

GLOSSARY OF TECHNICAL TERMS

This glossary of technical terms contains explanations of certain technical terms used in this document. As such, these terms and their meanings may not correspond to standard industry meanings or usage of these terms.

“Active Member”	a Member who used Clinic services at least once each year
“AI”	artificial intelligence
“CAGR”	compound annual growth rate, calculated by subtracting one from the result of dividing the ending value by its beginning value raised to the power of one divided by the period length
“Clinic”	a clinic, either a medical aesthetic clinic or TCM clinic, established and operated by a Doctor who has entered into the Service Framework Agreement with our Group. A Clinic operates under our brand and utilise our integrated platform for non-medical operational support, while retaining full legal and professional responsibility for all medical services provided on its premises. Each Clinic is a “medical institution” under the Medical Care Act
“CRM system”	customer relationship management system, which refers to our software systems and related databases used to manage interactions with current and potential Clinic clients.
“CTI system”	computer telephony integration system, which refers to our integrated telephony system that connects telephone calls with our computer systems
“doctor”	an individual who has obtained a physician certificate and maintain a valid practice license to work as a physician under the Physicians Act. Under the Medical Care Act, “physicians” include, among others, physicians and Chinese medicine doctors
“Doctor”	the supervising physician of each Clinic under the Medical Care Act, who has entered into the Service Framework Agreement on behalf of the Clinic with our Group for the establishment and operation of the Clinic. Under the Service Framework Agreement, the Doctor is responsible for providing all medical services at the Clinic, while our Group provides comprehensive non-medical operational and administrative support to the Clinic
“ERP system”	enterprise resource planning system, which refers to our integrated software system designed to manage and coordinate core business processes across our operations
“GFA”	gross floor area
“IT”	information technology

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“LINE OA”	the LINE Official Account operated by us on behalf of our Clinics on the LINE messaging platform. It serves as a key digital channel for Member communication, service notifications, marketing promotions, and customer service interactions in Taiwan
“medical device”	has the meaning given to it under the Medical Devices Act (醫療器材管理法) of Taiwan, which includes instruments, apparatus, materials, software, and reagents intended to achieve, by non-pharmacological means, purposes such as (1) diagnosis, treatment, or prevention of human diseases; (2) modification of body structure or function; or (3) control of conception
“medical service”	shall be interpreted in accordance with the Medical Care Act
“Member”	a client of a Clinic who has enrolled in our loyalty programme. Members provide basic contact information and consent to receive marketing communications, enabling us to foster long-term relationships, provide personalised services, and analyse consumption patterns to enhance engagement and retention
“nurse”	an individual who may work as a nursing personnel under the Nursing Personnel Act (護理人員法). Under the Nursing Personnel Act, “nursing personnel” includes professional registered nurses and registered nurses
“Service Framework Agreement”	the master contractual agreement entered into between our Group and each Doctor (on behalf of the relevant Clinic). This agreement governs the overall partnership, including the provision of our non-medical platform services, brand licensing, fee structure, and the respective obligations and responsibilities of both parties in the operation of the Clinic
“SOP”	standard operating procedures
“sq.m.”	square metres
“TCM”	traditional Chinese medicine
“treatment”	a medical or non-medical procedure that may be operated on a Member at any of our Clinics