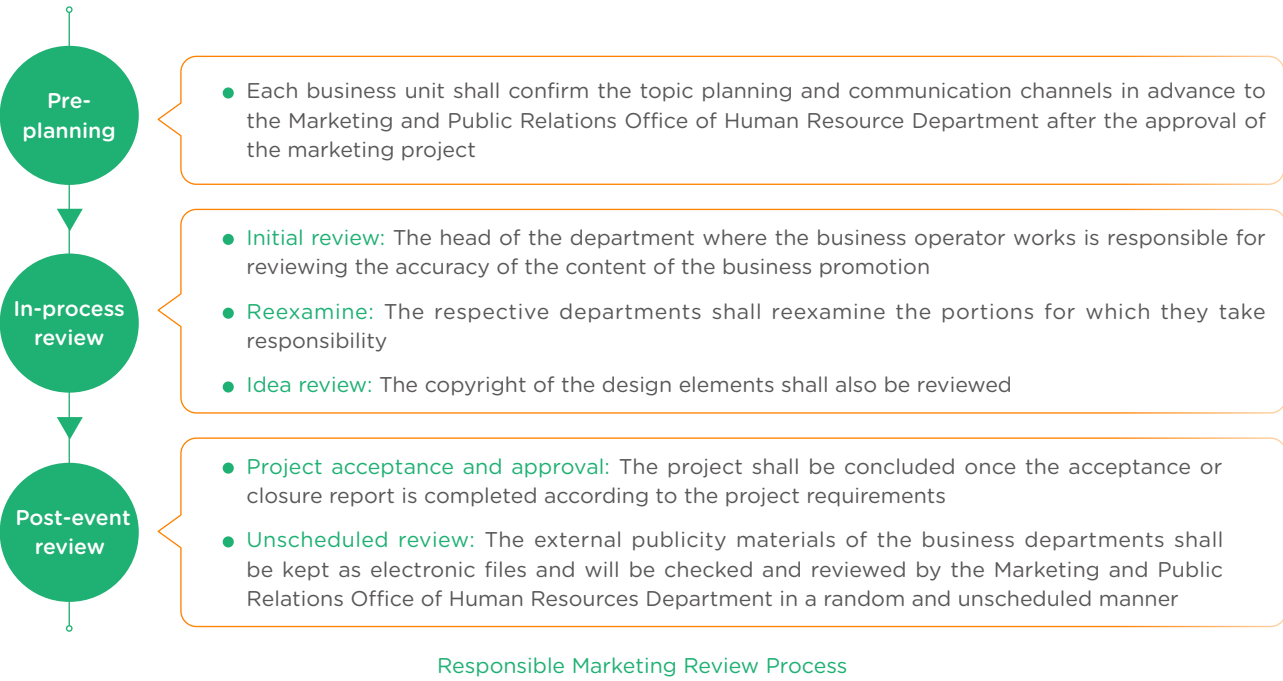
Responsible Marketing Review

The Company has established a review framework and process for responsible marketing with clear division of duty and good collaboration, ensuring that the content of publicity meets the requirements of laws and regulations.



The Company always adheres to the principles of truthfulness, compliance and legality, strictly regulates brand promotion and external information disclosure, and eliminates any false, irregular, or misleading content release. For Company strategy and major business promotion, we have established a standardized and standardized information release review mechanism in accordance with systems such as the *News Management Measures* and the *Social Media Management Measures*, implemented a full process closed-loop management, ensured clear responsibilities and unified standards in all aspects from content planning, review execution to effectiveness review, and continuously maintained the consistency and credibility of brand communication.

We strictly adhere to internal control and audit requirements, and regularly conduct special inspections and audits of marketing compliance every year to ensure the implementation and execution of the system in a closed-loop manner. In 2025, the Company optimized the marketing material review process, clarifying classification and approval standards and signing paths based on material types and communication channels. The specific process is detailed in the attached table. At the execution level, we adhere to the principle of "Review Before Release", and conduct a comprehensive and graded review of various external promotional materials to ensure the authenticity and compliance of the content, and continuously maintain brand credibility and market order.



Responsible Marketing Training

The Company has carried out the promotion and capacity building work of responsible marketing concepts to continuously improve the accuracy and compliance level of external publicity by various business departments, and strengthen the sense of responsibility of the marketing team. By organizing multi-level internal and external specialized training, we deeply integrate the requirements of compliance marketing and real communication into daily operational processes, promoting responsible marketing as an important component of Company culture and practice.

In order to deepen the awareness of responsible marketing and ensure the effective transmission of Company culture, the Company organized three special training sessions for new employees and carried out corporate culture promotion through the release of all staff emails through public mail during the reporting period. The connotation and importance of responsible marketing were systematically explained around the Company's values and compliance culture.

During the reporting period, the Company organized online specialized training for brand ambassadors of each center, focusing on deeply integrating the concept of "responsible marketing" into brand visual expression. It emphasized that in the entire process of promotional material planning, design output, and dissemination, not only should visual standardization be ensured, but also the principles of authenticity, accuracy, and compliance should be adhered to, to prevent misleading design and improper presentation. By strengthening the sense of responsibility and operational norms of frontline executives, promoting the comprehensive integration of brand visual management and responsible marketing requirements, and enhancing the credibility and professionalism of promotional content from the source. In addition, in the new merchant admission process, we explicitly require merchants to complete the study of responsible marketing related training videos and materials, and pass the product details compliance promotion exam. This mechanism aims to help businesses establish compliance awareness in the early stages of entry and regulate promotional behavior from the source. At the same time, we will continue to urge merchants to pay attention to and implement the compliance promotion requirements on the product details page in their daily operations through reminders, promotions, and other means, and jointly maintain a healthy and honest marketing environment on the platform.



04

Robust Information Security Protection

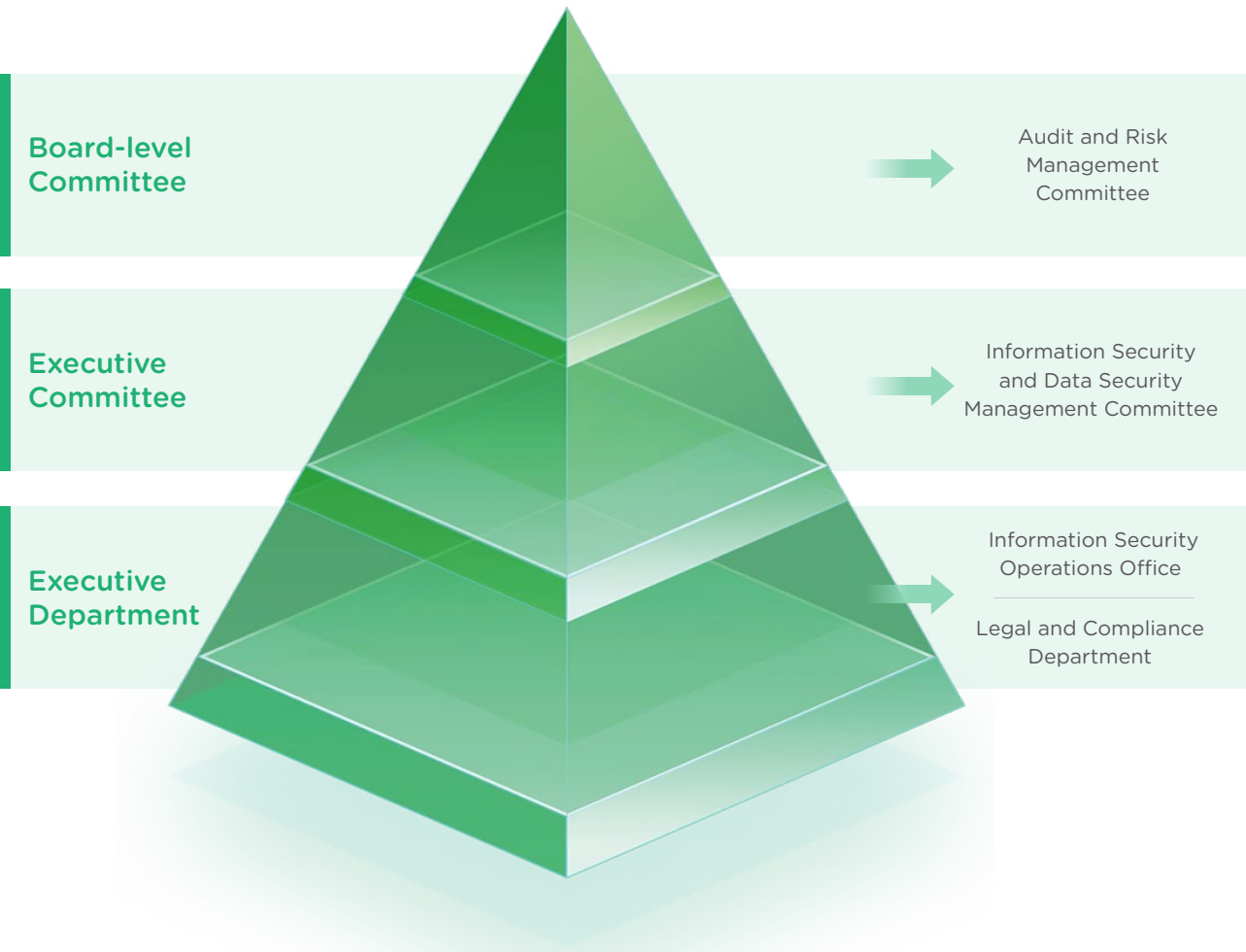
Data security and privacy protection are not only compliance requirements for enterprise operations, but also important foundations for winning user trust and fulfilling social responsibilities. The Company continues to strengthen the construction of our data security system, establish an information security guarantee mechanism covering the entire chain, and implement effective privacy protection measures to build a solid and reliable security barrier for the sustainable development of business.

Strengthening the Foundation of the Data Security System

The Company is committed to building a comprehensive and multi-level data security protection system through a systematic governance structure, strict certification audit, and continuous cultural construction, effectively preventing data security risks and ensuring the stable operation of the Company's business.

Management Structure

The Company has established a clearly defined and layer-by-layer implemented data security governance structure to ensure that security management requirements are integrated throughout the entire operational process. With the Board-level Audit and Risk Management Committee as the highest responsible body, an Information Security and Data Security Management Committee is set up beneath it. This Committee leads the Information Security Operations Office and the Legal and Compliance Department in carrying out day-to-day information security and privacy protection work, providing strong organizational assurance for data security governance.

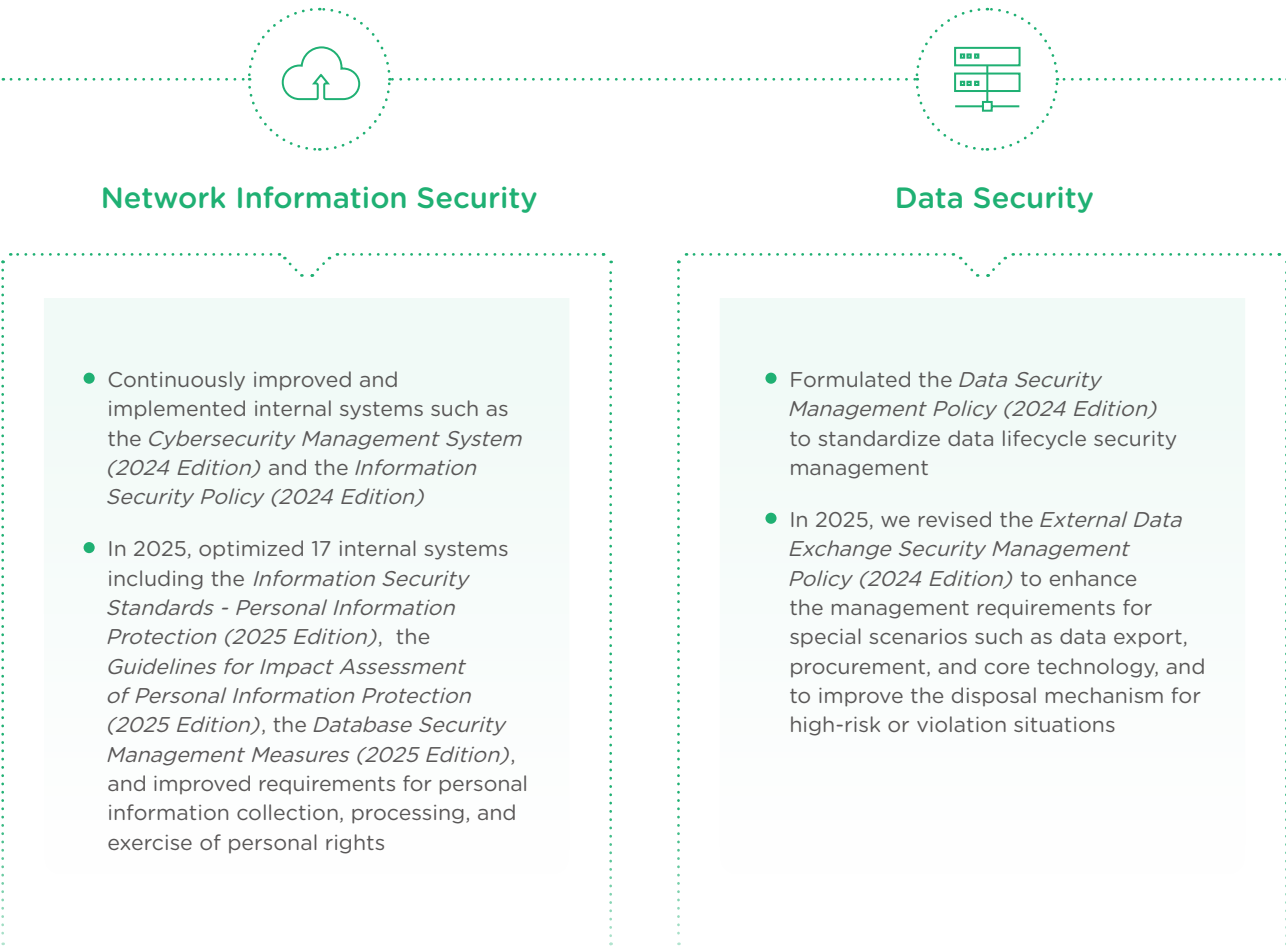


Information Security and Privacy Management System

Policies and Commitments

The Company strictly complies with laws and regulations such as the *Cybersecurity Law of the People's Republic of China*, the *Data Security Law of the People's Republic of China*, and the *Personal Information Protection Law of the People's Republic of China*, and has formulated *Information Security and Data Security Management Policy Statement of Ping An Health*, which undergoes annual internal and external certification and audit assessments. Our data security protection policies apply to all business lines, subsidiaries, departments, employees, and third parties with access to information assets, guiding the implementation of information security and privacy protection management practices across 100% of business operations. Furthermore, the Company has established and rigorously enforces the *Member Privacy Policy of Ping An Health*, which clarifies the end-to-end management requirements for the collection, use, storage, provision, and deletion of user information, safeguarding users' rights of access, rectification and deletion of individuals' data.

In 2025, we revised and improved relevant policies and regulations based on external regulatory requirements and internal business development needs, providing clear guidance for the implementation of information security and privacy protection in practical work.



Construction of Information Security and Privacy Protection System

The Company regards user privacy protection as an absolute red line that must never be crossed, and is committed to comprehensively safeguarding end-to-end information security, including employee data, business operation data, and data of upstream and downstream partners. We strictly adhere to all relevant information security and privacy protection policies and hereby make the following commitments:

Principle of legality and compliance

The Company has established a comprehensive data compliance management system and conducts regular compliance reviews to ensure that all data processing activities involving data collection, processing, and use are legal and compliant with national laws and regulations, industry standards, and regulatory requirements

Principle of clear responsibility

A dedicated data security team has been set up within the Company to supervise and manage data processing activities, we clarified the responsibilities, obligations and rights to ensure that data security and user privacy are effectively protected

Principle of proactive transparency

Before Ping An Health collects personal information from users, it will proactively indicate to users the purpose, method, and scope of the collection of information in a clear and easy-to-understand manner, so as to make it easy for users to understand the collection and use of their personal information

Principle of informing before collecting

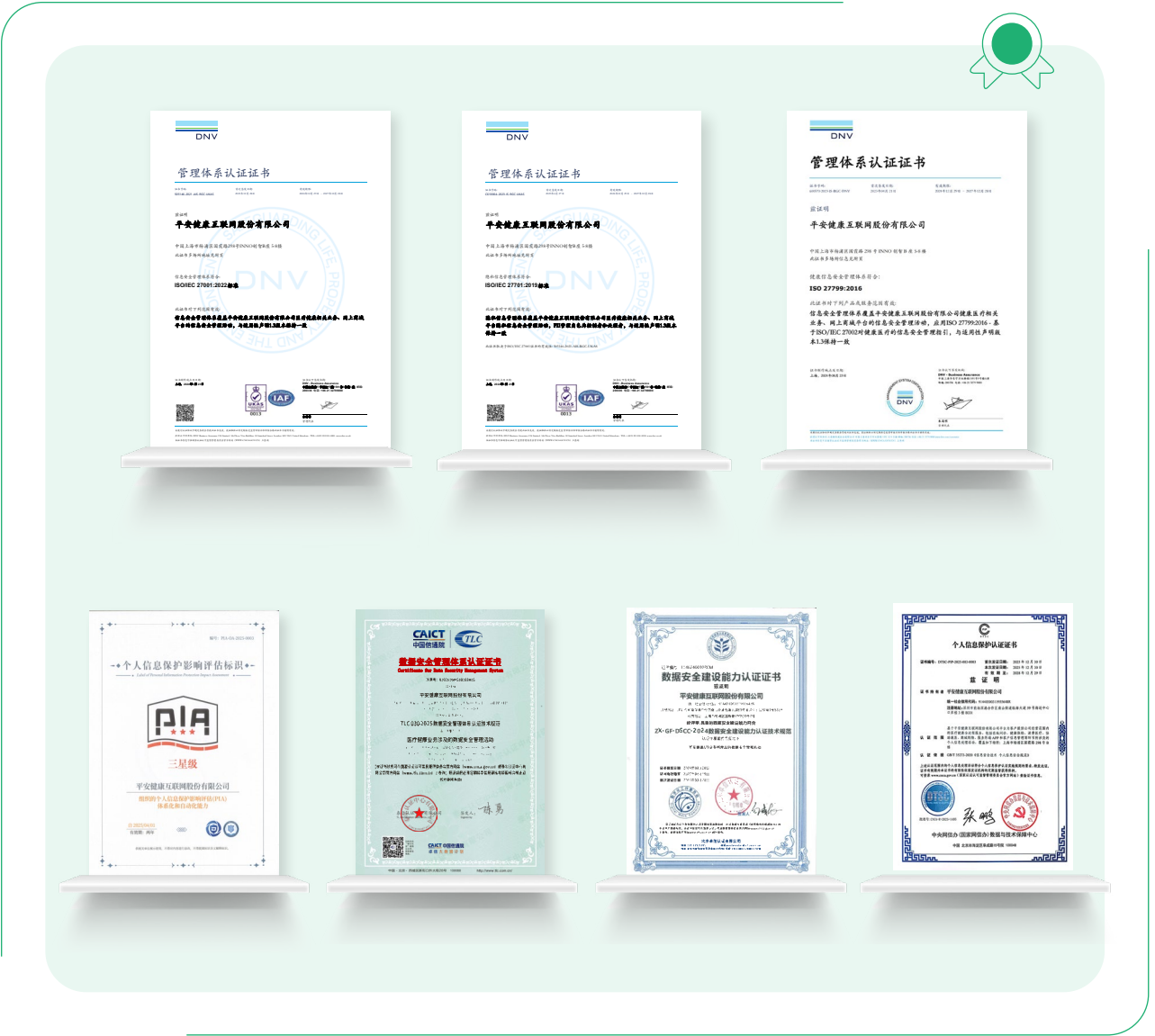
The Company fully respects the user’s right to know and right to choose, we will fully inform the user of the purpose, scope and use of the information collected, and will only collect information after obtaining the user’s explicit consent

Information Security and Privacy Protection Principles

System Certification

The Company actively promotes the review and certification of information security and privacy protection related systems, improving the system construction with higher standards and ensuring its effectiveness. In 2025, the Company obtained certifications for the ISO 27001 Information Security Management System, ISO 27701 Privacy Information Management System, and ISO 27799 Personal Health Information Management System, covering 100% of our business, including medical and health-related services as well as e-commerce platform management activities.

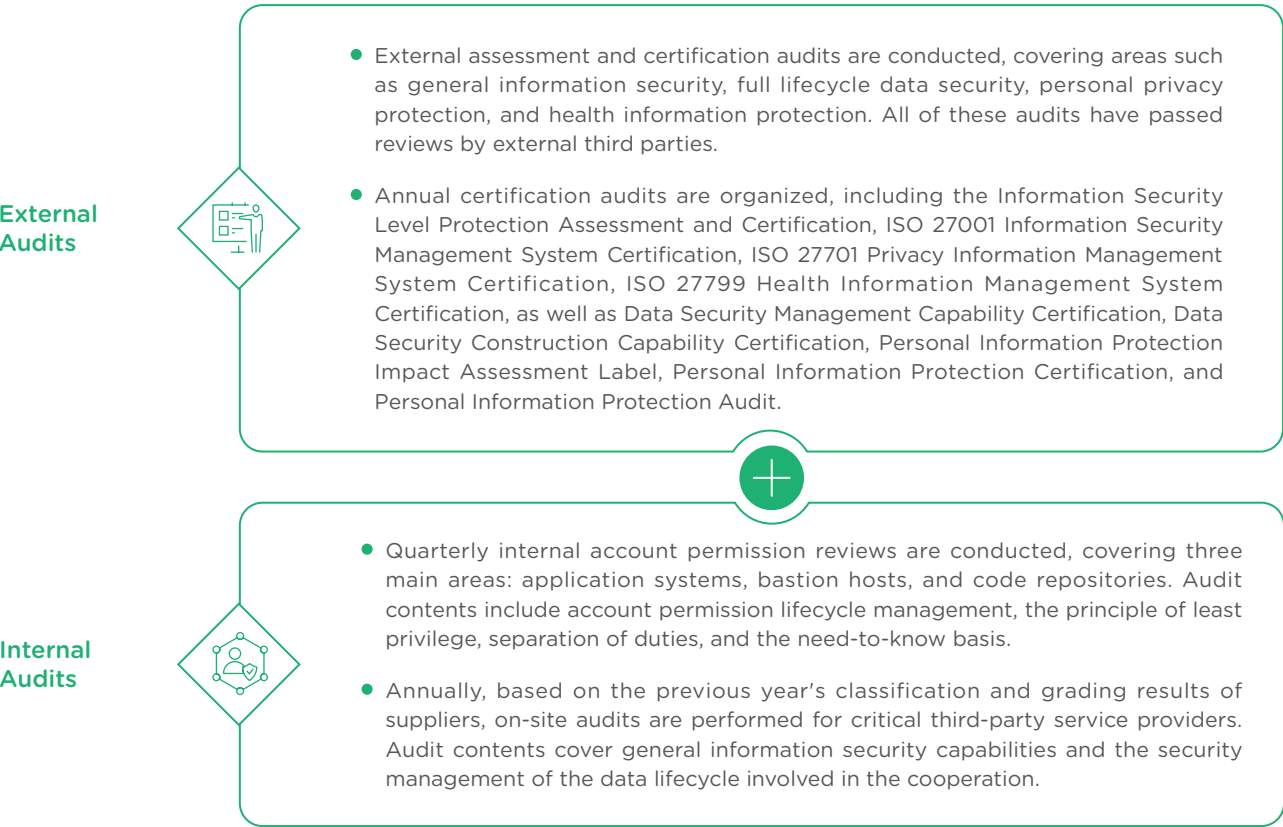
The Company has also been awarded the “PIA Three-Star Certification,” successfully renewed its Data Security Management System certification, and maintained the validity of the Data Security Construction Capability (DSCC) certification issued by the China Academy of Information and Communications Technology. Furthermore, in 2025, the Company obtained the Personal Information Protection Certification issued by the Cyberspace Administration of China, becoming one of the first companies nationwide and the first in the healthcare industry to obtain this national certification.



Information Security and Privacy Protection Management System Certification

Internal and External Audit Supervision

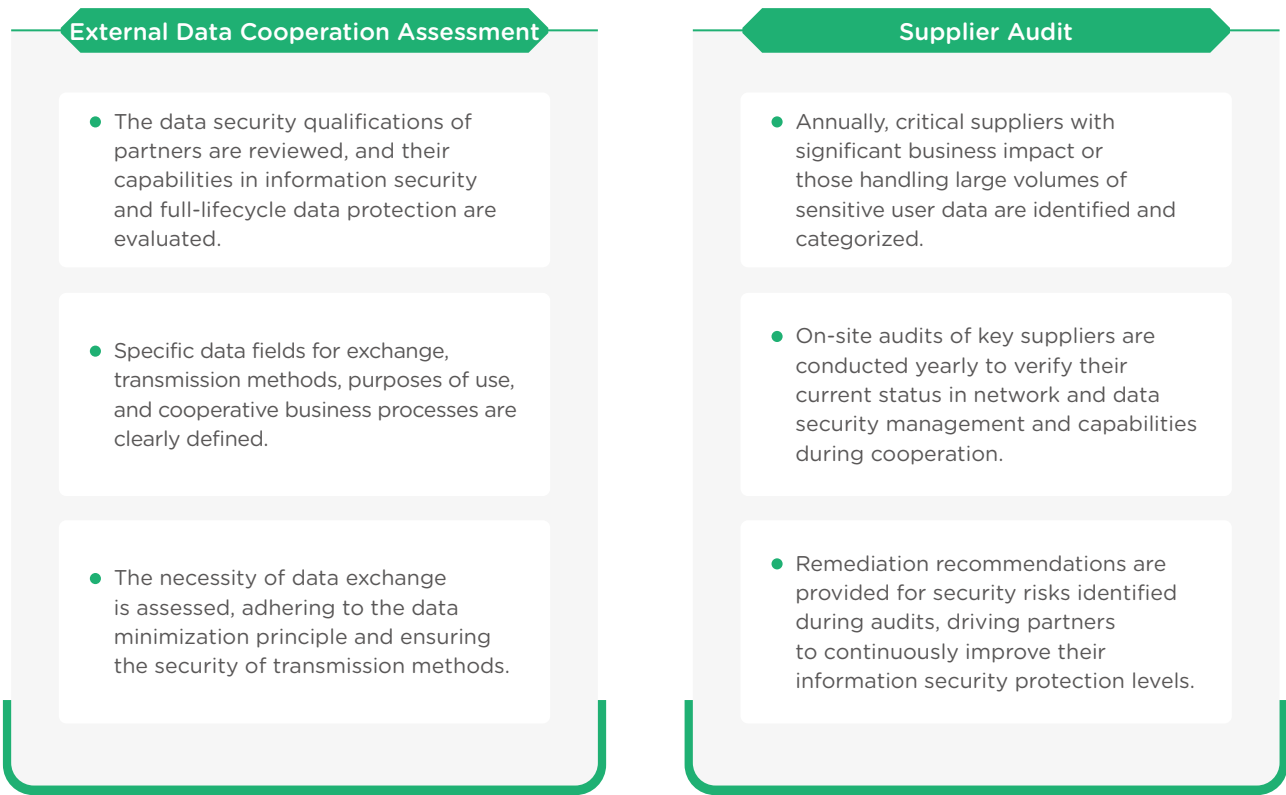
The Company has established a sound audit supervision mechanism, conducting routine internal and external information security audits to ensure the continuous and effective operation of our information security and privacy protection systems. In 2025, the Company implemented information security audits and oversight through various methods, including external assessment and certification audits, annual system certification reviews, and internal inspection audits. All identified security risks were subjected to closed-loop tracking and rectification, effectively enhancing the overall protection capabilities.



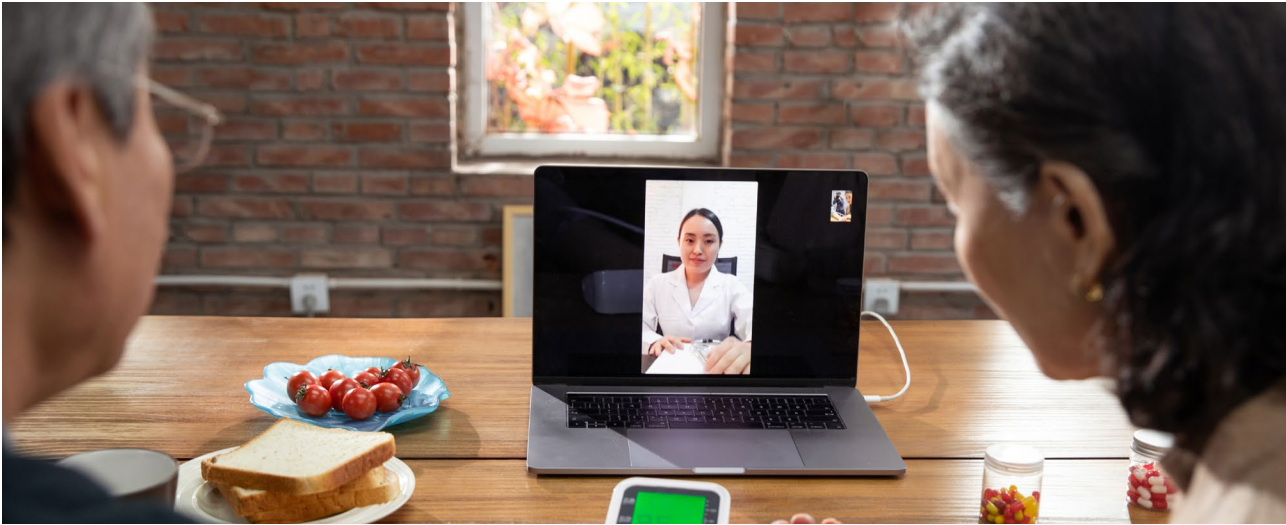
Internal and External Audits of Information Security



While effectively managing our own data security, the Company continuously strengthens the management and control of information security risks associated with third-party partners. A full-process management mechanism has been established, covering introduction assessment, contract signing, periodic sampling audits, and security inspections. The Company regularly conducts risk assessments and reviews of all suppliers and partners. In 2025, the Company prioritized external data cooperation assessments and supplier audits, ensuring that data security risks in external collaborations are controlled, thereby jointly fortifying the defenses for user information security.



Third-Party Information Security Risk Supervision and Audit



Information and Privacy Security Culture Development

The Company continuously strengthens the development of an information security and privacy protection culture among employees. By issuing security monthly bulletins and conducting monthly awareness campaigns, the Company consistently enhances the information security awareness of all employees. Annual information security training and awareness assessments covering all employees (including formal employees, contractors, and interns) are organized to effectively improve employees' security protection capabilities in their daily work. In 2025, the Company conducted 38 information security training sessions, achieving a 100% completion rate for all-employee awareness promotion learning, awareness assessments, and the signing of the *Network Security Commitment Letter*.



Information Security and Privacy Protection Awareness Promotion

Information Security Enhancement Month Activity

In 2025, the Company launched the "Compliance as the Foundation, Security as the Shield, Building a Safer Future Together" Information Security Enhancement Month. Focusing on eight common security risk scenarios - personal information leakage, unauthorized data transfer, phishing, personnel turnover, third-party security, workplace security, licensed software, and office security - the Company organized activities for all employees. These included online micro-courses, expert sharing sessions, a network security themed creative competition, security awareness assessments, offline interactive events, and the signing of the "Network Security Commitment Letter." These initiatives helped employees gain a deeper understanding of the importance of information security and enhanced their awareness of information security protection.

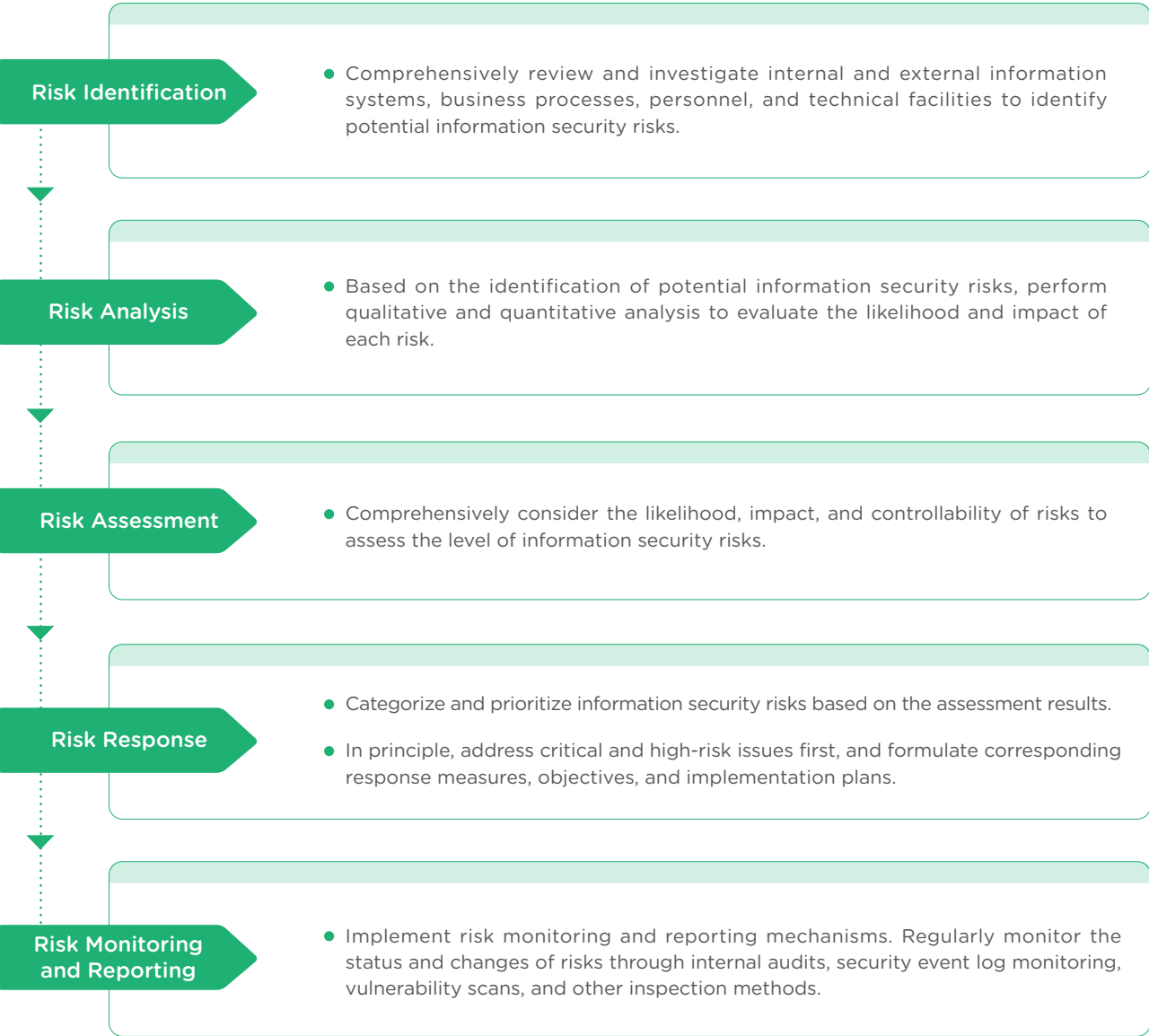


Upholding Information Security

The Company continuously improves the construction of an end-to-end information security protection system for all operations, establishes data leakage prevention and emergency response mechanisms, and ensures security and reliability at every stage of service. Simultaneously, we actively utilize digital technologies to empower risk management, achieving deep integration of technology and management, and persistently strengthening our information security defenses.

End-to-End Information Security Protection in Operations

The Company consistently refines its information security risk management mechanism, achieving full-process control of security risks and ensuring the proper protection of all business data.



Information Security Risk Management Process

The Company actively adopts both proactive and reactive measures to continuously enhance capabilities in data leakage prevention and incident emergency response. Through the iterative upgrade of security technologies, we effectively protect corporate assets, systems, and information from risks such as potential technical failures, human error, or malicious attacks. A comprehensive emergency response mechanism has also been established to minimize the impact of data leakage risks on business operations and personal information security.



Data Leakage Prevention

- Implement localized substitution of application defense systems (WAF) and enhance the detection capability of self-developed business systems with comprehensive security defense (XDR), achieving independent and controllable critical defense systems.
- Continuously implement measures such as security vulnerability scanning and remediation, SRC operation, threat intelligence alerting, security firewalls and intrusion detection systems, identity authentication and access control, data encryption and secure transmission, and data backup and disaster recovery.



Emergency Incident Response and Handling

- Formulate and implement the Information Security Incident Emergency Management Measures, Data Security Incident Emergency Response Specifications, and Personal Information Breach Incident Emergency Plan Process.
- Conduct regular drills to ensure effective measures can be taken promptly in the event of an emergency.

Data Leakage and Emergency Response Management Measures

During the reporting period

No information security incidents occurred

0 incidents

Information security emergency response drills were carried out

8 times



Digital Enablement of Information Security Risk Management

The Company actively utilizes digital means such as AI and artificial intelligence to enhance capabilities in identifying, warning against, and handling information security risks. We actively explore the deep application of artificial intelligence technology in the field of information security management and have built an intelligent security protection system covering the full lifecycle, driving continuous improvement in information security management efficiency through technological upgrades.



Security Requirement Review

- The Company has introduced AI technology to automate the review process, significantly improving both review efficiency and the accuracy of security risk identification.



Multi-layered Network Defense Against External Intrusions

- The Company has built a large-model-based, AI-driven security operation system. Leveraging large model technology, we enable intelligent threat identification, in-depth analysis, and assisted decision-making, providing robust intelligent support for security incident handling.



Endpoint Security Management and Control System Construction

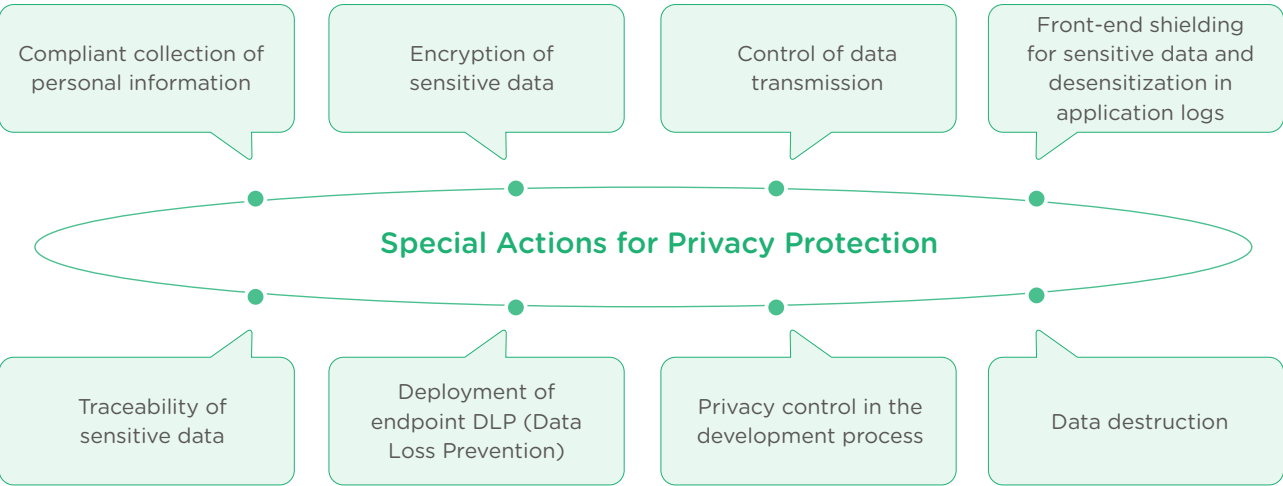
- Through the deep integration of UEBA and AI technology, multidimensional intelligent analysis and comprehensive assessment are achieved.
- By performing deep profiling and risk scoring of user behavior patterns and high-risk scenarios, abnormal behaviors are accurately identified and escalated for manual review, effectively preventing data leakage risks.

AI Technology Empowering Information Security Risk Management



Consolidating Privacy Protection Actions

The Company regards privacy protection as the core foundation for safeguarding user rights and building user trust, and continuously strengthens the privacy protection system. We conduct targeted governance in key areas and implement routine management mechanisms covering the full lifecycle of data collection, storage, use, and deletion, ensuring comprehensive and effective protection of users’ personal information throughout all business processes.



Data Collection

- Follows the principle of minimization, collecting and processing users’ personal information only to the minimum extent necessary for providing products and services.
- Provides users with the option to browse in a non-logged-in or private mode, where no personal information is collected, ensuring privacy security.

Data Storage

- Retains users’ personal information only for the shortest period necessary for providing products and services and as required by laws, regulations, and supervisory provisions. After the necessary period expires, personal information will be deleted or anonymized in accordance with legal requirements.
- Information regarding minors is stored encrypted in a separate database, with strict access controls ensuring security and compliance throughout the entire process of collection, storage, use, and destruction.

User Information Deletion

- Clearly defines in the *Privacy Policy* the applicable scenarios in which users may request deletion of their personal information, safeguarding users’ rights regarding such deletion.
- The Company will respond to users’ requests for personal information deletion within 15 working days and will delete the information provided that legal and regulatory requirements are met.

Information Sharing, Transfer, Leasing, or Sale

- The *Privacy Policy* clearly states that, unless user authorization is obtained or legal/regulatory requirements dictate, personal information will not be shared with, transferred to, leased, or sold to any third party.

Third-Party Data Processing

- Strictly complies with laws and regulations. User personal information will not be proactively obtained from third parties without the user’s explicit authorization or legal permission.
- The company commits to not using data for purposes beyond fulfilling product/service requirements. Both the Company and its partners bear strict confidentiality obligations and will not share, transfer, lease, or sell user information to any third party, unless separate user authorization is obtained or mandatory legal/regulatory requirements apply.
- When data interaction/transfer with third-party partners or suppliers is necessary, a strict pre-assessment is conducted to evaluate the necessity of the data exchange. The principle of minimization is followed, and the security of both the content and method of transmission is ensured.

User Privacy Protection Measures

During the reporting period

Incidents of data or customer privacy leakage occurred	Offline information security training sessions were conducted for new employees
0	3
ISO 27001, ISO 27701, and ISO 27799 certifications cover	Online security awareness courses were delivered via Zhiniao
100% of the Company’s operational scope	3
Employees completed the information security awareness assessment	Information security training sessions for dedicated positions
100%	5
Network Security Commitment Letter were signed by	
100% of employees	



05

Extensive Social Responsibility

As a socially responsible enterprise, the Company consistently places a high priority on fulfilling its social responsibilities and remains dedicated to sharing the achievements of its growth with the broader community. Through strategic partnerships with reputable suppliers to establish an inclusive pharmaceutical distribution network, coupled with ongoing enhancements to labor rights safeguards and professional advancement frameworks, the Company steadily improves the accessibility and affordability of healthcare services. This integrated strategy fosters the synergistic evolution of both social responsibility and long-term business value.

Advancing Inclusive Progress Together

The Company places a high priority on engaging and collaborating with communities, actively soliciting and responding to their input to align corporate growth with societal needs. Centered on the mission of inclusive healthcare, the Company leverages its operational strengths to improve both the accessibility and affordability of high-quality medical services. Furthermore, it remains steadfast in its commitment to public welfare initiatives, partnering with diverse stakeholders to collectively enhance community well-being.

Medical Inclusion Initiative

Guided by the principle of inclusive healthcare as its core mission, the Company is committed to advancing the equitable distribution of medical resources across all communities. Through continuous expansion of its service and product portfolio, along with the ongoing innovation of delivery models, the Company works to meaningfully improve both the accessibility and affordability of healthcare. These efforts help reduce disparities in health outcomes between regions, allowing a broader population to access equitable and convenient health support.

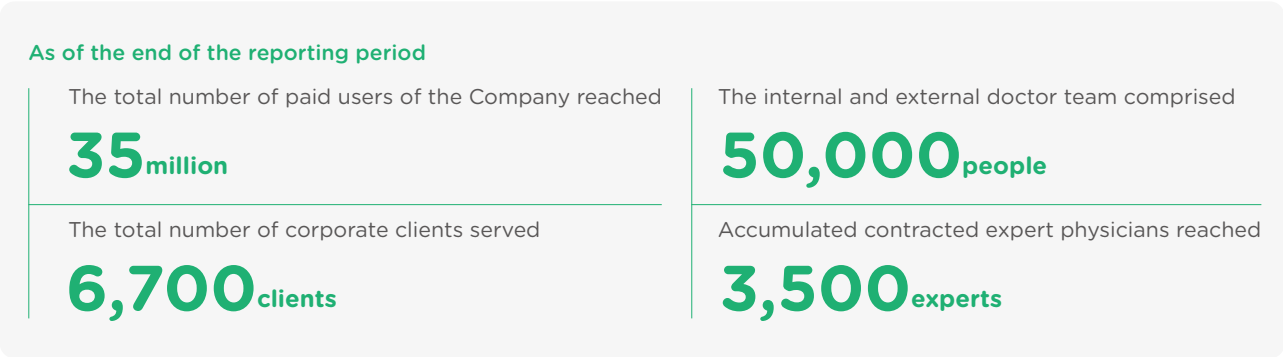
Enhancing the accessibility of healthcare services

- Enriching management tools: Providing prevention, weight reduction, blood glucose and blood pressure checking services, to benefit more.
- Lowering the threshold: Shortening the path of users to get through to a health manager and reduce the time costs of getting through.
- Expanding promotional channels: Providing more people with access to health knowledge through live broadcasts of the Gold Manager and community live broadcasts.

Enhancing the affordability of healthcare services

- Free annual subscription: The service package will be activated for free to enjoy a full year of health manager services, reducing the burden of users.
- Enforceable and practical medical program: Providing the 21-day intensive management period and follow-up services for users without additional time costs.
- Reducing psychological pressure on users: Regular counseling with doctors, establishment of a caring dialect group and a service recovery group to reduce obstacles and solve the problems of users.

As of the end of the reporting period, the Company had nearly 35 million paid users and served over 6,700 corporate clients. We had about 50,000 in-house and contracted external doctors. Among them were over 3,500 contracted expert doctors, including 10 academicians/national TCM masters, over 800 hospital presidents/vice hospital presidents/department heads/discipline leaders. The Company partnered with over 5,100 hospitals, and also upgraded its whole-process medical visit services to accompany customers in registration, bill settlement, examinations, treatment, medicine collection, and consultation. The Company partnered with over 240,000 pharmacies, and maintained partnerships with over 4,400 health checkup service providers.



Yilu Jianxing - National Health Literacy Enhancement Action

In alignment with the national "Healthy China" strategy, the Company launched the "Yilu Jianxing" initiative, aimed at enhancing public health literacy. The program has been actively implemented across senior communities, industrial parks, and enterprises, with the goal of strengthening health management awareness among the public. During the reporting period, the Company organized a total of eight specialized health-focused public welfare events, reaching 981 enterprises, engaging over 300,000 employees onsite, and extending its overall impact to approximately 1.43 million working professionals.

Entering the company

Leveraging ESG-driven, marketing, the campaign has successfully engaged 921 companies, attracted participation from over 300,000 employees, and reached a total workforce of approximately 1.43 million professionals.

Entering the community

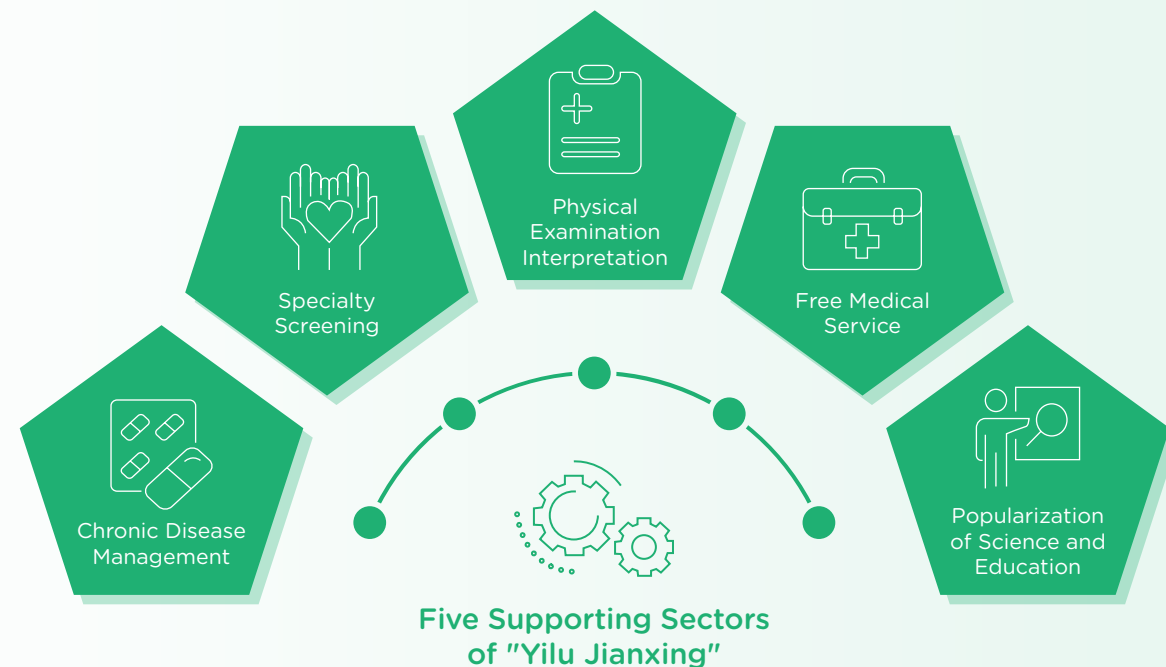
In partnership with the Xuhui District Government of Shanghai, the company conducted six public health initiatives across four neighborhood communities and two senior universities in the urban area, providing services to a cumulative total of nearly 550 elderly residents.

Entering the insurance company

In partnership with Ping An Group, the Company successfully organized a dedicated health and wellness event at the Ping An Finance Centre (PAFC), which drew active participation from nearly 700 employees.

Entering industrial parks

In partnership with the Shanghai Association for Science and Technology, the Company organized a workplace wellness initiative at Xinzhuang Industrial Park, which garnered active participation from nearly 60 enterprises located within the park.



Entering Industrial Parks : 2025 World Health Day Science Salon & 'Yilu Jianxing' National Health Literacy Promotion Initiative - Park Engagement Event

On April 7, the event titled "2025 World Health Day Science Salon & 'Yilu Jianxing' National Health Literacy Enhancement Initiative - Park Outreach Event" was successfully held at the Xinzhuang Industrial Park in Minhang District. The event was jointly organized by the Shanghai Association of Science and Technology Popularization Volunteers, the Minhang District Health Commission, the Management Committee of Xinzhuang Industrial Park, and Shanghai People's Broadcasting Station, and hosted by the Company.



The Company conducted on site discussions with executives from nearly 60 enterprises centered on the theme "Insights and Exploration of a High Quality Healthy Workplace." During the event, a strategic collaboration was also established with the Xinzhuang Industrial Park, covering areas including complementary healthcare services, launch platforms for innovative products, advanced training for family doctors, and pilot initiatives in corporate health management diagnostics. This partnership provides a constructive example for advancing the "Yilu Jianxing" initiative and fostering integration across industries.



Entering the Insurance Company: Launch Ceremony of the "Yilu Jianxing" National Health Literacy Enhancement Initiative & Inaugural Volunteer Service Salon Event

On March 4, 2025, the Company organized a thematic health event at the Ping An International Financial Centre in Shenzhen. Coinciding with International HPV Awareness Day and World Obesity Day, the event carried the theme "Ping An Family Doctor: Constant Companionship, Whole-Process Health Care," and provided diverse services such as expert-led health education, health self-assessments, and traditional Chinese medicine consultations. The activity drew participation from over 700 employees, received support from multiple partners, and garnered positive responses.



Entering the Company : 2025 "Yilu Jianxing" - National "Hundred Districts, Hundred Sessions" Workplace Initiative to Strengthen Employee Health Foundations

In February 2025, in partnership with the Shanghai Science Communication Volunteers Association, the Company initiated the "Yilu Jianxing" National Health Literacy Enhancement Campaign nationwide "Hundred Districts, Hundred Sessions, Into Companies" program. The initiative provides on-site workplace services including health education, specialized screenings, and expert consultations, with the objective of improving employee wellness and promoting the development of corporate health management systems. Launched across 15 cities, including Shanghai, Hefei, and Qingdao, the campaign utilized surveys and interviews to accurately identify health needs, while integrating both online and offline interactive health activities. Through roundtable discussions with enterprises, the team identified key challenges in health management and continuously optimized service offerings based on Company-specific requirements, delivering targeted, personalized, and comprehensive health support to employees.



Entering the Community: Protect Your Retirement Savings, Guard a Happy Golden Age” Series Campaign

From August to September 2025, the Company brought the “Yilu Jianxing” National Health Literacy Enhancement Initiative into communities, delivering six specialized intelligent medical screening services to provide health protection for elderly residents within the area.



This series of initiatives extended its outreach to three primary settings: the Xuhui District Senior University, premium senior living communities, and neighborhood “life hubs.” Targeting prevalent health conditions among older adults, tailored screening programs were implemented, featuring services such as non-invasive blood glucose monitoring and AI-powered retinal examinations, to directly respond to the widespread health concerns of the elderly population.



During the event, the Company’s six smart health screening services attracted extensive engagement. Non-invasive blood glucose monitoring and blood-oxygen rings supported continuous tracking of chronic disease indicators. Ultrasound bone density scans and AI-enhanced electrocardiogram analysis assisted seniors in monitoring bone and cardiovascular health. Airdoc’s retinal imaging technology enabled non-invasive screening for risks associated with 12 ocular conditions, while smart Traditional Chinese Medicine pulse diagnosis delivered personalized health-maintenance guidance for older adults. These offerings addressed common barriers faced by the elderly, including limited access to convenient checkups and cumbersome examination processes, thereby promoting early disease prevention and embedding health management into everyday routines.

Promoting Industry Development

The year 2025 represented a critical period for Ping An’s Home-Based senior care initiative in driving standardization within the smart elderly care sector. The Company took an active leadership role in the formulation of industry standards, making substantial contributions to the development of two core technical specifications: the *Smart Senior Care Service Platform—Smart Speaker Interface Design Specification* (T/CIDADS 00027—2025) and the *Smart Senior Care Service Platform—Smartphone Interface Design Specification* (T/CIDADS 00026—2025). These contributions have infused renewed momentum into the standardization efforts shaping the smart senior care landscape.

全国团体标准信息平台

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团体标准

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序号	团体名称	标准编号	标准名称	起草单位	实施日期
1	中国工业设计协会	T/CIDADS 00027—2025	智慧养老服务平台智能音箱设计规范	平安健康互联网股份有限公司、清华大学...	2025-05-13
2	中国工业设计协会	T/CIDADS 00026—2025	智慧养老服务平台智能手机设计规范	平安健康互联网股份有限公司、清华大学...	2025-05-13

At the 8th Shenzhen General Practice Medicine Conference, the Company presented an innovative model for empowering primary healthcare to the industry. Central to this model is the group standard, “Family Doctor Remote and Internet Health Service Specification,” which has been successfully implemented in 1,000 community health service centers across 100 cities.

Philanthropic Practices

The Company upholds its commitment to social responsibility through sustained engagement in philanthropic work. By delivering a diverse range of services, including medical outreach programs, health education initiatives, and volunteer-led activities, it continues to contribute meaningfully to community health and development. During the reporting period, a total of 17 dedicated philanthropic initiatives were implemented, involving 160 participating employees, over 900 cumulative volunteer hours, and a financial investment totaling 5.23 million RMB.

During the reporting period

Dedicated initiatives in the field of philanthropic	17 initiatives
Participating employees reached	160 people
Cumulative volunteer duration reached	900 hours
Financial investment reached	5.23 million RMB



^ "Medical Care for Health" Free Clinic Initiative Supports Rural Revitalization

In January, March, and September 2025, Ping An Health (Testing) Center, in partnership with Ping An Property & Casualty Insurance and local subdistrict authorities, organized a total of nine "Healthcare to the Countryside" free medical outreach activities across cities such as Xiamen, Wuhan, Guangzhou, and Qingdao. These initiatives delivered quality medical services and health support directly to rural communities. Throughout the outreach, thousands of villagers accessed services including health screenings, measurements, and medical consultations. On-site experts addressed prevalent rural health challenges by conducting practical health education sessions on topics such as chronic disease prevention and daily wellness and offered personalized health guidance to participants.

This medical outreach program actively supports the national rural revitalization strategy and serves as a key demonstration of the Testing Center's role in enabling collaboration across Ping An group companies, reflecting the group's commitment to corporate social responsibility. By leveraging the integrated "finance + healthcare" model, the initiative contributes to rural development, advances cultural and social progress in village communities through health assistance, and underscores Ping An's tangible contribution to rural revitalization.



Fostering Shared Responsibility in the Supply Chain

The Company is dedicated to embedding sustainability principles throughout its supply chain management framework, thereby systematically strengthening supply chain resilience and agility. In addition to implementing rigorous sustainability risk management across procurement, production, and logistics operations, we actively advance green practices and uphold social responsibilities. Through these efforts, we aim to achieve a balanced integration of economic performance, environmental stewardship, and social value in our business conduct, reflecting our commitment to the shared and sustainable development of both the enterprise and the broader ecosystem.

Supply Chain Management

The Company strictly complies with laws and regulations such as the *Law of the People's Republic of China on Tendering and Bidding* and implements internal policies including the *Supplier Code of Conduct*, *Service Supplier Risk Control Management Measures*, *Procurement Management Measures*, *Supplier Management Rules*, and *Management Measures for Service Providers*. These frameworks clarify the end-to-end management process for supplier sourcing, qualification, evaluation, penalties, performance assessment, and exit mechanisms, thereby enhancing the overall quality and resilience of the supply chain.

Supplier Entry

In accordance with the *Ping An Health Supplier Access Management Measures*, we have implemented a multi dimensional supplier evaluation framework. Suppliers undergo comprehensive assessment and scoring across key dimensions, including qualifications, financial standing, technical capability, service performance, quality assurance, legal compliance, and sustainability. This approach ensures the consistent quality and reliability of our supplier partnerships. Within the evaluation process, sustainability-related system certifications are treated as mandatory criteria during qualification screening, while actual performance in relevant areas is integrated into the overall selection framework. This creates a holistic, objective, and purpose-driven assessment mechanism that systematically evaluates the overall capabilities of each supplier. We give preference to suppliers that demonstrate strong performance in sustainability related areas such as environmental management, occupational safety, and

quality systems. Supported by an intelligent supplier resource database, we carry out dynamic management of our supply base, continuously optimize supply chain composition, and drive the entire supply chain toward more responsible and sustainable practices.

During the reporting period, we implemented a structured supplier qualification review mechanism, supported by a multi-level approval process to enforce rigorous control over supplier onboarding. Throughout the evaluation, any issues identified and corresponding corrective actions during the supplier access stage were promptly communicated and fully documented within the system, ensuring complete process traceability. Furthermore, in compliance with corporate policies, we systematically monitored the execution of incentive and disciplinary measures for health-service suppliers.



Supplier Evaluation

Guided by the dedicated “Sustainable Development Management Evaluation” mechanism, we systematically identify, screen, and evaluate potential sustainability risks within our supplier base, working to establish shared sustainability values and aligned implementation standards with our partners. We operate a tiered supplier management system, applying differentiated review strategies based on supplier classification. For direct suppliers, we conduct regular product quality and safety audits to ensure their offerings meet applicable safety standards. For indirect and raw material suppliers, we define explicit quality review requirements and perform random verifications of third-party test results, thereby ensuring comprehensive quality control across the entire supply chain.

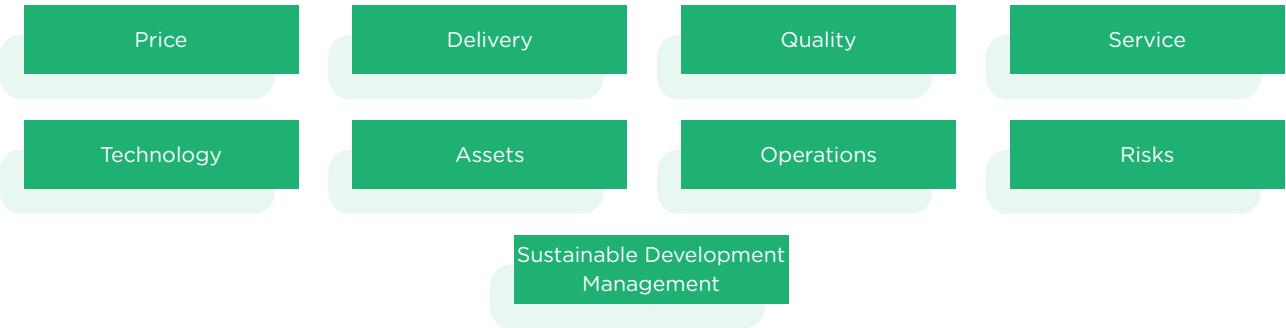
Advancing toward greater resilience, in 2025 we implemented a regular dynamic monitoring mechanism for supplier management within the corporate health business. This system integrates bi-weekly user feedback reviews with quarterly anonymous product sampling to continuously enhance closed-loop oversight of supplier performance quality and service delivery. Non-compliant products identified through this process are promptly delisted, with suppliers required to undertake corrective measures within a specified period. Suppliers that fail to meet service or product quality standards are addressed according to platform management policies.

“During the reporting period, we dealt with more than 600 non-compliance, demonstrating our ongoing commitment to preserving the compliance and service quality of our supplier partnership environment.”

Audit of Warehousing and Distribution Supplier for Jifan Pharmaceuticals

During the reporting period, a dedicated on-site quality audit was conducted to verify that a newly appointed warehousing and distribution service provider met the Company’s quality management standards. The audit confirmed that the supplier’s quality assurance system functions effectively, with standardized management mechanisms and reliable quality control capabilities across all key stages, including procurement, receipt, storage, maintenance, and distribution of pharmaceuticals and medical devices, thereby satisfying the Company’s quality requirements for third-party logistics services. Going forward, the Company will continue to monitor the performance of the supplier’s quality system and collaborate to further strengthen process alignment and compliance management between both parties.

During the performance evaluation phase, suppliers undergo an annual comprehensive assessment based on multiple dimensions and are assigned a star-rating tier according to their overall score. Under comparable conditions, suppliers with higher star ratings are given preference, encouraging continuous enhancement of their integrated capabilities, especially in long-term performance related to sustainable development.



Supplier Performance Evaluation Dimensions

Supplier Withdrawal

Suppliers that do not meet assessment standards are subject to immediate measures, including suspension of procurement activities, along with clearly communicated rectification requirements. Should a supplier fail to implement timely improvements or remain non-compliant after rectification, cooperation will be terminated and the supplier will be removed from the approved supplier list following confirmation through the Company’s internal approval process. Furthermore, a supplier incentive and penalty framework has been established, supported by violation management and a black/gray list system, serves to effectively govern supplier conduct.

Supply Chain Sustainability Risk Management

We clearly define supplier risk categories and implement an end to end management framework, integrating sustainability assessments throughout the supplier lifecycle—from selection and collaboration to performance evaluation. This systematic approach supports the development of a responsible and sustainable supply chain ecosystem. In alignment with the overarching management requirements of Ping An Group, the Company mandates through its *Procurement Management Measures* that all procurement contracts incorporate “Sustainability Collaboration Clauses,” thereby embedding sustainable procurement practices into our operational governance.

Supplier Risk Management

We have established a supplier risk management framework that incorporates sustainability indicators. Through periodic reviews and continuous refinement, we systematically enhance the efficacy of supplier risk oversight. Furthermore, the Company aligns with Ping An Group’s procurement risk control and early warning model, strengthening end to end risk assessment capabilities across the procurement lifecycle. A dedicated supplier service risk early warning mechanism has also been deployed to monitor and promptly alert on anomalies, including service disruptions and delayed responses, thereby safeguarding the stability and reliability of the supply chain.



Regular review and follow-up

The Company conducts regular supplier quality compliance review annually, focusing on qualification discrepancies, misrepresentation, process errors



Qualification validity control

We set up qualification deadline reminders and invalidation in our system to avoid supplier performance and complaint problems due to qualification



On-site inspection visits

We arrange on-site inspection visits to manufacturing suppliers according to business needs to check the work and efforts made by the suppliers in the actual production process



Supplier sampling inspection

We conduct random inspections on suppliers from time to time to identify potential risks to the Company and the society through an in-depth understanding of the different dimensions of the supplier’s situation while sorting out the business

Supplier Risk Management Initiatives

During the reporting period, to further enhance supply chain resilience and service quality, we implemented a series of improvement measures in supplier management and emergency response mechanisms.

Supply Chain Emergency Response Plan

During the reporting period, the Company aims to achieve nationwide network coverage through seven regional warehouses, enhancing service capacity in North and Northeast China and optimizing the integrity and responsiveness of the national supply chain. At the institutional level, the updated *Crisis Management Guidelines (2025 Edition)* have been issued. Technically, multi node service deployment and a real time monitoring and alerting system have been implemented to enable rapid switching and ensure business continuity in cases of server anomalies or inventory discrepancies. In logistics, supported by the “one store multiple warehouse” system, orders are intelligently routed to the nearest warehouse for dispatch based on customer addresses. Integrated with a logistics anomaly early warning mechanism, the system promptly alerts operations staff and notifies customers of any irregularities occurring during shipping, transit, or delivery, thereby proactively mitigating distribution risks.

The Company is committed to advancing the green transition of its supply chain, fostering sustainable practices among suppliers, and collaborating to build an environmentally responsible value chain. The Company adheres to green procurement principles by prioritizing logistics partners that demonstrate strong environmental awareness and social responsibility. Efforts are also made to optimize packaging design, promote reuse and recycling, and facilitate the adoption of environmentally friendly material alternatives. Furthermore, the Company supports the deployment of renewable energy installations, such as photovoltaic systems, within warehouse operations to reduce reliance on fossil fuels. Through structured incentives and support programs, the Company assists suppliers in accelerating digital transformation and enhancing quality management systems, jointly improving operational efficiency and advancing low-carbon cooperation.

Supplier Training

We embed the principles of sustainable development across the entire supplier capacity building process. By systematically disseminating knowledge and promoting standards, we enable the integration of sustainability into common practices throughout all stages of the supply chain, thereby continuously strengthening value chain accountability and risk resilience.

We have implemented a structured, multi-dimensional supplier empowerment and training system. During the reporting period, emphasis was placed on key topics including ESG strategy, supply chain responsibility, and compliance risks. Regular online thematic livestreams and executive roundtables were conducted to deepen suppliers’ understanding of and commitment to sustainable development. Additionally, offline workshops and scenario-based simulations were held to address practical operational areas such as SOP compliance and adverse incident management, with training effectiveness measured through closed-book evaluations. In fields such as product storage specifications and emergency response procedures, a blended approach combining instructional short-videos with practical assessments was adopted, supplemented by penetration testing and on-site random inspections, to ensure the consistent and effective implementation of critical operational standards.

During the reporting period, the Company achieved 100% training coverage for its key suppliers, with a curriculum focused on quality-assurance topics. This effort contributed to a year-on-year reduction in quality-related complaints from suppliers, effectively advancing the sustainable development objectives of the supply chain.

During the reporting period

The Company achieved

100%

training coverage for its key suppliers



Safeguarding Labor Rights and Interests

The Company upholds a “people-oriented” philosophy, committed to fostering a diverse, equitable, and inclusive workplace. While fully safeguarding employees’ legitimate rights and interests, we have established systematic career progression pathways and comprehensive training mechanisms. The Company continuously enhances a competitive compensation and benefits structure and actively maintains a healthy, safe, and supportive work environment, thereby providing a robust talent foundation for sustainable organizational growth.

Talent Attraction

Guided by principles of openness, fairness, and diversity, the Company actively recruits and attracts exceptional talent aligned with its core values. Throughout all stages of recruitment and employment, we maintain strict compliance with applicable laws and regulations, ensuring robust protection of labor rights and interests. This approach enables us to build a dedicated and capable workforce, forming the foundation for continuous innovation and long-term organizational growth.

Talent Recruitment

To establish a standardized and transparent talent recruitment mechanism, the Company operates in strict compliance with all applicable laws and regulations, including the *Labor Law of the People’s Republic of China*, the *Labor Contract Law of the People’s Republic of China*, the *Social Insurance Law of the People’s Republic of China*. In response to evolving regulatory requirements and internal operational dynamics, we continuously refine and enhance our internal policy and system framework. Through the implementation of established regulations, such as the *Recruitment Management Policy*, *Recruitment Operation Manual*, and *Internal Referral Management Measures*, we ensure that all recruitment activities are conducted in a fully lawful and compliant manner.

Employment and Labor Rights Protection

The Company strictly complies with laws and regulations such as the *Labor Law of the People’s Republic of China*, the *Law of the People’s Republic of China on the Protection of Minors*, as well as the *Provisions on the Prohibition of Using Child Labor*, and clearly prohibits the employment of child labor and forced labor in internal systems such as the *Labor Employment Management System*. We have established a robust hiring verification and compliance oversight mechanism, which includes rigorous identity validation for all new employees to ensure that all employment relationships are legally established and entered into voluntarily. Any potential violations are promptly investigated in accordance with relevant laws and internal policies, with appropriate accountability measures enforced as required. At the end of the reporting period, the Company has maintained a 100% employment contract execution rate and achieved full social insurance coverage for all employees. There were zero reported cases of child labor or forced labor throughout the period.

Guided by the principle of “fairness and justice”, the Company actively opposes all forms of discrimination in the workplace. We are committed to protecting the legitimate rights and interests of our employees and to cultivating a respectful, supportive, and inclusive work environment that promotes the shared growth of our people and the organization.



Equity, Inclusion, and Diversity

Instrict adherence to the Recruitment Management System, the Company explicitly prohibits any form of discrimination in employee recruitment, onboarding, promotion, and development based on gender, age, ethnicity, race, nationality, religious belief, or other factors, ensuring that all employees enjoy equal rights and developmental opportunities.

Reasonable Working Hours

The *Attendance Management Policy* has been formulated to clearly define employee working hours and leave arrangements, and to ensure strict compliance with legal and regulatory requirements by providing full compensation for overtime or arranging corresponding time off for work performed beyond standard or irregular hours.

Privacy Protection

In accordance with the principle of least privilege, access and administrative permissions are exclusively granted to employees within the Human Resources Department. Any unauthorized disclosure of employee personal information is strictly prohibited.

Labor Rights and Interests Protection

Talent Development

The Company regards the development and realization of employees’ personal value as a fundamental pillar of corporate value creation. Adhering to a talent-driven development strategy, we continuously refine our frameworks for talent cultivation, performance evaluation, and career advancement, thereby fostering mutual growth and value enhancement for both employees and the organization.

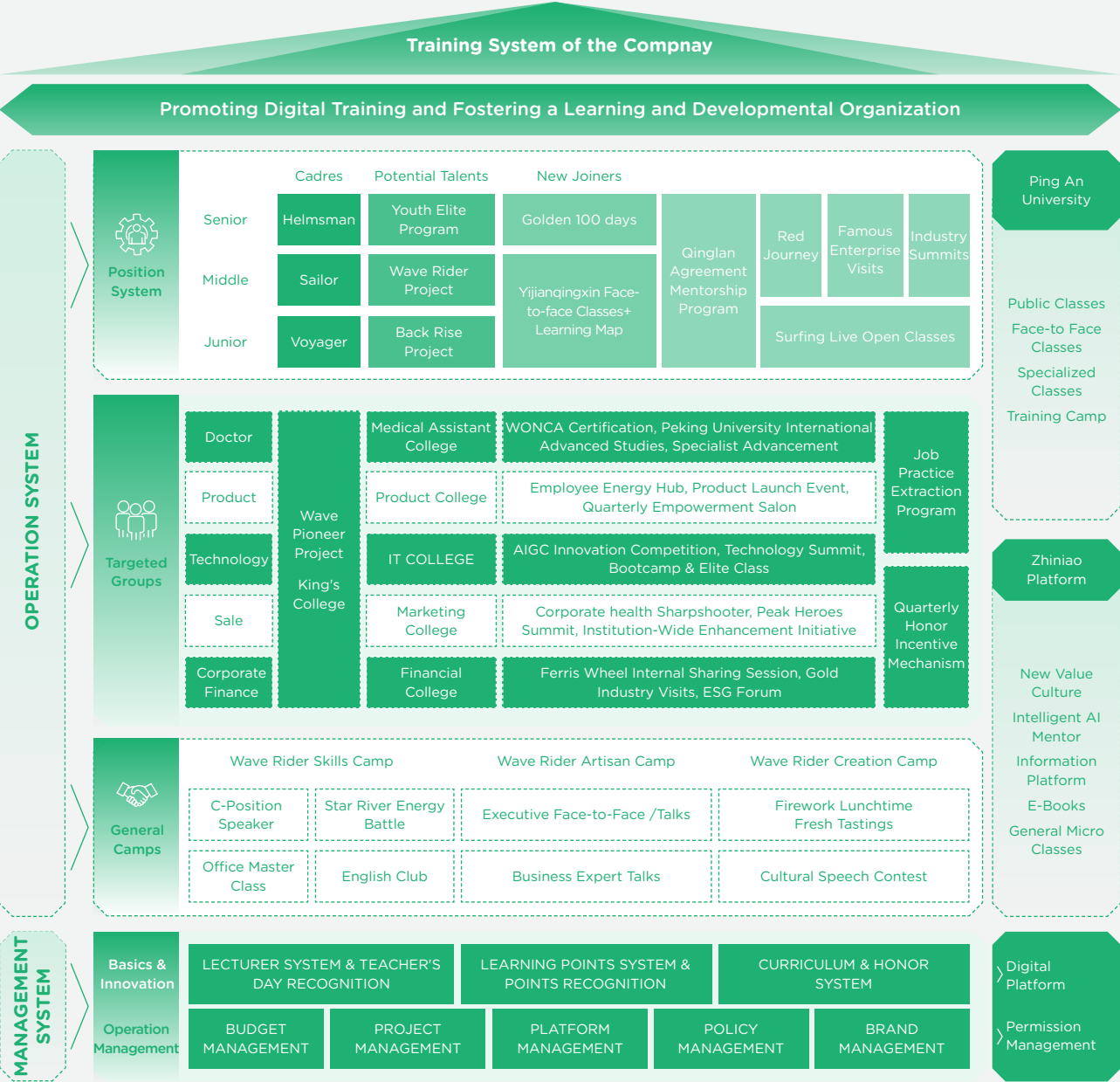
Talent Strategy and Inventory

The Company regards talent as the core engine driving its long-term development and is committed to building a systematic talent strategy. In 2025, efforts focused on two key priorities: strategic talent development and digital transformation. The Company concentrated on ensuring the supply of strategic talent and strengthening the vitality of our leadership pipeline, while advancing data-driven talent management to provide solid human capital support for achieving sustainable business objectives.

In 2025, the Company conducted comprehensive potential talent assessments across all organizational levels, systematically optimizing the structure of the talent pipeline. We continued to advance the planning and execution of high-potential programs, completing talent inventories and potential evaluations for newly nominated individuals. In alignment with both corporate management objectives and individual growth goals, we designed end-to-end development plans. Through multi-dimensional support, including competency assessment debriefs, community building, and resource sharing, we consistently empowered high-potential employees, fostering mutual growth for both talent and the organization.

Talent Cultivation

The Company systematically develops the training system, providing institutional support and resource allocation for talent cultivation in accordance with internal regulations such as the *Training Management Measures*, and the *Management Measures for Employee Education Funds*. In 2025, the Company continued to refine its talent training framework, launching a variety of development programs focused on leadership, skill enhancement, and customized training for specific employee groups, thereby enhancing the overall competency and professionalism of the workforce.



Company Talent Development System



Leadership Training

- Leadership training was conducted for all employees, including mid-to-senior-level managers, junior managers, and key employees.
- In 2025, the focus was on implementing the "Mentorship Pact 2.0" leadership coaching program for leadership teams and organizing intensive leadership training for high-potential talents. Senior management cadres also participated in in-person leadership courses offered by the Group's Corporate Academy.



Skills Development Training

- The Company continued to implement the Farework general competency enhancement program and innovatively launched the Pro Talk business English improvement course.



Customized Training for Specific Employee Groups

- Sales, Product, Technology, Medical Support, and Finance & Enterprise FunctionsFerris Wheel Sharing SeriesWONCA Family Medicine TrainingMedical Advanced StudiesTechnology Exploration Camp VisitsProduct Empowerment ProgramVC Orange Growth AcademyAI Industry Summit

Key Training Programs in 2025

The Company proactively aligns and leverages group-wide resources to support all employees in pursuing academic advancement and obtaining professional certifications, thereby encouraging continuous self-improvement. Furthermore, we partner with universities and specialized institutions to offer external training programs, consistently integrating premium learning resources to comprehensively foster employee career development.



Shanghai Jiao Tong University Study Tour

In 2025, the Company organized a study tour to Shanghai Jiao Tong University for outstanding internal trainer representatives. Professors from Shanghai Jiao Tong University were invited to conduct specialized lectures, systematically elaborating on team building and decision-making thinking in modern enterprise management. By integrating traditional and contemporary approaches, the sessions provided significant inspiration for the internal trainer team to broaden management perspectives and innovate working methods.



Corporate Visits and Exchange Activities

In 2025, the Company organized a visit for high-potential talents to DeepBlue Technology, providing an up-close observation of the intelligent product matrix and in-depth exposure to cutting-edge practices in AI algorithm development and smart hardware implementation. Through an immersive experience of the technology enterprise's innovation ecosystem and technological transformation pathways, the team further stimulated innovative thinking and gathered valuable insights to inform the intelligent development of the Company's initiatives, such as Home-Based senior care services.



Advanced Studies in Professional Medical Institutions

In 2025, the Company's Medical Center organized physician assistants to participate in an academic exchange at the Xuhui Medical Association. They communicated with over twenty managers and doctor representatives from internet hospitals in Xuhui District, jointly discussing the significance and prospects of online and offline hospital applications in internet-based diagnosis and treatment. The training focused on how online internet-based diagnosis and treatment can be organically integrated with community healthcare within the broader context of an "aging society," utilizing the dual-track approach of "online + offline" to achieve a synergistic effect greater than the sum of the parts.



During the reporting period, the Company organized a diverse range of 541 training sessions for all employees, achieving 100% training coverage. Employee satisfaction with training reached 98.3%, reflecting an increase of 0.8% compared to 2024.

During the reporting period

The Company organized a diverse range of training sessions for all employees

541

Achieving a training coverage rate

100%

Employee satisfaction with training

98.3%

Reflecting an increase of

0.8% compared to 2024

Performance Evaluation and Promotion

The Company adheres to the principles of transparency and fairness in performance evaluation and promotion, fostering a robust management system to better motivate and support employee development.

In terms of performance evaluation, the Company has established systems such as the *Performance Accountability Management System* and the *Internal Matrix Personnel Management Measures*, implementing a performance management process aligned with business characteristics through the PDCA (Plan-Do-Check-Act) closed-loop methodology. The Company continuously implements a "dual-track" performance evaluation system that integrates corporate operational management mechanisms with individual performance tracking. This system standardizes the management of individual performance assessments, requiring supervisors and employees to conduct regular performance feedback sessions and reviews, thereby strengthening performance coaching and process management.

Monthly Performance Appraisal

- Employees summarize their monthly work completion status and submit corresponding entries in the performance management system.
- The direct supervisor conducts scoring and commentary, and provides performance feedback and coaching.

Annual Performance Evaluation

- Based on performance evaluation outcomes, the Company allocates preferential treatment in compensation, training, and promotion opportunities to high-performing employees.
- The Company assists employees in formulating Individual Development Plans and provides guidance and support for performance improvement.

Performance Result Appeal

- If an employee disagrees with the performance evaluation result, they may file an appeal to the Human Resources Department via email or in written form.
- The Human Resources Department conducts investigations and provides feedback based on employee appeals to ensure the objectivity and fairness of performance evaluations.

In talent management and promotion, the Company comprehensively considers factors such as performance, capability growth, and role requirements, flexibly implementing job adjustment strategies that encompass lateral transfers, job rotations, promotions, demotions, temporary assignments, role changes, and special transfers. This approach provides employees with career development paths that are better aligned with their strengths and aspirations. Furthermore, the Company continuously refines its job grading system and role competency models, and has established standardized promotion processes, criteria, and evaluation mechanisms to ensure fairness in talent advancement.

Compensation and Benefits

To attract, motivate, and retain high-caliber talent, the Company offers a market-competitive compensation structure complemented by a comprehensive range of welfare benefits. This approach is designed to enhance employee well-being and drive value creation across the organization.

Compensation Incentives

Guided by the core principles of "value-driven" and "performance-based" compensation, the Company has established a systematic, market-aligned compensation management framework. This framework is supported by internal policies including *Compensation Management System*, *the Guidelines on Basic Management Measures for Field Personnel*, and *the Guidelines on Salary Rules for Internal Transfer Personnel* ensuring institutionalized and standardized governance of compensation and incentive practices.

The Company implements a holistic incentive structure consisting of "cash compensation + benefits + long-term incentives". Variable pay is explicitly tied to performance assessment across four key dimensions: overall corporate performance, business unit results, departmental objectives, and individual contribution. This linkage ensures that incentives are both timely and effective, aligning employee efforts with value creation and fostering mutual growth with the organization.

Cash Compensation

The Company has established a cash compensation structure for all employees, which consists of fixed pay and variable pay. The variable pay includes but is not limited to variable performance bonuses, various bonuses, etc. According to the differences in the categories of positions in the Company, the proportion and form of fixed and variable pay are different.

Fixed pay: reflects the basic accumulation of employee's seniority and experience; it is determined by comprehensive consideration of factors such as employee's position, personal qualifications, development potential, and individual performance, and is fixed.

Variable pay: is closely linked with the Company's performance and the results of individual employee performance evaluation; different reward and annual distribution plans are designed for different positions according to their characteristics. The types of variable bonuses include year-end bonus, monthly performance bonus, etc., and the amount will be determined based on market conditions, Company performance, and individual employee performance evaluation.

Long-Term incentives

The Company has launched a long-term employee equity incentive plan, which aims to advocate employees to achieve long-term success through long-term material rewards.

- Participants in the incentive plan include employees and any other person determined by the Board of Directors. The scope of grantees, specific targets and the number of equity incentive (EIS) options will be determined by the Board of Directors based on the position and performance of the participants.
- At the end of the reporting period, the cumulative number of employees participating in the incentive plan exceeded 4,000, with an employee coverage rate of 28.3%, playing an important role in retaining the core backbone employees of the Company and creating sustained competitiveness.

In 2025, the Company further optimized our compensation and incentive mechanism by closely linking remuneration to job criticality and core performance metrics, thereby enhancing employee motivation and creativity.

Linking Compensation to Job Criticality

The compensation system is structured to reflect the criticality of each role, with positions being categorized according to their strategic importance. Salaries are correspondingly determined on a position-specific basis. This approach strengthens the linkage between performance-based pay and business outcomes, ensuring that remuneration for critical positions and core talent remains competitively aligned with the market.

Performance-Driven Incentive Mechanism

The mechanism is designed with a strong results-oriented focus, integrating a multi-tiered bonus framework that incentivizes employees to deliver consistently high performance and drive business results.

Optimization Measures for the Company's Compensation and Incentive Mechanism

Employee Benefits

The Company is committed to continuously enhancing its non monetary employee benefits framework, aiming to deliver a well rounded and inclusive welfare portfolio. In strict adherence to national and local regulations, the Company provides statutory social insurance and housing provident fund contributions for all employees, supplemented by additional offerings such as commercial insurance, bereavement support, corporate pensions, and other non cash benefits - all designed to meaningfully improve employee satisfaction and quality of life. In 2025, the Company introduced a new benefit - the "2025 Ping An Employee Edition-Mid-to-High-End Medical Security Plan" - covering all employees, along with a corresponding subsidy scheme, offering more comprehensive medical services and health protection for employees and their families.

Comprehensive Welfare Plan

The Company provides all employees with a comprehensive welfare package, including accident insurance (accident injury insurance and transportation accident insurance) and critical illness medical insurance (critical illness insurance, accidental medical insurance and hospitalization medical insurance).

Healthy Workplace

The Company offers employees healthy workplace benefits, including real-time video consultations, health apps, health care packages, and year-round medical services (such as registration services, medical accompaniment services, second opinion services, expert doctor services, and hospitalization services). Employees can share these benefits with their families.

Leave Benefits

In accordance with legal and regulatory requirements, the Company provides employees with a paid leave policy that includes maternity leave (14 weeks or more), paternity leave (2 weeks to 1 month), and childcare leave (5-20 days).

Enterprise Annuity Plan

The Company established a multi-pillar pension insurance system to alleviate future pension pressures.

Festival Allowances, Condolence, and Congratulation Money

Allowances for important festivals, weddings, births, hospitalizations, funerals, and other occasions are available.

Team Building Incentives for Employees

Team-building activities such as visits, learning sessions, book clubs, salons, tea parties, social gatherings, symposia, internal competitions, and dining together are arranged.

Personalized Employee Benefits

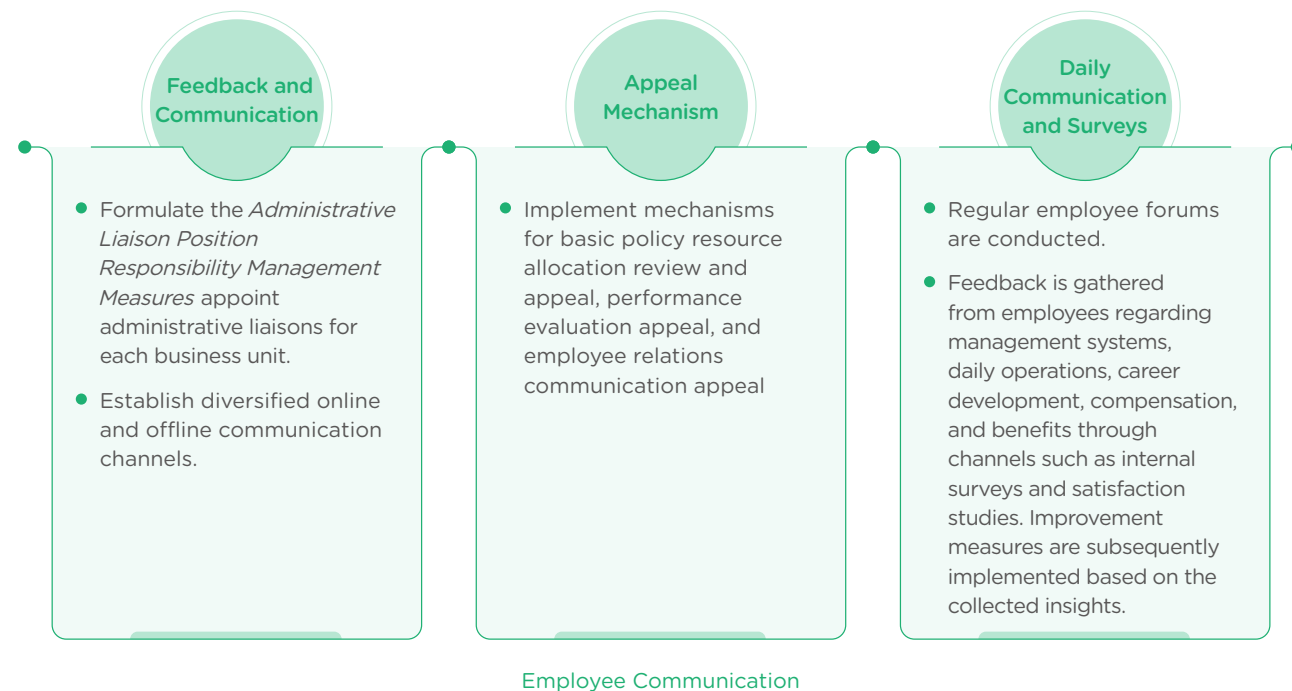
Employee Communication and Care

Open, transparent communication and a people-centered approach are integral to fostering a harmonious workplace. The Company maintains accessible communication platforms, organizes a variety of employee activities, and offers well-being support to staff as needed, all of which contributes to a stronger sense of belonging and organizational cohesion.



Employee Communication

The Company provides multiple accessible channels for communication, both online and offline. Through a structured communication framework, we promote two-way information exchange, build mutual understanding and trust, and addresses employee needs and concerns in a timely manner. Feedback collected through ongoing interactions and surveys informs targeted improvements aimed at continuously elevating employee satisfaction.



Furthermore, the Company has established a labor union to effectively safeguard the rights and interests of all employees.

Employee Care

The Company highly values the protection of female employees' rights and interests, strictly complies with laws and regulations such as the *Law of the People's Republic of China for the Protection of Women's Rights and Interests* and the *Special Rules on the Labor Protection for Female Employees* to provide rights protection for female employees. The Company shows our care for female employees by providing paid maternity leave and breastfeeding leave for female employees and paying childbirth consolation money. Meanwhile, the Company provides customized physical examination packages for female employees and provides safe, hygienic and private rest and breastfeeding places for pregnant and lactating female employees to ensure the health and convenience of female employees.

Women's Day Theme Activities

In March 2025, with the theme of "Healing" as the gift, the Company specially planned the "Embrace Spring, Chase Light Together" Women's Day Activities. Through surprise interactions, an exclusive women's employee purchase program, healing activities, and a dreamy Alice-themed tea break, the Company conveyed care and warmth to our female employees.



In 2025, the Company organized a variety of rich workplace activities, which not only promoted employees' physical and mental health and work-life balance but also effectively enhanced team cohesion and employees' sense of belonging.

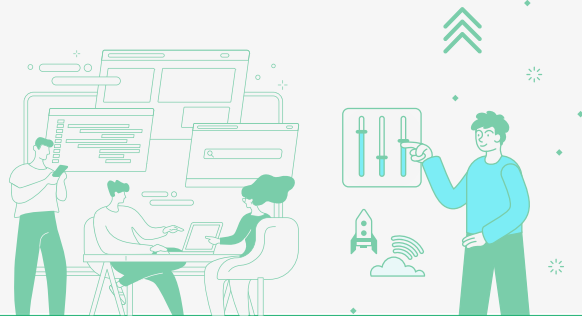
First "Diagnostic Skills" Competition for Doctors' Day

On the occasion of the 2025 Doctors' Day, the Company held the first "Diagnostic Skills" competition, an online skills contest for all medical colleagues, to continuously motivate doctors to improve their professional service levels and quality, and to stimulate the competitive spirit and service enthusiasm of the medical team. The Company collaborated with five regional medical institution workplaces to create activities that doctors enjoy, providing gifts, customized videos, commendations, and other rewards to convey the Company's warm care.



^ "TODO BUG Hunting Campaign" - Programmers' Day Themed Event

In October 2025, the Company launched the "TODO BUG Hunt Plan" Programmer's Day celebration. We designed an interactive format of collecting stamps to redeem gifts and "fixing bugs while playing," attracting over 1,000 "Orange" programmers to transform into "Code Heroes" and "BUG Terminators" to participate in the challenges and redeem exclusive 1,024 Festival benefits.



^ 2025 "Employee Family Day" Event

The Company always values the culture of "family" and has held the "Employee Family Day" event for three consecutive years. The Company invited over 100 families to gather for a Fairy Tale Carnival Global Adventure. Through exciting game checkpoints, parent-child interaction was enhanced, collectively creating memories for the "Medical Family."



Occupational Health and Safety

The Company has formulated internal management systems such as the *Employee Safety Management System*, the *Emergency Response Plan for Minimized Workplace Offices* and the *Emergency Response Plan for Closed Workplaces* in accordance with laws and regulations such as the *Law of the People's Republic of China on the Prevention and Treatment of Occupational Diseases* and the *Law of the People's Republic of China on Fire Prevention and Control*, focusing on potential health and safety risks in the workplace. In 2025, the Company established and strengthened its internal safety management mechanisms. Aligned with the three-year corporate safety management strategy and actual operational needs, the Company developed external fire safety collaboration activities and an annual safety awareness promotion plan. These initiatives aim to enhance both workplace security and employee safety awareness.

The Company has implemented a comprehensive occupational health and safety management system, actively advances accountability in occupational health management, and requires leaders at all levels to sign safety responsibility agreements. Furthermore, the Company consistently carries out regular nationwide workplace safety risk assessments, addresses and enhances any identified issues, and strives to minimize health and safety risks in order to provide employees with a safe, healthy, and comfortable work environment. During the reporting period, the Company conducted a total of 7 safety risk inspections, with zero workplace safety incidents recorded throughout the year.

The Company places a high priority on the physical and mental well-being of our employees. By providing all employees with a healthy workplace program and organizing annual health checkups, it stays informed of employees' health status and offers assistance and support to those in need. During the reporting period, employee participation in health examinations achieved 100% coverage.

In addition, the Company actively promotes occupational health and safety training and awareness initiatives. These efforts are designed to elevate employees' health and safety consciousness, strengthen their capacity for self-protection, and foster a collaborative approach to building a healthier and safer workplace environment.

^ Nationwide Workplace Fire Safety Training

In 2025, the Company organized a nationwide workplace fire safety training program covering more than 30 locations and involving over 150 participants. Instructors from the Shanghai Fire and Rescue Department were invited to deliver on-site training, which focused on fire hazards, evacuation skills, fire suppression methods, and detailed guidance on self-rescue and emergency evacuation techniques in the event of a fire. The training aimed to enhance employees' ability to respond to health and safety risks in both workplace and daily life scenarios.



During the reporting period, the Company recorded zero work-related fatalities or occupational disease incidents. The total number of days lost due to work-related injuries was 98 days. The Company remains committed to continuously improving safety management measures, with the aim of further reducing workplace risks and safeguarding the safety and health of all employees.

Key Performance Form

Environmental Key Performance Form

Indicator Category	Key Performance Indicators	Units	2025	2024	2023
Greenhouse Gas Emissions ⁸	Total Scope 2 GHG Emissions ⁹	tCO ₂ e	1,162.46	6,080.51	7,499.02
	Scope 2 GHG Emission Density	tCO ₂ e/person	0.72	3.67	3.48
	Scope 3 GHG Emissions C1: Purchased Goods and Services	tCO ₂ e	4,361.36	/	/
	Scope 3 GHG EmissionsC6: Business Travel	tCO ₂ e	2,046.91	/	/
	Total Scope 3 GHG Emissions ¹⁰	tCO ₂ e	6,408.27	/	/
Waste Management ¹¹	Total Hazardous Waste	ton	0.01	0.02	0.02
	Hazardous Waste Density	ton/person	0.0000073	0.000012	0.0000088
	Total non-hazardous waste	Ton	59.65	53.13	160.95
	Hazardous Waste Density	ton/person	0.04	0.03	0.08

⁸ The energy, resource consumption and greenhouse gas emission and waste discharge intensity in 2025 is calculated as: total amount of consumption or emissions/((number of employees at the beginning of 2025 + number of employees at the end of 2025)/2).

⁹ In 2025, the Company was not involved in any Scope 1 GHG emissions during business development. The Company's greenhouse gas emissions were the Scope 2 GHG emissions arising from the use of purchased electricity. The calculation of Scope 2 GHG emissions refers to the average emission factor of the national power grid (0.5306 kgCO₂/kWh) in the *Announcement on the Release of 2023 Electricity Carbon Dioxide Emission Factors* by the Ministry of Ecology and Environment. During this year, it was confirmed that the Company's data center is operated under an operating lease. According to the accounting guidelines for leased assets in the *Greenhouse Gas Protocol*, and in combination with the organizational boundary delineation method adopted during this reporting period, the electricity consumption for data center operation was adjusted and included in the C1 Purchased Goods and Services of Scope 3 GHG emissions starting from 2025. To maintain comparability of historical data, previous annual emission data has not been restated. This adjustment will not affect the Company's total greenhouse gas emissions.

¹⁰ In 2025, the Company conducted calculations of partial categories of Scope 3 GHG emissions, including C1 Purchased Goods and Services and C6 Business Travel. Among these, C1 Purchased Goods and Services accounts only for greenhouse gas emissions generated from electricity consumption for data center operations and from office paper usage. Activity data was sourced from the Company's financial system and supplemented by estimates from relevant departments. Emission factors were derived from authoritative sources including the *China Greenhouse Gas Emission Coefficient Library for Product Life Cycle (2022)* issued by the Environmental Planning Institute of the Ministry of Ecology and Environment.

¹¹ Hazardous wastes included the amount of waste electronics, waste ink cartridges/toner cartridges, waste lamps and bulbs and waste batteries produced. Non-hazardous wastes were office wastes generated in the office area.

Indicator Category	Key Performance Indicators	Units	2025	2024	2023
Use of Resources	Total energy consumption ¹²	GJ	7,887.03	40,793.59	47,337.35
	Energy consumption density	GJ/person	4.88	24.60	21.97
	Total water consumption	m ³	7,710.07	6,056.96	13,723.37
	Water consumption density	m ³ /person	4.77	3.65	6.37

Social Key Performance Form

Indicator Category	Key Performance Indicators		Unit	2025	2024	2023
Category	Total workforce		Person	1,668	1,563	1,753
	Workforce by employment type	Full-time	Person	1,668	1,563	1,753
		Part-time	Person	0	0	0
	Workforce by gender	Male	Person	656	619	675
		Female	Person	1,012	944	1,078
	Workforce by position type	Senior	Person	46	41	59
		Middle	Person	301	317	390
		Junior	Person	1,321	1,205	1,304
	Workforce by age group	30 and under	Person	311	318	426
		30-50	Person	1,311	1,219	1,294
		50 and above	Person	46	26	33
	Workforce by geographical region	Chinese mainland	Person	1,664	1,559	1,749
		Overseas, HK, Macau and Taiwan	Person	4	4	4
	Total employee turnover rate		%	13.13	12.16	50.17

¹² The Company's total energy consumption encompasses workplace electricity use. The total energy consumption in 2025 arises from indirect energy consumption due to the use of purchased electricity, with the energy consumption coefficient referencing the national standard *GB2589-2008T General Rules for Calculation of Comprehensive Energy Consumption*.

Indicator Category	Key Performance Indicators		Unit	2025	2024	2023
Labor Management	Employee turnover rate by gender	Male	%	15.09	11.95	65.88
		Female	%	11.86	12.29	38.93
	Employee turnover rate by age group	30 and under	%	17.36	16.98	54.00
		30-50	%	12.20	11.08	48.38
		50 and above	%	10.87	50.00	52.00
	Employee turnover rate by geographical region	Chinese mainland	%	13.10	12.19	50.17
		Overseas, HK, Macau and Taiwan	%	25.00	0.00	44.44
	Employment contract signing rate		%	100	100	100
	Social insurance coverage rate		%	100	100	100
	Participating rate of labor unions for employees in Mainland China		%	100	100	100
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	98	303	270
	Coverage rate for health checkup services		%	100	100	100
Development and Training	Percentage of employees trained by gender	Male	%	39.33	39.60	/
		Female	%	60.67	60.40	/
	Average training hours completed per employee by gender	Male	Hours	176	174	174
		Female	Hours	174	177	177
	Percentage of employees trained by employee category	Senior	%	2.76	2.62	/
		Middle	%	18.05	20.28	/
		Junior	%	79.20	77.10	/

Indicator Category	Key Performance Indicators		Unit	2025	2024	2023
Development and Training	Average training hours per employee by employee category	Senior	Hours	142	140	140
		Middle	Hours	182	185	185
		Junior	Hours	176	175	175
Supply Chain Management	Total number of suppliers		Numbers	5,053	3,919	3,142
	Number of suppliers in Chinese mainland		Numbers	5,047	3,911	3,138
	Number of overseas suppliers and suppliers from HK, Macau and Taiwan		Numbers	6	8	4
	Suppliers with a supplier access determination score or performance evaluation		Numbers	5,053	3,919	3,142
	Number of suppliers assessed as having significant negative ESG impact		Numbers	0	0	0
	Number of suppliers whose cooperation was terminated after ESG assessment		Numbers	0	0	0
	Supplier anti-commercial bribery clause requirement coverage		%	100	100	100
	Coverage rate for ESG-related training among suppliers		%	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 product and service-related complaints		Numbers	8,181	6,684	13,169
	Complaint resolution rate		%	100	100	100
	Complaint resolution satisfaction		%	99.7	97.6	96.1
Customer Relationship Maintenance	Training coverage rate for responsible marketing among all employees		%	100	100	100
	Training coverage rate for responsible marketing among sales employees		%	100	100	100
	Average training time for responsible marketing among sales employees		Hours	15	35	39
	Telephone service satisfaction		%	99.2	98.1	97.9
	Number of customer service trainings		Times	72	52	68
	Telephone service satisfaction		Person/time	576	520	551

Indicator Category	Key Performance Indicators	Unit	2025	2024	2023
Intellectual Property Protection	Number of domestic patent applications	Piece	164	117	368
	Number of PCT patent applications	Piece	0	0	0
	Number of patent authorizations	Piece	96	202	208
	Number of trademarks approved	Piece	64	36	47
	Number of copyright registrations	Piece	4	1	0
	Intellectual property training /campaign	Times	6	7	21
Data Security and Privacy Protection	Total number of information security trainings	Times	38	33	37
	Number of post safety trainings	Times	5	2	10
	Pass rate of information security awareness examination	%	100	100	100
	Information/privacy security management certification ratio for the Company's businesses	%	100	100	100
	Audit frequency for information security policies and systems	Times/year	2	2	3
Public Charity	Total time of public charity activities/voluntary service activities	Hours	900	800	1,800
Business Ethics	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	RMB	0	0	0
	Number of anti-corruption training/integrity culture promotion	Times	42	29	197
	Number of internal anti-corruption/investigation activities	Times	16	13	16
	Employee coverage of business ethics standard training	%	100	100	100
	Audit frequency for business ethics standard	Year/time	1	/	/
Risk Management	Interpretation of laws and regulations	Times	34	17	17
	Risk management training/promotion	Times	117	205	197
	Employee coverage of risk management training	%	100	100	100
Investor Relationship	Number of communications with investors	Times	404	304	358
	Number of investor performance briefings	Times	2	2	2

HKEX Environmental, Social and Governance Reporting Code Content Index

Part C: "Comply or explain" Provisions

Environmental, Social, and Governance (ESG) Categories, General Disclosures, and Key Performance Indicators (KPIs)			Corresponding chapter or explanation
Environment			
A1: Emissions	General Disclosure	information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste	2.3.1 Climate Change Response 2.3.2 Emissions Management
	KPI A1.1	The types of emissions and respective emissions data.	2.3.2 Emissions Management
	KPI A1.2	[Deleted as of January 1, 2025]	
	KPI A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	2.3.2 Emissions Management
	KPI A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	2.3.2 Emissions Management
	KPI A1.5	Description of emission target(s) set, and steps taken to achieve them	2.3.2 Emissions Management
	KPI A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them	2.3.2 Emissions Management
	General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials	2.3.3 Resource Management
	KPI 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).	2.3.3 Resource Management
	KPI A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	2.3.3 Resource Management
A2: Use of Resources	KPI A2.3	A2: Use of Resources	2.3.3 Resource Management

Environmental, Social, and Governance (ESG) Categories, General Disclosures, and Key Performance Indicators (KPIs)			Corresponding chapter or explanation
A2: Use of Resources	KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and the steps taken to achieve them.	2.3.3 Resource Management
	KPI A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced	2.3.3 Resource Management
A3: Environment and Natural Resources	General Disclosure	Policies on minimising the issuer’s significant impact on the environment and natural resources	2.3.1 Climate Change Response
	KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and actions taken to manage them	2.3.1 Climate Change Response
A4: Climate Change	Disclosed 4.1 Addressing Climate	[Deleted as of January 1, 2025]	
	KPI 4.1	[Deleted as of January 1, 2025]	
Social			
B1: Employment		Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare	5.3.1 Talent Attraction 5.3.3 Compensation and Benefits
	KPI B1.1	Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.	Social Key Performance Form
	KPI B1.2	Employee turnover rate by gender, age group and geographical region.	Social Key Performance Form
		Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards	5.3.5 Occupational Health and Safety
B2: Health and Safety	KPI B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	Social Key Performance Form
	KPI B2.2	Lost days due to work injury.	Social Key Performance Form
	KPI B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	5.3.5 Occupational Health and Safety

Environmental, Social, and Governance (ESG) Categories, General Disclosures, and Key Performance Indicators (KPIs)			Corresponding chapter or explanation
B3: Development and Training	General Disclosure	Policies on improving employees’ knowledge and skills for discharging duties at work. Description of training activities	5.3.2 Talent Development
	KPI B3.1	category (e.g. senior management, middle management).	Social Key Performance Form
	KPI B3.2	The average training hours completed per employee by gender and employee category.	Social Key Performance Form
B4: Labor Standards		Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour	5.3.1 Talent Attraction
	KPI B4.1	Description of measures to review employment practices to avoid child and forced labor.	5.3.1 Talent Attraction
	KPI B4.2	Description of steps taken to eliminate such practices when discovered.	5.3.1 Talent Attraction
B5: Supply Chain Management	General Disclosure	Policies on managing environmental and social risks of the supply chain	5.2.1 Supply Chain Management
	KPI B5.1	Number of suppliers by geographical region.	Social Key Performance Form
	KPI B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	5.2.1 Supply Chain Management Social Key Performance Form
	KPI B5.3	Description of the practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	5.2.2 Supply Chain Sustainability Risk Management
	KPI B5.4	Description of the practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	5.2.2 Supply Chain Sustainability Risk Management
B6: Product Responsibility		Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	2.2.1 High-Quality Healthcare Services 2.2.2 Pharmaceutical Quality Management
	KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	2.2.2 Pharmaceutical Quality Management

Environmental, Social, and Governance (ESG) Categories, General Disclosures, and Key Performance Indicators (KPIs)			Corresponding chapter or explanation
B6: Product Responsibility	KPI B6.2	Number of products and service related complaints received and how they are dealt with.	2.2.1 High-Quality Healthcare Services 3.2.1 Customer Service System Social Key Performance Form
	KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	3.1.2 Intellectual Property Protection
	KPI B6.4	Description of quality assurance process and recall procedures.	2.2.2 Pharmaceutical Quality Management
	KPI B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	4.3 Strengthening Privacy Protection Initiatives
	General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	2.1.1 Corporate Governance and Compliance Operations 2.1.3 Business Ethics
B7: Anti-corruption	KPI 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.	2.1.3 Business Ethics
	KPI B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored	2.1.3 Business Ethics
	KPI B7.3	Description of anti-corruption training provided to directors and staff.	2.1.3 Business Ethics
B8: Community Investment	General Disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities takes into consideration communities' interests.	5.1 Advance Inclusive Progress Together
	KPI B8.1	Focus areas of contribution (e.g. education, environmental concerns, labor needs, health, culture, sport).	5.1.1 Medical Inclusion Initiative 5.1.2 Philanthropic Practices
	KPI B8.2	Resources contributed (e.g. money or time) to the focus area.	5.1.2 Philanthropic Practices

Part D: Climate-related Disclosures

Climate-related Disclosures		Index
Governance	19(a) The governance body(s) or individual(s) responsible for oversight of climate related risks and opportunities.	2.3.1 Climate Change Response
	19(b) Management's role in the governance processes, controls and procedures used to monitor and oversee climate-related risks and opportunities.	2.3.1 Climate Change Response
Strategy	20 Climate-related risks and opportunities that could reasonably be expected to affect the issuer's cash flows, its access to finance or cost of capital over the short, medium or long term.	2.3.1 Climate Change Response
	21 The current and anticipated effects of climate-related risks and opportunities on the issuer's business model and value chain.	2.3.1 Climate Change Response
	22 The effects of climate-related risks and opportunities on the issuer's strategy and decision-making	2.3.1 Climate Change Response
	23 The progress of plans disclosed in previous reporting periods in accordance with paragraph 22(a).	2.3.1 Climate Change Response
	24 Qualitative and quantitative disclosures about the current financial effects of climate-related risks and opportunities.	Analytical capabilities are currently under systematic development and will be disclosed at an appropriate time in the future.
	25 Qualitative and quantitative disclosures about the anticipated financial effects of climate-related risks and opportunities.	Analytical capabilities are currently under systematic development and will be disclosed at an appropriate time in the future.
Risk Management	26 The resilience of the issuer's strategy and business model to climate-related changes, developments or uncertainties, and how and when climate-related scenario analysis is used to assess its climate resilience.	2.3.1 Climate Change Response
	27(a)(b) The processes and related policies the issuer uses to identify, assess, prioritise and monitor climate-related risks and opportunities.	2.3.1 Climate Change Response
	27(c) The extent to which, and how, the processes for identifying, assessing, prioritising and monitoring climate-related risks and opportunities are integrated into and inform the issuer's overall risk management process.	2.3.1 Climate Change Response

Climate-related Disclosures		Index
Metrics and Targets	28 The issuer's absolute gross greenhouse gas emissions generated during the reporting period, classified as: Scope 1, Scope 2, and Scope 3	2.3.1 Climate Change Response
	29 The standards, measurement approach and other reasonable and supportable information used to measure greenhouse gas emissions.	2.3.1 Climate Change Response
	30 The amount and percentage of assets or business activities vulnerable to climate-related transition risks.	Analytical capabilities are currently under systematic development and will be disclosed at an appropriate time in the future.
	31 The amount and percentage of assets or business activities vulnerable to climate-related physical risks.	Analytical capabilities are currently under systematic development and will be disclosed at an appropriate time in the future.
	32 The amount and percentage of assets or business activities aligned with climate-related opportunities.	Analytical capabilities are currently under systematic development and will be disclosed at an appropriate time in the future.
	33 The amount of capital expenditure, financing or investment deployed towards climate-related risks and opportunities.	Analytical capabilities are currently under systematic development and will be disclosed at an appropriate time in the future.
	34 Whether and how the issuer is applying carbon pricing in decision-making, and the price of each metric ton of greenhouse gas emissions the issuer uses to assess the costs of its greenhouse gas emissions.	Not Applicable
	35 Whether and how climate-related considerations are factored into remuneration policy.	Analytical capabilities are currently under systematic development and will be disclosed at an appropriate time in the future.
	36 Industry-based metrics that are associated with one or more particular business models, activities or other common features that characterise participation in an industry.	Not Applicable
	37 The qualitative and quantitative climate-related targets the issuer has set to monitor progress towards achieving its strategic goals, and any targets the issuer is required to meet by law or regulation.	2.3.1 Climate Change Response
	38 The approach to setting and reviewing each target, and how it monitors progress against each target.	2.3.1 Climate Change Response
	39 Information about its performance against each climate-related target and an analysis of trends or changes in the issuer's performance.	2.3.1 Climate Change Response
	40 For each greenhouse gas emissions target disclosed, the type of target, the scope of the target, the approach used to set the target, and the use of carbon credits.	2.3.1 Climate Change Response
	41 Applicability of cross-industry metrics and industry-based metrics	2.3.1 Climate Change Response

