

GLOSSARY OF TECHNICAL TERMS

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

“CAGR”	compounded annual growth rate
“contract value”	the contract value stated in the formal contract and supplementary agreement for the formal contract, if any, without taking into account any optional items, adjustments due to variation orders and prolongation of the project period
“Contracted GFA”	GFA managed or to be managed by our Group for which we have entered into relevant property management service agreements
“GFA”	gross floor area
“GFA under management”	GFA of properties for which a property management company has begun providing property management services and is entitled to collect property management fees in relation to contractual obligations to provide services
“Grade 3A Hospital(s)”	hospitals designated as tertiary institutions with a bed capacity exceeding 500, which are classified by National Health and Family Planning Commission of the PRC* (中華人民共和國國家衛生和計劃生育委員會) as grade 3 and first-class hospitals based on the level of service provision, size, medical technology, medical equipment, and management and medical quality
“independent property management company(ies)”	property management companies that are not affiliated with any property developers
“IoT” or “Internet of Things”	the network of physical objects that contain embedded technology to communicate and sense or interact with their internal states or the external environment
“ISO”	International Organisation for Standardisation
“ISO 14001”	environmental management system requirements published by ISO
“ISO 9001”	quality management systems model published by ISO for quality assurance in design, development, production, installation and servicing

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“lump sum basis”	a revenue model generally adopted by property management service providers in the PRC in which property management service providers will charge a pre-determined and pre-agreed “all-inclusive” property management fee per sq.m. or at a fixed price for the provision of management services, whereas the property management service provider will bear all costs and expenses incurred for managing the relevant properties
“mobile application” or “mobile app”	a software application designed to run on smartphones, tablet and other mobile devices and is available through application distribution platforms, which are typically operated by the owner of the mobile operating system
“OHSAS 18001”	the requirements for occupational health and safety management system developed for managing health and safety risks associated with a business
“OSCS Service Centre”	One-stop Clinical Support Service Centre (一站式臨床支持服務中心), an online information technology operation centre, which is a centralised management platform to manage, support and optimise the entire operation process of the hospitals under our management by utilising a series of information technology management systems in the following areas. For details, please refer to the section headed “Business — Our Information Technology Systems” in this document
“QR code”	Quick response code
“QR Code Pass”	QR Code Pass (一碼通), a set of QR codes posted by us at different departments of the hospitals under our management for hospital staff, patients and frontline workers access to our OSCS Service Centre through scanning the QR codes. For details, please refer to the section headed “Business — Our Information Technology Systems” in this document
“renewal rate”	the number of renewed property management agreements in the period divided by the number of property management agreements which expired in the same period
“Runzhiyun”	Runzhiyun (潤之雲), a mobile application developed by our Group based on our understanding of the preferences and habits of our customers through our frequent interactions with them with the aim to provide fast and convenient

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	access to OSCS Service Centre and submit requests for our services. For details, please refer to the section headed “Business — Our Information Technology Systems” in this document
“tender success rate”	the aggregate number of bids we won in a period divided by the aggregate number of bids we submitted in the same period