



Jinxin Fertility Group Limited
錦欣生殖醫療集團有限公司*

(Incorporated under the laws of the Cayman Islands with limited liability)

Stock Code: 01951



2019

ENVIRONMENTAL, SOCIAL AND
GOVERNANCE REPORT



* For identification purposes only

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1. About the Report

The Report, prepared according to ESG Reporting Guide contained in Appendix 27 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (the “Stock Exchange” or “HKEx”), is the first environmental, social and governance (ESG) report published by Jinxin Fertility Group Limited* (hereinafter the “Company”), which discloses the actions taken and results achieved by the Company and its subsidiaries in terms of economic, environmental and social sustainability.

SCOPE OF REPORTING

Unless otherwise stated, the Report covers the Company and its subsidiaries incorporated into the annual consolidated financial statements (collectively “the Group”).

Full name	Abbreviation
Jinxin Fertility Group Limited	The Company
Shenzhen Zhongshan Urological Hospital (深圳中山泌尿外科醫院)	Shenzhen Zhongshan Hospital
Chengdu Xinan Gynecological Hospital Co., Ltd. (成都西囡婦科醫院有限公司)	Chengdu Xinan Hospital
HRC Fertility Management, LLC and Huntington Reproductive Center Medical Group	HRC Fertility

Time period: January 1, 2019 – December 31, 2019; in order to guarantee information clarity and comparability, some sections disclose the data of 2017 and 2018.

DATA SOURCE

The data in the Report are derived from the original records regarding the actual operations of the Group or financial reports.

RELIABILITY GUARANTEE

The board (the “Board”) of directors (the “Directors”) of the Company guarantees that the Report has no false records, misleading statements or major omissions.

Note: * For identification purposes only

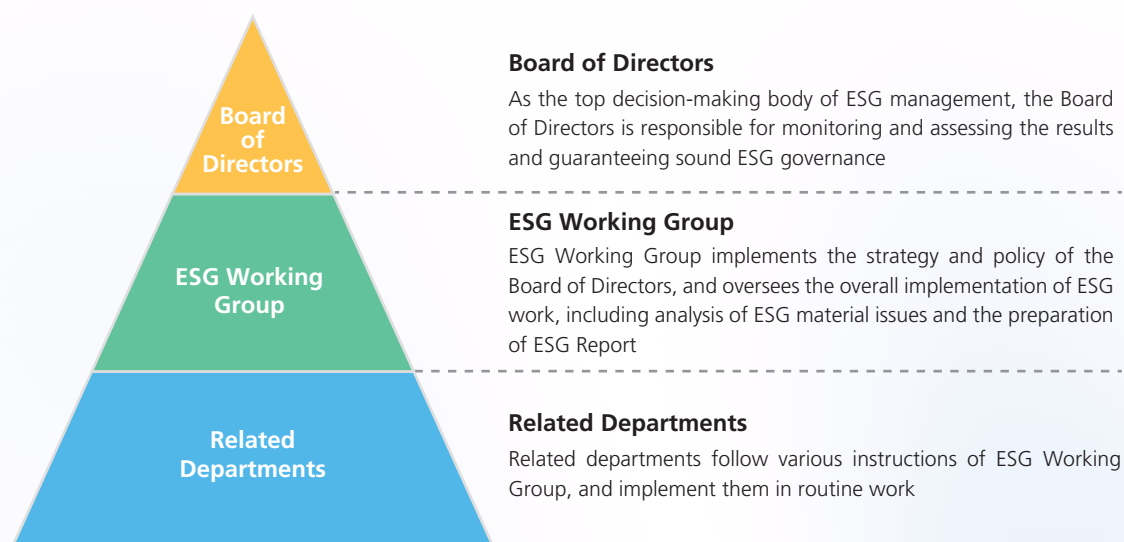


2. ESG Management

The Group firmly believes that social responsibility is the cornerstone of an enterprise's success, and works to incorporate it into our business strategy and operation practices. The Group strives to realize the maximum integrated economic, environmental and social benefits, and always acts as a good corporate citizen.

2.1 ESG GOVERNANCE STRUCTURE

The Group has set up an ESG Working Group, which takes full charge of the ESG work, guarantees the effective implementation of various tasks assigned by the ESG Working Group among related departments, and provides corresponding guidance. The ESG Working Group regularly reports the work progress to the senior management, and the Board of Directors is responsible for monitoring and assessing the results of ESG management efforts, in order to guarantee sound ESG governance.





2. ESG Management

2.2 COMMUNICATIONS WITH STAKEHOLDERS

The Group understands the comments and suggestions of various stakeholders as shareholders, employees, patients, suppliers, governments and regulators, and communities through active communications with them, understands and responds to their requirements by actively establishing the communication platform, and incorporates the concerns of stakeholders into the operation and decision-making process of the Group, in order to improve the Group's business management capabilities and competitiveness for sustainability.

Key stakeholder	Issue	Communication and response
Shareholders	Economic Performance, Business Innovation, Product and Service Quality, Business Compliance, Risk Control	Information disclosure of listed companies, shareholders' meeting, investors' meeting, anti-corruption management
Patients	Responsible Marketing, Customer Information and Privacy Protection, Customer Satisfaction and Communication	Annual customer satisfaction survey, information security system improvement, customer privacy protection measures
Governments and regulators	Business Compliance, Industry Development, Product and Service Quality, Business Innovation	Compliance system establishment and management, R&D innovation, intellectual property protection
Suppliers	Supply Chain Sustainability Management, Business Compliance	Standardizing supplier management system, transparent and fair purchasing
Employees	Employee Rights and Benefits, Employee Health and Safety, Employee Development and Training	Employee communication through trade union and workers' congress, regular training, appraisal and promotion
Community engagement	Emission Management, Energy Utilization, Community Engagement, Anti-corruption	Community engagement programs, intensified environmental management

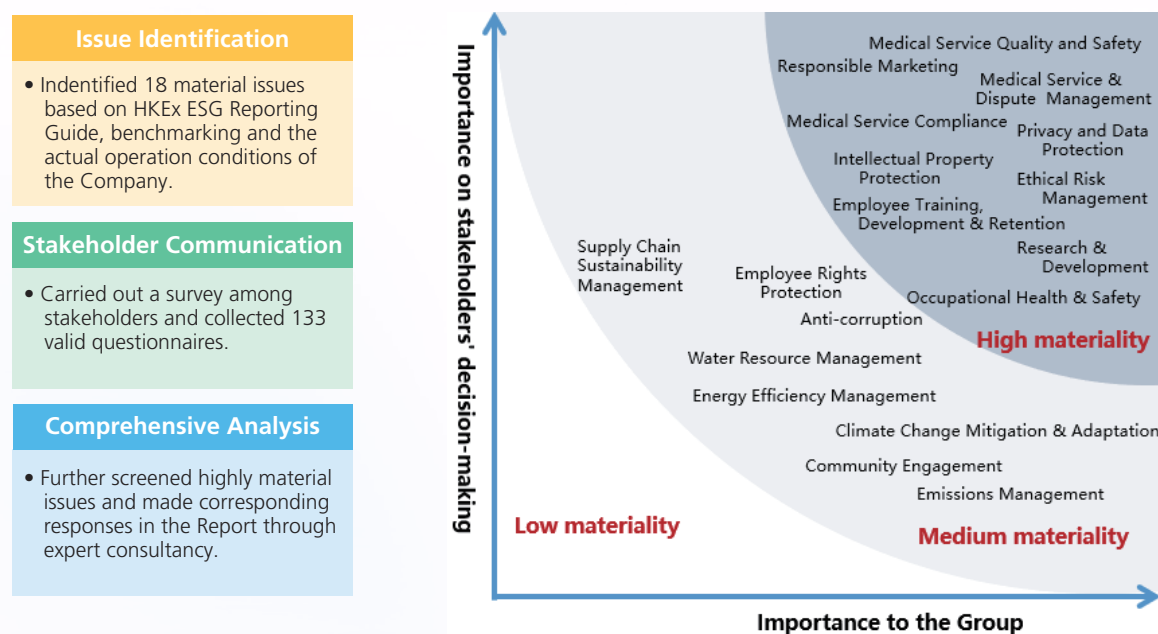


2. ESG Management

Analysis of material issues

The Group conducts materiality analysis consisting of identification, assessment and selection to identify key ESG topics to be included in this Report, with consideration of the nature of its business and the industry, as well as peer benchmarking.

In 2019, the Group conducted stakeholder engagement via surveys, and collected feedback from 133 stakeholders. Combined with expert consultancy and stakeholders' concerns, survey results were used for the prioritization of key material ESG topics.



Materiality Analysis Process and Matrix



3. Adhering to Responsible Operation

The Group adheres to responsible operation, continuously complies with various medical ethics standards and high-level business ethics, strictly prevents the disclosure of customer information, and strives to build a responsible supply chain.

3.1 BUSINESS ETHICS

Anti-corruption management system

Ethics are the cornerstone of integrity and honesty. The Group complies with the applicable laws and regulations including Company Law of the People's Republic of China and Foreign Corrupt Practices Act of the United States, and continuously improves business ethics and transparency of business operation, in order to acquire the long-term support of stakeholders.

Laws and regulations applicable to anti-corruption

Aspect	Major laws and regulations
Anti-corruption	China: Company Law of the People's Republic of China, Anti-Money Laundering Law of the People's Republic of China The United States: Foreign Corrupt Practices Act

The Group has incorporated the anti-corruption terms into the Employee Handbook, covering business transactions, gifts, entertainments, and conflict of interest. In order to prevent the internal and external personnel of the Group and affiliates from seeking personal illegitimate benefits and impairing the legitimate economic benefits of the Group through fraud and other misconducts, the Group has developed the management policies on anti-fraud and anti-commercial bribery, which specify the prevention, whistle-blowing, investigation, training, etc. of fraud and commercial bribery.

With the authorization of the Board, the Group has set up an anti-money laundering working group as the top decision-making body of the anti-money laundering risk control. The anti-money laundering working group has developed and continuously improved the anti-money laundering management systems and measures, holds regular meetings for annual planning and summary of the anti-money laundering routine work, and organizes the anti-money laundering trainings for employees to improve their anti-money laundering awareness and skills.

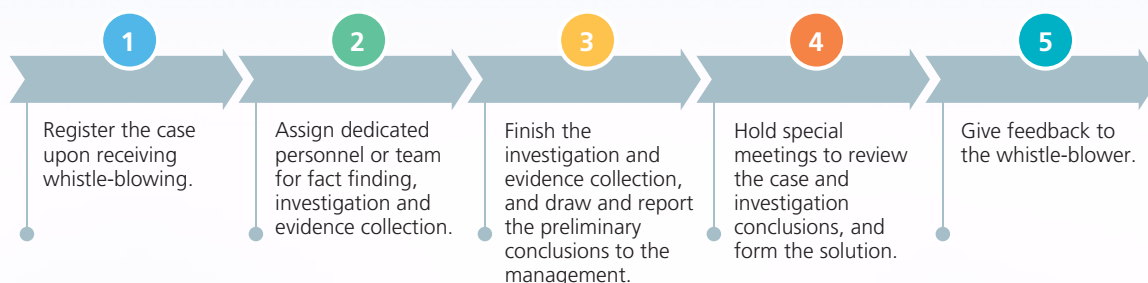
There were no verified corruption incidents and legal actions involving the Group or its employees in 2019.



3. Adhering to Responsible Operation

Complaint and whistle-blowing management

In order to standardize the complaint and whistle-blowing management, employees of the Group are encouraged to report any illegal or non-compliant activities to heads of relevant departments via anonymous email, telephone, letter, interview, etc. Moreover, the Group keeps strictly confidential the personal information of the whistle-blower and matters reported, unless otherwise agreed by the whistle-blower.



Anti-corruption supervision and whistle-blowing handling process

3.2 ETHICAL RISK MANAGEMENT

As an emerging technology that helps the population with infertility problems, assisted reproductive technology (ART) has scored rapid progress over the past several decades, formed increasingly enhanced intervention capacity for fertility, and encountered some new ethical issues and challenges during its clinical application.

Specifically, the Group's business may face the ethical issues as gamete abandonment and embryo management. In China, the Group has set up the Medical Ethics Committee and the Reproductive Medical Ethics Committee, which regularly supervise the handling of gamete and embryo abandoned, maintain relevant records, carry out the review of code of ethics for ART and medical research programs, and offer ethical education and trainings for relevant personnel.

In 2019, Shenzhen Zhongshan Hospital organized the trainings for the members of its internal ethics committee on the new regulations as Code of Ethical Review for Human Life Science and Medical Research of Shenzhen Municipality (for Trial Implementation) and Provisions on Strengthening the Management of Assisted Reproductive Technology Service Providers and Personnel. In addition, Chengdu Xinan Hospital assigned several employees to participate in external medical ethics training events as academic annual conference of Chinese Society of Medical Ethics, and invited the experts from Law of Drug and Ethic Research Center of China University of Political Science and Law to provide medical ethics training for its employees.



3. Adhering to Responsible Operation

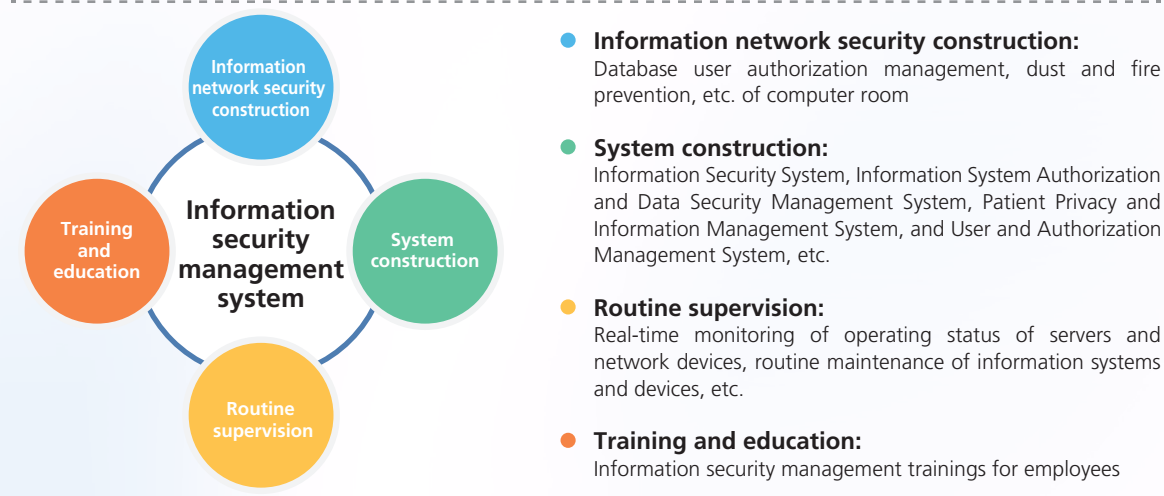
3.3 CUSTOMER INFORMATION AND PRIVACY PROTECTION

The Group strictly complies with applicable laws and regulations such as the Cybersecurity Law of the People's Republic of China and Health Insurance Portability and Accountability Act of 1996 (HIPPA) of the United States, established sound information security management system, and received no complaints arising from disclosure of customer privacy in 2019.

Laws and regulations applicable to customer information and privacy protection

Aspect	Major laws and regulations
Customer information and privacy protection	China: Cybersecurity Law of the People's Republic of China, Measures for the Administration of Internet Hospitals (for Trial Implementation) and Specifications for the Administration of Remote Medical Services (for Trial Implementation), etc. The United States: Health Insurance Portability and Accountability Act of 1996, Confidentiality of Medical Information Act, etc.

Information security management system



In terms of patient information protection, the Group has management systems in place on patient privacy and information, covering the protection of patient privacy during clinical inquiry, physical examination, diagnosis, treatment and transfer. Moreover, we require anyone who may have access to patient information (including employees, external maintenance and software companies) to sign the confidentiality agreements and strictly perform their obligations for the confidentiality of patient information.



3. Adhering to Responsible Operation

Patient privacy protection measures



Patient visit

- Strengthen the renovation and renewal of medical environment and facilities, guarantee reception of one patient each time, cover the full name of patients on the queue screen in the waiting area, in order to provide maximum protection of patient privacy.
- Personnel of the lab and endoscopy center, etc. are required to safeguard patient reports.



Specimen transfer

- The specimens are sealed and transferred to the test department by dedicated personnel without any disclosure of various patient information.



Medical personnel ethics

- The medical personnel are required not to discuss about the conditions of patients, and participation into diagnosis and treatment by any intern or apprentice physician is subject to the consent of the patient.



Information system control

- The conditions and other relevant data of patients in the information system are subject to strict management by setting up proper access control at the database level.

Data Security and Privacy Initiatives at HRC Fertility

Data security and privacy are big concerns for the customers at HRC Fertility. To address such concerns, HRC Fertility each year requires all employees to complete an HIPPA training, which covers the topics of privacy, security, and risk analysis, etc. In addition, HRC Fertility organizes an online anti-phishing training, which teaches employees about phishing and social engineering threats via scenario-based simulation tests, thus reducing its risk from phishing and other cyber-attacks.

3.4 RESPONSIBLE PURCHASING

The selection of suppliers will affect the service quality and business sustainability of the Group.

The suppliers of the Group are entities, other organizations or individuals recognized by the hospitals to have the capabilities to provide materials, engineering and professional services for the hospitals. The Group divides its suppliers into three main categories: engineering, materials suppliers and professional services.

In China, the Group has developed the Supplier Management System, covering the information, supervision and performance assessment of suppliers. Suppliers are subject to qualification review for admittance. During the routine management, we also carry out irregular assessment of the quality of products or services supplied by existing suppliers, and will terminate the business cooperation with those failing such assessment.

In order to guarantee the quality of drug purchased and drug safety of patients, the Group has developed the Drug Purchasing System, etc., which specify the qualification review and annual assessment of drug suppliers and relevant reward and punishment.



3. Adhering to Responsible Operation

Additionally, in China, the Group is committed to green purchasing, and incorporates green procurement indicators such as energy efficiency, low radiation and durability into the purchasing of daily office supplies such as refrigerators, computers, photocopiers, etc.

In the United States, physicians of HRC Fertility procure pharmaceuticals and medical consumables at their own discretion. HRC Fertility has a Drug Supply Program in place to manage the purchase of Patient Direct Drugs by its physicians. In addition, HRC Fertility's Medication Program started in 2017 is designed to provide discounted options to patients who order their medication directly through HRC Fertility versus buying directly from an outside pharmacy.

KPIs related to supply chain management

Index		Unit	2018	2019
Total suppliers		Number of suppliers	980	1,004
By region	Mainland China	Number of suppliers	292	372
	The United States	Number of suppliers	688	632
Suppliers subject to performance evaluation of environment, labor and ethics according to the Supplier Evaluation System of the Company ¹		Number of suppliers	187	230
Suppliers passing the performance evaluation of environment, labor and ethics ¹		Number of suppliers	84	124

Note:

1. Data covers Chengdu Xinan Hospital and Shenzhen Zhongshan Hospital.



4. Providing High-quality Medical Services

The Group is principally engaged in providing assisted reproduction services (ARS) for patients. In addition, we provide nutrition guidance, traditional Chinese medicine (TCM) treatment, psychological counseling and other related services to support the ARS. With the corporate vision of “building a world-leading ARS platform with comprehensive capacities”, it is devoted to meeting the increasing demands of Chinese patients.

The Group always regards the medical quality and patient safety as the core of its work, continuously improves quality management system and customer service system, fulfills responsible marketing, improves its own medical service capability and promotes the industry development.

4.1 MEDICAL QUALITY MANAGEMENT

Aspect	Major laws and regulations
Medical quality management	<p>China: Law on Practicing Doctors of the People’s Republic of China, Law of the People’s Republic of China on Prevention and Treatment of Infectious Diseases, Law of the People’s Republic of China on Maternal and Infant Health Care, Pharmaceutical Administration Law of the People’s Republic of China, Specifications for Human Assisted Reproductive Technology, Provisions on Strengthening the Management of Assisted Reproductive Technology Service Providers and Personnel, Regulation on the Administration of Medical Institutions, Regulation on the Handling of Medical Accidents, Detailed Rules for the Implementation of the Regulation on the Administration of Medical Institutions, Measures for the Administration of Medical Quality, Measures for Human Assisted Reproductive Technology, Measures for Nosocomial Infection, etc.</p> <p>The United States: California Business and Professions Code, California Medical Waste Management Act, etc.</p>

Medical quality management system

The Group has established sound quality management system according to laws and regulations at home and abroad. Both Chengdu Xinan Hospital and Shenzhen Zhongshan Hospital have set up their own Medical Quality Management Committees at the hospital level, which are steered by the heads of hospitals, and the Medical Quality Management Groups at the department level, forming a relatively comprehensive management structure. Moreover, Shenzhen Zhongshan Hospital has acquired the ISO9001:2015 certificate, and Chengdu Xinan Hospital is carrying out quality management work according to ISO9001:2015 and Joint Commission International® (JCI) standards.



4. Providing High-quality Medical Services

HRC Fertility obtained accreditations about quality management including AAAHC, CLIA and CAP, as shown below.

Accreditations	Purpose	Clinics
CLIA	To certify compliance with the Clinical Laboratory Improvement Amendment (CLIA), which regulates quality control of entire testing process including pre-analytical, analytical, and post-analytical processes.	Encino, Laguna Hills, Oceanside, Pasadena, Newport Beach, Rancho Cucamonga, West Los Angeles, Westlake Village, Fullerton
AAAHC	To certify the commitment to high quality of care and substantial compliance with the Accreditation for Ambulatory Health Care standards (AAAHC).	Encino, Pasadena, Newport Beach
CAP	To certify the clinic has met all applicable standards for accreditation and is hereby accredited by the College of American Pathologists (CAP) Reproductive Laboratory Accreditation Program.	Encino, Pasadena, Newport Beach

In China, Chengdu Xinan Hospital and Shenzhen Zhongshan Hospital have developed a series of management systems regarding the quality and safety aspects, including Risk Management System, Medical Safety Management System, and Clinical Medical Reporting System, and all the departments strictly implement such systems. Meanwhile, the Group has established the medical quality supervision and performance evaluation mechanism and medical quality evaluation rules, carry out monthly self-inspection and hospital-level supervision, and continuously improve medical service quality through quality supervision and regular feedback. As for the potential adverse events, Chengdu Xinan Hospital and Shenzhen Zhongshan Hospital have developed Adverse Event Reporting and Root Cause Investigation System, and Medical Safety Adverse Event Reporting System, respectively, which specify the reporting time limits and procedures of various adverse events, and carries out targeted analysis, follow-up and rectification of adverse events to mitigate the probability of similar events.

At Jinxin Fertility Group Limited, it is believed that the professionalism of medical personnel is crucial to guarantee medical quality. In this regard, the Group provides annual trainings on core medical systems, medical health and safety, etc. for all our medical personnel, covering aspects such as core medical systems, lawful practice, medical record writing and cardiopulmonary resuscitation (CPR).

The medical facilities in the Group's network in the United States established a quality management committee, composed of medical directors, the director of nursing, nurse manager, office manager, anesthesiologist and other members, to monitor the quality of all patient and ancillary services. The committee's objective is to improve and monitor patient care and to prevent risks that may lead to patient injuries. The committee is also responsible for identifying any issues and determining if issues have been resolved or reduced to an acceptable level. If not, the committee will re-evaluate the issue to propose an appropriate resolution. The committee meets quarterly and will prepare minutes and reports of these meetings to be presented to the partners. The quality management committee prioritizes on issues that have the highest negative impact on patient care if not resolved.



4. Providing High-quality Medical Services

In 2019, the Group received no penalties due to violation of laws and regulations applicable to health and safety aspects of medical services.

Training on provisions on assisted reproduction

In September 2019, the General Office of National Health Commission of the PRC issued the Provisions on Strengthening the Management of Assisted Reproductive Technology Service Providers and Personnel. Upon the issuance of the Provisions, Chengdu Xinan Hospital and Shenzhen Zhongshan Hospital organized targeted interpretation and training, in order to communicate the applicable laws and regulations and industry codes to all our medical personnel. Moreover, Chengdu Xinan Hospital organized training examination, and took measures as make-up examination and score-based performance to improve training effectiveness.

Life support emergency training and drill

In order to improve the emergency skills and awareness of the medical personnel in hospitals, Chengdu Xinan Hospital invited Chengdu Emergency Command Center and Chengdu Emergency Medical Rescue Center to offer a 3-day The American Heart Association's Basic Life Support and Advanced Cardiovascular Life Support training for approximately 40 employees.

After the training, Chengdu Xinan Hospital organized an internal patient emergency rescue drill to spread emergency knowledge to more employees and improve their emergency skills and awareness, ensuring patient safety in the event of emergency.

Drug safety

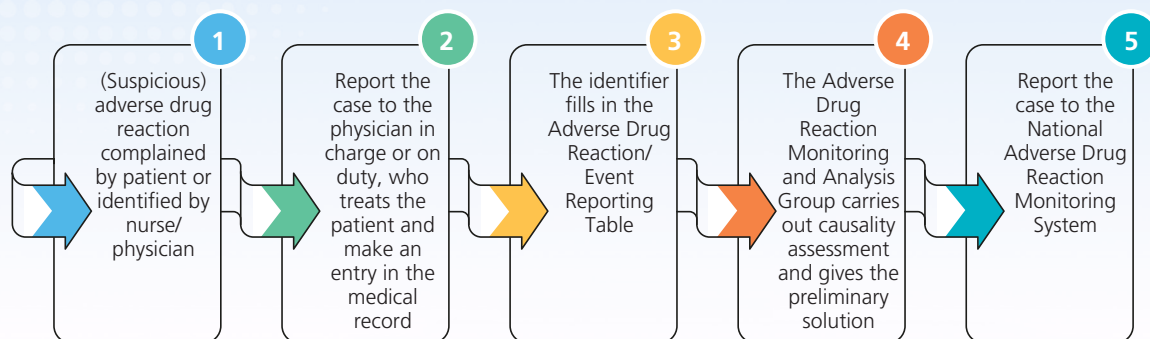
In China, the Group has developed a series of systems as Rational Drug Management System, Drug Purchasing System, Drug Storage and Maintenance Management System, Drug Label Management System, Prescription and Drug Advice Review System, Adverse Drug Reaction Reporting and Monitoring System, and Drug Recall System, in order to enhance the supervision and management of steps as drug purchasing, storage, labeling, use and surveillance and fully guarantee the drug safety of patients.

Before the drug administration, the medical personnel are required to verify the drug name, form, specification, dosage and path as well as patient's identity, and review the suitability of prescription drug.

In addition, the Group has established the clinical drug dynamic monitoring and exception warning management mechanism, in order to carry out drug dynamic monitoring and guarantee rational drug use. We follow the principles of monitoring and reporting suspicious adverse drug reaction, and carry out timely recall of drugs identified with quality and safety risks by competent authority, manufacturer or the Group according to the procedures in the Drug Recall System, in order to guarantee the drug safety of the public.



4. Providing High-quality Medical Services



Adverse drug reaction reporting process

In the United States, HRC Fertility conducts regular inspections on drug quality management. If serious adverse drug reactions or incidents incurred due to drug quality defects, HRC Fertility will urge to stop using, recall and seize the problematic drug. HRC Fertility will also conduct researches on its side effects and analyze the reasons for such side-effects or incidents and the substantive quality problem.

Training on the rational use of antibacterial drug

In 2019, Chengdu Xinan Hospital invited experts to offer trainings on rational use of antibacterial drugs for its clinicians, medical quality management department, nosocomial infection management department, pharmacy department as well as head nurses, in order to improve their knowledge on rational clinical application of antibacterial drugs and the standardized management of the hospital. After the training, Chengdu Xinan Hospital developed an education program on rational use of antibacterial drugs for various departments, in order to further deepen the understanding of the medical personnel of gynecology department and urology department as well as the employees of quality management department, nosocomial infection management department, pharmacy department and inpatient departments on the training content, and improve their awareness of rational and safe drug use.



4. Providing High-quality Medical Services

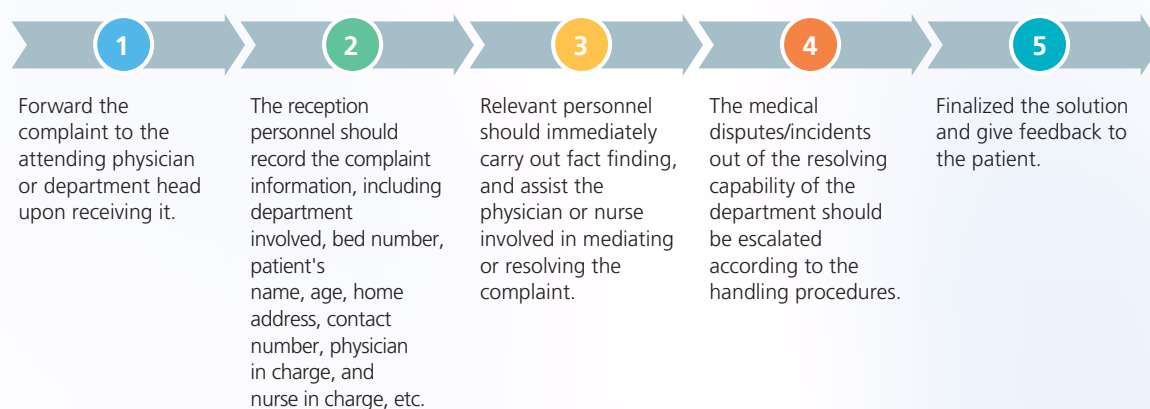
4.2 CUSTOMER SERVICE AND DISPUTE RESOLUTION

Aspect	Main Laws and regulations
Customer Service and Dispute Resolution	China: Measures for Complaint Management of Medical Institutions, Regulation on the Prevention and Handling of Medical Disputes and Regulation on the Handling of Medical Accidents, etc.
	The United States: Health Insurance Portability and Accountability Act of 1996

Customer communication and dispute resolution

The Group is committed to providing high-quality medical services for each patient. The Group has developed a complaint handling system, in order to timely handle various complaints of patients during receiving medical services, establish a sound communication mechanism, and prevent the occurrence of medical disputes. Moreover, the Group provides multiple complaint channels as letter, visit, telephone, WeChat, inspection and complaint box, and ensure that different complaints and disputes are resolved in a timely manner.

As for potential medical disputes, the Group has also developed sound medical dispute management systems, including Medical Complaint and Dispute Handling System, Medical Dispute Handling Accountability System, in order to specify the dispute handling procedures and safeguard the interests of patients.



Complaint and medical dispute resolution process



4. Providing High-quality Medical Services

In 2019, the Group received no penalties due to violation of laws and regulations applicable to medical services.

Patient-first service

With patient experience improvement as one of our priorities, the Group has established a customer service mechanism to identify and analyze the comments and suggestions and give feedback. In China, the Group has established a patient satisfaction survey mechanism, consisting of channels such as weekly internal quality service specialist supervision, patient complaint box, post-visit offline feedback survey and online satisfaction questionnaire survey.

Chengdu Xinan Hospital and Shenzhen Zhongshan Hospital analyze the patient requirements, carry out various patient activities, further meet patient requirements and improve patient satisfaction. To improve its service quality, Chengdu Xinan Hospital has established a patient experience committee, patient survey and data analytics team, patient experience training team, patient experience event and planning team, as well as patient experience team. Moreover, to further improve the convenience of medical services, Chengdu Xinan Hospital has established a full service appointment process, which covers the pre-visit, visit and post-visit, streamlines patient visit procedures and reduces the waiting time.

Smart appointment and inquiry platform of Chengdu Xinan Hospital

Smart appointment platform can predict the visit time after successful appointment, generate the appointment registration records, finish the triage appointment, and significantly reduce the visit duration of patients in the hospital. Moreover, the smart inquiry platform can automatically pop up the list of recent visit records and medical records based on the identification of telephone number of incoming call of patients, assist the customer service representatives to quickly understand the current conditions of the patients and provide standard and professional responses via the embedded knowledge base.

KPIs of customer service and dispute resolution

Index	Unit	2018	2019
Product and service related complaints received	Case	79	68
Complaint resolution rate	%	100	96

4.3 RESPONSIBLE MARKETING

Aspect	Major laws and regulations
Marketing and advertising	<p>China: Advertising Law of the People's Republic of China, Measures for the Administration of Medical Advertisements, etc.</p> <p>The United States: Health Insurance Portability and Accountability Act of 1996 (HIPPA), General Data Protection Regulation (GDPR)</p>

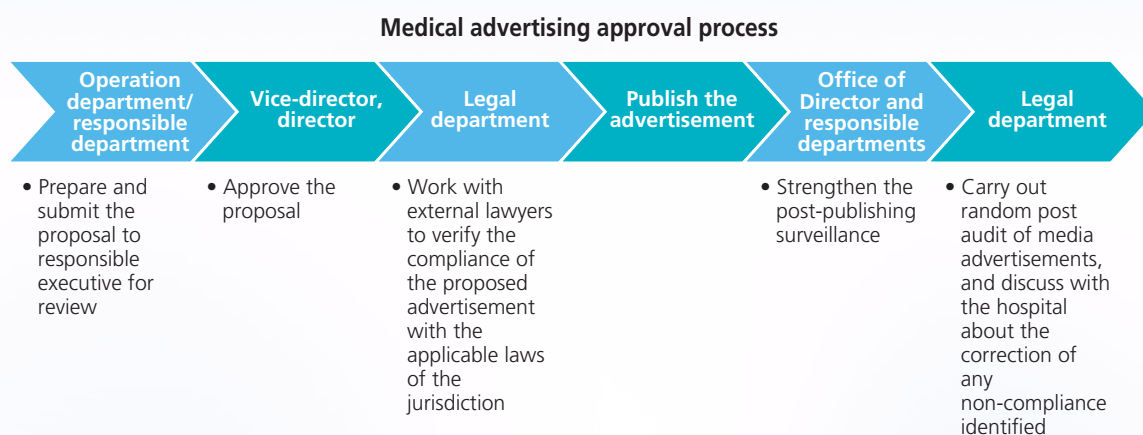
In China, the Group strictly observes the Advertising Law of the People's Republic of China, Measures for the Administration of Medical Advertisements and other laws and regulations, and has developed Advertising Approval System of Sichuan Jinxin Fertility Medical Management Co., Ltd. to regulate the approval of marketing and advertising of all its departments and affiliates.



4. Providing High-quality Medical Services

For advertising requiring the Medical Advertisement Review Certificate, the Group requires relevant departments to fill in Medical Advertisement Review Application and Medical Advertisement Sample and other documents, and submit them to competent authority for review after being approved by director of the hospital. For advertising requiring no Medical Advertisement Review Certificate, the Group also developed corresponding approval process to guarantee the legality, compliance, authenticity and consistency of the medical advertisements placed.

In 2019, the Group had no violations of laws and regulations applicable to medical advertisements.



4.4 R&D INNOVATION AND INDUSTRY EXCHANGE

R&D innovation

The Group is committed to R&D innovation, in order to further improve our leadership in ART market. Moreover, we focus on fundamental researches on genetic and reproductive immunology, and partner with colleges and universities and research institutes at home and abroad to improve our technological level of medical services.

In China, the Group signs the Scientific Research Project Cooperation Agreement with each partner, which specifies the respective rights, obligations and results sharing, and protects the results and intellectual property of us and partners.

The Group continues to enhance the construction of its research platform and accelerate R&D innovation. In 2019, Chengdu Xinan Hospital worked with Sichuan University, Institute of Blood Transfusion of Chinese Academy of Medical Sciences, City University of Hong Kong Chengdu Research Institute National Panda Zoo for Rare Animals Protection Biology and National Forestry and Prairie Key Laboratory, as well as other institutes to carry out multiple research projects.



4. Providing High-quality Medical Services

During 2019, Chengdu Xinan Hospital acquired permission to conduct 6 projects from Science and Technology Department of Sichuan Province, and Health Commission of Sichuan Province; 2 projects from City University of Hong Kong Chengdu Research Institute National Panda Zoo for Rare Animals Protection Biology and National Forestry and Prairie Key Laboratory, and published 9 papers on SCI and Chinese core journals. Shenzhen Zhongshan Hospital accelerated R&D innovation, acquired 2 utility model patents and 2 projects of Department of Science and Technology of Guangdong Province, and published 24 papers on SCI, Chinese core journals and international conferences.

In the United States, physicians at HRC Fertility may work with leading multinational pharmaceutical companies on clinical studies, focusing on the research of new technologies in the in vitro fertilization (IVF) treatment process to facilitate treatment of patients and improve clinical experience. Such cooperation benefits research progress and ultimately improves the success rate and the medical care provided to patients.

In 2019, the Group had no infringements upon intellectual property.

Industry exchange

As a leader in assisted reproduction sector, the Group has sponsored and co-sponsored various exchange activities in the assisted reproduction industry. In 2019, the Group sponsored and organized industry exchange activities including the 11th New Human Assisted Reproductive Technology Progress Seminar of Sichuan Province, the 3rd Assisted Reproduction Nursing Academic Forum of Sichuan Province, and the 3rd China Sexology Association Maternal and Child Health Branch Andrology Summit Forum. In addition, Chengdu Xinan Hospital and Shenzhen Zhongshan Hospital receive regular visits and exchanges of industry experts, and enhance the communications with industry peers through visits and conferences.

The 11th New Human Assisted Reproductive Technology Progress Seminar of Sichuan Province

In July 2019, Chengdu Xinan Hospital organized the 11th New Human Assisted Reproductive Technology Progress Seminar & the 4th Minimally Invasive Reproductive Surgery Technique Clinical Application Progress Seminar of Sichuan Province, which was attended by over 400 experts and scholars in reproductive medicine nationwide and professionals in gynaecology & obstetrics and reproductive medicine from maternal and child health hospitals in cities and autonomous prefectures of Sichuan. The attendees conducted in-depth discussions about the cutting-edge technology and recent developments of assisted reproductive medicine, and in-depth exchanges regarding the minimally invasive reproductive surgery technique clinical application, recurrent spontaneous abortion reproductive immunology clinical therapy, and ovary fertility preservation consultation and implementation, etc.

HRC Fertility Participated into Industry Exchange

In 2019, HRC Fertility physicians and management personnel participated in the annual conference hold by American Society for Reproductive Medicine and Pacific Coast Reproductive Society. During the conference, employees of HRC Fertility facilitated the exchange of knowledge on patient care as well as on new technology in ART, which greatly fostered the integration of current knowledge to ensure quality medical care for patients.



5. Building a Happy Workplace

The Group always adheres to people-oriented concept, actively protects various rights of employees, strives to build a safe and healthy working environment and career development platform for all employees, creates a happy workplace, and promotes the mutual growth of employees and the Group.

5.1 EMPLOYEE RIGHTS PROTECTION

Aspect	Major laws and regulations
Employee rights protection	<p>China: Labor Law of the People's Republic of China, Labor Contract Law of the People's Republic of China, Regulation of Shenzhen Special Economic Zone on Social Endowment Insurance, Social Insurance Law of the People's Republic of China, Labor Dispute Mediation and Arbitration Law of the People's Republic of China, etc.</p> <p>The United States: The Fair Labor Standards Act, The Employee Retirement Income Security Act, The Family Medical and Family Leave Act, The Occupational Safety and Health Act, Americans with Disabilities Act, Employment Discrimination Laws, etc.</p>

The Group considers employees as the key driver for its development, strictly observes the labor regulations and codes of China and the United States, adheres to lawful employment, resolutely resists child labor and forced labor, and earnestly protects various legal rights of employees. Moreover, we recognize and respect the employee diversity, provide equal career platform for employees with different sex, nation and religion, and strive to create a dynamic, inclusive, democratic and pleasant workplace.

The Group has developed sound recruitment, dismissal, salary, promotion, working hours and leave systems to protect the basic rights of employees. In China, we offer diversified benefits for employees, including hospitalization subsidy, holiday presents, birthday presents and birthday party. Moreover, we organize various recreational and sports activities for employees, including annual conference, cosmetics lecture, cuisine contest, basketball game and spoken English challenge, in order to create a warm and colorful atmosphere. In addition, HRC Fertility Management's Group Health Insurance Plan is provided for benefits-eligible employees. HRC Fertility provide "reasonable accommodation" for pregnant or new mother employees, which is medically necessary for them.

In China, the Group carries out employee satisfaction surveys each year, regularly collects the employees' comments and feedback on working environment, communications and management, learning and development, work rewards, personal status and other dimensions, conducts timely summary and analysis of status quo, and continuously builds a more pleasant workplace.



5. Building a Happy Workplace

Employment and basic rights

Aspect	Major regulations
Recruitment and dismissal	<ul style="list-style-type: none">• Employment: Equal employment and prohibited forced labor in accordance with relevant local laws and regulations• Recruitment and dismissal: Establish Recruitment and Employment Management System, Employment and Dismissal Management System, specifying the employment and dismissal management
Salary and promotion	<ul style="list-style-type: none">• Salary: Determine and pay salary according to Salary Management System and local minimum wage requirements, and regularly adjust salary to meet market rate or adjustment to cost of living• Promotion: Annual performance bonus and promotion based on internal development system, combined with performance assessment results and Promotion Management System
Working hours and leave	<ul style="list-style-type: none">• Working hours: 8 hours per day, 40 hours per week• Overtime: Employees in China may apply for alternative rest for overtime; HRC Fertility follows State of California overtime provisions• Leave: Paid annual leave, bereavement leave, and sick leave, etc., according to relevant local laws and regulations
Insurance and benefits	<ul style="list-style-type: none">• Social security: Medical insurance, retirement plan, and unemployment insurance, etc. for all employees according to relevant local laws and regulations• Other benefits: Holiday presents, birthday presents and birthday party; HRC Fertility provides Employee Assistance Program (EAP)



5. Building a Happy Workplace

KPIs of employment

Index	Unit	2018	2019
Total employees	Person	1,282	1,407
Male employees	Person	218	213
Female employees	Person	1,064	1,194
Full-time employees	Person	1,225	1,348
Part-time employees	Person	2	9
Others ¹	Person	55	50
Employees aged below 30	Person	476	510
Employees aged 30 to 50	Person	692	778
Employees aged above 50	Person	114	119
Employees in Mainland China	Person	858	987
Employees in Hong Kong, Macau and Taiwan and overseas	Person	424	420
Employee turnover rate	%	16	14
Male employee turnover rate	%	18	18
Female employee turnover rate	%	16	14
Turnover rate of employees aged below 30	%	16	15
Turnover rate of employees aged 30 to 50	%	16	13
Turnover rate of employees aged above 50	%	19	22
Turnover rate of employees in Mainland China	%	14	12
Turnover rate of employees in Hong Kong, Macau and Taiwan and overseas	%	21	19

Note:

1. Including re-hires after retirement, etc.

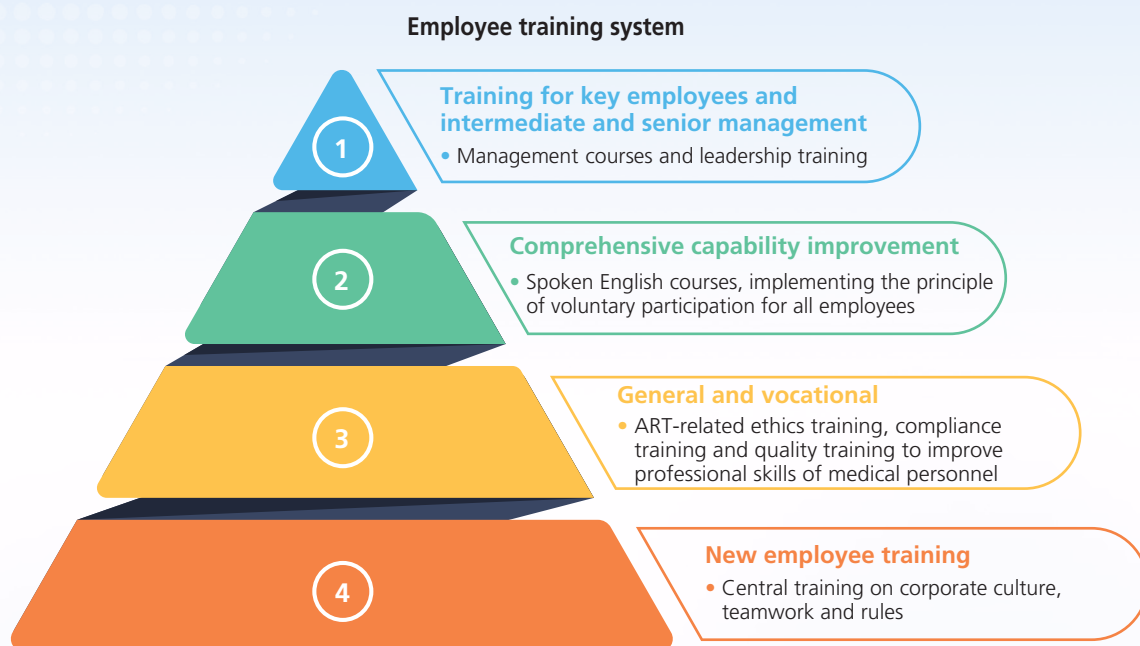
5.2 EMPLOYEE DEVELOPMENT AND RETENTION

The Group offers employees with a platform to realize their career development and personal value, develops their professional skills through diversified training courses and refresher courses, and provides them with smooth career development opportunities. The trainings consist of new employee training, JCI public training, comprehensive skills improvement training for all employees, and leadership training for management employees.

In addition, the Group sponsors employees for continuous education training lasting 3 to 6 months at universities and hospitals at home and abroad, in order to further support their career development.



5. Building a Happy Workplace



KPIs of employee development

Index	Unit	2018	2019
Coverage of employee training	%	70	73
Coverage of male employee training	%	72	79
Coverage of female employee training	%	69	72
Coverage of junior employee training	%	73	75
Coverage of intermediate management employee training	%	51	59
Coverage of senior management employee training	%	38	54



5. Building a Happy Workplace

5.3 OCCUPATIONAL HEALTH AND SAFETY

Aspect	Major laws and regulations
Occupational Health and Safety	<p>China: Labor Law of the People's Republic of China, Law of the People's Republic of China on Prevention and Treatment of Infectious Diseases, Guideline for Prevention and Control for Occupational Exposure to Bloodborne Pathogen, Guidelines for HIV Occupational Exposure Protection for Medical Staff, etc.</p> <p>The United States: California Health and Safety Code, Needlestick Safety and Prevention Act</p>

Safety management

In China, the Group has developed a sound occupational health and safety management system, and set up the Work Safety Leading Group and Nursing Quality and Safety Management Committee, which develop, supervise, guide and implement the safety improvement plan of hospitals.

The Group has developed response plans for various medical emergencies, including Public Health Emergency Response Plan, Pathogenic Microbiology Lab Bio-safety Emergency Response Plan, Radiological Emergency Response Plan, in order to strengthen the targeted and effective management of safety incidents. We also organize internal training and external training for employees to improve their response capability to emergencies.

In addition, the Group strengthens our capability for prevention of and response to non-medical emergencies. In 2019, both Chengdu Xinan Hospital and Shenzhen Zhongshan Hospital organized fire knowledge trainings and fire drills to improve employees' fire safety awareness and emergency response capability.

Nosocomial infection management

Nosocomial infection management is critical to medical personnel. The Group always pays high attention to nosocomial infection management, and has developed and strictly implemented a sound nosocomial infection management system, in order to prevent the nosocomial infection of medical personnel and patients due to accidental skin, eye and mucosa irritation or skin puncture by epidemical materials, syringe needles with blood or body fluids or other sharp instruments during the diagnosis, therapy, testing or nursing.

In China, the Group has developed the Occupational Protection System, Occupational Exposure Management System, Standard Prevention and Special Prevention System, and Nosocomial Infection Classified Protection Management System, and timely develops and revises our Standard of Operations (SOPs) at the department and hospital levels based on the latest national policies and regulations, in order to earnestly guarantee the effective implementation of nosocomial infection management.

In order to guarantee the occupational safety of medical personnel, the Group strengthens the prevention and protection of occupational exposure. Specifically, both Chengdu Xinan Hospital and Shenzhen Zhongshan Hospital has developed or revised the Occupational Exposure Emergency Response Plan of Medical Personnel of Chengdu Xinan Hospital and Nosocomial Infection Outbreak Reporting and Emergency Response Plan, respectively, which further specify the prevention and treatment of occupational exposure as well as the treatment of exposure source, in order to guarantee the timely and effective disposal of occupational exposure risk.



5. Building a Happy Workplace

In China, the Group requires all the new employees to receive nosocomial infection training and pass the exam. Specifically, we develop the annual nosocomial infection training plan covering all employees, specify the training hours of medical personnel at each level, adopt the combination of central training and layered training, hospital training and department training, face-to-face training and online training, theory test on nosocomial infection and presentation, continuously organize publicity and education to improve the nosocomial infection prevention awareness of the medical personnel, and organize regular assessment on nosocomial infection knowledge at the hospital and department levels to guarantee the training effectiveness.

To limit employees' risk of exposure to transmitted diseases such as tuberculosis, seasonal influenza, HIV, etc. at workplace, HRC Fertility has management procedures in place which details guidelines for education of the staff on the risk of transmission, actions taken in the event of exposure, etc. In addition, HRC Fertility trains its staff on topics such as bloodborne pathogens, infection control, etc.

Occupational disease risk prevention

Employees at certain department within the Group are exposed to occupational disease risks. For them, the Group works to keep the risks under control through regular equipment maintenance and quality inspection as well as adequate personal protective equipment, and improve their occupational disease prevention awareness through occupational protection training, annual regular health-check and regular individual dose detection, in order to guarantee their occupational safety.

KPIs of Occupational Health and Safety

Index	Unit	2018	2019
Working days lost due to work-related injury	Day	0	48
Number of work-related fatalities	Person	0	0
Employees suffering from occupational disease	Person	0	0



6. Fostering Good Environment and Community

The Group pays attention to the impact of our operation on human health and environment, continuously improves our environmental management system, actively carries out energy saving and emission reduction and resource saving, and strives to mitigate our environmental impact. Moreover, we focus on the construction of local communities, improve the public health conditions, and provide care for vulnerable groups.

6.1 GREEN OPERATION

Environmental management system

The Group strictly observes the Environmental Protection Law of the People's Republic of China and other laws and regulations applicable to environmental protection, and strives to reduce the adverse impact of our operation on the environment. Our major environmental impacts include the consumption of energy, water and office consumables, as well as the emissions/discharge of medical and general administrative waste water, general wastes and medical wastes.

In 2019, the Group had no lawsuits and violations regarding environmental protection.

Laws and regulations applicable to environmental protection

Aspect	Major laws and regulations
Environmental protection	<p>China: Environmental Protection Law of the People's Republic of China, Discharge Standard of Water Pollutants for Medical Organization (GB18466-2005), etc.</p> <p>The United States: California Medical Waste Management Act Section 117890, etc.</p>



Pollution reduction

Medical wastes are treated by qualified agencies; general administrative wastes and office wastes are subject to classified treatment.



Resource saving

Take initiatives as water, power and office consumables saving during routine operation.



Environmental awareness

Organize trainings on environmental protection to help employees improve their awareness about environmental protection and resources saving.

Measures for green operation

Emission management

As an ARS provider, the Group's emissions mainly include air emissions from boilers, general administrative and medical wastewater, non-hazardous and medical wastes as well as indirect greenhouse gas emissions from power consumption of office and hospitals.

Medical wastes are a major source of hazardous wastes generated by the Group. The Group has not yet started calculating results from medical waste reduction. The Group developed the Medical Waste Management System to regulate the collection and disposal of medical wastes (e.g. used swabs and syringes) generated during operation. Non-hazardous wastes generated during operation mainly include office and general administrative wastes, which are collected and treated by property management. Moreover, the Group in China has developed the Sewage Treatment Management System to regulate the sewage storage, treatment and detection, etc.



6. Fostering Good Environment and Community

In 2019, Shenzhen Zhongshan Hospital has set up a general administrative waste classification management committee, which provides employees with training on waste classification and resource recycling at its office automation platform and routine meetings.

Measures for emission management



Sewage

- Monthly sewage detection
- Radioactive sewage is stored separately and collected by third-party agencies authorized by environmental protection department
- Designated staff receive trainings on sewage treatment and occupational health and safety, and need to pass evaluation prior to working



Greenhouse gases

- Reduce our own carbon footprint mainly by power saving, encouraging employees to commute via public transport and using green vehicles as the company cars



Medical wastes

- Medical wastes are classified, collected and transferred by authorized third-party agencies
- Places storing medical wastes are subject to regular cleaning and disinfection
- Develop an emergency response plan regarding the leakage and spread of medical wastes
- Provide medical waste management staff with trainings on laws, expertise, safety protection and emergency response



Non-hazardous wastes

- General administrative wastes are classified into recyclable waste, kitchen waste, hazardous waste and other wastes, collected and transferred by authorized third-party agencies for treatment
- Organize regular employee education activities on waste classification

2019 Emission Reduction Work Results

Shenzhen Zhongshan Hospital implemented double-sided printing in the office, which led to an estimated annual paper waste reduction of **3,190 kg**.



Chengdu Xinan Hospital implemented double-sided printing in the office, which led to an estimated annual paper waste reduction of **280 kg**.



Chengdu Xinan Hospital replaced vacuumed boiler with low-nitrogen boiler, which led to an estimated annual SO₂ emission reduction of **19 kg** compared with the year before, as well as an estimated annual particulate matter (PM) emission reduction of **12 kg** compared with the year before.





6. Fostering Good Environment and Community

KPIs of emissions¹

Category	Index	Unit	2018	2019
Waste gas	NO _x emission	kg	/	186.83
	SO ₂ emission	kg	/	35.85
	Particulate matter emission	kg	/	21.45
Wastewater	Medical wastewater discharge ²	m ³	39,875	59,550
	COD emission	ton	3.49	4.71
	NH ₃ -N emission	ton	0.20	0.39
	Suspended solids emission	ton	0.55	0.97
	Domestic wastewater discharge	m ³	13,347	15,600
Wastes	Total emission of hazardous wastes ²	ton	81	323
	Total emission of medical wastes	ton	48	46
	Total emission of non-hazardous wastes	ton	156	204
	Non-hazardous wastes emissions per unit revenue	ton/RMB 10,000	0.002	0.002
	Hazardous wastes emissions per unit revenue	ton/RMB 10,000	0.001	0.003
Greenhouse gas emissions	Total greenhouse gas emissions ³	ton CO ₂ equivalent	1,747.53	4,330.87
	Direct greenhouse gas emissions	ton CO ₂ equivalent	147.44	419.91
	Indirect greenhouse gas emissions	ton CO ₂ equivalent	1,600.09	3,910.96
	Greenhouse gas emissions per unit revenue	ton CO ₂ equivalent/ RMB 10,000	0.02	0.04

Notes:

1. Data covers Chengdu Xinan Hospital and Shenzhen Zhongshan Hospital.
2. The increase from the previous year in medical wastewater and hazardous wastes in 2019 was because Gaoxin Xinan Hospital was not included in the data scope of 2018, and the VIP business unit was added to Chengdu Xinan Hospital in 2019, which led to an increase in total emissions.
3. The increase from the previous year in greenhouse gas emissions in 2019 was because Chengdu Xinan Hospital relocated to a new building with bigger floorspace, which led to an increase in total power and natural gas consumption.







6. Fostering Good Environment and Community

Use of resources

The Group is committed to building resource-conserving hospitals. Specifically, we provide employees with education on saving of energy, water and office supplies, strengthen the management and implementation of resource saving, and strive to improve the employees' environmental awareness.

Measures for energy saving and consumption reducing

Energy	
	<ul style="list-style-type: none">• Lighting off in unoccupied office space, and maintaining a set temperature of the air conditioners• Reasonable arrangement on running hours of boiler to provide central heating• Encourage employees to take company cars for group outing to reduce energy use
Water	
	<ul style="list-style-type: none">• Installing sensor faucets in office and turning the taps off when leaving to save water• Water spray used for plants to reduce waste on water
Office consumables	
	<ul style="list-style-type: none">• Encourage double-sided printing• Maximize the use of recycled paper for business cards and brochures, etc.
Awareness and education	
	<ul style="list-style-type: none">• Organize trainings on policies, laws and regulations regarding energy saving and consumption reducing among employees• Put up signs of energy saving and consumption reducing in office space to improve employees' awareness of resource saving

2019 Resources Saving Work Results

Chengdu Xinan Hospital arranged Shenzhen Zhongshan Hospital LED lighting used in Shenzhen reasonable running hours of boiler reused wastewater, which led to an Zhongshan Hospital led to an for central heating, which led to an estimated annual water saving of estimated annual power saving of estimated annual natural gas saving 1,440 tons. 478,973.44 kWh. of 22,500 m³.



6. Fostering Good Environment and Community

KPIs of use of resources¹

	Index	Unit	2018	2019
Use of energy	Power consumption ²	MWh	3,035.64	7,419.76
	Natural gas consumption ²	m ³	44,849	171,209
	Gasoline consumption of own vehicles	L	10,987	11,585
	Diesel consumption of own vehicles	L	7,431	6,456
	Power consumption per unit revenue	MWh/RMB 10,000	0.03	0.07
	Gas consumption per unit revenue	m ³ / RMB10,000	0.49	1.60
Use of water resources	Water consumption	m ³	58,037	77,324
	Water consumption per unit revenue	m ³ / RMB10,000	0.63	0.72

Notes:

1. Data covers Chengdu Xinan Hospital and Shenzhen Zhongshan Hospital.
2. The increase from the previous year in power and natural gas consumption in 2019 was because Chengdu Xinan Hospital relocated to a new building with bigger floorspace. The increase in total operating area over 2018 led to the increase in electricity and natural gas consumption as well.

6.2 COMMUNITY ENGAGEMENT

The Group is committed to community care, organizes various community activities to improve accessibility of medical service and health conditions, and encourages employees to participate in volunteer services to support local communities.

Support the improvement of community healthcare

The Group is committed to improving medical service level of local communities, and uses our own advantages and resources to provide comprehensive medical service solutions and knowledge sharing, thus benefiting the community residents and patients.

The Life Ark program of Chengdu Xinan Hospital

In 2019, Chengdu Xinan Hospital used its own business advantages to provide hospitals in local communities with service support as remote consultation, distance education and remote ward-round, in order to significantly improve their expertise and business management capabilities in the specialty of infertility, thus offering standard medical services for local residents and improving health conditions of local communities.

Assisted reproduction public benefit program in Futian of Shenzhen Zhongshan Hospital

In 2019, Shenzhen Zhongshan Hospital joined hands with Shenzhen Federation of Trade Unions to launch an assisted reproduction program in Futian, which provided eligible population (including family losing the only child and low-income family) with free oocyte retrieval and embryo transfer services, aiming to taking advantage of modern medicine to helping family suffering from infertility realize the dream of fertility.



6. Fostering Good Environment and Community

Patient education activity of Chengdu Xinan Hospital

In 2019, Chengdu Xinan Hospital organized a patient education and Q&A activity, covering in-vitro fertilization pregnancy management, men's health, etc., in order to promote the public's knowledge about scientific pregnancy preparation and prevention of related diseases.

Volunteer service

The Group encourages our employees to participate in external volunteer activities, and provides them with multiple support in terms of platform, management and materials, forming a favorable volunteer service atmosphere.

To encourage employees to engage in meaningful community engagement service activities, HRC Fertility has developed a Volunteer Time Policy which offers eligible employees up to 8 hours of paid time per year to volunteer for non-profit organizations on projects they find interesting and fulfilling.

Care for handicapped children and the elderly living alone of Chengdu Xinan Hospital

In 2019, on the occasion of 5.12 Nurses' Day, Chengdu Xinan Hospital called upon its employees to make donations for handicapped children in Chengdu Mental Health Prevention Hospital and the elderly living alone in Chengdu Jinxin 99 Leling Healthcare Center, and recruited internal volunteers to visit, extending care to old and young people and contributing to social harmony.

KPIs of Community Engagement¹

Index	Unit	2018	2019
Total investment	RMB1,000	160	250
Including: Total charitable donations	RMB1,000	60	20

Note:

1. Data covers Chengdu Xinan Hospital and Shenzhen Zhongshan Hospital.



7. HKEx ESG Reporting Guide Index

Aspects, General Disclosures and KPIs	Description	Section
A. Environmental		
Aspect A1: Emissions		
General Disclosure A1	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.	6.1 Green Operation
KPI A1.1	The types of emissions and respective emissions data.	6.1 Green Operation (Emission Management)
KPI A1.2	Greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	6.1 Green Operation (Emission Management)
KPI A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	6.1 Green Operation (Emission Management)
KPI A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	6.1 Green Operation (Emission Management)
KPI A1.5	Description of measures to mitigate emissions and results achieved.	6.1 Green Operation (Emission Management)
KPI A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved.	6.1 Green Operation (Emission Management)
Aspect A2: Use of Resources		
General Disclosure A2	Policies on the efficient use of resources, including energy, water and other raw materials.	6.1 Green Operation (Use of Resources)
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).	6.1 Green Operation (Use of Resources)
KPI A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	6.1 Green Operation (Use of Resources)
KPI A2.3	Description of energy use efficiency initiatives and results achieved.	6.1 Green Operation (Use of Resources)
KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.	6.1 Green Operation (Use of Resources)



7. HKEx ESG Reporting Guide Index

Aspects, General

Disclosures and KPIs	Description	Section
KPI A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Not applicable, as the Company provides assisted reproduction service, which involves no production activities

Aspect A3: The Environment and Natural Resources

General Disclosure A3	Policies on minimizing the issuer's significant impact on the environment and natural resources.	6.1 Green Operation
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	6.1 Green Operation

B. Social

Employment and Labour Practices

Aspect B1: Employment

General Disclosure B1	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.	5.1 Employee Rights Protection
KPI B1.1	Total workforce by gender, employment type, age group and geographical region.	5.1 Employee Rights Protection
KPI B1.2	Employee turnover rate by gender, age group and geographical region.	5.1 Employee Rights Protection



7. HKEx ESG Reporting Guide Index

Aspects, General

Disclosures and KPIs	Description	Section
Aspect B2: Health and Safety		
General Disclosure B2	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 Occupational Health and Safety
KPI B2.1	Number and rate of work-related fatalities.	5.3 Occupational Health and Safety
KPI B2.2	Lost days due to work injury.	5.3 Occupational Health and Safety
KPI B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored.	5.3 Occupational Health and Safety
Aspect B3: Development and Training		
General Disclosure B3	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	5.2 Employee Development and Retention
KPI B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	5.2 Employee Development and Retention
KPI B3.2	The average training hours completed per employee by gender and employee category.	/
Aspect B4: Labor Standards		
General Disclosure B4	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 labor.	5.2 Employee Development and Retention
KPI B4.1	Description of measures to review employment practices to avoid child and forced labor.	5.1 Employee Rights Protection
KPI B4.2	Description of steps taken to eliminate such practices when discovered.	No reported use of child or forced labor



7. HKEx ESG Reporting Guide Index

Aspects, General

Disclosures and KPIs	Description	Section
B. Social Operating Practices		
Aspect B5: Supply Chain Management		
General Disclosure B5	Policies on managing environmental and social risks of the supply chain.	3.4 Responsible Purchasing
KPI B5.1	Number of suppliers by geographical region.	3.4 Responsible Purchasing
KPI B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.	3.4 Responsible Purchasing
Aspect B6: Product Responsibility		
General Disclosure B6	Information on: <ul style="list-style-type: none"> (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, labeling and privacy matters relating to products and services provided and methods of redress. 	4.1 Medical Quality Management 4.2 Customer Service and Dispute Resolution 4.3 Responsible Marketing
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Not applicable, as the Company provides assisted reproduction service, which involves no production activities
KPI B6.2	Number of products and service related complaints received and how they are dealt with.	4.2 Customer Service and Dispute Resolution
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	4.4 R&D Innovation and Industry Exchange
KPI B6.4	Description of quality assurance process and recall procedures.	4.1 Medical Quality Management
KPI B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored.	3.3 Customer Information and Privacy Protection



7. HKEx ESG Reporting Guide Index

Aspects, General Disclosures and KPIs	Description	Section
Aspect B7: Anti-corruption		
General Disclosure B7	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.	3.1 Business Ethics
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.	3.1 Business Ethics
KPI B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	3.1 Business Ethics
Aspect B8: Community Investment		
General Disclosure B8	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	6.2 Community Engagement
KPI B8.1	Focus areas of contribution (e.g. education, environment, labor needs, health, culture, sport).	6.2 Community Engagement
KPI B8.2	Resources contributed (e.g. money or time) to the focus area.	6.2 Community Engagement