



DINGDANG HEALTH TECHNOLOGY GROUP LTD. 叮噹健康科技集團有限公司

(Incorporated in the Cayman Islands with limited liability)

Stock Code: 09886

2023

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT



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ABOUT THIS REPORT

This is the second environmental, social and governance (ESG) report issued by Dingdang Health Technology Group Ltd. It focuses on the disclosure of the management measures, key practices and results of the Company and its subsidiaries in respect of ESG.

TIME SCOPE

This report is an annual report covering the period from January 1, 2023 to December 31, 2023, and some contents are beyond the above scope.

REPORTING BOUNDARY

The main body of this report is Dingdang Health Technology Group Ltd., which covers all the subsidiaries and consolidated affiliated entities of the Company.

BASIS AND PRINCIPLES OF PREPARATION

This report has been prepared with reference to the United Nations Sustainable Development Goals (SDGs), the *GRI Sustainability Reporting Standards* issued by the Global Sustainability Standards Board (GSSB) and the *Environmental, Social and Governance Reporting Guide* as set out in Appendix C2 to the *Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited*. The four principles of materiality, quantitative, balance and consistency are taken into account for information disclosure.

SOURCE OF INFORMATION

The information and data in this report are mainly derived from the Company's internal official documents, internal statistics and relevant public information. Unless otherwise specified, the currency amount involved in this report is denominated in RMB.

REPRESENTATION

For ease of reference, the designations of "Dingdang Health", "the Company" and "we" in this report all represent Dingdang Health Technology Group Ltd.

ACCESS TO THE REPORT

This report is published in electronic version. You can browse and download the report on the following websites:

- Dingdang Health's official website: <https://www.ddjkt.com/>
- Website of the Hong Kong Stock Exchange: www.hkex.com.hk

CONTACT US

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BOARD STATEMENT

Dingdang Health complies with the requirements of the *Environmental, Social and Governance Reporting Guide* of the Hong Kong Stock Exchange. As the highest decision-making body of the Company's ESG affairs, the Board of the Company is responsible for considering and formulating the Company's ESG objectives, strategies and management policies as well as reviewing the annual ESG material issues and ESG reports. The Board regularly organizes relevant meetings to review the Company's ESG progress and actively promotes the inclusion of ESG factors into the Company's strategic decisions and daily operation and management. The Board actively participates in trainings related to ESG to enhance the management ability of ESG.

The management of the Company attaches great importance to ESG (including climate change) risks and opportunities. Combined with industry ESG (including climate change) risks and opportunities, regulatory requirements and macro policies, it actively identifies the actual and potential impact of relevant risks and opportunities on the Company's business development and strategic planning in the short, medium and long term, formulates relevant risk management and response plans in a timely manner, determines the ranking results of the importance of ESG issues, and provides a basis for the Company's ESG strategy formulation and ESG information disclosure.

This report fully discloses the progress and effectiveness of Dingdang Health's ESG work in 2023, which has been reviewed and approved by the Board. In the future, Dingdang Health will continue to deepen ESG-related work and further promote the sustainability of the Company.

1 IMPROVING CORPORATE GOVERNANCE

1.1 INTERNAL CONTROL AND COMPLIANCE

The Company strictly complies with the laws and regulations, including but not limited to the *Company Law of the People's Republic of China*, the *Cayman Companies Act*, the *Securities Law of the People's Republic of China* and the *Listing Rules*, enhances internal control compliance management, improves the Company's management system, and comprehensively standardized corporate compliance operations. The Company insists on improving the risk management system, establishes the risk management system, and identifies and manages relevant risks based on the industry development trend and the actual business situation of the Company, so as to provide guarantee for the steady development of the Company.

Through Dingdang College, the Company regularly organizes training sessions on laws, regulations and compliance management systems, and utilizes online learning to explain the *Labor Contract Law*, *Management Regulations on Contract Review*, *Contract Administrative Supervision and Management Measures*, as well as the *Supervision and Administration Measures on Cosmetics Online Business*, so as to enhance employees' awareness and competence in compliance.

1.2 BUSINESS ETHICS AND ANTI-CORRUPTION

The Company strictly abides by the *Anti-Monopoly Law of the People's Republic of China*, the *Anti-Unfair Competition Law of the People's Republic of China* and other relevant laws and regulations, eliminates violations of business ethics such as bribery, fraud and extortion. The Company established an internal policy system, incorporated integrity construction into the Company's internal control management, and required employees to be honest, self-disciplined and abide by business ethics in their daily work. We updated the *Management Regulations on Contract Review* and added anti-commercial bribery clauses in agreements related to external cooperation to prevent any possible corruption in business. In 2023, the Company had no corruption lawsuits.

The Company formulated the *Complaint and Whistle-blowing Management Regulations*, expanded the channels for integrity reporting, and continued to improve the management and handling process of complaints and reports. It set up public channels such as email, telephone and mailbox to encourage employees, suppliers and other stakeholders to provide information on actual fraud cases. We reward truthful reporting based on the impact of the incident. We strictly protect the rights and interests of whistleblowers, strictly keep the personal information of whistleblowers and relevant information provided confidential and prohibit retaliation against whistleblowers. After accepting the report, the Company will set up an investigation team in a timely manner in accordance with the requirements of the *Complaint and Whistle-blowing Management Regulations* to investigate the reported incident. If the report is malicious and false, it will be dealt with according to the situation, and if it involves illegal crimes, it will be transferred to the judicial authority.

The Company attaches great importance to the construction and publicity of integrity culture. Through the WeChat official account of "Dingdang Group Complaint and Reporting Platform", the Company regularly pushes anti-corruption related information and articles and provides integrity and compliance training for employees at different regions, levels and positions to improve employees' awareness of integrity. In 2023, the Company carried out a total of 10 training sessions in Beijing, Shanghai, Tianjin, Chongqing, Chengdu, Jiangsu, Fuzhou and other places, involving various departments such as finance, procurement, human resources, administration and information security, with a total of 186 participants.

Business Ethics Training for Employees

Indicators	Units	2023
Management participation in anti-corruption training	participants	34
Total training hours of management participation in anti-corruption training	hours	340
Employees participation in anti-corruption training	participants	152
Total training hours of employees participation in anti-corruption training	hours	1,520

1.3 ESG MANAGEMENT

Dingdang Health insists on improving the ESG management system, strengthens the communication with stakeholders, conducts the identification of material issues, actively enhances its ESG management ability, as well as responds to the concerns of respective parties.

1.3.1 ESG Governance Structure

Dingdang health is committed to optimizing the ESG management system, clarifying the functions and responsibilities of all levels, and ensuring the effective landing of ESG work. The Board of the Company, together with the executive Directors and vice presidents, are jointly responsible for the supervision and decision-making of the Company’s ESG work. The Board is responsible for considering and formulating the Company’s ESG objectives, strategies, management policies and annual ESG reports. All departments actively collaborate for the implementation of ESG work arrangements and regularly report ESG-related information.

1.3.2 Communication with Stakeholders

The Company actively establishes communication platforms with stakeholders. Through various channels and forms of communication, we respond to the concerns of stakeholders in a timely manner to fulfill the expectations of stakeholders.

Stakeholders	Expectations and demands	Communication and response methods
Government/regulatory authorities	<ul style="list-style-type: none"> • Compliance operation • ESG management • Public welfare and charity • Inclusive healthcare • Responding to climate change 	<ul style="list-style-type: none"> • Government visits • Regular reporting and communication • Visits and investigations • Cooperate with supervision and inspection • Public welfare and charity activities

1 IMPROVING CORPORATE GOVERNANCE

Stakeholders	Expectations and demands	Communication and response methods
Shareholders/Investors	<ul style="list-style-type: none"> Risk management Compliance operation Business ethics and anti-corruption Continuous and stable economic returns 	<ul style="list-style-type: none"> Convening general meetings Holding investor communication meetings Disclosure of operating information in accordance with the requirements of the Listing Rules Company visits
Consumers	<ul style="list-style-type: none"> Product quality and safety Improving customer service quality Responsible marketing and promotion Customer privacy and information security Inclusive healthcare 	<ul style="list-style-type: none"> 7×24-hour customer service center Telephone, online communication platforms, WeChat official account and email Customer satisfaction survey Dingdang Drug Express App Dingdang Health mini program
Employees	<ul style="list-style-type: none"> Employment compliance Equality and diversity Employee remuneration and benefits Staff training and development Occupational health and safety 	<ul style="list-style-type: none"> Management seminars Employee mailbox Dingdang Group Complaint and Reporting Platform Online and offline research Staff training activities
Community public	<ul style="list-style-type: none"> Promoting public health awareness Public welfare and charity Use of resources Responding to climate change Emission management 	<ul style="list-style-type: none"> Official website Social media Public welfare and charity activities Volunteer activities
Suppliers/Partners	<ul style="list-style-type: none"> Promoting industry development Supply chain management R&D and innovation Product quality and safety 	<ul style="list-style-type: none"> Daily procurement and evaluation Online and offline exchange and sharing Regular visit and communication
Industry associations	<ul style="list-style-type: none"> Promoting industry development R&D and innovation 	<ul style="list-style-type: none"> Industry forums and events

1.3.3 Identification of Material Issues

Dingdang Health carried out industry benchmarking analysis in accordance with the ESG Reporting Guide of the Hong Kong Stock Exchange, incorporated the national policy trends, industry development trends, and the focus of ESG rating in the capital market. Dingdang Health screened and updated its list of significant ESG issues for the year 2023, considering its own business development and strategic layout.

The Company attaches importance to the demands of stakeholders. By soliciting suggestions from internal and external stakeholders such as employees, government/regulatory authorities, shareholders/investors, consumers, community public, suppliers/partners, and industry associations, the Company analyzed and prioritized the material issues from the two dimensions of “importance to development of Dingdang Health” and “importance to the stakeholders of Dingdang Health” to determine the most important ESG issues of Dingdang Health for the year 2023, and the material ESG issue matrix was reviewed and confirmed by the Board of the Company.

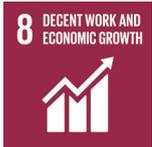
Dingdang Health 2023 ESG Issues Materiality Assessment Matrix



1 IMPROVING CORPORATE GOVERNANCE

1.3.4 Dingdang Health SDGs Map

Focusing on the five major areas of “improving corporate governance, delivering healthcare on-demand, facilitating staff growth, practicing low-carbon development, and win-win cooperation with partners”, the Company continued to promote the integration of ESG concepts into its business development and operation, and helped achieve the United Nations Sustainable Development Goals (SDGs).

Our Sustainability Fields	United Nations Sustainable Development Goals (SDGs)	ESG Issues
Improving corporate governance		<ul style="list-style-type: none"> • Compliance operation • Business ethics and anti-corruption • ESG management • Risk management
Delivering healthcare on-demand	 	<ul style="list-style-type: none"> • Product quality and safety • Improving customer service quality • Responsible marketing and promotion • Customer privacy and information security • R&D and innovation • Intellectual property protection
Facilitating staff growth	 	<ul style="list-style-type: none"> • Employment compliance • Equality and diversity • Employee remuneration and benefits • Staff training and development • Occupational health and safety
Practicing low-carbon development	  	<ul style="list-style-type: none"> • Use of resources • Responding to climate change • Emission management
Win-win cooperation with partners	 	<ul style="list-style-type: none"> • Supply chain management • Promoting industry development • Inclusive healthcare • Promoting public health awareness • Public welfare and charity

1.3.5 Honors and Awards

- Ranked in the list of “2023 China Digital Healthcare”
- “2023 Environmental, Social and Governance (ESG) Case of the Year” by People’s Daily
- “Excellent Case of High-Quality Development of Great Health Industry”
- “Top 100 Pharmaceutical Retail Enterprises” by CPEO in 2023
- DingDang Health GPT selected in the list of “2023 Top 70 China Large Language Model”
- “Operation Innovation Award” at the China Drug Store Summit Forum
- “2023 ESG Outstanding Social Responsibility Practice Corporation Case” by Xinhua Net
- “2023 EDGE AWARDS Medical and Healthcare Consumer Enterprise of the Year”
- Great ESG Awards 2023 – Pioneer Award by Cailianpress.com

2 DELIVERING HEALTHCARE ON-DEMAND

2.1 PRODUCT QUALITY AND SAFETY

2.1.1 Product quality management

The Company strictly abides by the *Drug Administration Law of the People's Republic of China*, the *Regulations for the Implementation of the Drug Administration Law of the People's Republic of China*, the *Administrative Standard of Pharmaceutical Operating Quality*, the *Product Quality Law of the People's Republic of China*, the *Food Safety Law of the People's Republic of China*, the *Regulation on Supervision and Administration of Medical Devices*, the *Measures for the Administration of Drug Operations*, the *Measures for the Supervision and Administration of Medical Device Business* and other relevant laws and regulations, establishes and improves the quality management system of products, to effectively control the quality and safety of different products such as drugs, devices, cosmetics and daily necessities.

Dingdang Health has established a traceable quality control system, established a multi-link drug management process and quality verification procedure such as procurement review, warehousing management, storage management, and outbound transportation, and strictly standardized product quality and safety.

Dingdang Health Full-process Drug Management

- **Preliminary compliance management:** In accordance with the *Review Management System for Entrusted Distribution Enterprise, New Cooperative Enterprise and Newly Introduced Products* and the *Management Standards for Verification and Registration of Merchants on the Platform*, Dingdang Health strictly audits the information of new cooperative enterprise, the category of first-purchased drug product and the entrusted distribution enterprise, and requires that the settled enterprises must comply with the management requirements for verification and registration, announcement of quality and safety information, drug quality and safety, drug delivery, transaction record keeping, and adverse reaction reporting, so that it can effectively select qualified commodities, suppliers and distribution enterprises to achieve 100% audit coverage.
- **Drug warehousing management:** We establish business premises and warehouses in line with the business scope and scale of operation of drugs, and entrust qualified enterprises to distribute drugs that have no warehouse in place; acceptance checks are conducted on incoming drugs in accordance with the prescribed procedures and requirements to prevent unqualified drugs from being put into storage.
- **Drug storage management:** We conduct regular calibration or verification of measuring instruments, temperature and humidity monitoring equipment in strict compliance with national regulations; reasonably store and maintain the drugs on schedule according to the quality characteristics of the drugs.
- **Daily outbound supervision:** We refine the compliance management and control of acceptance, maintenance and outbound review to ensure the quality of goods to the maximum extent through a strict supervision system.

- **Drug transportation process management:** We strictly implement the transportation operating procedures and take effective measures to ensure the quality and safety of drugs during transportation.
- **After-sales drug recall process management:** For the sold drugs with quality issues, we will take timely measures to recall the drugs and make records, and report to the food and drug supervision and administration department. We assist drug manufacturers to perform recall obligations, control and recall drugs with potential safety hazards, and establish drug recall records.
- **Unqualified drugs disposal and management:** The Company has formulated the *Management System for the Treatment of Unqualified Drugs* to standardize the destruction process of unqualified drugs, and unifies the relevant personnel for destruction and fill in the "Drug Destruction Record" in time, indicating the destruction time, place, destruction method, name, specification, quantity, batch number, expiration date, manufacturer and other information of the destroyed drugs, and making it clear that no department or individual shall destroy unqualified drugs without authorization.

2.1.2 Standardized Management of Merchants

Dingdang Health continues to standardize the quality management of platform merchants, purchasing merchants and distributing merchants. With respect to the manufacturers or operators and the types of first-purchased drugs, the Company has formulated the *Review Management System for Entrusted Distribution Enterprise, New Cooperative Enterprise and Newly Introduced Products*, and rigorously examines their qualifications and the level of quality management. For entrusted distribution enterprises, the Company evaluates their quality management systems and quality risks in accordance with the requirements of its internal management system and conducts on-site inspections of the quality assurance capability and quality reputation of entrusted distribution enterprises to ensure distribution safety.

For settled enterprises at the platform, the Company has formulated the *Management Standards for Verification and Registration of Merchants on the Platform, Drug Inspection and Monitoring Management Standards* and the *Quality Inspection Management Regulations*, to effectively manage the legitimacy of the enterprise's qualification. The Company carries out special inspections, daily inspections and quality inspections on the quality of pharmaceutical products, utilizes the platform system to realize dynamic quality tracking management, and carries out automatic control and reminder of its corporate qualifications and drug catalogue, etc., so as to continuously standardize the inspection and monitoring work on the quality of pharmaceutical products.

2 DELIVERING HEALTHCARE ON-DEMAND

2.1.3 Standardized Management of Pharmacists

Dingdang Health has established a strict review and access mechanism for pharmacists and formulated the *Prescription Management Measures for Doctor Service Department* to clarify the duties, responsibilities and work systems of doctors and doctors in Internet hospitals, standardize management of online diagnosis and treatment and prescription issuance requirements, and constantly standardize the service level and standard of pharmacists.

The Company continues to strengthen its pharmacist team building and has established a team comprising full-time, part-time and external doctors, pharmacists and other medical professionals in various specialties, with services covering dermatology, respiratory diseases, gastrointestinal diseases, chronic diseases, etc. The Company provides users with online health consultation services and medication guidance services, which help to understand the side effects of medicines, ensure medication safety and promote the rational use of medicines.

2.1.4 Product Recall and Disposal

In order to ensure drug use safety of the public, Dingdang Health has formulated internal policy system of the *Management System for Drug Recalls* in accordance with the relevant laws, regulations and requirements including the *Drug Administration Law of the People's Republic of China*, the *Administrative Standard of Pharmaceutical Operating Quality*, to clarify the drug recall process. According to the seriousness of the potential drug safety hazards, drug recalls are categorized into Class I, Class II and Class III, and are handled in strict accordance with the recall procedures to ensure that the recalls are carried out effectively. In 2023, there was no product recall due to the Company's quality operations.

Drug Recall Procedures

1. **Clear recall plan:** The Company reports to the regulatory authority of the administrative region, and formulates a recall plan within a specified time, including drug name, specifications, recall reasons, etc.
2. **Implementation of recall procedures:** After the approval of the recall plan, the drug recall shall be carried out within the specified time, the batch number of products shall be locked and immediately sealed, the outbound shipment and sales of the product shall be stopped, and the customer purchase information shall be found according to the drug sales record and the buyer shall be notified by telephone. Personnel shall be designated to catch close up with the developments during the drug recall to handle any emergency in time.
3. **Disposal of recalled drugs:** The Company will put the recalled drugs into the area for unqualified products, and report the damage and destroy the recalled drugs according to the Company's *Management System for the Treatment of Unqualified Drugs*. After the recall, the Company shall summarize the whole process of drug recall and form written data for archiving.

2.2 CUSTOMER SERVICE QUALITY IMPROVEMENT

2.2.1 High-quality Service Experience

With the mission of “providing users with fast, professional and comprehensive medical and health on-demand services”, Dingdang Health strikes deep roots in the “Internet medicine + medical field”, and adopts the new online-to-offline integrated operation model of “pharmaceutical direct supply, online ordering and delivery”, focusing on the three core businesses of fast medicine service, online health consultation, chronic disease and health management, and continuously optimizing customer service experience. Through its own Dingdang Smart Pharmacy and self-built professional drug delivery team, the Company provides users with 7x24 hours of business in the core area, online health consultation by professional doctors and drugs delivery home service for 28 minutes on average. By the end of December 2023, the registered users of Dingdang Health’s own platform have reached 41.50 million.

Drug Express	<ul style="list-style-type: none"> • Delivery to home on-demand drug retail business within 28 minutes on a 24/7 basis, which mainly covers four major categories, namely prescription drugs, non-prescription drugs, medical devices and health and wellness products.
Online Diagnosis and Treatment Services	<ul style="list-style-type: none"> • Relying on the professional medical team, we provide users with rapidly responsive free consultation, expert consultation, psychological consultation, online booking and other online diagnosis and treatment services.
Chronic Disease and Health Management	<ul style="list-style-type: none"> • The chronic disease and health management business provides one-stop and full-process services for the entire life cycle of users, providing patients with services such as medicine and dosage guidance, prescription renewal, health status information feedback, and health and medical knowledge information management, covering a wide range of illnesses such as tumors, liver disease, cardiovascular disease, dermatological disease, diabetes and other types of illnesses.

[Case] Dingdang Health online medical consultation solves the problem of night pharmacist prescription review

Dingdang Health has launched an online medical consultation service that integrates and connects the Internet hospital, pharmacy service system and store system to provide users with pharmacy services such as remote pharmacist prescription review and guidance on rational drug use, effectively solving the problems of continuous shortage of pharmacist resources in offline pharmacies and difficulties in reviewing prescriptions by pharmacists at night.

In order to ensure the smooth commencement of the service, Dingdang has fully utilized the digital advantages of its online and offline operation and broken through the seamless connection between multiple systems at the technical level, successfully linking up various systems such as the user terminal platform, Internet hospitals, order system, online medical consultation system, data monitoring system, electronic signature system, store POP system, and so on. The prescriptions can be synchronized with real-time flow to ensure the operational efficiency and service quality of Dingdang's online medical consultation services. In 2023, we provided online medical consultation services for more than 8.21 million times in total. Under the guidance and support of the Beijing Municipal Medical Products Administration, Dingdang Drug Express has become the first pharmacy chain in Beijing to set up a pharmacy service center with drug practitioners at the headquarters of the pharmacy chain on a trial basis to carry out online medical consultation services.



Photo: Dingdang's drug practitioners are providing online medical consultation services

[Case] Dingdang Health continuously meets the drug use needs of customers throughout the year

Dingdang Health always puts people's livelihood in the first place, focusing on the inconvenience of running to hospitals and pharmacies at night, Dingdang Health requires all its Dingdang Smart Pharmacy to provide 7x24 hour operation, and to provide online and offline on-demand drug delivery service to ensure that the public's drug use needs are met 24 hours a day, especially at night.

In order to meet the drug use needs of the public at the Spring Festival and other holidays, Dingdang Health has offered services during the Spring Festival for seven consecutive years, and arranged for a number of drug delivery personnel, professional doctors, pharmacists, drug picking personnel, customer service personnel each year through reasonable shifts and rotation to enable the public's orders and online consultation can be handled even on the New Year's Eve and the first day of the New Year.

[Case] Dingdang Health launches electronic medical insurance certificates drug purchase service to provide health support to the public

Beijing pharmacies of Dingdang Health opened drug purchase service fulfilled by swiping code of electronic medical insurance certificate. The insured people may purchase drugs with the code of and fund in its personal account at designated pharmacies of Dingdang only by passing the real name authentication and applying for and activating the electronic medical insurance certificate. The insured elderly may enjoy the convenience of drug purchasing under the electronic medical insurance program by applying for a “medical insurance affinity account” under the support of their insured family members. Insured persons from other places may make payment by swiping the code and achieve settlement of medical insurance in other places with the effective electronic medical insurance certificate after filing with the “national medical insurance service platform”. The drug purchase service enabled by electronic medical insurance certificates provides more convenient health services for the broad public.

2.2.2 Consumer Rights Protection

- **Product Complaints and Handling**

Dingdang Health is committed to continuously improving customer satisfaction through excellent customer service. The Company has set up a 24/7 customer service center to quickly respond to and resolve all questions and complaints regarding its products and services. It provides customers with a platform easy to give complaints and feedback through various channels such as telephone, online real-time text messages, Weibo, official WeChat account and emails.

The Company continues to improve its customer complaint handling mechanism by formulating internal policies and systems such as the *Management Rules for Handling Major Customer Complaints* and the *Customer Complaint Handling Guidelines* to standardize the process of handling customer complaints. Upon receipt of a product complaint, the Company will implement the corresponding handling procedures based on the content, severity and channel of the complaint. For major complaints, the Company requires the customer service staff to transfer the complaints to the person in charge of the department handling major complaints in the first instant, and report to the user experience office where specific personnel will follow up the progress of the complaint handling. In 2023, the complaint rate of Dingdang Health products and services was 0.038%, and the complaint resolution rate was 99.9%.

- **Responsible Marketing**

Dingdang Health strictly abides by the *Advertising Law of the People's Republic of China*, the *Interim Measures for the Administration of Internet Advertising*, the *Measures for the Supervision and Administration of Online Sales of Medicinal Products*, the *Measures on Administration of Drug Information Service over the Internet*, the *Interim Measures for the Administration of Censorship of Advertisements on Drugs, Medical Devices, Dietary Supplements and Formula Foods for Special Medical Purpose*, the *Notice on Regulating the Display of Information on Prescription Drugs Sold Online* and other laws and regulations and requirements, and formulates *Dingdang Health Standards for the Display and Management of Drug Information* to ensure the legitimacy and reliability of the display of drug information on the platform. The Company has clear requirements and specifications for information audit, information dissemination, display of over-the-counter medicines, display of prescription medicines, and description of advertising information, to implement a unified configuration of the prescription drug information description on the platform, so as to ensure compliance of product information and to avoid false and misleading publicity.

The Company organized special training and lectures on responsible marketing and price compliance, introducing the standards for displaying drug information and the laws and regulations on drug pricing, which has effectively enhanced employees' awareness of risk prevention in marketing. In 2023, Dingdang Health has carried out a total of one external training and three internal training sessions on compliant marketing, with a total number of 171 participants.

- **Information Security and Privacy Protection**

The Company strictly complies with the *Cybersecurity Law of the People's Republic of China*, *Provisions on Internet Security Protection Technical Measures*, *General Data Protection Regulation (GDPR)* and other laws and regulations, and has formulated internal management systems such as *Security Incident Handling System*, *Anti-Virus Security Management System*, *System Security Management System* as well as *Network Security Management System*. As a result, it obtained the certifications of the information security management system and the GB/T 19001-2016/ISO9001:2015 quality management system certificate, and continuously strengthened the information security protection mechanism to minimize the risk of information security.

In its daily operation, the Company encrypts and stores sensitive information, formulates contingency plans for network security incidents and data security incidents, and conducts emergency drills and security penetration tests on a regular basis to enhance its resistance to information security risk. Meanwhile, the Company invites a third party to conduct information security assessment and audit from time to time to enhance its information security protection capability through internal and external security assessment and testing.

The Company is committed to protecting its own network security and the data and privacy of users, patients and medical staff by formulating policies and systems such as *Dingdang Drug Express User Personal Information Protection System*, *Dingdang Drug Express Privacy Policy* and *Dingdang Drug Express User Registration Agreement*, and updating in real time the privacy agreement for users according to the latest laws and regulations. Updates involving the users' personal interests will also pop up on the screen for users' confirmation.

The Company has set up a special line for complaints about privacy issues from users, where users can give feedback not only through customer service phone calls, but also through the privacy policy line. In addition, the Company has established a special application process for users to copy their information on the platform to ensure the security and control of personal privacy data, and legally collects data with users' knowledge and authorization.

[Case] Dingdang Health was rated as the third level in network security level assessment (S3A3)

From July to September 2023, in order to further promote the network security level protection work and implement the *Network Security Law* and other relevant laws, regulations and standards, the Company commissioned an external professional third-party agency to carry out network security level assessment on Dingdang Drug Express, which covered security physical environment, security management system, organization and personnel, and security construction management. In this assessment, Dingdang Drug Express achieved excellent results.

2.3 INNOVATION, RESEARCH AND DEVELOPMENT

2.3.1 Technological Innovation

In the context of the digitization of industries, Dingdang Health actively explores and applies digital technologies such as AI, 5G, Internet of Things, cloud computing by applying technologies such as E-zoning, intelligent location selection, intelligent delivery and intelligent scheduling to the field of pharmaceutical services. It also utilizes semantic recognition to create an intelligent search for users, relies on AI to upload intelligent medication reminders, develops a safe intelligent temperature-controlled medication box, and explores the application of unmanned delivery trucks. The Company enhances the efficiency of health services and user experience through digital technology.

Dingdang Health, as a pioneer and leader of express digital healthcare services in the PRC, is committed to the innovative development of the health industry that benefits people's livelihood, and has promoted a series of practical initiatives such as the digitization of specialized centers for single diseases, the linkage between medical care, pharmaceuticals, and health insurance, the digital empowerment of the physical pharmacies, the Dingdang medical dictionary think tank system and measures to ensure the supply of scarce medicines, to better benefit the public.

Dingdang Health's R&D achievements in key technologies:

- **E-zoning technology:** The technology guides the scientific layout of offline drugstores, realizing 28-minute delivery service citywide and enhancing user satisfaction. While a traditional drugstore covers an average radius of 500 meters, a Dingdang store can cover an average radius of 5-10 kilometers.
- **Integrated online and offline operation system:** Through refined site selection and online user redirection, we cover a larger area with a minimum number of stores, achieving efficiencies per square meter and per person far beyond industry averages.
- **Intelligent terminals:** We connect the ordering system and the automatic drug dispensing system through intelligent terminals and achieve automatic drug distribution.
- **Drug picking and inventory system on mobile phones:** We comprehensively refine the drug picking process and achieve 48 seconds mobile picking technologies; we invented the unique mobile inventory management system, creating a non-stop dynamic stock taking mode.
- **Dingdang's intelligent dispatching system:** With the help of new technologies such as network planning, map mining, machine learning and AI algorithms, smart route planning and intelligent transport capacity scheduling are realized according to order prediction and evaluation.
- **Dingdang's safe intelligent temperature-controlled medication box:** Dingdang Health has developed a constant temperature and humidity distribution box with data detection to ensure safe drug distribution.
- **AI-powered intelligent medication reminder system:** With big data as a core, combined with user purchase records, Dingdang adopts AI pharmacist's intelligent drug reminder which directly provides the usage and dosage and compatibility restrictions to users to ensure user medication safety; according to the purchase records of chronic disease users, it intelligently calculates their medication cycles, and reminds the treatment course of chronic disease to ensure that users renew their medicine in time.

[Case] Dingdang Health optimizes E-zoning algorithm to improve delivery time efficiency

The rationality of the E-zoning technology is closely related to the user experience in the real-time delivery scenario. Thanks to the technical guidance of the E-zoning and the scientific layout of offline pharmacies, Dingdang's single store can cover an average radius of 5-10 kilometers, realizing a 28-minute delivery service citywide. Dingdang Health insists on continuous R&D and innovation to improve user experience. By modeling the E-zone with reference to the historical order volume of stores, shopkeeper's picking ability, rider's delivery ability and business constraints, we generate an zoning assessment model, and the E-zone is automatically adjusted by using a combination optimization algorithm. Through data analysis, we found that the delivery time efficiency of pilot stores was improved, which enhanced user experience to a certain extent.

[Case] Dingdang HealthGPT makes it easier and safer for people to use medicine

In June 2023, Dingdang Health officially activated and released the Dingdang HealthGPT, and based on which two applied pharmaceutical AI products were launched: "Dingdang Pharmacist" and "Nutritionist AI Assistant", which will provide the public with more professional, convenient and secure medication, nutrition and healthcare services so as to further realize the "technology inclusiveness" of AI in the pharmaceutical field.

Dingdang Pharmacist and Nutritionist AI Assistant developed by Dingdang Health have passed the mock national professional qualification examinations for licensed pharmacist and nutritionist and have been under upgrades and optimizations all the time. As super-mind, Dingdang Pharmacist and Nutritionist AI Assistant can efficiently make scheduling and analysis of data resources and build interactive thinking capabilities to help pharmacists and nutritionists improve their work efficiency and service quality. By empowering pharmacists and nutritionists with AI, we can achieve a balance between "trust", "experience" and "technology" and "efficiency" in the process of serving people's health.

2.3.2 Intellectual Property Rights Protection

The Company strictly complies with the *Patent Law of the People's Republic of China* and other laws and regulations and has formulated internal management systems such as the *Intellectual Property Management Measures*, clarifying the scope of intellectual property rights and the relevant registration and use regulations. It handles intellectual property complaints and disputes on the platform in strict accordance with the management measures, so as to adequately protect the relevant rights and interests of intellectual property rights holders and consumers. The Company continues to improve its intellectual property management system, requiring the signing of intellectual property-related commitments in an admission agreement, and systematically managing intellectual property in terms of trademarks, patents, copyrights and domain names. In 2023, Dingdang Health had a total of 666 pieces of intellectual property, and 22 patents were authorized.

3 FACILITATING STAFF GROWTH

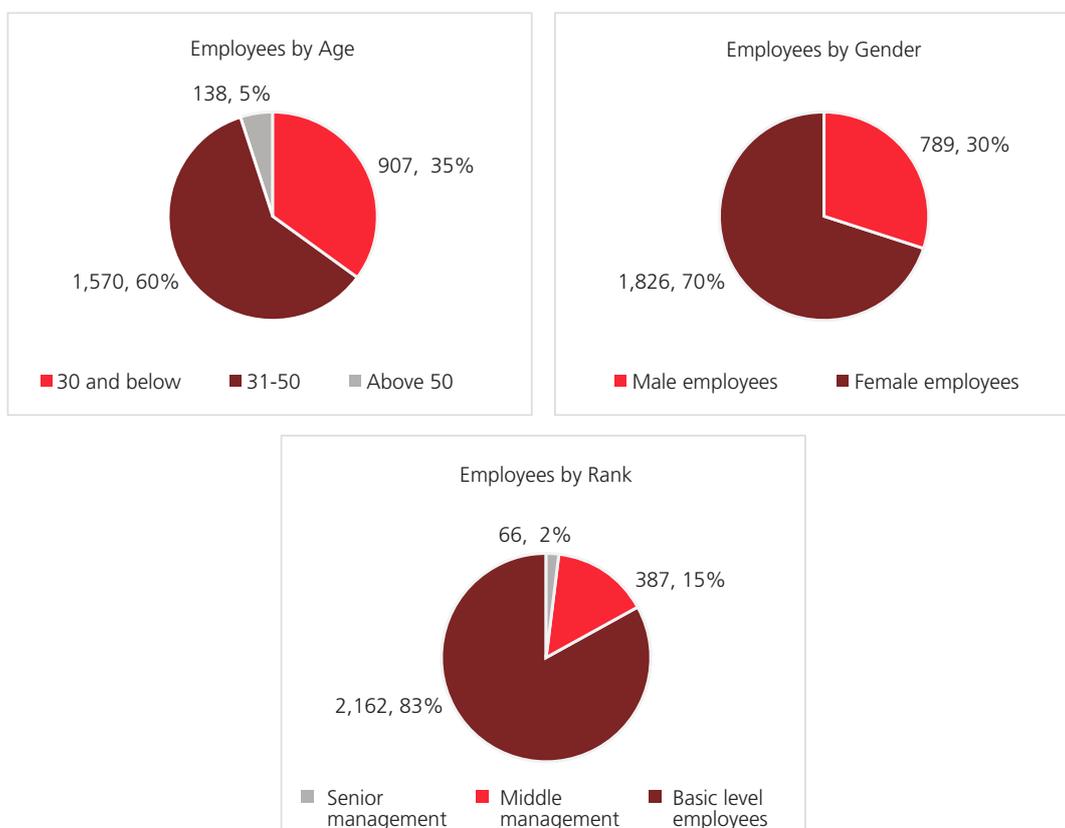
Dingdang Health adheres to the people-oriented principle by continuously improving its employment system to protect the basic rights and interests of its employees. It improves the talent development system, constantly stimulates the vitality of the staff, and works together with the staff for common development.

3.1 EMPLOYMENT COMPLIANCE

Dingdang 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 and establishes its internal management systems such as the *Employee Orientation Management Measures*, the *Labor Contract Management Measures*, the *Employee Resignation Management Measures*, the *Employee Probation Management Regulations* and the *Employee Transfer Management Measures*. It prohibits the recruitment of child labor and forced labor to ensure legal and compliant employment. In the event of any employment of child labor or forced labor, the Company will strictly pursue the responsibility of the relevant personnel and take punitive measures in accordance with laws and regulations, as well as internal policies and systems. In 2023, the Company did not have any incidents of employment of child labor or forced labor.

The Company adheres to fair and just employment and provides equal employment opportunities for all applicants. It avoids discriminatory words in the recruitment interview process, and prohibits any discrimination against employees based on gender, age, race, religion, disability and other factors. It builds a diverse and inclusive workplace, recruits employees with diverse backgrounds and skills to create a diverse workforce. As of the end of December 2023, the total number of employees of the Company was 2,615 and the number of disabled employees was 3.

Employee Composition of Dingdang Health in 2023



Employee turnover

Indicators		Unit	2023
Turnover rate		%	25
Employee turnover rate by age	30 and below	%	25
	31-50	%	25
	Above 50	%	28
Employee turnover rate by gender	Male employees	%	25
	Female employees	%	25
Employee turnover rate by region	Employees in Mainland China	%	25
	Employees in Hong Kong, Macau and Taiwan	%	0
	Employees overseas	%	0

3.2 REMUNERATION AND BENEFITS

Dingdang Health keeps improving the employee remuneration management system, strictly follows the *Labor Law of the People's Republic of China*, the *Social Insurance Law of the People's Republic of China* and other relevant laws and regulations and provides employees with competitive remuneration and welfare schemes.

In terms of remuneration management and performance appraisal, the Company considers the level, competence and experience of employees and other factors in determining their remuneration and includes ESG related considerations such as product safety and quality into the performance appraisal of relevant positions, so as to ensure the rationality of the remuneration structure. Meanwhile, the Company provides a performance appraisal and appeal platform for employees to ensure the fairness and transparency of performance management.

In terms of insurance and welfare, the Company makes contributions to social security insurance such as pension insurance, unemployment insurance, work-related injury insurance, maternity insurance and medical insurance for employees on time, and provides special benefits such as supplementary commercial medical insurance, doctors' free consultation, in-employee purchase and so on. The Company values the daily care for employees, and regularly organizes activities such as Mid-Autumn Festival celebration, programmer festival celebration, and birthday party. For female employees, it sets up nursing rooms and celebrates the special March Eighth Goddess Festival to continuously improve their happiness.

Dingdang Health advocates democratic management, encourages employees to express their opinions freely, and builds a frank and open internal communication culture. The Company sets up mailbox and other channels for employees' anonymous complaints reporting and suggestions and has clear specifications and investigation procedures to ensure their complaints can be handled in a timely and fair manner.

3 FACILITATING STAFF GROWTH



Photo: Mid-Autumn Festival celebration in Dingdang Health



Photo: Dingdang Health organized a special event on Women's Day



Photo: An event for programmers in Dingdang Health

3.3 OCCUPATIONAL HEALTH AND SAFETY

Dingdang Health strictly follows relevant laws and regulations such as 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*, continuously improves the occupational health and safety management of employees and is committed to providing employees with a healthy and safe workplace. The Company regularly pushes health knowledge and health tips to employees through its corporate official account, corporate video account and other channels to improve their health awareness, and regularly organizes health thematic activities such as health exercise and 1024 free health clinic by inviting professionals to provide health knowledge and medical care services for employees. The Company attaches great importance to the mental health of employees and provides them with psychological test activities such as mindful tree painting and pressure management training, which effectively reduce the work pressure of employees and help them work and live happily. Dingdang Health had no work-related death in the past three years. In 2023, the Company lost 362.5 days due to work-related injury.



Photo: Dingdang Health organizes free clinic activity

3.4 TRAINING AND DEVELOPMENT

The Company continues to optimize its employee promotion system and career development channel, to provide employees with fair career development opportunities, stimulate their internal momentum, and accelerate talent growth. The Company has formulated a series of qualification certification subsidies and incentive policies to encourage and support pharmacists and other professionals to improve their professional skills.

The Company continues to optimize the talent training system, provide extensive training courses and diverse self-improvement channels for new employees, the management and employees of different business lines through Dingdang College, industry training, Dingdang Star selection and other methods, to further strengthen talent team building. In 2023, the Company held a total of 12 training sessions for new employees to help them quickly familiarize themselves with the corporate culture and master business knowledge and skills. The Company conducts leadership training courses for middle and senior management to improve the comprehensive management level of the Company. In 2023, the total training hours of employees of Dingdang Health reached 151,470 hours.

[Case] Dingdang Health “Professional Development Programs” in 2023

- **Professional Development Program in Procurement:** To improve the business execution capacity of procurement personnel, special trainings on the theme of “integration, empowerment, cohesion and gathering strength” were conducted. The trainings covered the areas in market analysis, system trainings and commodity management. 30 employees had participated in the trainings.
- **Professional Development Program in IT:** To improve the skills and expertise of the IT team, professional training sessions on the theme of “corporate digitalization and security management empowerment” were conducted. These training covered the areas in franchise business module, information security awareness, entrusted distribution and integrity education. 33 employees had participated in the trainings.
- **Professional Development Program in HR:** To strengthen the professionalism of the human resources administration team and enhance corporate culture identity, the Company had conducted professional training sessions on the theme of “talent-orientation and constructing Dingdang Health’s dream” designed for employees of the HR department. The trainings covered the areas in professional skills enhancement, corporate culture, personal ability improvement and were conducted in the forms of expert teaching, internal lecturer empowerment and brainstorming. 38 employees had participated in the trainings.
- **Professional Development Program in Finance:** To improve the professionalism and compliance awareness of finance personnel, professional training sessions on the theme of “industry-finance integration and compliance” were conducted for the finance team. The training courses covered the areas in daily control of tax risk, audit compliance, financial informatization and other aspects. 30 employees had participated in the trainings.

[Case] Dingdang College organized leadership training courses

In cooperation with external professional talent training institutions, Dingdang College expanded the business strategic vision of Dingdang Health managers through a series of targeted project planning and diversified learning methods, and improved their team leadership ability, market insights and business innovation capability.

In March and May 2023, Dingdang College carried out two leadership training sessions, including special training on strategic management for middle management cadres, aiming at improving the leadership of the management team, broadening students' management thinking, and deepening students' understanding of corporate culture. The training was carried out in the form of expert teaching, practical exercise and seminars, and provided students with strategic management methods, innovative leadership and corporate culture, which enhanced students' understanding of strategic management principles, broadened their thinking, and improved their management ability, while deepening their cognition of corporate culture. Through half a year of follow-up and training, Dingdang College assisted students to apply what they have learned in their daily work and improved their competence and impetus, thus enhancing the cohesion of the corporate.



Photo: Dingdang College organized leadership training courses

Indicators		Unit	2023
Total training hours of employees		hours	151,470
Percentage of employees trained by gender	Male employees	%	100
	Female employees	%	100
Percentage of employees trained by type	Senior management	%	100
	Middle management	%	100
	Basic level employees	%	100
Average training hours by gender	Male employees	hours	58
	Female employees	hours	58
Average training hours by employee type	Senior management	hours	58
	Middle management	hours	58
	Basic level employees	hours	58

4 PRACTICING LOW-CARBON DEVELOPMENT

Dingdang Health practices green and low-carbon development philosophy, actively responds to climate change to reduce the impact of the Company's operation on the environment with practical actions such as strengthening emission management and optimizing the use of energy resources and is committed to realizing the harmonious coexistence between mankind and nature.

4.1 COPING WITH CLIMATE CHANGE

The Company actively implements the national "dual-carbon" goal, promotes the identification of risks and opportunities from climate change with reference to framework recommendations of the Task Force on Climate-related Financial Disclosures (TCFD), and develops climate change risk response strategies to deal with climate change risks with partners.

- **Climate governance**

The Company promotes the establishment of a climate change risk governance system, and the board of directors, as the highest decision-making body for the Company's ESG affairs, is responsible for reviewing and setting ESG targets related to climate change. The management attaches great importance to the identification and management of ESG and climate change-related risks, and actively promotes the implementation of relevant response strategies and measures. The Company has formulated internal management systems such as the *Safety Management Regulations on Response to Extreme Weathers* to cope with major climate risks such as typhoons and extreme weather and ensure the safety of employees.

• **Risks and opportunities from climate change**

According to the industry features and its actual business operation, the Company identifies and analyzes the physical risk and transition risk from climate change, evaluates its own climate risks and opportunities, and formulates corresponding countermeasures. The climate change related risks and opportunities and countermeasures that the Company identified are as follows:

Risk type	Risk description	Risks and opportunities	Countermeasures	
Physical risk	Acute risk	Sea level rise caused by climate change, and extreme weather such as typhoons, floods, droughts and storms	<ul style="list-style-type: none"> Natural disasters (such as flood, typhoon, etc.) and other events may have an impact on the personal safety of our employees, and affect our business and the material supply of suppliers, and bring adverse impact on our business development Extreme weather leads to inconvenient customer travel, and the demand for delivering healthcare on-demand services is greater 	<ul style="list-style-type: none"> In view of the possible extreme weather and natural disasters, the Company has formulated the <i>Safety Management Regulations on Response to Extreme Weathers</i> to ensure the safety of employees We pay close attention to extreme weather conditions in various regions, formulate response plans for typhoons and natural disasters in advance, and respond to them and launch emergency plans in the first instant
	Chronic risk	Chronic risks, such as rising sea levels and increased high temperatures	<ul style="list-style-type: none"> The high temperature weather affects the storage environment of drugs, and the continuous high temperature may cause the physical discomfort of employees, reduce the work efficiency, and cause economic losses to the Company 	<ul style="list-style-type: none"> Reasonable arrangement of drug storage methods, innovating manufacturing of Dingdang safe intelligent temperature control medicine box for drug distribution Paying close attention to the health of employees and setting up flexible working shifts
Transition risk	Policy and regulatory risk	Raising prices of greenhouse gas emissions, facing increasingly stringent laws and regulations on environmental protection and low-carbon emissions	<ul style="list-style-type: none"> Increase in the Company's operating costs The Company adopts environment-friendly packaging and low-carbon travel tools in advance to reduce the cost of transition to the response of policies and regulations 	<ul style="list-style-type: none"> Staying focus on the development trend of laws and regulations on environmental protection and low-carbon, and formulating timely countermeasures Formulating the <i>Company's Regulations on Energy Conservation and Consumption Reduction, Water Conservation and Electricity Management</i>, internally strengthening the management of energy consumption data and emission data, and further promoting energy saving and carbon reduction

4 PRACTICING LOW-CARBON DEVELOPMENT

Risk type	Risk description	Risks and opportunities	Countermeasures
Market risk	Customers' consumption concept changes, and they tend to choose environment-friendly and low-carbon products and services	<ul style="list-style-type: none"> The Company has to invest more costs to create green and low-carbon products and services, and strengthen the publicity of environmental protection and low-carbon concept and image The Company's online service mode itself is environmentally friendly with low-carbon attributes, and will be favored by more consumers 	<ul style="list-style-type: none"> The Company actively promotes digital reform, comprehensively optimizes warehousing and distribution processes, and adopts low-carbon and environmentally friendly delivery tools while improving delivery efficiency, and reduces carbon emissions in warehousing and stores Reusing cartons and plastic transfer boxes in storage, and using paper bags and biodegradable shopping bags in product delivery
Reputation risk	The public is more aware of the environment and more concerned about entities' response to climate change	<ul style="list-style-type: none"> Insufficient efforts or negative information on carbon emission reduction will have a negative impact on the Company's brand and goodwill 	<ul style="list-style-type: none"> Actively communicating with the public, customers and other stakeholders via diverse channels and methods, and spreading the Company's green and low-carbon environmental protection concept and innovative actions and results Strengthening the sustainable supply chain management, controlling supply chain climate risk management, and avoiding negative events

• Climate actions

The Company provides customers with digital solutions through continuously optimizing product delivery routes and innovating and exploring low-carbon delivery modes, to effectively reduce the greenhouse gas emissions generated in its actual operation.

The Company is seeking for a positive cycle of business efficiency and low-carbon attributes and takes carbon emission reduction measures in the whole business process of storage, sorting, packaging and delivery, to promote the realization of carbon emission reduction targets through digital empowerment and technology application. In the instant delivery service, the Company adopts electric vehicles to replace fossil energy use, and the Dingdang smart dispatching system to optimize the delivery routes and improve delivery efficiency, reasonably reduce the delivery mileage, and in turn reducing carbon emissions.

- **Goals and indicators**

Dingdang Health continues to promote the integration of green and low-carbon concepts into business operations and is committed to reducing greenhouse gas emissions through digital empowerment and innovation, and contributing to achieve carbon peak and carbon neutrality.

Indicators	Unit	2023
Direct (Scope 1) greenhouse gas emissions	tCO ₂ e	57.06
Intensity of direct (Scope 1) greenhouse gas emissions	tCO ₂ e/person	0.02
Direct (Scope 2) greenhouse gas emissions	tCO ₂ e	4,331.18
Intensity of direct (Scope 2) greenhouse gas emissions	tCO ₂ e/person	1.66

4.2 EMISSION MANAGEMENT

The Company complies with 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*, the *Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Wastes* and other relevant laws and regulations and strengthens the management of wastes to minimise the impact on the environment.

- **Drug wastes**

Dingdang Health strictly follows the requirements of the *Company's Management System for the Treatment of Unqualified Drugs*, the *Management System for Drug Recalls* and other systems. The Company will centrally collect and hand over to hazardous waste disposal institutions expired, obsolete, deteriorated or contaminated drugs for harmless treatment. The near-expiry drugs are returned to suppliers or third-party merchants to ensure that they are properly handled and avoid damage to human health and the environment.

In addition, the Company has launched the campaign of "Dingdang Drug Express Free To-Home Recycling of Expired Medicines by One-Click" in collaboration with Guangzhou Pharmaceutical Holdings to help the public properly dispose of expired medicines at home, avoiding the impact on the environment of randomly disposing of medicines and special wastes, which will play a positive role in promoting the safety of people's use of medicines.

- **Hazardous wastes**

For hazardous wastes such as printer toner cartridges, waste light tubes and waste batteries, Dingdang Health has set up special recycling procedures and entrusted professional third parties to handle them in accordance with laws and regulations such as the requirements of the *Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Wastes*, to ensure that the wastes are handled in a safe and harmless manner.

4 PRACTICING LOW-CARBON DEVELOPMENT

- **Non-hazardous wastes**

Non-hazardous waste of Dingdang Health is mainly office and domestic waste. It is our long-term goal to achieve a continuous decrease in the per capita discharge of non-hazardous waste. In order to achieve this goal, the Company has formulated and publicized to all employees the *Administrative Regulations on Domestic Waste Classification*, which regulates the classification and treatment of domestic waste, advocating the reuse of certain non-hazardous solid waste and the reduction of the non-hazardous waste.

Indicators	Unit	2023
Discharge of hazardous wastes	tonnes	2.377
Intensity of hazardous waste discharge	tonnes/person	0.0009
Discharge of non-hazardous wastes	tonnes	2,289.12
Intensity of non-hazardous waste discharge	tonnes/person	0.88

4.3 USE OF RESOURCES

4.3.1 Packaging Materials Management

Dingdang Health actively responds to the trend of green and reduced packaging and strives to reduce the negative impact on the environment during the operation and distribution process. Dingdang Drug Express uses biodegradable packaging bags and paper bags for all orders. In addition, the Company encourages the reuse of cardboard boxes provided by suppliers and has fully adopted plastic transit boxes in its Guangzhou and Shenzhen warehouses to extend the service life of the boxes, enhance the efficiency of packaging materials utilisation and reduce the amount of packaging materials used.

Dingdang Health actively spreads green and low carbon concepts to the public and carries out online publicity through official APPs such as “Dingdang Express Medicine Distribution Early Alarm Platform” and “Dingdang Express Medicine Rider Distribution Terminal”. The Company also publicizes online in close cooperation with offline stores and delivery personnel by calling on the riders to put green and eco-friendly posters on vehicles and delivery boxes as “low-carbon and energy-saving” advocate and deliver low carbon and energy-saving leaflets to users, so as to strengthen the public’s awareness of environmental protection and promote the formation of a new, green and civilized society.

Indicators	Unit	2023
Tear-proof label	tonnes	0.08
Packaging boxes consumption	tonnes	2,281.57
Total amount of packaging materials used for finished products	Dingdang Health’s business does not involve the direct provision of packaging materials for finished products, so this indicator is not applicable	

4.3.2 Green Office

Our goal is to achieve a sustained reduction in per capita electricity and water consumption in the office area. In order to achieve this goal, we have formulated the *Regulations on Energy Conservation and Consumption Reduction, Water Conservation and Electricity Management* to regulate the reasonable use of water, electricity, and air-conditioning in the office area, and to conserve energy. The Company strictly prohibits the use of self-brought high-power electrical appliances in the office area, does not require staff to turn on the lights when the light condition is well and eliminates the use of “long last lighting” when the office is empty and attaches great importance to the safety of electricity consumption and conservation. The Company reduces the using time of central air-conditioning and temperature control, clearly stipulates that the cooling temperature should not be lower than 26 °C, and the heating temperature should not be higher than 20 °C, and resolutely eliminates the use of air-conditioning with open windows and in unoccupied office. The Company has formulated the *Implementation Plan for Paperless Office* to advocate paperless office. Approval of documents, submission and communication of reports and proposals, minutes of meetings, etc., are handled online, thus reducing the use of office paper. We mainly rely on the municipal water supply and have not yet encountered any shortage of water resources. In order to enhance the efficiency of water resource use, we have adopted various water conservation measures, actively advocated for water conservation, and raised our staff’s awareness of water conservation through small signs and poster campaigns.

We are committed to creating a greener, more environmental friendly and more efficient workplace by advocating a green office culture, encouraging paperless offices, advising employees to reduce the use of disposable items, and calling on employees in workplaces nationwide to participate in energy saving and consumption reduction actions through various publicity and education activities.

Indicators	Unit	2023
Comprehensive energy consumption	tonnes of standard coal	960.86
Per capita comprehensive energy consumption	tonnes of standard coal/person	0.37
Electricity consumption	kWh	7,594,559.02
Electricity intensity	kWh/person	2,904.23
Water consumption	tonnes	30,311.51
Water consumption intensity	tonnes/person	11.59
Office paper consumption	tonnes	7.47

5 WIN-WIN COOPERATION WITH PARTNERS

5.1 SUPPLY CHAIN MANAGEMENT

Dingdang Health continuously optimises the supplier management system to ensure the safety and stability of suppliers, integrates sustainable development factors into the whole process of supplier management, and formulates the *Supplier Management System* and *Supplier Management Specification* to help suppliers develop sustainably.

In terms of supplier selection and access, Dingdang Health adopts a strict screening process for quality suppliers based on their qualifications, brand awareness, experience, ability to secure sources of goods and price advantages. Before entering into an agreement with a supplier, the Company conducts background checks on the supplier and the products it provides and checks the business license and product-related permits and certificates. For key suppliers, the Company organises on-site inspections by procurement departments at all levels to assess and verify their business scale, production capacity, research and development capability, quality control system and contract compliance capability, etc., to further ensure the smooth progress of supplier cooperation.

Dingdang Health has established a comprehensive supplier evaluation system. According to the *Supplier Control and Evaluation Guidelines*, suppliers will be evaluated comprehensively in terms of quality assurance, commodity assurance, performance contribution, agreement achievement, resource input and market co-operation, etc. Based on the evaluation results, improvement suggestions will be made to suppliers, and unqualified suppliers will be eliminated and replaced.

For settled enterprises at Dingdang platforms, the Company has established management systems such as verification and registration, quality and safety monitoring, transaction safety guarantee, online sales illegal behavior prevention and reporting, serious illegal behavior platform service suspension, safety complaint reporting and handling, and inspection and monitoring system. As of the end of December 2023, the Company has cooperated with a total of over 6,000 pharmaceutical enterprises and pharmaceutical distributors, all of which are enterprises in mainland China.

The Company will eliminate suppliers with one of the following circumstances:

- Suppliers whose production and business qualifications have been cancelled for various reasons;
- Suppliers who have serious quality issues or major complaints about their products;
- Suppliers who can be replaced by alternative suppliers offering better price or trading terms for the existing products;
- Suppliers whose products can be replaced by suppliers with alternative products in better price or trading terms;
- Suppliers who have committed serious violations of the co-operation agreement;
- Suppliers who fail to pass the Company's annual assessment;
- Other suppliers who do not meet the Company's cooperation requirements.

The Company has strict requirements on the quality of products and services of suppliers, and prevents quality risks of suppliers through contractual control, internal management control, external management control, etc. The Company requires enterprises to sign *Quality Assurance Agreement* and at the same time conducts appraisal and investigation on suppliers' products, production plants, storage and transportation conditions and other aspects during the procurement process. We conduct quality sampling and inspection of products while receiving products and immediately return any products that do not meet the quality standards. The Company records the results of quality control after each procurement, and the results will be used as one of the factors in the dynamic evaluation of suppliers.

The Company attaches importance to the anti-corruption management of suppliers and has included anti-commercial bribery in the consideration of supplier selection. Suppliers and Dingdang Health are required to sign anti-commercial bribery clauses in the procurement contracts, and the Company will visit and communicate with suppliers on a regular basis to promote suppliers' integrity and compliance. The Company has set up and publicizes the mailbox for reporting commercial bribery behaviors and actively accepts supervision of the public. In 2023, the coverage rate of suppliers signing anti-commercial bribery clauses reached 100%.

5.2 PROMOTE INDUSTRY DEVELOPMENT

Dingdang Health conducts communications and exchanges with local governments, outstanding enterprises and organisations in the medical industry, to keep expanding the areas of cooperation under the principle of mutual benefit and win-win situation. Through the complementary advantages and resource sharing among enterprises, Dingdang Health creates more values and achievements with its partners and contributes to the prosperous development of the health industry.

[Case] Dingdang Health deepened cold chain logistics cooperation with partners and improved the accessibility of insulin medication

Dingdang Health continues to strengthen the construction of its own supply chain system, including warehousing logistics and cold chain logistics service capabilities, and further improves user service capabilities and ensures the safety of users' medication in specialized fields including diabetes and dermatology in the form of "digital + professional logistics". In July 2023, Dingdang Health and Sanofi further deepened the cooperation, achieved on-demand delivery service of cold-chain drugs such as Sanofi insulin and improved the accessibility of insulin medication. In addition, in cooperation with Huadong Medicine, the Company also achieved cold chain on-demand delivery service of domestic liraglutide injection (liraglutide) in Beijing, Shenzhen and other cities.

[Case] Dingdang Health has reached a strategic cooperation with Chugai Pharma China Co., Ltd. to help the high-quality development of chronic diseases cause of the PRC

In June 2023, Dingdang Health and Chugai Pharma China Co., Ltd. reached a strategic cooperation, and both parties announced that they would focus on the field of chronic diseases such as angina, and carry out in-depth cooperation in integrated online and offline access and operation, specialist disease management, chronic disease management, and digital disease education, aiming to strengthen the public’s awareness of chronic diseases and standardize treatment, thereby driving the high-quality development of chronic diseases sector in China.



Photo: Chugai Pharma China and Dingdang Health reached a strategic cooperation

[Case] Dingdang Health carried out the “Consistency in Diagnosis, Treatment and Efficacy” project with Roche Pharmaceuticals to promote digital medical solutions

In June 2023, the inauguration ceremony for the construction of a digital patient innovation ecosystem between Dingdang Health and Roche Pharmaceuticals was held in Shanghai. The two sides would jointly build the “Knowledge-Action-Integration for Health” project to discuss issues such as patient health education, early screening and early diagnosis, medical resources integration, and specialized disease management. Dingdang Health and Roche would actively cooperate in digital academic communication and digital doctor-patient education to provide patients with more personalized digital medical solutions.



Photo: The inauguration ceremony for Construction of Digital Patient Innovation Ecosystem between Dingdang Health and Roche

5.3 PUBLIC WELFARE AND CHARITY

Dingdang Health has been adhering to its corporate values and philosophy known as “Serving People’s Health” and maintaining its original intention in public welfare and charity, and always closely links the practice of health and public welfare undertakings with its own development by organizing a variety of public welfare activities and actively contribute to serving society. In 2023, about 200 people of Dingdang Health participated in public welfare activities.

[Awards]

- Dingdang Health was selected as an “2023 Corporate ESG Outstanding Social Responsibility Practice Case” by Xinhuanet;
- Yang Wenlong, the Chairman of Dingdang Health, was honoured with the prestigious 12th “China Charity Award” and was recognized as a “20 Years Contributor”.



Photo: Dingdang Health assisted in inspection, storage, distribution and data collection of aided medicines with PhIRDA, China Primary Health Care Foundation and other institutions

[Case] Dingdang Health carries out the “Setting Sail for Dreams and Building a Dream Center Together” project with Fenbid

In May 2023, Dingdang Health, together with Fenbid, a brand of Haleon (China), launched the 2023 “Setting Sail for Dreams and Building a Dream Center Together” project. Starting from Weishan County, Dali, Yunnan Province, in the southwestern border of China, Dingdang Health and its ecological partners have jointly built a dream center through various initiatives such as unlocking dream school backpack and building dream classrooms, providing light and power for the dreams of children in mountains to shine into reality. A total of 6 volunteers from Dingdang Health participated in this public welfare activity and donated more than RMB30,000 of health supplies.



Photo: “Setting Sail for Dreams and Building a Dream Center Together” project

[Case] Dingdang Health, in collaboration with multiple pharmaceutical companies, launched a public welfare campaign for heatstroke prevention named "Coolness Express".

In the summer of 2023, Dingdang Health, in collaboration with multiple pharmaceutical companies, launched a public welfare campaign for heatstroke prevention named "Coolness Express". We distributed caring cooling packs and other supplies to outdoor workers, including delivery personnel. 80 staff from our 60 smart pharmacies, totaling 500 volunteers, had participated in the event for a duration of 6 days.



Photo: "Coolness Express": a public welfare campaign for heatstroke prevention

[Case] Dingdang Health joined hands with Sinopharm to promote the public welfare “Eye Care Day” campaign

Dingdang Health adheres to the principle of “Serving People’s Health” and actively promotes a healthy lifestyle. In June 2023, Dingdang Health joined hands with Sinopharm to promote the implementation of the public welfare “Eye Care Day” campaign and launched the “Care more about your eyes for brightness” activity to provide the public with eye health knowledge and free examination services.



Photo: “Care more about your eyes for brightness” activity

[Case] Dingdang Health organized the “Expired Drugs Recycling” campaign with Guangzhou Baiyunshan Pharmaceutical

In April 2023, in order to promote medication safety, Dingdang Health conducted the “Expired Drugs Recycling” campaign jointly with Guangzhou Baiyunshan Pharmaceutical for the third consecutive year, so as to guide rational and safe drug use of the public.



Photo: “Expired Drugs Recycling” activity

APPENDIX 1 Key Performance Table

Environmental Performance

Indicators	2023	Unit
Air ¹	NO _x emission	98.6 kg
	SO _x emission	0.4 kg
	PM	9.1 kg
Waste	Total of hazardous waste ²	2,377 tonnes
	Intensity of hazardous waste	0.0009 tonnes/person
	Total of non-hazardous waste ³	2,289.12 tonnes
	Intensity of non-hazardous waste	0.88 tonnes/person
Greenhouse gas ⁴	Greenhouse gas emissions (Scope 1 + Scope 2)	4,388.24 tCO ₂ e
	Intensity of greenhouse gas emissions (Scope 1 + Scope 2)	1.68 tCO ₂ e/person
	Direct (Scope 1) greenhouse gas emissions	57.06 tCO ₂ e
	Intensity of direct (Scope 1) greenhouse gas emissions	0.02 tCO ₂ e/person
	Indirect (Scope 2) greenhouse gas emissions	4,331.18 tCO ₂ e
	Intensity of indirect (Scope 2) greenhouse gas emissions	1.66 tCO ₂ e/person
	Use of Resources	Comprehensive energy consumption ⁵
	Comprehensive energy consumption per capita	0.37 tonnes of standard coal/persons
	Water consumption	30,311.51 tonnes
	Water intensity	11.59 tonnes/person
	Electricity consumption	7,594,559.02 kWh
	Electricity Intensity	2,904.23 kWh/person
	Gasoline consumption for business vehicles	25,592.6 liters
	Office paper consumption	7.47 tonnes
	Packaging boxes consumption	2,281.57 tonnes

1 The statistics for Dingdang's air emission originated from the driving of business vehicles and the calculation method refers to the *Reporting Guidance on Environmental KPIs* of the Stock Exchange.

2 The statistics for Dingdang Health's hazardous waste include the amount of abandoned toner cartridges, abandoned light tubes and light bulbs, abandoned dry batteries and abandoned electronic products.

3 The statistics for Dingdang Health's non-hazardous waste include office paper, packaging boxes and void labels.

4 In the process of business operation in 2023, the Company's scope 1 greenhouse gas emission originated from the daily usage of business vehicles, while scope 2 greenhouse gas emission originated from the use of purchased electricity. Such data make reference to the *Reporting Guidance on Environmental KPIs* of the Hong Kong Stock Exchange, of which the greenhouse gas emission factors of purchased electricity make reference to the 2022 National Grid Average Emission Factors.

5 The comprehensive energy consumption of Dingdang Health mainly originated from the gasoline consumption and the energy consumption caused by purchased electricity, and the energy consumption factors make reference to *General Rules on Calculation of Comprehensive Energy Consumption* (GB/T 2589-2020).

Social Performance

Indicators		2023	Unit
Employment	Total number of employees	2,615	persons
	Number of employees by gender		
	Male employees	789	persons
	Female employees	1,826	persons
Number of employees by age	30 and below	907	persons
	31-50	1,570	persons
	Above 50	138	persons
Number of employees by type	Senior management	66	persons
	Middle management	387	persons
	Basic level employees	2,162	persons
Number of employees by region	Mainland China	2,613	persons
	Hong Kong, Macau and Taiwan	2	persons
	Overseas	0	persons
Disabled employees		3	persons
New employees		482	persons
Employee turnover rate		25	%
Employee turnover rate by gender	Male employees	25	%
	Female employees	25	%
Employee turnover rate by age	30 and below	25	%
	31-50	25	%
	Above 50	28	%
Employee turnover rate by region	Mainland China	25	%
	Hong Kong, Macau and Taiwan	0	%
	Overseas	0	%
Number of directors		9	persons
Number of female directors		1	persons
Number of independent directors		3	persons
Number of non-independent directors		6	persons

Indicators		2023	Unit	
Health and Safety	Number of work-related fatalities	0	persons	
	Lost days due to work injury	362.5	days	
Development and Training	Total training hours	151,470	hours	
	Percentage of employees trained by gender	Male employees	100	%
		Female employees	100	%
	Percentage of employees trained by type	Senior management	100	%
		Middle management	100	%
		Basic level employees	100	%
	Average training hours per employee by gender	Male employees	58	hours
		Female employees	58	hours
	Average training hours per employee by type	Senior management	58	hours
		Middle management	58	hours
Basic level employees		58	hours	
Product Quality and Service	Recall incidents caused by the Company's quality operations	0	cases	
	Complaint rate of products and services	0.038	%	
	Complaint handling rate	99.9	%	
	Number of intellectual property rights	666	pieces	
Supply Chain Management	Number of patents granted	22	pieces	
	Number of pharmaceutical enterprises and pharmaceutical distributors in cooperation	6,669	companies	
Anti-corruption	Number of corruption litigation cases concluded	0	cases	
	Management participation in anti-corruption training	34	participants	
	Total training hours of management participation in anti-corruption training	340	hours	
	Employees participation in anti-corruption training	152	participants	
	Total training hours of employees participation in anti-corruption training	1,520	hours	

APPENDIX 2 HKEX ESG Reporting Guide Index Table

Indicators		Location	
A. Environmental			
Aspect A1: Emissions	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. The types of emissions and respective emissions data.	4.2 Emission Management
	A1.1	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions and, where appropriate, intensity.	Appendix 1 Key Performance Table
	A1.2	Total hazardous waste produced and, where appropriate, intensity.	4.1 Coping with Climate Change
	A1.3	Total non-hazardous waste produced and, where appropriate, intensity.	4.2 Emission Management
	A1.4	Description of emissions target(s) set and steps taken to achieve them.	4.2 Emission Management
	A1.5	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	4.2 Emission Management
	A1.6		4.2 Emission Management
Aspect A2: Use of Resources	General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	4.3 Use of Resources
	A2.1	Direct and/or indirect energy consumption by type in total and intensity.	4.3 Use of Resources
	A2.2	Water consumption in total and intensity.	4.3 Use of Resources
	A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	4.3 Use of Resources
	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.	4.3 Use of Resources
	A2.5	Total packaging material used for finished products and, if applicable, with reference to per unit produced.	4.3 Use of Resources
Aspect A3: The Environment and Natural Resources	General Disclosure	Policies on minimizing the issuer's significant impacts on the environment and natural resources.	4.3 Use of Resources
	A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	4.3 Use of Resources
Aspect A4: Climate Change	General Disclosure	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	4.1 Coping with 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.	4.1 Coping with Climate Change

Indicators	Location												
B. Social													
Aspect B1: Employment	<table border="0"> <tr> <td data-bbox="448 403 635 439">General Disclosure</td> <td data-bbox="639 403 1241 610">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.</td> <td data-bbox="1267 403 1431 461">3.2 Remuneration and Benefits</td> </tr> <tr> <td data-bbox="448 610 496 642">B1.1</td> <td data-bbox="639 610 1241 668">Total workforce by gender, employment type, age group and geographical region.</td> <td data-bbox="1267 610 1431 668">3.1 Employment Compliance</td> </tr> <tr> <td data-bbox="448 668 496 700">B1.2</td> <td data-bbox="639 668 1241 728">Employee turnover rate by gender, age group and geographical region.</td> <td data-bbox="1267 668 1431 728">3.1 Employment Compliance</td> </tr> </table>	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.	3.2 Remuneration and Benefits	B1.1	Total workforce by gender, employment type, age group and geographical region.	3.1 Employment Compliance	B1.2	Employee turnover rate by gender, age group and geographical region.	3.1 Employment Compliance			
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.	3.2 Remuneration and Benefits											
B1.1	Total workforce by gender, employment type, age group and geographical region.	3.1 Employment Compliance											
B1.2	Employee turnover rate by gender, age group and geographical region.	3.1 Employment Compliance											
Aspect B2: Health and Safety	<table border="0"> <tr> <td data-bbox="448 789 635 825">General Disclosure</td> <td data-bbox="639 789 1241 965">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.</td> <td data-bbox="1267 789 1431 847">3.3 Occupational Health and Safety</td> </tr> <tr> <td data-bbox="448 965 496 998">B2.1</td> <td data-bbox="639 965 1241 1024">Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.</td> <td data-bbox="1267 965 1431 1024">3.3 Occupational Health and Safety</td> </tr> <tr> <td data-bbox="448 1024 496 1056">B2.2</td> <td data-bbox="639 1024 1241 1056">Lost days due to work injury.</td> <td data-bbox="1267 1024 1431 1082">3.3 Occupational Health and Safety</td> </tr> <tr> <td data-bbox="448 1082 496 1114">B2.3</td> <td data-bbox="639 1082 1241 1144">Description of occupational health and safety measures adopted, and how they are implemented and monitored.</td> <td data-bbox="1267 1082 1431 1144">3.3 Occupational Health and Safety</td> </tr> </table>	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.	3.3 Occupational Health and Safety	B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	3.3 Occupational Health and Safety	B2.2	Lost days due to work injury.	3.3 Occupational Health and Safety	B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	3.3 Occupational Health and Safety
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.	3.3 Occupational Health and Safety											
B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	3.3 Occupational Health and Safety											
B2.2	Lost days due to work injury.	3.3 Occupational Health and Safety											
B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	3.3 Occupational Health and Safety											
Aspect B3: Development and Training	<table border="0"> <tr> <td data-bbox="448 1205 635 1241">General Disclosure</td> <td data-bbox="639 1205 1241 1263">Policies on improving employees’ knowledge and skills for discharging duties at work. Description of training activities.</td> <td data-bbox="1267 1205 1431 1263">3.4 Training and Development</td> </tr> <tr> <td data-bbox="448 1263 496 1295">B3.1</td> <td data-bbox="639 1263 1241 1321">The percentage of employees trained by gender and employee category.</td> <td data-bbox="1267 1263 1431 1321">3.4 Training and Development</td> </tr> <tr> <td data-bbox="448 1321 496 1353">B3.2</td> <td data-bbox="639 1321 1241 1381">The average training hours completed per employee by gender and employee category.</td> <td data-bbox="1267 1321 1431 1381">3.4 Training and Development</td> </tr> </table>	General Disclosure	Policies on improving employees’ knowledge and skills for discharging duties at work. Description of training activities.	3.4 Training and Development	B3.1	The percentage of employees trained by gender and employee category.	3.4 Training and Development	B3.2	The average training hours completed per employee by gender and employee category.	3.4 Training and Development			
General Disclosure	Policies on improving employees’ knowledge and skills for discharging duties at work. Description of training activities.	3.4 Training and Development											
B3.1	The percentage of employees trained by gender and employee category.	3.4 Training and Development											
B3.2	The average training hours completed per employee by gender and employee category.	3.4 Training and Development											
Aspect B4: Labor Standards	<table border="0"> <tr> <td data-bbox="448 1442 635 1479">General Disclosure</td> <td data-bbox="639 1442 1241 1591">Information on: (a) the policy; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.</td> <td data-bbox="1267 1442 1431 1500">3.1 Employment Compliance</td> </tr> <tr> <td data-bbox="448 1591 496 1623">B4.1</td> <td data-bbox="639 1591 1241 1649">Description of measures to review employment practices to avoid child and forced labour.</td> <td data-bbox="1267 1591 1431 1649">3.1 Employment Compliance</td> </tr> <tr> <td data-bbox="448 1649 496 1681">B4.2</td> <td data-bbox="639 1649 1241 1709">Description of steps taken to eliminate such practices when discovered.</td> <td data-bbox="1267 1649 1431 1709">3.1 Employment Compliance</td> </tr> </table>	General Disclosure	Information on: (a) the policy; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	3.1 Employment Compliance	B4.1	Description of measures to review employment practices to avoid child and forced labour.	3.1 Employment Compliance	B4.2	Description of steps taken to eliminate such practices when discovered.	3.1 Employment Compliance			
General Disclosure	Information on: (a) the policy; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	3.1 Employment Compliance											
B4.1	Description of measures to review employment practices to avoid child and forced labour.	3.1 Employment Compliance											
B4.2	Description of steps taken to eliminate such practices when discovered.	3.1 Employment Compliance											

Indicators		Location	
Aspect B5: Supply Chain Management	General Disclosure	Policies on managing environmental and social risks of the supply chain.	5.1 Supply Chain Management
	B5.1	Number of suppliers by geographical region.	5.1 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.	5.1 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.	5.1 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.	5.1 Supply Chain Management
Aspect 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.	2.2 Customer Service Quality Improvement
	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.	2.2 Customer Service Quality Improvement
	B6.3	Description of practices relating to observing and protecting intellectual property rights.	2.3 Innovation, Research 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.	2.2 Customer Service Quality Improvement
Aspect B7: Anti-corruption	General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issue relating to bribery, extortion, fraud and money laundering.	1.2 Business Ethics and 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.	1.2 Business Ethics and Anti-corruption
	B7.2	Description of preventive measures and whistle – blowing procedures, and how they are implemented and monitored.	1.2 Business Ethics and Anti-corruption
	B7.3	Description of anti-corruption training provided to directors and staff.	1.2 Business Ethics and Anti-corruption
Aspect 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.	5.3 Public Welfare and Charity
	B8.1	Focus areas of contribution.	5.3 Public Welfare and Charity
	B8.2	Resources contributed to the focus area.	5.3 Public Welfare and Charity