

Excellence in Operation and Quality First





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### Leaders' Messages



Chairman Dr. Ye Xiaoping



General Manager Ms. Cao Xiaochun



Co-president Dr. Wu Hao

The past year 2021 has been a year of hard work, high spirit and perseverance for Tigermed. With the earnest efforts of all our colleagues, we have expanded our global presence to 52 countries in 5 continents. From China to the rest of the world, Tigermed has been constantly expanding the boundaries of health services and achieving high-quality development with a global vision. Tigermed employees around the world are proud of the work we do because each of us has the goal of bringing innovative products to market at a faster pace, the commitment and sense of responsibility to become the most influential CRO, as well as the vision and mission to serve innovation, benefit patients and build health together.

In 2021, while continuing to maintain steady growth, Tigermed constantly improved its integrated clinical research service capabilities and global presence to maintain and enhance its competitiveness in the industry. We have successfully propelled the implementation of the Group's digital transformation strategy and launched a series of digital management systems, including the Risk-Based Quality Management system (RBQM),

improving operational efficiency and enabling clinical development with digital technology; our E-Site strategy of Clinical Research Center of Excellence has been advancing rapidly. We built an industrial innovation ecosystem to help accelerate pharmaceutical innovation with our counterparts. We actively shared our professional experience with our counterparts worldwide and show the world the power of Tigermed and China in helping new drug development. We were concerned about the overall healthy development of the clinical research industry, and launched a popular science book for clinical research subjects, Handbook for Drug Clinical Trial Subjects, to popularize the scientific concept of clinical research and create a favorable social environment for clinical research. Our high-quality services have been consistently recognized by our clients, and we have won many awards such as 2021 China Clinical CRO Competitive Strategy Leadership Award by Frost & Sullivan, Best CRO Partnership Award, Best CRO Project Management Award, SMO Contribution Award, the Sincere Cooperation Award and Other Awards by Zelgen.

"Excellence in operation and quality first" is our common faith at Tigermed; and "Forging ahead against a swift current" is our unremitting pursuit. Looking ahead, we will continue to win customers' trust and enable global new drug development through our high-quality services and efficient operations. We will further strengthen and expand our service capabilities and scale, upgrade global and innovation-driven strategies with digital technology, and explore the huge potential of Tigermed's service platform for new drug R&D over an entire product life cycle. We will work with global partners to accelerate the new drug development process for the benefit of patients and contribute to the global healthcare industry.

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Chairman Dr. Ye Xiaoping General Manager Ms. Cao Xiaochun, Co-president Dr. Wu Hao

### **About Tigermed**

### **Company Profile**

Tigermed (stock code: 300347.SZ/3347.HK) is a leading integrated biopharmaceutical R&D service platform in the industry, providing innovative clinical research solutions across full lifecycle of global biopharmaceutical and medical device products. Through our comprehensive service system and top-level quality standards, we have help the biopharmaceutical industry improve R&D efficiency, reduced R&D risks, ensured high-quality delivery of research projects, accelerated the process of marketization of pharmaceutical products, and honored our commitments to the industry and patients. Meanwhile, we have also created an innovation ecosystem that empowers the entire industry chain through more than 80 subsidiaries covering various fields to boost innovation and development of the medical industry. As a global R&D platform, Tigermed has more than 170 offices and R&D sites worldwide, with a team of over 8,326 professionals covering 52 countries in 5 continents, dedicated to solving the most challenging global health problems, meeting the unmet medical needs of patients and creating social value for the benefit of human health.





Company Name: Hangzhou Tigermed Consulting Co., Ltd. Stock Code: 300347.SZ / 3347.HK

- Headquarters: Hangzhou, China
- Year of Establishment: 2004
- Company Size:
- More than 80 subsidiaries around the world
- More than 170 offices and branches around the globe
- A professional team of 8,326 people, across 52 countries in 5 continents

### Main Business

Tigermed is a provider of clinical research solutions across full lifecycle of global biopharmaceutical and medical device products, and is committed to building an integrated and all-round platform covering the entire industry chain of clinical research. Our customers are located in China, the United States, Europe, Asia Pacific and other countries and regions, including the world's leading pharmaceutical companies, China's major pharmaceutical enterprises, small and medium-sized enterprises, universities and affiliated hospitals. Since 2004, we have supported 57 approved Class I innovative drugs in China.













### Company Highlights of Performance in 2021

#### **Tigermed Honors**



Best Social Responsibility Award by Sina China ESG Golden Awards 2021



China Rising Star 2021 by LinkedInTM Chinese Mainland Talent Awards



Excellent Business Practice Award in Biopharmaceutical Industry by JRJ



The Best CRO (Clinical Contract Research Organization) Partnership Award, the Best CRO Project Management Award, the SMO Contribution Award (Hangzhou SIMO), the Sincere Cooperation Award (Fantastic Bioimaging) and Other Awards by Zelgen.



2021 China Clinical CRO Competitive Strategy Leadership Award by Frost & Sullivan

Future 50 by Fortune (2021)

Environmental



**Sustainability Performance** 





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### кмв **2,874.16** учал

Net profit attributable to shareholders of the parent company

RMB 327.07 million yuan

Total tax

RMB 433.19 million RMB 5 yuan (Tax-inclusive)

Total cash dividend

Cash dividend paid per 10 shares

58

Number of National Medical Products Administration inspections passed

53.95%

Proportion of female employees in senior management

92.48%

Retention rate of core clinical trial employees in China

**0.23** tons CO<sub>2</sub>e equivalent GHG emissions per capita

100 % Compliance rate of waste disposal

O Number of environmental safety accidents

### **O 1** Sustainable Development Contributions Report

- O Sustainable Development Governance System of Tigermed
- O Supporting the Development of Global Pharmaceutical Industry

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O Building an Industry Innovation Ecosystem Together



### Sustainable Development Governance System of Tigermed

### Sustainable Development Concept of Tigermed

Tigermed has always been committed to promoting the process of market-oriented medicine products with the mission of "Serving healthcare partners through innovation, advancing human health through excellence", and providing innovative therapy with clinical value for patients and doctors around the world, so as to benefit human health. As a pioneer in the globalization of clinical CRO in China, we work closely with our customers and industry partners, and have a professional team of more than 8,326 people around the world. Our influence on society is gradually growing.

#### Mission, Vision and Values of Tigermed

Partners through Innovation, Advancing Human Health through

Vision Global Excellence, China Expertise

Honest & Reliable Accountable



### Sustainable Development Model of Tigermed

In the field of sustainable development, we also adhere to our own mission and values, and forge ahead with fortitude taking "Contributing to global health and well-being" as the core. While realizing our economic growth, we identify 4 key aspects of sustainable development, and draw up corresponding strategic guidelines and key actions.

At the same time, Tigermed actively responds to the SDG implementation program and focuses on global sustainable development in its global footprint. We have comprehensively reviewed the relevance of the United Nations Sustainable Development Goals (SDGs) to our corporate responsibility practices, identified six SDGs, incorporated them into our operational strategy, and made positive contributions to the global SDGs through our actions.

#### Customers



 We continue to expand our clinical research service capabilities to make clinical research more reliable and efficient, so that more patients can have access to safe, effective, high-quality and affordable essential drugs and vaccines as soon as possible, and help to achieve the global SDG 3, "Access to safe, effective, high-quality and affordable essential drugs and vaccines for all".

#### Industry



• We actively promote industry development in a healthy and high-quality way, cultivate highlevel talents, and support R&D and innovation. We stimulate innovation ability, and help with the achievement of SDG 9, "Enhance the technological capacity of the industrial sector" and "Significantly increase the number of R&D personnel per 1 million people, and increase public and private R&D expenditures".



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#### Employees

- We encourage and support women's development, and provide equal pay and access to management for women. We respond to SDG 5 to ensure that women "have equal access to leadership at all levels of decision-making".
- We promote economic development by investing, paying taxes and providing employment opportunities, enable our employees to work with dignity, and ensure equal pay for equal work.
- We protect labor rights, prohibit child labor and oppose forced labor.
- We provide employees with equal job opportunities, stable income and a good workplace environment.

#### **Environment and Communities**

- Sticking to green development, we include the impact of our business on the environment in social responsibility management, and promote green office.
   We continuously review and reduce the ecological and social impacts of our operations, contributing to the achievement of SDG 12, "significantly reduce waste generation," and responding to encourage companies to adopt sustainable practices and incorporate sustainability information into their reporting period.
- We respond to global climate action by building a climate change management system, identifying climate change related risks and opportunities, constantly improving our management capability, and responding to SDG 13, "strengthen human and institutional's capacity in this area".
- Combining our expertise with communities' health needs, we are actively involved in solving public health problems through impact investing, voluntary services and initiatives, and committed to helping achieve SDG 3, "Access to safe, effective, high-quality and affordable essential drugs and vaccines for all".

#### Progress of Actions Made in 2021

Focus of Attention	Progress in 2021
Expanding clinical research service capability Providing high quality service	<ul> <li>We continue to improve our global presence, expand the multi-regional clinical trial capability, and our business covers 52 countries in 5 continents;</li> <li>Based on the "digital strategy", we have made many breakthroughs in internal operation management, business development management and project management, and our own digital transformation has in turn empowered pharmaceutical innovation companies;</li> <li>We have systematically upgraded the quality management system, to make the quality management capability more efficient and stable, and ensure the effect and efficiency of clinical research.</li> </ul>
Promoting industry innovation and development Cultivating talents for industry development	<ul> <li>We have cooperated deeply with enterprises, hospitals and other institutions to explore innovative development directions and models, and used Tigermed's excellent experience to help with the implementation of outstanding top-level design;</li> <li>We have implemented the E-Site Clinical Research Center of Excellence Strategy to empower clinical research institutions with our own experience and created first-class GCP research centers together. Our E-Site partners have covered 17 regions in China, with 157 in-depth partner research centers;</li> <li>We actively participated in professional exchanges and shared our experience externally nearly 200 times by attending conferences/events and publishing articles; we actively provided constructive comments and suggestions for government policy decisions in the development of regulations for pharmaceutical supervision and administration authorities.</li> </ul>
Creating an equal and diverse working environment Consolidating high-value human capital	<ul> <li>We have conducted employee dedication research to understand the dynamic condition of employees and improved the company's human resource management and employment experience;</li> <li>We have formulated the <i>Tigermed Labor Standards</i> to protect the rights and diversity of employees;</li> <li>Our Korean subsidiary DreamCIS issued an anti-sexual harassment document and conducted anti-sexual harassment training for all employees twice a year.</li> </ul>
Responding to global climate action Creating social value	<ul> <li>In 2021, the company's per capita carbon emissions were 0.23 tons of CO<sub>2</sub> equivalent, with a reduction of 69%<sup>1</sup> from 2019.</li> <li>We have helped domestic vaccine companies to conduct many clinical trials of COVID-19 vaccines overseas, involving nearly 200 clinical research centers in more than 20 countries;</li> <li>Our zero mother-to-child transmission of hepatitis B project have involved 135 hospitals, which benifited more than 38,000 families, and provided useful experience and evidence for case management of pregnant women with hepatitis B and their infants;</li> <li>We have helped the diabetic elderly, orphans, impoverished families and other needy people with a total donation of more than 1.17 million yuan.</li> </ul>

1 Due to the difference in statistical caliber of data, the data has significantly dropped, as described in the "Environmental Performance" section of this report.

### Supporting the Development of **Global Pharmaceutical Industry**

#### Why it Matters

- pharmaceutical companies for innovation. More and more foreign pharmaceutical companies are pushing into the Chinese market. In 2017, the China Food and Drug Administration (CFDA) became a full member of the ICH<sup>1</sup>, which marks the globalization and integration of China's pharmaceutical R&D, giving Chinese researchers and patients an opportunity to participate in Multi-Regional Clinical Trials (MRCTs)<sup>2</sup> and also supporting China's pharmaceutical companies to carry out more extensive clinical development by conducting MRCTs.
- MRCTs can minimize duplicate clinical trials, support application requirements in different regions, reduce R&D costs, accelerate the process of bringing new drugs to market globally, and ultimately enable early access to innovative therapies for patients worldwide. As a new form of organization for clinical trials in the global development of new drugs, MRCT is also more complex than general clinical trials in terms of design, management, implementation, and analysis. In turn, the quality management of clinical studies directly affects the outcome of clinical studies and will ultimately lead to the results of new drug approval. Excellent clinical study management capabilities can effectively ensure the reliability and research efficiency of new drug studies.
- China's pharmaceutical industry has experienced considerable development and advancements over the past two decades. China has gradually been geared to the regulatory requirements and standards of pharmaceutical R&D in major countries around the world, and has the ability and experience to review and approve innovative pharmaceutical products in any order with the pharmaceutical authorities of technologically advanced countries. At the same time, China's clinical research institutions and investigators have also improved their clinical study design and implementation capabilities, from participating in MRCTs to organizing MRCTs, and can make more contributions to innovative drugs in China.

#### **Contributions of Tigermed**

As the industry's leading integrated biopharmaceutical R&D service platform, we have built teams around the world to support the simultaneous global clinical development of innovative products. Through the concerted efforts of Tigermed's local teams, local investigators, and local partners, we are able to efficiently advance the MRCT project and promote access to medicines and health, so that new and good medicines can benefit the global public as soon as possible.

The International Council for Harmonisation of Technical Requirements for Pharmaceuticals for Human Use. 2 Multi-Regional Clinical Trial (MRCT) refers to a clinical trial conducted in multiple research centers in multiple countries or regions according to the same clinical trial protocol and at the same time.

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China has become the second largest pharmaceutical market in the world, breeding a large number of



### Global Presence for MRCT Service

Global Presence of Tigermed





### Tigermed's MRCT Helped Recombinant COVID-19 Vaccine to Obtain Conditional Marketing Authorization

As COVID-19 pandemic is ravaging the world, the vaccine is one of the ultimate weapons to defeat it, and clinical trials are an important part of verifying the safety and effectiveness of the vaccine. On February 25, 2021, the recombinant novel coronavirus vaccine (Adenovirus Type 5 Vector) (trade name: Convidecia<sup>™</sup>, hereinafter referred to as "Ad5-nCoV"), which was jointly developed by CanSino Biologics Inc. and Professor Wei Chen, a member of Institute of Biological Engineering, Academy of Military Medical Sciences (AMMS) of the PLA Academy of Military Science, has received conditional marketing authorization from the China National Medical Products Administration (NMPA). It is the first approved COVID-19 vaccine built upon an adenovirus-based viral vector vaccine technology platform in China.

Tigermed participated in the Phase III MRCT of the vaccine in several countries including Pakistan, Mexico and Russia. This is also the first China-initiated phase III vaccine clinical study covering multiple continents, including Asia, Europe and Latin America.

- 24 overseas branches (operating entities that can provide R&D services)
- More than **30** strategic partner CRO
- By the end of 2021, there were 50 international multi-center clinical research (MRCT) projects under implementation



Overseas branches of Tigermed



Countries where Tigermed's employees are located

Countries covered by strategic partner CRO



### Digital Innovation Enables Clinical Study and Operation

With the booming of pharmaceutical industry, the number of new drug clinical trials has increased greatly. The primary task of clinical trials is collection and exchange of data. Traditional clinical trial methods have pain points such as low quality and efficiency of manual data management, poor communication among many project parties, and a lot of time required to find patients to participate in clinical trials. Digital clinical trials can effectively solve the above-mentioned pain points, improve the quality and efficiency of clinical trials, reduce costs, and thus shorten the time to market for new products.

#### **Tigermed's Implementation of Digital Transformation Strategy**

To meet the needs of group-oriented and global development, Tigermed took "Digital Strategy" as one of the key strategies for its development. The company has established a Digital Strategy Steering Committee, Project Management Office and Expert Committee to actively promote the implementation of the strategy. In 2021, Tigermed has made 12 projects go live, started 4 projects, released 1 project and completed 2 major collaborations, and has achieved many breakthroughs in internal operation management, business development management and project management, further improving management efficiency and operational efficiency, and optimizing the quality of services.



2021 Tigermed's Digital Strategy Layout Results

	Business int	egrated decision analy	Decision System sis system, management c big data analysis and visua			
	Digitalization of Function	Digitalizat	Digitalization of Finance Digitalization of Human Resources		Data Resource	Managem Process
Internal	Office collaboration platforms Supplier relationship management (SRM)	Online quotation syst	nterprise Business Systems (EBS) Inline quotation system upplier relationship management (SRM)		Proposal Knowledge Based System (PKBS)	Outcome
Operations Management	<ul> <li>Office process automation and integration management</li> </ul>	financial managem expense managem	real-time, and accurate ent system and a global ent ecosystem of group business and	<ul> <li>Comprehensive optimization and improvement of HR management at the strategic, control and service levels</li> </ul>	<ul> <li>Promote open sharing of knowledge results</li> <li>Improve the efficiency of knowledge management and utilization</li> </ul>	Value
		.Pl for market survey EM) Goes Live		of Business Development (BDS 2.0 )	Accounts Receivable Management System 2.0 (ARMS2.0) Goes Live	Outcome
Business Expansion Management	<ul> <li>Accelerate the process of clinical research hospital side, reduce the cost of communication with hospitals to become platform-based and intelligent</li> <li>Develop an efficient customer operation system</li> <li>Key information needed to adv sales, save sales costs and opt operational systems</li> <li>Meet the business needs of o scenarios</li> </ul>		led to advance digital s and optimize	<ul> <li>Support business verification for various scenarios</li> <li>Unleash the value of data</li> </ul>	Value	
	Operations Management	Quality Management	Pharmacovigilance (Tigermed-IntelliPV)	Quality Assurance (Hangzhou TaLent)	On-site Management (Hangzhou SIMO)	Managem Process
Clinical Trial Project Management	Project	Risk-Based Quality Management (RBQM)	Pharmacovigilance Intelligence-Insight/ Improved Overview System (PHIOS)	Talent Quality Management System (TLT-QMS)	Clinical Coordinator Management System (CCMS) of Simo (new version)* Achieving milestones	Outcome
Management _	<ul> <li>Improve management effectiveness and operational efficiency</li> </ul>	<ul> <li>Improve the ability to monitor and control the risk of clinical trials and deepen the protection of patients' rights</li> </ul>	<ul> <li>Standardized management of pharmacovigilance- related business processes through systems</li> </ul>	Help Hangzhou     TaLent continuously     develop its auditing     business	<ul> <li>Enhance standardization of follow-up management of clinical trial subjects</li> </ul>	Value
Underlying Ability		al and Information Techr Coverage of major sub	osidiaries around the globe a	Service ograded and continuously inn and master data connectivity struction equipped with vario		

#### Facilitating the Digital Transformation and Upgrading of the Pharmaceutical Industry

Empowering innovation through digital technology is an inevitable choice for the pharmaceutical industry to move forward. As an integrated, and all-round service platform for clinical research, Tigermed is also empowering pharmaceutical innovation companies through its own digital transformation. We are always committed to improving the overall innovation efficiency of the industry and working together with the pharmaceutical industry to build a healthy and pain-free world.

Through independent R&D, collaborative research and introduction of advanced technological tools in the industry, Tigermed empowers the whole process and multiple dimensions of clinical research through digital technology. Tigermed builds a patient-centered, ecological, intelligent and integrated platform for the central hospitals, patients and CROs, provides solutions and supporting systems applicable to Chinese and international multi-regional clinical trials, and supports every aspect of clinical research to reduce communication costs, improve operational efficiency and enhance data accuracy, thus improving the quality of clinical research.

#### Tigermed's Digitalization of Entire Process of Clinical Research

Preclinical	Phase I-IV clinical trial	Registration & Preal World Study > Regulations
Clinical trial design Labor-hour management system	Project management: G-CTMS Project operation: Self-developed Clinical Coordinator Management System (CCMS) of Simo Clinical monitoring: Self-developed Risk-Based Quality Management (RBQM) system Quality assurance: Self-developed Clinical Test Quality Management System (CTQMS) Pharmacovigilance: Self-developed Pharmacovigilance Intelligence-Insight/Improved Overview System (PHIOS) Call center: Self-developed human-computer coupling intelligent customer service platform	Medical translation: Beijing Yaxincheng Medical InfoTech Co., Ltd. and Tsinghua University co-translated Biomedical Named Entity RecognitionEDC (Electronic Data Capture System)Clinical Trial Registration e-CTDClinical Trial RecordESR (Electronic)

Tree Project: Digital and Intelligence Clinical Trial Platform Project (Decentralized Remote Intelligence Clinical Trials, DCT)



#### Digitalization in Clinical Trials: Tigermed's Intelligent Clinical Research Platform

Tigermed has independently developed the "Tigermed Intelligent Clinical Research Platform" (hereinafter referred to as "TICRP"), which provides an integrated solution for clinical research data collection, governance and management. The platform draws on DCT with following salient features:



Applying multicenter clinical study data management concepts

source data, which can be stored centrally and uniformly with the help of ESR tools; ESR applies natural language processing for automatic data extraction of treatment text, applies speech recognition technology to the entry of electronic medical records, and applies optical character recognition and other technologies to obtain text and typesetting information in medical image files; the connection of ESR and EDC eliminates the process of manual entry of case report forms.

The TICRP has realized a whole-process, intelligent and all-in-one solution for clinical research, which can accurately record the original information to significantly improve research efficiency and reduce research costs.

#### Tigermed Selected as One of APEC's "China Digital Economy Industry Best Practices"

In order to explore the best practices for leading technological innovation, digital inclusion and demonstrating industrial responsibility, and to provide global enterprises with Chinese solutions in the era of digital economy, APEC (Asia-Pacific Economic Cooperation) China Business Council released the "China Digital Economy Industry Best Practices" (hereinafter referred to as "Best Practices") on December 25.

With its development of digital innovation strategy for clinical research, expansion of innovative digital therapies and expanding influence in the industry, Tigermed was selected as the annual achievement of "Best Practices" — 2021 China Digital Economy Industry Best Practices, becoming one of the 50 successful cases of typical and exemplary local enterprises in the field of digital economy.



### Escort R&D Projects with Refined Quality Management Capabilities

Excellent quality management has always been one of the core competencies that Tigermed is proud of, and it comes from continuous refinement and never-ending long-term efforts from day to day. In 2021, Tigermed's quality management system has been systematically upgraded, and our quality management capabilities are more efficient and solid.

#### Upgrading Measures for Tigermed's Quality Management System (QMS) 2021



trials in their specifications and guidelines.

in the planning and initiation stage, and one of the major challenges is that there are no effective system tools to assist them. Tigermed participated in the writing of the Risk-Based Ouality Management *Proposal* organized by DIA<sup>4</sup>, and actively promoted the implementation of industry regulations and guidelines as well as related discussions. At the same time, Tigermed has set up a cross-departmental RBQM R&D project team for R&D of key innovation as the Company's digital strategy. In July 2021, Tigermed's self-developed RBQM solution and supporting system for Chinese and international multiregional clinical trials went live.



1 European Medicines Agency

2 National Medical Products Administration

3 Association of Clinical Research Organizations

4 DIA is a global, interdisciplinary, international academic organization that encourages discussion and dialogue among professionals, brings together thought leaders from industry-wide opinion leaders in pharmaceutical research and development to discuss current technical issues in research and development, enhance professional competence, and catalyze industry consensus

### Building an Industry Innovation Ecosystem Together

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#### Why it Matters

- A good and orderly industry ecological environment is the foundation for the healthy development of the clinical research industry. The development of innovative drugs in China is at the initial stage of innovation, and all the industrial chains of clinical research have no extensive experience.
- For some clinical research centers, the progress of clinical research is often hindered by factors such as
  relatively lagging system construction, relatively scattered resources, and lack of high-level talents; for
  subjects, public awareness of clinical research is insufficient, which is unfavorable to the efficient conducting
  of clinical research.
- In terms of the overall development of the industry, scientific regulation is the primary guarantee for the healthy and stable development of the industry. For sustainable development, improvement must be made in the industry as a whole, rather than just a few leading enterprises. At the same time, the overall development of the industry will benefit every enterprise in it.

#### **Contributions of Tigermed**

As a leading CRO in the industry, Tigermed takes promoting industry development as its own responsibility. We take the initiative to explore industry innovation, actively carry out industry cooperation and communication with an open and sincere mind, and devote ourselves to the innovative, rapid and orderly development of the industry.



### Real World Study of Lecheng to Explore Innovations for Industry Development

In the process of industry innovation and development, Tigermed is never afraid to become the industry pioneer. We have in-depth cooperation with government agencies to jointly explore an innovative development model, and contribute our innovative practices to the industry by helping outstanding top-level design with the excellent industry experience of Tigermed.

#### Tigermed in Lecheng: Innovator of Real World Study

#### What is Real World Study?

Real-world Study (RWS) is the study in which patient-related data is collected in a real-world setting and analyzed to obtain clinical evidence of the use value and potential benefits or risks of a medical product. The counterpart to RWS is the randomized controlled trial (RCT), which is generally considered the gold standard for evaluating the safety and efficacy of drugs and is commonly used in drug clinical research. In contrast to traditional premarket clinical studies, the real-world study was conducted in a non-randomized, open, placebofree manner.

China's consideration of the use of Real World Evidence (RWE) in regulatory decision making of drugs has been positive despite its late start. In 2016, the General Office of the State Council issued guiding opinions on promoting and regulating the application and development of big data in health and medical care, incorporating the application and development of health and medical care big data into the national big data strategic development. Since 2020, the NMPA has released three documents related to RWE supporting regulatory decisions and standards for the use of real-world data: *Guidelines for Real-World Evidence to Support Drug Development and Review (Interim), Technical Guidance for Using Real-World Evidence (RWE) to Support R&D and Regulatory Review of Pediatric Drugs (Interim) and Guidelines for Real-World Data for Generating Real-World Evidence (Interim).* In February 2021, the General Office of the State Council also explicitly mentioned "actively exploring the establishment of a real-world research evidence system for Traditional Chinese Medicine" in the Notice on Several Policy Measures to Accelerate the Development of Traditional Chinese Medicine, emphasizing the important role of RWE in evidence-based TCM. China's regulatory decision authorities have taken an objective and positive attitude toward RWE, and have conducted useful exploration at the policy, methodological, and practical levels, balancing science and efficiency to ensure maximum patient benefit.

According to China's regulations for the registration of imported drugs, imported drugs that have been approved in the United States, Japan and the European Union must undergo phase III bridging trials<sup>1</sup> to verify ethnic differences before being marketed in China. This process is usually very long. And for patients, time is life. By conducting real world study, product sponsors have the opportunity to save on the lengthy time of R&D, significantly speeding up the time to market for new products while getting patients the appropriate treatment sooner.

#### What are the Advantages of Boao Lecheng?

Established in February 2013 with the approval of the State Council, Hainan Boao Lecheng International Medical Tourism Pilot Zone is the only medical industrial park in China that is open to the public in the medical field. Since August 2019, the Lecheng Pilot Zone has entered a fast lane of growth, relying on the early and pilot policies of Hainan Free Trade Port and the "New National Nine Positive Stimuli". Its policy of taking drugs out of the pilot zone, real world data application, licensed medical device traceability platform, "Never Ending" International Innovative Medicine and Equipment Exhibition and the recently launched Lecheng global drug insurance policy are the new highlights of the pilot zone.

In September 2019, with the consent of the State Council, the National Development and Reform Commission (NDRC), the National Health Commission, the National Administration of Traditional Chinese Medicine and the NMPA jointly issued a document to support the development of Boao Lecheng Pilot Zone, clearly proposing "to carry out real-world clinical data application research". As the only "medical special zone" in China, the Lecheng pilot zone gives full play to the leading role of "test field", create a real-world study base in a multi-dimensional and multi-angle manner to help promote the high-quality development of medicine and equipment industry in Hainan Free Trade Port.

1 Additional trials conducted in a new region based on clinical trial information in the original region.

#### Tigermed's Partnership with the Lecheng Pilot Zone in its Development



#### Key Results of Cooperation between Tigermed and Lecheng Pilot Zone

Under the guidance of the Hainan Health Commission, Hainan Provincial Medical Products Administration and other relevant departments, the Management Bureau of Hainan Boao Lecheng International Medical Tourism Pilot Zone approved the establishment of the Boao Lecheng Clinical Research Center, a subordinate institution. The Boao Lecheng Clinical Research Center was officially inaugurated on May 31, 2021, which authorized Tigermed for operation and management in the early stage.

#### Scope of Work and Value of Boao Lecheng Clinical Research Center



#### Launch of ESR Project in Boao Lecheng Clinical Research Center Helps to Manage — Real World Data

Real world data may come not only from the clinical research organizations, but also from related treatment data and follow-up data generated by patients in their places of residence. Due to the lack of data interoperability in domestic hospital information systems, there are many difficulties and challenges in using medical data for real world study.

Therefore, the Vice President of Hainan Real World Data Research Institute and Boao Lecheng Clinical Research Center and Hangzhou Lemai Medical Information Technology Co., Ltd. jointly developed an innovative ESR tool, which provides an integrated solution for real world data collection, governance and management in hospitals.

#### Advantages of ESR



Real-time source data collection, medical record documentation

Built-in logic verification, NLP (Natural Language Processing) auto-fill eCRF, audit trail and other features to improve verification efficiency and meet data quality standards



Compatibility, scalability, compliance



In-hospital Localized deployment

The release of ESR project demonstrates Tigermed's innovative concept and technology in real world study, which effectively improves the quality and efficiency of the real world study conducted by imported licensed medicine and equipment projects in the Lecheng Pilot Zone, and is expected to be further applied in more projects.

### Deepening E-Site Strategy to Build a Center of Clinical Research Excellence

In order to ensure the quality of clinical research and improve the level of research in the industry, Tigermed has launched the strategy of E-Site Clinical Research Center of Excellence. The company gives full play to its own rich project experience, professional team, leading quality standards and quality industry resources, and works hand in hand with clinical institutions for in-depth cooperation, deeply energizing research institutions, co-creating first-class GCP research centers and building the focused, professional and efficient clinical research environment.

### E-Site Construction Goals Building a Highperforming GCP Center Introducing Excellent Research Programs • By jointly cultivating • We will assist

a professional and efficient clinical research team and jointly optimizing the clinical research management process, we will speed up subject enrollment and improve the efficiency of clinical visits to create a high-performing clinical research center.

#### We will assist in improving the institution's innovative products and international collaboration through the introduction of innovative clinical

programs and

MRCTs.

#### Tigermed E-Site Distribution of Strategic Partners



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#### Creating a Sustainable Research System

 Through the construction of information and digital technology for clinical reseach, we will jointly build a clinical research system that adapts to future trends and become a community of partners supplementing each other for sustainable development.

#### Fostering Professional Research Talents

 Through project practice and academic exchanges, we will help the institutions to train young and middleaged experts to become the future Leading PIs at home and abroad.

17 Regions157 In-depth Cooperative Study Centers

Northeastern and Inner Mongolian Region

Beijing, Tianjin and Hebei Region

Shanxi Region Shandong Region

Henan Region Jiangsu Region

Anhui Region Shanghai Region

Hunan and Hubei Zhejiang and Region Jiangxi Region

> Fujian Region Guangdong, Hong

Kong and Macao Region

Hainan and Yunnan Region

### Tigermed and Hunan Cancer Hospital Enter into a Strategic Partnership to Build a — Clinical Research Center of Excellence

On December 23, Tigermed and Hunan Cancer Hospital signed a strategic cooperation agreement on clinical trials, which will establish a center of clinical research, accelerate the R&D of new drugs, and contribute to the well-being of patients and global health cause.

Tigermed has established a long-term cooperation relationship with Hunan Cancer Hospital. Both sides will make full use of the opportunity of this strategic cooperation and continue to take advantage of their respective professional and resource advantages to better benefit patients and the society. After the signing ceremony of the strategic cooperation, the expert teams of both sides discussed and shared their experience on how to speed up the approval process of new drugs, carry out scientific research cooperation and platform construction, explore new cooperation models and transformation of achievements.



### Sharing on Multi-channels to Create a Better Clinical Research Environment

While pursuing our own rapid development, we are always committed to the high standard and benign development of the clinical research industry. We actively communicate with our peers and regulatory authorities to share our experience and reflections; we also continue to support clinical research efforts to raise the level of awareness of clinical research in the whole society and improve the clinical research environment.

#### Walking Hand in Hand with Peers for Industry Development

Tigermed is one of the principal KOLs in the industry. Tigermed has actively spoken out and sincerely exchanged our experience and thoughts with our colleagues in the industry at important conferences and in the media; in the formulation of regulations by drug regulatory authorities, Tigermed actively spoke out and provide reference suggestions for policy makers.



#### Tigermed Cloud Classroom: Industry Frontiers at Your Fingertips

In 2020, Tigermed launched "Tigermed Cloud Classroom". Through online live broadcast, industry experts were invited to share professional knowledge and excellent experience in the field of clinical research, enabling practitioners to timely and conveniently learn the latest clinical research information and regulatory policy. Over the past two years, the content of Tigermed Cloud Classroom has covered investigational new drugs, registration regulations, data statistical analysis, medical devices, medical imaging, pharmacovigilance and real-world study, etc. In 2021, we shared academic and regulatory research to over 7,000 clinical researchers by holding 14 live broadcasts of "Tigermed Cloud Classroom".

#### Tigermed's "Drug Regulatory Policy Salon" Actively Offers Advice and Suggestions

Through cooperation with relevant organizations and industry platforms, Tigermed's Drug Regulatory Policy Salon has actively provided constructive comments and suggestions for government policy decisions, including feedback on highly business-related exposure drafts and suggestions, providing Tigermed's insights for government and regulators to improve policies and regulations.

In 2021, Tigermed participated in the investigation of Center for Drug Evaluation NMPA twice; organized discussion salons and internal discussion meetings on exposure draft for policies and regulations and gave feedback and suggestions for ten times.

#### **Education of Drug Clinical Trial Subjects**

In recent years, China's pharmaceutical industry has made efforts to develop new high-quality drugs to meet the growing health needs of our patients. At the same time, the number of clinical trials, the most important part of drug development and research, has been increasing year by year. As important participants of and contributors to clinical trials, it is of great value for subjects to know, understand, support and participate in clinical research of new drugs.

Since 2017, Tigermed has participated in the establishment of the Clinical Research Promotion Non-profit Foundation, and continues to provide funding and volunteer support to the Foundation to educate the public about clinical research.

In 2021, Tigermed and R&D customers jointly supported the Clinical Research Promotion Non-profit Foundation to compile the popular science book, *Handbook for Drug Clinical Trial Subjects* to help the public, potential subjects and subjects to access the needed scientific knowledge and information of clinical trials in a one-stop manner. The book's creative team organized authors from various fields and specialties in China to accurately and objectively refine and summarize their respective experience, and to offer their own insights and suggestions to future subjects in a scientific, impartial and independent manner, without exaggeration or sensationalism.



The Subjects in Handbook for Drug Clinical Trial Subjects consists of three parts: Clinical Trial Questions and Answers, Subjects' Stories, and Expert Interviews, with more than 160,000 characters in total, introducing the concept of drug clinical trials, staging, subject participation process, precautions when participating, risks and benefits, etc. in an easy-to-understand and enjoyable way.

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	如何建立有效的药物繁戒质量管理体系
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# ESG Management Report

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- O Corporate Governance
- O Compliance
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- O Supply Chain Responsibility
- O Employee Responsibility
- O Environmental Responsibility
- O Community Responsibility
- O ESG Quantitative Performance

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### ESG Management System

### **Tigermed ESG Management System**

Tigermed integrates Environment, Social and Governance (ESG) into the Company's operations management. We established "ESG Management Committee" to advance our ESG management. The Committee is led by the President and overseen by the Board of Directors. In April 2021, we officially issued the Terms of Reference of the Environmental, Social and Corporate Governance Management Committee of Hangzhou Tigermed Consulting Co., Ltd. In early 2022, we further upgraded our ESG structure, expanded the terms of reference of the ESG Management Committee, and established the Compliance and ESG Committee to improve the compliance system and ESG system.

#### The Company's Board of Directors is fully responsible for ESG strategy and reporting:

- Guiding and monitoring the development and implementation of ESG work and corporate social responsibility of the Company and its subsidiaries;
- Establishing and maintaining appropriate and effective ESG risk management and internal control systems; • Assessing and determining the nature and extent of risks that the Company is willing to take in order to achieve its strategic objectives.

#### Authorized by the Board of Directors, the Compliance and ESG Committee is responsible for:

- Developing the Company's ESG management policy, objectives, strategy and structure;
- Reviewing regularly the performance of the Company's ESG-related objectives and providing recommendations on actions to be taken to improve performance;
- Identifying and assessing the Company's ESG risks and opportunities and their material impact on the Company's business, ranking material issues, and ensuring that appropriate and effective ESG risk management and internal control systems are in place.
- Regularly reviewing the communication channels between the Group and its stakeholders and methods to ensure the effectiveness of relevant policies, etc.



#### ESG Governance Structure of Tigermed

Currently, the Company has linked ESG management performance to the performance of the Chairman of the Company's Compliance and ESG Committee by including the achievement of ESG objectives in the evaluation. The Compliance and ESG Committee reports to the Board of Directors on a regular basis. The Compliance and ESG Committee has a Compliance Special Group to jointly promote the implementation and steady development of all ESG daily work of the Company.





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### Stakeholder Communication

The trust and support of stakeholders are crucial to the sustainable development of Tigermed. We identify key stakeholders of the Company, establish a normalized communication mechanism with all stakeholders, maintain two-way communication, deeply understand the opinions and values of all stakeholders, respond to their needs through relevant channels, and build a long-term relationship of loyalty and mutual trust for the purpose of creating ultra long-term value for all parties.

Type of Key Stakeholders	Examples of Key Stakeholders	Issues of Concern	Communication Methods/ Channels
Governments and Regulators	National Health Commission of the People's Republic of China	<ul> <li>Compliance</li> <li>Business ethics</li> <li>Corporate profitability</li> </ul>	<ul> <li>Inspection by leaders and competent departments</li> <li>Regular work summary and official communication</li> <li>Daily policy implementation</li> </ul>
Shareholders and Investors	<ul> <li>Investors who invest in equity or bonds of a company</li> </ul>	<ul> <li>Economic benefit</li> <li>Information transparency</li> <li>Risk management</li> </ul>	<ul> <li>Stockholders' Meeting</li> <li>Periodic reports and information disclosure on website</li> <li>Investor hotline</li> <li>"irm.cninfo.com.cn" of Shenzhen Stock Exchange</li> <li>Investor-specific appointment email</li> </ul>
Customers	<ul> <li>Sponsors</li> <li>Pharmaceutical companies</li> <li>Biotechnology companies</li> <li>Medical device enterprises</li> <li>Research institutions</li> </ul>	<ul> <li>Product service and quality</li> <li>Protection of customer information and privacy</li> <li>Responsible marketing</li> <li>Protection of intellectual property</li> </ul>	<ul> <li>Customer satisfaction survey</li> <li>Daily communication by email and telephone</li> <li>Customer service and complaints</li> <li>Customer visits</li> </ul>
Partners	<ul><li>Industry associations</li><li>Hospitals</li><li>Suppliers</li></ul>	<ul> <li>Compliance</li> <li>Protection of subject interests</li> <li>Responsible supply chain</li> <li>Promoting industry development</li> <li>Business ethics</li> </ul>	<ul> <li>Cooperation agreement</li> <li>Industry events, such as exhibitions, seminars, etc.</li> </ul>
Employees	<ul><li>Entry-level employees</li><li>Middle management</li><li>Senior management</li></ul>	<ul> <li>Employee training and development</li> <li>Employee rights and benefits</li> <li>Occupational health and safety</li> </ul>	<ul> <li>Internal mail</li> <li>Internal communication platform</li> <li>"Dialogue" employee suggestion platform</li> <li>Internal publication</li> </ul>
Community and Public	Communities in which the business operates	<ul> <li>Responsible investment</li> <li>Community health and public welfare</li> <li>Addressing climate change</li> <li>Reducing pollutant emission</li> <li>Saving resources</li> </ul>	<ul> <li>Health education activities</li> <li>Public inquiries and complaints</li> </ul>

### Identification of Material Issues

In accordance with "Principle of Materiality" in *The Environmental, Social and Governance Reporting Guide* issued by Hong Kong Stock Exchange, and "Principle of Materiality" in the *Sustainable Development Report* of Global Reporting Initiative (GRI), based on research on material issues of stakeholders and expert opinions, the following material issues are identified as the focus of company management and report disclosure.

#### Identification Process of Material Issues

Preliminary Screening of Topics	Stakeholder Communica
<ul> <li>Following domestic and international standards and policies and according to GRI standards, SDGs, industry policy analysis and peer benchmarking, 19 issues related to the Company were identified and summarized.</li> </ul>	<ul> <li>Combined with stakehold research and internal and external expert opinions two-dimensional evaluat of issue materiality was obtained.</li> </ul>

#### Matrix of Material Topics of Tigermed



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### Results Comprehensive Analysis Results Comprehensive Analysis Based on the twodimensional evaluation, the Board of Directors reviews the completeness and

accuracy of material issues

to form the final material

issues matrix.

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Protection of the Subject Interests
Protection of Customer Information and Privacy
Protection of Customer Information and

### Corporate Governance

### Shareholders' Meeting

In strict accordance with the Company Law of the People's Republic of China, the Securities Law of the People's Republic of China, Appendix 14 Corporate Governance Code of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited and relevant local laws and regulations overseas, Tigermed convenes and holds regular general meetings of shareholders in accordance with the Rules of Procedure for General Meetings of Shareholders to ensure that shareholders have the right to know and participate in important matters of the Company as stipulated by laws, administrative regulations and the Articles of Association of the Company. We respect the rights of all shareholders as the owners of the Company, guarantee the full exercise of their rights and protect the equal status of small and medium shareholders.

In order to ensure more shareholders participate in the Company's decision-making, we open online voting on the premise of the legality and effectiveness of the shareholders' meeting. Online voting provides convenient conditions for small and medium shareholders to participate in voting, and ensures that small and medium investors can deliberate on the Company's major proposals through online and on-site voting.

We have established effective communication channels with shareholders, including regular reports, direct line for investors, special email for investors to visit appointment, online live broadcast platform for small and medium investors. The Company designates the Board Secretary in charge of investor relationship management, responsible for coordinating investor relations, receiving shareholders' visits, answering investors' inquiries, and providing public information.

### Board of Directors and Board of Supervisors

The Company appoints and removes its directors and supervisors in accordance with the Articles of Association. The Board of Directors adopts and formulates the diversification policy to improve its efficiency, and maintain a high level of corporate governance. The Nomination Committee is responsible for reviewing the diversity of the Board of Directors. In addition to the contribution the selected candidate will make to the Board of Directors, a combination of candidate diversity factors, including but not limited to gender, age, cultural and educational background, and professional experience, are considered.

The remuneration of directors and supervisors is determined by Remuneration and Evaluation Committee. The remuneration of executive directors, supervisors and senior managers who hold positions in the Company shall be paid by the Company in accordance with the other positions held, and no additional allowances are paid to executive directors and supervisors. The allowance for independent non-executive directors and external supervisors shall be paid in accordance with the resolution passed by the shareholders' meeting. Our directors have a balanced mix of knowledge and skills, including knowledge and experience in business management, medical clinical research, scientific research, biostatistics, financial management and accounting.

#### Composition of the Board of Directors and the Three Major Meetings of Tigermed in 2021

Composition of the Board of Directors	Three Major Meetings
7 Board members	6 shareholders' meetings
	11 meetings of the Board of Directors
4 Executive directors	7 special committee meetings of the Board of Directors
3 Independent non-executive directors	6 meetings of the Board of Supervisors
3 Female directors	A total of about 52 motions and reports were deliberated, reviewed, examined or heard

Note: For more details of the Board of Directors, please refer to the Corporate Governance section of 2021 Annual Report of Hangzhou Tigermed Consulting Co., Ltd.

### Information Disclosure

In strict accordance with the requirements of the Rules Governing the Listing of Shares on the ChiNext Market of Shenzhen Stock Exchange, the Guidelines for the Standard Operation of Listed Companies on the ChiNext Board of Shenzhen Stock Exchange, the Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong Limited, we have formulated the Information Disclosure Management System, and discloses our information in a true, accurate, complete and timely manner. We proactively disclose all information that may have a material impact on the decision-making of shareholders and other stakeholders, and ensure that all shareholders have equal access to all the information.

As of 2021, Tigermed has been awarded Class A in the information disclosure assessment of the Shenzhen Stock Exchange (hereinafter referred to as "SZSE") for three consecutive years, and the company's 2020 ESG report was rated as an excellent case by SZSE.

### **Channels of Tigermed**







### Compliance

### **Compliance Management System**

"Honest and Reliable" is one of our values in Tigermed. We regard the construction of compliance culture as the cornerstone of the Company's steady development, and build the company's compliance management system from four aspects, including management structure, management system, operation mechanism and cultural development, covering daily business operation compliance, anticorruption and business ethics compliance, subject rights protection compliance, intellectual property rights compliance, marketing compliance, labor compliance, etc.



In terms of compliance management structure, we have established a Compliance and ESG Committee with a special working group on compliance, which is responsible for setting annual compliance targets and work plans, holding regular meetings and conducting compliance management gap analysis. The Board of Directors will perform management duties on compliance matters. 48 ESG compliance indicators with clear objectives, monitoring cycles and responsible departments was set by the Compliance and ESG Committee at the end of 2021, which laid a foundation for continuously improving the company's compliance management in 2022.

In terms of internal management system, we have hired legal counsel to assist in developing standard operating procedures to meet regulatory requirements, and our Policy and Regulatory Affairs Department regularly tracks domestic and international drug regulatory policy. In 2021, we established an internally searchable database of Chinese drug regulatory policy and purchased a database of overseas medicine regulations to monitor the appropriateness of relevant internal regulations in real time, and improved 4 systems and more than 20 sets of processes.

The Company improves the privilege management infrastructure and the Authorization Management System, establishes authorization guidelines for relevant subsidiaries, and sets up supporting approval processes in the OA system to ensure that both domestic and overseas personnel conduct business externally in accordance with the Authorization Management System and guidelines, and ensures that authorization records can be tracked through information technology.

In 2021, the Company established a more stringent internal management system for connected transactions. We issued the Rules for Approval of Connected Transactions, which stipulates the approval and submission process of connected transactions and the control of information system procedures. The identification nodes of connected transactions are added to the contract approval process of the Company's OA system, and the risk of omission of external disclosure of connected transactions is effectively reduced through control by the information system. If the relevant matters meet the standards of the connected transaction system of Shenzhen Stock Exchange or Hong Kong Stock Exchange, the Securities Department and the President's Office are required to submit them to the Board of Directors or the General Meeting for approval in order to meet the compliance requirements of the Exchange and the Company.

In terms of compliance mechanism, the Company constructs a multi-level supervisory mechanism covering the Company's headquarters, subsidiaries and all business departments. The Internal Audit Department makes internal audit plan every year, carries out audit work, issues the audit report of internal control, and reports directly to the Audit Committee of the Board of Directors. In 2021, the Company conducted four major types of audit projects.



- Statutory audit: Fund raising audits on a quarterly basis, audits of significant activities semiannually, annual internal control evaluations, etc;
- Audit of subsidiaries: Contract management, collection management, and man-hour management;
- Business process audit: Procurement bidding and payment, information system management, etc.;
- Special audit: Due diligence projects, etc.

In addition, the Company implements the principle of "let compliance become a habit and let compliance create value", recommends and selects compliance administrators in each department to interact with the Legal Compliance Department. Therefore, the compliance administrators can disseminate the Company's compliance policies and behavior guidelines to all departments on the one hand, and on the other hand, they can also serve as a platform for compliance risk identification and collecting information on non-compliance events through a wider range of channels to jointly improve the Company's compliance mechanism.

In terms of cultural development promotion, the Company is committed to developing a culture of internal compliance by regularly promoting courses on laws and regulations related to the Company's operations and internal compliance training to raise the compliance awareness of all employees in areas such as anti-corruption and business ethics, antiunfair competition, protection of subjects' rights and interests, responsible marketing, and data security and privacy protection.

In 2021, the Company conducted 14 compliance training sessions, including compliance and business ethics SOP training, legal compliance training for new overseas employees, conflict of interest training, and personal privacy protection training. The Company conducted training on a comprehensive risk control system, including business ethics and anti-corruption, for senior management, including members of the Board of Directors, at the business management meeting in October 2021. During the reporting period, the coverage rate of compliance training for all employees of the Company reached 100%.

In 2021, there were no incidents like bribery, extortion, fraud and money laundering.

### Anti-corruption and Business Ethics

Business ethics and anti-corruption are important parts of our compliance management. We comply with the Anti-Unfair Competition Law of the People's Republic of China, the Anti-Monopoly Law of the People's Republic of China, the Interim Provisions on the Prohibition of Commercial Bribery, the Anti-Money Laundering Law of the People's Republic of China the Anti-Corruption and Bribery Law of the People's Republic of China and relevant overseas laws and regulations. We adhere to high standards of business ethics, formulate and strictly implement the Anti-Bribery and Anti-Corruption Policy. We also make clear norms of business ethics including anti-corruption in Tigermed Code of Conduct, which strictly regulates the behavior of all employees (including regular employees, contract labors, interns and individuals acting on behalf of Tigermed). We exercise strict management over anti-corruption issues.

All members of the Board of Directors and the Board of Supervisors, senior managers and employees above the director level are required to sign the Tigermed Conflict of Interest Statement, making an explicit commitment to eliminating the prohibited actions including accepting or requesting gifts and rewards in any form beyond ordinary business etiquette from any entity that has a business relationship with Tigermed. In 2021, we conducted anticorruption and business ethics training for all employees (including regular employees, contract workers and interns).

As an important part of anti-corruption risk control, we strengthen the anti-corruption management of suppliers in procurement. We take concrete actions to make our suppliers an important part of our business ethics. We require suppliers to sign the Tigermed Supplier Code of Conduct and Anti-Bribery and Anti-Corruption Commitment. We also require them to abide by the code of conduct regarding anti-corruption.

In addition, we have set up various compliance reporting channels such as an official website, reporting hotline and reporting email, etc. We set up a working group to investigate and evaluate each report, and deal with it according to the investigation results. For whistleblowing behavior, the company has stipulated strict whistleblower protection measures and improved the protection system. We keep the personal information of whistleblowers and the information they provide strictly confidential through telephone encryption and other means, and regularly pay attention to the situation of whistleblowers to avoid retaliation against them for reporting or testifying. Once the whistleblower is verified to have been retaliated against, the company will strictly deal with the personnel involved and take legal measures when appropriate.

#### **Compliance Reporting Channel of Tigermed**

**Official Website:** The column "Compliance Concern" is opened up on the homepage of the Tigermed website. Whistleblowers can fill in the forms and report according to the prompts on the page, and may choose to report either anonymously or in real-name

Compliance Hotline: 400-687-2720

#### Email:

For anti-corruption compliance: compliance.officer@tigermedgrp.com

For information security and data protection: DPO@tigermedgrp.com

For finance and tax compliance: tax-compliance-team@tigermedgrp.com

For labor compliance: labor-compliance-team@tigermedgrp.com

### Protection of the Subject Interests

In the process of conducting clinical trial projects, we strictly abide by *Good Clinical Practice*, and the requirements of the Ethics Committee to ensure the dignity, safety and rights of the subjects are protected.

In terms of subjects' right to know, we sign *Informed Consent Form (ICF)* with all subjects, which clearly listed the objectives of the study, the design and detailed steps of the study, possible risks and discomfort, possible benefits and other alternative treatment methods, so as to ensure that the subjects can participate in the clinical trial in a well-informed manner. The Company formulates the *Verification of Informed Consent Elements* to ensure the normalization of all ICFs.

In terms of subjects' willingness, we ensure their participation in the study completely voluntary through active communication with subjects. Subjects have the right to withdraw from the study at any time. It is guaranteed that no subject will be discriminated against or retaliated against, and that his/her medical treatment and rights and interests will not be affected in any way.

In terms of subjects' privacy, we strictly adhere to the principle of confidentiality of subject information throughout the clinical trial. In the course of the study, except for doctors who can get the basic information of the subjects, other researchers related to the trial shall abide by strict data and privacy protection measures when using the subject information. All research reports or process documents should be identified by initials or codes. In 2021, we improved the provisions related to the protection of personal information in the contract template of the clinical trial protocol signed with the subjects and the informed consent form of the subjects to better protect the privacy of the subjects.

In addition, we provide patients' health education and academic promotion services for the sponsors and research institutions, strengthen the professional education of clinical trial related personnel, and further protect the safety, health and rights of subjects in the process of clinical trials. By the end of the reporting period, there was no violation of laws and regulations caused by damaging the rights and interests of the subjects.

### **Animal Welfare**

Our subsidiary, Frontage Holdings, is involved in the use of laboratory animals. Frontage Holdings strictly abides by the *Animal Welfare Acts and Regulations* of the United States Department of Agriculture (USDA) and the *Regulations on the Administration of Laboratory Animals* of the National Science and Technology Council and other domestic and international regulations or guidelines on animal welfare, and is committed to continuously improving standards on laboratory animal welfare. Frontage Holdings has established Institutional Animal Care and Use Committee, which is responsible for evaluating and overseeing the institution's animal care and use program.

Frontage Holdings widely adopts the "3Rs" (Replacement; Reduction; Refinement) in practice, only use animals when there is no other way to obtain the basic safety and efficacy data of the drug proved by strong scientific evidence; promote the "5 Freedom" program to continuously improve the welfare of laboratory animals. (for more details, please refer to *Frontage Holdings' ESG Report*)

### Protection of Intellectual Property

We pay attention to the protection of intellectual property. We do not infringe on the intellectual property rights of our sponsors, meanwhile emphasizing on the protection and management of our own intellectual property. In accordance with the *Patent Law of the People's Republic of China*, the *Rules for the Implementation of the Patent Law of the People's Republic of China*, and other systems, we have formulated the *Asset Management System*, the *Scientific Research Management System* and the *Scientific Research Personnel Management System* to protect our intangible assets with institutional norms.

We focus on publicity activities on intellectual property protection and compliance promotion of IPR protection and push IPR law promotion materials to all employees in the territory to reiterate the importance of IPR protection on the occasion of World IPR Day and the implementation of the new *Copyright Law* and the new *Patent Law*.

We strictly abide by the relevant regulations on use of trademarks. We have also actively applied for and updated software copyrights and utility model patents to the national and regional management departments. By the end of the reporting period, Tigermed has registered trademarks in more than 30 countries and regions worldwide.

### **Responsible Marketing**

In marketing activities, we strictly abide by the laws, regulations and industry standards, including Advertising Law of the People's Republic of China, the Cybersecurity Law of the People's Republic of China, the Trademark Law of the People's Republic of China, and the European General Data Protection Regulation (GDPR).

We set up the Article Review Committee within the Company to review the compliance of all the news, ads and publicity materials, ensuring no infringement, or any violation in the content and description. The Company has formulated *Tigermed Brand Identity Guidelines* and updates in time as needed, which stipulates application standards of the Company's logo both in literal and oral expression.

All new employees should receive training on brand and external publicity, and abide by the Company's brand communication norms. In addition, the marketing team regularly conducts publicity and training on compliance of each subsidiary through monthly meeting, including font use, copyright, and using the map of China.

In 2021, the word "most advanced" was used to describe R&D equipment on the Company's website, which violated the relevant provisions of the advertising law on banned words. Upon receiving the notice from Nanjing Municipal Market Supervision Administration, we immediately corrected and explained this, and the incident was properly handled.

Due to the above-mentioned incident, the company newly compiled the *External Communication Management Regulations*, which provide detailed regulations on communication activities and code of conduct, and standardize the process of crisis management execution, applicable to all employees (including regular employees, interns and employees dispatched by third parties to work for the Company) of Tigermed as well as wholly-owned and controlled subsidiaries of the Group. At the same time, we issued a 64-page *Corporate Crisis Management Manua* to emphasize the key points of external communication compliance.

To further strengthen employees' awareness of proper communication, we invited internal and external experts to conduct training for relevant employees. In July 2021, we conducted special training for marketers and publicists based on the newly released *Practical Guidance for External Communication*, and made training videos and set exam questions, which required all employees to study and pass the assessment on the TEL (Tigermed E-Learning) platform. In September 2021, we invited external media instructors to train more than 30 executives as media spokespersons.



### Customer Responsibility

### **Quality Management System**

Tigermed always insists on serving customers with high standard quality system. Based on the E6(R2) issued by ICH (i.e. "E6(R2) Good Clinical Practice: Integrated Addendum to ICH E6(R1)"), China's Good Clinical Practice and TransCelerate's Clinical Quality Management System, as well as the management concept of plan-do-check-act (PDCA) cycle, the company's Quality Management Committee has built a unified quality management system in terms of system construction, internal audit, external audit, supplier audit and management, internal quality training, and quality risk management.

#### Tigermed's Quality Management System



#### Internal System Construction and Management

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#### In 2021:

- We developed Tigermed Quality Management Manual to improve Tigermed's quality management system and promote efficient operation.
- We added *Tigermed System Audit* to standardize the process of planning, preparation, implementation, reporting and tracking of internal system audit; and we updated *Tigermed Sponsor Audit* to further clarify the implementation of sponsor audit and the responsible person of CAPA procedure, and supplement the management clause of customer audit.
- The Quality Assurance Department built a process management structure and launched two process optimization projects: the Drug Clinical Operations Project and the Quick-win Project, which sort out and optimize the "essential study documents" and the "quotation, contract signing, bidding process and subcontracting process", respectively.
- We built Subject Matter Expert Network (SME), invited 93 experienced experts from 9 business departments to join in the SME and conducted 4 training sessions to strengthen the concept of systematic management of quality in all business departments of clinical trials.

#### In 2021:

• We conducted 11 system audits and 57 clinical trial project audits on key processes and business-related subsidiaries involved in clinical trials to ensure compliance during the execution of clinical trials from the process formulation to project execution, none of which involved serious issues affecting the safety of subjects, data integrity, etc.

#### In 2021:

and abroad after receiving 43 audits from domestic and overseas customers without serious problems.

#### Supplier Audit and Management

#### In 2021:

• We completed 7 audits on clinical services suppliers, including 2 reviews of clinical services suppliers and 5 qualification reviews of new clinical services suppliers.

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• Our QMS (Quality Management System) has been recognized and affirmed by our customers both at home

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The Company has formulated *Handling of Non-compliance, Corrective Actions and Preventive Actions* and other norms to investigate quality events at the first time and take corrective measures; according to the type of events, we follow the PDCA principle to optimize the process and formulate corrective and preventive measures article by article to achieve continuous improvement and prevent the recurrence of similar problems.

Since the Company's business focuses on clinical research services, it does not involve physical product testing and product recall.

#### In 2021:

- Through Lesson & learn, we share the deficiencies found by audits or learned from other sources with the business team to avoid recurrence of such problems.
- We organized three offline CAPA Workshops for the management of each business department, CAPA project managers, members of the Quality Assurance Department and auditors of each subsidiary to conduct training on issue management, case analysis and misconception analysis.

#### "Full Participation" of Quality Training System

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The Company implements "full participation" in quality management by establishing a knowledge management system, sharing knowledge and experience with each employee, and developing quality awareness among employees throughout their work. Project Managers (PMs) and Clinical Review Associates (CRAs) in the clinical operations team link quality-related KPIs (Key performance Indicators) to employee performance reviews.

#### In 2021:

- We conducted a four-hour-long annual meeting on quality, sharing the Tigermed Quality Manual, progress
  of end-to-end process, quality management review and quality objectives at both online and offline
  meetings, covering group leaders, heads of subsidiaries, etc.
- We conduct monthly online quality training and develop training topics based on the needs of qualityrelated employees. We have trained in audit skills, risk management, process management and knowledge management.
- The quality manager of each department conducted 27 intra-departmental quality training sessions to achieve 100% coverage of core employees' training.

#### Construction of quality management digital system

The Company continues to promote the digitalization of quality management and improve the efficiency of quality management.

#### In 2021:

- Establish two major optimization tools: QMS and QSD.
- QMS realizes audit management, issue management and QSD management electronically, and provides Tigermed with the objective data trend analysis based on risk management.
- QSD supports online management of the full life cycle of documents and realizes electronic file management of Tigermed's quality standard documents.

### **Digital Innovation**

Upholding its mission of "Serving healthcare partners through innovation, advancing human health through excellence", and under the guidance of the innovation-driven development strategy of the "Outline of the 14th Five-Year Plan for National Economic and Social Development of the People's Republic of China and the Long-Range Objectives Through the Year 2035", we have been actively exploring the digital innovation model and improving the management process and system of innovation projects to promote the construction of innovation ecology in the industry.

In 2021, we updated the *Innovation Management Measures* and other institutional documents to optimize the management and platform of innovation projects, and set up an Innovation Expert Committee to organize and strengthen cross-departmental, cross-regional and cross-functional cooperation in innovation management, and continuously enhance the construction of innovative corporate culture.

In 2021, the Company's 12 digital projects went live, and the global project management and clinical operation capabilities continuously improved. Our clinical trial management system (CTMS) enables unified and inclusive management of the platform through information-based architecture, custom modules and compatible external system interfaces. We have put about 300 clinical trial projects into operation.

In December 2021, Tigermed was selected as one of the "2021 China Digital Economy Industry Best Practices 50" released by APEC (Asia-Pacific Economic Cooperation) China Business Council, including the Company's self-developed Risk-Based Quality Management (RBQM) system and the Company-supported "Little Shell App", an intelligent mobile medical application, relying on developing digital innovation strategies for clinical research, expanding innovative digital therapies and expanding industry influence.

### **Customer Satisfaction**

As a service-oriented enterprise, customer satisfaction is our goal. We highly value the feedback and evaluation of our customers. We have open and smooth channels of customer communication. Customers can make suggestions or complaints through the feedback email, the Company's official website and other channels. According to the extent of influence, the Company divides customer complaints into major complaints (key problems), moderate complaints (serious problems), minor complaints (general problems) and invalid complaints. Therefore, the complaints can be tracked through diffident categories in time, ensuring the effective management.

Furthermore, the Company's headquarters, subsidiaries and business units carry out targeted surveys in combination with their own business and project conditions, so as to obtain and track specific customers' feedback more precisely. In 2021, we conducted an annual satisfaction survey at the group level with domestic and international sponsors of ongoing projects, and 154 global customers responded with feedback. The average overall satisfaction score was 7.99 (on a 10-point scale, with 10 being very satisfied and 1 being very dissatisfied), an increase of 2.17% compared to the average overall score of 7.82 in 2020.



#### Customer Complaint Channels





(Chinese-English version)

#### Customer Complaint Handling Mechanism

#### Customer Satisfaction Survey

#### Conducting Surveys

#### Making Improvements Internally



and Communication

Continuous Feedback

### Protection of Customer Information and Privacy

We strictly abide by Good Clinical Practice, as well as the Law of the People's Republic of China Against Unfair Competition and the Cybersecurity Law of the People's Republic of China, and obtained ISO27000 information security management system certification. We fully understand the importance of our clients' information and sign a confidentiality agreement at the contract negotiation stage to clarify the confidentiality obligations of our clients and us. We will take relevant measures to keep confidential information of our clients, including but not limited to clinical research protocols, research progress reports, and commission contracts signed by both parties. The company sorts out the system administrator's authority and controls the personnel who have access to the client's information to the minimum "need-to-know" range.

the follow-up action.

Our Compliance and ESG Committee has an information security compliance special group, which is responsible for building an information security management system at the group level. To effectively carry out the project, representatives from the Legal Affairs and Compliance Department, Quality Assurance Department and Digital Information Technology Department jointly serve as the working group leader to develop the project plan and implementation plan, including information security compliance risk identification, management system improvement, strategy and policy development; regular training; internal audit and improvement measures.

We updated the Information Protection Policy again in 2021 to further clarify the responsibilities and requirements for information protection, the principles for handling personal data, etc., and to improve the process for responding to the disclosure of confidential information. If any confidential information is leaked, the person who finds it shall report it to the data security-related party within 24 hours, and the related party shall immediately set up an investigation team to investigate the root cause and keep the investigation report.

In addition, the Company released Guidelines for Information Classification of Tigermed in August 2021 to prepare asset list for information assets of each department and manage them in a hierarchical manner. We standardized the principles and precautions for handling different levels of information and take information security as a compulsory course for new employees. In 2021, the Company carried out training on information security in various forms, covering information protection policy, information security policy, and information classification guide, etc. The coverage rate of information security training is 100%, and the total training hours are 1,736.75 hours.

The Company regularly conducts audits on systems and hardware facilities to ensure their effectiveness. In 2021, the Company focused on data security audits in three major areas: IT procurement, personal information protection and data security systems, and data backup and recovery strategies, and took corresponding improvement measures based on the results, such as promoting centralized management of IT procurement, establishing an information security reporting system and a recourse mechanism.

In 2021, there were no violations or breaches that violated customer information security.

#### Tigermed's Information and Privacy Protection Mechanism



#### Establishing systems and codes of conduct

- Establish an information security compliance special group and regularly update internal management system
- Sigh mutual confidentiality agreements with customers and potential partners
- Provide regular data information security training for employees in various positions

#### Technical protection to avoid the risk of information leaks

- Encryption of confidential or private information and anonymization of patient information
- Create a website whitelist and prohibit the websites and applications that are not on the whitelist from the internal network
- information users



### Supply Chain Responsibility

### Supply Chain Management

Suppliers are indispensable partners to the Company, so we continue to strengthen our supply chain management capabilities to build a competitive supply chain. We implement the internal management mechanism through a standard supplier management system. We regularly carry out supplier audits to identify and investigate potential risks. In addition, we pay attention to the improvement of internal supply chain management ability, and establish a sound training and assessment mechanism for the procurement system.

The company's suppliers can be divided into five categories: clinical operations, engineering facilities, administrative offices, IT, and marketing and professional services. In order to achieve the quality control of each process of clinical research, we have established the Vendor Management System, Procurement and Tender Management System and other systems, and formulated special management processes for different types of suppliers, so as to integrate the quality requirements of the Company into the supply chain control. In order to further strengthen the management of suppliers, the Company plans to categorize and systematize the management of supplier bidding, contract and order modules through the Supplier Management System (SRM).



Principles of Tigermed Supplier Management			
Principle of integrity and self-discipline	Principle of fairness and justice	Principle of competition	
Procurement personnel shall remain clean, honest and self- disciplined, and shall not use their positions and powers to seek private interest.	It should be objective and fair in the process of development, certification, evaluation and elimination of vendors.	Guarantee tha a fully adequat number of ven participate in the competitio Vendors shall be prevented f full competitio by restricting the brand, specifications other factors.	
Sa	হায	show and a start and a start a	

#### New Supplier Admission Process of Tigermed



To avoid the procurement risk in emergency situations, we have established a supplier dual procurement mechanism and signed procurement agreements with several suppliers of important categories. For key suppliers, we have signed framework agreements with them to ensure long-term stable supply and demand mechanism for both sides.

We have formulated Vendor Management System and Vendor Blacklist to manage existing vendors. We conduct an annual assessment and evaluation of all vendors of clinical business at least once a year. The Procurement Department is responsible for establishing a vendor assessment and evaluation team, whose members include the Quality Assurance Department, Procurement Department, the User Department, the Demand Department, Relevant Business Department, etc. Quantitative assessment and evaluation of vendors are carried out based on pre-established standards or criteria. For indirect suppliers that have an important impact on the company's service quality, we also conduct quality audit and evaluation on them according to the actual situation.

For suppliers with potential quality risks, we appointed qualified personnel to carry out on-site quality audits to look into the vendors. We help suppliers find defects, sort out management processes and improve the quality system from multi-dimensional aspects such as establishment and improvement of quality system, personnel qualification and training and improve suppliers' quality management ability.

We also emphasize on the capability improvement and growth of internal procurement personnel. We regularly carry out training and assessment for them to improve the capability of supply chain management. We have developed a training system for procurement personnel, and implement daily training plans at monthly department meetings and quarterly internal training & sharing meetings and carried out quarterly sustainable development training for procurement personnel. We carried out training and assessment for procurement personnel in terms of internal purchasing norms and processes, behavior norms, the new online purchasing system, etc.

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### Principle of preferential

The vendor's ESG performance is included in the purchasing decision making process A vendor with better ESG performance is preferred under the precondition of equal price and service conditions

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Relevant data and information of vendors should be timely collected, sorted and archived from admission to elimination.





#### Comprehensive Review



Vendor's basic information is collected as well as results of survey and review so as to score and rake vendor's indicators including its ESG performance

#### List of Included Suppliers

Suppliers who pass the supplier admission assessment process will be included in the supplier list for management

Tigermed always adheres to the principle of fairness and justice, full competition, integrity and self-discipline in supplier selection, and establishes a long-term and healthy relationship with them. Through the Supplier Code of Conduct, we publicize our business principles in the aspects of ESG, covering environment management systems, labor and human rights, anti-corruption, etc.

In 2021, we updated our Supplier Code of Conduct to set further requirements for suppliers in the management of labor hours, health and safety, and to encourage suppliers to use environmentally friendly products and services. As of the end of the reporting period, we have signed a new Supplier Code of Conduct with all of our major suppliers.

#### Responsible Supply Chain Management of Tigermed



### Employee Responsibility

### **Employee Rights and Benefits**

Tigermed cherishes every employee by building a perfect and standardized human resource management system to fully protect the legal rights and benefits of employees. We strictly abide by the Labor Law of the People's Republic of China, the Social Insurance Law of the People's Republic of China and relevant overseas local labor laws and regulations.

We clearly prohibit child labor, forced labor, corruption, discrimination and other forms of improper employment by developing Tigermed Labor Standards and Code of Conduct; we ensure that no child labor or forced labor is used through strict screening and daily management supervision, and that no one is discriminated against on the basis of race, religion, gender, age, marital status, disability, nationality, etc.; and we respect employees' political rights such as free association, collective bargaining and free elections; and we also promotes diversity and provides equal opportunities to every employee or job applicant, and has proposed employee diversity goal: we promise that female employees account for no less than 50% of new employees every year.

With the globalization of our operations, we insist on giving priority to selecting outstanding professional and management from the local area to enhance the localized attributes of the Company. Based on the local cultures of different countries and nationalities, we develop management systems tailored to local culture so that overseas employees feel respected and cared for by the Company.

In terms of employee promotion, we provide employees with a dual-channel development route including professional channel and management channel, and build a clear job structure to ensure that the performance evaluation standards of employees at all levels are open, the procedures are fair, and the appointment and promotion of managers at all levels are open and transparent: in addition, we have set up an internal transfer mechanism. Employees can ask for an internal transfer for personal development, and if there are job vacancies, internal employees will be given priority to interviews.

In terms of staff motivation, the Company adopts a "combination" of staff incentives, fully affirms the value of core talents and creates an attractive workplace environment for talents through multiple measures such as diversified salary system, gold and silver coin activities, and medium, long-term equity incentives, etc.

In 2021, there were no cases related to the employment of child labor or forced labor, and no violations of laws or regulations related to recruitment and dismissal, working hours and leave, promotion and equal opportunity, antidiscrimination and diversity, and labor standards. If violations occur, we will take legal measures.

In 2021, the Company has been included in the 2021 LinkedIn Talent Awards Chinese Mainland, won the LinkedIn Rising Star award, and received the "Outstanding Employer" Award 2022 for Human Resource Management by 51Job.

Recruitment and	Working Hours and
Dismissal	Leave
<b>Recruitment:</b> We	Working Hours: The
recruit employees	working hours in different
sticking to the principle	places of operation meet
of legal compliance,	the requirements of local
equality, justice and non-	laws and regulations.
discrimination, and we are	Leave: We have paid
determined to eliminate	annual leave superior
all types of discrimination,	to national policy,
child labor and human	additional fully paid sick
trafficking.	leave, maternity leave
Dismissal: Dismissal is	and breastfeeding leave

Dis conducted in accordance with Employee Handbook and the local laws and regulations of the place where the operation is located

for female employees, marriage leave, funeral leave and paternity leave for male employees as required by local laws and

regulations.







**Remuneration:** We link employee remuneration to performance, according to the Remuneration Management System, the Organization Performance Management System and the Employee Performance Management System; and develops remuneration growth plan every year.

**Promotion:** In accordance with the Personnel Promotion Management System and the Employee Performance Management *System*, we provide promotion opportunities for all employees once a year, and additional promotion opportunity for technical employees.

Meal allowance, communication allowance, high- temperature subsidyWorkshiftingSupplementary medical insurance, critical illnessEmployee Assistance ProgramFree gymHoliday greetingsRecreational and sports activitiesStaff birthday partyMedium and long-term incentiveMaternity allowance, maternity insurance for female employeesFlexible working hoursStaff club		
Medium and long-term insortius Maternity allowance, maternity insurance for Flexible working hours Staff club		
insorting-term maternity insurance for Flexible working hours Staff club		ay party
		ub
Condolence payments for hospitalization for major illness       Funeral condolences       Financial aid for staff in need       Free yoga room	AE	room

### **Rights and Benefit of Female Employees**

More than half of Tigermed's employees are women, thus we pay great attention to the challenges women face in their careers and lives. Tigermed Labor Union has signed *The Special Collective Contract on Protection of Rights and Interests of Female Employees* with the Company to ensure that female employees enjoy various additional benefits provided by law and the Company system, and have equal promotion and career development channels.

We offer additional holidays and benefits to all female employees. In China, we provide female employees with marriage leave, maternity leave, breastfeeding leave, prenatal check-up leave, childcare leave, as well as the highest standard of maternity allowance in locations of operation, and provide paternity leave for male employees. Pregnant female employees have the right to work flexibly according to their working conditions. We set up a nursing room in the office to provide convenience for female employees returning to work after childbirth.

#### Anti-Sexual Harassment Cases

After the emergence of social incidents related to sexual harassment in the workplace, the Company focused on building an anti-sexual harassment corporate culture and establishing a sound management system and specialized handling mechanism for sexual harassment of women in the workplace.

For example, our Korean subsidiary DreamCIS issues the sexual harassment prevention policy document and conducts anti-sexual harassment training for all employees twice a year. If a female employee encounters a situation that makes her feel uncomfortable, she can report it to HR and her department manager, and the company will respond quickly to verify and handle the situation in a confidential manner, and the employee concerned will be severely punished or even dismissed.

### **Employee Communication Mechanism**

Employees' participation is vital to the Company's business development. We provide a smooth communication mechanism for all employees to ensure that they enjoy the full right to participate and express themselves, and to establish a harmonious and stable labor relationship.

Through communication channels such as staff salon, monthly communication briefings, "Tigermed Classroom" live streaming, "Dialogue" platform and annual innovation meeting, we synchronize company development information with staff, listen to their voices and encourage them to actively offer advice and suggestions for the development of the Company.

#### Employee Communication Channels

	We offer themed courses of "Comm functional departments provide a se including corporate brand and cult software skills.
"Tigermed Classroom" Live Streaming	In 2021, Tigermed Classroom live-strea
Tigermed Dialogue platform	All employees can submit any su platform. On the premise of pro supervised and handled by the depa and transparent to employees about
	In 2021, we received 105 suggestions a for the resolution of suggestions and r
87	Interviews are conducted in differen are written for three key categories of benchmarking employees (Approa (Artisan Series).
In-depth Interview with Employees	A total of 6 innovative talents, 6 bench employees were interviewed in 2021.
•	

In the process of globalization, we focus on retaining local talents and respecting cultural differences and different customs for overseas member companies. In 2021, the Company built an overseas employee communication platform to help overseas employees go through the onboarding process online and improve their entry experience. The platform also has an employee recognition page and employee communication page to effectively promote overseas cultural integration, strengthen employees' sense of belonging and identity with the company, enhance employee engagement and improve corporate culture building.

To gain a comprehensive understanding of employees and improve the Company's human resource management, the Company conducted an engagement survey at the group level in 2021. The survey received approximately 4,300 copies of responses and the final results were on par with the global pharmaceutical industry. The Company outperformed the global pharmaceutical industry in terms of efficient organization, leadership effectiveness, innovation and performance management. Employees generally believe that the Company is a good place to work, and their willingness to stay is higher than that of companies in the same industry globally.

In response to the inadequate part of this research result, we also put forward the main improvement areas and integrate them into the subsequent staff management work, including: further sorting out and improving the ranking system to make the development of employees in the Company clearer; increasing the investment in labor cost and optimizing the salary structure of some important positions; optimizing the equity incentive program to encourage key employees to develop with the company together.

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nunication when necessary" for all employees. The eries of online courses for all Tigermed employees ture, compensation and benefits, healthcare and

amed 60 lessons, with more than 5,000 viewers.

Iggestions and requests through the Dialogue otecting personal privacy, they are personally Irtment head, continuously tracked on the platform t the progress.

and requests from employees, and the satisfaction rate requests was about 80%.

ent ways and articles and internal announcements of employees: innovative talents (Tigermed Bravo), ach Series) and outstanding frontline employees

nmarking employees and 12 outstanding frontline

### **Occupational Health and Safety**

Although there are fewer occupational safety and health hazards in the clinical CRO business, the Company has always advocated employees to balance their work and life, and paid attention to the physical and mental health of employees. We strictly abide by the Workplace Safety Law of the People's Republic of China, the Law of the People's Republic of China on the Prevention and Control of Occupational Diseases and local laws and regulations overseas. Tigermed Labor Union has signed collective contracts with the Company including: Collective Contract for Labor Safety and Health and Joint Agreement between the Enterprise and Employees. We guarantee the occupational health and safety of employees, providing diverse welfare and comprehensive care measures for employees, and strive to create a healthy working and living atmosphere for employees.

In terms of physical health, we purchase supplementary medical insurance and critical illness insurance for all employees, with a coverage rate of 100%. We arrange all employees to conduct health examination every year. In 2021, the coverage rate of health examination for employees reached 100%.

We offer a series of courses of "Healthy Tigermed" in Tigermed Classroom live streaming, which carries out health theme training for all employees. In 2021, we held 11 sessions. Cooperating with gymnasiums in major locations, we provide free fitness benefits for employees, encourage them to maintain healthy. We also actively advocate the concept of health through organizing a variety of staff sports clubs and staff activities.

In terms of mental health, we have launched Tigermed Employee Assistance Program (EAP). We hope to help employees better meet challenges in stressful work maintaining mental health through activities such as psychological counseling hotline, promotion of psychological knowledge articles, and open classes.

Concerning the occupational safety protection of clinical trial staff who participate in COVID-19 related drug and vaccine clinical research programs in hospitals, we provide complete protective supplies, including guarantine clothing, N95 respirator masks, medical gloves, disinfection items, etc. and arrange them to participate in special health training and to get vaccinated. Meanwhile, since January 2020, we have been continuously providing free surgical masks to our employees.

To respond to the accidents that employees may suffer in the office area in case of emergency, the emergency medicine box is always available in the office. We also arrange relevant personnel to participate in first aid training to obtain first aid certificates.

In addition, we ensure and regular check that the office area is equipped with fire-fighting channels, fire facilities and emergency lighting. The safety exits and evacuation channels in the office area are prominently marked. We also organize the administrative personnel to participate in fire drill, and provide office safety training and fire extinguisher use training for all employees to improve the safety awareness and fire response ability of the staff.

During the reporting period, the number of fatal occupational injuries of the Company was 0, the number of occupational diseases was 0, and the number of fire accidents was 0.



### **Employee Training**

In terms of employee training, we have established an endogenous talent training system, providing comprehensive training programs and smooth development channels for all employees. In accordance with Tigermed HR Management Policy- Training Management and Part-time Employee Management Policy we make a unified training program for all employees including regular employees, part-time employees and contract workers.

#### Contents and Progress of Tigermed Training Programs

Program Name	Introduction	Progress in 2021
Executive Leadership Program (ELP)	Trainees: Senior Managers Training content: Apply round table tool - "problem solving process" to discuss the implementation of strategy and challenges encountered in the process of business operation, quickly unify the solutions, and build a strong senior management team	<ul> <li>A total of 5 sessions throughout the year 2021</li> <li>A total of 45+ senior managers participated</li> <li>Average 40 hours of training per person</li> </ul>
Advanced Leadership Program (ALP)	Trainees: Middle managers Training content: Help middle managers upgrade their mindset, promote leadership innovation and change, and strengthen organizational capacity building through systematic study of MBA management courses, classical case studies and sharing	<ul> <li>A total of 1 session throughout the year 2021</li> <li>A total of 20+ managers participated</li> <li>Average 80 hours of training per person</li> </ul>
Foundational Leadership Program (FLP)	Trainees: Newly promoted and recruited managers (including overseas employees) Training content: Clarify the role of managers, consolidate management knowledge and skills, and improve team performance	<ul> <li>A total of 6 sessions throughout the year 2021</li> <li>A total of 140+ managers participated</li> </ul>
Leadership Program (Performance Management, Process Management, etc.)	Trainees: Managers who need to improve the capability of a module based on business diagnosis Training content: Set up course content outline and conduct offline intensive training for single competency	<ul> <li>A total of 14 sessions throughout the year 2021</li> <li>A total of 280+ managers participated</li> <li>Average 10 hours of training per person</li> </ul>
Project Manager (PM) Enabling Program	Trainees: Project managers, project supervisors and above positions (including overseas staff) Training content: Clarify the role of project managers, solid project management, bid presentation, team planning and other knowledge and skills to improve project performance	<ul> <li>A total of 7 sessions throughout the year 2021</li> <li>A total of 200+ PMs participated</li> </ul>
Overseas CRA Training	Trainees: Overseas CRA Training content: Help junior CRAs understand the whole process of clinical operations and related policies and regulations, tools and methods	<ul> <li>A total of 7 sessions throughout the year 2021, covering 19 courses</li> <li>70+ CRAs participated</li> </ul>
New Employee Orientation	Trainees: Newly recruited employees (including overseas employees) Training content: Tailored for new employees joining Tigermed, design Tigermed's special course system according to the company's new training needs and the actual situation of employees. Mixed learning method is adopted to help new employees to fit in with corporate culture, master workplace skills and quickly adapt to work	<ul> <li>A total of 15 sessions throughout the year 2021</li> <li>A total of 3,837 employees participated</li> </ul>
External Training	Trainees: All employees are eligible to apply Training content: Conducted on demand, such as GCP or PMP training	<ul> <li>A total of 589 people attended external training throughout the year</li> <li>378 employees received GCP certificate</li> <li>8 employees received PMP certificate</li> </ul>

In addition to providing support for employee development, the Company also pays attention to the reserve of talents and cultivates professional talents in clinical pharmacy through the talent training mode of strategic cooperation. The Company signed strategic cooperation agreement with universities, and carries out targeted training programs through university-enterprise cooperation, including professional lectures, job internships and skills training, which will bring more excellent new talents to the clinical development of innovative drugs in China.

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#### Industry Talent Training System of Tigermed



- Hangzhou Medical College: 13 lecturers gave lessons for a total of 40 class hours to 22 students
- Shanghai Sipo Polytechnic: 3 lecturers gave lessons for a total of 16 class hours to 30 students

- We provide post internship opportunities for more than 20 universities including Shenyang Pharmaceutical University, Nanjing Medical University, Beijing University of Chinese Medicine, Zhejiang Chinese Medical University and China Pharmaceutical University
- Beijing Yaxincheng Medical InfoTech Co., Ltd. and Tsinghua University co-offered a course of Biomedical Named Entity Recognition; established internship bases with Xi'an Polytechnic University and Xi'an International Studies University
- In 2021, there were more than 400 interns in clinical trial related positions, helping students have an indepth understanding of the industry and clinical trial work content. Most of the students eventually engaged in clinical research related work

- "Tigermed Scholarship" of Hangzhou Medical College: Since 2019, the scholarship amount is RMB 50,000 per year, benefiting 47 students
- Zhejiang Chinese Medical University: Set up a scholarship of RMB 100,000 a year

 China Pharmaceutical University: "Clinical Pharmacy Skills Competition" and "Innovation and Entrepreneurship Competition"

· Tigermed works with hospitals and research institutions around the country to jointly build clinical trial centers. Based on the long-term experience of clinical trials, we help institutions to improve the system of clinical research through many methods such as teaching and training

• In 2021, we shared academic and regulatory research to over 7,800 clinical researchers by holding 14 live broadcasts of "Tigermed Cloud Classroom". We invited experts to share their knowledge and experience in the clinical research, covering investigational new drugs, registration regulations, data and statistical analysis, pharmacovigilance, real-world study, and others

### Environmental Responsibility

### **Environment Management System**

Tigermed takes "people-oriented, care for health, emission reduction and sustainable development" as its management policy and strictly abides by the Law of the People's Republic of China on Environmental Protection, the Law of the People's Republic of China on Energy Conservation, the Law of the People's Republic of China on Prevention and Control of Environmental Pollution by Solid Waste and relevant overseas local laws and regulations.

We have established an Environment, Health and Safety (EHS) team, which is responsible for the approval of environmental protection systems and the management and promotion of environmental protection, and formulated and issued the Environmental, Health and Safety Management System to regulate the discharge of exhaust gas and wastewater, hazardous and nonhazardous wastes, energy, water resources and material use, etc. and actively implement our environmental protection responsibilities. We have set targets for water efficiency, energy use efficiency, greenhouse gas emissions and waste reduction based on our own operations, and the Board of Directors reviews the achievement of our ESG performance targets annually.

In 2021, the company did not have any incidents of violation of laws and regulations related to environmental protection.

#### Tigermed ESG Objectives



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By 2025, the Company's per capita water consumption will be 30% less than in 2019

By 2025, the Company's per capita integrated energy consumption will be

By 2025, the Company's per capita GHG emissions will be 15% less than in

### Addressing Climate Change

Climate change has far-reaching influence on economic and social development, and has emerged as a common environmental challenge facing the world. In 2021, we referred to the recommendations of Task Force on Climaterelated Financial Disclosures (TCFD) in building a climate change management system from four levels: governance structure, strategy formulation, risk management, and goal and performance formulation, to identify risks and opportunities related to climate change, and continuously improve management accordingly.

#### Climate Change Management System

- We integrate climate change issues into the focus of Tigermed ESG, and the board of directors supervises and manages the Company's ESG affairs, including climate change issues
  Relevant functional departments and business departments incorporate climate change management into their daily work
  Identify the risks of climate change to the Company's operation, plan to incorporate the risks and oppertunities of climate change into the overall operational rick management and draw up
  - and opportunities of climate change into the overall operational risk management, and draw up a Business Continuity Plan (BCP)
  - Actively identify the main sources of greenhouse gas emissions from Tigermed
  - Implement relevant management actions in terms of resource conservation and emission reduction
  - Regular statistics and disclosure of GHG emissions and emission intensity to assess the company's performance in addressing climate change
  - Goal: By 2025, the company will reduce its per capita greenhouse gas emissions by 15% compared with 2019



The Company identifies climate-related risks and opportunities based on its own development status and expert opinions, and ranks the risks and opportunities by their probability of occurrence and degree of impact, building the following matrix diagram.

#### Matrix Diagram of Climate Risks and Opportunities

Low	Probability of occurrence o
Degree of impact of risks and opportunities	Risks: Technology Opportunities: Markets, Energy Sources, Products and Services, Resource Efficiency
	Risks: Acute Entities, Reputation
High	

We analyze each of the identified climate risk and opportunity factors with high probability of occurrence or impact, assess their financial impact on the company, and adopt corresponding climate change response measures and targets.

Climate Risks and Opportunities	Description	Potential Financial Impact
Risk: Policies and Regulations	Domestic and international climate policies and laws will become more stringent in the future, and the company may face legal liabilities such as lawsuits because the current state of environmental management may not meet the requirements.	Operating costs ▲ Operating income ▼
Risk: Reputation	If the Company fails to take proactive and effective actions to respond to climate change and to disclose information in a timely manner so as to respond to the needs of external interested parties, it may result in damage to the company's reputation.	Operating income ▼
Risk: Acute Entities	More extreme weather events such as hurricanes or floods in the future can cause hazards to the Company such as damage to assets, loss of personnel and disruption of business activities.	Operating income ▼ Operating costs ▲ Fixed asset value ▼
Risk: Chronic Entities	Long-term climate changes such as persistent high temperatures may affect the Company's normal operations.	Operating costs ▲ Fixed asset value ▼
Opportunity: Resilience	The Company may build resilience to climate impact, better manage climate change-related risks and seize opportunities by strengthening green supply chain management and other measures.	Operating costs ▼ Climate resilience ▲



#### Action Path of Tigermed



### **Resource Utilization and Emissions Management**

According to the Environmental, Health and Safety Management Policy, Tigermed identifies the impact of its own operations and business on the environment, and improves its internal environmental management mechanism. In terms of office environment management, we have formulated the Office Management Policy, and reduces the use of resources through environmental management of facilities and green office management.



### Resources Utilization • The main energy sources directly or indirectly consumed in the operations of the Company include electrical energy, diesel and gasoline for self-owned vehicles. Water consumption in office is mainly from municipal water supply. There is no risk in obtaining suitable water source • Main discharges of the Company in

operations include wastewater, general

hazardous waste from daily office work

solid waste and a little amount of

We also integrate the concept of green development into our clinical research, pay attention to the environmental compliance management of the operation site, and reduce the environmental impact by conserving resources, reducing waste and discharges.

It should be noted that the pre-clinical CRO business of Tigermed, which involves laboratory testing, is carried out by the subsidiary Frontage Holdings Corporation. Therefore, the type of emissions generated by Frontage Holdingsis different from that of Tigermed clinical CRO business. Frontage Holdings' main disposal methods for different hazardous waste are as follows (for more details, please refer to Frontage Holdings' ESG Report):

E	missions	
Exhaust gas	Limited biological and organic gases	A sampling pl of air pollutar
Wastewater	Small amounts of wastewater generated from the laboratory processes	Install wastev wastewater b to treat high o
		Site safety of for managing procedures;
Solid waste	Hazardous waste	To prevent sp containment waste storage
		All hazardous licensed recy
	Nonhazardous waste	We encourag aluminum ca site and hirin

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#### Resource Saving

- Enhance employees' awareness of resource conservation through daily communication, creating water-saving and electricity-saving slogans, etc
- Encourage paperless office, double-sided printing, etc.
- Recycle office supplies, such as document protection bags, desks and chairs, etc
- Promote digitalization to realize online review of processes, reduce the use of paper documents, etc.; add a new seal management system in 2021 and enable electronic seals
- Energy conservation measures are described in the "Environmental Responsibility - Addressing Climate Change" section of this report

• The domestic wastewater is discharged through pipes • The non-hazardous solid waste mainly includes office waste paper, cleaning supplies waste, food waste, etc. The Company strictly counts and manages the amount of daily office nonhazardous waste, which is regularly cleared and transported by the environmental protection department through waste classification. Hazardous waste mainly includes printer ink cartridge, waste lamp tube and a small amount of hazardous waste generated in office, which is handed over to a gualified third-party or the property management agency for disposal

latform is installed to closely monitor the concentration ants to meet environmental standards.

water treatment facilities on site to properly treat before discharge, such as handing over to a third party concentration pollutants for dilution and collection.

fficers and chemical waste coordinators are responsible g and overseeing waste handling and disposal

pillage of the hazardous waste, we provide secondary and segregate the chemicals in designated chemical ge areas with clear chemical labels;

s waste is collected, handled and disposed of by vclers.

ge our employees to recycle paper, cardboards, ans and plastic bottles by providing recycling bins onig licensed contractors to collect them.

### Community Responsibility

### Industry Contribution

We pay continuous attention to the needs of and in-depth integration with the community, regard meeting community needs and seeking common development with the community as important aspects of corporate social responsibility, giving back to the community in collaboration with all sectors of society. As a member of the medical and health sector, Tigermed always focuses on contribution to the society in medical health and the field of education. We contribute to social medical needs through providing services gratis and impact investing, and enhance public health awareness through promoting the education about clinical research.

Providing social medical services	<ul> <li>Project context: The Company has helped domestic vaccine companies to conduct many clinical trials of COVID-19 vaccines overseas, involving nearly 200 clinical research centers in more than 20 countries.</li> <li>Progress in 2021: We helped CanSino Biologics Inc. receive conditional marketing authorization from the NMPA on the recombinant novel coronavirus vaccine (adenovirus type 5 vector, Ad5-nCoV). We are conducting international multicenter phase III clinical trials of Ad5-nCoV in overseas regions severely hit by COVID-19, and are responsible for a number of important tasks such as cross-regional international project management and coordination, biostatistical analysis, and pharmacovigilance.</li> </ul>
Caring for society with impact investing	<ul> <li>Project context: In response to the goal of "elimination of mother-to-child transmission of hepatitis B by 2030", the Company invested in the mobile medical app "Little Shell" developed by Slanhealth and carried out the project of zero mother-to-child transmission of hepatitis B with the help of this software to monitor and follow up pregnant women and their babies throughout the whole process and other intelligent management.</li> <li>Progress in 2021: The program has reached more than 38,000 families in 135 hospitals with a 99.78% success rate of prevention of mother-to-child transmission (PMTCT); providing real-world experience and evidence of effective case management for pregnant women with hepatitis B and their infants, and has been highly commended by the World Health Organization.</li> </ul>
Promoting education about clinical research	<ul> <li>Project context: In September 2017, the Company jointly established the Clinical Research Promotion Fundation ("CRPF") with large hospitals, pharmaceutical companies and other organizations from across the country, and set up a WeChat official account to disseminate information on clinical research to the public.</li> <li>Progress in 2021: We and the Clinical Research Promotion Fundation co-published Handbook for Drug Clinical Trial Subjects, aiming to help subjects gain scientific and accurate knowledge of clinical research.</li> </ul>
Promoting innovation and development of the pharmaceutical industry	<ul> <li>Yangtze River Delta Pharmaceutical Innovation and Development Alliance: As one of the 15 sponsors, we are committed to promoting pharmaceutical industry policy innovation, technological innovation and talent training and the establishment of a pharmaceutical innovation demonstration zone in the Yangtze River Delta region.</li> <li>Hangzhou Health Innovation and Transformation Center: We have established a strategic partnership with it and will carry out in-depth cooperation in the fields of clinical research and platform construction to efficiently promote the clinical transformation of scientific research results and clinical research of new drugs.</li> </ul>

### **Charity Donations**

Committed to promoting the development of medical education and patient treatment, Tigermed and its subsidiaries plan to set up an internal organization related to public welfare to manage the company's work in community development and social welfare in the future.

The Company has actively fulfilled its corporate social responsibility and made donations to Educational Foundations, Red Cross and other institutions. Moreover, since 2018, we have carried out Yushu County winter clothes donation activities for four consecutive years, and in 2021, our employees and their families donated 54 boxes of cleaned and disinfected clothes to people in need in Yushu, actively responding to the rural revitalization strategy.

#### Tigermed 2021 Social Welfare Projects

The company donated more than RMB 1.7 million to Wenzho Education Development Foundation, Zhejiang Hangzhou Me Foundation, Northwest A&F University, and China Pharmace Education Development Foundation in 2021 to support med development of clinical trial disciplines

The company helped Hunan Cancer Hospital to strengthen c construction

The company provided assistance to elderly people with diab families and students. Among them, we made donations to H Defender Care Foundation, and offered condolences and ass Foundation staff and their families who were killed, disabled, difficulties due to serious diseases or accidents

The company funded charity project in Jiaxing City, Hunan Pro

In July 2021, Henan Province suffered extreme heavy rains, a Frontage Holdingsdonated RMB 1 million to the Red Cross Sc Province to ensure personal safety of local residents, procur post-disaster reconstruction





	Donation Amount
ou Medical University ledical College Education eutical University dical education and	RMB 1.78 million
clinical trial information	RMB 150,000
abetes, orphans, poor Hangzhou Pingan ssistance to Pingan d, died of illness, or had	RMB 1.17 million
rovince	RMB 20,000
and our subsidiary Society of Henan rement of supplies and	RMB 1 million

### **ESG Quantitative Performance**

#### Environmental Performance<sup>1</sup>

Indicator	Unit	2019	2020	2021
Resource Use				
Power consumption	MWh	1,253.36	1,300.24	2,385.53
Gasoline consumption of self-owned vehicles <sup>2</sup>	L	24,312	24,188	22,428
Water consumption <sup>3</sup>	m³	52,663	52,323	45,521
Power consumption per capita	MWh/person	1.15	0.97	0.38
Combined energy consumption per capita	MWh/person	1.35	1.14	0.41
Water consumption per capita	m³/person	48.36	39.11	7.24
Emissions <sup>4</sup>				
Nonhazardous waste generated	ton	88.45	89.20	_
Nonhazardous waste discharge per capita	ton/person	0.081	0.667	_
Exhaust gas emissions⁵				
Nitrogen oxide emissions	kg	216.44	197.42	220.39
Sulfur oxide emissions	kg	0.36	0.36	0.33
Particulate emissions	kg	20.74	18.75	21.12
Total GHG emissions <sup>6</sup>	ton CO <sub>2</sub> e	822.05	850.36	1,438.92
Scope 1 (direct) GHG emissions	ton CO <sub>2</sub> e	57.38	57.08	52.93
Scope 2 (indirect) GHG emissions	ton CO <sub>2</sub> e/person	764.67	793.28	1,385.99
GHG emissions per capita	ton CO₂e/person	0.75	0.64	0.23

#### Notes:

[1]. The scope of environmental performance in 2019 and 2020 is Tigermed Hangzhou Office, Shanghai Office and Jiaxing Office; In 2021, the scope of environmental performance was expanded to the wholly-owned subsidiaries of Tigermed in China. The number of employees selected for the calculation of environmental density index is in the same range as environmental performance (6,290 in 2021), not the total number of employees in the whole group. In 2021, the number of new operation points included in the statistics increased, and the number of employees included in the statistics increased, so the data of per capita electricity consumption, per capita water consumption and per capita greenhouse gas emissions decreased significantly.

[2]. In 2021, the performance standard of gasoline consumption of self-owned vehicles was Shanghai Office, Beijing Office, Jiaxing Office and Hangzhou Office, while other subsidiaries basically did not involve gasoline consumption, so they were not included. In the future, the company will gradually improve the scope of data statistics.

[3]. In 2021, the total water consumption did not increase significantly after the company expanded the scope of environmental performance, mainly due to the implementation of the home-working policy during the epidemic.

[4]. Due to the small amount of hazardous waste production, there was no statistics. In 2021, the headquarters of the company moved to a new building, and the harmless waste was uniformly treated by the property management, which has not been counted by the company.

[5]. Exhaust emissions are calculated according to Appendix 2: Environmental Key Performance Indicator Reporting Guidelines (May 2021) of the Latest edition of the Guidelines on Environmental, Social and Governance Reporting issued by the Stock Exchange of Hong Kong. Among them, the nox emission coefficient is 0.885 g/km (less than or equal to 2.5 tons of light vehicles); Sulfur oxide emission factor 0.0147 g/L (gasoline); Particulate emission coefficient is 0.0848 g/km (less than or equal to 2.5 tons of light vehicles).

[6]. Greenhouse gas emissions are calculated according to Appendix 2: Environmental Key Performance Indicator Reporting Guidelines (May 2021) of the latest edition of Guidelines on Environmental, Social and Governance Reporting issued by the Stock Exchange of Hong Kong. Among them, the gasoline emission factor is 2.36 kg/L. The electricity emission factor is 0.6101 kg CO<sub>2</sub>e/kWh for 2019 and 2020 (and adjust the 2019 and 2020 data accordingly); Select 0.5810 kg CO<sub>2</sub>e/kWh for 2021 (latest value from The Guidance on Accounting and Reporting of Enterprise GHG Emissions for Power Generation Facilities (revised in 2022)).

### Employee Performance<sup>1</sup>

Indicator	Unit	2019	2020	2021 (not include Frontage Holdings)	2021 (include Frontage Holdings China)
Employment					
Total number of employees	person	4,959	6,032	7,375	8,147
Number of full-time contract employees	person	—	—	7,045	7,811
Number of full-time dispatched employees	person	_	—	109	110
Number of part-time employees	person	—	_	221	226
Note: The following figures do not include part-time employe	es				
Number of male employees	person	742	1,145	1,153	1,496
Number of female employees	person	4,217	4,887	6,001	6,425
Number of employees aged >50	person	40	56	76	108
Number of employees aged 30-50	person	1,296	1,613	2,222	2,472
Number of employees aged <30	person	3,623	4,363	4,856	5,341
Number of employees working in Mainland China	person	4,280	5,260	6,617	7,372
Number of employees working in Hong Kong, Macau, Taiwan and overseas	person	679	772	537	549
Number of employees with a doctorate or above	person	1,254	1,362 -	48	78
Number of employees with a master's degree	person	1,204	1,502	1,079	1,251
Number of employees with a bachelor's degree	person	3,124	3,838	4,537	4,980
Number of employees with an associate degree or below	person	581	832	1,490	1,612
Number of employees at senior management level	person	—	_	76	93
Number of employees at middle management level	person	_		447	590
Number of employees at the grass-roots level	person	_	_	6,631	7,238
Number of senior technicians	person	—	_	291	351
Number of middle-level technicians	person	_	—	1,321	1,491
Number of junior technicians	person	_	_	5,542	6,034
Number of employees with working years at Tigermed ≥10	person	—		287	300
Number of employees with working years at Tigermed of 5 (exclusive) to 10 (exclusive)	person	_	_	714	770
Number of employees with working years at Tigermed of 3 (exclusive) to 5 (exclusive)	person	—	_	1,001	1,115
Number of employees with working years at Tigermed $\leq 3$	person	_	_	5,152	5,736
Number of employees with disabilities	person	_	_	19	22
Total number of new employees	person	_	_	3,892	4,290
Number of new male employees	person	—	_	529	703
Number of new female employees	person	_	_	3,363	3,587
Number of new employees over 50 years old (inclusive)	person	_	_	85	95

Indicator	Unit	2019	2020	2021 (not include Frontage Holdings)	2021 (include Frontage Holdings China)
Number of new employees aged 30 (excl.) - 50 (excl.)	person	_	_	552	636
Number of new employees under 30 years old (inclusive)	person	_	_	3,255	3,559
Number of new employees in mainland China	person	_	_	3,644	4,040
Number of new employees in Hong Kong, Macau, Taiwan and overseas	person	_	—	248	250
Number of new employees: Full-time labor contract	person	_	_	3,768	4,165
Number of new employees: Full-time dispatched employees	person	_	—	124	125
Turnover rate <sup>2</sup>					
Turnover rate	%	18.70	18.30	17.86	18.67
Turnover rate of male employees	%	_	22.03	14.05	18.92
Turnover rate of female employees	%	_	17.25	18.60	18.61
Turnover rate of employees over 50 years old (inclusive)	%	_	_	19.74	16.67
Turnover rate of employees aged 30 (excl.) - 50 (excl.)	%	_	_	10.31	11.53
Turnover rate of employees under 30 years old (inclusive)	%	_	_	21.29	22.02
Turnover rate of senior management	%	_	_	2.63	7.53
Turnover rate of middle management	%	_	_	6.49	9.83
Turnover rate of grass-roots employees	%	—	_	18.81	19.54
Turnover rate of senior technicians	%	_	_	4.12	7.69
Turnover rate of middle-level technicians	%	—	_	7.95	11.87
Turnover rate of junior technicians	%	—	_	20.95	21.00
Turnover rate of employees with working years at Tigermed ≥10	%	_	12.20 -	5.23	5.00
Turnover rate of employees with working years at Tigermed of 5 (excl.)-10 (excl.)	%	_	12.20	6.86	7.27
Turnover rate of employees with working years at Tigermed of 3 (excl.)-5 (excl.)	%	_	14.30	13.59	15.07
Turnover rate of employees with working years at Tigermed < 3	%		19.90	20.92	21.62
Turnover rate of employees working in Mainland China	%	_	18.10	18.91	19.63
Turnover rate of employees working in Hong Kong, Macao, Taiwan and overseas	%	_	19.80	5.03	5.83
Occupational Health and Safety					
Working days lost due to work-related injury <sup>3</sup>	day		120	168.5	200.5
Number of employees who died due to work-related injuries	person	0	0	0	0
Average training hours completed per employee on health and safety	hour	0.47	1.00	1.20	1.22
Employee Training and Development					
Training investment for employees <sup>4</sup>	RMB 10,000	467	243.31	1,109.30	26,113.78

Indicator	Unit	2019	2020	2021 (not include Frontage Holdings)	2021 (include Frontage Holdings China)
Training coverage rate of employees	%	100	100	100	100
Percentage of male employees trained	%	100	100	100	100
Percentage of female employees trained	%	100	100	100	100
Percentage of senior management trained	%	_	_	100	100
Percentage of middle management trained	%	_	_	100	100
Percentage of grass-roots employees trained	%	_	_	100	100
Percentage of senior technicians trained	%	_	_	100	100
Percentage of middle-level technicians trained	%	_	_	100	100
Percentage of junior technicians trained	%	_	_	100	100
Average training hours per employee <sup>5</sup>	hour	37	48	245	222
Average training hours per male employee	hour	37	48	245	190
Average training hours per female employee	hour	37	48	245	230
Average training hours per senior manager	hour	_	—	_	200
Average training hours per person at middle management level	hour	_	_	_	186
Average training hours per grass-roots employee	hour	_	_	_	225
Average training hours per senior technician	hour	_	_	_	203
Average training hours per middle-level technician	hour	_	_	_	217
Average training hours per junior technician	hour	_	_	_	226
Percentage of employees accepting regular performance and career development assessment	%	100	100	100	100
Percentage of male employees accepting regular performance and career development assessment	%	_	_	100	100
Percentage of female employees accepting regular performance and career development assessment	%	_	_	100	100
Percentage of senior management accepting regular performance and career development assessment	%	_	_	100	100
Percentage of middle management accepting regular performance and career development assessment	%	_	_	100	100
Percentage of grass-roots employees accepting regular performance and career development assessment	%	_	_	100	100

Employee performance in 2019 and 2020 did not include subsidiary Frontage Holdings; in order to form a consistent comparability, we listed the data of the same caliber as in previous years (see the column of "2021 (not include Frontage Holdings)") and the new caliber data for 2021 (Including the data of Frontage Holdings China, see "2021 (include Frontage Holdings China)" column). In addition, the employee performance assessment covers full-time contract employees and full-time dispatched employees, excluding part-time employees and excluding interns.

[1]. The employee performance assessment covers full-time contract employees and full-time dispatched employees, excluding part-time employees and excluding interns.

[2]. The calculation method of employee turnover rate: employee turnover rate = nu year×100%.

[3]. Working days lost due to work-related injury is mainly due to an employee's injury due to traffic accident on the way to and from work; the Company has assisted the employee to identify the work-related injury and complete the compensation.

[4]. In 2020, due to the impact of COVID-19, the majority of the courses were organized online; while the training gradually switched to offline courses and the number of training programs increased in 2021, so there is a significant increase in the investment in training.

[5]. In 2021, the training duration per employee increased significantly compared with the previous year, mainly due to the further improvement of the statistical caliber of training data, including business training data; In addition, the Company has further improved its training system based on the engagement survey results in 2021, with more training programs than in previous years.

[2]. The calculation method of employee turnover rate: employee turnover rate = number of employees lost in the year/total number of employees at the end of the

#### Product Performance

Indicator	Unit	2019	2020	2021
Confirmed complaints about infringement of customer privacy and data loss of customer	pcs	0	0	0
Complaints about products and services received by the Company	pcs	0	0	0
Sales of products sold or shipped that are subject to recall for safety and health reasons	RMB10,000	_	_	0

### Supply Chain Management Performance

Indicator	Unit	2019	2020	2021
Total number of suppliers	-	1,574	2,043	1,931
Number of suppliers from Mainland China	-	1,020	1,105	1,560
Number of suppliers from Hong Kong, Macao, Taiwan and overseas	-	554	938	371
Percentage of suppliers evaluated for environmental, labor, ethics, etc.	%	_	—	25.01
Percentage of suppliers passing environmental, labor, and ethical assessments	%	_	—	21.23

### Community Investment Performance

Indicator	Unit	2019	2020	2021
Amount of social welfare donations	RMB 10,000	103	997	412
Amount of charity donations in medical and health care	RMB 10,000	103	883	25
Amount of charity donations in education	RMB 10,000	0	110	178
Amount of investment in other areas <sup>1</sup>	RMB 10,000	_	_	209

Notes:

[1]. Other areas are mainly the community input of Tigermed and its subsidiaries to where the Company operates, including donation to Pingan Foundation staff and orphanage.

### Anti-corruption Performance

Indicator
Number of concluded corruption cases filed by regulatory authorities against the Company or its employees
Percentage of the Directors who attended anti-corruption training

Number of employees who completed training on anti-corruption

Average training hours per employee on anti-corruption

### Compliance Management Performance

#### Indicator

Total number of cases violating health and safety regulations and voluntary guidelines related to products and services

Total number of cases violating regulations and voluntary guidelines related to marketing (including advertising, promotion and sponsorship)

Total number of cases violating regulations and voluntary guidelines related to product and service information and identification

Total number of cases violating regulations and voluntary guidelines regarding customer privacy protection

Total number of cases violating employment-related laws and regulations

Total number of cases penalized due to excessive or illegal discharge of pollutants

Unit		2020	2021
pcs	0	0	0
%	_	100	100
person-time	_	_	32,461
hour	0.25	0.26	1.40

Unit	2019	2020	2021
pcs	0	0	0
pcs	0	0	0
pcs	0	0	0
pcs	0	0	0
pcs	0	0	0
pcs	0	0	0

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	305-2	ESG Quantitative Performance

### Terminology

To help stakeholders better understand the disclosed information in this report, the following table explains the terminology in this report, arranged in alphabetical order.

Abbreviation	
Ad5-nCoV	Recombinant Novel Coronavirus vaccine
ACO	Association of Clinical Research Organiza
BCP	Business Continuity Planning
САРА	Corrective Action and Preventive Action
CFO	Chief Financial Officer
СОО	Chief Operating Officer
COVID-19	Corona Virus Disease 2019 2019
CRA	Clinical Research Associate
CRC	Clinical Research Coordinator
CRO	Contract Research Organization
CTMS	Clinical Trial Management System
EAP	Employee Assistance Program
EDC	Electronic Data Capture System
EHS	Environment, Health and Safety
ESG	Environmental, Social and Governance
GCP	Good Clinical Practice
GRI	Global Reporting Initiative
ICH	International Conference on Harmonizatio Pharmaceuticals for Human Use
КРІ	Key Performance Indicator
MRCT	Multi-Regional Clinical Trials

Number / Title	Description			
306-1	ESG Quantitative Performance			
306-2	ESG Quantitative Performance			
GRI 307 Environm	GRI 307 Environmental Compliance 2016			
307-1	ESG Quantitative Performance			
GRI 308 Supplier E	nvironmental Assessment 2016			
308-1	ESG Quantitative Performance			
Social				
GRI 103 Management Approach 2016				
103-1	Compliance			
103-2	Customer Responsibility Supply Chain Responsibility			
103-3	Employee Responsibility Community Responsibility			
GRI 401 Employment 2016				
401-1	ESG Quantitative Performance			
401-2	Employee Responsibility - Employee Rights and Benefits			
GRI 403 Occupatio	GRI 403 Occupational Health and Safety 2016			
403-2	ESG Quantitative Performance			
403-3	Employee Responsibility - Occupational Health and Safety			
GRI 404 Training and Education 2016				
404-1	ESG Quantitative Performance			
404-2	Employee Responsibility - Employee Training			
404-3	ESG Quantitative Performance			
GRI 405 Diversity and Equal Opportunity 2016				
405-1	Employee Responsibility - Employee Rights and Benefits			

Number / Title	Description		
GRI 406 Non-discrimination 2016			
406-1	Employee Responsibility - Employee Rights and Benefits		
GRI 408:Child Labor 2016			
408-1	Employee Responsibility - Employee Rights and Benefits		
GRI 409: Forced or Compulsory Labor 2016			
409-1	Supply Chain Responsibility - Responsible Supply Chain Employee Responsibility - Employee Rights and Benefits		
GRI 414 Supplier Social Assessment 2016			
414-1	ESG Quantitative Performance		
GRI 416 Customer Health and Safety 2016			
416-2	ESG Quantitative Performance		
GRI 418 Customer Privacy 2016			
418-1	ESG Quantitative Performance		

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Abbreviation	Paraphrase
OA	Office Automation System
PD	Project Director
PDCA	Plan, Do, Check and Act
PM	Project Manager
PMP	Project Management Professional
QA	Quality Assurance
QMS	Quality Management System
QSD	Quality Standard Documents Management System
RBM	Risk-Based Monitoring
RBQM	Risk-Based Quality Management
RWS	Real World Study
SME	Subject Matter Expert
SMO	Site Management Organization
SOP	Standard Operation Procedure
SRM	Supplier Relationship Management
TCFD	Task Force on Climate-related Financial Disclosures
TransCelerate	TransCelerate BioPharma Inc.
EMA	European Medicines Agency
NMPA	National Medical Products Administration
RCT	Randomized Controlled Trial
RWE	Real World Evidence

### Notes on Report Preparation

This is the fourth Sustainable Development Report issued by Tigermed, which discloses the practice and progress of the Company in the economic, environmental and social fields to all key stakeholders.

#### Report Scope

This report covers Hangzhou Tigermed Consulting Co., Ltd. and its subsidiaries. Unless otherwise specified, it is consistent with the scope of consolidated financial statements of Tigermed (Stock Code: 300347. SZ / 3347. HK) annual report. Among them, the environmental performance data covers the wholly-owned subsidiaries of Tigermed in China. The employee performance data does not include the data of the subsidiary Frontage Holdings in the United States.

#### Name of Subsidiaries and Their Abbreviations in the Report

Major Subsidiaries	Abbreviation in the report
Hangzhou Tigermed Consulting Co., Ltd.	Tigermed, the Company or We
Hangzhou Simo Co. Ltd.	Hangzhou SIMO
Hangzhou TaLent MedConsultant Co., Ltd	Hangzhou TaLent
Frontage Holdings Corporation	Frontage Holdings
Fantastic Bioimaging Co., Ltd.	Fantastic Bioimaging
Hangzhou Tigermed-IntelliPV Co., Ltd.	Tigermed-IntelliPV
Beijing Yaxincheng Medical InfoTech Co., Ltd.	Beijing Yaxincheng
DreamCIS Inc.	DreamCIS

#### **Reporting Period**

This report is an annual report covering the period from January 1, 2021 to December 31, 2021. Part of the statement contains issues beyond this scope, which have been explained in corresponding places.

#### **Compilation Basis**

This report is compiled in accordance with the Environmental, Social and Governance Reporting Guide (Effective from January 1, 2022 ) issued by Hong Kong Stock Exchange and the Self-regulatory Guidelines No. 2 - the Gem Listed Companies Standardized Operation of Listed Companies (2022) and the Corporate Social Responsibility Disclosure Requirements and Guidelines on Social Responsibility of Listed Companies on Shenzhen Stock Exchange (2006) published by the Shenzhen Stock Exchange.

This report also follows the Sustainability Reporting Standards issued by Global Reporting Initiative and the ISO 26000: Guidance on Social Responsibility issued by International Organization for Standardization (ISO).

#### **Reporting Principles**

This report follows the reporting principles of the *Environmental, Social and Governance Reporting Guide* issued by Hong Kong Stock Exchange, including:

#### • Principle of Materiality

According to this principle, this report determines the topics to be focused on through stakeholder research and materiality analysis, and focuses on matters related to environmental, social and governance that may have a significant impact on investors and other stakeholders.

#### • Principle of Quantificationn

According to this principle, this report discloses the key quantitative performance indicators, explains the meaning of the indicators, as well as the calculation basis and assumptions.

#### • Principle of Balance

According to this principle, the contents of this report reflect objective facts and disclose indicators involving both positive and negative information.

#### • Principle of Consistency

According to this principle, this report explains the meaning of key ESG quantitative indicators, as well as the calculation basis and assumptions. Meanwhile, the indicators used in the report are as consistent as possible across different reporting periods to reflect the trends of performance levels.

#### Data Description

The data and cases in the report are derived from the original records of the actual operation or financial reports of the Company.

The financial data in the report are in RMB yuan. In case of any discrepancy, the financial report shall prevail.

#### **Reliability Commitment**

Tigermed assures that the report contains no false records, misleading statements or material omissions. The Board of Directors is responsible for the ESG strategy, management and reporting.

No negative environmental information of the Company or its subsidiaries involved in this report was found through the search of Shanghai Qingyue information database.

#### Contact Us

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