



# 海吉亚医疗控股有限公司

Hygeia Healthcare Holdings Co., Limited

(Incorporated in the Cayman Islands with limited liability)

Stock Code: 6078

Environmental, Social  
and Governance Report **2020**



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# 2020 Environmental, Social and Governance Report

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## I. ABOUT THE REPORT

### 1. Report summary

This report is the first environmental, social and governance report (the “**Report**”) issued by Hygeia Healthcare Holdings Co., Limited and its subsidiaries (the “**Group**” or “**we**”). The Report contains information on the Group’s system construction operations and work performance with respect to the Environment, Society and Governance (“**ESG**”) in 2020. The Report is to respond to the expectation of the stakeholders and the social public and demonstrates the management and effectiveness of the Group in its sustainable development in a more objective and comprehensive manner.

### 2. Scope and boundary of the Report

The Report covers the period from January 1, 2020 to December 31, 2020, and some of its contents can be traced back to previous years. The contents of the Report cover the principal businesses of the Group, including hospital business<sup>(1)</sup>, third-party radiotherapy business and hospital management business. For the details of the businesses of the Group, please refer to the 2020 annual report of the Group.

### 3. Standards for preparing the Report

The Report is prepared in strict compliance with the “Environmental, Social and Governance Reporting Guide” (the “**ESG Reporting Guide**”) issued by The Stock Exchange of Hong Kong Limited (the “**Stock Exchange**”). The last part of the Report contains detailed information about the index of the ESG Reporting Guide, which will help readers to find and retrieve relevant information more efficiently.

### 4. Sources of the Report

The information and source of data in the Report are sourced from the internal formal documents, internal data and related public information of the Group.

*Note:*

- (1) The Group’ hospital business includes operation of a network of 7 oncology-focused hospitals, namely Shanxian Hygeia Hospital Co., Ltd. (單縣海吉亞醫院有限公司) (“**Shanxian Hygeia Hospital**”), Suzhou Canglang Hospital Co., Ltd. (蘇州滄浪醫院有限公司) (“**Suzhou Canglang Hospital**”), Longyan Boai Hospital Co., Ltd. (龍巖市博愛醫院有限公司) (“**Longyan Boai Hospital**”), Heze Hygeia Hospital Co., Ltd. (荷澤海吉亞醫院有限公司) (“**Heze Hygeia Hospital**”), Chongqing Hygeia Cancer Hospital Co., Ltd. (重慶海吉亞腫瘤醫院有限公司) (“**Chongqing Hygeia Hospital**”), Chengwu Hygeia Hospital Co., Ltd. (成武海吉亞醫院有限公司) (“**Chengwu Hygeia Hospital**”) and Anqiu Hygeia Hospital Co., Ltd. (安丘海吉亞醫院有限公司) (“**Anqiu Hygeia Hospital**”).



## II. SUSTAINABLE DEVELOPMENT STRATEGIES AND TARGETS

### 1. Sustainable development management

With the corporate vision of “making healthcare services more accessible and affordable and making life healthier”, the Group has never given up on our social responsibilities or giving back to the society during providing services to our patients. We insist on the integrity of our services to create value for different stakeholders. In future, we will continue to stick to the corporate values of “telling truth, performing deeds, and being honest” with the purpose of building Hygeia as a special service brand. Aiming to be a humanistic hospital which can gain “satisfaction from the public, the staff and the government”, we will protect the health of our patients with professional strengths and high-quality services.

In order to respond to public expectations and improve the Group's own sustainable development management level, we take sustainable development into account in an active manner while making daily business operation decisions. The Board of the Group is responsible for coordinating the sustainable development management, managing the preparation of the annual ESG report and disclosure of related information, and assuming full responsibility for ESG strategy and reporting of the Group. Each business department of the Group is responsible for implementation and fulfillment of each sustainable development measures. With the ongoing extension of our business, the Group will continue to improve the sustainable development management work, and keep deepening the implementation of our sustainable development strategies in the fields of healthcare quality, product responsibility, compliance, environmental protection, sustainable supply chain, social investment and others, so as to comprehensively guide ourselves and partners to enforce sustainable operation effectively, as well as protect the rights and interests of stakeholders.

### 2. Internal control and risk management

The Group insists on optimizing corporate governance and strictly controlling risks in order to achieve stable operations. We establish and continuously improve corporate internal control and risk management systems, and regularly evaluate their operational effects and efficiency. We have established an audit committee which shall provide independent opinions on the effectiveness of internal control policies, financial management procedures and risk management systems. Moreover, we have established an internal audit department which shall regularly carry out special audits, give rectification opinions on existing problems and supervise the implementation of subsequent rectification measures. By means of the current internal control and risk management system, we identify, assess, deal with, track and monitor ESG risks and others. Looking ahead, we will continue to review and modify policies, measures and procedures related to internal control and risk management on a regular basis to further enhance the Group's corporate governance and risk prevention and control capabilities.

### III. STAKEHOLDER ENGAGEMENT PLAN AND MATERIALITY ASSESSMENT

#### 1. Stakeholder participation plan

The Group actively communicates with stakeholders, attaches great importance to their suggestions and feedback, and takes these suggestions and feedback as an important basis for the Group to improve the level of business management and sustainable development. In order to fully listen to the voice of stakeholders, the Group has established a variety of communication channels to ensure that the information is open and transparent and that the communication process is efficient.

The Group has set a Doctor-Patient Relationship Office, which gives priority to the needs of patients and establishes a complete patient reception process, in an attempt to facilitate good doctor-patient communications and improve patient satisfaction. We care about our employees, for which we conduct employee satisfaction surveys on a regular basis to listen to their voice, and provide regular trainings in professional fields to promote their career development. In the meantime, the Group has an Investor Relations Department, which holds dozens of investors' road shows every year, and regularly organizes offline reverse road shows such as field surveys in hospitals, so as to promote in-depth exchanges between investors and management of the Group. Investors can also understand the latest trends of the Group through various channels and ways such as WeChat official account of the Investor Relations Department, official website of the Group, E-mail of the Investor Relations Department, etc. Moreover, we actively take part in industry seminars and exchange activities, participate in the formulation of industry standards, and share cutting-edge technology and expertise with the peers, so as to promote the development of the industry.

Stakeholders	Expectations and Demands	Communication and Response
<b>Patients/ customers</b>	High-quality medical services	Improving service and product quality
	Product quality and safety	Strengthening the quality control mechanism
	Information and privacy protection	Improving information security management
	Satisfying the needs of patients	Enhancing communication
<b>Employees</b>	Protection of legal rights and interests	Complying with laws and regulations
	Employee health and safety	Strengthening safety supervision
	Employee compensation and benefits	Optimizing the remuneration and welfare system
	Smooth career development	Establishing the professional training system

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Stakeholders	Expectations and Demands	Communication and Response
<b>Investors and shareholders</b>	Business growth Steady operation Information disclosure	Improving profitability Strengthening risk control Regular disclosure of information
<b>Government and regulatory authorities</b>	Complying with laws and regulations Strengthening clean government construction Responsible marketing	Operating business according to law Optimizing internal control system Adhering to compliance publicity
<b>Suppliers and partners</b>	Sustainable management of the supply chain Product quality	Standardizing supplier management Building up a responsible supply chain
<b>Community</b>	Promoting inclusive medical treatment Protecting the community environment Participating in social welfare activities	Providing professional medical services Practicing green operation Carrying out public welfare activities
<b>Industry associations</b>	Promoting the industry progress Fair competition	Participating in industry communication Enhancing R&D and innovation capability

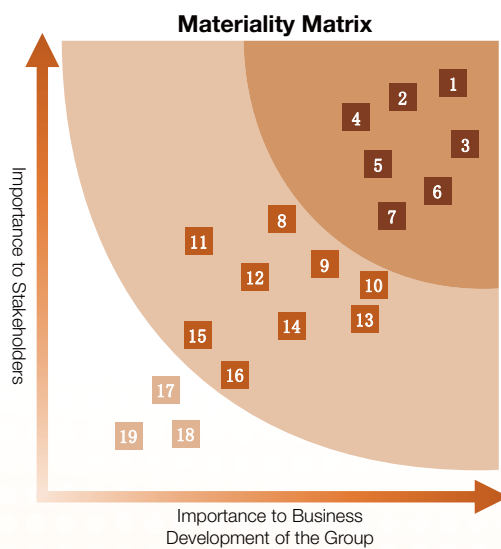
Case Sharing: 2020 investor exchange activities

In May 2020, the Group held a reverse roadshow for investors in Chongqing Hygeia Hospital. Representatives of nearly 20 investment institutions from all over the country participated in this activity. The investors visited the outpatient hall, radiotherapy center, international conference center, cancer risk screening center and wards of the oncology center of Chongqing Hygeia Hospital. In addition, they conducted in-depth communications with the management personnel of the Group and the hospital and obtained a deeper understanding of the operation of the Group's in-network hospitals and company culture.

## 2. Materiality assessment

During the year, the Group strictly followed the analysis and assessment procedures for ESG issues. Taking into account of our own business characteristics, industry development and national policy environment, we fully considered the expectations and demands of stakeholders. Through close communication with and feedback from stakeholders, as well as industry analysis, we assessed the ESG issues of the Group of this year on a comprehensive basis and ranked them by priority.

Assessment procedures of the ESG issues of this year are set forth as follows:



	Importance Ranking	ESG Important Issues
Important	1	Service quality and satisfaction management
	2	Medical quality and safety
	3	Product health and safety
	4	Customer privacy protection
	5	Sustainable management of the supply chain
	6	Anti-corruption and clean government construction
	7	Community public welfare
Relatively important	8	R&D and innovation
	9	Protection of intellectual property rights
	10	Occupational health and safety
	11	Employee recruitment and development
	12	Employee remuneration and benefits
	13	Protection of employee rights and interests
	14	Wastewater and waste gas treatment
	15	Medical wastes management
	16	Responsible marketing
Less important	17	Water resources management
	18	Energy use efficiency management
	19	Promoting industry development and communication

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The ranking results of ESG issues of 2020 show that stakeholders attach the most importance to topics such as service quality and satisfaction management, medical quality and safety, product health and safety and so on. The Group fully respects the opinions of both internal and external stakeholders and responds to the demands of all parties in an active manner.

**Service quality and satisfaction management**

- As the Group attaches great importance to the quality of the services we provide to patients and customers, we established a complete service standard and procedure system to improve our service quality. Furthermore, we ameliorated the medical service experience of patients through applying the advanced hospital information system and remote medical care system. Meanwhile, we established a satisfaction survey group which conducts periodical satisfaction survey on each department and listens to the voices of patients and customers to meet their diverse treatment needs.

**Medical quality and safety**

- The Group pays close attention to our medical quality and safety. We established a quality control committee which regularly carries out quality control inspections and training activities to strengthen the sense of responsibility of each hospital. In addition, such committee relies on a sound medical quality control and drug quality management mechanism to achieve effective inspection and management of medical treatment and medicine safety in all hospitals. To deal with the pandemic occurred during the reporting year, the Group responded quickly and took countermeasures including establishing a pandemic prevention and control working group, deploying a number of safety prevention and control measures to strictly ensure the quality of our healthcare and the safety of patients during the pandemic.

**Product health and safety**

- The Group attaches great importance to product health and safety. Thus, we strictly manage and control the procedures of producing, manufacturing, installation, commissioning and inspection of our self-developed and produced proprietary SRT equipment to guarantee the high quality of our products. We continue to upgrade the technology of our product and equipment to constantly improve the positioning accuracy and treatment effect of radiotherapy equipment to provide a strong guarantee for the health and safety of patients.

We are well aware that communication with stakeholders is a very important process which requires constant and deepening efforts. In future, we will continue to ameliorate the communication mechanism, actively respond to the demands of stakeholders and optimize management and operation level to enhance the sustainable development performance of the Group.



## IV. QUALITY RESPONSIBILITY

The Group focuses on providing quality healthcare services to patients. Through continuous improvement of our product and service quality, we remain committed to satisfying the medical treatment need of patients in China and practicing the quality responsibility of a healthcare enterprise in a proactive manner.

### 1. Healthcare quality

Providing professional and high-quality healthcare services is the core of our work. We strictly comply with the Administrative Measures on Medical Institutions (《醫療機構管理條例》), the Administrative Measures on the Radiotherapy (《放射診療管理規定》), the Regulations on Supervision and Administration of Medical Devices (《醫療器械監督管理條例》) and other applicable laws and regulations. Moreover, we formulated internal systems, including the Administrative Measures on Work of the Quality Control Committee (《質量控制委員會工作管理辦法》), the Administrative Mechanism on Medical Safety (Adverse) Events (《醫療安全(不良)事件管理機制》) and others. In this regard, we established complete healthcare quality management and control mechanism, medical incidents handling mechanism and pharmaceuticals quality management mechanism which continuously improved our healthcare quality.

#### 1) Healthcare quality management and control mechanism

We have built up a high-caliber and multi-disciplinary team of medical professionals. As of December 31, 2020, our self-owned hospitals had 2,345 medical professionals, including 226 full-time oncology experts. In addition, we invite leading experts from renowned public and private hospitals to practice at our self-owned hospitals to improve our health care techniques on difficult or complex cases.

The Group builds up a quality control committee (hereafter referred to as the “**Quality Control Committee**”), which has professional sub-committees including the medical committee, the nursing committee, the nosocomial infection control committee and so on. Such committee is responsible for formulating and improving the quality control standard of the Group as well as assessing and monitoring the quality control of healthcare services of our in-network hospitals. The Quality Control Committee and each professional sub-committee also organize the in-network hospitals to conduct periodic self-examination and supervise the rectification of problems in each in-network hospital. Furthermore, the Group organizes expert teams to conduct two on-site inspections on each in-network hospital every year, links the results of hospital self-examination and on-site inspections with performance appraisal to urge medical staff in each hospital to optimize the quality of their work.

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2) **Drug safety management**

We strictly comply with the Drug Administration Law of PRC (《中華人民共和國藥品管理法》), the Measures for Supervision and Administration of Drugs of Medical Institutions (《醫療機構藥品監督管理辦法》), the Regulations on Supervision and Administration of Medical Devices (《醫療器械監督管理條例》) and other laws and regulations. Moreover, we formulated the Drug Traceability and Management System (《藥品追蹤溯源管理制度》) and other internal regulations to strictly manage and control pharmaceuticals quality and drug safety.

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Case Sharing: Suzhou Canglang Hospital – the Special Training on “Standardized Management and Safety in Medication Use”

In order to standardize the administration and use of clinical antibiotics, narcotic drugs and psychotropic substances, in the afternoon of March 13, 2020, Suzhou Canglang Hospital under the Group organized a special training for its medical staff on proper use and administration of antibacterial drugs and standardized administration of narcotic drugs and psychotropic substances. This training provided medical staff with detailed interpretation on the Guiding Principles of Clinical Use of Antibiotics (《抗菌藥物臨床應用指導原則》) in China, the Control Regime on Narcotic Drugs and Psychotropic Substances of Suzhou (《蘇州市麻醉精神藥品管理制度》) and other laws and regulations. Through case study, applied clinical practice demonstration and question-and-answer section, medical staff's sense of responsibility for the standardized use and administration of antibiotics, narcotic drugs and psychotropic substances were strengthened, and their accuracy and specialty in pharmaceutical services were further improved.

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The Special Training on “Standardized Management and Safety in Medication Use”

**3) Handling mechanism for medical adverse event**

In strict compliance with the Tort Liability Law of the People's Republic of China (《中華人民共和國侵權責任法》), the Regulations on Handling Medical Accidents (《醫療事故處理條例》) and other laws and regulations, the Group has developed a series of internal systems such as Medical Safety (Adverse) Incident Management System (《醫療安全(不良)事件管理制度》) and Medical Accident Handling Mechanism and Contingency Plan (《醫療事故處理機制及應急預案》) which provide strict rules on the types and levels of and reporting procedure for medical adverse incidents, and standardize the relevant procedures, including on-site treatments, physical evidence preservation and post-accident measures, to ensure that medical accidents are properly handled and the interest of patients are protected. In addition, our hospitals are required to conduct regular internal discussions and follow-up rectification on medical adverse events, so as to avoid the recurrence of similar medical accidents and ensure patients to receive safe medical treatment and care.

During the year ended December 31, 2020 (the “Reporting Period”), no material medical accidents in relation to medical quality were occurred in the Group.



#### 4) Safety prevention and control of COVID-19

In the early 2020, the novel coronavirus epidemic (hereinafter referred to as “**COVID-19**”) broke out. In response to this, the Group took prompt actions and issued the *Notice on Prevention and Control of the novel coronavirus* (《關於做好新型冠狀病毒防控工作的通知》). We organized our hospitals to set up working groups on prevention and control of COVID-19 epidemic and formulate contingency plans and allocated separate appointment reception desk and transition wards in the hospital. We distributed masks to our staff and patients, and actively deployed various epidemic prevention measures such as nucleic acid test, body temperature checking and regional disinfection to ensure hygiene and safety of our medical environment. At the same time, an online fever clinic platform was developed to reduce the risk of cross-infection and ensure the medical needs of patients being met during the outbreak.

##### Employee on-the-job protection

- Conduct epidemiological information collection and monitoring before employees start their jobs;
- Formulate a COVID-19 nucleic acid test process, and conduct regular nucleic acid testing for all staff in the hospital;
- Require medical staff to wear masks, hats and gloves when they work, and disinfect their hands multiple times a day;
- Daily monitoring and recording of body temperature, respiratory symptoms and epidemic exposure history of all staff;

##### Admission safety protection

- Set up pre-inspection triage and fever clinics, require all hospital admissions to wear masks, arrange special personnel to measure body temperature and conduct epidemiological survey, and make sure the whereabouts of those who came over is traceable;
- Strictly control the number of admissions, implement “one person, one room and one diagnosis” service, avoid companionship or gathering in the hospital, and require waiting seats to be separated by more than 1.5 meters;

##### Personnel health protection

- Use disposable medical consumables, implement “one person, one disinfection” for physical examination equipment, and disinfect the desktop, surface and floor of the hospital consultation room, ward and office three times a day;
- Tightly control the distribution of masks in various departments to ensure that there are sufficient masks available for medical staff and logistics staff on duty;

##### Training for epidemic prevention and control

- Lay down various disinfection and isolation measures and procedures for putting on and taking off protective clothing, produce N95 mask wearing and removal operation instruction videos, and conduct publicity through training;
- Arrange training and assessment of COVID-19 knowledge to improve employees' ability to prevent and control the epidemic and practice in line with standard procedures.

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Disinfect and Sterilize the Public Areas of the Hospital Every Day



Online Platform Interface of Fever Clinic

## 2. Service quality

Since its establishment, we have been committed to building a network of hospitals and radiotherapy centers across the country with oncology as the core through organic growth, strategic acquisitions and cooperation with hospital partners to provide patients with affordable and quality treatment services.

### 1) Oncology medical service

Our hospitals provide cancer medical services such as cancer screening, diagnosis and treatment. We offer cancer screening and early detection for patients by measuring CEA (carcinoembryonic antigen) and other tumor markers with immunoassay-based blood tests, adopting various advanced imaging technologies, and cooperating with independent third parties to do genetic testing. For confirmed patients, we provide them with multiple treatment options including radiotherapy, surgery, chemotherapy, targeted therapy, immunotherapy, etc., based on their medical history and physical condition. We are equipped with leading tumor diagnosis and laboratory equipment in our hospitals, such as automatic biochemical analysers, MRI (magnetic resonance imaging) scanners, multi-slice spiral CT (electronic computer tomography) scanners, etc. We also have advanced tumor treatment equipment, including our patented stereotactic radiotherapy equipment, brachytherapy afterloader and high-temperature abdominal chemotherapy equipment.

To further improve the medical care quality and clinic experience, we have introduced advanced Hospital Information System (the “**HIS System**”) in each of our hospitals to provide multiple functions like registration, outpatient services, charges, pharmacy distribution, electronic medical records, reasonable medication and prescription reviews, which can be effectively connected with the medical insurance (the “**Medical Insurance**”) system for a real-time settlement, realizing a unified management of medical data of our hospitals. Meanwhile, we have created a remote consultation system to bring together the quality medical resources of all hospitals of the Group, productively improving the professional diagnosis and treatment and efficiency of each hospital to ensure that patients can get optimal treatment effect.

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**2) Patented stereotactic radiotherapy equipment**

We have independently researched and developed patented stereotactic radiotherapy equipment for the treatment of tumors in the brain or other parts of the body. The principle of multi-source rotating focus is adopted for the radiotherapy equipment to make the diseased tissue receive high-dose radiation and the surrounding normal tissues receive low-dose radiation, thereby destroying tumor cells without affecting the surrounding normal tissues. The radiotherapy equipment is also equipped with a treatment planning system, which can achieve precise positioning with imaging technology and form a detailed three-dimensional image of the tumor and surrounding tissues, thereby increasing the proportion of the focused skin to a greater extent and improving the treatment effect. In addition, our patented stereotactic radiotherapy equipment is a non-invasive procedure, which is more cost-effective than surgical procedures and can avoid many potential risks and complications related to other treatment plans, hence patients can get cozier treatment experience and stronger health protection.



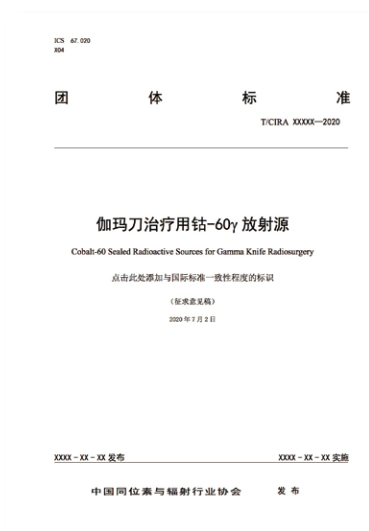
Picture of patented stereotactic radiotherapy equipment pattern

We focus on the R&D and innovation of radiotherapy equipment, and actively introduce experts and innovative talents to increase the R&D competitiveness of the Group's products. Through cooperation with external research partners, we have upgraded our facilities to improve the accuracy and real-time positioning of radiotherapy equipment during the treatment process. We also attach great importance to the protection of intellectual property rights and actively declare intellectual property rights, in strict compliance with the Trademark Law of the People's Republic of China (《中華人民共和國商標法》), the Patent Law of the People's Republic of China (《中華人民共和國專利法》) and other laws and regulations. As of December 31, 2020, we have obtained 8 licensed patents and 5 software copyrights.



### Case Sharing: Participate in the drafting of industry standards

In 2020, the Group actively attended the industry standard seminar organized by the China Isotope and Radiation Industry Association and participated in the drafting of the radioactive source industry standard, the Cobalt-60 $\gamma$  Radioactive Source for Gamma Knife Therapy (Draft for Comment) (《伽玛刀治疗用钴-60 $\gamma$ 放射源(征求意见稿)》), to promote industry technology development with practical actions.



### Cobalt-60 $\gamma$ Radioactive Source for Gamma Knife Treatment (**Draft for Comment**)

We highly value the quality of radiotherapy equipment and have formulated internal systems such as the Process and Product Monitoring and Measurement and Release Control Procedures (《過程和產品的監視和測量及放行控制程序》) and the Product Acceptance Standards (《產品驗收標準》) to rigorously control the procedures for production, manufacturing, installation, debugging and acceptance of radiotherapy equipment. At present, we have obtained the “Medical Device Production License” (《醫療器械生產許可證》), the “Radiation Safety License” (《輻射安全許可證》) and other certificates, and accepted the annual assessment of Good Manufacturing Practices (the “**GMP system**”) by Shanghai Drug Administration, to ensure that the product meets the requirements of relevant laws and regulations. During the Reporting Period, the Group had no product recalls due to quality problems.

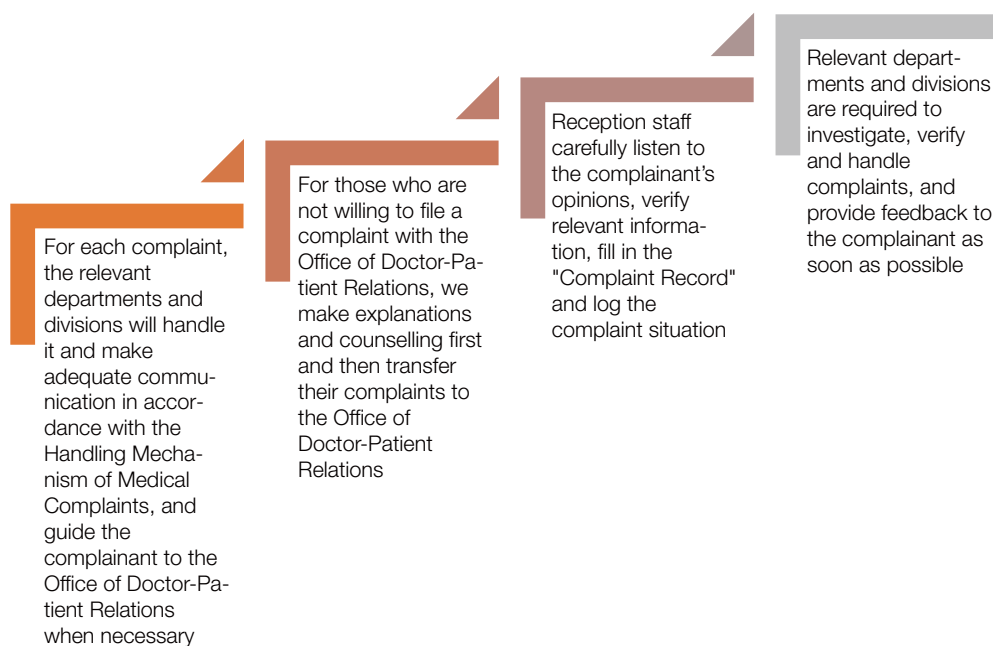
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**3) Vertically integrated radiotherapy services**

We cooperate with several hospitals to provide radiotherapy services to cancer patients with a vertically integrated radiotherapy service model in their radiotherapy centers. We authorize partner hospitals to use our patented stereotactic radiotherapy equipment, assign technicians to the site to install and maintain the equipment, and train medical staff and related employees in the partner hospitals to operate the equipment. Through the establishment of standards and norms, we continuously polish the workflow of the radiotherapy service model and boost service quality, as we are committed to offering the same quality radiotherapy services to patients across the country. As of December 31, 2020, we have 17 partners with the radiotherapy center network covering 9 provinces. Looking forward, we will further expand the radiotherapy center network with the oncology department as the core, lift operational efficiency and focus on synergistic benefits. Besides, we will make efforts in providing solutions to the issues such as uneven distribution of domestic oncology medical resources and low radiotherapy penetration rate, making contributions to the public health.

**4) Handling of medical disputes and complaints**

The Group stringently abides by the Complaints Management Measures of Medical Institutions (《醫療機構投訴管理辦法》), the Prevention and Handling Regulation of Medical Disputes (《醫療糾紛預防和處理條例》) and other laws and regulations. Meanwhile, we have formulated internal regulations such as the Reception and Handling Process System of Patient Complaints (《患者投訴接待處理流程制度》), establishing a good communication mechanism with patients to satisfy diversified needs and enhance patients' medical experience. For medical disputes that may occur, we have worked out a standard handling process to protect the rights and interests of patients. In addition, each hospital regularly reports medical dispute and complaint data to the Group's Quality Control Committee. After summarizing and analyzing the complaint data of each hospital, the Group arranges case study and experience summary learning for various complaints to further improve services of each hospital.



#### Handling Process of Medical Dispute Complaint

#### 5) Patient and customer satisfaction management

The Group has set up a satisfaction survey team, which conducts patient satisfaction surveys regularly through telephone and on-site return visit. In the meantime, all hospitals follow up the satisfaction of inpatients and discharged patients by virtue of paper questionnaire survey and telephone follow-up every month, and make feedback and follow-up on the survey results.

For the radiotherapy equipment services provided to partner hospitals, the Group has drawn up internal systems such as the Equipment Overhauling and Maintenance System (《設備檢維修制度》) and the Delivery and Service Control Procedures (《交付和服務控制程序》) to standardize service and procedures. Meanwhile, the Group has also set up relevant after-sales service response time, which requires relevant staff to give timely feedback on the needs of cooperative hospitals/institutions. In addition, the Group conducts satisfaction surveys on cooperative hospitals/institutions regularly to collect their feedback and suggestions on the use of our products, and makes corresponding adjustments and improvements to our services according to the feedback of cooperative hospitals/institutions.

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### 3. Information security and privacy protection

With high concern about information security and privacy management, the Group has established a complete information security and privacy management system. We strictly comply with the Network Security Law of the People's Republic of China (《中華人民共和國網絡安全法》), the Personal Information Security Regulations (《個人信息安全規範》) and other laws and regulations, and also enact and implement internal management systems such as the Data Information Security System (《數據信息安全制度》), the Database Security Management Regulations (《數據庫安全管理規範》) and the Hospital Confidentiality System (《醫院保密制度》). According to the principles and requirements of hospital information security management, the Group tightly encrypts and manages patient privacies like patient names, medical history and medical records to strengthen information security and privacy protection.

#### Regularly update the management system

- Carry out non-scheduled review and revision of information security management systems to meet the latest needs of information security management of the Group.

#### Sign confidentiality agreements with employees

- Sign the Information Security Confidentiality Agreement (《信息安全保密協議》) with employees and urge employees to fulfil their responsibilities for confidentiality in accordance with the Employees Confidentiality System (《員工保密制度》) to prevent and eliminate various leaks.

#### Daily supervision and inspection

- Conduct regular inspections of the system database and data storage of computer room in the Group and each hospital to ensure the security of the system data and the physical environment.

#### Arrange information security training

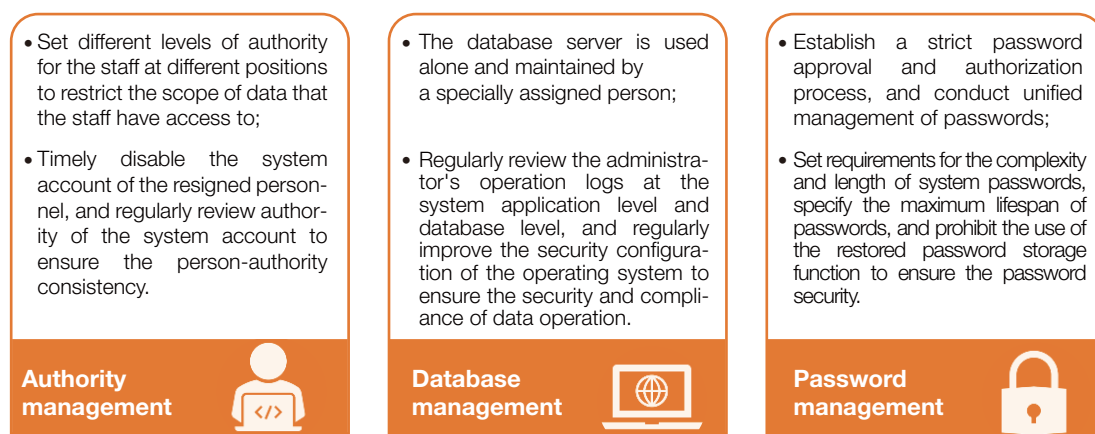
- Employees should complete computer operation and maintenance, information system security and confidentiality training before starting the job, and can only take up the post after obtaining the "Qualification Certificate". They are also required to receive continuing security education and lectures as well as information security training, to further strengthen information security and privacy protection awareness.

Information Security Management System



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The Group's hospitals actively implement the requirements of the internal management system, and closely manage the authority and password of the information system. The internal HIS system and the external public network of each hospital are physically separated, while all USB ports of internal network equipment are firmly prohibited to avoid data leakage. Moreover, the Group conducts daily local and remote backups of system data, as well as regular recovery tests of data backup, intensifying the defense capabilities of the information system to ensure the security and accuracy of system data. At present, the Group has passed the certification of the national information security level protection III.



Information System Security Control Measures

## V. EMPLOYMENT MANAGEMENT

The Group upholds the people-oriented concept, actively protects the rights and interests of employees, cares for the healthy growth and happy life of employees, and strives to create a career platform with competitiveness and development prospects for employees to develop together with the Group.

### 1. Cultivation of tvalent team

Pursuant to the laws and regulations such as the Labor Law of the People's Republic of China (《中華人民共和國勞動法》), the Labor Contract Law of the People's Republic of China (《中華人民共和國勞動合同法》) and Minimum Wage Requirement (《最低工資規定》), the Group has formulated and implemented internal systems, such as the Staff Handbook (《員工手冊》), the Staff Remuneration System (《員工薪酬制度》), the Staff Welfare System (《員工福利制度》) and Training and Performance Appraisal System (《培訓與績效考核制度》). The Group continues to optimize the system management of the Group's talent acquisition, employee compensation and benefits and performance appraisal to provide a high-quality talent team for the development of the Group.

## 2020 Environmental, Social and Governance Report

**1) Employment compliance**

The Group adheres to the principle of equal employment and adopts the principles of openness, equality and competition to select the best candidates to ensure that candidates are not affected by factors such as nationality, ethnicity, marital status, age, gender, and religion. We prohibit any form of employment discrimination, and safeguard employees' equal employment rights in a variety of ways.

We have adopted the combination of internal recruitment and external recruitment to introduce talents through internal recommendation, open competition, campus recruitment and social recruitment. We strictly check the age of employees through ID cards in the recruitment process and prohibit the employment of child labor. In addition, the Group does not force employees to work overtime, and employees who work overtime can get corresponding time off to protect their due rights. During the Reporting Period, there was no employment of child labor or forced labor in the Group.

The Group is well aware that the qualification and expertise of medical professionals practicing at our in-network hospitals are vital to our service quality and competitiveness. We strictly check the ID cards, diplomas, practising certificates, qualification certificates and title certificates of the employees during the recruitment process, and the medical professionals are required to be equipped with the medical-related qualification certificates and title certificates before they can take up their posts. The engagement system is adopted for the multi-site practice experts in each hospital, and the experts are required to complete the multi-site practice record filing in accordance with the law. We also continuously monitor the qualification registration and record filing of employees once they get hired to ensure that the operation of each hospital complies with relevant laws and regulations.

As of December 31, 2020, the Group had a total of 3,345 employees, including 2,302 female employees and 1,043 male employees.

**2) Remuneration and benefits, performance assessment and promotion**

The Group strives to provide employees with fair and competitive remuneration and benefits. The income of our employees includes basic salaries, post allowances, performance bonuses and other allowances. The welfare system covers the five social insurances and one housing fund and statutory holidays stipulated by the Chinese government. Otherwise, the Group provides employees with free health checkups, various holiday benefits, birthday benefits, year-of-service bonuses, transportation, communication and lunch subsidies, etc.

The Group has put in place a sound employee performance assessment and promotion system. General employees of the Group will be evaluated quarterly by adopting the target responsibility assessment system and the key performance indicator assessment system, and management employees of the Group will be evaluated every six months by adopting the target responsibility assessment system. In addition to basic work tasks, performance assessment also involves evaluating the comprehensive literacy of employees and their outstanding contributions to the Group, so as to encourage employees to develop good personal quality and moral character. The performance assessment results will serve as the reference basis for the year-end performance bonus and promotion.

In terms of employee promotion, the Group implements a “dual-channel promotion” mechanism to provide employees with title promotion paths evaluated according to professional level and working years, as well as job promotion opportunities evaluated according to work performance and personal abilities. In addition, the Group selects outstanding talents within the Group every year, establishes a talent pool including reserve talents, middle-level cadres and senior talents and builds an internal rotation mechanism to provide employees with sufficient learning opportunities and clear career development paths, with the aim of strengthening the talent management of the Group.

## 2020 Environmental, Social and Governance Report

## 2. Employee health and safety

The Group strictly abides by the Law of the People's Republic of China on the Prevention and Control of Occupational Diseases (《中華人民共和國職業病防治法》), the Law of the People's Republic of China on the Prevention and Control of Infectious Diseases (《傳染病防治法》), the Hospital Infection Management Measures (《醫院感染管理辦法》), the Law of the People's Republic of China on Work Safety (《中華人民共和國安全生產法》) and other laws and regulations, formulates and implements the internal systems such as the Management System for Occupational Health and Safety Protection of Medical Personnel (《醫務人員職業健康安全防護管理制度》) and the Health Management System for Radiation Workers (《輻射工作人員健康管理制度》), so as to ensure the physical and mental health and occupational safety of our employees.

The Group arranges physical examination for employees every year and requires them to take necessary immunization; provides sufficient isolation gowns, uniforms, masks, gloves, face shields and other basic protective articles for employees to reduce the risk of infection and injury; takes adequate radiation protection measures for employees engaged in or involved in radiation work to avoid radiation injury. Specific measures include:

### Training and certificate management

- Radiation workers must participate in the radiation safety training at or above the intermediate level organized by the state-designated training institutions before taking up their posts, and obtain the Certificate of Radiation Workers. Radiation workers can only engage in the restricted radiation work after holding the certificate. The Certificate of Radiation Workers shall be reviewed once a year. Radiation workers shall apply for re-training when the 4-year training validity expires.

### Personal radiation dose monitoring

- All employees engaged or involved in radiation work must accept personal radiation dose monitoring. In daily work, they must wear personal dosimeter and personal dose alarm, as well as lead clothes, lead hat, lead apron, lead gloves and lead glasses in strict accordance with the requirements of the national environmental protection supervision authorities. The personal radiation dose details of employees will be issued by the third-party agency every quarter. The Group keeps the maximum annual dose limit no greater than 5mGy in strict compliance with the national regulations.

### Personal radiation dose files

- All employees engaged or involved in radiation work must establish personal radiation dose files. Such files, which contain the basic personal information, job position, dose monitoring results, etc., shall be kept and filed by the Administration and Personnel Department until the radiation worker reaches the age of 75 or stops radiation work for 30 years.

### Radiation-related physical examination

- All personnel engaged in radiation work will take part in the professional physical examination carried out by the designated medical institutions for radiation examination every year, and they will be evaluated comprehensively on the possibility to continue to engage in radiation work according to the physical examination report.

Radiation Protection Measures for Employees



## 2020 Environmental, Social and Governance Report

The Group attaches great importance to fire safety. All hospitals are required to organize fire drills on a regular basis to strengthen the fire safety awareness of employees and ensure the safety of patients and hospital staff.

Case Sharing: Fire Safety Emergency Drill of Heze Hygeia Hospital

On July 4, 2020, Heze Hygeia Hospital held a fire safety emergency drill for medical staff from various departments. The fire control director of the hospital explained the functions and use methods of fire extinguishers for the medical staff. Then, the professional fire protection staff demonstrated the operations and guided the medical staff to learn the correct fire fighting operations. This fire safety emergency drill has improved the safety awareness of the employees, and promoted the “mass prevention and treatment” of fire protection work, which was conducive to safeguarding the life safety of patients and staff and the property safety of the hospital.

### 3. Employee training and development

The Group is profoundly aware that the sustainable development of an enterprise is inseparable from the support of excellent talents. Through the multi-level training system and the diversified training courses, we provide employees with rich learning opportunities and motivate them to continue learning and self-improvement, thereby promoting the all-round development of the Group’s talents.

We established Hygeia College (海吉亞學院) (virtual) this year, which is responsible for construction of the Group’s training system and the implementation of the training plans. There is an academic committee under Hygeia College. The committee, which is composed of eligible experts internally selected by the Group and retained external experts, is mainly responsible for training and teaching. Training courses are mainly divided into professional courses and management courses, including clinical medicine, medical technology, tumor MDT multidisciplinary diagnosis and treatment, nursing, pharmacy, business analysis, management, etc. We have built a perfect training system for our employees, covering professional group training, management training of reserved talents as well as middle and high-level cadres and outsourced training. We’ve continuously developed and cultivated compound talents with medical expertise through such diversified training programs.

## 2020 Environmental, Social and Governance Report

**Professional group training**

- Professional group training, which consists of clinical medicine, multi-disciplinary tumor consultation, medical technology, combined traditional Chinese and Western medicine, pharmacy, medical quality and nursing training, is aimed to improve the professional skills of employees.

**Management training of reserved talents**

- It consists of centralized training for new employees, improvement training of reserved talents, training of department management assistants and backup talents, etc., which is usually carried out by means of video or telephone conference.

**Management training of middle-level cadres**

- It consists of training for directors at or above the department level, training for middle-level cadres and reserved middle-level cadres, training of assistant directors of operation, which is carried out by means of video or centralized training. The academic committee or external experts are responsible for teaching. Trainees will take part in examination upon completion of the training. The examination results will be considered in their annual or quarterly performance evaluation and linked to the performance bonus of their departments.

**Management training of high-level cadres**

- The training is targeted at the hospital directors, reserved hospital directors, department directors and other qualified candidates. It is a closed type or half off-the-job training, which will be lectured by the President of Hygeia College or external experts. Upon completion of the training courses, an examination will be organized and a completion certificate will be issued. The examination results will be considered in the annual bonus assessment of a hospital or individual.

**Outsourced training**

- Outsourced training mainly consists of planned training for advanced studies, training by external associations and other trainings. The Academic Affairs Section of Hygeia College will assist the hospitals in management of the outsourced training according to their needs.

## Employee Training System

In 2020, a total of 1,706 employees attended the trainings organized by the Group, among which 757 were male employees and 949 were female employees.

Case Sharing: Special Training of Suzhou Canglang Hospital on Nursing and Ward Rounding for Acute Leukemia

On June 16, 2020, in order to improve the comprehensive clinical nursing capabilities of nurses in the hospital, the Nursing Department of Suzhou Canglang Hospital organized a special training on Nursing and Ward Rounding for Acute Leukemia by taking the Hematology Department as an example. This training explained and demonstrated the standardized nursing procedures and methods of patient care and physical examination for the hospital nurses. After the training, the comprehensive capability assessment was carried out on the hospital nurses. It has effectively improved the professional service level of the medical staff.

Case Sharing: Heze Hygeia Hospital Organizing Training for Management Staff

On July 30, 2020, Heze Hygeia Hospital conducted a hospital management training for department directors, head nurses and administrative staff, so as to improve the humanistic quality, management capability and leadership level of management staff of the hospital. The training explained the significance and role of management to the development of the hospital from three aspects: the “characteristics of hospital management”, the “importance of hospital management”, and the “improvement of the quality of management staff”. Duties of directors and head nurses of each department were interpreted by taking the administrative office for administration and the medical affairs section for medical treatment as examples. The training has strengthened the management staff’s understanding of hospital management and their own duties, and encouraged the staff to promote the hospital quality improvement and quality construction with enthusiastic working attitude and practical working style.

#### **4. Employee care and communication**

The Group actively advocates the balance between work and life, and organizes colorful recreational and leisure activities for employees on a regular basis, including thematic birthday party for employees, exquisite gifts for employees on holidays, book sharing events, etc., so as to help employees adjust their mental state and maintain a positive mental outlook after busy work. In addition, the Group also actively listens to the voice of employees through various channels to enhance their sense of belonging to the Group.

Case Sharing: New Year Greeting Activity for “Celebrating the Spring Festival and Praying for Blessings”

On January 20, 2020, on the eve of the Spring Festival, Shanxian Hygeia Hospital organized a New Year greeting activity with the theme of “Celebrating the Spring Festival and Praying for Blessings”. Professional calligraphy masters were invited to write the lucky character “Fu” and the Spring Festival couplets for the hospital staff and patients. The leaders of the hospital personally sent these handwriting wishes to the patients and medical staff to convey the Group’s festival blessings. The scene of “Sending Blessings” was harmonious and full of strong traditional festival atmosphere, which made the on-duty hard-working medical staff feel by the home-like warmth from the Group.

## 2020 Environmental, Social and Governance Report

Case Sharing: Gift Giving Activity on the “Women’s Day”

On the occasion of the “March 8” International Women’s Day, in order to express the hospital’s concern and respect for female employees, Anqiu Hygeia Hospital, Heze Hygeia Hospital and Shanxian Hygeia Hospital under the Group organized an activity with the theme of “Presenting a gift to female employees for celebrating the Women’s Day”, and presented flowers, gift boxes and other holiday gifts to all the on-duty female employees, making them fully feel the concern of the Group and improving their sense of belonging and happiness in work and life.

Case Sharing: Birthday Party Themed by the June 1 “Time Traveling to Reminisce the Childhood”

On May 22, 2020, Suzhou Canglang Hospital held an interesting birthday party for the hospital staff with the theme of “Time Traveling to Reminisce the Childhood”. We prepared birthday cake, snacks and various childhood fun games for the employees at the activity, and we also presented birthday greetings and birthday gifts to relevant employees, which reminded the employees of their childhood fun and helped ease their work pressure. The scene was overwhelmed with great joy and constant laughter.

Case Sharing: “Lateral leadership” Book Sharing Event

On October 14, 2020, Suzhou Canglang Hospital held a book sharing event on the “Lateral leadership”, which invited many hospital staff to discuss skills and ways to improve hospital management. After reading the book, the employees spoke freely concerning the book “Lateral leadership” and summarized the leadership skills such as goal setting, full thinking, plan revision, team motivation and feedback management. This book sharing event deepened the hospital staff’s understanding of leadership and was conducive to enhancing the comprehensive management level of the hospital.

The Group conducts regular satisfaction surveys on employees in the form of interviews to know about the status of employees in their work and life, collect their suggestions and opinions on development of the Group, and try to improve employee satisfaction. Moreover, employees can make feedback through complaint mailbox and face-to-face communication with the HR Department, while the HR Department will immediately follow up and deal with employees’ demands. For the resigned and dismissed employees, the Group has also established a perfect resignation approval process and the management procedures for resigned and dismissed employees to standardize the procedures such as salary settlement and labor relations, and effectively protect the legitimate rights and interests of employees.



## 2020 Environmental, Social and Governance Report

## VI. ENVIRONMENTAL RESPONSIBILITY

The Group actively responds to the call for ecology and environmental protection in China, strictly follows the Environmental Protection Law of the People's Republic of China (《中華人民共和國環境保護法》), Sewage Discharge Standards for Medical Institutions (《醫療機構污水排放標準》), Medical Waste Management Regulations (《醫療廢物管理條例》) and other laws and regulations, and constantly improves its environmental protection management mechanism, so as to minimize the adverse impact of operating activities on the environment. We actively implement various green operation measures, work diligently on energy conservation and emissions reduction and strive to build an environment-friendly society. During the Reporting Period, the Group did not encounter any difficulties in obtaining water sources, and there were no incidents that may have a significant negative impact on the environment and natural resources.

### 1. Operation of green hospitals

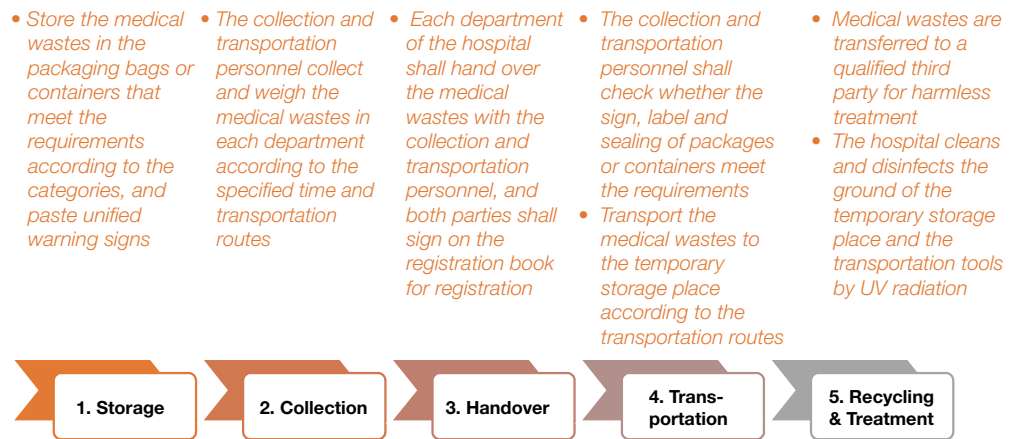
The Group has formulated internal systems such as Medical Wastes Management System (《醫療廢物管理制度》) and Hospital Sewage Management System (《醫院污水管理制度》) to regulate the use of waste water, waste discharges, medical radiation sources, resources and energy generated in the operation process, actively implement various pollution prevention initiatives, and continuously improve the green operation effect of the hospital.

#### 1) Waste water and waste discharge management

Based on the business nature, we will discharge domestic sewage and medical waste water. Hospitals under the Group strictly implement the pre-discharge standard for the waste water in strict accordance with the Discharge Standard of Water Pollutants of Medical Organizations (GB18466-2005) (《醫療機構水污染物排放標準(GB18466-2005)》). Professional third-party agencies are employed to disinfect and test the effluent quality every day, and only the waste water that meets the standard can be discharged into the municipal pipeline network. Meanwhile, the hospitals employ qualified monitoring agencies to conduct sampling inspection on waste water according to the national testing requirements for discharge permission of enterprises, so as to ensure that the concentration of pollutants in the waste water meets the requirements of relevant laws and regulations.

We will produce a certain amount of medical wastes and harmless wastes during our daily operation. We have set up waste management leading groups in various hospitals to coordinate the safety management of medical wastes. All hospitals have implemented classified management on medical wastes in accordance with the Classified Catalog of Medical Wastes (《醫療廢物分類目錄》) issued by the National Health Commission, and have formulated a complete flowchart and emergency plan for medical waste treatment, so as to standardize the processes for storage, collection, handover, transportation, recycling and disposal of medical wastes in wards. In addition, the Hospital Infection Management Department is responsible for carrying out training on law, professional skills, safety protection, emergency treatment and other knowledge for the staff engaged in medical waste treatment, so as to strengthen their professional skills and sense of responsibility in terms of medical waste treatment. The harmless wastes generated will be collected and stored separately, then recycled and treated uniformly by relevant municipal agencies.

## 2020 Environmental, Social and Governance Report



Storage, Collection, Handover, Transportation and Recycling Process of Medical Wastes

**2) Management of medical radiation sites**

All hospitals under the Group have radioactive equipment for diagnosis and treatment. The Group and its hospitals implement strict monitoring and protection measures in all medical radiation sites in strict accordance with the Law of the People's Republic of China on Prevention and Control of Radioactive Pollution (《中華人民共和國放射性污染防治法》), the Regulations on the Safety and Protection of Radioisotopes and Radiation-Emitting Devices (《放射性同位素與射線裝置安全 and 防護條例》), the Administrative Measures on the Radiotherapy (《放射診療管理規定》) and other laws and regulations, as well as the regulatory requirements of relevant government departments. We carry out pre-assessment of radioactive occupational hazards, control effect assessment and environmental impact assessment for all large-scale radioactive equipment sites in the hospitals according to relevant laws and regulations, and ensure that the wall thickness of the radiation sites meets the standard, and that the lead doors, lead screens and other protective devices are sufficiently equipped. The Group has also formulated internal systems such as the Periodic Detection Plan of the Equipment (《設備周期性檢測方案》) to regularly monitor and evaluate the radiation intensity in the radiation sites, strictly control the risk of radiation pollution, and maintain a safe diagnosis and treatment environment.

**3) Exhaust gas and greenhouse gas emissions**

The exhaust gas and greenhouse gas emissions generated during our business activities are mainly derived from the use of energy and official vehicle fuel. We are committed to reduce exhaust gas and carbon dioxide emissions mainly through the implementation of various energy-saving and environmental protection measures, and have adopted various measures to reduce carbon emissions caused by fuel use and the carbon footprint of employees, such as encouraging employees to choose public transportation and other green travel methods, reducing the frequency of the use of official cars and private cars, advocating the use of energy-saving products and strengthening the electricity control.

## 2020 Environmental, Social and Governance Report

4) **Use of energy and resources**

The Group advocates green office style, focuses on cultivation of the staff's awareness of energy conservation, formulates and implements the internal systems such as Management System for Procurement and Use of Office Supplies in Hospitals (《醫院辦公用品採購及領用管理制度》) and the Management Measures for Strengthening Electricity Conservation and Controlling Energy Consumption to Eliminate Wastes (《關於加強節約用電控制能耗杜絕浪費管理辦法》), requiring all hospitals to formulate annual energy conservation plans and objectives, to standardize the use of office supplies, to urge the staff to reduce waste of resources, and to jointly fulfill the sustainable development responsibility.

**Formulating standard systems**

- Each hospital formulates the annual work plan and target for energy conservation, controls the purchase quantity of office supplies and consumables, and encourages each department to save and reduce energy consumption;
- The Logistics Department has formulated relevant management system for the use of water and electricity, conducted irregular inspection on water source switches, valves and other water leakage points, and strengthened the management of water and electricity utilities.

**Managing the use of paper**

- Apply electronic medical records and electronic office audit system, and carry forward paperless office to reduce paper consumption;
- Promote double-sided printing and recycling to enhance the utilization rate of office paper;
- Post up paper-saving signs in all printing areas to intensify employees' awareness of saving paper.

**Reducing waste of resources**

- Office supplies shall be applied for, registered, compared and analyzed on a regular basis to control their use throughout the hospital;
- LED energy-saving lamps are used to replace fluorescent lamps, and employees are required to turn off the lamps as they go out. Ever-burning lamp and daytime lamps are forbidden to reduce the electric power consumption of lighting equipment;
- Use energy-saving and water-saving appliances, set the air-conditioning temperature and switch ON/OFF time properly, and replace high-energy and high-power electrical appliances.

**Increasing propaganda of green ecology**

- Post up energy-saving publicity signs in public areas and on office equipment and energy-consuming equipment, set up food-saving and civilized dining signs in canteens, put up water-saving signs in water use places and on water appliances, strengthen the energy-saving awareness of employees, and create an atmosphere of energy consumption and consumption reduction.

Case Sharing: "Energy-saving and Low-carbon, Sharing and Green" Cleaning Activities

In 2020, in order to enhance the staff's awareness of saving resources and protecting the environment, Chengwu Hygeia Hospital organized the cleaning activities with the theme of "Energy-saving and Low-carbon, Sharing and Green", where staff volunteers were organized to clean up the domestic wastes in and around the hospital, so as to jointly maintain a clean and hygienic medical environment.

## 2. Construction of green hospitals

In the new hospital construction projects, the Group attaches great importance to environmental management of the construction process, and strictly checks the discharge of dust, waste water and wastes generated during the construction process, so as to reduce the negative impact of operation on the environment. In the meantime, the green building design concept is introduced into the planning and implementation of new hospital construction projects, in an attempt to improve the energy conservation and emission reduction effect thereof.

### 1) Environmental management of construction site

In accordance with the Environmental Protection Law of the People's Republic of China, the Environmental Impact Assessment Law of the People's Republic of China, the Law of the People's Republic of China on the Prevention and Control of Solid Waste Pollution and other national environmental laws and regulations, the Group has established a series of environmental protection measures in combination with the environmental protection requirements of the local governments and the actual situation on the construction sites of the new hospital construction projects, mainly including:

#### Dust control

- The construction site of engineering projects is equipped with closed enclosures, and dust atomization and spraying facilities are installed;
- Slags are transported with sealed and capped vehicles, and vehicles and pavements on the construction site are washed by spray water;
- All the bare soil on the construction site is covered by geotextiles, and wet operation is used for the earthwork excavation, for which dust reduction treatment is also conducted;
- Mixing, cutting and paint spraying in the open air are strictly forbidden, and special flue gas recovery devices are equipped for on-site welding work;
- Construction waste and dust on the construction site are cleaned up in time according to the construction progress for fear of dust.

#### Waste water and sewage treatment

- The on-site rainwater is uniformly discharged into the municipal rainwater pipeline network through the three-stage sedimentation tank;
- The on-site sewage is uniformly discharged into the on-site three-stage septic tank, and the canteen oil is discharged into the three-stage septic tank after being treated by a special oil separator; sewage from the septic tank is uniformly treated by a professional third party.

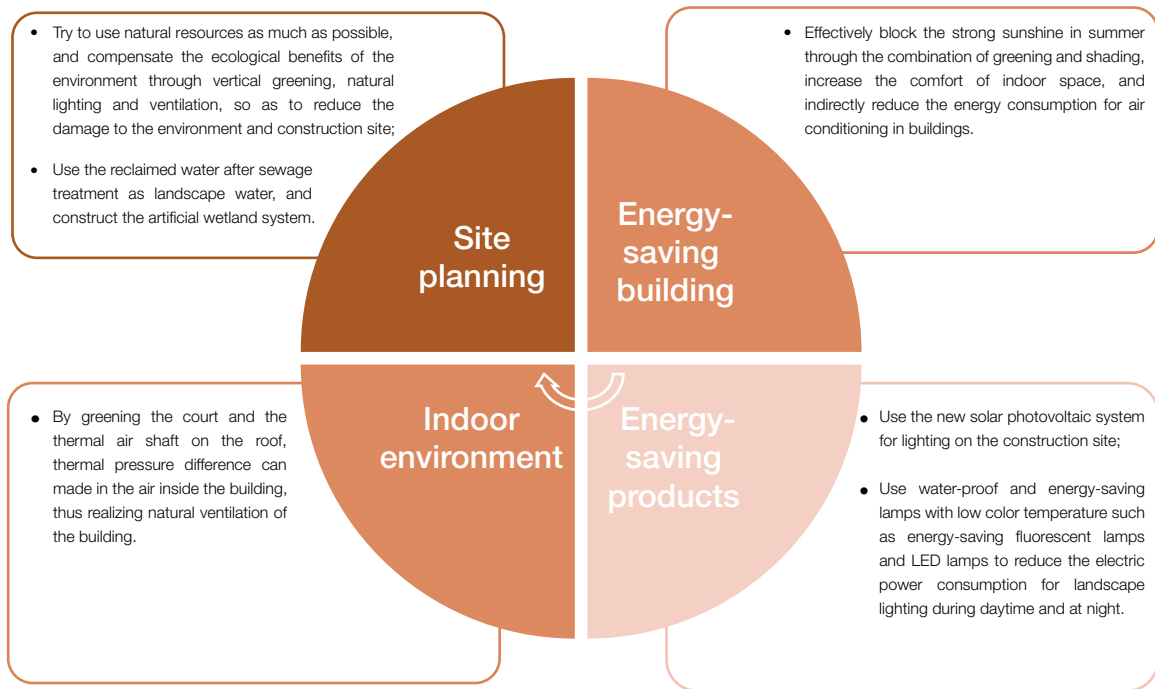
#### Garbage disposal

- Garbage cans are set on the construction site to collect domestic garbage, which will be transported by garbage truck to a professional third party for unified treatment.



## 2) Application of green energy-saving technologies

The Group actively promotes the application of green building elements in the new hospital construction projects, and tries to reduce the resource and energy consumption for construction and operation and improve the environmental benefits through scientific planning of the on-site resources, application of energy-saving building design and use of energy-saving products.



## 2020 Environmental, Social and Governance Report

## 3. Table of Environmental KPIs

## Environmental KPIs in 2020

Number	Environmental KPIs	Unit	Usage/ Emissions
A1.1	NO <sub>x</sub>	kg	465.20
	SO <sub>x</sub>	kg	0.63
	PM <sub>10</sub>	kg	19.36
A1.2	GHG Emissions (Scope 1)	ton	821.60
	GHG Emissions (Scope 2)	ton	11,651.21
	Total GHG Emissions (Scope 1 & 2)	ton	12,472.81
A1.3	Hazardous Waste	ton	194.17
A1.4	Non-hazardous Waste	ton	932.60
A2.1	Pipeline natural gas	'000 kWh	3,547.09
	Petrol	'000 kWh	273.48
	Diesel Fuel	'000 kWh	124.92
	Electricity Consumption	'000 kWh	13,104.42
	Direct Energy Consumption	'000 kWh	3,945.49
	Indirect Energy Consumption	'000 kWh	13,104.42
	Total Energy Consumption (direct energy consumption and indirect energy consumption)	'000 kWh	17,049.91
–	Energy consumption intensity	'000 kWh/m <sup>2</sup>	0.12
	Office paper consumption	ton	22.09
	Water Consumption	m <sup>3</sup>	292,150.00
A2.2	Water Intensity	m <sup>3</sup> /m <sup>2</sup>	2.04

## 2020 Environmental, Social and Governance Report

## Environmental Data Description of 2020:

- The environmental data for 2020 cover the period from January 1, 2020 to December 31, 2020, and the premises and vehicles for official business of the headquarter of the Group in Shanghai and 4 self-owned hospitals, namely Shanxian Hygeia Hospital, Longyan Boai Hospital, Suzhou Canglang Hospital and Chongqing Hygeia Hospital.
- Emissions in 2020 arise from gasoline and diesel consumption by vehicles for official business of the Group and self-owned hospitals, diesel consumption by standby generators and natural gas consumption.
- Greenhouse gas emissions (Scope 1) mainly arise from gasoline and diesel consumption by vehicles for official business of the Group and self-owned hospitals, diesel consumption by standby generators and natural gas consumption. Greenhouse gas emissions (scope 2) arise from purchased electricity. The relevant emission coefficients were based on the Reporting Guidance on Environmental KPIs (《環境關鍵績效指標彙報指引》) released by Stock Exchange, and the GHG emission coefficients of purchased electricity were based on the Chinese Regional Power Grid Baseline Emission Factors for 2017 Emission Reduction Projects (《2017年度減排項目中國區域電網基準線排放因子》) released by the Ministry of Ecology and Environment of PRC.
- The types of energy consumed by the Group in 2020 include purchased electricity, natural gas, gasoline and diesel; for relevant energy consumption coefficients, refer to the Reporting Guidance on Environmental KPIs of the Stock Exchange, and the Greenhouse Gas Emissions Accounting Methodology and Reporting Guidelines for Public Buildings Operating Enterprises (for Trial Implementation) (《公共建築運營企業溫室氣體排放核算方法和報告指南(試行)》) published by the National Development and Reform Commission of China.
- Hazardous wastes are medical wastes generated by hospitals. Medical wastes are delivered to professional institutions for treatment, so as to reduce the environmental impact of the Group.
- Non-hazardous waste refers to the office waste generated by the headquarter of the Group and household waste generated by the hospitals.
- Direct energy consumption refers to the use of gasoline, diesel fuel and natural gas.
- Indirect energy consumption refers to the use of the purchased electricity.
- Relevant density values are calculated by the operating areas.
- The Group only consumed mild packaging material in the production of professional SRT equipment, which is immaterial to the Group. Therefore, A2.5 total packaging material used for finished products was not disclosed for the year.

## VII. SUPPLY CHAIN RESPONSIBILITY

The Group proactively fulfills supply chain responsibilities, strictly complies with the Regulations on Drug Supervision and Administration (《藥品監督管理條例》), Good Supply Practice for Pharmaceutical Products (《藥品經營質量管理規範》) and other laws and regulations, formulates and implements the Drug Procurement Management System (《藥品採購管理制度》), Supplier Management System (《供應商管理制度》) and Supplier Management Procedures (《供方管理程序》) and other internal systems, so as to regulate the supplier access and evaluation and effectively guarantee the quality of the medical products and services. In 2020, the Group has a total of 368 suppliers.

### 1. Supplier access

The existing suppliers of the Group mainly include suppliers involved in pharmaceuticals and medical consumables, raw materials of radiotherapy equipment, engineering and information technology systems. The Group has formulated the strict selection criteria for each type of suppliers, strictly reviewed the sales, production and other qualification certificates of the suppliers, and comprehensively considered the product quality, pricing, reputation, delivery time of the suppliers and other factors. In addition, the Group attaches great importance to the environmental and social risks of the supply chain, conducts background investigations on suppliers in respect of labor lawsuits, environmental penalties and others during the access process, and takes into account the suppliers' performance in social responsibility.

### 2. Supplier evaluation

The Group has established the list of qualified suppliers, and conducts regular inspections and dynamic evaluations of the performance of the suppliers, such as the service level and product quality, at different stages of the project and contract execution. According to the latest scoring results, the suppliers are divided into four levels, i.e. A, B, C and D, among which, A-level suppliers are excellent suppliers and preferred partners, while D-level suppliers are unqualified suppliers and are not allowed to participate in any bidding and cooperation projects of the Group within two years, and the re-bidding must be re-qualified and re-reviewed. In addition, for suppliers that have material violations during the bidding and contract performance, the Group has set up a supplier blacklist to prohibit all cooperative relationships, so as to achieve the selection of high-quality suppliers and the elimination of poor-quality suppliers, urge suppliers to perform their responsibility and create a responsible supply chain.



## VIII. COMPLIANCE OPERATION AND INTEGRITY CULTURE CONSTRUCTION

The Group adheres to responsible and compliance operations, pays close attention to industry policies and relevant laws and regulations, continues to strengthen internal operation and management, and strives to improve the efficiency of management and control and the internal governance standard.

### 1. Compliance marketing

The Group strictly abides by the Advertising Law of the People's Republic of China (《中華人民共和國廣告法》), Measures for Administration of Medical Advertisement (《醫療廣告管理辦法》) and other relevant laws and regulations, formulates and continuously improves the Management System for Hospital Market Activities (《醫院市場活動管理制度》) and other internal systems. We define the procedures of filing and approval of daily publicity and promotion, and manage the marketing activities in a standardized manner.

The hospitals use the promotional material template uniformly reviewed by the Group's Legal Department for daily publicity and promotion. Meanwhile, the Group's Public Relations Department is responsible for auditing strictly the various posters, videos, printed materials, public account tweets and other promotional materials submitted by each hospital in respect of their authenticity, compliance, and rationality, and obtains professional opinions from the Legal Department when necessary to ensure the authenticity and reliability of external publicity information and prevent any form of illegal publicity. In addition, the Public Relations Department regularly conducts training on relevant marketing laws and systems for hospitals to strengthen the awareness of compliance publicity of units at all levels.

### 2. Anti-corruption and whistle-blowing mechanism

The Group attaches great importance to fostering a culture of integrity, and formulates the Anti-Corruption and Anti-Bribery Letter of Commitment (《反腐敗、反賄賂承諾書》) and other internal rules and regulations in compliance with the Anti-Unfair Competition Law of the People's Republic of China (《中華人民共和國反不正當競爭法》), Interim Provisions on Prohibiting Commercial Bribery (《關於禁止商業賄賂行為的暫行規定》) and the Anti-Monopoly Law of the People's Republic of China (《中華人民共和國反壟斷法》) and other relevant laws and regulations, to urge all employees to follow the principle of "law-abiding and integrity" and resolutely forbid commercial bribery, bribery, and offering or accepting other improper benefits. The Group requires all of our new employees to sign an anti-corruption confirmation, which expressly prohibits corrupt activities such as financial impropriety, immorality and fraudulent activities, and clarifies the punishment measures for fraud and corruption. We have established various whistle-blowing channels such as hotline and email, and regularly held special trainings on anti-corruption and promotion of integrity to enhance employees' legal and ethical awareness and reduce the risk of fraud. We will issue a declaration on anti-corruption to our suppliers and cooperation partners before entering into all business to inform them of our policies on anti-corruption and anti-bribery. Meanwhile, we require suppliers to sign contracts containing anti-bribery provisions to reduce the risk of third-party corruption.

During the Reporting Period, the Group did not have any reports or lawsuits related to employee corruption.

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Case Sharing: Special Training on Anti-Commercial Bribery and Conflict of Interest in Medical and Pharmaceutical Field

On April 10, 2020, in order to standardize the construction of the industry style of the Group and its hospitals, the Group held a special lecture on anti-commercial bribery and conflict of interest in the medical and pharmaceutical fields for 335 core managers of the head office and its hospitals. In this training, commercial bribery and conflict of interest were briefly introduced and the comments and analysis of cases are integrated to guide employees how to avoid commercial bribery in donations, so as to help medical staff improve their awareness of commercial bribery and conflict of interest, and strengthen their sense of honesty and self-discipline.



Training Scene of Hospital

**IX. SOCIAL CONTRIBUTION****1. Fight against the COVID-19 outbreak**

“Doctors are benevolent, and people facing the ruthless epidemic situation become more affectionate”. As practitioners in the medical industry, we are well aware of our own responsibilities and missions in the battle against the COVID-19 epidemic situation. We have organized a number of medical staff to support the front line of fighting against the COVID-19, devoted to the prevention work for the epidemic situation in local communities, and performed our duties in check-up stations at the entrance to “South Heze” Highway, the exit of Heze Railway Station and Heze Development Zone, where we gave full play to our own medical advantages and built a strong lifeline for epidemic prevention and control to safeguard the health and safety of patients and citizens while ensuring the in-place deployment of prevention work against epidemic situation in various hospitals.

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Case Sharing: “Patron Saint” in Cold Nights – Epidemic Prevention Duty Activities of Heze Hygeia Hospital

In order to meet the tide of return trip to work after the epidemic situation, Heze Hygeia Hospital actively responded to the calls of the governments and sent four employees to participate in the epidemic prevention duty activities in Heze transportation hub. Since February 10, 2020, the medical staff on duty have provided the temperature measurement services for passengers at the exit of Heze Railway Station every day, instructed passengers to fill in the registration form of health status and travel information, and carried out the relevant publicity and education of health, so as to improve passengers’ awareness of epidemic prevention and safety and effectively protect the lives, health and safety of citizens.



Epidemic Prevention Duty Site of Medical Staff of Heza Hygeia Hospital

Case Sharing: “Unity as one to Fight against the Epidemic Situation” – Epidemic Prevention Activities of Chongqing Hygeia Hospital in Various Communities

Chongqing Hygeia Hospital established an epidemic prevention and control support team for the first time, and quickly organized medical staff to participate in the prevention and control work of surrounding communities after the outbreak of the COVID-19 epidemic situation. The hospital provided the online consultation, drug delivery and door-to-door service and other medical services to community residents who were isolated at home, arranged medical staff to take turns on duty in the communities, and provided the community residents with a large number of medical materials like masks and disinfectants to ensure an effective medical security in the communities. Moreover, the hospital has also held many health publicity lectures on the epidemic prevention and control to popularize the health knowledge of preventing the COVID-19 for the community residents, and urge residents to adhere to the good health habits of “wearing masks, washing hands frequently, taking physical temperature, disinfecting frequently, reducing gathering and taking ventilation frequently”, so as to strengthen the health awareness and prevention & control knowledge and consolidate the prevention & control effect of the COVID-19 epidemic situation.

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Case Sharing: Visit from Heze Hygeia Hospital for Epidemic Prevention

On March 24, 2020, leaders and relevant personnel of Heze Hygeia Hospital visited the Dianhutun Elder Care Center as a testing station for epidemic prevention and control, with sympathy gifts, expressing their sincere sympathy to epidemic prevention personnel and on-duty personnel working at the frontline. The leaders communicated with front-line workers with regard to their work, recognized and praised their spirit of taking the lead, working hard and dedication, which greatly encouraged the morale of the frontline workers and strengthened their firm belief of working together to overcome the outbreak.

**2. Caring for the disadvantaged**

The Group attaches great importance to caring for the disadvantaged groups and actively carries out activities to care for the disadvantaged groups to help create an equal, inclusive and harmonious social atmosphere. For example, Suzhou Canglang Hospital has an employment support project for the disabled to provide suitable jobs for them and help them obtain a stable income and realize their life values; Chongqing Hygeia Hospital conveys warmth to children with disabilities, children from families of members with disabilities and other children in need through charitable donations to help them thrive.

**3. Community commonweal activities**

The Group actively carries out various community services and commonweal activities, gives full play to its own advantages in medical resources, gives back to the community, and fulfills corporate responsibilities. The hospitals of the Group regularly organize routine gratuitous treatments, gratuitous treatments for convenience services and various health lectures in the surrounding communities to help improve the the level of community public health.

Case Sharing: "Famous Doctors Serving Communities" – Community Health Lectures held by Canglang Hospital of Suzhou

On May 17, 2020, in order to improve the health knowledge level of community residents, Canglang Hospital of Suzhou held a health lecture activity titled "Self-Management of Hypertension Patients" in Jia'an Community, Suzhou. The cardiovascular specialists from the famous doctors' studio of the Hospital were invited to introduce the characteristics of hypertension patients, principles of antihypertensive drugs and other medical knowledge to residents of the community in detail by means of "offline lectures + online live broadcast", and patiently answer questions about self-management and drug selection of patients. This lecture has enabled the community residents to have a deeper and scientific understanding of hypertension. The participants at the activity scene expressed that they were greatly enlightened.

Case Sharing: "Love Communities and Care for Health" – Touring Free Clinic Activities by Chongqing Hygeia Hospital

In August 2020, Chongqing Hygeia Hospital organized many backbone medical staff from internal medicine, surgery, stomatology, gynecology, traditional Chinese medicine, otolaryngology, dermatology and other departments to carry out the touring free clinic activities in more than ten communities in Chongqing with a period of two months. At the event site, the medical staff provided free health consultation, blood glucose and blood pressure electrocardiogram measurement, Chinese medicine moxibustion physiotherapy experience, breast cancer and cervical cancer screening and other services for the community residents, and handed out more than 4,000 copies of prevention and treatment materials on various chronic diseases including diabetes and hypertension, which attracted a large number of residents for enthusiastic participation and won unanimous praise from the residents.



## X. MAJOR HONORS AND AWARDS OF THE YEAR

As of December 31, 2020, the Group and its hospitals have won the following awards:

No.	Award	Wining Time
1	Group third prize in "First-Aid under the Epidemic Situation" Emergency Rescue Skills PK Competition of Gusu District in 2020	September 2020
2	Individual Winner Prize in "First-Aid under the Epidemic Situation" Emergency Rescue Skills PK Competition of Gusu District in 2020	September 2020
3	Suzhou Labor Relations Harmony Enterprise in 2019	October 2020
4	Excellence Award of "Typical Cases of Ideological and Political Work of Staff and Workers" by the Federation of Trade Unions	December 2020
5	Social public welfare co-construction unit	March 2020
6	The most beautiful "Guardian" against epidemic situation	May 2020
7	Excellent Nurse in Longyan City	May 2020
8	Breast Cancer Screening and Prevention Training Base of China Maternal and Child Health Association	September 2020
9	"PICC Catheterization guided by ultrasound-combined with intracavitary Electrocardiogram Positioning Method" won the excellence award of "Creative Video of Intravenous Infusion Treatment"	October 2020
10	"Maintenance of Intermittent Period of Infusion Port" won the excellence award of "Creative Video of Intravenous Infusion Treatment"	October 2020
11	Surgical Skills Competition/Winner Award (First Prize)	October 2020
12	Surgical Skills Competition/Winner Award (Second Prize)	October 2020
13	"Spark Program" standardized diagnosis & treatment training unit for cancer pain	October 2020
14	Caring Enterprise in 2020	November 2020
15	Trustworthy Enterprise for Drug Quality	March 2020
16	Health Enterprise in Shandong Province (2019-2021)	December 2018
17	Third Prize of Obstetrics and Gynecology Program of Critical Maternal Treatment Skills Competition in 2020 Staff Vocational Skills Competition	September 2020
18	Demonstration Enterprise for Medical and Nursing Work in Heze City	October 2020
19	Advanced Enterprise for Militia Training Work in Chengwu County	November 2020

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**XI. LIST OF PARTICIPATED INDUSTRY ASSOCIATIONS**

As of December 31, 2020, the information of the industry associations that the Group and its hospitals participated is as follows:

No.	Name of Association	Membership Level
1	Jiangsu Specialist Alliance of Hematology	Member
2	Professional Committee on Hematopoietic Stem Cell Transplantation and Immunotherapy of Jiangsu Research Hospital Association	Committee member
3	Jiangsu Alliance of Heart Failure Center	Member
4	Hospital Infection Management Professional Committee of Suzhou Hospital Association	Committee member
5	Hospital Information Management Professional Committee of Suzhou Hospital Association	Committee member
6	Cancer Specialty of Suzhou Association of Integrative Medicine	Standing committee member
7	Cancer Specialty of Suzhou Association of Traditional Chinese Medicine	Standing committee member
8	Suzhou Branch of Chinese MDT Union of Colorectal Cancer	Standing committee member and committee member
9	Suzhou Tumor MDT Study Group	Committee member
10	Tumor Microcirculation Study Group of Suzhou Microcirculation Professional Committee	Committee member
11	Suzhou Cancer Rehabilitation Association	Committee member
12	Fujian Medical Association	Standing director
13	Surgery Branch of Longyan Medical Association	Standing committee member

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No.	Name of Association	Membership Level
14	Breast Tumor Minimal Invasion and Non-invasion Branch of Fujian Association of Medical Exchanges across the Taiwan Straits	Director
15	Orthopedics Professional Committee of Longyan Association of Traditional Chinese Medicine	Vice chairman
16	Fujian Association of Tumor Prevention and Treatment Technology Exchanges across the Taiwan Straits	Committee member
17	Red Cross Society	Member
18	Shanxian Banma Volunteer Rescue Association	Co-construction unit
19	Shanxian New Social Stratum Association	Vice chairman and strategic partner member
20	Shanxian Elder Care Community	Member
21	Practice Base for "Patriotic Struggle and Meritorious Services"	Member
22	Shanxian Demonstration Point for Party Building Work of Social Organization	Member
23	Shanxian Association of Culture & Tourism	Member
24	Shandong Branch of China Tobacco Cessation Alliance	Director
25	Caring Enterprise Unit of Banma Rescue Team in Dingtao District	Member
26	Shandong Emergency Medical Partnerships	Standing director
27	Demonstration Point for Establishment of Eight Red Brands of Grass-roots Party Building Work	Member

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## APPENDIX. CONTENT INDEX OF THE ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORTING GUIDE OF THE STOCK EXCHANGE

ESG Indicators		Status of Disclosure	Corresponding Section
A1 General disclosure	Policies on emissions of exhaust gas and greenhouse gas, discharges into water and land, and generation of hazardous and non-hazardous waste, and information on compliance with relevant laws and regulations that have a significant impact on the issuer.	Disclosed	VI. Environmental responsibility
A1.1	Types of emissions and respective emissions data.	Disclosed	VI. Environmental responsibility
A1.2	Greenhouse gas emissions in total and, where appropriate, intensity.	Disclosed	VI. Environmental responsibility
A1.3	Total hazardous waste produced and, where appropriate, intensity.	Disclosed	VI. Environmental responsibility
A1.4	Total non-hazardous waste produced and, where appropriate, intensity.	Disclosed	VI. Environmental responsibility
A1.5	Description of measures to mitigate emissions and results achieved.	Disclosed	VI. Environmental responsibility
A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved.	Disclosed	VI. Environmental responsibility
A2 General disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	Disclosed	VI. Environmental responsibility
A2.1	Direct and/or indirect energy consumption and intensity by type.	Disclosed	VI. Environmental responsibility
A2.2	Total water consumption and intensity.	Disclosed	VI. Environmental responsibility
A2.3	Description of the energy use efficiency initiatives and results achieved.	Disclosed	VI. Environmental responsibility
A2.4	Description of whether there is any issue in sourcing water that is fit for purposes, water efficiency initiatives and results achieved.	Disclosed	VI. Environmental responsibility
A2.5	Total packaging material used for finished products and, if applicable, with reference to per unit produced.	N/A	the use of packaging material is considered as immaterial to the Group

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ESG Indicators		Status of Disclosure	Corresponding Section
A3 General disclosure	Policies on minimizing the issuer's significant impact on the environment and natural resources.	Disclosed	VI. Environmental responsibility
A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Disclosed	VI. Environmental responsibility
B1 General disclosure	Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	Disclosed	V. Employment management
B1.1	Total workforce by gender, employment type, age group and geographical region.	Partly disclosed	V. Employment management
B1.2	Employee turnover rate by gender, age group and geographical region.	Undisclosed	
B2 General disclosure	Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	Disclosed	V. Employment management
B2.1	Number and rate of work-related fatalities.	Undisclosed	
B2.2	Lost days due to work injury.	Undisclosed	
B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored.	Disclosed	V. Employment management
B3 General disclosure	Policies on improving employees' knowledge and skills or discharging duties at work. Description of training activities.	Disclosed	V. Employment management
B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Partly disclosed	V. Employment management
B3.2	The average training hours completed per employee by gender and employee category.	Undisclosed	



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ESG Indicators		Status of Disclosure	Corresponding Section
B4 General disclosure	Information on the policies and compliance with relevant laws and regulations which have a significant impact on issuer relating to preventing child labor and forced labor.	Disclosed	V. Employment management
B4.1	Description of measures to review employment practices to avoid child labor and forced labor.	Disclosed	V. Employment management
B4.2	Description of steps taken to eliminate such practices when discovered.	Disclosed	V. Employment management
B5 General disclosure	Policies on managing environmental and social risks of the supply chain.	Disclosed	VII. Supply chain responsibility
B5.1	Number of suppliers by geographical region.	Partly disclosed	VII. Supply chain responsibility
B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.	Disclosed	VII. Supply chain responsibility
B6 General disclosure	Information on the policies and compliance with relevant laws and regulations which have a significant impact on issuer relating to health and safety, advertising, labeling and privacy matters relating to products and services provided and methods of redress.	Disclosed	VIII. Compliance operation and integrity culture construction
B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Undisclosed	
B6.2	The number of products and services related complaints received and how they are dealt with.	Undisclosed	
B6.3	Description of practices relating to observing and protecting intellectual property rights.	Disclosed	IV. Quality responsibility
B6.4	Description of quality assurance process and product recall procedures.	Disclosed	IV. Quality responsibility
B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored.	Disclosed	IV. Quality responsibility

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ESG Indicators		Status of Disclosure	Corresponding Section
B7 General disclosure	Information on policies and compliance with relevant laws and regulations which have a significant impact on issuer relating to prevention of bribery, extortion, fraud and money laundering.	Disclosed	VIII. Compliance operation and integrity culture construction
B7.1	Number of conducted legal cases regarding corrupt practices brought against the issuer or its employees during the Reporting Period and the outcomes of the cases.	Disclosed	VIII. Compliance operation and integrity culture construction
B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	Disclosed	VIII. Compliance operation and integrity culture construction
B8 General disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	Disclosed	IX. Social contribution
B8.1	Focus areas of contribution (for example, education, environmental matters, labor needs, health, culture, sports).	Disclosed	IX. Social contribution
B8.2	Resources contributed (e.g. money or time) to the focus areas.	Disclosed	IX. Social contribution