

JDH 京东健康

JD Health International Inc.

京东健康股份有限公司

A company incorporated in the Cayman Islands with limited liability

Stock Code: 6618

2022

**JD Health
Environmental, Social
and Governance Report**

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About this report



Report Introduction

This report is the third Environmental, Social and Governance (hereinafter referred to as "ESG"¹) report released by JD Health International Inc., aiming to demonstrate its ESG strategies, management and practices. This report has been reviewed and approved by the Board (the "Board") of Directors (the "Directors"), of the Company which is responsible for the authenticity and validity of the data provided.



Reporting Scope

The materials and data disclosed in the report cover JD Health as listed in its annual report. The information covers the period from January 1, 2022 to December 31, 2022 ("the reporting period," "this year," or "2022"), unless otherwise stated.



Referential Description

For the sake of expression and convenience, this report uses the following abbreviations: "JD Health" or "the Company" all refer to "JD Health International Inc.". "JD", "JD.com" or "JD Group" all refer to "JD.com, Inc. and its subsidiaries". "JD Logistics" refers to "JD Logistics Inc.".



Basis of Preparation

This report is compiled in accordance with the *Environmental, Social and Governance (ESG) Reporting Guide* in Appendix 27 of the Main Board Listing Rules (the "Listing Rules") of The Stock Exchange of Hong Kong Limited ("HKEX" or "Hong Kong Stock Exchange"), with reference to the *GRI Sustainability Reporting Standard (2021)* from January 1 to December 31, 2022. This report is also prepared with reference to MSCI², S&P DJSI³ and other mainstream ESG indices, and being aligned with the Sustainable Development Goals (SDGs)⁴ and recommendations of Task Force on Climate-related Financial Disclosures (TCFD)⁵.



Source of Information

All materials and data referred in this report are sourced from our official documents, statistical reports and financial reports, which have been collected, summarized and reviewed by relevant departments. Unless otherwise stated, the reporting currency herein is Renminbi (RMB).



Report Approval and Access

This report has been reviewed and approved by the Board of Directors on March 22, 2023, which is available on the website of HKEX (www.hkexnews.hk) and the website of the Company (<https://www.ir.jdhealth.com>). The report is published in Simplified Chinese, Traditional Chinese, and English. In case of ambiguity or conflict among the three versions, the Simplified Chinese version shall take precedence.



Disclaimer

Parts of this report are forward-looking subject to uncertainties, which could cause actual results to differ materially from those presented. The Company undertakes no obligation to update any forward-looking statements provided in this report.

¹ ESG, Environmental, Social and Governance

² MSCI, Morgan Stanley Capital International

³ S&P DJSI, S&P Dow Jones Sustainability Indices

⁴ SDGs, Sustainable Development Goals, include 17 global development goals adopted by the United Nations to guide global development from 2015 to 2030.

⁵ TCFD, Task Force on Climate-related Financial Disclosures, develops a framework to help companies disclose climate-related information, thus enabling stakeholders such as investors, lenders, insurance underwriters to understand relevant risks and enhancing investment information transparency.

Company Profile

JD Health is the one of the largest online healthcare platform in China, and also a pioneer of digital transformation in medical industry chains. We seek to create a technology-driven platform that centers on the supply chain of pharmaceutical and healthcare products and is strengthened by healthcare services, encompassing a user's full life span for all healthcare needs. Our retail pharmacies and online healthcare services satisfy all demands of users by offering them faster, easier and more affordable access to quality healthcare products and services.

Our business scope ranges from retail pharmacy and digital marketing services, healthcare services to digital healthcare solutions. Meanwhile, we partner with upstream, midstream, and downstream companies in the industrial chain to create a more extensive and comprehensive ecosystem.

Marketing and Sales of Healthcare Products

We provide healthcare products and marketing services to our users and brands, encompassing all categories of pharmaceutical and healthcare products such as medicines, medical devices, and nutritional supplements and pet healthcare. Our business operates mainly through B2C, O2O and offline retailing modes, covering a wide user base including individual users, corporate clients and medical institution, etc.

Healthcare Services

JD Health provides users with health management services such as medical services, consumer healthcare services, and family doctor services through online and offline channels, aiming to create an innovative healthcare service model that centers on users' health.

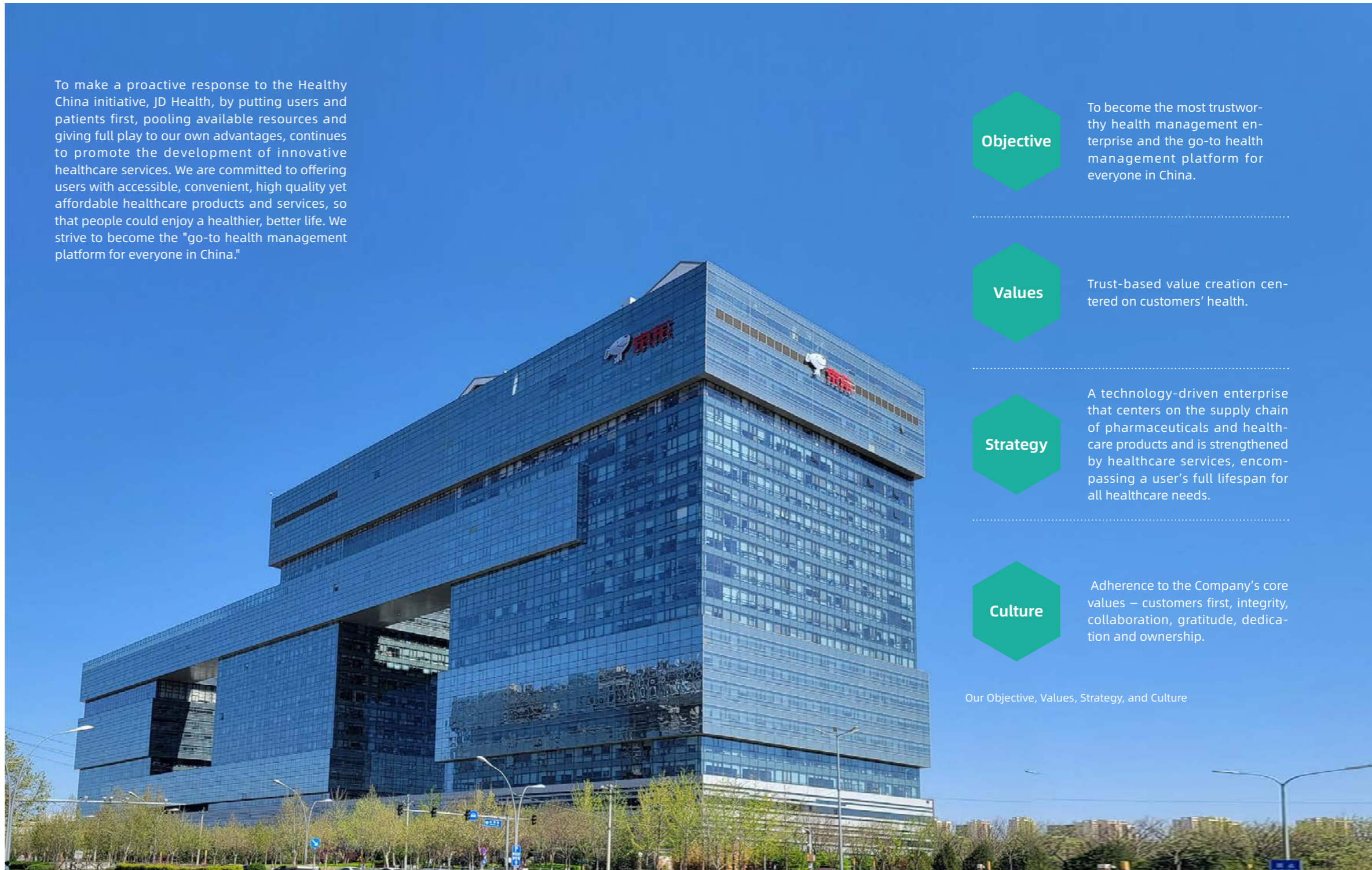
Digital Healthcare Solutions

We offer digital healthcare solutions designed for corporates and insurance companies, helping them to better serve their clients.

Smart Healthcare Solutions

Our smart and digital health solutions are designed for governments and medical institutions, further facilitating the comprehensive achievement of "Healthy China 2030".

To make a proactive response to the Healthy China initiative, JD Health, by putting users and patients first, pooling available resources and giving full play to our own advantages, continues to promote the development of innovative healthcare services. We are committed to offering users with accessible, convenient, high quality yet affordable healthcare products and services, so that people could enjoy a healthier, better life. We strive to become the "go-to health management platform for everyone in China."



Objective

To become the most trustworthy health management enterprise and the go-to health management platform for everyone in China.

Values

Trust-based value creation centered on customers' health.

Strategy

A technology-driven enterprise that centers on the supply chain of pharmaceuticals and healthcare products and is strengthened by healthcare services, encompassing a user's full lifespan for all healthcare needs.

Culture

Adherence to the Company's core values – customers first, integrity, collaboration, gratitude, dedication and ownership.

Our Objective, Values, Strategy, and Culture

Message From CEO

In 2022, when the battle against COVID-19 epidemic stepped into a new stage, along with ever-improving national policies on epidemic prevention and control, the public healthcare system has struggled with unprecedented challenges. Against this backdrop, the online health industry, which won a greater trust and higher expectation from the public, shall take on more responsibilities. Amidst an external environment with both opportunities and challenges, we seek to become the go-to health management platform for everyone in China by figuring out a way leading to better fulfillment of our responsibilities as an internet health company. JD Health is now working to upgrade from the 1st port for online health consumption to the 1st port for all-people universal health consumption while, making vigorous efforts to bear the responsibilities resultant. We emphasize safety experience and customer confidence while making healthcare service more accessible. We make product quality and safety the bottom line of our business, to guarantee our customers' interests and rights and respond to more health demands.

We adhere to sustainable operation. We believe that JD Health can shoulder its responsibilities as the "go-to health management platform for everyone in China" by pursuing sustainable development. Built on an efficient business model established in line with regulations and the board diversity policies, we act the best interest of our shareholders, customers other relevant parties and stakeholders as a whole. Beyond that, we also keep a tight rein on our internal operation and business-related risks through a sound system of internal control, compliance and risk management. To strike a balance between interests and justice, we make rigorous efforts to carry out training on business ethics, fight against corruption as well as whistleblower protection under the guidance of JD Group.

We are committed to creating sustainable products and services. As for product quality, we keep strengthening the quality management throughout the life cycle of products, conduct internal & external product quality audits on a regular basis, seek more extensive cooperation and implement a high level of quality control. To protect user rights and interests, we adhere to responsible marketing, unblock the complaint & feedback channels and spare

no efforts to protect users' privacy and data safety while satisfying their health demands. To empower healthcare industry/healthcare system, JD Health pursues a higher efficiency in medical research and medical services by creating an intelligent, digital medical solution system that integrates open technology platforms, big data application system, operation support system and supply chain management system for government and hospitals. In terms of public welfare, when grappling with the shortage in medical and healthcare services and the shock in consumption demands in 2022, we made all-out efforts to ensure the supply of products for regions and population in short supply of medical resources by relying on digitalization and robust supply chain and logistics. JD Health is committed to achieving all-people health by closely following the health demands of certain vulnerable groups worthy of concern, and carrying out public benefit activities in communities.

We pursue a sustainable ecology. JD Health advocates environmental protection and seeks to help realize the goals of carbon peaking and carbon neutrality. We make vigorous efforts to cope with climate change, identify related risks and develop operational and transportation contingency plans to address climate risks. We advocate energy saving and consumption reduction and carry out the Green Office activities during our own operation. We reduce carbon footprint by shrinking energy consumption throughout the whole industry chain and promoting recycling of resources. At the same time, we collaborate with our business partners to build an environment-friendly ecology.

We believe in that with great power comes great responsibility. Facing a more unpredictable future and formidable challenges that may lay ahead, we will act in line with our mission and original heart, upgrade the governance based on ESG principles and provide a wider range of quality health services, so as to escort the healthy life of the public.

Enlin Jin
Chief Executive Office

Statement of the Board

The Board is the highest decision-making body responsible for ESG matters. It regularly discusses ESG-related work, identifies key ESG risks and opportunities, strengthens the ESG governance capabilities of the Company, and oversees the implementation of ESG matters. The Board of Directors also actively participates in ESG trainings to enhance ESG governance capabilities. In addition, we have set up an ESG coordination and management group and a leadership group, with the CEO overseeing the progress of strategic implementation and regularly reviewing the progress of ESG work to further enhance the ESG execution of the Company.

The Board relentlessly deepens the integration of ESG responsibility concepts and business strategies, improves the ESG governance system. Meanwhile, the Board of Directors is

committed to maintaining transparent, open, timely and effective communication with various stakeholders, identifying and managing material ESG issues, and striving to achieve corporate sustainability.

This report is a detailed and truthful disclosure of the ESG progress and achievements of JD Health in 2022, and has been approved by the Board of Directors on March 22, 2023. In the future, JD Health will continue to strengthen ESG efforts, promote compliance and standardization of information disclosure, and achieve targets for sustainable operations of the Company.



Key Performance

Corporate Governance

The Board of Directors held six meetings throughout the year,

With attendance rate of all Directors **82.6%**

Attendance rate of independent Directors **100%**

Women accounted for **29%** of the members of the Board

A total of **2,320** employees participated in anti-corruption training with a completion rate of **100%**

The business ethics training for employees totaled **5,520.99 hours** for senior executives totaled **451.97 hours**

Quality Assurance

A total of **469** internal audits

98 external audits were carried out on pharmaceutical retail and non-pharmaceutical retail.

No recall due to quality problem occurred.

JD Health received 4 million pieces of satisfaction feedback from clients, and the annual satisfaction rate for customer service reached **87.3%**

Our NPS (net promoter score) showed an annual increase from 66.6 points in 2021 to **68.0 points** achieving three consecutive year of growth

JD Health became the first company certified to the **ISO 27799** in China's online healthcare sector

We received no product regulatory warnings, and registered a **100%** complaint resolution rate for products and services.

More than 5.44 million illegal ads were blocked

No violations of customer privacy reported to the regulatory agencies.

Industrial Responsibility

We made a total of **660 patent applications** obtained **52 licenses**

We aided a total of **229** patients through JD Health Special Medical Aid Project for Rare Diseases with a total donation of **over RMB 2.23 million**

A total of 2,604 doctors participated in the free medical consultation project, providing users with more than **190,000** free consultation services. All of our suppliers signed the *Anti-Commercial Bribery Agreement*.

Employee Management

The *JD Group Collective Contract* was signed by every employee.

All employees participated in the training with **46.79** hours of training per employee

We spent a total of **RMB 1,423,283** in the training.

We lost **578.5** working days due to work injuries.

No work-related death occurred.

Ecological Health

- Cooperated with JD Logistics to **reduce transportation carbon emissions** by increasing full truck load deliveries, using green packaging materials, and realizing electronic transportation documents
- Introduced new energy vehicles, and encouraged employees to carpool and take public transportation to realize green travel
- Upgraded the office lighting systems and implemented intelligent management solutions for office equipment to achieve energy conservation and consumption reduction in the office areas
- Waste discharge decreased by **60%** compared with 2021

Public Welfare

From January 1, 2022 to the beginning of 2023, we made over 10 times of charity material donations to help fight against the epidemic

with the number of donated items exceeded **10.3 million in total**

We joined hands with 40 cooperative brands, around 50,000 merchants participating in the charity donation program "Aixindongdong" as well as our kind-hearted online users to make joint donations in forms of money materials and services worthy of more than **RMB 10 million**

Honors and Awards



JD Health and the UN SDGs

JD Health, which leads the health industry in sustainable development, pursues the concept of responsible development and management. Guided by the *United Nations 2030 Sustainable Development Goals (SDGs)*, we seek to promote health services and culture while maintaining ecology health in business expansion, with a view to fulfilling sustainable development goals.

SDGs	Our Actions
	<p>Carry out an extensive range of public welfare activities to promote welfare in rural areas, safeguard female health, care for child development and share healthy life.</p> <p>Make vigorous efforts to promote inclusive medical care, alleviate the inequality in medical resources, and provide the public with an easier access to quality medical services.</p>
	<p>Provide the public with more convenient, affordable and quality medical healthcare products and services in the fulfillment of our mission as a go-to health management platform for everyone in China.</p> <p>Assume the industrial responsibilities, take the initiative to develop and publish the standardization path of online hospitals, so as to help standardize the diagnosis and treatment in such hospitals.</p> <p>Create a comprehensive occupational health protection system, improve first aid facilities, and safeguard the physical and mental health of our employees.</p>
	<p>Provide employees with diversified educational opportunities by enriching the talent training and development systems and integrating internal & external resources.</p>
	<p>Establish a sound, fair and equitable employment system, formulate the <i>Employee Handbook</i>, and advocate an equal, diverse workplace culture.</p>
	<p>Make active responses to global climate change, plan the process of greenhouse gas reduction in a reasonable way, and advocate low-carbon development in the upstream and downstream of the industrial chain.</p> <p>Put environmental-friendly principles into practice during the business, to achieve the Green Operations with concrete efforts.</p> <p>Encourage the use of environmental-friendly packaging materials that are recyclable, easy to recycle and degradable for products and logistics, and reduce unnecessary packaging.</p>
	<p>Unswervingly secure the safety of our products, create a farsighted, smart quality management system, and customize quality management and improvement plan for products according to their category.</p> <p>Implement three-class drug recall management and drug traceability system.</p> <p>Put a tighter rein on qualification requirements and audit for physicians and organizations registered on our platform, and standardize the quality management measures for direct-sales suppliers and POP⁶ merchants.</p> <p>Put the principle of responsible marketing into practice in the company's daily operations.</p> <p>Empower medical services with Internet technologies to provide high-quality, efficient and convenient medical experience.</p> <p>Provide digital, intelligent medical solutions to speed up the integration of medical service scenarios and the interchange of data between medical institutions. Provide RWS services to healthcare facilities based on supply chains and technical capabilities.</p> <p>Launch the innovative Pharmaceutical Clinic and the healthy pet-raising platform to satisfy the demands of the public for rational drug use and pet medicines.</p>
	<p>Establish a diversified governance structure.</p> <p>Implement the concept of compliance content, and establish a compliance management system based on five dimensions and underpinned by three lines of defense.</p> <p>Complete the risk management framework and risk identification system.</p> <p>Emphasize anti-corruption and awareness of business ethics.</p>
	<p>Value the opinions of stakeholders and make communication on a regular basis.</p> <p>Build a sustainable supply chain and integrate ESG concepts into the daily management of suppliers.</p> <p>Value the exchange with suppliers for mutual empowerment. Inform them of the updated concepts and requirements of supply chain management.</p>

⁶ POP is short for "Platform Open Plan", an open platform. In this mode, JD Health provides a platform for selling products, through which POP merchants have their goods circulated and sold.

01

Corporate Governance

JD Health believes that corporate governance is crucial to safeguarding the interests of shareholders and all stakeholders. We make continuous efforts to improve our governance framework, control risks, and ensure robust and compliant operations. Meanwhile, JD Health integrates the concept of sustainable development into the corporate management systems, and strengthens the construction of anti-corruption and business ethics, in a bid to build JD Health into a trustworthy brand.

Compliance Operations

JD Health strictly complies with the requirements of relevant laws, regulations, and normative documents such as the *Company Law of the People's Republic of China*, the *Securities Law of the People's Republic of China*, the *Code of Corporate Governance for Listed Companies* issued by the China Securities Regulatory Commission, the *Listing Rules*, and the *Corporate Governance Code*, and fully exerts the role of the Board of Directors to strengthen internal control, compliance management, and risk identification capabilities, safeguard the rights and interests of stakeholders from all walks of life and ensure the Company's operational compliance.

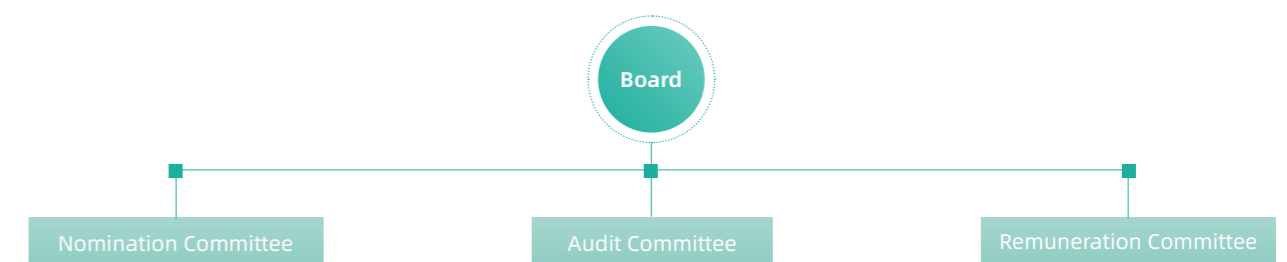
Governance Framework

JD Health has established a scientific and efficient governance framework with rights and responsibilities clearly defined. In accordance with relevant laws and regulations, and on the premise of safeguarding the interests of shareholders and stakeholders, the Company has formulated a governance framework that consists of the shareholders' meeting, the Board, and special committees. The Company's Board is responsible for formulating development strategies, reviewing major issues, and supervising the Company's operations and internal risk control. The chairman of the Board of Directors and CEO are held by different personnel to ensure checks and balances. The Board of Directors has an audit committee, a compensation committee, and a nomination committee to supervise

the specific affairs of the Company. The terms of reference of each committee under the Board, as well as the information of each director, can be accessed on the investor relations section of the Company's website and the website of HKEX. During the reporting period, the Board held six meetings, with 82.6% attendance rate of all Directors and 100% attendance rate of independent Directors.

attendance rate of all directors
82.6%

attendance rate of independent directors
100%



Structure of the Board

To ensure the effectiveness of the Board's composition and promote diversity, we have formulated the *Board Diversity Policy* and *Director Nomination Policy* and review the Board's diversity and evaluate the implementation of such policies to be effective. The evaluation covers such aspects as the gender, age, cultural and educational background, and industry experience of the board members. We strictly abide by the Listing Rules and the memorandum and articles of association of the Company. Each Director shall be subject to retirement by rotation at least once every three years. We reviewed the independence of independent non-executive directors on a regular basis the Board of Directors operating in a standardized and effective manner, thus ensuring the Board's independence.

grounds in business management, e-commerce, finance, law, medicine, and other fields, including five male Directors and two female Directors. The proportion of female Directors among the Board members reached 29%, while the proportion of independent Directors reached 57%.

The proportion of female directors among the board members reached

29%

while the proportion of independent directors reached

57%

During the reporting period, the Board of Directors of JD Health was composed of Directors with diverse back-

Internal Control and Compliance Management

JD Health greatly values corporate compliance management and always regards compliance management as an important cornerstone of corporate sustainability. We have established a series of compliance management systems, an organizational framework with rights and responsibilities clearly defined, an efficient compliance training and assessment system, and smooth reporting channels to comprehensively regulate corporate compliance operations.

Multi-Dimensional Compliance Management

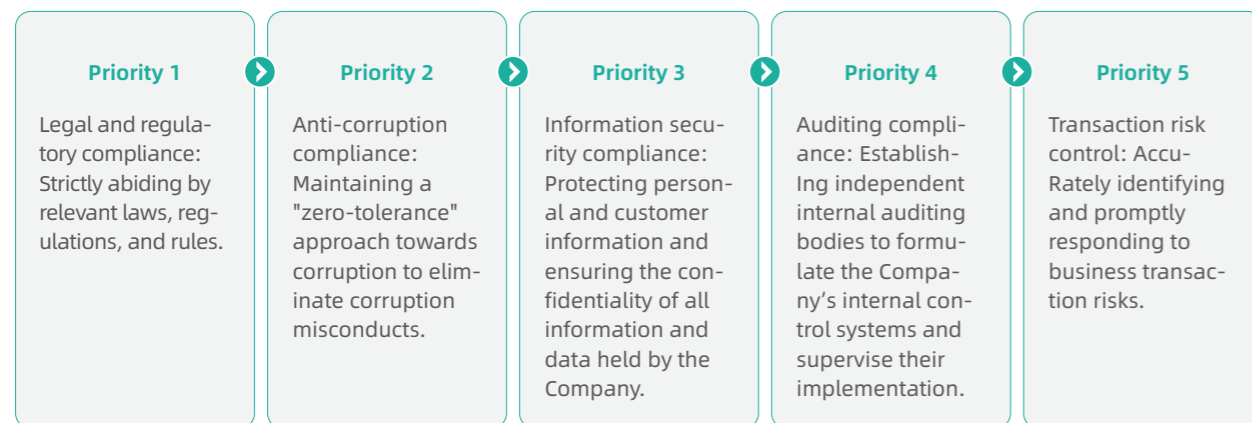
To avoid violations of laws and regulations, JD Health follows national laws and regulations such as the *Cybersecurity Law of the People's Republic of China*, the *Provisions on Ecological Governance of Network Information Content*, and the *Law of the People's Republic of China on the Protection of Consumer Rights and Interests*, and has established 13 universal Internet systems, including the *Specifications and Systems for the Administration of Online Hospital Medical Services*, the *Patient Informed Consent and Registration System*, clarifying the data access rules of the regulatory platforms, and interpreting the systems such as *Rectifying the Unhealthy Tendency in Purchasing and Sales of Pharmaceuticals* and *Rules for the Regulation of Internet Diagnosis and Treatment* to ensure

the legal compliance of departments and employees in external communication and internal business management activities.

JD Health has been building a compliance system that includes three lines of defense as required by JD Group. The first line of defense includes all employees; The second line of defense consists of professional teams engaged in risk management of legal affairs, finance, information security, and risk control; The third line of defense consists of independent audit and supervisory teams. Based on three defensive lines, with five priorities as the breakthrough points, we tackle compliance risks one by one, greatly facilitating the Company's compliance.



Three Line of Defense for Internal Control and Compliance Management of JD Health



Five Perspectives for Internal Control and Compliance Management of JD Health

Supervising Transactions of Related Parties

We continuously improve internal control and daily monitoring mechanisms and control transaction risks of related parties through such measures as internal control and management, identification and reporting, and training.



Risk Management

JD Health has established a complete risk management framework and risk identification system. The Risk Management Committee led by the CEO is the highest decision-making body for risk management in the Company. It includes a Data Security Committee, a Pharmacy and Therapeutics Committee, a Medical Devices and Consumables Management Committee, and a Risk Assessment Committee, which comprehensively manages business operations and internal control risks. Among them, the Pharmacy and Therapeutics Committee and the Medical Devices and Consumables Management Committee were newly established in 2022, strengthening our risk management of physical commodities such as drugs, medical devices, and medical consumables.



Risk Management Structure

JD Health conducts risk identification based on industry development trends and the actual business situation of the Company. We have analyzed and identified a series of potential key internal and external risks, which mainly consist of five major risk types. They are personal security risk, compliance risk, capital risk, operational risk, and data security risk. After preliminary risk identification, we classified the risks into three risk levels based on their impacts on the Company and the extent of the loss. In 2022, we completed the pre-event risk identification and control for all new businesses, and cleared 100% of potential risks to data security dynamically.

respectively. If there are significant risks in the new business or committee members can't reach an agreement, the review chairman retains veto power over the development of the new business.

To create a health risk compliance culture that "everyone knows, everyone acts, and everyone follows", JD Health has launched a project of "all employees being risk compliance officers", including a series of activities such as "Risk Compliance Guard", "Guardian Challenge", and "Competition for Compliance King", effectively consolidating employees' awareness of risk prevention and control.

JD Health has established a new business evaluation mechanism and a new business evaluation committee to comprehensively control business risks. According to the characteristics of the new businesses, JD Health divides the evaluation scenarios into regulatory compliance and operational risks, with the review chairman appointed

and cleared of potential risks to data security dynamically

100%

Activity 1: Risk Compliance Guard

JD Health launched the activity of "Risk Compliance Guard", focusing on checking employees' mastery of different categories of compliance knowledge, widely collecting business risks, and creating a compliance atmosphere of being conscious about risks. This activity collected over 300 open risks, with over 500 participants, including 100% participation from four key departments.

This activity collected over open risks
300

Activity 2: Defender Challenge

JD Health held the offline activity of "Guardian Challenge" which lasted for two days, based on common risk scenarios, to help employees get to know about and memorize risk scenarios and applications, and to emphasize compliance requirements. The number of participants exceeded 400.

The number of participants exceeded
400

Activity 3: Competition for Compliance King

JD Health launched the "Competition for Compliance King" which was in the form of racing to answer questions on some knowledge points. The questions covered core regulations, risk scenarios, and measures taken in different risk scenarios. There were over 500 participants, who went through eight rounds of competition for the "Excellent Group of Compliance Guardians" for teams award and the "Compliance King" award for individuals.

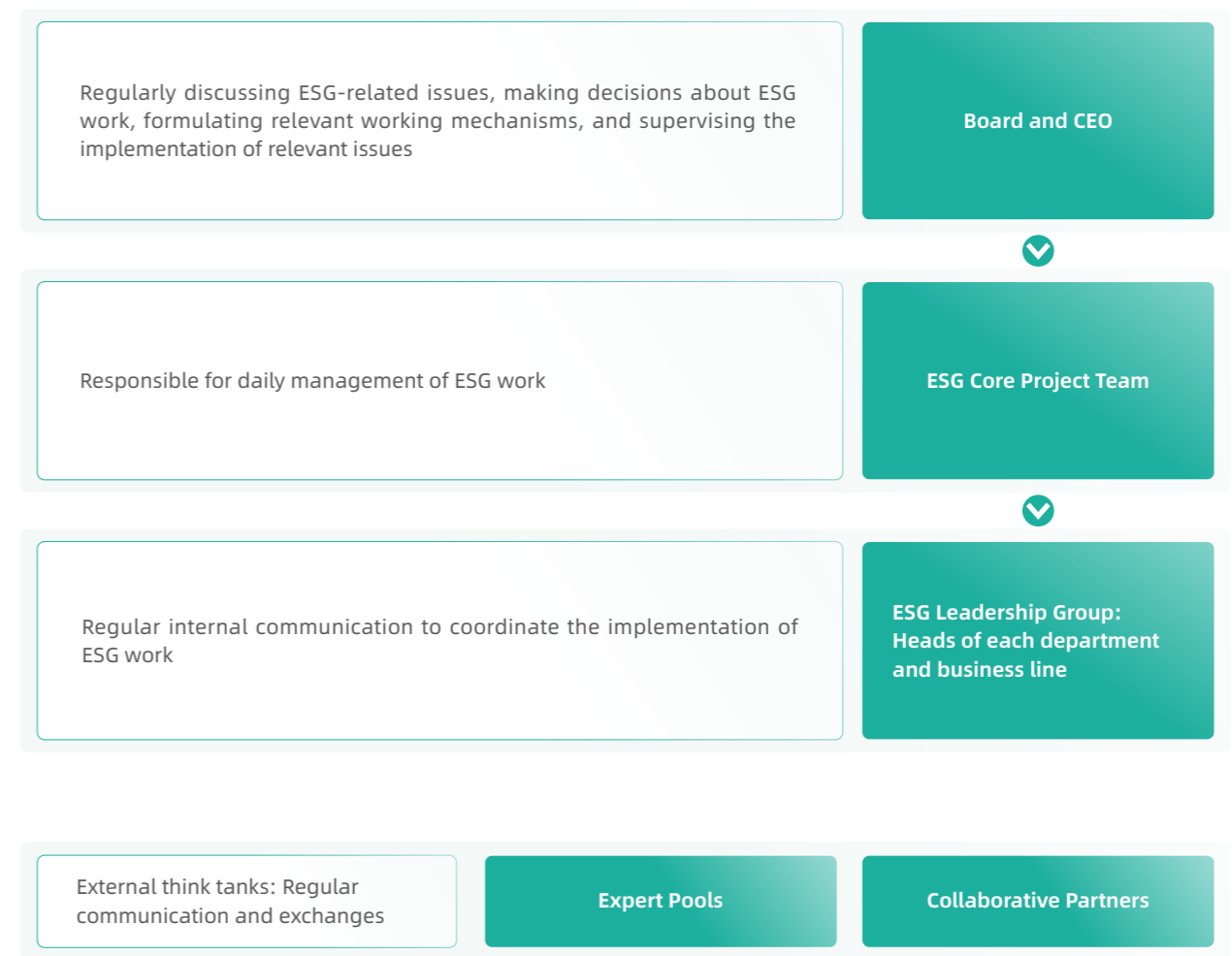
Participants present at the event exceeded
500

Operational Sustainability

JD Health actively implements the concept of sustainable development, establishes a sustainable development governance structure, and comprehensively considers economic, social, and environmental factors in the business decision-making process. Meanwhile, we have responded to the ESG demands of stakeholders from multiple perspectives to continuously improve the comprehensive ESG performance of JD Health.

ESG Governance

The Company makes continuous efforts to optimize the ESG governance system, setting up a governance structure with the Board as the top management body, and the participation of the CEO and the ESG management team, who are responsible for the main functions of decision-making, daily management, work implementation, and external consultation. We form a whole process ranging from decision-making, communication, to implementation by collecting external opinions and suggestions.



The Framework of the ESG Governance System

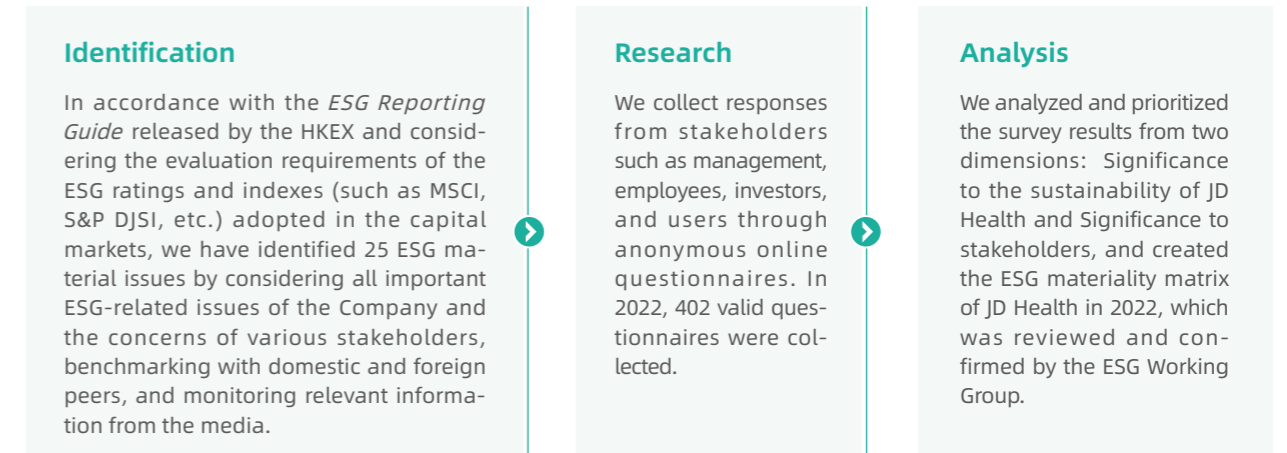
Stakeholder Engagement and Materiality Matrix

Stakeholder engagement has been part of JD Health's efforts to promote sustainable development. We actively build platforms to communicate with stakeholders, try to communicate with them through multiple channels, and keep abreast of and actively respond to their expectations and demands.

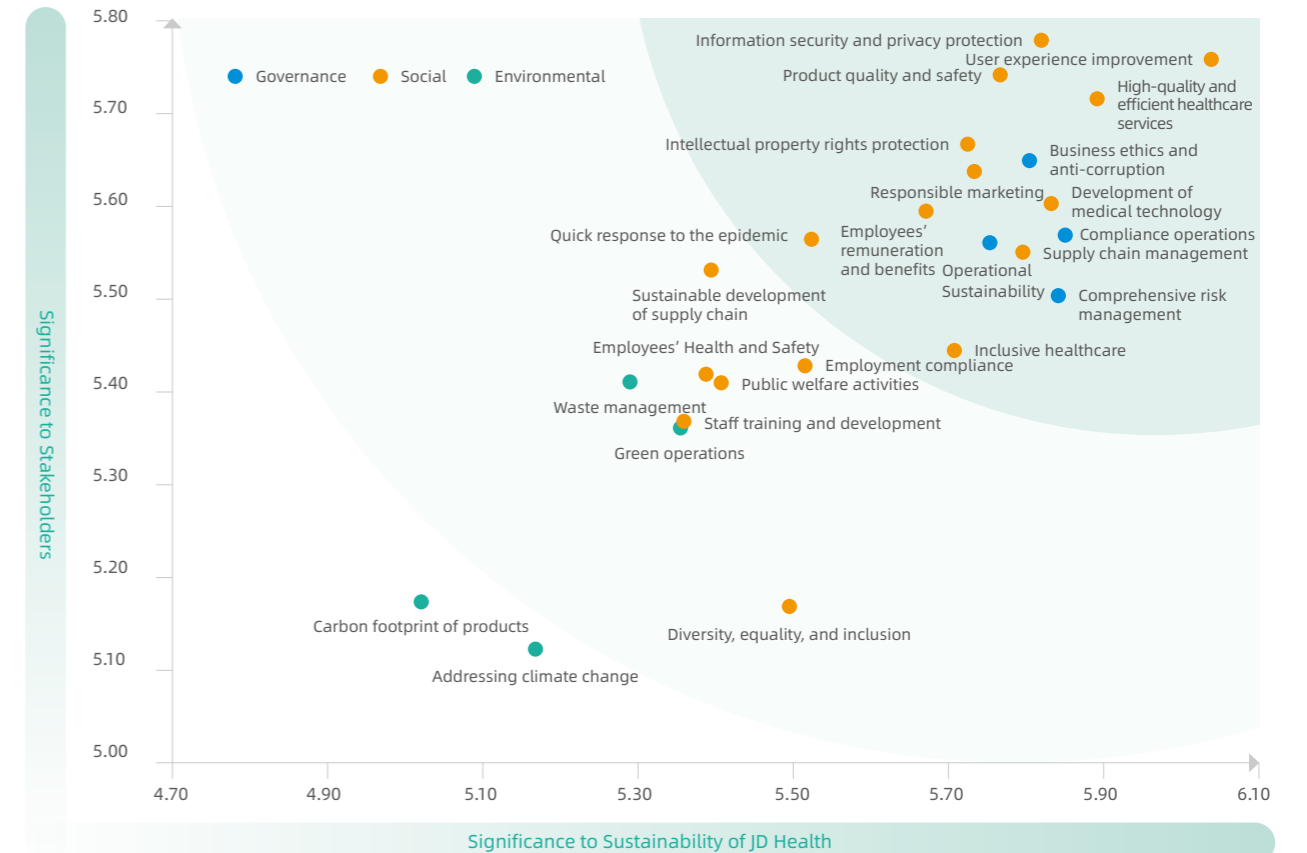
Stakeholders	Material Issues	Means of Communication
 Consumers	<ul style="list-style-type: none"> Product quality and safety High-quality and efficient healthcare services User experience improvement 	<ul style="list-style-type: none"> Inclusive healthcare Information security and privacy protection Responsible marketing Continuous online and offline communication Online consultations with doctors 24/7 customer service Consumer research and feedback Social media communication Regular media publicity and communication
 Business Clients	<ul style="list-style-type: none"> Product quality and safety High-quality and efficient healthcare services Development of medical technology 	<ul style="list-style-type: none"> Intellectual property rights protection Sustainable development of supply chain User experience improvement Compliance operations Regular work meetings Online/offline/video/phone calls and other business dialogs
 Governments and Regulatory Agencies	<ul style="list-style-type: none"> Product quality and safety High-quality and efficient healthcare services Development of medical technology Inclusive healthcare User experience improvement 	<ul style="list-style-type: none"> Public welfare activities Compliance operations Comprehensive risk management Business ethics and anti-corruption Responsible marketing Regular reports and communication, policy suggestions Signing cooperation agreements and establishing strategic cooperation Infrequent industrial forums and conferences Onsite investigation of enterprises Visits to government departments Establishing specialist overseeing communication channels Replies to relevant inquiries from regulators Regular communication with regulatory agencies
 Shareholders and Investors	<ul style="list-style-type: none"> Product quality and safety High-quality and efficient healthcare services Information security and privacy protection Intellectual property rights protection 	<ul style="list-style-type: none"> Employment compliance Compliance operations Risk management Business ethics and anti-corruption Sustainable development of supply chain Phone calls, meetings, and company visits Enterprise annual reports, quarterly reports, and announcements Non-deal roadshows Regular communication and disclosure of ESG-related issues General meetings of shareholders
 Value Chain Partnerships	<ul style="list-style-type: none"> Development of medical technology Sustainable development of supply chain 	<ul style="list-style-type: none"> Business ethics and anti-corruption Sustainable development Regular purchasing, training, and evaluation Monthly/quarterly communication mechanism Regular online/offline communication and meetings Ad hoc industry forums Supplier conferences
 Employees	<ul style="list-style-type: none"> Staff training and development Diversity, equality, and inclusion Employees' remuneration and benefits 	<ul style="list-style-type: none"> Employment compliance Employees' health and safety Staff mail, communication meetings, staff forums, staff congresses, training activities, appeal mechanism Online and offline research and feedback
 Communities and Environment	<ul style="list-style-type: none"> Carbon footprint of products Addressing climate change Green operations 	<ul style="list-style-type: none"> Waste management Public welfare activities Quick response to the epidemic Long-Term public welfare projects Regular media publicity and communication Social media communication Public welfare forum activities Volunteer activities

JD Health attaches great importance to feedback and suggestions from stakeholders on ESG issues. In 2022, we conducted a survey of material issues and created the ESG materiality matrix of JD Health following the three steps of "identification, research, and analysis."

Materiality Assessment Flow



ESG Materiality Matrix of JD Health in 2022



Business Ethics and Anti-corruption

Adhering to the principle of "zero-tolerance" for fraudulent malpractices, JD Health strives to create an anti-corruption work atmosphere where all employees are prone to regulate themselves, an honest, trustworthy, clean, and upright business environment, and a new business ethos that is open, transparent, and inclusive.

Management Systems

JD Health strictly abides by national laws and regulations such as the *Anti-Unfair Competition Law of the People's Republic of China*, the *Interim Provisions on Banning Commercial Bribery*, as well as the rules and policies of business locations, and strictly complies with internal policies and rules including the *JD.com Business Conduct and Ethics Code*, *JD.com Anti-Corruption Regulations*, *JD Health Online Hospital Anti-Commercial Bribery Management Regulations*, and other relevant laws and regulations that have a significant impact on us relating to bribery, extortion, fraud and money laundering [Note: *Company to confirm*]. In 2022, we revised the *JD Health*

Business Dinner System to provide detailed guidelines on the paid business dinners and the approval and filing process. Employees are strictly prohibited from offering, accepting or introducing bribes over dinners while performing their duties or exercising their authority.


In 2022, to further enable employees to fulfill their duties properly and enhance their awareness of integrity and self-discipline, JD Health followed in the footsteps of JD Group by carrying out relevant work from various aspects such as corruption prevention, corruption crackdowns, and A corruption governance.

Initiatives for Anti-corruption and Business Ethics Management

In terms of corruption prevention, we have carried out special training on integrity compliance for personnel of multiple levels covering all employees, management, key positions, and key departments;

In terms of corruption crackdowns, JD Health has always maintained a "zero-tolerance" attitude towards corruption, adopted JD.com's Anti-Corruption and Whistleblowing Policy. We have established a business risk monitoring model and a joint governance platform, and carried out special programs to fight against corruption in key areas. We dismiss employees who violate the *JD.com Anti-Corruption Regulations* and include them in the list of dishonest people. Those suspected of committing crimes will be transferred to the judicial authority in conformity with legal provisions.

In terms of corruption rectification, we review key cases and propose targeted measures and rectifications for integrity risks involved in corruption cases. The business departments keep carrying out self-checks and self-correction, further proactively preventing corporate integrity compliance risks, and safeguarding the healthy development of the business.



During the reporting period, JD Health **did not have any corruption lawsuits.**

Internal Procedures

JD Health adopts rigorous internal procedures for matters related to anti-bribery, anti-corruption, and conflict of interest, promoting honest and ethical business practices, and standardizing the Company's internal code of business ethics.

Internal Procedures

In accordance with internal regulations, strictly punish corrupt and fraudulent activities including but not limited to offering and accepting bribes, getting kickbacks, and embezzlement of corporate assets. Anti-corruption and anti-bribery clauses have been specified in our business contracts, and we require our partners and suppliers to comply with all relevant regulations.

01

We perform regular business self-checks on key positions prone to violations, and promptly report all violations or possible risk events to the Internal Control Department.

02

The Internal Control Department leads the investigation of risk events and assesses the impact of the event on the Company.

03

We have expanded reporting channels, established a strict whistleblower protection system and reward system, encouraged employees and partners to provide us with information regarding corruption.

04

We have clarified anti-corruption policies and guidelines that prohibit employees from accepting gifts, hospitality, or other offers from third parties involving related transactions.

05

Our Internal Control Department carries out frequent internal control inspections. It is mandatory for all employees to acknowledge and accept all the content on anti-corruption and business ethics listed in detail in JD.com's *Code of Business Conduct and Ethics*.

06

Whistleblowing Management

JD Health always adopts a whistleblower protection and reward system higher than industry standards. JD Health adopted JD.com's Anti-Corruption and Whistleblowing Policy, and has established a corruption reporting center and provided multiple channels, including a telephone hotline, email, QR code, letters, and appointments for visit, to encourage employees, suppliers, and those who deal with the Company to raise concerns, in confidence and anonymity with the internal audit and supervisory team of the Company. which will then report to the the Audit Committee about any material improprieties related to the Company. We strictly protect the rights and interests of whistleblowers/ reporting units, keep confidential the personal information of whistleblowers and all reporting materials provided

by whistleblowers, and provide incentives for truthful reporting. We strictly prohibit any form of retaliation against the whistleblowers, and those who violate confidentiality regulations will be severely punished, and those whose behaviors constitute a criminal offense shall be investigated for criminal liabilities in accordance with the law.

JD Health collect anti-corruption-related information from the reporting center, internal self-checks, and key project follow-up processes, and conduct overall governance by going deep into specific business activities based on relevant requirements of the Company.

Corruption Reporting Channels: Tel: 400-601-3618 Email: jiancha@jd.com

Training on Business Ethics

JD Health attaches great importance to the promotion and implementation of integrity, and actively guides the Company's management and relevant interest groups to act in accordance with the law and be honest and trustworthy. We have tailored compliance training courses for employees of different ranks and positions. In 2022, we conducted special training on business ethics and required all employees to pass integrity compliance training and tests. The training and tests have covered the compliant operation philosophy of the Company, fundamental anti-corruption principles, and integrity compliance requirements, etc.



For personnel in key links and positions prone to corruption, we have set up a variety of training courses to continuously improve their understanding and awareness of anti-bribery and anti-corruption policies.

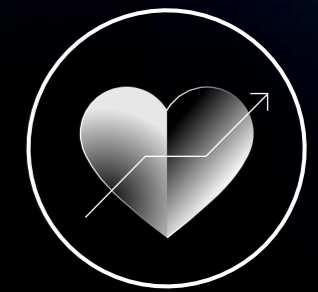
Integrity Education for Part-time Doctors in the Red Shield Project

To help doctors on the platform understand the legal provisions and practice on the platform incorruptibly in compliance with the laws, regulations and rules, JD Health launched the training of "Red Shield Project for Part-time Doctors" targeting part-time doctors on the platform. The training explained the new provisions of the *Law on Licensed Doctors of the People's Republic of China* and laws and regulations related to Internet diagnosis and treatment, with importance attached to promoting and implementing the nine guidelines for the integrity of personnel working in medical institutions.

02

Quality Assurance

Acting in line with our mission "as a go-to health management platform for everyone in China", JD Health makes rigorous efforts to standardize product quality and safety construction, with a view to safeguarding the life and health of the public. We provide quality, efficient medical services for the government, hospitals, enterprises and ordinary users, and present patients with a better medical experience through high-quality services. JD Health stresses privacy protection, so that our customers can get thoughtful, assuring medical services.



Product Quality and Safety

JD Health sees product quality and safety as the bottom line of operation and development. We strive to be a good guardian of product safety. By adhering to national laws and regulations regarding product quality and safety, upgrading the management system, promoting management practices, strengthening third-party management and forging a quality culture, we build product quality and safety into our core competitiveness.

Quality and Safety System

JD Health strictly abides by laws and regulations on the quality and safety of drugs, medical devices, health food, and pet medical-related products specified in the *Drug Administration Law of the People's Republic of China*, the *Good Manufacturing Practice for Drugs*, the *Pharmacopoeia of the People's Republic of China*, the *Regulations of the People's Republic of China on Traditional Chinese Medicine*, the *Regulations on Supervision and Administration of Medical Devices*, the *Food Safety Law of the People's Republic of China*, the *Measures for Health Food*

Management, the *Measures for the Administration of Animal Diagnosis and Treatment Institutions*, the *Good Manufacturing Practice for Veterinary Drugs*. At the same time, we formulate the *Drug Quality Management System*, the *Responsibilities of Pharmaceutical Quality Positions*, the *Drug Quality Operating Procedure*, the *Food Management System*, the *Medical Device Quality Management System* and other systems covering the whole company, to ensure that the management framework for product quality and safety is secure and rigorous.

Management Architecture

JD Health strictly abides by the *Provisions for Supervision and Administration of Online Drug Sales* (New Regulations for Online Sales), with a focus on product quality and safety. We also establish a quality and safety management team composed of pharmaceutical technicians to keep improving the quality and safety management structure. We form a comprehensive quality and safety management framework with a well-defined labor division, clear boundaries and definite accountability based on the category covered, business nature and other factors in the quality field. Alongside that, we also implement a cross audit strategy to ensure the high-quality development of JD Health products.



Quality and Safety Management Framework of JD Health

Quality Compliance Department

- Make overall planning for quality and safety-related budget and project design
- Feedback audit results to superiors and provide suggestions on sustainable development
- Ensure PDCA⁷ closed-loop quality management

Quality Control Group

Pharmaceutical quality sector

- Coordinate and lead the implementation of the New Regulations for Online Sales of drugs
- Formulate the manual on the quality of warehoused drugs, and guide and supervise the self-quality compliance management of all self-operation subjects.
- Carry out spot checks for first-purchased products and qualification of suppliers.
- Lead all training on quality of pharmaceutical retail warehouse.



Non-pharmaceutical quality sector

- Collect and interpret quality regulations on medical devices, nutrition & healthcare and pet health and follow-up rectification.
- Prepare guideline documents for the entire process from warehousing, storage and outbound shipping to recall.
- Carry out compliance process sorting, construction of standard and system, and regular inspection.
- Handle quality complaints from customers, and build a typical case library to ensure the customer experience.



Platform quality sector

- Formulate rules on registration qualification of all merchants and review their qualification.
- Coordinate online sales of products related to quality compliance.
- Coordinate the protection of intellectual property for products of all categories and improve product quality.
- Make a response to public opinion and customer complaint crises, and carry out communication and handling of government-side cases.



⁷The PDCA cycle was first proposed by Walter A. Shewhart, an American quality management expert, and was adopted, publicized and promoted by Deming, also known as the Deming Cycle. The PDCA cycle divides quality management into 4 stages, i.e. Plan (P), Do (D), Check (C) and Act (A).

JD Health is committed to building a rigorous, comprehensive quality and safety management system, and relies on quality audits to identify risks related to the company's product quality and safety, thus creating a farsighted, intelligent quality management system.

In April 2022, JD Health Pet Hospital became the first ISO 9001-certified online pet hospital nationwide.



Quality Audit

JD Health sees quality audit as a necessary means of self-examination and correction. We strictly abide by the *Drug Administration Law of the People's Republic of China*, the *Good Supply Practice for Drugs*, the *Regulations on Supervision and Administration of Medical Devices*, the *Rules for Quality Control in Business Activities Involving Medical Devices*, the *Provisions for Supervision and Administration of Medical Device Distribution* and other relevant regulations. In addition, we formulate the *Management System for Internal Audit of the Quality Management System* and the *Management System for Implementation of the Quality Management System*, carry out quality-related internal and external audits on a regular basis, and focus on indicators with low compliance rates according to the digital presentation by the standardized model of quality compliance indicators.

JD Health combines internal audit with cross audit according to features of the business, to form a company-specific quality audit plan.

Internal audit

- Make a comprehensive review of 8 sectors including supplier management, commodity management, procurement management as well as basic management.
- Label and classify 130 indicators.
- Extract seven application scenarios covering procurement, sales, warehouse, system internal quality and outsourcing according to the target of indicators.
- Analyze summary data on a weekly, monthly, quarterly and yearly basis, and formulate preventive measures in advance in line with the change trend of indicators.
- Keep improving the quality management ability by moving away from problem-solving to problem prevention.

Cross audit

- Establish differentiated inspection standards for product categories..
- Make sure that the inspection standards fully cover the relevant inspection terms, annexes and online direct-sales terms specified in the *Good Supply Practice for Drugs (GSP)*.
- Break the current division of responsible areas, and carry out cross-inspection for subjects with a high level of hidden risks and frequent quality abnormality.
- Carry out inspection item-by-item according to GSP at quality control risk points by checking documents, records and bills and on-site inspection, supplemented by checking the actual operation of personnel at posts.
- Answer questions openly on a monthly basis to improve the quality compliance rate.

JD Health carried out a total of 469 internal audits and received 98 external audits on pharmaceutical retail, non-pharmaceutical retail and other businesses in 2022. Neither internal audits nor external audits found any major quality risks. All general non-conformities have been rectified in line with GSP and operational requirements, and quality risks have been put under control.

Number of internal audits JD Health carried out

469

Number of external audits on pharmaceutical retail

98

Internal and External Audit of JD Health

Audit subject	Audit content	Internal audit time	External audit time
Drug direct-sales retail	Key quality elements	425	68
Non-pharmaceutical retail	Important risk points, such as system documents, personnel management, equipment and facilities, procurement, and sales.	30	8
Other business	Elements of business development	14	22

Improvement of Quality and Safety Management

In strict accordance with the company's guidelines on product quality and safety, JD Health tightens the control over the quality of various products, enhances quality risk prevention and control ability, and formulates a traceable product recall program, so as to achieve high-quality, sustainable development.

Quality Control Process

JD Health establishes 16 quality control system processes, including drug quality and safety, drug information presentation, prescription review, real-name purchase of prescription drugs, drug distribution, retention of transaction records, reporting of adverse drug reactions, and handling of complaints and reports. Furthermore, relying on our digital intelligence capabilities, we realize systematic management from registration to sales to ensure that all merchants run business in line with laws and regulations.

We carry out quality control over pharmaceutical products with the self-developed pharmacy system, and monitor and manage the entire process of drug procurement, acceptance and maintenance, to ensure that various quality control measures are put in place. With the pharmacy system, basic information of drugs can be

retrieved and basic data about quality management queried accurately, to achieve effective records and management of drug purchase, sales and storage. To ensure the security of system data, JD Health follows the principle of "login with password and operate with authority". Data modification by authorized staff must be approved and recorded, so as to ensure the authenticity, accuracy and traceability of system data and make the quality control of the pharmacy system more effective.

As for non-pharmaceutical products, JD Health puts forward differentiated requirements for products with different life cycles, so that the product quality is under control with traceable data throughout the entire process. In this way, the quality of non-pharmaceutical products can always be properly managed.



Quality Control Process for Non-Pharmaceutical Products Throughout Life Cycle



Quality Promotion Actions

JD Health continues to improve the quality compliance system and enhance our operation capability, while formulating product quality management and improvement plans for physical products, service products and digital intelligent products based on business features, with a view to underlying our long-run business and sound development.

JD Health sees quality compliance as the bottom line of operation. We strictly follow the New Regulations for Online Sales, and put them into practice in the quality compliance plan of our direct-sales business and POP platform business. In 2022, we further upgraded the construction of qualification compliance, qualification validity management, business scope and out-of-scope business management, as well as a drug traceability system. We continue to refine our compliance system, and have launched the first-retailing sharing platform of JD Health, the retail pharmacy system, the monitoring system for compliance operations of medical devices, and other compliance systems.

As for physical products, JD Health continues to improve the quality management measures for direct-sales offline pharmacies, and makes comprehensive evaluations for the quality management based on management mechanisms and systems, to ensure the up-to-standard quality of products from offline direct-sales pharmacies.

Management Mechanism	Management System	Other Quality Management Actions
<p>Set up an audit mechanism for offline stores: Carry out spot checks and closed-loop rectification that cover all offline stores, and identify 175 risk points in 137 offline stores, with an average compliance rate of 94.38%.</p> <p>Set up a quality meeting mechanism: Hold 7 Quality Month meetings for offline stores to provide publicity and guidance on common quality problems encountered in the audits to help the stores avoid risks.</p>	<p>Optimize the business scope of the system: Clarify the qualification management system, and the business scope of devices for the pharmacy system, make logic unified, and avoid risk arising from out-of-scope use of Category II and III medical devices as well as stuck order payment.</p> <p>Optimize setting of system authority: Assign system authority in a unified way to avoid personnel-post inconsistency.</p>	<p>Draft the compliance white paper for implementation: draft the compliance white paper for direct-sales stores, develop the self-check SOP, explain the ex-ante, interim and ex-post problems in detail. With these efforts, more than 20 internal and external inspections on stores have been successfully passed with guidance.</p>

In terms of service products, JD Health is speeding up the layout of online hospitals and building soft consultancy capabilities in addition to professional medical services. The online hospital has 16 non-physician roles and corresponding reserves, including pharmacists, nurses, psychological counselors, nursery nurses, nutritionists, among others, to provide users with diverse health consulting services ranging from medication, healthcare, and psychology to nursery care, nutrition, and optometry. The online hospital is committed to improving user experience by continuously enriching service content, actively identifying customer intentions, answering questions in detail, and continuously expanding user reach scenarios.

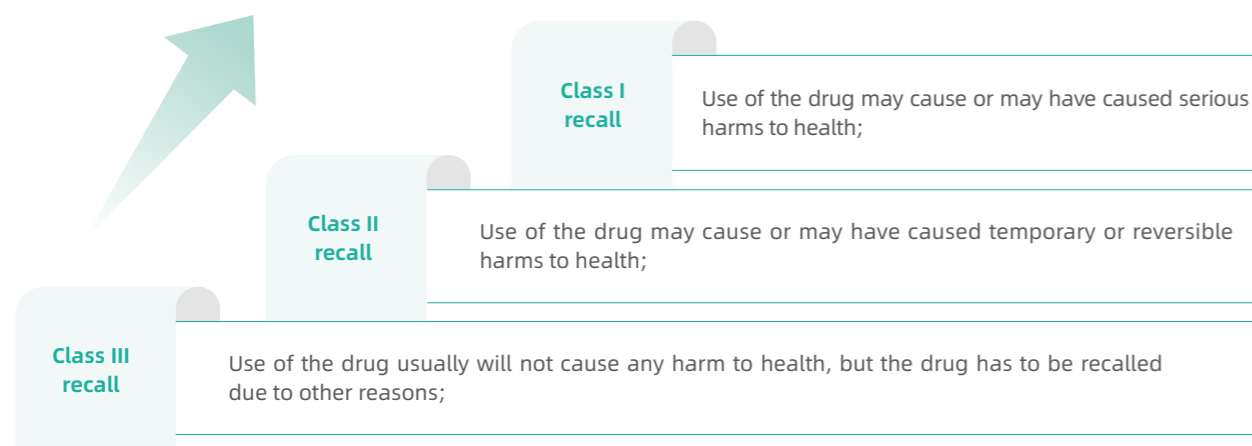
In terms of digital, intelligent products, JD Health is committed to providing digital medical and healthcare solutions for enterprises and customers in the insurance industry, while offering government and institutional customers intelligent support from public health and medical institutions, in order to deliver an ever-improving use experience and a sense of gain for our users.

Number of dieticians in online hospitals

16

Product Recall

JD Health formulates a product recall system in accordance with the *Product Quality Law of the People's Republic of China*, to clarify the product recall process. Based on the severity of drug quality problems or other safety hazards, drug recalls are divided into three levels. In addition, we implement a drug traceability system to ensure the effectiveness of drug traceability on the premise of preventing product safety risks.



We make active efforts to assist marketing authorization holders in making investigations and evaluating for drugs on the market with quality problems or other potential safety hazards. We also voluntarily cooperate with the holders to fulfill their recall obligations. In case of quality problems or other potential safety hazards that may exist in sold drugs, the holders are notified in a timely manner, and sales can be suspended if necessary, with the problem being reported to regulatory authorities, so that customers' medication safety can be guaranteed.

Recall process of direct-sales products

After receiving the recall information based on data synchronization by marketing authorization holders or the announcement on the regulatory official website, the Quality Compliance Department verifies whether there is any company actually involved.

As for varieties involved in the recall, all departments coordinate with each other to assist in the recall. Returns from customers are handled under the support of stores and returns to suppliers under the support of warehouse and business side.

The Quality Compliance Department is responsible for collecting, summarizing, processing, reporting and filing all information and records generated throughout the recall.

Recall process of POP merchant products

The recall information collected is distributed to POP merchants through King Kong system⁸, so that they can obtain the information and carry out recall in a timely manner, and cooperate with marketing authorization holders to fulfill their recall obligations.

To ensure the traceability of drugs, JD Health manages drug circulation throughout the entire process with a computer system, and implements data tracking in all aspects of drug purchase, receipt, acceptance, warehousing, maintenance, review, outbound shipping, sales, and return. In 2022, JD Health did not experience any recall incidents caused by JD Health's internal quality operations, and had cooperated with the drug regulatory authorities and brand authorities to complete all of its proactive recall incidents.

⁸ King Kong System: It refers to the platform for information exchange between JD.COM and POP merchants. The quality control personnel can exchange information on risk warning, punishment for offense, etc. with merchants through the King Kong system, and merchants can also appeal for related issues, upload evidences, etc. through this platform.

Third-party Quality Control

JD Health recognizes the positive leading role of strengthening third-party quality management on an enterprise's overall quality. We put a tighter rein on the qualification requirements and audit for all kinds of physicians and institutions registered on the platform during our daily operation, and standardize the quality management measures for direct-sales suppliers and POP merchants, so as to reduce or avoid safety and quality hazards from the source.

Qualification and Service Quality Management

JD Health highly recognizes the importance of qualification and service quality management. Built on multi-dimensional evaluation and review of qualification certificates of physicians and medical institutions, we provide ever-improving and more professional online consultation medical services for our users.

Medical Role Management

In the *Quality Assurance Measures for Physician Services* formulated by JD Health, we strictly regulate practices of physicians on the platform, and clarify the measures against violations, including service restrictions, permanent account bans, and legal accountability. We also put tight control over the qualification review for physicians and pharmacists. By rechecking the occupational information of physicians, we timely identify and address risk factors, to make sure that all physicians meet the professional requirements. In this way, the medical service quality of the platform can be guaranteed.

Requirements for physicians on the platform

- Physicians must hold the Qualification Certificate and Practicing Certificate.
- Physicians who have rights to prescribe must hold the Practicing Certificate and complete the practicing registration at JD Health online hospitals.
- Physicians on the platform need to pass real-name authentication, face recognition and certificate verification.

Requirements on auditing pharmacists

- Auditing pharmacists must hold the Certificate of Licensed Pharmacist (or the Certificate of Licensed TCM Pharmacist) or health technical titles.
- Auditing pharmacists must keep their records on regulatory platforms, with authenticity of qualifications that can be queried on websites such as the National Medical Products Administration.

Medical Institution Management

According to the *Regulation on JD Online Hospital Institution Management* formulated by JD Health, only medical institutions that meet all requirements in terms of qualification certificates of both the institution and practitioners, service quality and capability, available equipment, business scale, and reputation as shown in comprehensive assessment, are allowed to register on the platform. We closely follow users' feedback on these doctors in medical institutions to keep strengthening the compliance monitoring and quality management thereof.

Consultation Management

JD Health formulates the *Standard Inquiry Procedures of Online Hospitals*, the *Reporting and Handling Procedures for Adverse Events*, the *Standards of the Classification of Cases and Punishment and Reward Guidelines*, the *Emergency Reporting System*, the *On Duty System* and other related consultation management systems. Besides, we also establish a mechanism for handling of quality control and adverse events, as well as the whole process risk control. In addition, we have established the Online Hospital Medical Quality Management Committee to further improve the management structure and ensure the quality and safety of medical services. To manage case histories with bad reviews, risk control, and veto items, we analyze the reasons and implement extensive improvements. By publicizing adverse events, creating an inventory for the classification of similar cases, and improving the medical training offered to our doctors, we are able to elevate the quality of our service.

Quality Management of Direct-Sales Suppliers

To standardize the quality management of various direct-sales suppliers, JD Health has developed appropriate management systems and quality management procedures for supervising the suppliers according to national regulations, in a bid to adhere to the lifeline of product quality.

In terms of pharmaceutical direct-sales suppliers, JD Health has developed the systems, including *Registration Qualification Standards for Direct-Sales Suppliers*, the *Management Rules for Contract Performance of JD Direct-Sales Supply Chain*, the *Supplier Audit Management System*, the *Principles for Removal of Disqualified Suppliers*, and the *Illegally Resold Drug Sales Prohibition System*, in accordance with the *Drug Administration Law of the People's Republic of China* and the *Good Supply Practice for Drugs*, to provide all-round control for the registration, audit, archiving and assessment of pharmaceutical direct-sales suppliers, stand-

ardize procurement, and thus ensure the quality and safety of products. In addition, we conduct a comprehensive quality review of overall procurement on a regular basis, evaluate the quality management system of drug suppliers and purchasers, and confirm its quality assurance capacity and quality reputation.

As for non-pharmaceutical direct-sales suppliers, JD Health has formulated the *Non-pharmaceutical Qualification Review Standards*, the *Warehousing Instructions and Standards for Suppliers*, and the *Specifications for Prohibited Products and Information from Direct-Sales Suppliers*, covering quality management requirements for the full process of supplier registration, product delivery, checking and after-sales, to fully ensure the quality and safety of non-pharmaceutical products.

Quality Management Requirements for Non-pharmaceutical Product Direct-Sales Suppliers

Merchant registration and product delivery	We update the standards for supplier registration and product delivery, and unqualified products will be excluded and prohibited from being sold on the platform at their first purchase.
Supplier checking	We will check the operation scope and qualification of new suppliers weekly, and remove the merchants found to violate relevant regulations.
After-sales	Based on customer complaints, violating merchants will be treated promptly after risk assessment.

Moreover, in order to systematically monitor product quality indicators, JD Health has carried out quality-based grading on products in the industry and developed a hierarchical control mechanism of introducing the superior products and eliminating the inferior products based

on the monitoring of Quality Complaint Rate (QCR) in a million orders. Poorly sold, inferior and defective products are limited for visiting in search and push, shielded and removed from the platform.

Quality Management of POP Merchants

JD Health follows the industrial development trend to continue higher quality management requirements for POP merchants, in order to constantly improve the quality of products in JD Health's open platforms and safeguard consumers' legitimate rights and interests.

Management Requirements for POP Merchants

Requirements

- We establish the regulations of sampling inspection on quality, develop the requirements for testing standards for product categories and appropriate penalties, and clearly define the requirements for quality conformance of merchants and the penalties for non-conformance.

Requirements publicity

- We synchronize the platform's quality management rules to merchants through the King Kong system and the control rules to the platform rule center, so as to achieve the unified and standardized management of POP merchants.

Introduction review

- We modify the introduction agreement of cold chain drugs with POP merchants, update the contents of the qualification review and the approval process, and raise the review standards for the introduction of cold chain drugs sold by POP merchants.

Sampling inspection and checking

- We conduct daily monitoring, checking and management of merchants and their products, including but not limited to the product titles, main product images and videos, advertisements and slogans, sales attributes, product attributes, extended attributes, and product details, and continuously optimize the search environment and regulatory risks.
- We manage and check the sections with product violation items, including arbitrary SPU binding, arbitrary combination, a disorderly listing of categories, and use of expressions the same as others.
- We set a price threshold, conduct daily dimension data monitoring, remove from the platform products priced over the threshold, and send a violation notice to repeatedly violating merchants.
- We punish products unqualified in sampling inspection by removing them from the platform, requiring the closing of relevant stores, credit deduction, fines, and blocking and authority downgrading.

Compliance training

- We conduct internal and external compliance training and publicity regarding the product pricing rules and product quality and safety.

Quality Culture Construction

JD Health is committed to fusing joint efforts to promote the quality culture construction within the company and integrally in the industry. We actively organize quality publicity and training activities, integrate quality values into employees' code of conduct and guide employees to develop good professional behaviors and habits. We also organize communication meetings or training activities for our supplier partners for better supplier quality management performance. Meanwhile, JD Health actively hosts or participates in industry-based quality culture co-construction activities, contributing to the shaping, development and optimization of quality culture in the industry.



Launching "September Quality Month" Activity

JD Health launched the "Quality Month" activity in September 2022. The activity aimed to strengthen the quality management capacity and focused on promoting the drug traceability data connection and publicizing warehousing compliance culture among employees.

The publicity covers "Nine Prohibitions" as a compliance red line, compliance warnings for "seven posts", and compliance slogans presented in warehouses. This activity has raised warehouse workers' awareness of compliance and improved the accuracy of on-site compliant operations, laying a solid foundation for overall quality assurance.



Quality Month Publicity Scene

Implementing the Hongdun Plan

In 2022, JD Health launched the Hongdun Plan to conduct quality management training on direct sales and POP merchants. The training was presented in live broadcasting for immediate interpretation and in recorded broadcasting for self-learning. It included but was not limited to new and key laws and regulations, supplier rules of JD Health and warnings of criminal risks of merchants' operations, as well as sharing of management measures concerning drug safety, content safety and price management, and encouraged suppliers to improve their quality and safety management system.

Launching the "Online Diagnosis and Treatment Ability Certification System for Psychiatric Practitioners"

In July 2022, under the guidance of the Chinese Society of Psychiatry of the Chinese Medical Association, Chinese Psychiatric Physicians Association, Psychiatric Hospital Branch of the Chinese Hospital Association, and Branch of Basic & Clinical Research in Psychiatry of the Chinese Neuroscience Society, JD Health hosted a national press conference of the *Expert Consensus on Online Diagnosis and Treatment in Psychiatry* and "Online Diagnosis and Treatment Ability Certification System for Psychiatric Practitioners" with the aim to provide support for improving the Online Diagnosis and treatment service system of psychiatry and further boost the high-quality development of online-to-offline psychiatric services in China.



Poster for the Expert Consensus on Online Diagnosis and Treatment in Psychiatry Press Conference

Releasing Grading Standards for Edible Bird's Nest and Cordyceps Sinensis

In December 2022, JD Health held a press conference on edible bird's nest & cordyceps sinensis grading standards and released the group standard for edible bird's nests formulated with the Special Committee of Edible Bird's Nest Market of the China Agriculture Wholesale Market Association, and JD Health cordyceps sinensis grading standard formulated with Chinese Academy of Inspection and Quarantine.

The release of the two important standards is an important milestone in the high-quality development of the nutritional supplement industry. The standards are expected to drive the nutritional supplement industry to continuously build high-standard brands to enhance the value of products and create a secure and unworried purchase experience for consumers.



Edible Bird's Nest Group Standard Press Conference Scene

Customer Service

JD Health empowers medical services with Internet technology to provide high-quality, efficient and convenient medical experiences for diverse users. We acquire customer demands and suggestions through various channels, constantly optimize product design and functions, and continuously enhance customer satisfaction. We further strengthen the development of advertising compliance and establish the philosophy of responsible marketing to create a healthy market environment.

High-Quality and Efficient Medical Services

JD Health is committed to providing medical solutions for government, hospital and enterprise personnel. The company integrates online-to-offline healthcare services into medical accessibility work and facilitates the optimization and improvement of medical services with convenient consulting services and digital and intelligent technologies.

JD Health actively collaborates with governments to propose new medical consultation schemes. In 2022, JD Health joined hands with local governments to launch an official COVID-19 prevention and control platform and antigen detection management platform. By integrating online-to-offline medical and pharmaceutical resources, we provide residents staying at home with the entire medical process of health monitoring, interpretation of medical knowledge, online consultation, drug purchase and delivery to home, relieve pressure on epidemic prevention personnel and healthcare system using digital and intelligent tools, and improve the efficiency of regional epidemic prevention.

JD Health Beijingtong Elderly & Disabled Pension Card Platform Long Serving the Elderly

In response to the health needs of the disabled elderly at home, we have launched the JD Health Beijingtong Elderly & Disabled Pension Card platform to provide targeted products and services. Services include elderly care, homecare, accompaniment to clinic visits, clinic registration, and 24/7 health consultation, as well as purchase of products including medical devices, commonly used drugs for the elderly, nutrition and healthcare products.

In 2022, JD Health's "Beijingtong Elderly & Disabled Pension Card" platform has served nearly 20,000 elderly people in Beijing, with a repurchase rate of over 80%, which has been widely praised by elderly people.



JD Health Online Beijingtong Elderly & Disabled Pension Card Platform

JD Health tackles the pain points in the health management of enterprise employees, creates a new paradigm of enterprise health management, and customizes multi-scenario employee healthcare solutions for enterprises. JD Health integrates five capacities of "examination, medical services, medications, management, and insurance" in the "enterprise health strategy", establishes two service systems of "health management" and "medical diagnosis and treatment", and provides customized, digital and intelligent employee health solutions in all online-to-offline scenarios. The "enterprise digital health management service system" provides health management and intervention service solutions for employees and digital enterprise health management service solutions for enterprise managers based on health examination, health promotion, disease prevention and other scenarios. The



"enterprise employee medical treatment service system" provides disease and rehabilitation management services and emergency support-related services for employees based on scenarios including medical consultation, management of chronic diseases, return visits and follow-up.

"Examination, Medical Services, Medications, Management and Insurance" Capacities of JD Health

<p>"Examination"</p> <p>Utilize the established physical examination service system and our intelligent hardware ecology to assist enterprises to get more knowledge of employees' health</p>	<p>"Medical services" and "medications"</p> <p>Arrange online consultation, medical kit customization and enterprise health mall to satisfy the needs of employees in health care, drug purchase and healthcare products</p>	<p>"Management"</p> <p>Launch health management products such as "JD Family Doctor" to provide professional healthcare services regarding daily physical condition, diet nutrition and rehabilitation of chronic diseases</p>	<p>"Insurance"</p> <p>Provide insurance services and diverse means of insurance payment to help enterprises tackle the payment problem in health management</p>
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Providing an Integrated Health Solution for Shandong Energy Group

In 2022, JD Health provided Shandong Energy Group with a customized enterprise health strategy and multi-dimensional health service integrating physical examination, daily health monitoring and management, and supply of medical devices. We enable Shandong Energy Group to live a smart life by providing integrated health solution via E-enterprise Health APP, enhancing our influence in the energy industry.



Integrated Health Solution for Shandong Energy Group

For ordinary users, JD Health gives full play to our capabilities and advantages in medication safety to launch the "Pharmacy Clinic" service, in order to better guide and help users with rational medication and ensure the medication safety of the public. During China International Fair for Trade in Services in 2022, "Pharmacy Clinic" was rated as a service demonstration case in China. In addition, JD Health launched a new brand, "JD Pet Health", including two core businesses: JD Health Pet Pharmacy and JD Health Pet Hospital. We are aimed to create a one-stop platform of "services + products" and "online to offline" for healthy pet raising, so as to meet the requirements of users for zero-pressure and scientific pet raising and develop closed-loop pet health management.



Pharmacy Clinic of JD Health



Launching Ceremony of "JD Pet Health" Platform

Improvement of User Experience

JD Health always upholds the operation philosophy of "trust-based value creation centered on customer's health" and pursues long-term management and improvement of customers' needs and experience. We continue to develop the experience monitoring system covering ordinary individual, enterprise and hospital customers, track changes in customer experience over time, and make efforts to solve problems in customer experience with improved key indicators, management with set experience red line, and upgrading of services and products.

JD Health collects experience feedback from users immediately after health services such as product receiving, intra-city delivery, consultation completion, and TCM consultation. We also conducted more than 20 special surveys on users, merchants, doctors and other customers to gain deep views of various users on their experiences. JD Health precisely finds problems through monitoring of internal operational data and walk-throughs and imple-

ments improvements, forming a closed-loop improvement mechanism from customer survey to problem-solving and constantly optimizing product price and service experience. In 2022, JD Health clients received 4 million pieces of satisfaction feedback, and the annual satisfaction rate for customer service reached 87.3%.

JD Health launched diverse services and products to meet our users' needs and provide more products with after-sales services including instant refunds and refunds without product returns. The satisfaction rate for after-sales service of direct sales reached 94%. On special festivals, we introduced a 30-day price matches, price difference compensation for more expensive products, and other services, ensuring users' purchase experience and continuously improving customer experience. In 2022, JD Health's NPS (net promoter score) showed an annual increase from 66.6 points in 2021 to 68.0 points, keeping for three consecutive years.

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In 2022, JD Health fully implemented the customer NPS as an assessment indicator in the company, gradually improved the monitoring of experience from new business models including expedited drug delivery, family doctor and consumptive healthcare, and completely incorporated the operation philosophy of "centered on customer's health" in the company.



○ ○ ○

In 2022, JD Health enhanced the professional competence of the customer service team for "medical services + medications", cultivated its capabilities of consultation, after-sales and dispute handling, and improved the professional health knowledge base, which increased the customer service efficiency by 7% and greatly promoted customer experience. We also built the JD Health phone relay station 950619 to achieve an exclusive outbound call for health products, reduce the risk of outbound calls of marketing, and optimize the telephone consultation function and improve users' consultation experience.

Product Complaints

JD Health has established a sound management mechanism for customer complaints and safety events to ensure the quality of products and services and safeguard customers' legitimate rights and interests. We have created an email for complaint handling, through which complaints about product quality, product price, user service, advertising and publicity from external or client feedback are coordinated and handled.

After receiving product complaints, we implement different handling schemes according to the complaint type. For any complaint about quality, JD Health requires the merchant to provide a quality inspection report on the relevant products that are valid within one year and verifies its validity. If the inspection report is invalid or fails to be provided, the merchant is required to submit the product samples for inspection through the cloud platform. If the samples are unacceptable in inspection, all the products will be removed from the platform and the merchant will be punished according to regulations. In addition, we also make an appropriate product optimization scheme according to a customer's complaint, so that the complaint can be addressed in a timely and effective manner.



Responsible Marketing

JD Health strictly follows the *Advertising Law of the People's Republic of China*, *Regulation on Internet Information Service*, *Provisions on the Administration of Advertisement Publishing Registration*, *Interim Measures for the Administration of Internet Advertisements*, and other laws and regulations to draft the JD Health Advertising Review Rules, and has completed its revision and update to further improve the rules for advertisement content security in 2022. This reflects our scientific and rigorous philosophy of responsible marketing.

We have constantly improved the rules for advertisement content security and established a control system of advertisement content compliance management including pre-advertising review, inter-advertising inspection and post-advertising punishment. In 2022, JD Health blocked 5.44 million unqualified advertisements, making efforts to ensure that advertisement contents conform to laws and regulations, as well as public order, good morals and mainstream values.

Control System of JD Health Advertisement Content Compliance Management

Pre-advertising review

We continuously improve multi-level review including machine review and manual review, block unqualified advertisements by setting prohibited advertising items, developing high-risk scenario algorithm models and intercepting sensitive words, and conduct classified control according to the type of each advertisement



Intra-advertising inspection

We establish the inspection mechanism, regularly inspect product pages by combining systematic and manual means, and promptly clear unqualified advertisements. We focus on the inspection and governance for violations regarding public opinion crises, customer complaints, and other relevant events, and optimize the system and inspection rules whenever needed.

Post-advertising punishment

We strengthen the management of advertisers and develop the management rules and violation punishment mechanism to bind advertisers to advertising. We will remove unqualified products from the platform, and the violating merchants will be publicized, penalized and get the deduction of credits on the platform according to the rules. We make separate rules for merchants with repeated violations, and such merchants will be punished by deducting their store credit score and even making their stores closed.

In addition, JD Health actively carries out the publicity of responsible marketing, and optimizes the compliance regulations and organizes internal and external knowledge training to integrate the concept of responsible marketing into the company's daily operations. In 2022, JD Health added 16 articles of health product information compliance regulations, including Foods for Special Medical Purposes (FSMPs), healthcare products, men's products, and geriatric products. Within the reporting period, JD Health conducted 10 sessions of external training and 2 sessions of internal training regarding advertising laws, raising the external and internal awareness of preventing risks of responsible marketing.

Responsible Marketing Training Data of JD Health Employees



Responsible Marketing Training Data of Direct-Sales Suppliers, POP Merchants and Part-time Doctors of Online Hospitals

	Direct-sales suppliers	POP merchants	Part-time doctors of online hospitals
Number of training sessions (session)	5	15	416,027
Number of training participants (person)	1,610	15,817	22,621
Total training duration (hour)	966	9,490	930,613



2023 Quality Compliance Department Pengcheng Plan (Phase 2)

Information Security and Privacy Protection

JD Health believes that ensuring information security and data privacy is the basis of creating a safe and high-quality user experience. We prioritize the company's information security and users' privacy protection. By improving the governance structure, taking effective measures and enhancing the management technology. We have effectively controlled the company's information security risks and built a safe and standardized online platform for users.

Information Security

JD Health strictly follows the *Data Security Law of the People's Republic of China* and other laws and regulations to revise our policies such as *Data Management Process and System*, which standardizes the process for data governance, including both data exporting and data internal sharing. We have set up a top-down and inside-out privacy and data governance structure, and established a Digital Security Committee, which coordinates the information security management and user privacy protection, to ensure that all personnel ranging from the company's senior supervisor to front-line employees perform the responsibility of security prevention and control, and effectively avoid information security risks

JD Health Privacy and Information Security Governance Structure



JD Health has taken into account compliance management and risk prevention and control and built a data security system integrating management, technology and operation. We update the regulations for data management by category and classification, optimize technologies including data masking, encryption, monitoring and leakage prevention, conduct hierarchical management and use of approval process according to the authority, and make efforts to ensure information security. We carry out an internal information security audit quarterly to ensure that any potential information security risk is eliminated promptly and archived and summarized as a case. JD Health has obtained the ISO 27001 international information security management system certification for some businesses,

To enhance employees' awareness of information security, JD Health has organized information security awareness promotion and skills training programs, which include information security, Internet security and phishing prevention. We require all new employees to participate in data security training and pass the examination before becoming a regular employee, ensuring that 100% of in-service employees have passed the data security examination. We enhance employees' awareness of data security and safety on a regular basis by organizing safety month activities annually and conducting training of Hongdun Plan quarterly. In 2022, JD Health conducted more than 40 sessions of information security training, achieving 100% coverage of training and a 100% exam pass rate.

Privacy Protection

JD Health strictly complies with the *Personal Information Protection Law of the People's Republic of China* and other relevant laws and regulations, implements the *JD.com Users' Personal Information Security Management Specifications* and *JD.com Privacy Compliance Detection Specifications*, adheres to the basic principles of minimization of necessity, informed authorization of users, and realization of personal information subject rights regarding processing of users' personal information, and implements user privacy protection on the basis of legality and compliance.

JD Health continues to improve the user information collection and use procedures to enhance control over all links in the life cycle of user privacy data. In 2022, we updated the *JD Health Privacy Policies* to list the company's

relevant policies and measures in different links including collection, use, storage, sharing and transfer of user information. We clearly state the users' rights and ways to unauthorize information and their personal information subject rights. All business lines, suppliers and third-party merchants of JD Health comply with the Policies.

In order to respond to possible data security emergencies, we have set up a 24/7 Data Security Emergency Response Team, which responds to emergencies whenever needed to protect user privacy data. In the past three years, JD Health has taken the initiative to conduct an annual additional assessment of user privacy information for all business lines to optimize the management of user privacy information.

JD Health became the first company certified to the ISO 27799 in China's online healthcare sector

JD Health is the first enterprise in China's online healthcare field to obtain the international standard ISO 27799 personal health information security system certification. The company has obtained the certification of ISO 27701 privacy information security management system and the Chinese standard GB/T 35273 *Information Security Technology - Personal Information Security Specification*.

JD Health and Community Partners Holding "2022 Jingqi Cybersecurity Conference"

In December 2022, JD Health worked with ecological community partners to online hold the "2022 Jingqi Cybersecurity Conference", themed on "New Landscape, New Economy and New Security". In the conference, we discussed with participants on new security scenarios and relevant security risks under new economic landscape, and invited companies in various industries to share response strategies and technological innovation. In addition, JD Health officially released the *JD Health Data Security White Paper*, introduced the core concept of data security,

system framework and construction practice of data security in JD Health, and gave a detailed description of five typical scenarios including safety infrastructure, data classification and grading, personal information protection and data authority management, providing practical reference and suggestions for the governance of data security in the healthcare industry. JD Health is committed to working with industry partners to build a digital health data security ecology.

Based on previous feedback from customers in 2022, we optimized the scenarios in drug purchase APP to add the user authorization to the platform, effectively avoiding the risk of personal information leakage. As for matters related to personal information, users can contact us by email, telephone, web page, office address and other means, and we promise to give a reply within 15 days after receipt of feedback, doubts, complaints or whistle-blowing from users. Moreover, we encourage users to safeguard their legitimate rights and interests under the guidance of regulatory authorities. JD Health had no violations of customer privacy reported to the regulatory agencies in 2022.

JD Health had **No** violations of customer privacy reported to the regulatory agencies in 2022

03

Industrial Responsibility



JD Health practices the industry responsibility and makes efforts to achieve "Healthy China 2030" by advancing the development of medical innovative technologies, protecting intellectual property rights, promoting inclusive healthcare, strengthening supply chain management and comprehensively improving the quality of medical services.



Innovation and Development

As the leading online healthcare enterprise in China, JD Health proactively boosts the innovative development of medical technologies, optimize smart healthcare solutions, and provide convenient, smart and safe medical services for users.

Development of Medical Technologies

JD Health continues to improve the development of innovative medical technology system and actively applies Internet and other digital technologies to the healthcare field to promote the innovation and transformation of traditional medicines and improve the efficiency of medical industry.

We have successfully applied Internet and other digital technologies to the healthcare field. "JD Health Smart Healthcare Solutions" and "JD Health Online Hospitals" were rated as recommended cases of utilizing the Internet to promote digital transformation of economy and society by the Working Committee on Digital Transformation and Development of the Internet Society of China in 2022.



Certificates for Recommended Cases of Utilizing the Internet to Promote Digital transformation of Economy and Society

Online Healthcare

With the gradual improvement of construction of our online healthcare system and the continuous development of online consultation, online hospitals and other platforms, JD Health will accumulate basic medical data, create more extensive application scenarios for remote diagnosis and treatment and online follow-up, and thus facilitate the overall innovation and transformation of the online healthcare industry.

In September 2022, the Online Hospital Medical Quality Management Committee of JD Health held the first plenary session and released the *Core System of Medical Quality Control of JD Health Online Hospitals and the Standardization Path of JD Health Online Hospitals*. This promotes the standardization of diagnosis and treatment in online hospitals of JD Health and establishes our leading role in the online healthcare field.



The First Plenary Session of JD Health Online Hospital Medical Quality Management Committee

Yuzhongyi Online Hospital Established by JD Health through Cooperation

JD Health continues to empower digital medical services, and cooperated with the First Affiliated Hospital of Henan University of CM to establish its online hospital, Yuzhongyi. JD Health takes full use of Internet to achieve online medical procedures and provide users with online return visit, special-needs medical care, convenient outpatient services, prescription, payment, free drug delivery and other services.

Since May 4, 2022, JD Health has supported the "free online medical consultation" launched by Yuzhongyi-JD Health Online Hospital. Thirty-six departments provide online consultation, nighttime expert cloud consulting room, rapid reception, and other services to help deal with health problems.

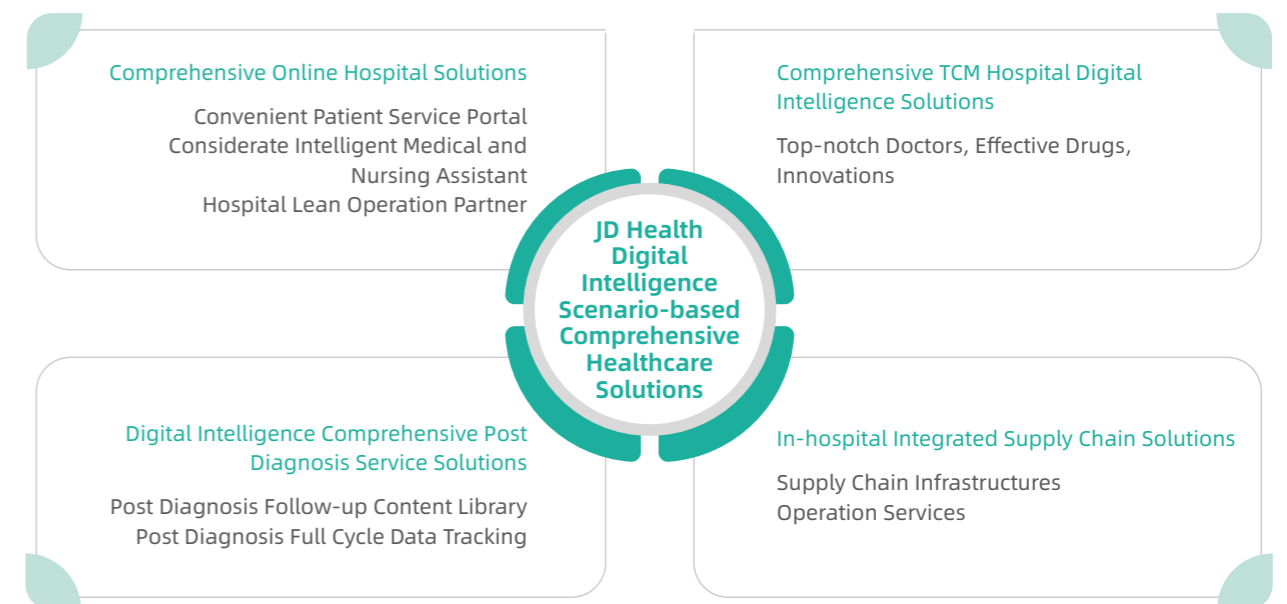


Online Diagnosis of Yuzhongyi Online Hospital

Digital Intelligence Healthcare Solutions

JD Health has always been committed to providing customers with better, more convenient and more digital intelligent healthcare solutions. In August 2022, the Company demonstrated the "Digital Intelligence Healthcare" solution system for the first time in JD Health Digital Intelligence Healthcare Conference, including the "Open technology platform", "Big data application

system", "Operation support system" and "Supply chain management system", and released comprehensive solutions for different application scenarios of hospitals, to support the high quality development of the healthcare system, accelerate the integration of healthcare service scenarios and realize data interconnection of medical institutions.



Digital Intelligence Healthcare Conference

Core Values of JD Health Digital Intelligence Healthcare

<p>Effective Application</p> <p>Practical and Easy-to-Use Delivery Effect-oriented Operation Realizing Improved Customer Experience</p>	<p>Fine Management</p> <p>Improving Healthcare Quality Upgrading Hospital Governance Capability Increasing Hospital's Incremental Benefits</p>
<p>Innovation and Integration</p> <p>Innovations in Healthcare Service Mode Technical Innovations in Clinical Diagnosis and Treatment Synergic Innovation of Service System</p>	<p>Information Intercommunication</p> <p>Eliminating Medical Information Isolated Island Skillfully Handling Varied Process Interfaces Supporting Development of Industrial Standards</p>

RWD Platform

Real world data (RWD)⁹ refers to the data related to patients obtained in Real World Research (RWS)¹⁰. Relying on its supply chain and technical capabilities, as well as the integrated, online-to-offline medical and healthcare service ecosystem encompassing all scenarios, JD Health officially deployed RWS services and launched the RWD platform independently developed in June 2022. With this platform, JD Health aims to provide RWD solutions for researchers and institutions through SaaS services. Researchers can collect multi-source data of patients via the RWD platform, and make deep processing and analysis of the data, to obtain clinical evidences of the use of medical products or potential benefits, thus facilitating medical research.

AI Review

JD Health adopts intelligent technologies, with algorithms substituting manual quality control, to realize efficient medical management. We have implemented intelligent upgrading of the original audit process of retail drugs shelving and warehousing, and the upgraded SKU¹¹ intelligent audit algorithm performs intelligent audit based on OCR¹² recognition and information extraction capabilities, to save labor costs and improve the audit

quality. With regards to AI-aided medical diagnosis, the AI quality control screens out high-risk part-time doctor consultation orders, which greatly reduces the labor cost of quality control and improves the problem detection rate. At the same time, the audit opinions are exported in an intelligent manner, improving the audit efficiency of audit pharmacists.

⁹ Real-World Data (RWD): It comes from all kinds of data related to patients' health status and/or diagnosis, treatment and health care. Not all real-world data can become real-world evidence after analysis, and only real-world data that meet the applicability can produce real-world evidence.

¹⁰ Real-World Research/Study (RWR/RWS): It refers to the research process of collecting data (real-world data) related to the health status and/or diagnosis and health care of the subject under the real-world environment, and obtaining clinical evidence (real-world evidence) of drug administration and potential benefit-risk through analysis.

Protection of Intellectual Property Rights

JD Health strictly complies with *the Patent Law of the People's Republic of China* and other laws and regulations, and has built and implemented an intellectual property management system, for systematic management of intellectual property rights regarding trademarks, patents,

copyrights, domain names and more. In 2022, the Company updated the system documents as *Guidelines for Patent Support* and related patent management standards, to further promote the systematic and standard patent management.

Intellectual Property Innovation Results

JD Health attaches high importance to technology R&D, respects R&D achievements, actively encourages employees to carry out continuous innovations, and promotes the transformation of innovative results by giving monetary incentives, talent appraisal and other forms. We also regularly arrange relevant training and publicity activities to improve employees' awareness of intellectual property rights.



¹¹ Stock Keeping Unit (SKU) is a coding and classification method for products put into storage, and it is defined as the minimum unit of inventory control.

¹² Optical Character Recognition (OCR) is the process to convert the text in a hardcopy document into a black-and-white lattice image file by optical means, and convert the text in the image into a text format with recognition software.

Practice of Intellectual Property Rights Protection

JD IP Protection Platform was upgraded and launched on May 25th, 2021. The upgraded platform integrates four functional modules: IPR Complaint, Hubaochui, Brand Protection and IP Service. On the basis of the functions of the original JD IP Protection system, the Company's IP protection related work modules and the business intellectual property service modules were incorporated. We also upgraded the account system to better protect user privacy and enhance user experience.

Functional Modules of JD IP Protection Platform

IPR Complaint

The JD IPR System has integrated complaint portals of related platforms under JD Group. When aware of any infringement, the right owner may access the complaint portal of related platform in the JD IPR System and file the complaint.



Home Page of JD IP Protection System

Hubaochui

As a diversified governance platform, Hubaochui provides bona fide right owners with the governance authority, to significantly reduce the cost of right protection and improve the efficiency of right protection of brand owners, truly achieving the goal of "Co-governance of intellectual property rights".



Home Page of JD Hubaochui

Brand Protection

The Brand Protection function is responsible for the proactive prevention and control of high-risk commodities, and jointly cracking down on infringements through cooperation with brand owners and relevant law enforcement authorities.



Interface of JD Brand Protection

IP Service

The IP Service Module includes three functions: Quick Trademark Application Service, Copyright Service and QingZhou Platform.

- The Quick Trademark Application Service provides one-stop commercial services for merchants, solving the problem of qualifications for opening shops, and protecting intellectual property rights according to law.
- The Copyright Service Platform is a one-stop comprehensive copyright service platform for copyright certification, registration and protection. The Platform can provide block chain certification, copyright registration, original evidence retention, collection of infringement evidence and other copyright services, based on the type of uploaded works, application scenario and other dimensions.



Page of Trademark Application

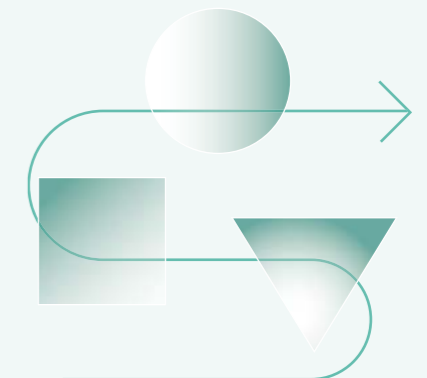
- Relying on the official intellectual property traceability and verification institutions, and leveraging big data and block chain technologies, QingZhou Platform offers one-stop protection services of IP registration + Online rights protection + Re-authorization.



Home Page of QingZhou Platform



Home Page of Copyright Service Platform



Protection of External Intellectual Property Rights

As an e-commerce platform, we have established the complete removal on notification mechanism for safeguarding the intellectual property rights of other parties. In 2015, we established a Chinese-English bilingual online intellectual property rights protection platform, facilitating right owners to file complaints for IPR infringement. Upon any qualified notice, the complained goods will be forcibly removed from the shelves within 24 hours after acceptance, so as to avoid occurrence of infringement of any merchant for re-shelving without permission.

Inclusive Medical Care

JD Health actively fulfills its social responsibilities. In order to provide the public with more convenient and high-quality healthcare services, we have created the online-offline integrated healthcare mode, and continually promotes the development of inclusive medical care. Adhering to the long-term values, JD Health constantly promotes the accessibility of special categories of products as drugs for rare diseases, and takes a series of initiatives, such as innovative payment, primary health management and free medical consultation service, to covers more users in need, and facilitate the further implementation of inclusive medical care.

Progress of Rare Disease Care Project

In 2022, JD Health further enhanced the service capacity of "JD Health Rare Disease Care Center" and expanded the aid scale of "JD Health Rare Disease Charity Fund". We joined hands with many parties to launch the "Full Ecosystem Service Strategy for Rare Diseases", and continued to improve the capacities for ecosystem services in serving patients, marketing new drugs, disease diagnosis, doctor training, charitable aids, etc., to provide more comprehensive help to patients afflicted with rare diseases.

The launch of the online consultation mode for rare diseases provides patients with more convenient non-contact medical services. By the end of 2022, JD Health has aided 229 patients through its Special Medical Aid Project for Rare Diseases, with a total donation of RMB 2.23 million, and the aided patients distributed over 26 provinces, municipalities and autonomous regions in China, involving 35 rare diseases.

By the end of 2022, the number of patients JD Health had aided through its Special Medical Aid Project for Rare Diseases

229

with a total donation of **RMB 2.23 million**

and the aided patients distributed over **26** provinces, municipalities and autonomous regions in China involving **35** rare diseases



Launching Ceremony of JD Health "Full Ecosystem Service Strategy for Rare Diseases"

Elderly Health Program in Grassroots Community

Some primary medical service institutions do not have the infrastructures and capability to provide online healthcare services, so JD Health has launched the "of-line targeted service of family doctors" on the basis of the primary community health management mode, so that community family doctors can provide online consultation on common diseases, follow-up on chronic diseases and other services, to ensure the medical needs of residents, especially the elderly and key populations. Relying on the platform and technology of online hospitals, community doctors can provide more convenient remote medical services for contracted residents through online healthcare. By December 31, 2022, we had provided nearly 6,000 health management services for the elderly over 60 years old.



Remote Medical Services on Online Healthcare Platform

Health Management in Grassroots Community

On November 25, 2022, JD Health and Fengtai Community Health Service Center started cooperation to meet the family health needs of residents with digital healthcare services, and more than 300 family doctors provided consultation for residents via the JD Health platform. The platform can also provide services such as online drug purchase, medication guidance and home delivery for residents with drug purchase needs, so that the public can obtain and use remote healthcare services more conveniently. Such mode has been rapidly promoted all over the country. By December 31, 2022, we had completed launching of 80 government projects, including a total of 49,129 orders.

Daily Free Medical Consultation Services

JD Health continues to provide free medical consultation services, and is committed to enabling users to access high quality medical services at lower cost. In 2022, a total of 2,604 doctors participated in the free medical consultation project, providing users with more than 190,000 free medical consultation services.

Number of doctors participating in the free medical consultation services in 2022

2,604

Number of free medical consultation services provided in 2022

190,000+



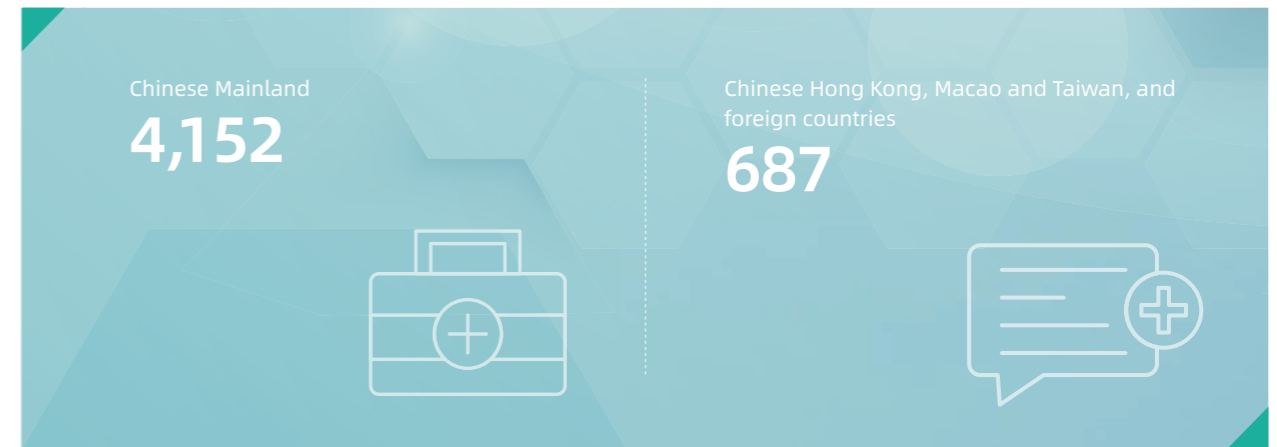
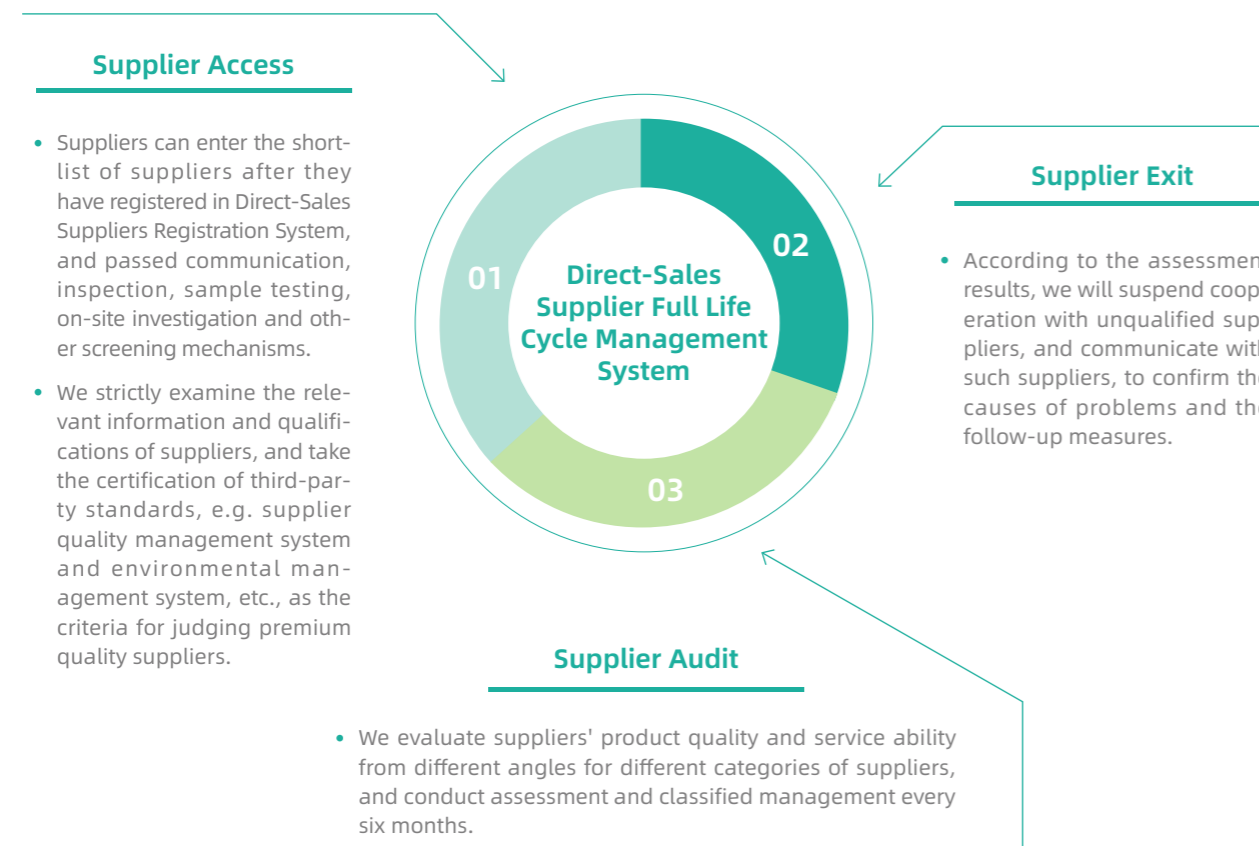
JD Health Online Daily Free Medical Consultation Platform

Supply Chain Management

JD Health places high importance to supply chain management, and constantly optimizes the supplier management system, to ensure the stability and quality of the supply chain. We are committed to integrating ESG factors into supplier full life cycle management, to facilitate the sustainable development of the supply chain.

Daily Supply Chain Management

Adhering to the principles of fairness, justice and openness, and strictly complying with *the Law of the People's Republic of China on Tenders and Bids* and other relevant laws and regulations, JD Health improves the internal system documents as the *Supplier Audit Management System*, and continuously strengthens the full life cycle supply chain management from access, assessment, till exit, to ensure the continuous supply of high quality products and services.



Statistics of Direct-Sales Suppliers

To build an efficient and orderly management system for POP merchants, JD Health strictly complies with the internal management systems applicable to POP businesses, such as *Management Rules for Opening JD Shops on JD Open Platform* and *Management Rules for Business Promotion on JD Open Platform*, covering the relevant rules on the registration, management and removal of POP shops, so as to realize the full life cycle dynamic management of POP merchants. We also conduct strict and fair review of POP merchants from multiple dimensions, e.g., shop management, commodity quality, violation management, transaction management, dispute handling and business assessment, to improve the cooperation efficiency and help achieve the win-win goal.

JD Health has embedded the ESG concept into daily supplier management, factors into ESG indicators when screening suppliers, and conducts regular evaluation and strict audits on their social and environmental impacts. In 2022, 70% of JD Health's suppliers accepted environmental or social standards, and the environmental and social impact assessments covered 2,884 suppliers. The results showed that there were no suppliers with major negative environmental and social impacts.

In 2022, the proportion of JD Health's suppliers accepted environmental or social standards

70%

the number of suppliers and the environmental and social impact assessments covered

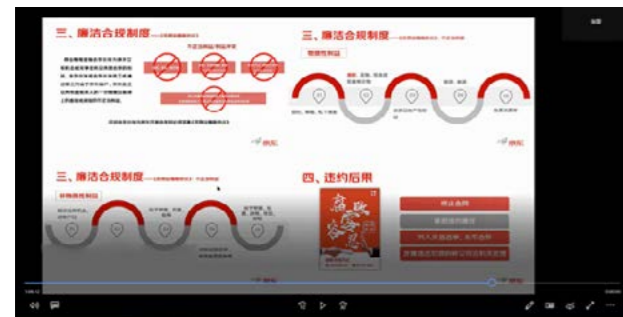
2,884



Anti-corruption Management of Suppliers

JD Health requires that all the suppliers and other partners sign the *Anti-Commercial Bribery Agreement* when cooperating with JD Health, so as to define the attitude and requirements of "zero tolerance" for commercial bribery, illegitimate interests, conflicts of interest, etc., and work with them to maintain an open and transparent business environment. In 2022, the coverage of the suppliers signing the *Anti-Commercial Bribery Agreement* was 100%.

To further promote the awareness of suppliers for anti-corruption, JD Health organized two training on anti-corruption compliance for external partners in 2022, with a total of 2,624 participants.



Online Anti-corruption Training



Offline Anti-corruption Training



Supply Chain Risk Management

JD Health has always attached importance to supply chain risk management, and adopted reasonable measures as separation of purchasing and marketing and supply screening, to minimize the negative impact of risks on production and operation, and ensure the stable and effective supply of health products.

Separation of Purchasing and Sales Posts	<ul style="list-style-type: none"> Based on the principle of separation of purchasing and sales, we set purchase and marketing, purchase control and quality control posts in different departments for mutual supervision. Meanwhile, we have put in place unified business procedures for multiple subsidiaries, achieving unified operation across the Group to reduce management costs and enhance efficiency.
Supply Screening	<ul style="list-style-type: none"> Quality compliance evaluation: We will review the qualifications of suppliers cooperating us, and only cooperate with such suppliers having qualified business licenses for transaction. Supplier settlement method: For suppliers passing the qualification review, we adopt the payable settlement method, with the amount payable approved level by level before payment, to ensure the efficiency and safety of our funds.

Supply Chain Risk Management and Control Measures

We actively identify risks related to product quality, production delivery and more of suppliers through annual audit, unannounced monitoring, daily communication, etc. In 2022, we identified the main supply chain risks as the shortage risk and unsalable risk. For each risk type, we actively took measures to reduce the probability of shortage risk and long-term inventory.

Types of Risks	Solutions
 Shortage	<ul style="list-style-type: none"> We build a synergic mechanism with upstream suppliers and adjust the internal procurement management strategy in JD Health. We implement the interlinking of internal purchasing and marketing system, to ensure the matching between supply and demand.
 Dull sale	<ul style="list-style-type: none"> We actively cooperate with suppliers for sales forecast and supply coordination, to minimize the occurrence of such risks. JD Health formulates strict inventory management and control strategies, and starts to monitor the duration in storage from the time when goods are put into storage. When the number of days of goods in storage exceeds a certain limit, we will clear inventory in a progressive manner by early warning, suggestions on clearing, forced clearing, etc. For goods with a shelf life, we adopt forced return or scrapping, and not allow for sales if the remaining days of the shelf life are below a certain limit.

Supplier Communication

JD Health places high importance on communication with suppliers for mutual empowerment, and informs them of our latest concepts and requirements for supply chain management. We have built a complete supply chain planning and operation system and continuously communicated with suppliers, to maintain the stable cooperative relationship with them.

In 2022, JD Health conducted the supplier satisfaction survey quarterly to know the overall experience of suppliers in respect of cooperation satisfaction, willingness to continue cooperation, cooperation ability and more. We also conducted the detailed satisfaction survey on more than 30 cooperation interaction points, with more than 700 suppliers giving response, which laying a good foundation for improvement of subsequent cooperation.

JD Health Communicating with POP Merchants on New Regulations for Online Sales by Live Broadcast

After issuance of *Provisions for Supervision and Administration of Online Drug Sales*, JD Health discussed with merchants during the live broadcast on some requirements for online business activities of commodities under the new regulations, and answered the questions of merchants one by one. After the live broadcast, 2,746 questions were sorted out and summarized, eliminating repetitions, and 27 sets of Q&As were compiled, to ensure that the merchants meet the requirements of the new regulations in their business process.

04

Employee Management



JD Health adheres to the people-oriented talent concept, strengthens the legal, compliant, pluralistic and equal employment foundation, builds a reasonable, efficient, scientific and pragmatic talent development system, improves the comprehensive and rich remuneration and benefit structure, creates a safe, healthy, comfortable and orderly working environment, and strives to build a company that grows hand in hand with employees and achieves mutual benefits and win-win results.

Compliant Employment

JD Health adheres to the principle of legal and compliant employment and builds a pluralistic and equal workplace environment. We constantly improve the company's employment system, revise the employment policy, protect the rights and interests of employees, enrich the staff structure, and lay a solid talent foundation for the company's long-term development.

Legal and Compliant Employment

JD Health strictly abides by the *Labor Law of the People's Republic of China*, the *Labor Contract Law of the People's Republic of China* and other relevant laws and regulations, formulates internal management systems, such as the *Employee Handbook*, and explicitly prohibits the employment of child labor and forced labor in the relevant provisions of labor contract. In order to protect the legitimate rights and interests of employees, the company has clearly stipulated the attendance system and vacation procedures of employees in the *Employee Handbook* to ensure that employees can enjoy reasonable vacation treatment. There was not any employment of child labor or forced labor during the report period.

The company widely recruits all kinds of talents with different backgrounds and majors. By December 31, 2022, there had been 2,739 employees in JD Health, among whom 565 joined us in 2022. Our new employees come from 26 provinces and autonomous regions, covering 73 urban areas, including doctors and pharmacists with professional certificates, business development teams, administrative support staff, etc.

As of December 31, 2022

The total number of JD Health's employees

2,739

Number of new hires

565

Number of Employees of JD Health in 2022¹³ (Unit: Person)

Full-time employees ¹⁴		2,739
Non full-time employees		155
Full-time employees categorized by gender	Male employees	1,058
	Female employees	1,440
Full-time employees categorized by rank	Senior management	15
	Middle management	86
	Junior management	60
	General employees	2,337
Full-time employees categorized by age	Employees aged 29 and below	738
	Employees aged 30-49	1,730
	Employees aged 50 and above	30
Full-time employees categorized by region	Employees in Chinese mainland	2,498
	Employees in China's Hong Kong, Macao and Taiwan regions	0
	Overseas employees	0
Full-time employees categorized by ethnicity	Minority employees	157
	Ethnic Han employees	2,337

¹³ Unless otherwise specified, data on employees did not include Jingdong Yiyao (Tianjin) Co., Ltd. (Tianjin Yiyao).

¹⁴ Data on the number of full-time employees are consistent with those in the financial report, including the employees of Tianjin Yiyao.

Employee Turnover of JD Health in 2022 (Unit: Person/%)

Employee turnover¹⁵		397
Employee turnover ratio ¹⁶		10.26
Employee turnover ratio categorized by gender	Male employee turnover ratio	7.97
	Female employee turnover ratio	12.07
Employee turnover ratio categorized by age	Turnover ratio of employees aged 29 and below	11.20
	Turnover ratio of employees aged 30-49	9.90
	Turnover ratio of employees aged 50 and above	3.45
Employee turnover ratio categorized by region	Employee turnover ratio in Chinese mainland	10.26
	Employee turnover ratio in Hong Kong, Macao and Taiwan regions of China	N/A
	Overseas employee turnover ratio	N/A

In order to fully accept the collective opinions of employees and respect their freedom of association, JD Health actively participates in the trade union activities of JD.com and encourages employees to conduct democratic management. We selected employee representatives to participate in the collective bargaining meetings held by JD.com once every five years and actively offer advice and suggestions on labor standards and working conditions at the last session of meeting. Our employee representatives compiled the *Collective Contract of JD.com* together with other participants. The *Collective Contract of JD.com* was signed at 100%.

JD Health maintains zero-tolerance for all illegal employments. We have set a safe and reliable complaint reporting channel and corresponding investigation and handling procedures to prevent all damage to the legitimate rights and interests of employees.

The signing rate of the *Collective Contract of JD.com*

100%

Pluralism, Equality and Inclusiveness

JD Health advocates a pluralistic, equal and inclusive working atmosphere and resolutely opposes discrimination and harassment. We uphold the principle of "openness, fairness, impartiality and merit-based" in the employment, and have never given employees different treatment because of race, skin color, age, gender, ethnicity, nationality, marital status, association, religious belief, sexual orientation, gender identity and expression, disability, pregnancy or political stance. We clearly set out this principle in the *Employee Handbook* to provide institutional guarantee for equal treatment of employees. In 2022, JD Health formulated the *Code of Conduct against Sexual Harassment and Discrimination*, promising to provide a fair, safe and gender-friendly working environment for all employees.

ee communication mechanisms at three levels, namely JD.com, the company and the department. Employees can put forward suggestions through online forms such as bigear@jd.com, employee hotlines and internal forums, and give feedback to the company in "Enlin One on One", JDH Town-Hall and department leaders or 1v1 offline activities of HRBP.

JD Health advocates a friendly and inclusive workplace culture and is committed to enriching the diverse composition of employees. By December 31, 2022, all employees in JD Health included 44 disabled people, 157 ethnic minorities and 4 foreign employees. We were also committed to promoting gender equality in the enterprise. Female employees accounted for 28.57% of the Board of Directors.

The proportion of female employees in the Board of Directors

28.57%

¹⁵ Employee turnover refers to the number of full-time employees who leave the organization voluntarily

¹⁶ Employee turnover ratio= the number of full-time employees who leave the organization voluntarily/(the number of full-time employees who leave the organization during the year + the number of full-time employees in service at the end of the year)

Employee Training and Development

JD Health attaches great importance to the cultivation of talents and supports the comprehensive development of employees. We establish and improve the employee development and promotion system, effectively evaluate employees' work performance, and constantly iterate employee training plans to fully help employees grow.

Employee Development

JD Health has improved the talent development system and laid a smooth growth path for employees. Based on the growth stage of employees, we provide targeted development plans for employees according to their comprehensive abilities and professional qualities for development. Making use of the resources of talent development project of JD.com and combining the specific talent needs of the company's business, we focus on the integration of new employees, leadership enhancement and comprehensive vision improvement, and formulate multiple special plans to empower employees' personality development.

JD Health's Talent Development Plan

	New employee integration	Leadership enhancement	Comprehensive vision improvement
JD.com	"Golden Class", "Red Class" and "Star Class" New Employee Plan: 1-3 days of integration training for new employees at the level of director and above, ordinary employees from social recruitment and ordinary employees from campus recruitment.	Pengyuan Plan: a training plan for employees newly promoted or transferred to managers at the level of director every year. Core Executive Project: a training project for core executives.	JDX Project: a sharing and communication project for all employees in JD.com, including JDTECH (exploring technology frontiers and successful cases with technical experts), JDTALK (discussing current affairs policies, economic situation, best practices of peers, professional quality, etc. with external guests), JDVOICE (consulting internal predecessors for experience precipitation and management wisdom), etc.
JD Health	Mentoring Plan: assigning a mentor or buddy for new employees to answer their questions and lead them to integrate into the new working environment.	Jianfeng Plan A: a special leadership training project for middle-level management talents in JD Health to enable the participants to achieve a leap in leadership through multi-module training lines and diversified training forms.	The 128 Night School Project: The internal mogul sharing and exchange platform for all employees in JD Health invites experts from each field in JD.com to share, covering industry trend analysis, business model innovation, best practice cases, etc., to help employees expand their overall vision, gain in-depth insight into the industry, understand user needs, and achieve a breakthrough in business innovation and efficient collaboration.
	Araceae Plan: a three-year plan for employees from campus recruitment, helping them build advantages and be competent for positions through example exchange, quality activities and various courses in combination with training and screening.	Jianfeng Plan B: a special leadership training project for first-line management talents in JD Health, stimulating talent management potential with "immersive" management scenarios.	

JD Health also deeply concerns the vertical promotion channel and horizontal expansion space for employees. Based on the "70% and 80%" principle, we promote employees who meet 70% of the qualification requirements of the higher rank, and guarantee to promote 80% of internal qualified employees, so as to encourage the promotion of talents within the company. In addition to the vertical promotion channel, we also establish a post shifting system to help employees make great progress at a suitable path.

ments and effectively set the development goals for the next stage, JD Health has continuously improved the employee performance evaluation system. In accordance with the assessment method of "covering all employees and staging by category", we ensure that the assessment covers all employees, and applies month-based or year-based assessments as for different types of work, to ensure the fairness and effectiveness of performance assessment, so as to affirm the achievements of employees, stimulate their work potential, enhance their understanding of the company's business development, and improve the company's operation level in a whole manner.

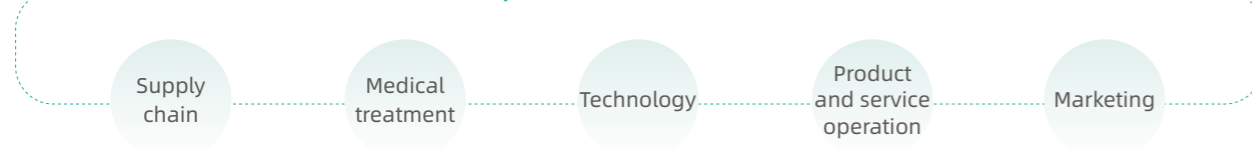
In order to reasonably evaluate employees' work achieve-

Employee Training

JD Health continuously iterates the employee training system and provides abundant training resources for employees. According to the training policies such as the *Internal Training Management System for Employees*, the *Internal Lecturer Management System* and the *Business School Category Expert Management System*, we set up targeted training plans for different positions taking into consideration the business challenges and skill needs faced by employees in practical work in internal and external training forms comprehensively.



Five professional talent committees



In 2022, based on the strategic requirements of the Growth Center of JD.com on the construction of learning map for standard posts, JD Health established five professional talent committees, namely, marketing, supply chain, product and service operation, medical treatment and technology committees, to improve the professional skills of employees in different fields.

JD Health laid a professional capacity learning map for employees and carried out Boyun Plan for supply chain and marketing topics

In August 2022, JD Health, Supply Chain Professional Talent Committee and Marketing Professional Talent Committee jointly planned and implemented the "Boyun Plan" to create thematic courses such as channel construction, category planning, brand communication and project planning and operation for employees of corresponding categories, to answer difficult problems encountered by employees in practical work, and to provide advanced methods for employees' follow-up work.

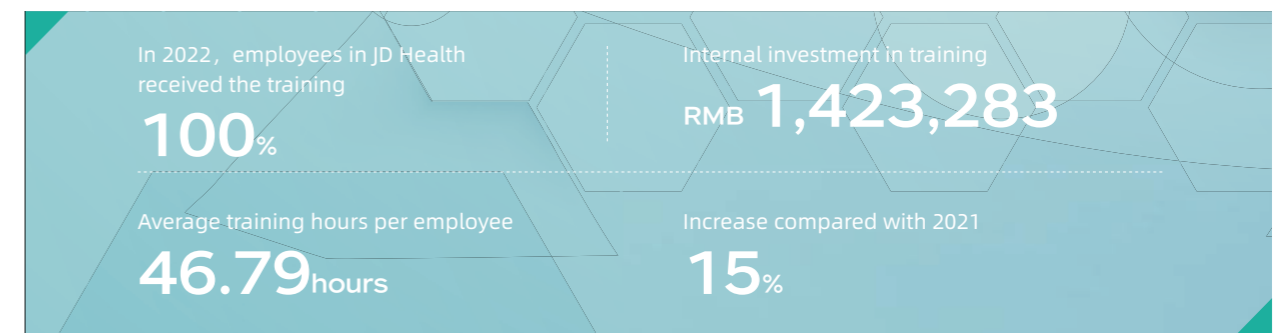


Poster of "Boyun Plan" Training Course

In addition to providing a variety of internal training projects, we encourage employees to achieve self-improvement with external educational resources. JD.com has set a project named "I am Attending the University in JD.com", providing a channel for all employees to improve their academic qualifications. We provide financial support for employees' continuing study, including exempting employees' tuition fees as appropriate in the project "I am Attending the University in JD.com",

and provide loan support to the employees in service participating in MBA/MEM projects.

In order to precipitate and summarize the training resources, JD Health cooperated with the relevant departments of JD.com to build the company's knowledge management platform, and based on the existing training course materials, planned 7 major topics and 26 knowledge areas, and collected a total of 821 learning materials for employees to look up and learn at any time.



Employee Training of JD Health in 2022

Indicator	Categories	Unit	Data in 2022
Total training enrollments	/	/	218,547
Proportion of trained employees categorized by gender	Male employees	%	100
	Female employees	%	100
Proportion of trained employees categorized by rank	Senior management	%	100
	Middle management	%	100
	Junior management	%	100
	General employees	%	100
Training hours per employee categorized by gender	Male employees	Hour	27.88
	Female employees	Hour	32.94
Training hours per employee categorized by rank	Senior management	Hour	21.85
	Middle management	Hour	37.03
	Junior management	Hour	36.76
	General employees	Hour	30.47



Employees' Remuneration and Benefits

JD Health cares for employees' personal well-being and is committed to providing competitive remuneration packages to the employees. We continue to improve the employees' remuneration and benefits system, set up long-term incentives, take measures for benefits in combination with employees' needs and the company's situation, and share the company's development achievements with employees.

Employees' Incentives

JD Health advocates the remuneration management concept with emphasis on talents, value creation and cost efficiency as the core, and according to the management systems of JD.com such as *JD.com Salary Management Regulations*, *JD.com Daily Salary Increase and Employee Stock Options Management Regulations*, *JD.com Salary Adjustment Management Regulations*, provides employees with comprehensive salary incentives including fixed salary, performance bonus, year-end bonus as well as other variable salary and long-term incentives. We, comprehensively taking into consideration the job content of each position and the talent situation of labor market, provide employees with remuneration that matches their abilities and efforts. Every year, we determine the annual salary adjustment plan according to external policies such as local salary standards and internal conditions such as the





company's performance indicators, so as to ensure that the company's salary level maintains competitive in the market and satisfies our employees.

In order to stimulate the initiative and creativity of employees, JD Health strives to build an all-round incentive system. We provide stock incentives based on the rank and position of employees, and issue deferred bonus incentives for innovative projects, so as to encourage employees to achieve achievements of long-term value with enduring material rewards. At the same time, we recognize and thank our employees for their contributions to the company. We give our employees spiritual encouragement, including seniority honors, annual evaluation, great commendation, etc., to enhance their recognition and sense of achievement for their work.

Employees' Benefits

Adhering to the "people-oriented" concept of Employee Assistance Program, JD Health establishes a rich, demand-responsive and experience-first benefit system. In accordance with the management systems such as *JD.com Subsidy Management Regulations*, *JD.com Love Relief Fund Management System*, *JD.com Settlement Plan*, and *JD.com Team Building Fee Management Regulations*, we have perfected the types of benefits, refined benefit policies and continuously improved employees' well-being at work.

In addition to the social insurances and housing provident fund (i.e., endowment insurance, medical insurance, unemployment insurance, employment injury insurance, maternity insurance, and housing provident fund) and other statutory benefits, JD Health also provides a variety of employee benefits with company characteristics:

Type of benefits	Items
Health care 	Accidental injury insurance, accidental medical insurance, supplementary medical plan, annual physical examination, and love relief fund
Family life 	Settlement plan, 30-day extended maternity leave with payment, paternity leave, and baby care room and other support facilities for childcare
Leisure activities 	Festival benefits, seniority awards, team building activities, and cultural and sports activities
Special subsidy 	Meal allowance, attendance allowance, front-line employee allowance, and supplementary medical care for office employees

JD Health organized employees to carry out a "National Sports Campaign"

In May 2022, in order to improve the physical and mental health of employees, JD Health carried out a one-month series of activities called "National Sports Campaign". The series of activities include team and individual events, covering sports attendance PK, sharing a healthy life, etc., with rich prizes provided for the winners. By carrying out the "National Sports Campaign", we stimulated the enthusiasm of employees for sports, enhanced the team cohesion, effectively relieved the work pressure of employees, improved the physical quality of employees, and helped them realize the proper balance between work and rest.



"National Sports Campaign" Pictures

JD Health attaches great importance to employees' job satisfaction and actively participates in the employee satisfaction survey uniformly organized by JD.com. We send "organization health status" scoring questionnaire to all employees in service via office platform on each working day and sort out and analyze the collected data on a quarterly basis. In 2022, the coverage rate of employee satisfaction survey in JD Health reached 100%, and the overall score in each quarter maintained a continuous upward trend.

In 2022, the coverage rate of employee satisfaction survey in JD Health

100%

Employees' Health and Safety

JD Health attaches great importance to employees' occupational safety and physical and mental health. We strictly abide by the *Law of the People's Republic of China on the Prevention and Control of Occupational Diseases*, the *Work Safety Law of the People's Republic of China* and other relevant laws and regulations, create a safe and comfortable office environment, provide comprehensive and perfect health protection, and equip employees with favorable conditions for healthy work and life.

occupational diseases or accident risks, JD Health provides necessary labor protection equipment for all employees, sets up AED¹⁸ first aid facilities in the office area, arranges doctors on duty in the workplace, and implements occupational health and safety management.

JD Health has comprehensively established an occupational health security system. We provide employees with annual physical examination and arrange free psychological consultation and other measures to safeguard their physical and mental health in all aspects. For employees in different positions, we set up targeted items in physical examination to help them timely identify and effectively deal with health risks. We partner with a professional EAP¹⁷ consulting firm to launch the EAP Project. Employees can get long-term and systematic psychological assistance through offline interview or telephone consultation, so as to actively face the psychological or emotional confusion in work and life.

JD Health and AHA¹⁹ Guokang International Training Center officially entered into a strategic partnership to build JD Health First Aid Training Center together, which will provide comprehensive professional training services through the introduction of AHA's globally recognized HeartSaver course. JD Health First Aid Training Center teaches basic first aid procedures, CPR (Cardiopulmonary Resuscitation), AED equipment use, trauma first aid skills, and simulates emergency drills, which will help employees master emergency rescue operations in daily work and living environment, and issues AHA Heartsaver International Ambulance Certificate to employees who pass the assessment. The Center will also hold special lectures on acute disease first aid, accident first aid, poisoning first aid, field first aid, sports first aid, disaster first aid, children first aid, etc., and ensure knowledge popularization and promotion.

In order to avoid health damage to employees caused by



In addition, JD Health organizes diversified health and safety training activities for employees to enhance their safety and health skills and awareness. We organized a series of occupational health and safety training to explain the elementary knowledge in first aid to employees, and taught first aid skills covering CPR, AED use, asphyxiation relief, hemostasis and dressing. In 2022, we carried out training for Red Cross First Aider Certificate, and encouraged the participants to pass the assessment and obtain the Red Cross First Aider Certificate. We also carried out a series of interesting activities on workplace health. Through the "24 Solar Terms Knowledge Sharing Activity", we pushed the seasonal health precautions and suggestions to all employees to strengthen their health awareness. We also launched the "128 JD.com Employee Health Day" series of activities to answer employees' workplace health questions with external famous doctors.

¹⁷ Employee Assistance Program
¹⁸ Automated External Defibrillator
¹⁹ American Heart Association

In 2022, no employees died in the line of duty in JD Health, and 578.5 working days were lost due to work-related injuries. We have investigated and followed up employee health and safety incidents, properly handled them and summarized them for filing.

Work-related Fatality of JD Health in the Past Three Years

Indicator	Categories	Unit	2020	2021	2022
Work-related fatality	Data	Person	0	1	0
	Rate	%	0	0.03	0

JD Health launched the "128 JD.com Employee Health Day" series of activities

In December 2022, JD Health launched the "128 JD.com Employee Health Day" series of activities lasting two weeks for all employees of JD.com. JD Health cooperated with the professional team of "Consult JD Health Doctors" to answer health questions for employees, with 1,280 employees to consult for free. In addition, we set a one-week health knowledge refuting challenge to increase employees' sense of participation in activities and spread scientific and correct elementary knowledge on health. Besides offline activities, we invited famous doctors to record five health science popularization programs with the theme of workplace health preservation, relying on the program *Live by Famous Doctors*. We also used the online platform to share the AHA first aid training courses with all employees, including but not limited to routine first aid skills such as CPR and AED use. JD Health has organized the "128 JD.com Employee Health Day" to improve the ability and awareness of employees to keep healthy and realize the effective publicity and implementation of occupational safety and health.



"128 JD.com Employee Health Day" Activity Pictures

05

Environmental Management

JD Health is convinced that human health and the environment are inseparably interconnected. We adhere to the environment-friendly and sustainable development path, strengthen environmental management, and take practical actions to reduce the impact of our operations on the environment. In the context of global warming, under the leadership of JD.com, we actively respond to the national "Carbon peaking and Carbon neutrality" goals by identifying and assessing climate change-related risks and working together with the value chain to create a low-carbon ecosystem, making positive contributions to achieving harmonious co-existence between humanity and nature.



Addressing Climate Change

Actively responding to global climate change, JD Health has implemented the "dual carbon" strategic deployment and worked with partners to address climate change risks and promoted the green transformation of the industrial chain and value chain with joint efforts. In 2022, we disclosed the Company's progress in climate change-related governance framework, identification of risks and opportunities, and risk management with reference to the framework and recommendations of the Task Force on Climate-Related Financial Disclosure (TCFD).

Climate-related Risks and Opportunities

JD Health takes global climate change seriously and actively responds to the national "dual carbon" strategic deployment. Based on actual business conditions, we proactively identified and examined potential risks and opportunities posed by climate change and developed targeted countermeasures. In terms of acute physical risks, extreme natural disasters caused by climate change, such as the wind, rainstorms, and hurricanes can affect the incidence of human diseases and pose a threat to human health and life. In response, we fully predicted the changes in the market demand for drugs and develop

emergency plans to ensure their supply, in a bid to meet the medical needs of the public. In terms of chronic physical risks, as climate change worsens, adverse factors such as rising temperature and sea level rise may increase risks in product warehousing and transportation. Therefore, when selecting warehouse locations, we fully assess local climate risks and geographical location, and actively cooperate with low-carbon logistics and transportation institutions. Also, we took measures such as transportation route optimization to ensure stable product supply.

Carbon Footprint of Products

To scientifically plan the process of reducing greenhouse gas emissions, JD Health has set greenhouse gas emission reduction targets and actively explored the ways to reduce carbon emissions of all scopes. We are committed to reducing energy consumption and increasing the use of

recyclable resources throughout the entire industrial chain and call on business partners to actively participate in low-carbon development. JD Health regularly calculates greenhouse gas emissions.

GHG Emissions of JD Health in 2022²⁰

Indicator	Unit	2022	2021
Total GHG emissions (Scope 1, 2)	tCO ₂ e	1,944.03	/
Direct GHG emissions (Scope 1)	tCO ₂ e	75.42	33.71
Indirect GHG emissions (Scope 2)	tCO ₂ e	1,868.61	505.82
Other GHG emissions (Scope 3)	tCO ₂ e	53,483.52 ²¹	/
Intensity of GHG emissions	tCO ₂ e /revenue (RMB ten thousand)	0.0004	/

²⁰ Since JD Health shared office space and operating facilities with JD.com, the GHG emissions indicators relating to administration were calculated according to the proportion of employees of JD Health in JD.com's Beijing office. The data witnessed a slight increase compared with that in 2021 when the proportion of total workforce of JD Health in that of JD.com was adopted.

²¹ Indirect GHG emissions (Scope 3) of JD Health covered GHG emissions generated by logistics, which were calculated according to the proportion of orders of JD Health in that of JD Logistics.

Low-carbon Procurement

- In the procurement process, we considered the environmental performance of products and gave priority to purchasing environment-friendly, energy-saving, and recyclable raw materials, products, as well as services.

Low-carbon Logistics

- We bought in bulk to increase the use of full truckload delivery, and reduced the scattered distribution of suppliers to effectively decrease logistics and transportation frequency.
- Arranged the warehouse locations reasonably, realizing intelligent distributed inventory placement and delivering goods from the nearest warehouse to minimize greenhouse gases during product distribution.
- Strengthened packaging standards and encouraged businesses and logistics companies to use green packaging materials for avoiding excessive packaging.
- Cooperated with JD Logistics to use electronic transportation documents and reduced the use of paper documents, optimized the transportation structure and planning routes reasonably to reduce resource consumption and carbon emissions from logistics.

JD Health's Emission Reduction Actions in the Industrial Chain in 2022

Green Operations

JD Health integrates the concepts of green, energy conservation, and environmental protection into the Company's operations. Strictly abiding by all applicable laws and regulations such as the *Environmental Protection Law of the People's Republic of China*, the *Energy Conservation Law of the People's Republic of China*, and the *Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste*, we made efforts continuously to strengthen the construction of the environmental management system, improve the awareness of employees in energy conservation and carbon reduction for environmental protection, apply the principle of environmental friendliness in all aspects of workplace and daily operations, and fulfill the commitment of green operations with actions. Due to our business characteristics, JD Health does not have a significant impact on the environment and natural resources during the business operations. In 2022, there were no major lawsuits, corresponding penalties, or other major incidents arising from environmental violations.

Energy and Resource Use

JD Health actively advocates environmental protection, energy conservation, and consumption reduction. According to the actual conditions of the Company, we have promoted resource conservation from multiple perspectives in daily operations and the workplace and utilized various environmental resources efficiently. In accordance with

the *Energy Conservation Law of the People's Republic of China*, we practiced energy conservation and consumption reduction and promoted the use of renewable energy while improving energy efficiency.

Resource Consumption of JD Health in 2022²²

Indicator	Unit	2022	2021
Natural gas consumption	m ³	4,271.61	3,318.57
Gasoline consumption	liters	23,213.21	9,737.91
Diesel fuel consumption	liters	2,125.99	0
Direct energy consumption	kg of standard coal	36,192.19	/
Direct energy consumption intensity	kg of standard coal/ revenue (RMB ten thousand)	0.01	/
Purchased power	kWh	2,245,758.56	825,363.87
Purchased heat	GJ	5,344.17	/
Indirect energy consumption	kg of standard coal	458,346.76	/
Indirect energy consumption intensity	kg of standard coal/revenue (RMB ten thousand)	0.10	/
Total energy consumption	kg of standard coal	494,538.95	/
Energy consumption intensity	kg of standard coal /revenue (RMB ten thousand)	0.11	/
Total water consumption	tons	17,416.91	6,562.64
Water consumption intensity	tons/revenue (RMB ten thousand)	0.004	/

JD Health's Highlight Initiatives for Energy Conservation and Emission Reduction in 2022²³

- Introduced new energy shuttles for employee, with annual mileage exceeding **85,600** kilometers
- Encouraged **green travel** and proposed employees to carpool or use public transportation, which significantly improved the utilization rate of staff car resources
- Replaced LED panel lights in the office area, saving about **84,000** kWh of electricity annually
- Upgraded the lighting system and achieved intelligent brightness adjustment and lamp switching, saved about **18,000** kWh of electricity annually
- Reduced the floodlighting brightness of the headquarters building by about 30% and saved about **5,600** kWh of electricity annually
- Set the TVs in the meeting rooms on automatic hibernation, which automatically hibernate without operation for 3 minutes to **reduce resource consumption**
- Posted up the signs "Turn off Lights Before You Leave" at the light switches to enhance **employees' awareness of electricity conservation** and call on employees to turn off lights and save electricity

With increasing pressure on global water resources, JD Health is deeply aware of the importance of sustainable water consumption. We have proactively cut water use in our buildings by no less than 3% annually. We optimized

the water consumption structure comprehensively, increased the recycling of rainwater, and promoted the application of water-saving domestic water appliances.

²² Since JD Health shared office space and operating facilities with JD.com, the resource consumption indicators were calculated according to the proportion of employees of JD Health data in Beijing offices in that of JD.com. The data witnessed a slight increase compared with that in 2021 when the proportion of total workforce of JD Health in that of JD.com was adopted.

²³ Since JD Health shared office space and operating facilities in Beijing with JD Group, the quantitative energy conservation performance indicators were calculated according to the proportion of employees of JD Health in Beijing offices in that of JD.com.

Emission Management

Complying with the laws and regulations such as the *Law of the People's Republic of China on the Prevention and Control of Atmospheric Pollution*, the *Law of the People's Republic of China on the Prevention and Control of Water Pollution*, and the *Standards for Pollution Control on the Municipal Solid Waste Incineration*, JD Health treats the wastewater, waste gas, and other pollutants generated during the operations in a centralized way and discharges them in compliance with relevant laws and regulations. In 2022, we continuously improved the recycling rate of wastewater by adopting wastewater treatment stations.

JD Health has set strict requirements for waste management and formulated targeted plans for drug disposal management. We discharge waste in strict accordance with relevant national policies such as the *Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste*, and the *Technical Policy for Prevention and Control of Hazardous Waste Pollution*, and actively carried out initiatives to reduce the generation and discharge of pollutants. In 2022, the total waste of JD Health decreased by 60% year on year, and there were no environmental damage incidents caused by the discharge of large amounts of pollutants.

The non-hazardous solid waste generated by JD Health mainly consists of office and daily waste. We have established a simple garbage sorting station on each floor and recycled some of the solid waste. We submitted the rest of non-recyclable waste to the municipal department for unified harmless treatment. In 2022, JD Health handled all non-hazardous waste in compliance with relevant laws and regulations.

The year on year decrease in total waste of JD Health was

60%

Initiatives of JD Health for Resource Saving in 2022

Reuse of Old Batteries

Batteries that have been used by high-power equipment such as microphones in the meeting rooms but still have residual power will be distributed to employees for secondary use to power up small electrical devices such as mice, keyboards, and remote controls.

Reservice of Exterior Packaging Cartons

The exterior packaging cartons from daily purchases were collected and reused for moving things in workplaces or goods turnover.

Drugs are classified as hazardous waste and JD Health has formulated a series of management measures for drug disposal and recycling in accordance with the *Good Supply Practice for Drugs*. We classified drugs based on their nature. For expired, obsolete, deteriorated or contaminated drugs, we collected and registered them by type and then submitted them to hazardous waste

disposal agencies for recycling and harmless treatment. For near-active drugs, we returned the drugs to the suppliers or third-party merchants and supervised them to process the drugs completely. We make every effort to prevent drug leakage that may cause personal injury and environmental pollution.

Key Performance Indicators of Emissions of JD Health in 2022²⁴

Emission Type	Indicator	Unit	2022	2021
Waste gas	Nitrogen oxide (NOx)	kg	325.57 ²⁵	26.70
	Sulfur oxide (SOx)	kg	0.40	0.16
	Particulate matter (PM)	kg	25.10 ²⁶	2.49
Non-hazardous waste	Total non-hazardous waste	tons	448.40	1,402.77
Hazardous waste	Total hazardous waste	tons	0.04	0.00

Packaging Materials Management

Adapting to the development trends of green and reduced packaging, JD Health has formulated relevant standards for commodity packaging management. While making continuous efforts to guide supply chains, third-party merchants, and logistics companies to optimize packaging sizes and reduce excessive packaging, we also promoted the use of recyclable and degradable products and logistics packaging materials.

On the premise of ensuring product quality, we recommend that suppliers adopt DWOP²⁷ to avoid resource waste caused by secondary packaging of logistics companies and reduce the consumption of packaging materials by means of product disassembly and assembly²⁸ and other methods. In addition, cooperating with JD Logistics, we used green logistics packaging materials such as "circular transfer bags" "circular insulation boxes", and "packaging bags for plastic woven fabric" for the transportation of goods to reduce the environmental impact of logistics links.

Key Performance Indicators of Packaging Materials²⁹

Indicator	Unit	2022	2021
Total packaging used for finished products	tons	8,365.06	7,158.70
Packaging density	-	1.79 kg/Revenue (RMB ten thousand)	52 g/quantity produced

²⁴ JD Health's emission data included emissions produced by offices and offline stores. Office emissions were calculated according to the proportion of employees of JD Health in Beijing offices in that of JD.com. The emissions data witnessed a slight increase compared with that in 2021 when the proportion of total workforce of JD Health in that of JD.com was adopted.

²⁵ NO_x emissions came from office vehicles. Referred to the Guidelines on Reporting Environmental Key Performance Indicators issued by the HKEX, as the use of administration-related vehicles covers all vehicle types, the NO_x emission coefficient was estimated by the average emission coefficient of each vehicle type in the guidelines of the HKEX.

²⁶ PM emissions came from office vehicles. Referred to the Guidelines on Reporting Environmental Key Performance Indicators issued by HKEX, as administration-related vehicles cover all vehicle types, the emission coefficient of PM is estimated by the average emission coefficient of all vehicle types in the guidelines of HKEX.

²⁷ DWOP is the abbreviation of Delivered with Original Package, which is an important solution to reduce excessive packaging.

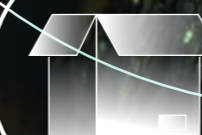
²⁸ Product disassembly and assembly refers to the method of disassembling existing large and odd-form products (such as nursing beds, crutches, wheelchairs, etc.) into multiple smaller parts for assembly.

²⁹ Total volume of packaging materials was calculated by the proportion of orders of JD Health in that of JD Logistics.

06

Social Welfare

JD Health focuses on addressing social medical and health needs and is committed to creating a public welfare mechanism that "everyone can participate in and benefit from", to assist in providing medical services, medical assistance, and anti-epidemic supplies, thus promoting the development of social health and public welfare undertakings, and benefiting a broader user group.



Responses to COVID-19

JD Health actively participated in the fight against the COVID-19 by donating and ensuring supplies, launching free online consultation platform, and engaging in extensive cooperation with the community.

Ensuring Anti-epidemic Supplies

During the times when COVID-19 cases surged, JD Health promptly formulated supply measures to meet the surging demand of customers for drugs.

Measures for Ensuring the Supply of Drugs during COVID-19

<p>Policy Breakthroughs</p>	<p>We communicated with regulatory authorities on the drug sales restriction policy during the COVID-19 epidemic, enabling JD Health's self-operating entities to fully liberalize the online and offline drug purchase, and ensuring that patients can timely purchase the drugs in urgent need without limitations in compliance with policies.</p>
<p>Warehousing Acceptance</p>	<p>We reviewed the warehousing and acceptance process of the COVID-19 epidemic-related drugs, for which special warehousing policies were formulated, and green channels were opened, while product quality was ensured, to improve order processing capacity and meet the needs of people as much as possible.</p>
<p>Price Control</p>	<p>While ensuring the supply of epidemic-related drugs during the COVID-19 epidemic, to prevent the price rise caused by the scarcity of the drugs, we tried to maintain the stability of drug prices from the source in the procurement process to avoid drastic price fluctuations caused by market demand factors. Meanwhile, we investigated and punished the illegal sales of epidemic-related materials to ensure the orderly supply of epidemic-related materials with stable prices.</p>

JD Health has built the first cold chain network infrastructure for the supply of pharmaceutical products in China that supports 72-hour delivery in 304 cities, strictly complying with GSP requirements for temperature control throughout the process, therefore resolving the challenge of accessibility of cold chain pharmaceutical products to patients.

Supply Guarantee Project of Epidemic-related Drugs by JD Health

<p>Under the unified deployment of the Ministry of Industry and Information Technology of the People's Republic of China, JD Health undertook the construction of Tianjin pilot project, one of the first batch of "Drug Purchase Guarantee Platforms for Patients with COVID-19" on December 13, 2022. We developed an online drug purchase platform urgently, transferred contingency drugs in advance, and set stringent requirements for delivery control. As a result, we precisely delivered 200,000 boxes of Lianhua Qingwen Capsules within 42.5 hours, with a total of 109,000 users that placed orders on the platform during that period.</p>	<p>The total number of users that placed orders during the period JD Health joined the fight against COVID-19 to guarantee drug purchase</p> <h1>109,000</h1>
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The Registration Platform of JD Health to Assist Patients with Chronic Diseases in Obtaining Medications

Affected by another wave of COVID-19, patients with chronic diseases in certain areas were troubled by the inconvenience of purchasing medications. Discontinuing medication has a significant impact on the condition of the patients with such chronic diseases as epilepsy and bronchial asthma. To meet the medication needs of more users, including those with chronic diseases, during their staying at home for COVID-19 prevention and control, JD Health launched a registration platform to provide drug supply information and medication services to residents in need of medications, helping them to obtain the necessary medications in a timely manner.



Registration Page of the Registration Platform to Assist Patients in Obtaining Medications

JD Health Established a Mutual Aid Platform to Fight against COVID-19

On December 24, 2022, JD Health officially launched a mutual aid platform to fight against COVID-19. Users can post their requests for drugs through the platform, and can also share information about their spare drugs, antigen test kits and other epidemic prevention materials. The mutual aid platform has attracted nearly 1 million users and has solve durgent medication needs of over 100,000 users in total.



Mutual Aid Platform to Fight against COVID-19

Anti-epidemic Services

With the change of the COVID-19 situation, the demand for epidemic prevention-related consultations among the public surged. JD Health quickly responded to the government's call and launched free fever clinics in collaboration with local governments to meet the needs of customers. In addition, during the peak of the COVID-19 in 2022, JD Health focused on creating an online consultation function, and launched an antigen test management platform for residents and a consultation platform for prevention and control of COVID-19, giving full play to the active role of convenient and efficient Internet medical services, and providing residents with health monitoring, anti-epidemic science popularization, online consultation, home delivery of medicines and other services covering a full process.

From December 8 to December 31, 2022, JD Health's anti-epidemic projects launched in collaboration with the government covered 26 provinces, involving 101 epidemic prevention units of the government. The collaborative anti-epidemic pages received over 1.51 million visits in total and provided 50,843 free consultations during that period.

JD Health collaborated with People's Daily to provide high-quality consultation services for the public. From December 12 to December 31, 2022, the collaborative anti-epidemic pages received over 2.07 million visits and provided 127,939 free consultations.

Number of provinces JD Health's anti

26

Number of epidemic prevention units of the government

101



Free Consultation Pages to Fight against COVID-19

Online Children's Fever Clinic Services

During the peak of the COVID-19 outbreaks, infants and children were susceptible populations, and the demand for consultations on their condition surged. JD Health launched the online Children's Fever Clinic as quickly as possible, providing users with 7 * 24 hours of professional services such as consultations, prescription, drug purchase, and medication guidance related to COVID-19. From November 25 to December 31, 2022, the online Children's Fever Clinic provided a total of 86,000 consultations.

From November 25 to December 31, 2022, number of consultations the online Children's Fever Clinic provided

86,000



Online Children's Fever Clinic Service

Public Welfare Projects to Fight COVID-19

From January 1 of 2022 to the early 2023, JD Health conducted more than ten public welfare donations activities for epidemic-related supplies. Collaborating with multiple caring enterprises, we donated over 10.3 million pieces of drugs and medical protection materials to Shanghai, Shenzhen, Tianjin, and 160 national key counties for rural revitalization in China, helping to fight against the COVID-19 epidemic and ensure supplies.

At the end of the lunar year 2022, we completed the delivery of goods to border areas such as Nagarze County in Shannan City, Tibet within 5 days.

Anti-epidemic Health Support Project for Chinese Towns and Villages

JD Health, the National Rural Revitalization Administration, and the People's Daily jointly launched an anti-epidemic health support project for Chinese towns and villages, and has provided 10 million tablets of antipyretics to 20,000 villages across the country in a targeted "one-on-one" way. In addition, under the guidance and organization of the National Rural Revitalization Administration, JD Health focused on the needs of administrative villages under the jurisdiction of 160 national key rural revitalization counties in accordance with the actual needs of epidemic prevention and control. Meanwhile, the project also provided free online consultations and medication guidance services for millions of villagers and returnees, covering almost all administrative villages in China, and comprehensively assisting in the fight against COVID-19.

Number of villages across China receiving targeted assistance

20,000

Number of tablets of antipyretics provided in a targeted "one-on-one" way

10 million

Public Welfare Projects

In 2022, JD Health carried out extensive public welfare projects, established internal management mechanisms for public welfare project development and cooperation, and actively planned and operated public welfare projects, forming a public welfare model with JD Health's characteristics.

In 2022, joining hands with 40 cooperative brands, "Aixindongdong" merchants, and caring netizens, JD Health collected donations, materials, and services with a total value of over RMB 10 million.

With the support of JD.com's public welfare platform, JD Health cooperated with brand partners to launch the charity donation program "Aixindongdong", which had attracted nearly 50,000 JD.com's merchants as of the end of 2022, with over 46 million donations.

Accumulative number of merchants participated in "Aixindongdong"

50,000

Number of donations

46 million

JD Health actively carries out community investment work. In collaboration with multiple institutions and organizations, JD Health has carried out multiple public welfare activities with such themes as contributing to rural public welfare, safeguarding women's health, and caring for children's health.

Contributing to Rural Public Welfare

Centering on "rural public welfare", JD Health has carried out public welfare activities such as "Doctors' Warm Hearts" online free consultation activity and Emergency Medical Kit, providing medical services for rural areas to contribute to rural revitalization.

Online Free Consultation Activity of "Doctors' Warm Hearts"

Aimed at alleviating the shortage of medical resources in rural areas and resolving the difficulty of the elderly in seeking medical treatment, JD Health launched the "Doctors' Warm Hearts" online free consultation activity on December 17, 2022, in collaboration with the China Social Assistance Foundation and the Bethune Charitable Foundation. Experts from Henan Provincial Chest Hospital were invited to provide consultation services for the elderly people in need in rural areas. With the help of grassroots volunteers and social workers in Henan, more than 20 rural elderly people with cardiovascular diseases, respiratory diseases, and orthopedic related diseases had one-on-one video consultations with caring doctors and received professional advice on home medication and further medical treatment.



Online Free Consultation for the Elderly in Rural Areas

The Public Welfare Project of Emergency Medical Kit

In September 2022, JD Health and the China Social Assistance Foundation jointly launched the public welfare project of Emergency Medical Kit to provide emergency medical support to the public and build a "firewall" for public health. As of the end of December, JD Health's emergency medical kits had benefited a total of 124,000 people in six provincial-level administrative regions.

Number of people benefiting from the public welfare project of Emergency Medical Kit

124,000



The Project of Emergency Medical Kit

Safeguarding Women's Health

In 2022, JD Health launched such public welfare projects for women's health as "Care for Her" and "Working Mothers" to provide medical and health materials for women in the rural areas and migrant women in the urban areas, helping to improve their health.

"Care for Her" the Public Welfare Activity of Caring for Rural Women's Physiological Health in Liangshan, Sichuan

To further improve women's health, JD Health joined hands with other parties and launched a public welfare activity called "Call for Her". During the activity, we helped the rural women in the Zhaojue County, Liangshan Yi Autonomous Prefecture, Sichuan Province, calling on them to pay attention to health protection and enhance their awareness of physical health. There were 1,500 women who received love assistance during that activity.



Activity of "Care for Her"

A Healthy Mother's Day Activity for "Working Mothers"

JD Health launched a public welfare activity with the theme of caring for the health of "working mothers" to celebrate Mother's Day. We called on caring brands and businesses to participate in the activity through materials or money donation and other forms to provide medical and health assistance to "working mothers".



Public Welfare Activity for Health of "Working Mothers"

Caring for Children's Growth

"Caring for Children's Growth", the theme activities of JD Health are aimed at calling on people to pay attention to the nutritional status of special groups such as children with rare diseases, premature infants, to safeguard the healthy growth of children.

Special Medical Food Initiative of JD Health, Safeguarding the Healthy Growth of Children with PKU

Special Medical Food Initiative of JD Health aims to focus on the healthy growth of children with phenylketonuria (PKU), known as the "fairy babies". PKU patients are unable to convert phenylalanine, a building block of proteins obtained through the diet, into tyrosine, causing the phenylalanine and the keto acids accumulate in the body, thereby damaging the development of the brain and nervous system. Therefore, on the occasion of International Children's Day, we, together with the March of Dimes Birth Defects Foundation of China and Sainte, donated 1,100 cans of PKU formula powder with a market value of more than RMB 650,000 to the southern region of Xinjiang, in bid to enable children with PKU to get more social attention, while delivering professional nutritional support to children.

Number of PKU formula powder donated to the southern region of Xinjiang

1,100 cans

with a market value of

over RMB 650,000



Special Medical Food Initiative of JD Health for Children with PKU

Special Fund for Premature Infants

The March of Dimes Birth Defects Foundation of China and other parties jointly launched the "Good Morning Angels" Special Fund for Premature Infants. JD Health, as one of the representatives of caring enterprises, has promised to donate 1 yuan to the special fund for each can of Nestle premature infant formula products sold, to improve the health status of premature infants and improve their quality of life.



Launching Ceremony of "Good Morning Angels" Special Fund for Premature Infants

Appendices

Key Performance Indicators

Indicator	Unit	2022	2021	
Environment				
Emissions of waste gas ³⁰	Nitrogen oxide	kg	325.57	26.70
	Sulphur oxide	kg	0.40	0.16
	Particulate matter	kg	25.10	2.49
GHG emissions and intensity ³¹	Total GHG emissions (Scope 1+Scope 2)	tCO ₂ e	1,944.03	/
	Scope 1 GHG emissions	tCO ₂ e	75.42	33.71
	Scope 2 GHG emissions	tCO ₂ e	1,868.61	505.82
	Scope 3 GHG emissions	tCO ₂ e	53,483.52	/
	GHG emission intensity	tCO ₂ e/ revenue (RMB ten thousand)	0.0004	/
Waste ³²	Total waste	tonne	448.44	1,402.77
	Total hazardous waste	tonne	0.04	0.00
	hazardous waste intensity	g/ revenue (RMB ten thousand)	0.008	0.00
	Total non-hazardous waste	tonne	448.40	1,402.77
	Non-hazardous waste intensity	tonne/ revenue (RMB ten thousand)	0.0001	/
Use of direct energy ³³	Natural gas consumption	m ³	4,271.61	3,318.57
	Diesel consumption	liter	23,213.21	9,737.91
	Gasoline consumption	liter	2,125.99	0
	Total direct energy consumption	kg of standard coal	36,192.19	/
	Direct energy consumption intensity	kg of standard coal/ revenue (RMB ten thousand)	0.01	/

³⁰ JD Health's air pollutants emission data covered emissions produced by office vehicles. Referred to the Guidelines on the Reporting Environmental Key Performance Indicators issued by the HKEX, as the use of administration-related vehicles covers all vehicle types, the PM/NOx emission coefficient was estimated by the average emission coefficient of each vehicle type in the guidelines of the HKEX. Since JD Health shared the use of office vehicles with JD.com, gas emissions were calculated according to the proportion of employees of JD Health in Beijing offices in that of JD.com. The emissions data witnessed a slight increase compared with that in 2021 when the proportion of total workforce of JD Health in that of JD.com was adopted.

³¹ Scope 1 and Scope 2 GHG emissions statistics included direct and indirect energy consumption from administrative offices. Since JD Health shared office space and operating facilities with JD.com, the GHG emissions indicators relating to administration were calculated according to the proportion of employees of JD Health in Beijing offices in that of JD.com. The data witnessed a slight increase compared with that in 2021 when the proportion of total workforce of JD Health in that of JD.com was adopted. Scope 3 GHG emissions of JD Health covered those generated by logistics, which were calculated according to the proportion of orders of JD Health in that of JD Logistics.

³² JD Health's waste emissions data included emissions produced by offices and offline stores. Office emissions were calculated according to the proportion of employees of JD Health in Beijing offices in that of JD.com. The emissions data witnessed a slight increase compared with that in 2021 when the proportion of total workforce of JD Health in that of JD.com was adopted.

³³ JD Health's direct energy consumption included the energy directly consumed by the offices. Since JD Health shared office space and operating facilities with JD.com, the energy consumption indicators relating to administration were calculated according to the proportion of employees of JD Health in Beijing offices in that of JD.com. The data witnessed a slight increase compared with that in 2021 when the proportion of total workforce of JD Health in that of JD.com was adopted.

Indicator	Unit	2022	2021	
Use of indirect energy ³⁴	Purchased electricity	kWh	2,245,758.56	825,363.87
	Purchased heat	GJ	5,344.17	/
	Total indirect energy consumption	kg of standard coal	458,346.76	/
	Indirect energy consumption intensity	kg of standard coal/revenue (RMB ten thousand)	0.10	/
Total energy consumption	Comprehensive energy consumption	kg of standard coal	494,538.95	/
	Comprehensive energy consumption intensity	kg of standard coal/revenue (RMB ten thousand)	0.11	/
Total water consumption and intensity ³⁵	Total water consumption	tonne	17,416.91	6,562.64
	water consumption intensity	tonne/revenue (RMB ten thousand)	0.004	/
Packaging materials ³⁶	Total packaging materials	tonne	8,365.06	7,158.70
	Intensity of packaging materials	kg/revenue (RMB ten thousand)	1.79	52(g/quantity produced)
Social				
The Number and breakdown of employees³⁷				
Total full-time employees ³⁸	people	2,739	3,305	
Total part-time employees	people	155	/	
Full-time employees by gender	Male	people	1,058	1,513
	Female	people	1,440	1,792
Full-time employees by rank	Senior management	people	15	/
	Percentage of female senior management	%	40.0	36.8
	Middle management	people	86	/
	Junior management	people	60	/
General employees	people	2,337	/	

³⁴ JD Health's indirect energy consumption included purchased energy consumed by the office. Since JD Health shared office space and operating facilities with JD.com, the indirect energy consumption indicators relating to administration were calculated according to the proportion of employees of JD Health in Beijing offices in that of JD.com. The data witnessed a slight increase compared with that in 2021 when the proportion of total workforce of JD Health in that of JD.com was adopted.

³⁵ JD Health's water consumption included water consumption for the purpose of administration. Since JD Health shared office space and operating facilities with JD.com, the water consumption indicators relating to administration were calculated according to the proportion of employees of JD Health in Beijing offices in that of JD.com. The data witnessed a slight increase compared with that in 2021 when the proportion of total workforce of JD Health in that of JD.com was adopted.

³⁶ JD Health cooperates with JD Logistics as the third-party logistics service provider and the statistics of packaging materials are converted according to the proportion of JD Health in the orders of JD Logistics. The statistical range of packaging materials in 2022 has increased compared with that in 2021.

³⁷ Unless otherwise specified, data on employees did not include Jingdong Yiyao (Tianjin) Co., Ltd. (Tianjin Yiyao).

³⁸ Data on the number of full-time employees are consistent with those in the financial report, including the employees of Tianjin Yiyao.

Indicator	Unit	2022	2021	
Full-time employees by age group	Employees aged 29 and below	people	738	2,171
	Employees aged between 30 and 49	people	1,730	1,126
	Employees aged 50 and above	people	30	8
Full-time employees by geographical region	Employees in Chinese mainland	people	2,498	/
	Employees in China's Hong Kong, Macao and Taiwan regions	%	100	/
	Employees in China's Hong Kong, Macao and Taiwan regions	people	0	/
	Percentage of employees in China's Hong Kong, Macao and Taiwan regions	%	0	/
	Overseas employees	people	0	/
	Percentage of overseas employees	%	0	/
	Full-time employees by nationality	Employees with Chinese nationality	people	2,494
Foreign employees	people	4	2	
Number of employees by ethnicity	Employees from ethnic minorities	people	157	200
	Ethnic Han employees	people	2,337	3,105
Special employees	Employees with disability	people	44	44
New employees and breakdown				
Employment	Total new employees	people	565	1,492
	Male employees	people	205	660
	Female employees	people	360	832
	Employees aged 29 and below	people	217	606
	Employees aged between 30 and 49	people	346	885
	Employees aged 50 and above	people	2	1
	Employees with disability	people	0	15
	Employees from ethnic minorities	people	37	94
	Ethnic Han employees	people	527	1,398
	Employees with Chinese nationality	people	564	1,490
	Foreign employees	people	1	2
	Average recruitment cost	RMB/person	2,264	/

Indicator		Unit	2022	2021
internal hires	Percentage of vacancies filled by internal candidates (internal recruitment)	%	66.4	/
Employee turnover and breakdown				
Number of employees leaving ³⁹		people	397	/
Total staff turnover rate ⁴⁰		%	10.26	21.8
Turnover rate (based on gender)	Male employees	%	7.97	23.3
	Female employees	%	12.07	20.6
Turnover rate (based on age)	Employees aged 29 and below	%	11.20	12.9
	Employees aged between 30 and 49	%	9.90	35.2
	Employees aged 50 and above	%	3.45	0
Turnover rate (based on region)	Employees in Chinese mainland	%	10.26	/
	Employees in China's Hong Kong, Macao and Taiwan	%	n/a	/
	Overseas employees	%	n/a	/
Turnover rate (based on rank)	Senior managers	%	5.56	/
	Middle managers	%	2.04	/
	Junior managers	%	1.39	/
	General employees	%	10.68	/
Employee development and training				
Total number of employees trained		/	218,547	/
Rate of employees who have received training (based on gender)	Male employees	%	100	93.1
	Female employees	%	100	93.8
Rate of employees who have received training (based on rank)	Senior managers	%	100	100
	Middle managers	%	100	100
	Junior managers	%	100	/
	General employees	%	100	100%
Average training hour per employee by gender	Male employees	hour	27.88	/
	Female employees	hour	32.94	/

³⁹ Number of employees leaving refers to the number of full-time employees who voluntarily leave the organization

⁴⁰ Turnover rate=the number of full-time employees who voluntarily leave the organization/ (the number of full-time employees who voluntarily leave the organization during the year + the number of full-time employees in services at the end of the year)

Indicator		Unit	2022	2021
Average training hour of employees by rank	Senior managers	hour	21.85	/
	Middle managers	hour	37.03	/
	Junior managers	hour	36.76	/
	General employees	hour	30.47	/
Employee health and safety				
Work-related injuries	Working days lost due to work injury	day	578.5	0
	Injury rate per million working hours	%	0.602	/
	Number of work-related fatalities	people	0	1
	Rate of work-related fatalities	%	0	0.03
Supply Chain Management				
Number of suppliers (based on region)	Number of suppliers	/	4,839	2,542
	Number of suppliers in Chinese mainland	/	4,152	2,335
	Number of suppliers overseas or in Hong Kong, Macao and Taiwan	/	687	207
Suppliers screened by environmental or social criteria	Percentage of new suppliers screened by environmental or social criteria	%	70	67
	Number of suppliers conducting environmental or social impact assessment	/	2,884	1,693
	Number of suppliers identified as having significant negative environmental or social impact	/	0	0
Product quality and safety				
Product quality audits	Number of internal audits	/	469	/
	Number of external audits	/	98	/
Quality training of direct-sales suppliers	Number of training sessions	/	23	/
	Number of training participants	people	17,500	/
	Total training hour	hour	46	/
	Training coverage	%	80	/

Indicator	Unit	2022	2021	
Quality training of POP merchants	Number of training sessions	/	30	/
	Number of training participants	people	30,000	/
	Total training hour	hour	30	/
	Training coverage	%	60	/
Number of major regulatory penalties for products	/	0	/	
Total number of training sessions on responsible marketing	/	12	/	
Responsible marketing training for employees	Number of training sessions	/	38	/
	Number of training participants	people	2,491	/
	Number of participants	/	8,441	/
	Total training time	hour	7,431	/
	Training coverage	%	100	/
Responsible marketing training for direct-sales suppliers	Number of training sessions	/	5	/
	Number of training participants	people	1,610	/
	Total training hour	hour	966	/
Responsible marketing training for POP merchants	Number of training sessions	/	15	/
	Number of training participants	people	15,817	/
	Total training hour	hour	9,490	/
Responsible marketing training for part-time doctors of the online hospital	Number of training sessions	/	416,027	/
	Number of training participants	people	22,621	/
	Total training hour	hour	930,613	/
Product development				
Patents	Total number of patent licenses	/	52	/
Trademarks	Total number of trademarks approved for registration	/	459	/
Copyrights	Total number of registered copyrights	/	44	/
Domain names	Total number of domain names	/	334	/
Information security management				
	Number of training sessions on information security	session	44	/
	Coverage of training on information security	%	100	/
	Number of information and data leakage incidents	/	0	/

Indicator	Unit	2022	2021	
Number of complaints about privacy infringement	/	0	/	
Product and customer service				
Satisfaction survey	The satisfaction rate for online customer service		87.3	94.3
	After-sales satisfaction percentage of direct-sales suppliers	%	94	/
Complaints about products and services	Total number of complaints about products and services	/	7,281	7,080
	Resolution rate of complaints about products and services	%	100	100
Philanthropy				
Philanthropy contribution	Total amount	RMB million	10	/
Governance				
Anti-corruption				
Anti-corruption training	Hours of anti-corruption training	hour	5,520.99	3,876
	Rate of employees that has attended the anti-corruption training	%	100	100
	Number of anti-corruption training sessions for the management	hour	27	/
	Total anti-corruption training hour for the management	hour	451.97	/
Number of concluded legal cases regarding corrupt practices	/	0	0	
Number of people in the Board of Directors				
Board diversity	Male	people	5	6
	Female	people	2	3
	Rate of female Board members	%	29	33
Board independence	Number of Independent directors	people	4	3
	Number of non-dependent directors	people	3	4

HKEX ESG Index

ESG Indicator		Location
Environmental	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	5.1 Addressing Climate Change 5.2 Green Operations
	A1.1 The types of emissions and respective emissions data.	5.2 Green Operations
	A1.2 Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	5.1 Addressing Climate Change
	A1.3 Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	5.2 Green Operations
	A1.4 Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	5.2 Green Operations
	A1.5 Description of emissions target(s) set and steps taken to achieve them.	5.2 Green Operations
	A1.6 Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	5.2 Green Operations
	General Disclosure Policies on the efficient use of resources, including energy, water and other raw materials.	5.2 Green Operations
	A2.1 Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	5.2 Green Operations
	A2.2 Water consumption in total and intensity (e.g. per unit of production volume, per facility).	5.2 Green Operations
	A2.3 Description of energy use efficiency target(s) set and steps taken to achieve them.	5.2 Green Operations
	A2.4 Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	5.2 Green Operations
	A2.5 Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	5.2 Green Operations
	General Disclosure Policies on minimising the issuer's significant impacts on the environment and natural resources.	5.2 Green Operations
	A3.1 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	5.2 Green Operations
	General Disclosure Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	5.1 Addressing Climate Change
	A4.1 Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	5.1 Addressing Climate Change

ESG Indicator		Location
Social	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	4.1 Compliant Employment
	B1.1 Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.	4.1 Compliant Employment
	B1.2 Employee turnover rate by gender, age group and geographical region.	4.1 Compliant Employment
	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	4.4 Employees' Health and Safety
	B2.1 Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	4.4 Employees' Health and Safety
	B2.2 Lost days due to work injury.	4.4 Employees' Health and Safety
	B2.3 Description of occupational health and safety measures adopted, and how they are implemented and monitored.	4.4 Employees' Health and Safety
	General Disclosure Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	4.2 Employee Training and Development
	B3.1 The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	4.2 Employee Training and Development
	B3.2 The average training hours completed per employee by gender and employee category.	4.2 Employee Training and Development
	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	4.1 Compliant Employment
	B4.1 Description of measures to review employment practices to avoid child and forced labour.	4.1 Compliant Employment
	B4.2 Description of steps taken to eliminate such practices when discovered.	4.1 Compliant Employment

ESG Indicator		Location
B5 Supply Chain Management	General Disclosure Policies on managing environmental and social risks of the supply chain.	3.3 Supply Chain Management
	B5.1 Number of suppliers by geographical region.	3.3 Supply Chain Management
	B5.2 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	3.3 Supply Chain Management
	B5.3 Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	3.3 Supply Chain Management
	B5.4 Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	3.3 Supply Chain Management
B6 Product Responsibility	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	2.1 Product Quality and Safety
	B6.1 Percentage of total products sold or shipped subject to recalls for safety and health reasons.	2.1 Product Quality and Safety
	B6.2 Number of products and service-related complaints received and how they are dealt with.	2.1 Product Quality and Safety
	B6.3 Description of practices relating to observing and protecting intellectual property rights.	3.1 Innovation and Development
	B6.4 Description of quality assurance process and recall procedures.	2.1 Product Quality and Safety
	B6.5 Description of consumer data protection and privacy policies, and how they are implemented and monitored.	2.3 Information Security and Privacy Protection
	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	1.3 Business Ethics and Anti-corruption
B7 Anti-corruption	B7.1 Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	1.3 Business Ethics and Anti-corruption
	B7.2 Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	1.3 Business Ethics and Anti-corruption
	B7.3 Description of anti-corruption training provided to directors and staff.	1.3 Business Ethics and Anti-corruption
B8 Community Investment	General Disclosure Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	6.2 Public Welfare Projects
	B8.1 Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	6.2 Public Welfare Projects
	B8.2 Resources contributed (e.g. money or time) to the focus area.	6.2 Public Welfare Projects

GRI Content Index

Statement of use	JD Health has reported in accordance with the GRI Standards for the period [January 1, 2022 to December 31, 2022].
GRI 1 used	GRI 1: Foundation 2021

GRI Standard	Disclosure	Reporting section	Page
GRI 2: General Disclosures 2021			
The organization and its reporting practices			
2-1	Organizational details	Company Profile	P02
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Feedback

Dear stakeholders,

Thank you for reading our 2022 Environmental, Social and Governance Report. This questionnaire is designated to better understand your expectations and demands for JD Health's ESG governance and information disclosures and facilitate ongoing improvements on our ESG performance. To this end, we sincerely invite you to participate in this questionnaire. Your real feedback is vital to our continuous improvement and is highly appreciated by us!

1. What is your relationship with JD Health?

- Employee Consumer Partner in value chain Government and regulator
 Shareholder and investor Community representative NPO/NGO Others

2. What is your overall impression of this report?

- Good Poor Average

3. Is the information you are concerned about reflected in this report?

- Yes No Average

4. What are your expectations or suggestions for the ESG report of next year?

- Novel ESG topics Creative structure and ideas Clear logical lines
 Extended scope of ESG standards More reader-friendly layout
 Easier-to-understand language Others (Please specify)

5. Do you have any suggestions or expectations for our ESG work?

- Formulating long-term ESG management plans Improving the ESG management structure
 Conducting extensive external communication Launching new public welfare projects with influence
 Others

JDH 京东健康

— 首席健康管家 —