

2020

JD Health



JDHealth

JD Health International Inc.
京东健康股份有限公司
(A company incorporated in the Cayman
Islands with limited liability)
Stock Code: 6618

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT



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Report Introduction

Presentation of the Report

This Environmental, Social, and Governance (hereinafter referred to as “ESG”) report is presented electronically in both Traditional Chinese and English.

Reference and Principles

This report references the United Nations Sustainable Development Goals (UN SDGs), the GRI Standards issued by the Global Sustainability Standards Board (GSSB), and the ESG Reporting Guide from The Stock Exchange of Hong Kong Limited (the “Hong Kong Stock Exchange”). The four disclosure principles of Materiality, Quantitative, Balance, and Consistency are also considered in this report.

Reporting Scope

The aim of this report is to provide information regarding the ESG-related performance of JD Health from January 1 to December 31, 2020, as well as information concerning material issues and boundaries identified by a materiality analysis.

Source of Information

The information and data conferred in this report primarily derive from the Company’s database, internal statistical reports, and public information, including the prospectus and annual reports of the Company, and media releases.

Currency

Unless specified, the monetary amounts are presented in Renminbi (RMB) in this report.

Referential Description

For ease of presentation, “JD Health,” “JDH,” “the Company,” and “We” all refer to “JD Health International Inc.” throughout this report.

Contact Us

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For more information, please visit our official website at <https://ir.jdhealth.com/>.



Company Profile

About JD Health

» To become the go-to health management platform for everyone in China

In December 2020, JD Health was listed on the main board of the Hong Kong Stock Exchange. Our strategic position is to create a technology-driven platform that centers on the supply chain of pharmaceutical and healthcare products and strengthened by healthcare services, encompassing a users' full life span for all healthcare needs. JD Health is devoted to creating a comprehensive "Internet + Healthcare" ecosystem to enhance our supply chain capabilities and provide a wider spectrum of healthcare services covering various healthcare scenarios and users' full life span.

The core business of JD Health including retail pharmacy and online healthcare services. We also partner with upstream pharmaceutical companies and suppliers and downstream medical institutions to build a more comprehensive healthcare ecosystem.

With regards to our retail pharmacy

business, we continue to develop our comprehensive online to offline business model and strengthen our supply chain networks of pharmaceutical products, medical devices, healthcare and wellness products. We provide online healthcare services including online consultations, chronic disease management, family doctor services and consumer healthcare services to meet users' diverse needs. Meanwhile, leveraging our advanced technologies, we strive to promote the digitalization of healthcare industry by providing smart solutions to our partners including governments and hospitals. With our strong supply chain capabilities and superior healthcare services, we can satisfy users' needs through creating a "Retail Pharmacy + Healthcare Services" business ecosystem.

In response to the "Healthy China" Vision, JD Health will further utilize our advanced technologies including artificial

intelligence (AI), big data, cloud storage, Internet of things (IoT), and supply chains capabilities to provide high-quality healthcare products and services to all users. We will continue to create value for all of our partners and provide greater market opportunities. Fulfilling users' healthcare needs and improving the quality of life are consistently at the center of our goals. JD Health will continue to innovate and empower the healthcare industry by fully integrating our capabilities with corporate resources. We believe we can provide accessible, convenient, high-quality, yet affordable healthcare products and services to help people to enjoy a better quality of life and strive to become the go-to health management platform for everyone in China.



Mission, Strategic Position, Brand Concept and Vision



Honors and Recognitions

- April 2021**
 - Awarded the "Future Medical 2020 – Annual Enterprise Award" by VCBeat.
- March 2021**
 - Awarded "The 4th Zhuoyue Medical and Health Investment List 2020, Annual Best Enterprise of Smart Healthcare."
- January 2021**
 - Mr. Lijun Xin, CEO of JD Health, was awarded the title of "Global Founder's Conference 2020 · Leader of Listed Companies" by iAsk.
- January 2021**
 - Awarded the "2020 Annual Internet Healthcare Service Brand" by Sina Medicine.
- January 2021**
 - Awarded the "Annual Summit List of 2020 New Economy Industry - the Annual Best Innovative Online Healthcare Product/Platform" by iiMedia Research.
- December 2020**
 - JD Health's "Smart Health Beihai" project was announced in the to-be-confirmed list of the second batch of key demonstration projects of Digital Guangxi construction benchmarking — the "key demonstration project of big data to promote and improve people's livelihoods."
- October 2020**
 - Awarded the "2020 Excellent Enterprise Award of China's Greater Health Industry" at the Equal Ocean 5th China Greater Health Industry Upgrading Summit.
- October 2020**
 - Awarded the "Top 80 Medical and Health Innovation Enterprises in China 2020" by CYZone.
- August 2020**
 - Awarded the "2020 China New Economy Enterprise Vitality 100 Index List" at the Global New Economy Conference 2020.
- July 2020**
 - Awarded the "Innovation Enterprise 2020 of Medical, Healthcare and Internet Field" by Saibolan.
- July 2020**
 - Ranked third in the "Top 15 China's New Economic Unicorn Company 2020 - Medical and Healthcare Field" by iiMedia.

CEO's Statement

2020 was an extraordinary year to everyone. The global outbreak of COVID-19 has raised the awareness of the systemic impact brought by public health crises on the society, economy and daily life. People have recognized the impermanence of life, and have become highly aware of health issues unprecedentedly.

The public health care systems have been pushed to the brink in the pandemic. During the preliminary stages of the outbreak, the shortage of preventative materials together with the rumors of pandemic intensified public anxiety, and chronic disease patients may face medicine supply shortages due to the lack of public medical resources. Following the normalization of epidemic prevention and control, daily nucleic acid testing and vaccination also became routine practices. At the same time, people have had higher expectations on health management. JD Health has successfully endured the challenges brought by the pandemic, launching a series of efficient, innovative, practical and reliable measures to fulfill the demands of each stage of pandemic prevention and control, so as to improve the health of our users.

Following effective control of the pandemic in China, we have observed the emerging needs on health. The demographic structure has changed with aging population accelerating; the per capita disposable income of residents has increased, and the per capita health expenditure has also continued to expand; the prevalence of chronic diseases caused by factors such as the ecological environment, work pressure and changes of lifestyle has constantly increased; Chinese people have gradually improved their health awareness, while paying increasing attention to sports and fitness, nutrition and health care. We believe that advanced technology and the application of digital technology will provide significant opportunities to upgrade the healthcare industry in China and facilitate the continuous improvement of public health. We are committed to building a complete and comprehensive "Internet + Healthcare" industrial ecosystem, and facilitating the national strategic goals of the "Healthy China 2030" Plan.

In response to risks and challenges, we always believe in utilizing our core capabilities, which are regarded as the key driving forces of our innovation acceleration and solid growth. Adhering to our mission of "becoming the go-to health management platform for everyone in China," we will implement our responsibilities in accordance with four dimensions, namely all-round health, all-people health, industrial health and ecological health. While achieving our continuous growth, we will continue to pay attention to social development and ecological environmental protection, and empower innovation and development in the industry, so

as to ensure everyone can enjoy comprehensive and high-quality healthcare products and services.

We persist in centering around our users and patients by providing diversified and high-quality healthcare products and services satisfying all of their healthcare demands throughout the entire lifecycle. By virtue of brand influence, supply chain advantages and technological capabilities, we are committed to offering Chinese people easily accessible, convenient, high-quality yet affordable pharmaceutical and healthcare products. In August 2020, we launched the family doctor service package, a strategic product, providing users with 24/7 online health consultation service, unlimited consultation service and prescription service, so that our users are able to make outpatient appointments at over 2,700 3A-class hospitals, enjoy online consultation with renowned doctors within 48 hours and active follow-up services, all through our platform. We also set up dynamic health profiles and formulated corresponding health plans for users through our family doctor service package to comprehensively serve the health demands of all users.

Meanwhile, we are also committed to improving the ability and efficiency of primary healthcare services, so that high quality and efficient medical services can be accessed by a wider range of users, ensuring that everyone has the opportunity to enjoy a healthy life. JD Health has established a "Remote Medical Public Welfare Team" and an "Online Medical Volunteer Doctor Team" to provide services such as remote medical service and online consultations service for disadvantaged communities. As early as the end of 2019, we already presented the "New Barefoot Doctor Plan," utilizing the Internet to conduct skills training and offer remote assistance, so as to improve the overall medical and healthcare skills of primary-level medical workers.

We have always believed that the sustainable and healthy development of the healthcare industry will create a stable external environment for the continuous growth of JD Health. Through our strong supply chain, service capabilities, and technological empowerment, we have greatly improved the accessibility and affordability of healthcare products and services in China. Moreover, we have improved product circulation and service efficiency, thus creating tremendous value for the entire industrial ecosystem and society. In the future, we will continue empowering all industrial players, while providing digital solutions and supply chain support to satisfy the needs of different stakeholders in the greater healthcare industry, covering cities, hospitals and pharmaceutical companies, etc., helping them improve the efficiency, achieve high quality growth, and promote the healthy

development of the entire industry.

Human health is inseparable from a stable, favorable living environment. According to data released by the United Nations Environment Program, 75% of all newly emerging human infectious diseases occurred as a result of cross-species transmission. The occurrence of these diseases is closely related to the health of the ecosystem. The rapid growth of population, coupled with the pressure from the destruction of ecosystems and sharp decline of biodiversity, has resulted in unprecedented opportunities for the spread of pathogens in animals and humans. The newly launched 14th Five-Year Plan has put emphasis on the construction of ecological civilization, which has become crucial at the strategic level. China has recently announced the national goal of reaching a carbon peak by 2030 and achieving carbon neutrality by 2060. In active response to the national climate action, JD Health will reinforce environmental compliance management, and continue to reduce negative environmental impacts at the operational level. In addition, JD Health will make use of its platform influence to encourage more consumers and supply chain partners to jointly establish ecological civilization.

In December 2020, we were successfully listed on the Hong Kong Stock Exchange. ESG governance is rising high on the Company's agenda and has become one of our key strategies for creating long-term value. We are currently creating a corporate ESG governance framework, continuously identify social and environmental risks and opportunities, effectively respond to the expectations of stakeholders, and continuously improve the Company's overall governance level. We will maintain our mission of "becoming the go-to health management platform for everyone in China," and fully support the national "Healthy China 2030" Plan, to ensure that more people can have healthier life and future!

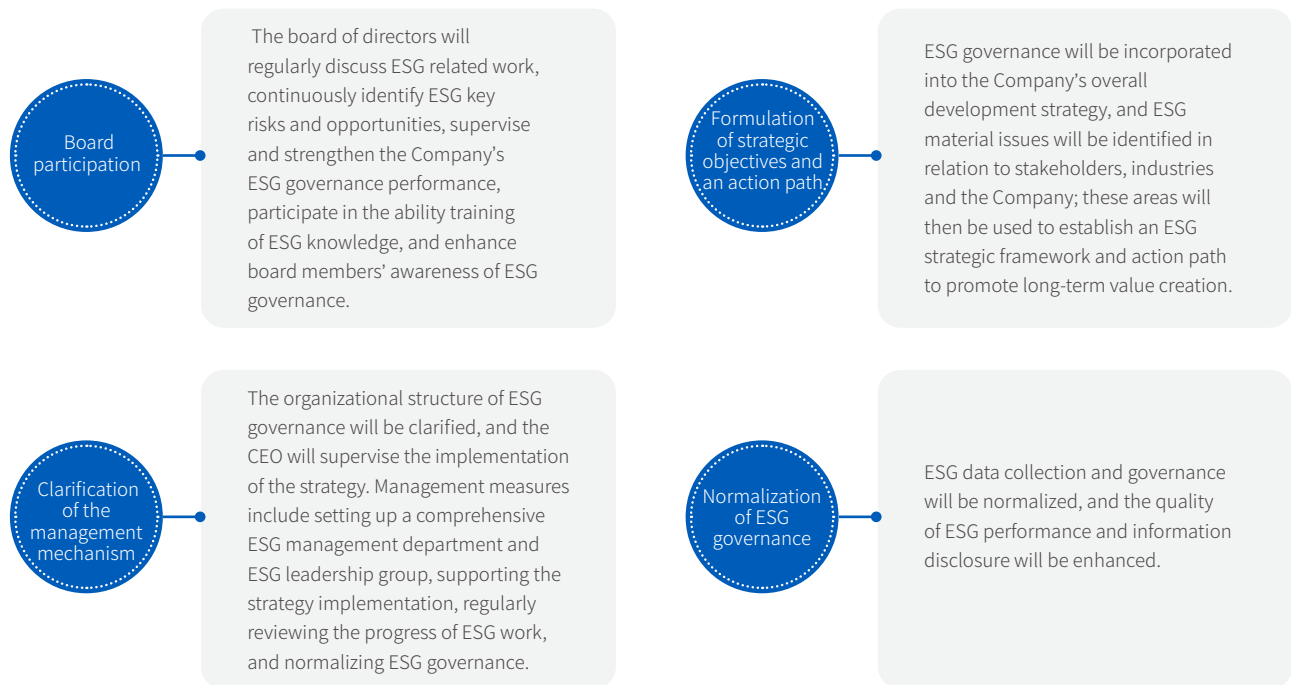
Lijun Xin
CEO of JD Health

ESG Governance

Statement From the Board

The Company's board of directors continues to pay close attention to ESG. In 2020, the board of directors helped to supervise ESG reporting and carefully reviewed the results of important ESG issues, providing references for corporate governance and risk management.

In the future, JD Health will continue advocating the integration of ESG into the Company's business operations and long-term strategic development, thereby effectively fulfilling Hong Kong Stock Exchange's ESG regulations. The JD Health Board of Directors will maintain their support for implementing the following work:



ESG Governance System

JD Health's ESG governance system provides a solid foundation for ESG strategy development, regular assessment, and management of related risks. Through creating an effective risk management system, we can maintain a strong relationship with stakeholders and continuously improve the Company's governance level. We continue progressing towards our mission of "to become the go-to health management platform for everyone in China," and achieve steady operation and sustainable long-term growth.

The Company's ESG governance system

consists of decision-making, daily management, implementation, and external consultation.

The board of directors and the CEO of JD Health are responsible for setting strategic goal and working mechanisms of ESG related issue, regularly discussing and supervising of the overall implementation of ESG strategy.

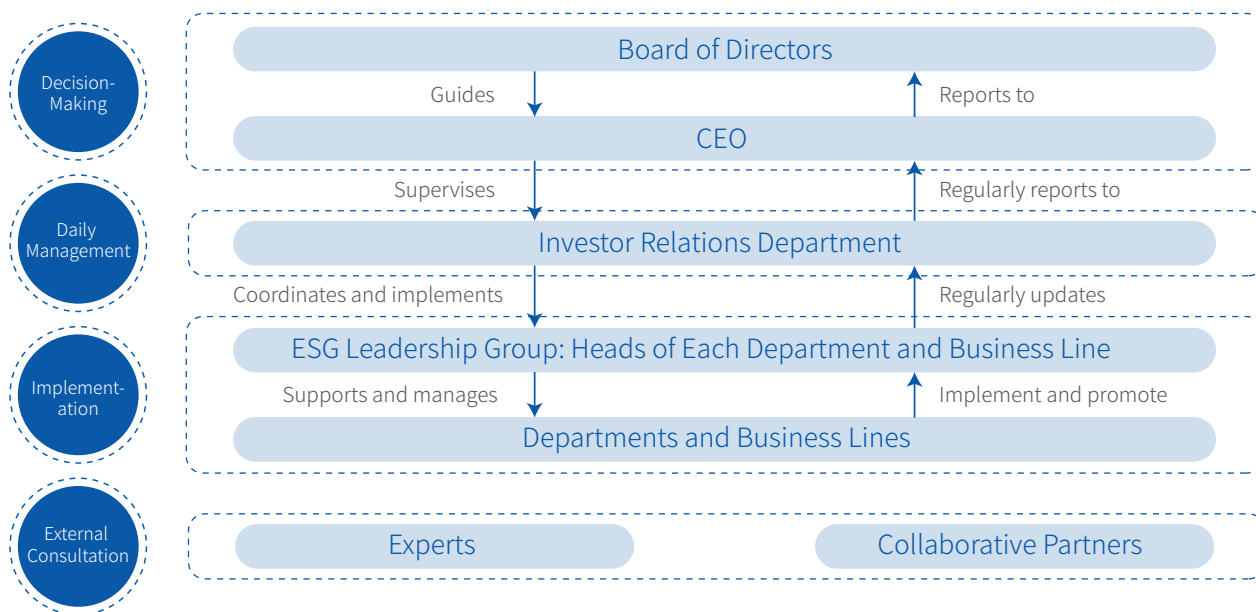
The Investor Relations Department is responsible for the daily management of ESG work, and communicating and coordinating with the ESG leadership group comprising the heads of each

department and business unit.

Each department and business line will support the implementation of ESG work based on the working mechanism, and regularly report to the ESG leadership group.

The Investor Relations Department also frequently communicates with external consultants including experts and collaborative partners, who provide suggestions and opinions regarding JD Health's ESG work.

The Framework of the ESG Governance System

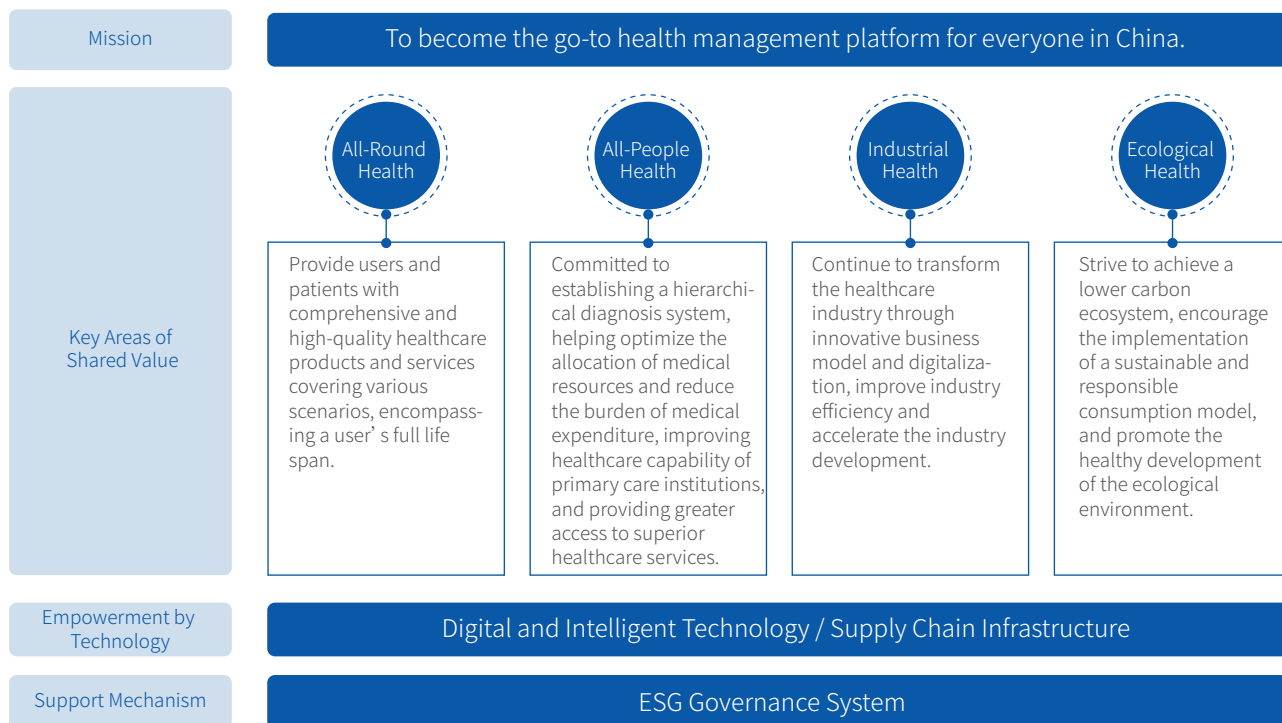


ESG Strategic Framework

Our mission of “to become the go-to health management platform for everyone in China” is the strategic origin of our ESG work. Based on our strong supply chain and online healthcare services capabilities, advanced technology, and reliance on our ESG governance framework, we

are committed to promoting all-round health, all-people health, industrial health, and ecological health. Our goal is to cater to everyone in China to provide comprehensive and exceptional medical and healthcare services, whilst simultaneously encouraging the

innovation and development of the industry and protecting the ecological environment; as a result, more people will be able to enjoy a healthier lifestyle.



JD Health and SDGs

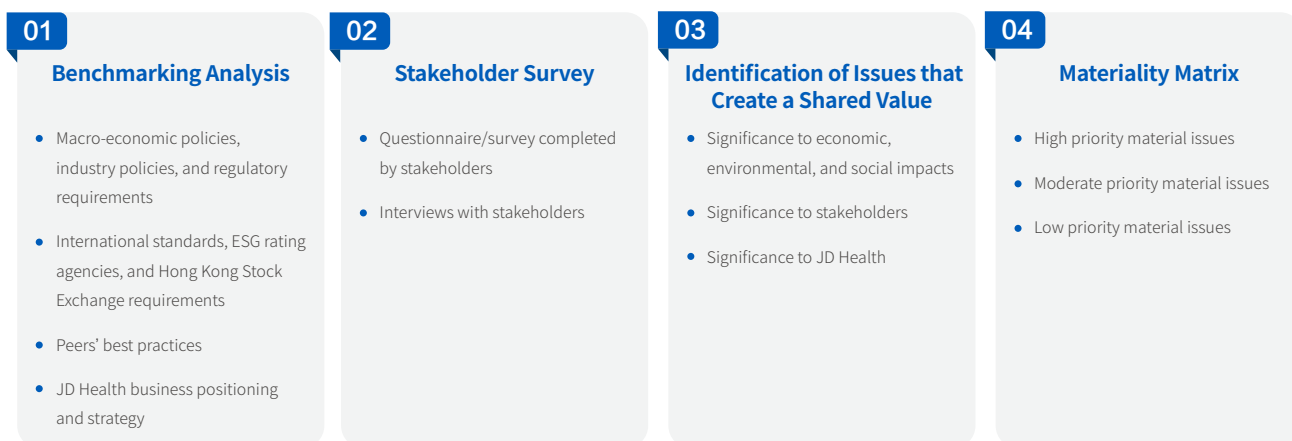
The UN SDGs describe a much-anticipated promising future that can only be realized by the joint efforts of all mankind. JD Health will abide by this by continuing to utilize digital and intelligent technology, supply chain infrastructure, and other core capabilities to deliver our mission, provide users with high-quality medical and healthcare products and services, and finally, actively implement the SDGs.

SDGs	Our Actions
 	<p>Through the “Healthy China Medicine Subsidy Project,” JD Health has resolved to tackle the prevalent issue of medicine affordability for financially disadvantaged populations, and adopt specific measures to benefit the people as a whole. In this way, it is anticipated that financially disadvantaged groups will be able to access tangible benefits and poverty alleviation can be realized.</p> <p>Leveraging our supply chain capability and infrastructure, we cooperate with local governments to jointly build a comprehensive supply network, which has greatly improved the accessibility to quality healthcare products for people who live in rural areas.</p>
	<p>We strive to create a technology-driven platform that centers on the supply chain of pharmaceutical and healthcare products and strengthened by healthcare services, encompassing a user's full lifespan for all healthcare needs. Our main business revolves around retail pharmacy and online healthcare services. We provide consumers with high-quality medical and healthcare products and services to protect and enhance the health and well-being of the public.</p> <p>We have made the best use of our advantages in the healthcare industry, combined with advanced technological means, and have launched a series of efficient, innovative, practical, and reliable procedures to manage the unanticipated challenges of COVID-19. We provide adequate supplies to accommodate disease control, overcome prominent issues with innovative service projects and support public health actions.</p> <p>Using our healthcare service capability and platform influence, we help promote public health awareness, and strives to construct an online hierarchical diagnosis system. In addition, our intention is to optimize the allocation of medical resources and improve the efficiency of the healthcare industry.</p>
 	<p>We continue to transform the healthcare industry through an innovative business model. We connected with top medical resources and are committed to building “national internet specialist medical centers.” We launched a family doctor service to accelerate the deployment in the digital healthcare market.</p> <p>We have also enhanced industrial efficiency through the use of advanced technology and service capability, which has created additional value for all stakeholders. We use the Internet to provide skills training and to empower offline hospitals and doctors to further improve the service capacity of primary medical institutions. We also reduce the distribution layers, providing users with high-quality and accessible healthcare products and services through integrating our retail and services business.</p>
  	<p>We provide all employees with equal, safe, and decent work, and support equal pay for equal work, appropriate workplace environments, acceptable welfare, and personal development prospects. Almost half of our board members are female, who play an important role and participate in decision-making processes and daily management.</p>
 	<p>We opened up our “Internet+ Healthcare” capabilities and penetrate into less-developed and rural areas, providing one-stop medical and healthcare services to users and improving the service capabilities of primary care institutions.</p>
   	<p>Leveraging JD Health's supply chain and platform influence, we are committed to achieving a low-carbon and environmentally friendly business model to further promote the implementation of a sustainable and responsible consumption model, while emphasizing the importance of sustaining biodiversity.</p>
 	<p>We value the opinions of stakeholders and maintain regular communication with them and achieve various goal with our partners.</p>

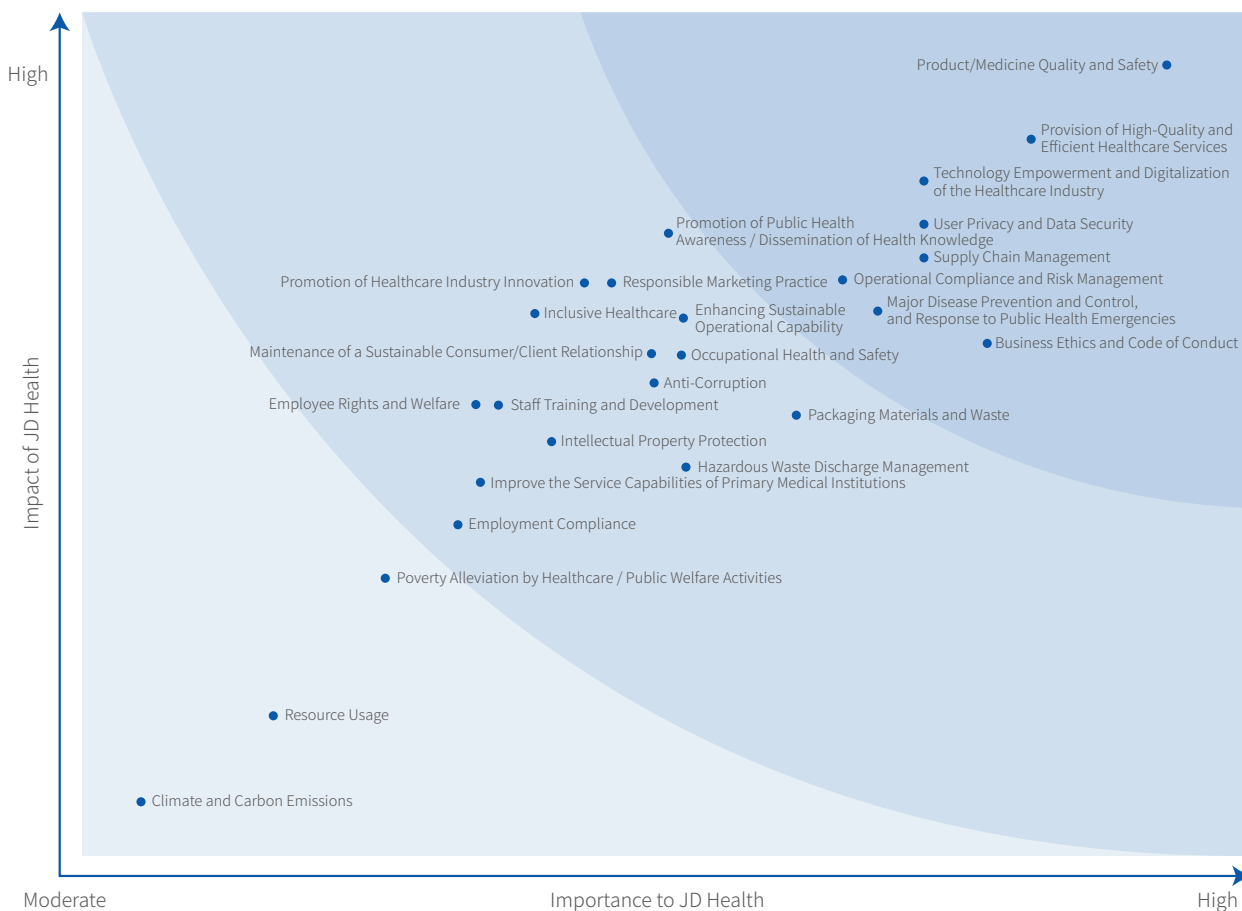
Materiality Assessment and Stakeholder Engagement

Through benchmarking analysis and stakeholder surveys, JD Health has identified 26 strategic issues that are helping to facilitate the creation of shared values, and created a materiality matrix. Among these points, high and moderate priority material issues are regarded as the most important to be disclosed in this ESG report. The scope and boundary of this report are determined by data availability.

Materiality Assessment Flow



Materiality Matrix



Stakeholders	Material Issues	Communication
 <p>Consumers</p>	<ul style="list-style-type: none"> Product/medicine quality and safety Provision of high-quality and efficient healthcare services Promotion of public health awareness / dissemination of health knowledge Inclusive healthcare User privacy and data security Maintenance of a sustainable consumer/client relationship Responsible marketing practice 	<ul style="list-style-type: none"> Continuous online and offline communication Online consultations with doctors 24/7 customer service Consumer research and feedback Social media communication Regular media publicity & communication
 <p>Business Clients</p>	<ul style="list-style-type: none"> Product/medicine quality and safety Intellectual property protection Maintenance of a sustainable consumer/client relationship Responsible marketing practice Supply chain management Anti-corruption 	<ul style="list-style-type: none"> Regular work meetings Online / offline / video / phone calls and other business dialogs
 <p>Governments and Regulatory Agencies</p>	<ul style="list-style-type: none"> Product/medicine quality and safety Provision of high-quality and efficient healthcare services Major disease prevention and control, and response to public health emergencies Technology empowerment and digitalization of the healthcare industry Inclusive healthcare Improve the service capabilities of primary medical institutions Promotion of healthcare industry innovation Poverty alleviation by healthcare / public welfare activities Operation compliance and risk management 	<ul style="list-style-type: none"> Regular reports and communication, policy suggestions Signing a cooperation agreement and establishing strategic cooperation Infrequent industrial forums and conferences Onsite investigation of enterprises Visit to government departments Establishing a special docking communication channel Reply to relevant inquiries from regulators
 <p>Shareholders and Investors</p>	<ul style="list-style-type: none"> Provision of high-quality and efficient healthcare services User privacy and data security Intellectual property protection Employment compliance Operational compliance and risk management Business ethics and code of conduct Anti-corruption Enhancing sustainable operational capability 	<ul style="list-style-type: none"> Phone calls, meetings, and company visits Enterprise annual reports, quarterly reports, and announcements Non-deal roadshows Regular communication and disclosure of ESG related issues General meetings of shareholders
 <p>Value Chain Partnerships</p>	<ul style="list-style-type: none"> Technology empowerment and digitalization of the healthcare industry Promotion of healthcare industry innovation Supply chain management Business ethics and code of conduct Anti-corruption Enhancing sustainable operational capability 	<ul style="list-style-type: none"> Regular purchasing, training, and evaluation Monthly / quarterly communication mechanism Regular online / offline communication and meetings Infrequent industry forums Supplier conferences
 <p>Employees</p>	<ul style="list-style-type: none"> Staff training and development Employee rights and welfare Employment compliance Occupational health and safety 	<ul style="list-style-type: none"> Staff mail, communication meetings, staff forum, staff congress, training activities, appeal mechanism Online and offline research and feedback
 <p>Communities and Environment</p>	<ul style="list-style-type: none"> Climate and carbon emissions Resource usage Hazardous waste discharge management Packaging materials and waste Major disease prevention and control, and response to public health emergencies Inclusive healthcare Improve the service capabilities of primary medical institutions Poverty alleviation by healthcare / public welfare activities 	<ul style="list-style-type: none"> Long-term public welfare projects Regular media publicity & communication Social media communication Public welfare forum activities Volunteer activities

Topic One: Combatting COVID-19

Since the outbreak of COVID-19, JD Health has relentlessly fought against the pandemic. We rapidly responded by forming a steering committee to make critical decisions and facilitate overall deployment. We also immediately established a special team for pandemic prevention and control. The emergency working groups of each business department were responsible for specific procedures and tasks to ensure 24/7 response mechanism. Leveraging our leading supply chains capabilities and advanced technology, we immediately took a series of efficient, innovative measures to secure the supply of medical protective equipment. During peak periods, we established a free consultation platform across all medical departments to overcome the dilemma of urgent treatment requirements for chronic disease patients, while providing free consultations and psychological counseling services to users. We worked with our partners to compile a guide of COVID-19 medicine. We also launched an online booking platform for COVID-19 nucleic acid testing services and "COVID-19 Vaccination Dynamic Platform" to provide users with real-time news and convenient services.



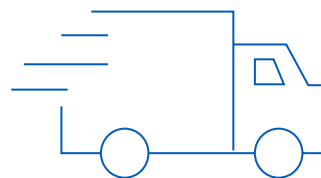
Sufficient Supplies and Efficient Pandemic Relief

To secure sufficient supplies of resources at the beginning of the pandemic outbreak, JD Health procured 30 million items of medical protective equipment, such as oximeters and thermometers, within the first month of 2020. From January 19 to 22, 2020, over 15.8 million facial masks were rapidly transported into storage facilities every day. Since January 24, 2020, we have donated 1 million masks, 60,000 items of medicine, 3 tonnes of disinfectant and a range of other medical supplies to Wuhan.

To relieve the pressure faced by small and medium-sized enterprises (SMEs), JD

Health waived the platform service fee for all merchants located in Hubei Province.

Since March 3, 2020, JD Health has provided tens of millions of masks exclusively to Hubei. We stabilize the price for masks and allow users in Hubei Province to purchase without an appointment.



Outside of Hubei, we also cooperated with local governments, corporations, and hospitals.

Yizhuang Enterprises Pandemic Prevention

Since February 1, 2020, we have cooperated with Beijing Yizhuang Economic and Technological Development Zone to launch the "Yizhuang Enterprises Pandemic Prevention" online platform. We also cooperated with local governments and the Health Commissions of Heilongjiang province, Liaoning province, Tangshan in Hebei province, and Beihai in Guangxi province to help prevent and control the spread of the pandemic.

Guide to Returning to the Workplace for Corporations

Since February 4, 2020, we have provided free online consultation and pandemic prevention knowledge for many corporate users such as China Unicom and China Aerospace by integrating our online healthcare service system with their existing systems. Meanwhile, we draft the "Guide to Returning to the Workplace for Corporations," supporting the return to the workplace for corporate employees and employers and providing information and guidance regarding epidemic prevention.

Online Consultation Zones

Since February 5, 2020, JD Health assisted Shougang Hospital of Peking University, the First Hospital of Tsinghua University, Tianjin Nankai Hospital, Guangzhou Hui'ai Hospital, Peking University Sixth Hospital, and other public hospitals to set up online consultation zones.

Furthermore, we also worked with suppliers to promptly respond to the needs of overseas clients, sending more than RMB 200 million medical supplies to countries including Indonesia and the United Kingdom.

Comprehensive Health Safeguarding

All Medical Departments - Free Consultation Platform

COVID-19 spread across China in early 2020. Quarantining at home and avoiding social gatherings became the key strategy for pandemic prevention and control. The online healthcare consultation demonstrated its value at this critical moment. In response to the national initiative of "utilizing digital platforms and extending online consultation services" as a way of tackling the pandemic, we established the "Prevent and Combat COVID-19" platform on January 26, 2020, and offered free online consultation services for users suffering from cough, fever, fatigue, diarrhea, and other symptoms. On February 6, 2020, the free consultation service was expanded across all medical departments, and it was available to all domestic and overseas citizens. We also offered free psychological consultations for users including frontline medical workers. From January 26 to

April 30, 2020, the platform served over 11 million users in total with more than 100,000 average daily consultation volume. During the peak hour of usage, the platform received over 10,000 requests from users and the average daily consultation volume reached 150,000. Since January 27, 2020, JD Health also invited a number of renowned medical experts to host education events and Q&A sessions through live streaming, with an aim to improve users' health awareness and knowledge of diseases. As of the end of March 2020, the live streaming has attracted over 26 million viewers.

 **11million**

From January 26 to April 30, 2020, the platform served over 11 million users in total

 **26million**

As of the end of March 2020, the live streaming has attracted over 26 million viewers

“Chronic Disease Care Plan” and “Medication Shortage Mutual Support Platform”

At the beginning of 2020, Hubei Province was severely impacted by the pandemic. Local transportation and logistics were suspended, general outpatient clinics of hospitals were closed, and retail pharmacies were closed, resulting in difficulties of treatment and shortage of medicines for 13 million chronic disease patients. JD Pharmacy, under JD Health, established a charity platform named “Medication Shortage Support for Chronic Disease Patients” in Hubei Province, aiming to resolve challenges associated with the supply of medicines. In particular, patients with chronic illnesses in Hubei were prioritized to receive one-stop services including follow-up online consultations, prescriptions renewal and delivery of medicines, satisfying the urgent demand for our users.

When the local pharmaceutical supply chain was unable to fulfill the demand due to the strict restrictions of transportation in certain areas, JD Pharmacy sent the required medicines from our drug warehouse in Xi'an and set up an exclusive route to provide priority delivery of orders in Hubei Province. Leveraging our technology, the “Medication Shortage Support for Chronic Disease Patients” was built in one day. From February 10 to March 25, 2020, we received over 20,000 urgent medication requests from patients with chronic diseases and fulfilled 96% of the requests through this platform.



“New Start for the Mental Well-Being” Charity Platform

On September 3, 2020, JD Health and the Hubei Province Health Commission entered into a strategic cooperation agreement to promote rehabilitation and psychological consultation projects for patients recovered from COVID-19, while supporting the reconstruction of the public health system in Hubei Province. We are facilitating the construction of the regional public health demonstrating area in Hubei province, and further develop the healthcare related industries such as mental health awareness, smart wearable devices and medical protective equipment. During the pandemic, leveraging our medical resources nationwide, we offered free psychological consultations for users in Hubei Province.

JD Health donated RMB 30 million to the Hubei Provincial Population Welfare

Foundation to help establish a mental health charity fund. As a result of our technological capabilities, the “New Start for the Mental Well-Being” charity platform was established within 14 days, whereby COVID-19 patients, medical personnel, and other groups could access free online mental health evaluations, consultation, and medicine delivery services. The platform provided integrated online to offline services throughout the entire psychological consultation process, ensuring “one profile for one person” and “one strategy for one person,” safeguarding the health of people in Hubei Province.

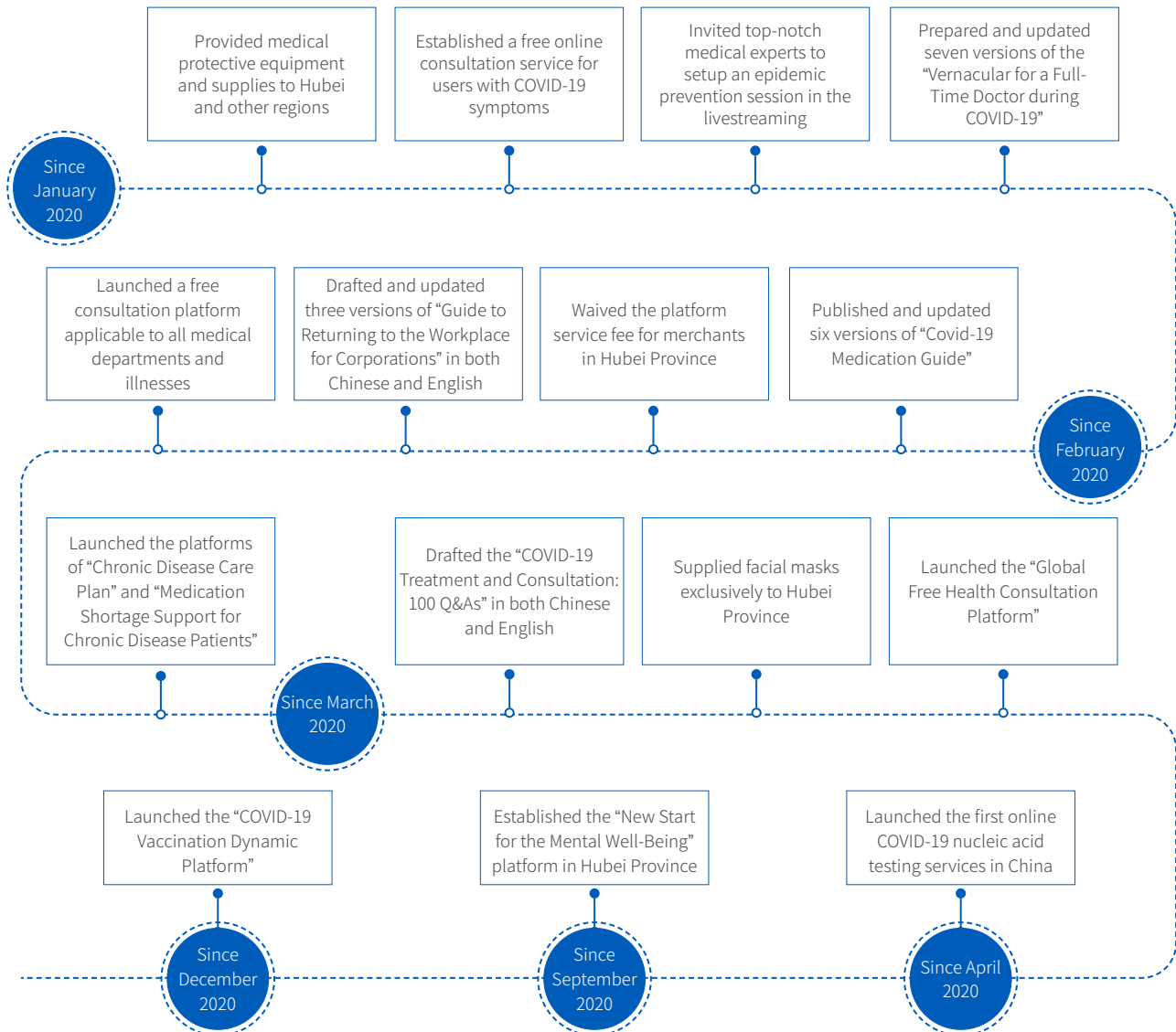


Normalized COVID-19 Prevention and Control Measures

Since February 2020, JD Health has organized a team of pharmacists to monitor the Health Commission website of 31 provinces and cities in China. Based on the official interpretation of medication instructions, we updated a total of six versions of a "COVID-19 Medication Guide," covering the information of 34 medicines, effectively avoiding mass hoarding and abuse of medicines. In April 2020, JD Health launched the first online booking platform for COVID-19 nucleic acid testing services in China. According to the

national COVID-19 guide, we also prepared a total of seven versions of the "Vernacular for a Full-Time Doctor during COVID-19" to strengthen doctors' awareness. In addition, we prepared the "COVID-19 Treatment and Consultation: 100 Q&As" in both Chinese and English versions for local and overseas users, which provided information regarding the scientific prevention of the pandemic. Furthermore, we prepare a total of three versions of "Guide to Returning to the Workplace for Corporations," supporting the return to

the workplace for corporate employees and employers and providing epidemic prevention knowledge. On December 28, 2020, we have launched the "COVID-19 Vaccination Dynamic Platform" to provide users with real-time vaccine-related news, knowledge, demand registration and other convenient services.



Topic Two: Contributing to the National “Healthy China 2030” Plan

To successfully promote the development of a healthy China and improve the health and well-being of the entire population, the “Healthy China 2030” plan was formulated in accordance with the strategic deployment of the Fifth Plenary Session of the 18th Central Committee of the Party. By 2030, five goals are needed to be specifically achieved: 1) the continuous improvement of people’s health, 2) the effective control of major health risk factors, 3) a substantial increase in health service capabilities, 4) significant growth of the health industry, and 5) improvements of the healthcare system. Regarding the industry outlook and our own expertise, we strive to empower the healthcare value chain with the provision of leading technology and promotes the inclusive sharing of medical resources. We have created a comprehensive healthcare platform covering various scenarios, encompassing a user’s full life span for all healthcare needs. Therefore, JD Health is contributing its efforts to achieve the “Healthy China 2030” strategic goal.



Full Life Span and Full-Scenario Health Management

JD Health provides users with an array of online and offline products and services and become a trustworthy platform for users and partners. Our retail pharmacy business and online healthcare services create a self-reinforcing network fully serve our users’ healthcare needs as a one-stop health management platform. Users can use our platform on a 24/7 basis and enjoy our seamless, one-stop and all-scenario health management experience anytime and anywhere. They can access a wide selection of high-quality products at competitive prices with flexible delivery options and choose to receive professional advice when they purchase pharmaceutical and healthcare products. We also provide superior online healthcare services including online hospital services, chronic disease management, family doctor services and consumer healthcare services, aiming to achieve preventive care, aftercare and wellness management across China.

In August 2020, JD Health launched the family doctor service package, “JD Family Doctor,” which provides our users

with 24/7 access to online consultation, unlimited specialist consultation and prescription renewal services, consultation appointments at more than 2,700 hospitals, online consultation with top experts within 48 hours, follow-up services. We have also established dynamic health records for users and formulated health management plans to fully satisfy users’ health demands.

We have established specialist medical centers by connecting top medical resources and attract a total of nearly 100

well-known external experts. Through our medical centers, we provide user with access to high-quality medical resources and an “online-offline” diagnosis and treatment pathway. By integrating online and offline medical and health services, we optimize the allocation of medical resources to meet the diverse needs of our users.



For the Health of Everyone — Promoting the Inclusion and Sharing of Medical Resources

The healthcare industry and our business have natural social attributes, allowing the public to enjoy high quality and convenient health services, and strive to optimize the allocation of medical resources and ensure a better quality of life.

We provide comprehensive online healthcare services, including online consultations, prescription renewals, chronic disease management, family doctors, and consumer healthcare services. Our online consultation services include express consultation, phone and video consultation, consultation with a designated experts and collective consultations. We developed the ABC Health mini program to offer users preliminary health screening. Powered by AI technology, it allows users to assess their real-time health status. This serves as an effective tool for low-cost health screening, especially in rural areas where medical facilities and resources are lacking. We also offered free consultations during the “Warm Winter Month Charity Campaign” and allowed users to access top-notch experts and high quality medical resource.

By the end of 2020, we conducted comprehensive patient educations through multiple channels and formats, targeting over 470 million annual active user accounts from JD.com, Inc. (JD Group) and us. We established different disease departments on our platform and offered free consultations with top-notch experts, health management consultations, live streaming of health management knowledge, chronic disease care and more. We continuously improve users' health awareness and knowledge of diseases through graphics, videos, live streaming, and healthcare education events.

JD Health is continuing to promote inclusive healthcare and optimize the allocation of medical resources. By cooperating with pharmaceutical manufacturers, industry associations, charity organizations, and other related parties, we have participated in projects to improve access to high-quality medical resources, with a particular focus on the elderly, patients with chronic diseases, and patients with rare diseases. The intention of these projects is to improve the medical and health level of the entire population,

thereby contributing to the realization of the “Healthy China 2030” goal. For example, JD Health's Diabetes Center has integrated online resources with offline medical institutions to meet patients' daily medication needs, and has also collaborated with partners to construct smart chronic diseases management mechanism.

To alleviate poverty through improved healthcare, we launched the “Healthy China Medicine Subsidy Project” to specifically tackle the problem of medicine affordability in financially disadvantaged communities. By applying specific measures to allocate part of the profits to financially disadvantaged communities, we are able to provide valuable benefits to those most in need and can contribute to the overall accomplishment of poverty alleviation. Leveraging our supply chain capability and infrastructure, we cooperate with local governments to jointly build a comprehensive supply network, which has greatly improved the access to quality healthcare products for people who live in rural areas.

Leading Technology Empowers the Medical and Health Value Chain

JD Health has continuously been making deployments and investments in the technical field for a considerable period, with its investment in technology over the past four years exceeding RMB one billion. Our future goal is to use big data, AI, IoT, and other advanced technologies to empower participants in the industry chain and improve the efficiency of the entire industry. We are dedicated to optimizing the allocation of medical resources, and promoting the industrial upgrading.

JD Health provides doctors with efficient tools and platforms to enhance diagnosis and treatment, allowing them to help a wider user base and establish long-term health management relationships. It also enables the conduction of academic research, which will further advance medical technology and knowledge on a national and international scale. Using various AI-assisted diagnostic and treatment technologies, we have optimized

pre-diagnosis consultations and have helped doctors improve the accuracy and timeliness of diagnosis and treatment in procedures such as prescription renewal and medication management.

JD Health provides a variety of intelligent and componentized digital solutions for offline hospitals. Leveraging our comprehensive digital and smart technology, we have built a regional AI-based prescription vetting center with the Beijing Haidian District Health Commission, ensuring medication safety through pre-positioning prescription vetting work. We utilize our “Internet +” capabilities to promote the digitalization of healthcare service among primary medical institutions.

Leveraging our and JD Group's advanced cloud technology, we provided technology empowerment in the form of infrastructure as a service (IaaS), platform as a service (PaaS) and software as a service (SaaS),

addressing efficiency improvement and patient management needs for hospitals. We cooperated with Tianjin Nankai Hospital to build the “Nankai JD Internet Hospital,” providing Tianjin residents with integrated online to offline healthcare services including pre-consultation, online consultation and follow-up visit services.

By leveraging JD Health's technological capability and integrating our services with smart devices, we can ensure a comprehensive health management experience for our users. In addition, we commenced a Customer-to-Manufacturer (C2M) project. Based on users' feedback, we can assist upstream pharmaceutical companies and health product suppliers in achieving product customization and competent marketing solutions.

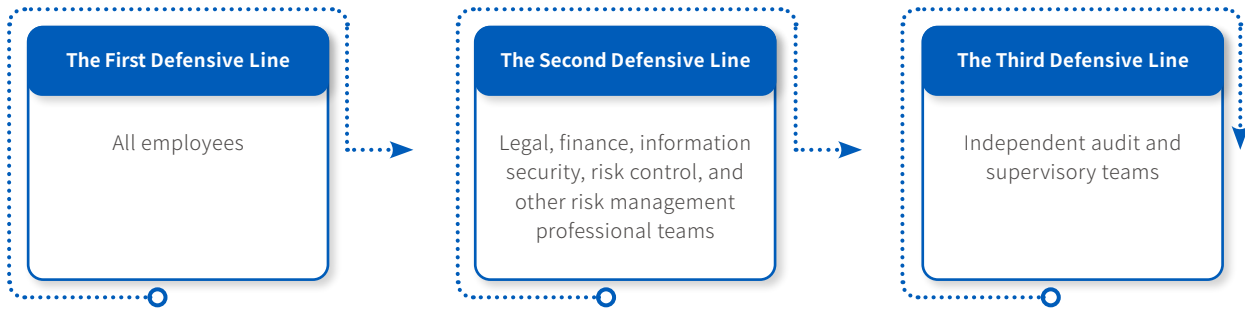
01

Corporate Governance

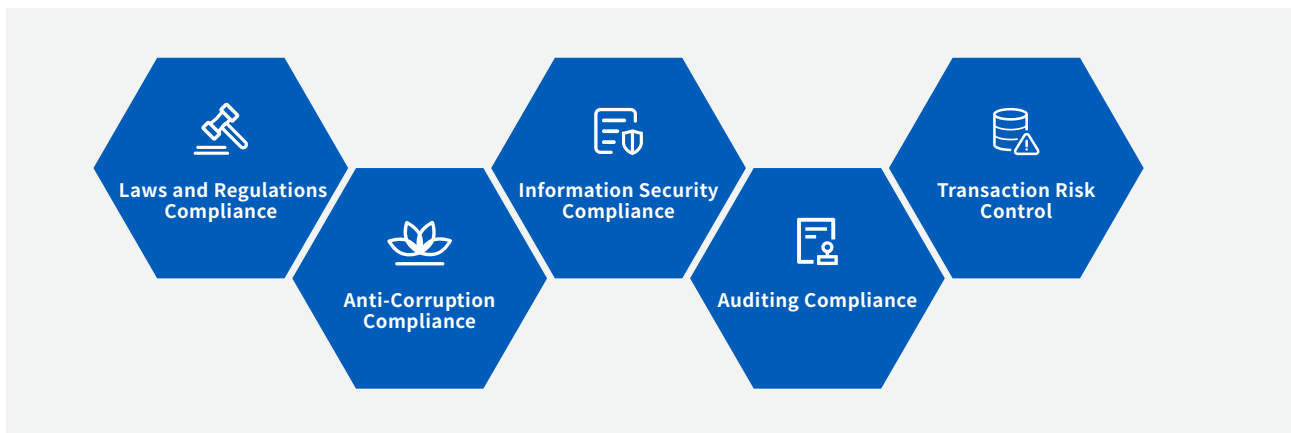
A well-defined corporate governance structure is the basis of the Company's sustainable development and long-term growth. We have enacted a comprehensive governance framework relating to internal control, compliance management, information security, anti-corruption, and other relevant areas, to ensure the stable and reliable operation of JD Health.

Internal Control and Compliance Management

JD Health abides by the concept of “achieving success the right way,” and therefore we comply with laws and regulations to create a culture of integrity and anti-corruption. Empowered by technology and guided by JD Group, we can forge a forward-thinking, flexible, and efficient compliance system. This includes three “defensive lines,” the first being all employees, the second comprising legal, finance, information security, risk control, and other risk management professional teams, and the third being an independent audit and supervisory teams.



Based on these three “defensive lines,” our compliance system comprises five perspectives to fully guarantee internal control and compliance within the Company. The first perspective involves laws and regulations compliance: JD Health strictly abides by relevant laws, regulations, and rules; the second perspective is anti-corruption compliance: JD Health maintains a zero tolerance approach towards corruption; the third perspective is information security compliance: JD Health is committed to ensuring all personal and customer information secured and ensuring the confidentiality of all information and data held by the Company; the fourth perspective is auditing compliance: JD Health’s independent auditor and supervisory teams will devise and implement internal control systems appropriate for JD Health, and conduct necessary supervision and evaluation; the fifth perspective is transaction risk control: each business unit of JD Health accurately identifies and intelligently responds to unethical behaviors. Through mandatory employee training, accountability mechanisms, and effective incentives, we safeguard the effectiveness of our compliance system.



JD Health is supervised by the Public Security departments, the Ministry of Industry and Information Technology, the Cyberspace Administration of China, the State Administration for Market Regulation, the National Medical Products Administration, the National Health Commission, consumer associations, and other related bodies. The Company has rigorously complied with Chinese laws and regulations, including the “E-commerce Law,” “Cybersecurity Law,” “Provisions on Ecological Governance of Network Information Content,” “Advertising Law,” “Product Quality Law,” “Food Safety Law,” “Drug Administration Law,” “Licensed Medical Practitioners Law,” “Law on the Protection of the Rights and Interests of Consumers,” “Measures for the Administration of Internet Diagnosis and Treatment (for Trial Implementation),” “Measures for the Administration of Internet Hospitals (for Trial Implementation),” amongst others.

Information Security

JD Health prioritizes the information and privacy security of our users. We have obtained the ISO 27001 information security management system certification, as well as the Information System Security Protection Level Three accreditation issued by the Ministry of Public Security. In addition, we recently obtained the ISO 27701 privacy information management system certification in 2020. The Company strictly adheres to the "GB/T 35273 Information Security Technology Personal Information Security Specification of the People's Republic of China," "Cybersecurity Law," and other applicable national laws and regulations, to meet the requirements of both national and international privacy safety law and regulations. In this way, we have successfully developed a comprehensive privacy safety management framework.

This management system was created according to JD Group's information security and privacy management framework. The system includes 12 regulation requirements, including JD Group's information security and privacy security strategy, and JD's privacy influence evaluation. Furthermore, there are 63 safety management system requirements that encompass all related departments and suppliers, including the "JD.com Data Security Management Specification," "JD.com Supplier Security Management Practice," "JD.com User Personal Information and Important Data Security Regulation." The information security training courses are mandatory for all new employees as well, with a core requirement of 100% participation.

 100%

Information security training courses are mandatory for all new employees, with a core requirement of 100% participation

Data Safety

To better implement information safety within the Company, JD Health actively participated in work carried out by JD Group's informational security and risk control committee, including the organization and establishment of a safety emergency group. In particular, the committee oversees coordination, decision-making data security, and other relevant tasks. The JD Information Security department serves as the JD Group network safety management department. The safety emergency response group coordinates with the information safety department to actualize the decisions made by the committee, and thereby maintain JD Health's network and system. Also, the information safety department conducts internal audits, efficiency tests, and risk evaluations, which involves tracking identified risks through risk sheets and ensuring the timely resolution of all safety risks.

Concurrently, we utilize a data recovery system to ensure encrypted data is stored at servers at different locations to reduce the risk of data loss. In addition, we regularly complete backup recovery tests to determine the working status of the backup system. We have also formulated emergency data recovery programming while constructing an active data center. To date, JD Health has successfully managed to prevent any scenarios of significant user information loss or disclosure.



User Privacy

JD Health uses a strongly encrypted algorithm and a strict control policy to control data extraction and transitions, thereby assuring the strict confidentiality of user's data. Our internal procedure and control mechanism allow us to comprehensively protect all users' information, without the risk of data loss or disclosure.

We have also formulated a data management policy regarding the mandatory duties and procedures to be followed by employees. Likewise, we have published internal guidance concerning the management of user data, further clarifying the Company's moral responsibilities to protect our users. In case of violation, disciplinary action would ensue.

JD Health uses classification management to regulate the extraction and control of data, in accordance with the relevancy and seniority of employees. For highly confidential activities, multiple employees are required on site. For daily tasks, we implement position rotation and separation of responsibility among data managers. If the case of a security breach, an investigation

will immediately ensue and damage control will occur. Only our internal employees can access anonymous information, all of whom must attend regular data protection training.

The current system records all daily data extraction and transition events, as well as the authorization status of those processes, for monitoring purposes. We also have a specialized professional data security team, who monitor suspicious data extraction and transition activities and any other breaches of internal data protection policies. This team can give advice regarding data protection issues during the monitoring process and can report any suspicious activities to corporate management. By updating regulations and applying technological developments, they can strengthen the data protection policy accordingly.

The Company has also implemented an information contact confidentiality agreement and has established components such as customer service privacy compliance, reviews of client information, and a strict ban on copying, leaking, stealing, or

embezzling client information. To facilitate the implementation of these data protection requirements, we hosted four different safety training sessions in 2020. In the same year, we also conducted self-evaluation four times, based on the privacy compliance clauses by the Ministry of Industry and Information Technology and Cyberspace Administration, improving 252 privacy settings.

In response to the requirements of European Union (EU)'s General Data Protection Regulation (GDPR), JD Health has completed compliance risk assessments and rectification work on related issues. Furthermore, JD Health abides by the "JD.com User Subject Rights Response Process" initiated by JD Group, and we have identified 10 user privacy rights in accordance with the EU's GDPR requirements. We have also clarified the specific procedures to ensure that users can successfully submit complaints and applications regarding their privacy rights.



In 2020, we hosted four different safety training sessions of data privacy



In 2020, we conducted self-evaluation four times, based on the privacy compliance clauses by the Ministry of Industry and Information Technology and Cyberspace Administration



In 2020, we improved 252 privacy settings

Anti-Corruption

JD Health firmly upholds a "zero tolerance" attitude towards corruption and has continuously advocated an "everyone anti-corruption" ethos to encourage all staff, suppliers, and partners to join our anti-corruption effort. We execute a "Management Accountability" system, requesting all management to adhere to our corruption prevention work.

Upholding the Laws and Regulations

Alongside our strict execution of Chinese laws, regulations, and regional policies, such as the "Anti-Unfair Competition Law" and "Interim Provisions on Banning Commercial Bribery," we also adhere to JD Group's anti-corruption policy and rules, including the "JD.com Business Conduct and Ethics Code," "JD.com Anti-Corruption Regulations," "JD.com Whistleblower Protection and Reward System," "JD.com Integrity Reward Policy (for Trial Implementation)," "JD.com Active Filing Reward Policy (for Trial Implementation)," "JD.com Gifts Management Regulations," and "Vendor Paid Travel and Business Dinner Regulations." Resultantly, we are able to protect and maintain our core corporate value of integrity.

Comprehensive Internal Procedure

To effectively manage our compliance and legal risk exposures, we have designed and adopted rigorous internal procedures, particularly in relation to anti-bribery, anti-corruption, and conflict of interest.

- 01 One of our initial risk management and internal control measures is the adoption of a set of internal regulations against corrupt and fraudulent activities, including measures against the acceptance of bribes and kickbacks, and the misappropriation of company assets. Anti-corruption and anti-bribery clauses have been included in the majority of our business contracts, and we require our suppliers and other third parties to comply with all relevant laws and regulations.
- 02 Every department is obliged to regularly perform self-checks against any violations in key processes and roles, and report all violations or possible risk events to the internal control department.
- 03 Our internal control department carefully evaluates all risk events and conducts deeper investigations when necessary.
- 04 All employees and external parties are expected to provide us with information regarding corruption, either by phone, email, letter, or other appropriate means; we have also instigated a stringent whistleblower protection and reward system.
- 05 We have implemented clear and strict policies and guidelines that prohibit the acceptance of gifts, hospitality, or other offers from interested third parties.
- 06 Lastly, our internal control department carries out frequent internal control inspections. It is mandatory for all employees to acknowledge and accept JD.com's Code of Business Conduct and Ethics, which lists in detail all the relevant policies and regulations. This includes, but is not limited to, clear definitions of bribery, corruption, and interested parties. Penalties are imposed on persons in charge, as a result of any losses incurred due to activities relating to bribery and corruption, for which compensation is required from the implicated staff.

Multilayer Trainings

Routine and specialized training is provided in accordance with the requirements stipulated in our anti-bribery and anti-corruption policy. Our training center regularly schedules online and classroom training sessions and offers reviews regarding the content of each training. Follow-up procedures are conducted with employees to evaluate the impact of the training, whereby lecturers are also rewarded for receiving positive feedback. Through these training sessions, we ensure that the skillset and knowledge of our employees regarding our anti-bribery and anti-corruption policy remain up-to-date, enabling every individual to better comply with the applicable laws and regulations in the context of our business. In addition, we have distributed an employee handbook and a code of

conduct to all employees. The handbook details our internal rules and guidelines in relation to work ethics, fraud prevention mechanisms, negligence, and corruption.

JD Health hosts online integrity training and testing for all staff on an annual basis. In 2020, the completion rate reached 99.4% of full-time employees. New employees must complete the online anti-corruption training course and assessment in order to complete their probation period. Management personnel above the director level need to receive special anti-corruption training. Positions of merchandising, procurement, operation and management personnel are required to attend at least one in-person anti-corruption training session. Additionally, each department is obligated to regularly

host anti-corruption training, and thus, the overall participation rate of anti-corruption training is 100% of all employees.



100%

The overall participation rate of anti-corruption training is 100% of all employees

02

Product Responsibility

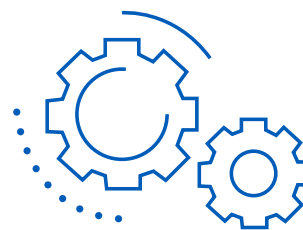
The healthcare industry is interconnected with all aspects of human life, and therefore, safety management and product quality are of the utmost importance for JD Health. Since its establishment, the Company has closely monitored and followed all laws and regulations, and has established a detailed and comprehensive safety management system relating to product quality to ensure all products and services are superior in both safety and quality.

Product and Service Compliance Management

JD Health continues to value product and service compliance, and we meticulously follow all laws and regulations to guarantee that compliance management is executed. Included in the "Civil Code of the People's Republic of China," regarding pharmaceutical and healthcare product business, we have been closely monitoring and following the "Food Safety Law of the People's Republic of China," the "Drug Administration Law of the People's Republic of China," "Product Quality Law of the People's Republic of China," "Good Supply Practice for Pharmaceutical Products," "Measures for the Administration of Pharmaceutical Operation License," "Administrative Measures for the Supervision and Administration of Circulation of Pharmaceuticals," and "Measures Regarding the Administration of Drug Information Service over the Internet." In the context of our internet hospital and healthcare service, we follow the "Measures for the Administration of Internet Diagnosis and Treatment (for Trial Implementation)," "Measures for the Administration of Internet Hospitals (Trial)," "Specifications for the Administration of Remote Medical Services (Trial)," "Law on Licensed Medical Practitioners of the People's Republic of China" (the "Licensed Medical Practitioners Law"), "Notice on Further Promoting the Development and Standard Administration of Online Healthcare Services by the National Health Commission Office," "State Council's Opinions on Promoting the Development of 'Internet Plus Health Care'" and other relevant regulations. Regarding internet information technology, we follow and monitor the "Cybersecurity Law of the People's Republic of China," "Administrative Measures for National Health Medical Big Data Standard, Safety, and Service (Trial)," "Information Security Technology — Personal Information Security Specification (2020 Version)," and other relevant documents in this field.

Product Responsibility Management

JD Health has an exhaustive internal control system that we use to maintain and monitor the safety and quality of our own and third-party merchants' products, as well as to prevent the inappropriate sale of prescription drugs, and detect and manage unauthorized or contaminated products in a timely manner. In the context of health management, we strictly control and manage any potential medical risks; until the end of 2020, we have not been in receipt of any notice or punishment relating to major non-compliance or infraction of healthcare service quality and safety regulations.



Product Quality and Safety

JD Health selects suppliers and third-party merchants based on their qualifications, brand image, product quality, previous e-commerce experience, reliability, and capacity. Before signing an agreement, we perform background checks on suppliers, third-party merchants, and their products, including their business licenses and product-related licenses and certification. In addition, we carefully evaluate their brand awareness and investigate the market acceptance level of their products within

the same industry. We currently work alongside third-party audit companies to conduct strict audits on settled merchants, verifying the authenticity and validity of the qualifications they provide, and contacting the brands to confirm the authorization authenticity. We also selectively conduct field visits to key merchants to evaluate and verify their location, scale of business, production capacity, property and equipment, human resources, research and development capabilities, quality

control system, and fulfillment capability. Furthermore, in the context of platform operation, we implement strict regulations with suppliers and third-party vendors to ensure all pharmaceutical and healthcare products comply with Chinese law and regulations.

In addition, JD Health regularly examines the performance of suppliers and settled third-party vendors. Our specialized team focuses on the management of product quality, logistics, and after-sale customer service in regard to the suppliers and third-party vendors involved in our platform. Monitoring of logistics and customer service data occurs on a daily basis, and therefore, any identified issues are immediately communicated with the relevant supplier and third-party merchant. According to the standard agreement between JD Health and the suppliers, if damage is caused to the users, JD Health, or any third parties due to product quality issues from the supplier, we have the right to impose penalties, claim compensation, or unilaterally terminate the partnership.

JD Health accepts prescriptions from licensed healthcare providers, and we also provide an online prescription renewal service. Our in-house doctors and external doctors have the ability to renew existing prescriptions following the completion of their multisite practice registration. Further, we have a stringent, AI-assisted prescription verification system to manage the risks associated with the sale of prescription drugs, which is implemented and closely monitored by both our in-house and external doctors and pharmacists. The system authorizes pharmacists to deny any prescription renewal that is deemed illegal, irregular, or unsuitable. In addition to this, our system enforces a dual-pharmacist review procedure to ensure that all prescriptions comply with the relevant laws and regulations. As a result, prescription drugs cannot be sold from our system without completion of the review procedure.

JD Health adamantly rejects any unauthorized or contaminated products. To prevent this situation, we have created 52 management regulations and execution procedures, covering medication delivery receipt management, medication storage management, ex-warehouse reexamination, near-expiration medication management, disqualified medication management, return management, and medication recall. These procedures ensure the high quality and safety of our medication. In addition, our suppliers must declare that they have obtained all required intellectual property licenses. We also maintain the right to return any damaged or contaminated products and to receive compensation for damage or contamination caused by the supplier. Furthermore, agreements with third-party merchants must include their declaration that all products they sell on our platform are legally authorized and procured. Other measures to prevent, detect, and minimize the occurrence of unauthorized or contaminated products include: (i) enabling users, suppliers, and third-party merchants to report suspicious transactions of unauthorized products; (ii) requiring suppliers and third-party merchants to use their real identities when opening accounts; and (iii) analyzing transaction patterns to identify anomalies.

Healthcare Service Quality and Safety

The professional skills and service quality of JD Health's medical team are crucial to the overall user experience. Therefore, we persistently monitor the risks associated with the healthcare service provided by the medical team, and we ensure strict compliance with the risk control policy to achieve efficient governance and risk control process.

JD Health follows a precise criteria evaluation process, quality inspection process, and medical service quality control and assurance mechanism.



First, real-name identification, facial recognition, medical licensing, title certificate, and other licensing checks are imperative to ensure our doctors are suitable and appropriately qualified.



Also, to ensure proper medication, every prescription processed by our platform will be evaluated by professional full-time pharmacists, who are all required to have the qualifications of practicing pharmacist (or Traditional Chinese Medicine pharmacist) or healthcare professional title in practice. These pharmacists must also be documented with the relevant regulatory agencies, which is verifiable through the National Medical Products Administration website.



In conjunction with these actions, we have implemented a strict risk control and medical service quality evaluation system, which allows us to respond promptly to any detected violations.



Also, to monitor and regulate organizations, we enacted a meticulous "JD Online Hospital Regulation" system. The detection of violations concerning doctors and patients' benefits will result in the termination of the contract with the offending organization.



Lastly, JD Health has instilled the "Medical Service Quality Control And Assurance Methods," which regulate the practice of doctors on our platform and manage the handling of breaches, which could result in service restrictions, permanent blockage, or legal actions.

A variety of factors are taken into consideration when recruiting medical organizations on the platform, such as the reputation, size, service quality and capability, and infrastructure. JD Health has established a system comprising detailed criterion evaluation and the attainment of specific standards in order to join the platform. Besides possessing a basic business license, registered capital, registration year, trademark registration, service catalog, brand qualification, and authorization in accordance with the different industries of those agencies, we also check the "Practice License of Medical Institution" held by the agencies based on their corresponding category. In addition to this, we review all practitioners' qualification license to ensure the compliance of those agencies and to determine whether they are following the JD Health service guide. We also closely monitor feedback relating to the services provided by these agencies; these are all factors that are carefully considered when deciding whether to pursue future cooperation.

Regarding our online consultation service, JD Health has created a quality control and adverse event response mechanism, including risk control for before, during,

and after the event. Policies include "Healthcare Safety Incident Rating Standard with Reward and Punishment Mechanism," "Quality Control Structure and Process," "Emergency Reporting System," and "On Duty System." To manage case histories with bad reviews, risk control, and veto items, we analyze the reasons and extend improvements to help clients have more positive experiences, whilst simultaneously ensuring the quality and safety of our medical services. By rating and publicizing adverse events, identifying similar case files, distributing quality control news, and improving the medical training offered to our doctors, we are able to elevate the quality of our service and prevent similar issues from reoccurring. By the end of 2020, we had published four newsletters covering quality control, created seven case files to ensure the continuous increase of our safety and quality control coverage, which has already covered vast majority of our healthcare services.

JD has enacted strict regulatory process to cover each step of the development process of technological products, including the design of a new product and project initiation to the final operation. To

better protect the safety of our projects, we enhanced the initial risk evaluation to reduce the online safety risk. We added a safety requirement evaluation aspect to the project technology evaluation. Strict safety checks must be followed through all phases, including the request, research and development, testing, and operation stages. At the same time, JD Health technology department continuously works with the safety department to scan algorithm loopholes, risk check on all accounts, code compliance, and other safety tasks. Overall, we have improved our governance of risky projects by increasing the risk control awareness of our staff, thereby ensuring business safety.



Responsibilities to Consumers

Over the past few years, JD Health has accumulated an extensive customer base, comprising 89.8 million annual active customers in 2020. At this time, daily consultation volumes surpassed 100,000 in 2020 and we offered multilayered products and healthcare services that covered a user's full life span. It is important that we adhere to a "Customer First" principle to provide high quality medical products, efficient healthcare services, and superior customer experiences for all consumers. In addition, we value consumer rights to increase trust and brand influence.



89.8million

89.8 million annual active customers in 2020



100,000

Daily consultation volumes surpassed 100,000 in 2020

Convenient and Efficient Healthcare Experience

Based on our leading technology and vast experience in the healthcare industry, JD Health is dedicated to providing convenient and efficient healthcare products and services across China. Our platform provides consumers with a one-stop experience through the integration of pharmaceutical and healthcare products and healthcare services. JD Health Retail Pharmacy is comprised of direct sales business, online marketplace business with 12,000 third party merchants, and omnichannel business covering more than 300 cities in China. Through our 14 drug warehouses and over 300 non-drug warehouses, we offer our users various express delivery options, including same-day, next-day, 30-minute, and 24/7 on-demand delivery services. Our online healthcare service offers internet hospital online consultations, prescription renewal, chronic disease management, family doctors, and other services. Likewise, our consumer healthcare service grants users the ability to make appointments and pay for services, such as general physical exams, aesthetic medicines, dental care, vaccinations, and genetic tests. Therefore, we have successfully catered to all medical needs on our platform.

We are on a constant pursuit of exploring innovative internet healthcare service

model in the field of specialized medical centers, particularly in terms of the holistic development of prevention, treatment, and recovery of specialized diseases. By the end of 2020, we opened 18 specialized medical centers, including a cardiology center, ENT center, TCM center, and respiratory center, evidenced by our increased investment in chronic disease management and family doctor. Our team composed of over 110,000 internal and external doctors has enabled us to commit to the creation of a hierarchical diagnosis platform, which will subsequently optimize resource allocation and improve the overall efficiency of the healthcare industry.

JD Health constantly optimizes the ordering process for consumers by regularly upgrading the algorithms and technologies involved. As a result, the shopping experience is more convenient and pleasant for our customers. We continue to enrich and enhance our products and services. In addition, JD Health offers convenient payment methods. On our platform, we leverage the payment services and infrastructure provided by JD Group and its related parties, including online payment and payment-on-delivery.

 **12,000**

As of December 31, 2020, there were over 12,000 third party merchants on our online marketplace platform

 **110,000**

We have built a medical team consist of over 110,000 in-house and external doctors



Development of the JD Health Internet Hospitals

July 2017	Strategic partnership project	Entered into the "Healthy Taizhou" (健康泰州) strategic cooperation agreement with the government of Taizhou, Jiangsu province and "Healthy Suqian" (健康宿遷) strategic cooperation agreement with the government of Suqian, Jiangsu province, respectively
March 2018	One of the first online platforms in China to obtain a Practicing License for Medical Institutions	Yinchuan JD Health Internet Hospital became amongst the first online platforms in China to obtain the Practicing License for Medical Institutions
December 2019	The launch of JD Health Cardiology Center	Established "JD Health Cardiology Center," associated with renowned cardiovascular experts
January 2020	Renowned Doctor Livestream	During COVID-19, the first livestreaming episode hosted by renowned doctors went online
January to March 2020	"Prevent and Combat COVID-19" Platform	Starting from January, a free medical consultation platform regarding COVID-19 symptoms was launched, which later was expanded to include all healthcare departments. In February, the "Chronic Disease Care Plan" and the "Urgent Medication Demands Assistive Platform" for Hubei Province was launched. In March, "Global Free Health Consultation" platform was launched to help control the global pandemic
April 2020	The first platform in China to provide an online booking service for COVID-19 nucleic acid tests	JD Health became the first company in China to implement an online booking service for COVID-19 nucleic acid tests
June 2020	The launch of JD Health Traditional Chinese Medicine (TCM) Hospital	Collaborated with Dr. Sihua Gao and other TCM masters and nationally acclaimed TCM doctors to establish the JD Health TCM Hospital
	The launch of JD Health Ear, Nose, Throat (ENT) Center	JD Health achieved strategic cooperation with the China International Exchange and Promotive Association for Medical and Health Care, and also appointed academician Demin Han as the chief consultant; subsequently, the JD Health ENT Smart Healthcare Service Center was launched
June to August 2020	Core Function Upgrade	An expert consultation service was added to the platform. The Doctor UGC System was kicked off on the platform, providing contents generated by doctors
August 2020	The launch of JD Health Family Doctor services	Launched family doctor services to provide holistic healthcare management service
September 2020	The launch of Respiratory Center	JD Health Respiratory Center went online
	The launch of Ankle Medical Department	JD Health Ankle Medical Department went online
	General Medicine Center	The General Medicine Center went online
	The launch of JD Health online platform for prepared TCM slices	JD Health online platform for prepared TCM slices was established, whereby users could access online TCM consultations, prescription-based drug preparations, decocting, and home delivery of products
December 2020	The launch of JD Health COVID-19 Vaccination Dynamic Platform	JD Health COVID-19 Vaccination Dynamic Platform provided users with convenient services such as real-time vaccine-related news, knowledge, demand registration and other convenient services
	The launch of 18 Specialized Medical Centers	By the end of 2020, specialized medical centers were launched online, including the Maternal and Child Health Center, Nutrition Center, Paediatric Center, and Oncology Center

Customer Service and Consumer Rights Protection

Superior Customer Service

JD Health is dedicated to providing first-class customer service. We leverage the customer service capabilities of JD group to provide real-time assistance for customers:



24/7 customer service center:

We leverage JD Group's 24/7 customer service center to handle a range of customer queries and complaints regarding our products and services. Queries or complaints can be submitted through various channels, such as by telephone, our online instant messaging service, our official accounts on WeChat and Weibo, or by email. We respond to consultations within 30 seconds. We also promise a "211 response timeframe" for questions that require verification, whereby we respond to inquiries made before 11 a.m. on the same day and respond to inquiries made before 11 p.m. on the following day. In 2020, 100 million customer consultation volumes were handled, with online customer service satisfaction rates reaching 94%. We handled 7,569 customer complaints, including 4,897 cases regarding fulfilment and after sales issues which accounted 64.7%, 707 products-related cases accounted 9.3%, and 1,965 other cases accounted 26.0%. We handled 100% of the customer complaints made to our customer service center.



100million

In 2020, 100 million customer consultations were handled



94%

Online customer service satisfaction rates reached 94%



100%

We handled 100% of the customer complaints made to our customer service center



Returns and exchanges

Given the unique nature of drugs, we generally follow a blanket rule of not allowing users to return or exchange pharmaceutical products on our online platform, with the exception of products that have been classified as defective products by the State Drug Administration and other regulatory agencies or manufacturers. For certain non-pharmaceutical products, we offer an unconditional return or replacement policy within **7 days** of purchase, in compliance with the "Law on the Protection of the Rights and Interests of Consumers," as well as in compliance with the "Three Guarantees" policy, the manufacturer's return policy, or maintenance authorization standards. For some products, users are provided with a 1-3-year maintenance policy, whilst some self-owned-brand products are provided with a lifetime warranty. For users with good credit, an "instant refund" service is also provided for added convenience.

Consumer Satisfaction Improvement

JD Health has always placed immense importance to user experience. By conducting walk-throughs and collecting user feedback and questionnaire responses, we have been able to create a user experience improvement request pool which is used to upgrade the shopping process with our platform. This is iterated rapidly by level and module, whilst AB testing has simultaneously been introduced to verify the effect. According to statistics from 2020, 402 questions were received from business product and technology department, 1,430 items of feedback were collected from users, 19,000 questionnaires were collected, 56 in-depth data analysis processes were conducted, 207 experience optimization processes were launched, and the overall conversion rate and user satisfaction were significantly improved.

JD Health hires only the most professional and reliable healthcare services, which ensure that all consultation scenarios have been optimized to satisfy the varying medical requests made by users. We have also worked hard to minimize any hassles or challenges faced by users during the process, resulting in a more convenient online consultation and treatment process. By the end of 2020, JD Health online platform had more than 110,000 internal and external doctors covering more than 10,000 hospitals with approximately 80% of attending

physicians. We have also established large operational and customer service teams, providing around-the-clock services for our doctors and customers.

By the end of 2020, the initial response time of our internal doctor team to JD PLUS users' requests was an average of 23 seconds, whilst the average

interactive response time was 40 seconds. Furthermore, the first response time of all orders was an average of 43 seconds, while the average interactive response time was 66 seconds. Overall, our positive ratings by patients remain above 98.4% for the year.



10,000

Covering more than 10,000 hospitals



80%

With approximately 80% of attending physicians



23seconds

The initial response time of our internal doctor team to JD PLUS users' requests was an average of 23 seconds



98.4%

Positive ratings by patients remain above 98.4% for the year

Platform Content and Marketing Control

JD Health attaches great importance to the safety control of advertising content, strengthens the management of the advertising content review team, and continuously improves the systematic multi-level review mechanism to ensure that the content is ethical.

For advertising management, JD Health follows the "Advertising Law," "Regulation on Internet Information Service," "Provisions on the Administration of Advertisement Publishing Registration," "Interim Measures for the Administration of Internet Advertisements," and other laws and regulations to draft the JD Health "Advertising Review Rules" and other regulations, conducting strict control

of the risks of the advertisement by the platform.

For prescription drugs and other products that are not allowed to be advertised, we strictly follow relevant regulations and avoid placing them. For products such as health and wellness products, medical devices, over-the-counter drugs, and medical services, the corresponding qualifications are reviewed one by one before advertising. All products that involve efficacy promotion will be reviewed according to the content of the "Advertising Review Rules," and only products that meet the requirements of the "National Advertising Law" will be advertised.

In addition, we strictly implement a series of review and vetting procedures and rules in the construction of the health encyclopedia content database and the production of popular science graphics and videos. We follow the concept of evidence-based theories to ensure that each content is scientific and reliable in medical logic, medical data, and medical viewpoints. Each piece of content has been reviewed by medical professionals, experts from 3A-class hospitals, and authoritative experts. We established an expert review team to review and appraise disputes to ensure that the content reaching out to consumers is medically professional and conforms to the public's perception.

Industry Responsibility

Technology is JD Health's core competency and key strengths. Leveraging JD Group's and our own technology capabilities, we empower our partners and together to promote the transformation and upgrading of the whole healthcare industry.

Technology to Empower the New Infrastructure of the Healthcare Industrial Chain

JD Health is currently pioneering China's pharmaceutical and healthcare industry transition. By using the influence of our extensive user reach, strong supply chain capabilities, and industry-leading technologies, we are able to provide digitalized solutions for our partners in the industry. We are dedicated to empowering local hospitals, doctors, offline pharmacies and other partners, further opening up our core capabilities and advantages such as supply chain, technology, and service resources. We provide systematic online services and one-stop solutions, and strive to enhance the digitalization and increase operational efficiency of the whole industry.



For smart pharmacy, we established an online and offline integrated omnichannel smart management platform YaoJingTong, specialized for offline retail pharmacies. By adopting intelligence and digital mechanism and leveraging our software capabilities, the online and offline integrated omnichannel smart management platform connected upstream supply chain and downstream retail pharmacies, covering full scenarios and offering value-added services. This can increase the operation efficiency of retail pharmacies. In the case of procurement, leveraging our AI technology and omnichannel, YaoJingTong can improve the purchasing plan, plan validation, and ordering functions. By opening up digitalization capability, logistics infrastructure, and other capabilities, we can equip the offline retail pharmacies with smart procurement capabilities.



Regarding the construction of smart hospitals, by leveraging the technological advantages of JD Health and JD Group, we have collaborated with several leading hospitals in China and provided them with omnichannel smart solutions covering holistic system of medical practice, and therefore, can offer a superior experience for patients. For example, our collaboration with Nankai Hospital resulted in the construction of the “Nankai JD Internet Hospital.” Through establishing “Internet + Healthcare” service model covering prevention, consultation and aftercare service, we can now provide online follow-up visits, consultations, and follow-up visits management services for Tianjin residents. At the same time, with the support from the Tianjin medical insurance policy, we have been connected to local social insurance reimbursement system for follow-up visits, medications, and prescriptions.



Additionally, leveraging our digital intelligence and information technology, we assist the digitalization of primary healthcare systems. We have also provided a package of “Healthy City” solutions for various local governments, covering areas such as primary healthcare, resident health records, and medical insurance payments.



We implemented several “Health City” projects. We cooperated with the Health Commission of Hubei Province, jointly promoting rehabilitation and psychological consultation projects for patients recovered from COVID-19 in Hubei province. We are facilitating the construction and development of the regional public health system in Hubei province, and are proactively helping develop healthcare-related industries such as mental health awareness, smart wearable devices and medical protective equipment. Additionally, we are helping the city of Beihai digitalize its regional resident health system and enhance its medical services by expanding and improving the city's health information platform and developing “Internet + Healthcare” application systems. We have successfully completed the first phase of the “Smart Health Beihai” project, with successful launch or pilot of seven digitalization projects covering resident health cards, school public health systems, family doctors, rural doctors and more.

JD Health has established a scalable and expandable technology infrastructure. As part of this, we extracted different capabilities from our system and built numerous modules for functions such as transactions, diagnoses, consultations, prescriptions, patient profiles, and follow-up visits. By optimizing the capabilities of these modules, they can be combined to rapidly create infrastructures suitable for the varying needs of different healthcare scenarios. Most of our modules

support multiple interfaces and service formats, ensuring the seamless integration of our healthcare service capabilities with different clients' working environments.

To achieve system reliability despite significant traffic and simultaneous requests, we deploy environment isolation within our system to minimize interference between different systems. We also take advantage of JD Group's proprietary technologies and

middleware, to boost system performance and throughput, and subsequently to achieve elastic throughput expansion during bottleneck periods. In addition, we regularly conduct full data-link pressure tests and system safety drills to confirm the protected status of our system. Further, we have developed safety procedures and warning systems to ensure any online issues are rapidly detected and resolved to minimize data loss.

Technology Innovation to Elevate Service Quality

JD Health is dedicated to enhancing user experience and service efficiency by implementing cutting-edge technologies and platform operation capability. At present, we have deployed AI technologies in prevention, consultation and after care scenarios in our online hospital services. Also, we have utilized AI technologies to assist the automation of our patient classification process; based on millions of real historical symptom descriptions, industry-leading multimodal

models are used to allocate patients into the most appropriate specialist departments. During the consultation process, AI-assisted services are used to build customized consultation models for each of the specialist departments. Furthermore, AI-assisted smart conversation technology has facilitated the communication between doctors and patients to allow doctors to work more efficiently. An additional advantage of this is that doctors can prioritize key steps, such

as diagnosis and prescription verification, whilst the AI technology focuses on collecting symptom descriptions and medical histories from patients. After consultation, our AI technologies provide health management services based on multidimensional authorized data collected from the IoT, and resultantly, can offer customized disease management advice to both patients and doctors.



We have also applied AI technology to medication services for enhancing medication safety. We have been working with the pharmacist team of the Third Hospital of Peking University to develop an AI-enabled proper medication system. In 2020, we built a regional AI-based clouding prescription vetting center with the Beijing Haidian District Health Commission. The center is dedicated to building a knowledge base for medications supply and prescription vetting guidelines, relying on our cutting-edge AI and big data technology, to standardize medication services and drug information in the region, and to ensure medication safety through pre-positioning prescription vetting work.



JD Health launched the "TCM Digital Intelligence Treatment," based on which we invented a series of smart hardware products including JingZhiKang, to conduct body analysis following TCM theory. This treatment product utilizes big data and AI technology to carry out a digital analysis of patients in accordance with the "Observation Diagnosis" principle of TCM. As part of this, users will only be required to photograph and upload photographs of their tongue and other facial features to subsequently receive a health status evaluation. This system encourages TCM in disease prevention and advocates TCM theory improvement and scientific innovation.



Intellectual Property Protection

JD Health's trademarks, copyrights, patents, domain names, know-how, proprietary technologies, and similar intellectual property are regarded as vital to our success, and therefore, we rely on copyright, trademark and patent law, confidentiality, invention assignment, and non-compete agreements with our employees and other relevant bodies to protect our proprietary rights. We own and continue to file for many intellectual property rights applications. Furthermore, as part of the spin-off reorganization, JD Group had initiated the transfer of some intellectual property rights relating to

our operations to JD Health. At the same time, JD Group would grant the exclusive and non-exclusive license of intellectual properties owned by JD Group to JD Health, without a fee. Resultantly, we were able to use JD Group's registered trademarks, software copyrights, and patents in our operations and those that had been submitted for application.

In particular, intellectual property rights are a fundamental contributor to our success. We share JD Group's comprehensive intellectual property protection policies and related internal

control system to maintain our ability to obtain and uphold patents and other intellectual property and proprietary protections for a range of commercially important technologies, inventions, and know-how information. These policies also enable us to defend and enforce our patents, preserve the confidentiality of our trade secrets, and operate without risk of infringing, misappropriating, or violating the valid and enforceable intellectual property rights of third parties.

Key aspects of our intellectual property protection policies and related internal control system are described below:



We perform searches on related intellectual property rights to ensure our intellectual property rights will not be challenged or disputed.

01



We file trademarks and patents with relevant authorities to safeguard our brand image and technological innovations. We also regularly monitor third-party actions to protect our intellectual property and act appropriately against any detected infringement.

02



Part of our strategy to preserve our proprietary technology and processes involves entering into confidentiality agreements with our business partners. In addition, we have instigated confidentiality agreements and non-competition agreements with our senior management and other employees who have access to trade secrets or confidential information regarding our business. Our standard employment contract includes an assignment clause, whereby we state our ownership of the rights to all inventions, technology, know-how, and trade secrets accumulated during the course of all employment with us.

03



Parties who believe their intellectual property rights have been infringed by products sold on our platform can file claims with JD Group through the online intellectual property protection system; subsequently, we will work with JD Group to process these claims in due course.

04



We endeavor to preserve the integrity and confidentiality of our data and trade secrets by maintaining a high level of physical security throughout our premises, as well as physical and electronic protection of our information technology systems.

05

Until the end of 2020, we have not been subject to any material intellectual property infringement claims.

03

Supply Chain

As a result of our leading supply chain capability and JD Group's infrastructure, we, together with our suppliers, have created a cooperative value chain ecosystem with mutual benefits. Furthermore, JD Health strives to improve the ESG performance of its supply chain partners through the implementation of a holistic supply chain management system and digital management platform.

We will continuously solidify our supply chain advantages, whilst enhancing the modernization of the health industry supply chain and elevating overall efficiency. In terms of physical goods supply chain, we offer an array of medical products to cater to the treatment of standard diseases, chronic diseases, emergent diseases, and severe life-threatening illnesses. As of December 31, 2020, our platform had provided over 20 million stock keeping units (SKUs) to meet the healthcare needs of our users. We continue to strengthen our current omnichannel supply

chain, as well as our provision of online and offline holistic services; moreover, we are aiming to increase our efficiency of fulfillment through offering integrated omnichannel scenarios and satisfying the broad needs of our clients. We are committed to improving the efficiency of the industry through empowering our partners. We continuously deepen the cooperation with JD Group and JD Logistics, Inc. to improve the supply chain management efficiency and fulfillment capabilities nationwide. We will continue to invest and improve the supply chain infrastructure to

enhance service capabilities and operational efficiency.

Our superior service supply chain enables us to provide diverse online healthcare services covering online consultations, follow-up visits, chronic disease management, family doctors, and consumer healthcare services. Our ability to connect with numerous offline hospitals and medical agencies has distinctly improved our users' experiences of our services.

Supplier Admittance and Compliance Management

The suppliers and third-party merchants we select to work with are chosen based on their qualifications, brand image, past experiences with e-commerce, reliability, and volume. Prior to entering an agreement, background checks are carried out on all suppliers, third-party merchants, and the products they provide. In addition, we thoroughly examine their business licenses and other relevant licenses and certificates related to their products before considering initiating a business relationship with them. We also evaluate their level of brand recognition and make inquiries regarding the market acceptance of their products among competitors in the same industry. Furthermore, we selectively conduct on-site visits to critical suppliers to assess and verify their location, scale of business, production capacity, property and equipment, human resources, research and development capabilities, quality control system, and fulfillment capability. Further information regarding supplier admittance and compliance management is provided in the "Product Responsibility Management" section in the "Product Responsibility" chapter.

JD Group's mature management system is followed by JD Health for recruiting non-commercial suppliers, as we are supported by JD Group's procurement costs and expenses department that helps us manage suppliers in engineering, administrative, IT, and material operations, among others. Consequently, JD Health has created an effective supplier management system for the entire operational process, and actively cultivates and maintains a strategic partnership with suppliers. Principally, we have devised a complete set of supplier management plans, including supplier sourcing, warehousing, performance, incentives and elimination, resource library management and renewal evaluation; therefore, we have covered all the aspects of supplier management in terms of "selection, adoption, cultivation, and elimination." With reference to anti-corruption, intellectual property rights, outsourcing control, change control, and other similar aspects, suppliers receive a written notification of the outstanding requirements.

Documents on the supplier management system

- "Business Management Rules"
- "Supplier Performance Appraisal Procedure"
- "Supplier Fulfillment Feedback and Handling Process"
- "Supplier Quality Exception Handling Process"
- "Green Procurement Management Regulation"

Supplier Environmental and Social Risk Identification Management

JD Health actively advocates and implements green and low-carbon procurement, and wholeheartedly shows its acknowledgment of corporate social responsibility and environmental impact by prioritizing the procurement of environmentally friendly and energy efficient raw materials, products, and services, especially those that can easily achieve comprehensive resource utilization.

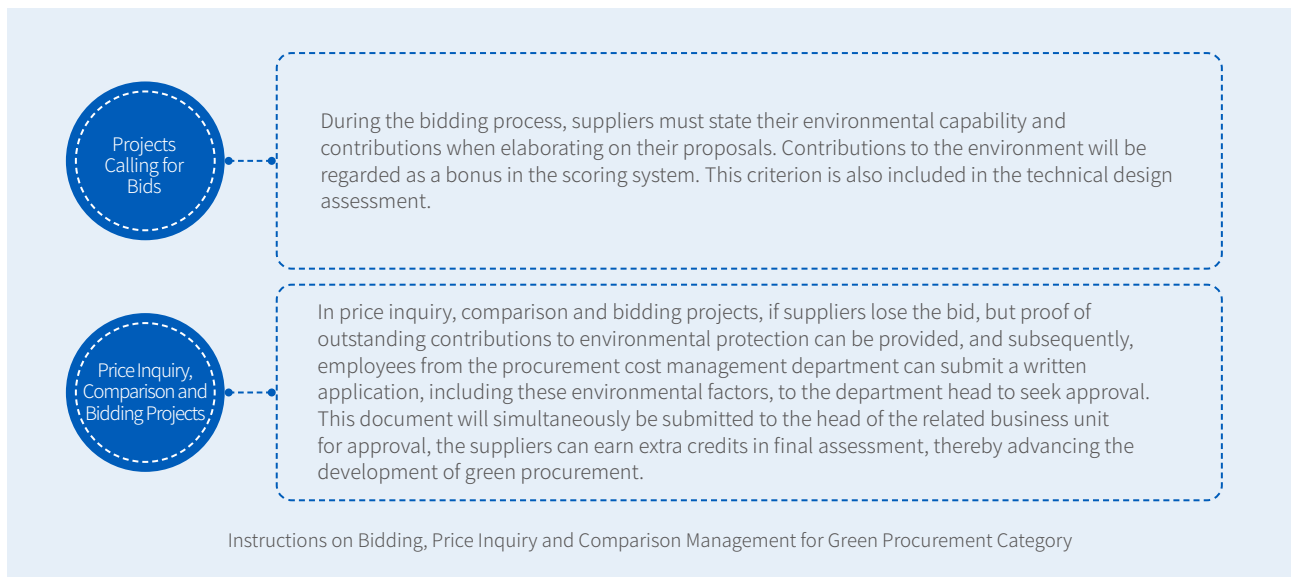


Supplier Environmental Auditing Standards and Policies

JD Health consistently improves its standards and policies regarding green procurement; in addition, JD Group's regulations on green procurement are rigorously implemented, including the "Green Procurement Management Regulation" and "Maximum Allowable Values of Energy Performance and Energy Efficiency Grades of Commercial Refrigerating Appliances — Part 1 Refrigerated Display Cabinets with Remote Condensing Unit." As well as comprehensively taking into account the energy-saving and environmental protection factors of product design, procurement, production, packaging, logistics, sales, service, recycling, and reuse. JD Health strengthens the collaboration with its upstream and downstream partner companies, and has formulated a green supply chain by jointly practicing corporate social responsibility in environmental protection, energy saving, and emissions reduction.

Supplier sourcing and admittance are conducted in accordance with the specific demands of each project submitted by the business demand department. Environmental requirements are carefully considered during the process of supplier admittance, and qualified suppliers must fulfill the requirements of green advocacy and comply with China's laws and regulations.

To satisfy our green procurement requirements, candidate suppliers must strictly follow JD Group's logistics-related technical standards throughout the processes of bid calling, price inquiry, and bidding. Suppliers must also provide qualified green products and services.



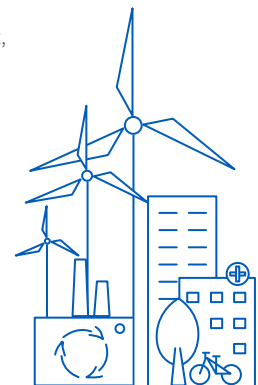
Based on the supplier performance rating system, we added a corresponding environmentally conscious clause to our green procurement process, to monitor suppliers' environmental protection, resource saving ability, corporate social responsibility, and sustainable development.

Negative List System

The "Green Procurement Management Regulation" mandates that the green procurement category should implement the negative list system; based on this, any suppliers that are shortlisted in the green procurement library will face suspension or termination of the procurement contracts by JD Health if any circumstance stated in the negative list, or any other environmental issues, have occurred.

Environmental and Social Management Certification Audit

Audits of our suppliers' environmental and social certifications and qualifications are conducted prior to the admittance of suppliers to the server category. Required auditing standards include the ISO 9001 Quality Management System Certification, ISO 14001 Environmental Management System Certification, ISO 50001 Energy Management System Certification, and OHSAS 18001 International Health and Safety Management Standard Certification. Moreover, when we select and certify suppliers and conduct on-site inspections, we meticulously review their attainment of environmental assessment qualifications, environmental system certifications, and occupational health system certifications.



04

Working Environment

While we proceed with the recruitment of the excellent talents, JD Health ensures the rights, health, and welfare of the existing employees. We've been committed to providing an inclusive and comfortable working atmosphere for all our employees. Thus, we can accelerate the growth and long-term success together with our valued employees.

Employee Profile

Based on a comprehensive analysis of the Company's development strategy, we have developed a systematic and standardized human resource management mechanism by working with our HR department and applying the rational human resource management rules and methodologies. The Company's human resource management mechanism effectively integrates corporate and

workplace culture, subsequently resulting in a workforce that is coordinated with the Company's long-term strategic development. By implementing diverse communication channels and flexible feedback mechanisms with employees, both JD Health and its employees can interact and collaborate in a timely and effective manner. This ensures the efficient operation of the Company while protecting

the rights and interests of all employees.

As of December 31, 2020, JD Health had acquired 2,099 full-time employees, 52% of whom were female. Moreover, during the course of 2020, JD Health had recruited 1,227 new employees.

Employment and Labor Standards

JD Health strictly abides by the "Labor Law of the People's Republic of China," "Labor Contract Law of the People's Republic of China" and other applicable laws and regulations. We follow the principles that are clearly stipulated in the "Employee Handbook" when hiring employees, meaning that we will never treat employees differently based on gender, age, ethnicity, and that we adhere to the principle of "openness, fairness, justice, and selection of the best." We are adamantly against giving preferential treatment based on employees' traits such as race, color, age, gender, ethnicity, nationality, marital status, association, religious belief, sexual orientation, gender identity and expression, disability, pregnancy, and political stance, as protected by law. We resolutely oppose all forms of discrimination in the recruitment process, including discrimination based on gender, ethnicity, age, marital and parental status, etc. Moreover, JD Health complies with the "Provisions on Prohibition of Child Labor" and performs a series of background checks including examining ID cards and graduation certificates of employees, strictly prohibits forced labor and child labor, our scrupulous attitude towards upholding this prohibition has

resulted in zero cases of forced labor or child labor within the Company. Similarly, the "Employee Handbook" clearly stipulates our regulation to prohibit the hiring of individuals who are younger than 16 years.

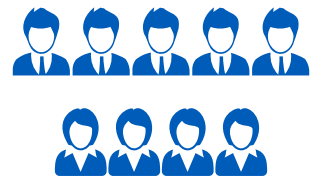
The staff structure at JD Health is diversified. Our employees are comprised of 16 ethnic minorities including Manchu, Mongolian, Hui, and Tibetan, other than the Han nationality. The span of staff age is also large, covering different age groups.

We have made outstanding achievements in promoting gender equality. Women make up 41.6% of the senior management in the Company, whilst the ratio of men to women in the board of directors is 5:4, which exceeds the global average¹.

JD Health has developed the handbook and code of conduct for our employees. The handbook explains the rules and guidelines regarding professional ethics, fraud prevention mechanisms, negligence, and corruption. Meanwhile, the code of conduct and norms ensure the development of an ideal workplace culture, allowing employees to feel self-fulfillment and create greater

The ratio of men to women in the board of directors is

5:4



¹According to the "Women on Boards: 2020 Progress Report" issued by Morgan Stanley Capital International (MSCI), in 2020, the percentage of director seats held by women was 20.6% among constituents of MSCI ACWI Index.

value for the company and society.

JD Health highly values the communication and negotiation with employees. We collected feedback from employees through various channels, such as the internal JDer Forum and JD Updates, and enable employees to fully express their opinions. We also regularly organize employee satisfaction surveys, whereby they answer daily questions through our internal communication tool “JingME App.” The employees’ feedback will be followed up by designated staff, that will guarantee the sufficient expression of employees on corporate culture and policy improvement,

thus strengthen the interaction and relationship with our employees.

Outside of the workplace, JD Health organizes fun club activities for all employees, aiming to enrich their spare time and improve the solidarity among the group.



Occupational Safety and Health

A healthy and strong workforce is at the core of maintaining a stable operation for any company. Therefore, JD Health prioritizes the health and rights of all its employees. We strictly abide by the “Law of the People’s Republic of China on the Prevention and Control of Occupational Diseases,” committed to improving safety management and creating a healthy and safe working environment for our employees. Our sophisticated basic welfare safeguard system helps employees manage unexpected risks, such as diseases and

emergencies. In 2020, there were no cases of injuries or deaths in the workforce as a result of work or work-related tasks.

JD Health offers regular physical examinations for all employees, and provides targeted inspection items based on the age group. Moreover, during the epidemic when supplies were scarce, we were able to guarantee one mask per day for every employee and regularly clean and disinfect the workplace to ensure the safety of our employees.



Employee Welfare and Remuneration System

A well-designed employee welfare and salary mechanism is important to stimulate employee creativity, whilst contributing to the development of a strong and stable employee-employer relationship, and the Company’s sustainable development. JD Health is also committed to providing a competitive remuneration for its employees. To effectively motivate employees, we constantly improve the remuneration package by conducting comprehensive market research and benchmarking.

The employee welfare mechanism of JD Health is consistent with that of JD Group, which advocates the “contributor oriented” talent management principle by insisting the value evaluation and allocation based on performance and contributions. This principle will apply in all human management activities covering talent evaluation, assessment, development,

incentives, and other relevant activities.

The company signs employment contracts with official employees, which strictly abides by the “Social Insurance Law of the People’s Republic of China,” “Regulations on Management of Housing Provident Fund,” etc., and pays five social insurances and one housing fund for employees. To guarantee our employees to obtain decent remuneration that is worthy of their actual efforts invested. JD Health provides employees with a competitive salary. The employee’s salary system includes a monthly standard salary, performance bonus, year-end bonus, welfare subsidy and long-term incentives.

The salary incentives of the senior management personnel at JD Health are based on comprehensive evaluations, including job competence, capability and overall performance. The remuneration

incentives of independent non-executive directors are reviewed annually with reference to other similar companies in terms of business features or scale in the market. Based on comprehensively assessing the factors such as the duties, workload, and contribution of these independent non-executive directors, the regular review of the overall remuneration policy and remuneration plan has been made.

The remuneration policy of JD Health’s directors and senior executives is formulated by the JD Health Remuneration Committee, who are also responsible for submitting it to the board of directors for approval; likewise, the committee provides recommendations to the board of directors regarding the Company’s annual remuneration adjustments and incentives.

Training and Development

One of JD Health's main focal points is the recruitment and training of talents. Recruitment occurs through multiple channels, allowing the Company to establish a systematic and enriching training platform.

In 2020, JD Health hired 11 senior-level talents, more than 30 senior experts, and over 200 technology talents from the industry. Alongside this, we continuously strengthened the recruitment and cultivation of talents in the fields of Internet health, the pharmaceutical industry, and various medical backgrounds. We also promoted our employer brand among major medical and pharmaceutical colleges and universities, recruited outstanding new graduates, and attracted professionals from top universities in China and abroad. In regard to our middle and junior level management, we hired a large number of talented new graduates, including those born in the 1990s in junior-level management.

By constructing a Health Business School, JD Health has built a professional training system for its employees. Based on the four major directions — teacher resources, content, operation, and motivation — we

have launched a tool-oriented, modularized, and refined employee training solution that closely supports our business goals and long-term mission.

To improve service quality and business performance, JD Health has invested heavily in the training and development of our health and medical team. A three-level training system has been implemented for employees, comprising clinic level, section level, and department level. Training at the clinic level primarily focuses on professional knowledge, training at the section level targets various indicators for different sections and professional training, and training at the department level includes specialized training and leadership training. We offer directed training for all levels of employees and provide them with specific and practical training contents and methods to effectively improve their knowledge, skills, and professionalism. Thus, we have created a learning atmosphere highly suitable for the medical and health department, which has become vital to our core business. Our training reinforces the professionalism of the JD Health Medical team and guarantees the development of our business by strengthening our qualified talent pool.

Through the "Torch Plan," JD Health has trained and officially certified 45 internal trainers, which is the sum of the number of people trained in the previous three years. Furthermore, through the "Flipped Classroom," the upgraded and internalized classic courses, together with the "Kunpeng Plan," we have focused on creating a new business curriculum, and a total of 121 courses have been developed. In addition, through "Targeted Topics" and "Jixiantai," all employees provided industrial insights and feedback, 26 sessions in total were organized covering 1,238 people. Through the "Lingxiu Program," we have provided a series of online and offline leadership courses for 50 junior-level managers, which were conducted using forms of icebreakers, integration, knowledge intake, and the "Flipped Classroom," etc.

Overall, our diversified and comprehensive training system helps employees advance their professional and personal skills, thereby enabling them to better meet the Company's development needs regarding professionalism and ethics. Thus, a superior talent team is developed for the Company.



05

Community Responsibility

JD Health has been committed to using its own strength to help improve the level of primary healthcare, leveraging our digital intelligence capability and information technology, we continue to improve the quality, efficiency and accessibility of healthcare services and further promote the digitalization of the industry. Through public welfare projects, we contribute to social issues including health education, poverty alleviation through healthcare, and support for the disadvantaged.

Responsible Concepts

The medical and healthcare industry has emerged with its inherent mission that to serve the public health and welfare. JD Health has been committed to contributing to the national “Healthy China 2030” Plan, while supporting the health management of individuals and using our leading technology and medical resources to complete public welfare projects with various collaborative partners. Within the Company, efficient synergy among various departments supports our social responsibility and philanthropic concepts.

Philanthropy Projects

JD Health has continuously exerted its own industry resources and influence to improve public welfare since its establishment. We have innovated new approaches to extend the concept of social value and continuously enlarge our social impact, thereby enabling more people to enjoy a healthier life.



Poverty Alleviation Through Healthcare

JD Health has introduced “Internet + Healthcare” to rural areas in China and we have vigorously participated in poverty alleviation through healthcare. In 2020, JD Health visited poverty-stricken villages in areas such as Yunnan, Guizhou, and Sichuan, and launched the livestream medical consultation program that enable villagers having the opportunity to enjoy the high quality healthcare service provided by esteemed doctors without departing from their hometown, so as to empower people in less-developed areas to access healthcare. On May 9, 2020, JD Health, JD Foundation, and the Social Participation in Poverty Alleviation and Development of China website collaboratively launched the “Healthy China Medicine Subsidy Project.” This project is directed at poverty-stricken households (including those who have been lifted out of poverty) across the country, providing a subsidy of RMB 1,000 per person per year to specifically purchase medicines, and the subsidy can be used when purchasing the medicines in the subsidized catalog.



New Barefoot Doctor Program

Early in the end of 2019, JD Health launched the “New Barefoot Doctor Program,” in response to the challenges facing the primary medical workers across the country. The program works with well-known experts, such as Dayi Hu and Sihua Gao, and utilize the Internet to conduct skills training and provide remote assistance to primary rural doctors, aiming to strengthen their occupational qualification as general medical practitioners, so as to improve overall medical and healthcare skills of primary-level medical workers. By September 2020, this “rural doctor system” had been launched and the effectiveness and performance of pilot program have been evident thus far.





Helping Pneumoconiosis Patients

On September 15, 2020, JD Health and Love Save Pneumoconiosis Charity Foundation entered a strategic cooperation. The two parties pledged to explore the use of online healthcare services and intelligent respiratory rehabilitation equipment, promoting novel pathways which are more convenient and more effective for the treatment and rehabilitation of pneumoconiosis patients. In particular, JD Health facilitates the prevention, treatment, and rehabilitation of pneumoconiosis patients by leveraging its strength and capabilities regarding the supply of intelligent respiratory rehabilitation equipment and provision of remote diagnosis and treatment services over the Internet. Together with well-known medical device manufacturers in the industry, JD Health has successfully donated RMB one million worth of medical devices, such as oxygen concentrators and blood oximeters, and RMB 198,000 worth of pulmonary function meters, along with free transportation services provided by JD Logistics. In addition, JD Health and JD Foundation also launched a crowdfunding event to raise funds for oxygen generators.



Join Hands to Prevent HIV/AIDS

JD Health closely follows HIV/AIDS prevention and control. We are dedicated to improving the lives of patients affected by these illnesses. By utilizing the advantages of our platform and supply chain through public charity education, video content, and other educative resources, we have further publicized knowledge of HIV/AIDS prevention and control to the general public. In December 2020, JD Health and the Beijing Association of STD & AIDS Prevention and Control launched “the month of HIV testing,” whereby free testing products were available for those in need, as well as professional consultations and referral services for positive cases. As a result, people could access faster, more convenient, accurate, and private HIV testing services, whilst we effectively alleviated any personal privacy concerns.



06

Environmental Compliance Management

Under the leadership of JD Group, JD Health is committed to handling the challenges associated with climate change. In response to President Xi Jinping's call to "Speed up Reform of the System for Developing an Ecological Civilization, and Building a Beautiful China," we continued to make efforts to support the nation's attainment of its "30·60" decarbonization goal and fulfill its responsibilities relating to carbon reduction in the Paris Agreement. We also strictly abide by environmental compliance management and compliance operations, and intend to become a carbon-neutral corporation in the imminent future.

We focus on achieving green operations and lowering our carbon footprint in all aspects of the Company's operation. We aim to achieve this by promoting green commuting and a green office for employees, applying green procurement concepts and deploying green and low-carbon data centers for all operations, and selecting logistics partners who are low-carbon and environmentally friendly. We expect to reduce our carbon footprint throughout our value chain to fulfill our overall responsibility towards carbon reduction, and we will therefore strengthen our position as a green Company.



Green and Low-Carbon Data Center

Based on JD Group's data center, JD Health has accomplished impressive results in carbon reduction practices through low-carbon design, green procurement, energy management, effective use of resources, and waste management. In addition, we have implemented competent green operation mechanisms for daily use. The data center employs energy-saving technologies such as frequency conversion and indirect evaporative cooling, and through a process of refined operations and maintenance management, the average annual power usage efficiency (PUE) of the data center has steadily been declining on an annual basis, reaching below 1.3. Future plans for the data center involve the use of new data center waste heat recovery technology, as this is expected to generate a green and clean heat source for urban integrated heat supply networks.

Green Procurement

JD Health complies with the "Green Procurement Management Regulations" of JD Group and the green procurement negative list system to assure the valid implementation of the green procurement. We also extend the concept of green procurement throughout the value chain, covering product design, procurement, production, packaging, logistics, sales, and service, etc. Furthermore, we prioritize the purchase of raw materials, products, and services that are environmentally friendly, energy effective, and can be fully utilized.

Green Office

Our employees' impact on the environment and climate in the workplace is also an important issue. We promote a green office space throughout the Company and encourage employees to start with small changes to save energy

and reduce waste, such as making use of waste paper and being careful to conserve water and electricity. We also promote a paperless office environment where possible, to reduce paper consumption. At the same time, induction lighting has been installed in our office areas to reduce power consumption, and thus, is a smarter energy-saving approach. Our procurement of office supplies also follows environmental protection and green considerations; for example, we use Forest Stewardship Council (FSC)-certified suppliers and paper products for all toilet products.

Green Commute

JD Health also focuses on the carbon reduction behaviors of our staff. For example, we encourage employees to carpool when traveling for business purposes, striving to reduce their carbon footprints by offering a greener transportation option. Moreover, we provide free shuttle buses through all over the city, as this is a convenient and green form of shared commuting.

Green Logistics

JD Health tracks the carbon footprint of selected logistics partners; for example, JD Logistics has replaced traditional fuel vans with new energy logistics vehicles, which has advanced our logistics transportation towards a "green road." From 2017 to 2020, JD Logistics launched new energy vehicles in over 50 cities across seven regions in China, culminating in the reduction of carbon dioxide emissions by approximately 120,000 tonnes per year. Compared with other logistics companies, JD Logistics has the advantage of using technical means for real-time optimal route planning and warehousing network planning, whilst also reducing the number of vehicles in transit, increasing the full load rate of

return vehicles, and optimizing logistics transportation efficiency. Regarding the transportation transfer link, JD Logistics minimizes the use of disposable cartons and tapes by alternatively using reusable circulating express boxes, as well as using circulating transfer bags to replace disposable woven bags, as this reduces the handling of plastic products. In the packaging link, we aim to reduce disposable packaging waste by applying commodity packaging reduction approaches, simple packaging, original packaging, and B2B circular packaging, amongst other strategies.

By partnering with JD Logistics, our imminent goal is to reduce resource consumption and carbon emissions throughout product packaging, transportation, and warehousing.

Waste Management

JD Health focuses on waste reduction and resource recycling in daily office operations to support the development of circular economy. For packaging waste, we hand it over to our partner JD Logistics for centralized recycling or reusing. For the office and domestic garbage and waste resources generated in the office building, we rely on the property management team of JD Group to classify the garbage according to the local laws and regulations, and hand it over to qualified third-party companies for treatment. For the disposal of wastes with special management regulations such as medicines, JD Health has formulated the management system covering near-expiration medication management, disqualified medication management and return management, etc. Our medicines near expiration will be returned to suppliers or third-party merchants for professional treatment, or will be regularly and properly disposed by us.

Appendix 1: Key Performance Indicators List

2020 Environmental Key Performance Indicators

Category	Indicator	Data
Emissions of Air Pollutants	Nitrogen oxide (g)	55,267.63
	Sulphur oxide (g)	88.10
	Particulate matter (g)	5,369.00
Greenhouse Gas (GHG) Emissions	Direct (Scope 1) GHG emissions (tCO ₂ e)	15.28
	Energy indirect (Scope 2) GHG emissions (tCO ₂ e)	316.73
Waste Produced	Total waste (tonnes)	669.71
	Total hazardous waste (tonnes)	1.82
	Total non-hazardous waste (tonnes)	667.89
Use of Resources	Natural gas consumption (m ³)	1,862.75
	Diesel fuel consumption (liters)	4,879.63
	Gasoline consumption (liters)	648.65
	Electricity use (kWh)	327,205.29
	Water consumption (tonnes)	1,918.31
	Total packaging that used non-renewable material (tonnes)	267.15
	Total packaging that used renewable material (tonnes)	2,799.33
	Packaging materials used per product (g)	33.73

Note: Since JD Health shares office space and operating facilities with JD Group, relevant environmental key performance could not be counted separately. Therefore, the above environmental key performance indicators are calculated according to the proportion of corresponding JD Health data in JD Group. Among them, indicators calculated according to the ratio of the number of JD Health employees to the number of JD Group employees in 2020 include: emissions of air pollutants, greenhouse gas emissions, use of resources (natural gas consumption, diesel fuel consumption, gasoline consumption, electricity use, water consumption); indicators calculated according to the ratio of JD health revenue to JD Group revenue in 2020 include: waste produced, use of resources (total packaging that used non-renewable materials, total packaging that used renewable materials, packaging materials used per product).

2020 Social Key Performance Indicators

Category	Indicator	Data
Employment	Total number of employees	2,099
	Percentage of male employees (%)	48
	Percentage of female employees (%)	52
	Percentage of employees under 30 (%)	36
	Percentage of employees between 30-50 (%)	63
	Percentage of employees above 50 (%)	1
	Percentage of Chinese employees (Including Hong Kong, Macao and Taiwan) (%)	100

Category	Indicator	Data
Health and Safety	Number of work-related fatalities occurred in the past three years	0
	Rate of work-related fatalities occurred in the past three years (%)	0
	Working days lost due to work injury (days)	0
Development and Training	The rate of employees who have received training (%)	94
	The rate of male employees who have received training (%)	94
	The rate of female employees who have received training (%)	95
	The rate of executives who have received training (%)	100
	Total training hours completed of employee (hours)	19,888
	Total training hours completed of male employee (hours)	9,517
	Total training hours completed of female employee (hours)	10,371
	Average training hours completed per full time employee (hours)	9.47
	Average training hours completed per male employee (hours)	9.47
	Average training hours completed per female employee (hours)	9.48
Product Responsibility	Percentage of total products sold or shipped subject to recalls for safety and health reasons	0
	Number of complaints received about products and/or services	7,569
	Complaint handling rate (%)	100
Anti-corruption	Number of concluded legal cases regarding corruption	0
	Number of incidents in which employees were fired or punished due to corruption	4
	Percentage of employees that attended the anti-corruption training (%)	100
	Hours of online anti-corruption training programs (hours)	2,086

2020 Supplier Management Key Performance Indicators

Category	Indicator	Data
Supplier Management	Number of suppliers	2,061
	Suppliers in China (Including Hongkong, Macao and Taiwan)	1,956
	Suppliers abroad	105
	Number of operations and suppliers using young workers for hazardous work	0
	Number of operations and suppliers using child labor	0
	Percentage of new suppliers screened by environmental or social criteria (%)	75
	Number of suppliers conducting environmental or social impact assessment	1,547
	Number of suppliers identified as having significant negative environmental or social impact	0

Appendix 2: Hong Kong Stock Exchange ESG Reporting Guide Content Index

Number	ESG Indicator	Disclosure	Reporting Section or Explanation
Mandatory Disclosure Requirements			
	Governance Structure (Including a Statement from the Board)	Disclosed	ESG Governance
	Reporting Principles	Disclosed	Report Introduction
	Reporting Boundary	Disclosed	Report Introduction
“Comply or Explain” Provisions			
Aspect A1: Emissions			
	General Disclosure	Disclosed	Environmental Compliance Management
A1.1	The types of emissions and respective emissions data	Disclosed	Appendix 1: Key Performance Indicators List
A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility)	Disclosed	Appendix 1: Key Performance Indicators List
A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility)	Disclosed	Appendix 1: Key Performance Indicators List
A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility)	Disclosed	Appendix 1: Key Performance Indicators List
A1.5	Description of measures to mitigate emissions and results achieved	Undisclosed	JD health will comprehensively respond to China’s overall schedule of reaching carbon peak by 2030 and carbon neutrality by 2060, and continuously facilitate the carbon neutrality targets of Scope 1 and Scope 2. In addition, for Scope 3, with the focus on emissions reduction in logistics, we are now working with JD Logistics, the first logistics enterprise in China to announce the Science-Based Targets initiative (SBTi). Through their professional services, we can achieve the goal of 50% emissions reduction in logistics by 2030 compared with that in 2019, and continue to promote the path and process of achieving the goal of carbon neutrality by 2060.
A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved	Partly disclosed	Environmental Compliance Management We choose professional, efficient and compliant partners to deal with the waste generated in daily business operations and order production process, and work with us to achieve higher standards of waste reduction.
Aspect A2: Use of Resources			
	General Disclosure	Disclosed	Environmental Compliance Management
A2.1	Direct and / or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in ‘000s) and intensity (e.g. per unit of production volume, per facility)	Disclosed	Appendix 1: Key Performance Indicators List
A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility)	Disclosed	Appendix 1: Key Performance Indicators List
A2.3	Description of energy use efficiency initiatives and results achieved	Undisclosed	We choose partners who are efficient, energy-saving and compliant in energy use to achieve higher standards of energy efficiency with us.
A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved	Undisclosed	Not applicable. JD Health’s water usage mainly comes from municipal water supply, and does not involve external water sources.
A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced	Disclosed	Appendix 1: Key Performance Indicators List
Aspect A3: The Environment and Natural Resources			
	General Disclosure	Disclosed	Environmental Compliance Management
A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them	Disclosed	Environmental Compliance Management

Number	ESG Indicator	Disclosure	Reporting Section or Explanation
Aspect A4: Climate Change			
	General Disclosure	Disclosed	Environmental Compliance Management
A4.1	Description of the significant climate related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them	Disclosed	Environmental Compliance Management
Aspect B1: Employment			
	General Disclosure	Disclosed	Working Environment
B1.1	Total workforce by gender, employment type (for example, full or part-time), age group and geographical region	Disclosed	Working Environment Appendix 1: Key Performance Indicators List
B1.2	Employee turnover rate by gender, age group and geographical region	Undisclosed	JD Health was gradually split from the JD Group in 2020. During the process, the actual employers corresponding to certain employees have changed, which makes it difficult to accurately measure the data.
Aspect B2: Health and Safety			
	General Disclosure	Disclosed	Working Environment
B2.1	Number and rate of work-related fatalities occurred in each of the past three years, including the reporting year	Disclosed	Working Environment Appendix 1: Key Performance Indicators List
B2.2	Lost days due to work injury	Disclosed	Appendix 1: Key Performance Indicators List
B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored	Disclosed	Working Environment
Aspect B3: Development and Training			
	General Disclosure	Disclosed	Working Environment
B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management)	Disclosed	Appendix 1: Key Performance Indicators List
B3.2	The average training hours completed per employee by gender and employee category	Disclosed	Appendix 1: Key Performance Indicators List
Aspect B4: Labour Standards			
	General Disclosure	Disclosed	Working Environment
B4.1	Description of measures to review employment practices to avoid child and forced labour	Disclosed	Working Environment
B4.2	Description of steps taken to eliminate such practices when discovered	Disclosed	Working Environment
Aspect B5: Supply Chain Management			
	General Disclosure	Disclosed	Supply Chain
B5.1	Number of suppliers by geographical region	Disclosed	Appendix 1: Key Performance Indicators List
B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored	Disclosed	Supply Chain Appendix 1: Key Performance Indicators List
B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored	Disclosed	Supply Chain
B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored	Disclosed	Supply Chain
Aspect B6: Product Responsibility			
	General Disclosure	Disclosed	Corporate Governance Product Responsibility
B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons	Disclosed	Appendix 1: Key Performance Indicators List

Number	ESG Indicator	Disclosure	Reporting Section or Explanation
B6.2	Number of products and service related complaints received and how they are dealt with	Disclosed	Product Responsibility Appendix 1: Key Performance Indicators List
B6.3	Description of practices relating to observing and protecting intellectual property rights	Disclosed	Product Responsibility
B6.4	Description of quality assurance process and recall procedures	Disclosed	Product Responsibility
B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored	Disclosed	Corporate Governance
Aspect B7: Anti- corruption			
	General Disclosure	Disclosed	Corporate Governance
B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases	Disclosed	Appendix 1: Key Performance Indicators List
B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored	Disclosed	Corporate Governance
B7.3	Description of anti-corruption training provided to directors and staff	Disclosed	Corporate Governance Appendix 1: Key Performance Indicators List
Aspect B8: Community Investment			
	General Disclosure	Disclosed	Topic One: Combatting COVID-19 Topic Two: Contributing to the National "Healthy China 2030" Plan Community Responsibility
B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport)	Disclosed	Topic One: Combatting COVID-19 Topic Two: Contributing to the National "Healthy China 2030" Plan Community Responsibility
B8.2	Resources contributed (e.g. money or time) to the focus area)	Disclosed	Topic One: Combatting COVID-19 Topic Two: Contributing to the National "Healthy China 2030" Plan Community Responsibility

Appendix 3: GRI Standards Content Index

Number	Category	Reporting Section
101	Foundation	Report Introduction
102	General Disclosures	Company Profile
103	Management Approach	ESG Governance Corporate Governance
201	Economic Performance	CEO's Statement
202	Market Presence	Product Responsibility Community Responsibility
203	Indirect Economic Impacts	Topic One: Combatting COVID-19 Topic Two: Contributing to the National "Healthy China 2030" Plan Community Responsibility
204	Procurement Practices	Supply Chain
205	Anti-Corruption	Corporate Governance
206	Anti-Competitive Behavior	Product Responsibility
207	Tax	N/A
301	Materials	Supply Chain Environmental Compliance Management
302	Energy	Environmental Compliance Management Appendix 1: Key Performance Indicators List
303	Water and Effluents	Environmental Compliance Management Appendix 1: Key Performance Indicators List
304	Biodiversity	Letter From the CEO ESG Governance
305	Emissions	Environmental Compliance Management Appendix 1: Key Performance Indicators List
306	Waste	Environmental Compliance Management Appendix 1: Key Performance Indicators List
307	Environmental Compliance	Environmental Compliance Management
308	Supplier Environmental Assessment	Supply Chain Appendix 1: Key Performance Indicators List
401	Employment	Working Environment Appendix 1: Key Performance Indicators List
402	Labor/Management Relations	Working Environment
403	Occupational Health and Safety	Working Environment Appendix 1: Key Performance Indicators List
404	Training and Education	Working Environment Appendix 1: Key Performance Indicators List
405	Diversity and Equal Opportunity	Working Environment
406	Non-Discrimination	Working Environment
407	Freedom of Association and Collective Bargaining	N/A
408	Child Labor	Working Environment Appendix 1: Key Performance Indicators List
409	Forced or Compulsory Labor	Working Environment
410	Security Practices	Working Environment Appendix 1: Key Performance Indicators List
411	Rights of Indigenous Peoples	N/A

Number	Category	Reporting Section
412	Human Rights Assessment	Working Environment
413	Local Communities	Topic One: Combatting COVID-19 Topic Two: Contributing to the National "Healthy China 2030" Plan Community Responsibility
414	Supplier Social Assessment	Supply Chain Appendix 1: Key Performance Indicators List
415	Public Policy	Corporate Governance Product Responsibility
416	Customer Health and Safety	Product Responsibility
417	Marketing and Labeling	Product Responsibility
418	Customer Privacy	Corporate Governance
419	Socioeconomic Compliance	Corporate Governance

