

平安健康



2024
Environmental, Social and
Governance Report

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Environmental, Social and Governance Report

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About this Report

Introduction to this Report

The 2024 Environmental, Social and Governance Report (hereinafter referred to as "this Report") of Ping An Healthcare and Technology Company Limited (hereinafter referred to as "Ping An Health", the "Company" or "We/Us"), highlights the process management, materiality, quantification, balance, and consistency, and systematically describes the Company's philosophy, actions, performance and commitment to the pursuit of sustainable development. We hope that by publishing this Report and responding to stakeholder concerns, we can strengthen communication with stakeholders, enhance their interest, and recognize our value. Moreover, it helps us continue to promote sustainable economic, environmental, and social development.

Abbreviations

For the convenience of expression, "Ping An Group" refers to Ping An Insurance (Group) Company of China, Ltd in this Report.

Reporting Principles

Materiality: Ping An Health distributes materiality assessment questionnaires to stakeholders through a stakeholder communication mechanism to understand concerns about the Company's sustainable development prospects and identify material issues related to the Company. For details, please see the Section "Identifying Issues of Materiality" in this Report.

Quantification: The application of the quantitative principle is mainly reflected in the calculation and disclosure of the Company's environmental and social key performance indicators. For details, please refer to Appendix "Key Performance Form".

Balance: To ensure that this report can comprehensively reflect the Company's sustainable development practices to our stakeholders, the Company has objectively and thoroughly disclosed the Company's environmental, social and governance performance.

Consistency: This Report adopts the same statistical method as previous years and compares the data across different years. If the scope of data disclosure changes, explanations will be provided alongside the key performance indicator.

Reporting Scope

Business scope: This Report mainly covers the Company's principal businesses, including Medical Services and Healthcare Services. For details of the Company's businesses, please refer to the Company's 2024 annual report.

Timeframe: This Report mainly covers the period from January 1, 2024, to December 31, 2024 (hereinafter referred to as the "Reporting Period" or the "this Year"). To improve the integrity of the report, some content may go beyond this scope.

Release cycle: This Report is an annual report and is the sixth environmental, social and governance report issued by Ping An Health.

Reporting Guideline

This Report is compiled in compliance with the *Environmental, Social and Governance Reporting Guide* (hereinafter referred to as the "ESG Reporting Guide"), Appendix C2 to the Listing Rules of the Stock Exchange of Hong Kong Limited (hereinafter referred to as the "HKEX") and with reference to the United Nations Sustainable Development Goals (SDGs). The *ESG Reporting Guide* content index has been provided towards the end for reference.

Sources of Information

Information and data disclosed in this Report are sourced from internal official documents, internal statistics, and relevant public Company information. Unless otherwise specified, the monetary amounts herein are in RMB.

Assurance

The content disclosed in this Report has been considered and approved by the Board of Directors of Ping An Health. The Board is committed to supervising the content of this Report to ensure it is without misrepresentations, misleading statements, or material omissions.

Message from the Chairman



In 2024, the great rivers are surging and roaring. The landscape of the healthcare industry we are in is accelerating reshaping, with opportunities and challenges coexisting. As a leading provider of medical healthcare and senior care services in China and the flagship of Ping An Group's medical and pension ecosystem, we have always adhered to the development vision of "to provide every enterprise with a harmonious workplace, every family with a dedicated doctor, and every user with a safe and healthy life", continuously providing high-quality medical services to society, constantly improving the health protection for all people, and helping to build a healthy China, rural revitalization and medical healthcare ecology.

Ping An Health is committed to "bridging doctors and patients with professionalism and safeguard everyone's health". It has established a comprehensive sustainable development management system from top to bottom and continues to incorporate sustainable development factors into its strategic decision-making and daily operations, ensuring its full commitment to sustainable development. This year, we have thoroughly studied and implemented the spirit of the Third Plenary Session of the 20th CPC Central Committee, and courageously taken the lead in deepening reform and opening up. We are determined to become a crucial component in the establishment of a multi-level medical security system and the implementation of the Healthy China strategy.

Ping An Health encourages its R&D team to embrace change, take risks and foster a mindset of continuous learning. Over the past year, we have been exploring new development models with the goal of providing customers with more personalized and accurate health management services.

Ping An Health integrates the concept of sustainable development into every aspect of its business operations,

and incorporates the concept of green operations into its daily management and long-term planning. Our business covers telemedicine, which allows for consultation and health management through online platforms, thereby reducing patients' need to travel for medical treatment and effectively reducing carbon emissions. At the same time, we promote green office practices and further strive to reduce energy consumption in the workplace.

Ping An Health is committed to the well-being of its employees and strives to support them in achieving their career goals. At the same time, we are acutely aware that the healthcare industry in which we operate has a public nature and a special mission towards sustainable development. As part of this industry, we understand the significance of our responsibilities. Ping An Health actively responds to the national "Healthy China" strategy by providing long-term value and promoting healthy lifestyle changes. Over the past year, we have fully leveraged the benefits of internet-based medical services, such as the timeliness and efficiency, to overcome the spatiotemporal limitations of medical and healthcare services, and promote inclusive medical care, contributing to social harmony and development.

Looking back at the past, all colleagues at Ping An Health have worked together to achieve fruitful results in the medical and health field with firm steps. Looking forward to the new journey, the development path for Ping An Health is filled with both opportunities and challenges. We will continue to fulfill our role and mission as a company, building on our past achievements while paving the way for the future, and strive for new milestones and contribute to the advancement of a Healthy China!



Highlights in 2024

Sustainable Development Management

Formulated the *Sustainable Development Strategy, Goals, and Action Plan* and continuously implemented sustainable development actions based on the sustainable development goals.

The Board members actively participate in knowledge training on sustainable development to enhance their relevant skills and capabilities in sustainable development, thereby improving the Company's governance in this area.

Good Corporate Governance with Responsibility as the Foundation

A total of **29** anti-corruption training/integrity culture advocacy sessions have been conducted, including **13** sessions of email or poster promotion, **2** sessions of Zhiniao courses, **3** sessions of visits and on-site education and learning, **11** sessions of party discipline learning and other business ethics related training and promotion, achieving a **100%** employee coverage.

The Company obtained the ISO 27001, ISO 27701 and ISO 27799 certifications for the information security management activities of its health medical related services and online mall services, covering **100%** of its business.

During the reporting period, Ping An Health did not occur any data and customer privacy leakage incidents.

Protecting Health through Innovation

Ping An Family Doctor has obtained the international quality certification of WONCA and its standard service path of remote medical management is certified by the General Practice Branch of Chinese Medical Association and Royal Australian College of General Practitioners (RACGP).

The Company built its large multi-modal medical AI model Ping An Medical Master (平安醫博通), and the doctor's workbench Ping An Doctor's Home (平安醫家人), supported by **12** AI-powered robots, continuously building, exploring, and enhancing medical AI technologies and applications.

The Net Promoter Score (NPS) of all major businesses reached over **90%**.

Promoting Low-carbon Operations and Green Development

Continuously improved the climate change governance framework, and identified and analyzed climate risks and opportunities based on the TCFD disclosure framework to ensure the effectiveness of risk management.

Strengthened green value chain management, promoted low-carbon management in design, packaging, warehousing and transportation, and collaborated with its partners in the value chain to achieve sustainable development goals.

In 2024, the Company established a goal to reduce water consumption by **10%** compared to 2023. The actual water consumption for the entire year of 2024 decreased by **56%** compared to 2023.

Shared Value Contributing to a Harmonious Society

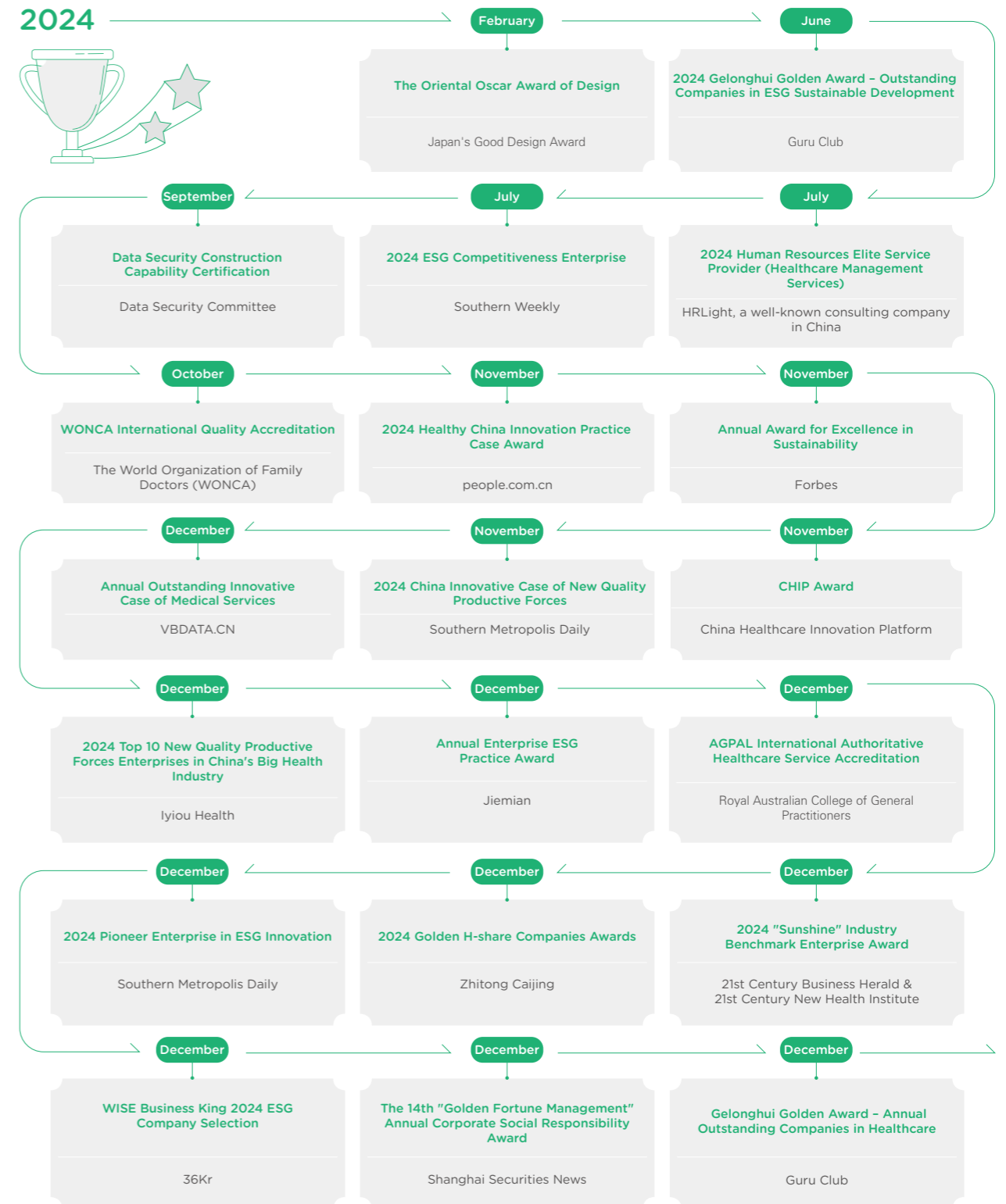
A **100%** coverage of suppliers receiving sustainability training was achieved.

The employee training coverage rate is **100%**, and the employee satisfaction with the training is **97.5%**.

The responsibility system for occupational health management has been implemented. By 2024, nine members of the leadership team and **57** management personnels of the first-level structure have signed the safety management responsibility letter, with a signing rate of **100%**.

The Company launched the "Yilu Jianxing (醫路健行)" national health literacy promotion action.

Awards and Recognitions



About Ping An Health

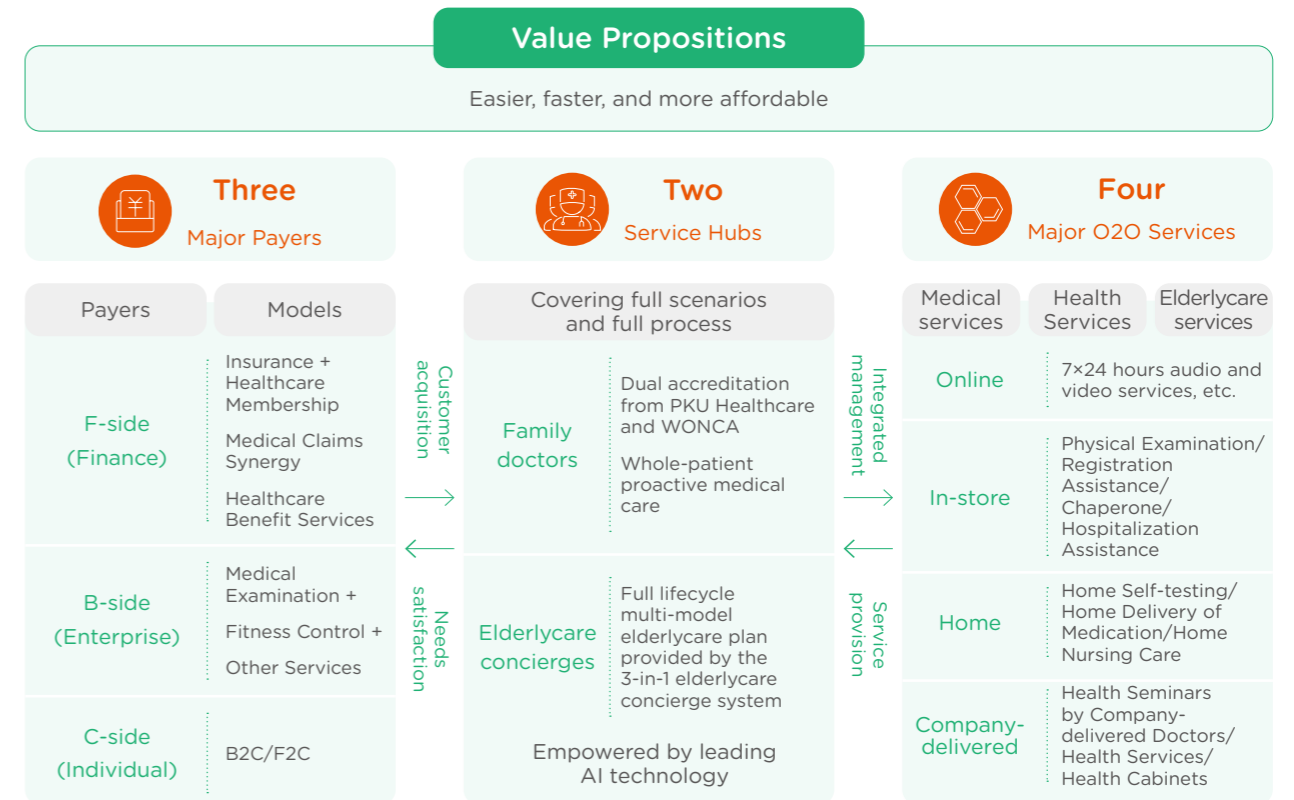
Company Mission:
Expertise Enriches Health and Longevity.

Company Vision:
To provide every enterprise with a harmonious workplace, every family with a dedicated doctor, and every user with a safe and healthy life.

Value Propositions:
Easier, faster, and more affordable.

Development Strategy:
As the flagship of Ping An Group's medical and pension ecosystem, Ping An Health has continued to strengthen the core capacity building of the two service hubs of family doctors and pension housekeepers, upgraded its service network, continued to enhance the user experience, and strengthened the penetration of Ping An Group's individual comprehensive financial customers and corporate customers, thereby continuing to deepen the synergies with Ping An Group's comprehensive financial business in terms of scenarios and products.

Mission: Expertise Enriches Health and Longevity



ESG Philosophy: Technology for Humanity, Healthcare with Warmth



Corporate Culture

Ping An Health, as a leading provider of medical and healthcare services for the elderly in China, always adheres to the value proposition of "easier, faster, and more affordable," by giving full play to the advantages of timely and efficient Internet medical care, breaking the time and space limitations of traditional medical and healthcare services, and providing high-quality medical services. The Company is committed to improving health protection for all people, assisting in Healthy China 2030, and building the carbon neutral medical healthcare

ecology. The Company promotes the active participation of employees in the sustainable development of the Company through activities. On the basis of complying with laws and regulations, we have urged employees to participate in sustainability actions. We also fully consider the interests of our stakeholders, such as employees and consumers, address social and public interests of the society such as ecological and environmental protection bodies in order to create a better and sustainable future together with relevant parties.



01

Sustainability Management

Ping An Health has established a sustainable development governance system from multiple dimensions such as governance, environment, society and economy. It has formulated a sustainable development strategy based on its own advantages and built a responsible ecosystem. At the same time, we have achieved long-term stable development by responding to the key issues of concern to stakeholders.

Sustainable Development Strategy Management

Ping An Health has always been committed to becoming an "Internationally Leading Healthcare and Elderly Care Service Provider," integrating sustainable development as an intrinsic driver of corporate growth into its strategy and management practices, striving to create long-term value for the enterprise.

▲ Sustainable Development Strategy

The Company has formulated the *Sustainable Development Strategy, Goals and Action Plan* and continuously implemented sustainable development actions based on the Sustainable Development Goals to continuously improve the performance of Ping An Health's sustainable development.

Sustainable Development Strategy

-  The Company's "original intention" and "sincere commitment" are to "bridge doctors and patients with professionalism and safeguard everyone's health".
-  "Quality service" serves as the primary management measure, a direct conduit, and a customer commitment to actualize the Company's "original intention".
-  The pursuit of "healthy ecology" and "technological innovation" serves as the implementation paths and technical guarantees to realize the Company's "original intention".
-  The concept of "green operation" represents the future, fostering a harmonious coexistence between humans and the environment. This approach allows the Company to proactively anticipate risks and opportunities, ensuring its sustainable development.

Sustainable Development Goals (3 years) and Progresses

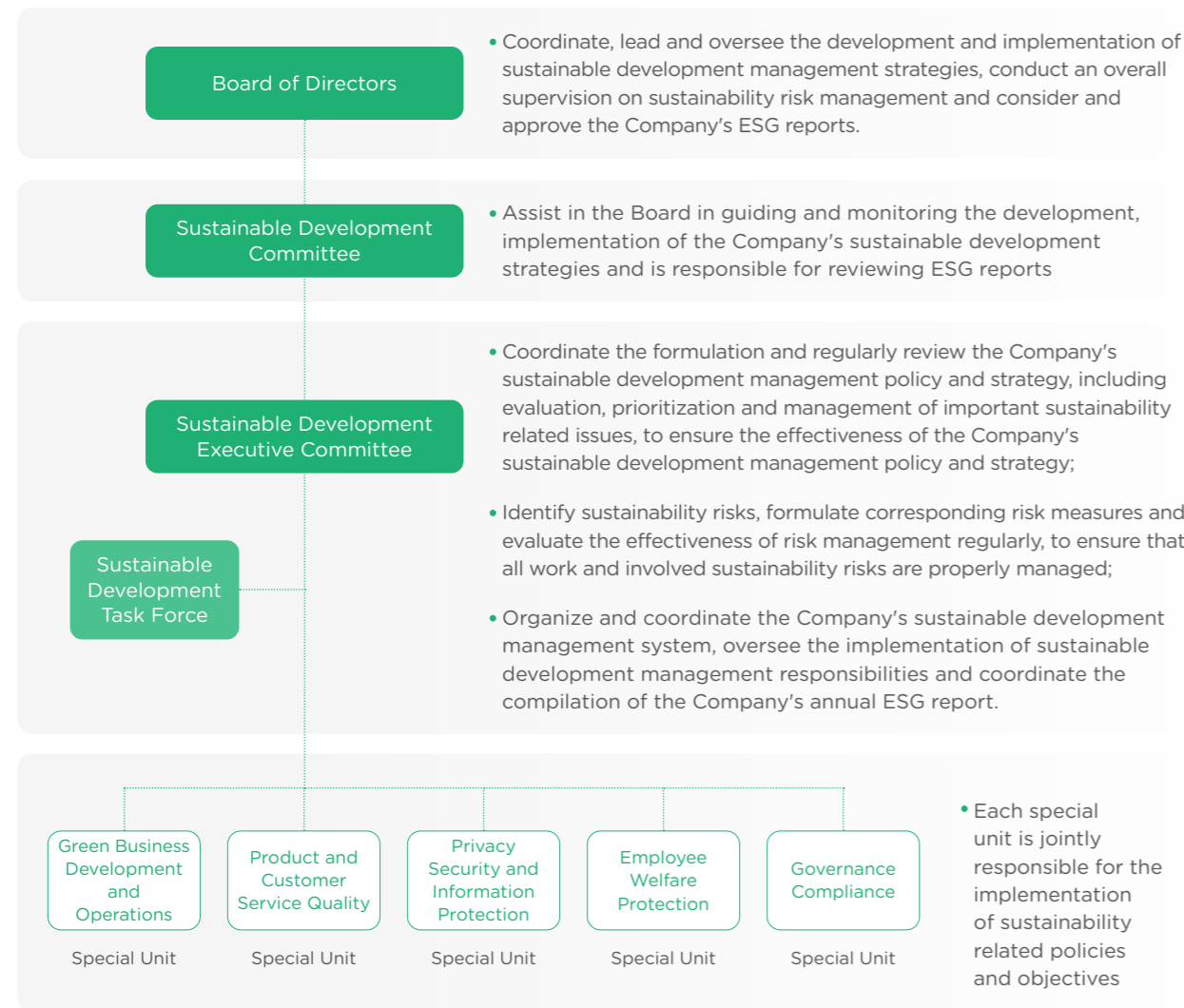
Sustainable Development Issues	Development Strategies	Goals	Progresses in 2024
Quality products and services	To represent the payment party and integrate the supply side to provide customers with the "most cost-effective" "professional, comprehensive, high-quality, and one-stop" healthcare services	<ul style="list-style-type: none"> • To steadily improve the service standardization level year by year • To increase the percentage of services receiving the "Eagle Eye" service monitoring system year by year • To complete 20 sessions of training and assessments on medical regulations and systems annually, and 5 sessions of training and assessments on drug related regulations and systems 	<ul style="list-style-type: none"> • Eagle Eye Monitoring system has covered the Company's core medical and health services, including physical examination, health management, chronic diseases and other 12 major categories of services • The Company has organized a total of 114 training sessions on laws and regulations related to medical care, drugs and medical devices
Customer experience and responsible marketing	To put "people" first and serve users with "warmth" and "honesty"	<ul style="list-style-type: none"> • To steadily increase the customer satisfaction, and by the end of 2026, to significantly decrease the ratio of customer complaint issues to order volume compared to the current situation • To achieve 100% coverage of employees in annual compliance marketing training 	<ul style="list-style-type: none"> • Customer satisfaction with telephone customer service is 98.1% • NPS of all major businesses were above 90% • The coverage rate of employees in annual compliance marketing training was 100%
Sustainable supply chain/collaborative network	To build itself into a responsible platform provider, purchaser, and product provider, establish an industry-leading partner management system, and incorporate sustainable development principles into the supplier management system	<ul style="list-style-type: none"> • To include sustainable development clauses (anti-bribery, etc.) in 100% supplier cooperation contracts 	<ul style="list-style-type: none"> • 100% of supplier collaboration contracts included sustainability clauses (anti-bribery, etc.)

Sustainable Development Goals (3 years) and Progresses			
Sustainable Development Issues	Development Strategies	Goals	Progresses in 2024
Employee development and security	1. Fair, respectful and diverse career development 2. Living and working in peace, reducing worries, and creating a "work-life" balance 3. Reasonable organizational structure and personnel allocation 4. To maintain the mental health of enterprise employees and create an inclusive environment	<ul style="list-style-type: none"> To maintain employee diversification, with female employees accounting for no less than 50% To constantly conduct employee satisfaction and engagement surveys to maintain the upward trend in the results To achieve an annual employee training coverage of 100% To regularly review organizational structure and output organizational analysis reports, with continuous optimizations and adjustments to support business development To regularly organize collective activities, encourage diversified employee club activities, and complete 20 employee club entertainment activities annually 	<ul style="list-style-type: none"> The proportion of female employees exceeded 60% Annual employee satisfaction increased to 97.6% Employee training coverage reached 100% The Company regularly conducted talent inventory, formed a nine-grid talent map, and created a node successor map to promote cadre appointment and dismissal and talent cultivation work More than 700 employee club activities were held in 2024
	Corporate governance	Scientific decision-making, improving transparency and setting an example	<ul style="list-style-type: none"> To annually review governance institutions, mechanisms, and processes To quarterly review the effectiveness of the risk management system To reach an annual employee coverage rate of 100% in risk culture and compliance promotion and training
Information security and privacy protection	1. Compliant collection and use of data for providing a sense of security for data owners 2. Protection of data and avoidance of improper data leakage	<ul style="list-style-type: none"> To audit information security policies and systems annually To reach an annual employee coverage rate of 100% in data security and privacy protection related training To conduct 4 annual drills on emergency plans/schedules for information security incidents 	<ul style="list-style-type: none"> The Company conducted the annual external assessment certification audit and passed the audit The coverage rate of employees who have received data security and privacy protection related training was 100% In 2024, a total of nine information security emergency response activities, including the national network protection practical attack and defense drill, were carried out, achieving the expected results

Sustainable Development Goals (3 years) and Progresses			
Sustainable Development Issues	Development Strategies	Goals	Progresses in 2024
Business ethics	To uphold the moral values and adhere to "regulations+1"	<ul style="list-style-type: none"> Employee business ethics: To reach a 100% employee coverage in incorruptible culture and anti-corruption education for all employees, with 100% verification of incorruptible petition and reporting issues Corporate business ethics: To achieve 100% compliance in anti-monopoly and fair trade 	<ul style="list-style-type: none"> The Company conducted business ethics-related training and publicity, such as email or poster publicity, Zhiniao courses, visits and on-site education and learning, party discipline learning, etc., with a coverage rate of 100%
Development of medical technology	Medical technology drives high-quality development and improves user experience	<ul style="list-style-type: none"> To continuously improve intelligence empowered efficiency of doctors To steadily increase the digitalization rate of business and management 	<ul style="list-style-type: none"> The Company built its large multi-modal medical AI model Ping An Medical Master (平安醫博通), and the doctor's workbench Ping An Doctor's Home (平安醫家人), supported by 12 AI-powered robots The five-star positive rate of online consultation of the doctor's workbench Ping An Doctor's Home (平安醫家人) reached 98%, the Class A rate of electronic medical records reached 99.8%, and the accuracy rate of drug compliance reached 100%
Practicing corporate social responsibility	<ol style="list-style-type: none"> To assist the implementation of the Healthy China 2030 Plan by the action to improve national health literacy To assist in rural revitalization and medical ecological construction, adhere to medical and health public welfare, and actively contribute to society 	<ul style="list-style-type: none"> To carry out no less than 15 sessions of various medical or health public welfare activities in total annually, with no less than 30 participants for each offline activity, and no less than 1,000 viewers for each session of online health science popularization activities 	<ul style="list-style-type: none"> The Company launched the "Yilu Jianxing (醫路健行)" national health literacy promotion action A total of 29 medical or health public welfare activities, such as popularization of health knowledge and charity clinics, were carried out in 2024, all of which achieved good communication results
Green operation	To integrate the concept of green environmental protection into the Company's office operation and management, continuously strengthen the systematic construction of environmental management, pay attention to the cultivation of employees' behavior awareness, and comprehensively promote the implementation of the Company's green and low-carbon strategy	<ul style="list-style-type: none"> To continuously calculate and disclose operational carbon emissions, with a year-on-year decrease in total carbon emission indicators To publicize among all employees every year any and all potential emergencies in response to climate change, with an employee coverage rate of 100% To promote the concept of waste management among employees, with an employee coverage rate of 100% 	<ul style="list-style-type: none"> Total carbon emissions in 2024 decreased by 19% compared with 2023 Implemented the top management safety management mechanism of the local area, and carry out emergency publicity for all employees Carried out waste management and green office publicity for all employees

▲ Sustainability Governance Structure

Ping An Health has fully integrated the concept of sustainable development into its development strategy and daily operations, continuously improving the governance of sustainable development and enhancing the level of sustainable development work. The Company has established a three-level governance structure for sustainable development from the decision-making level, management level to the execution level, promoting the planning and layout of overall sustainable development work from top to bottom, and continuously promoting the soundness and improvement of the sustainable development management system.



Ping An Health Sustainability Governance Structure and Functions

In addition, the Board members actively participated in the training of sustainable development knowledge, and learned about the changes in the exchange rules related to sustainable development and the updates on regulatory policies, key industry news related to key sustainable development issues, and participated in case analyses surrounding sustainable development topics, so as to improve the relevant skills and abilities of the Board members in sustainable development, ultimately improving its governance of corporate sustainability.

▲ Board Statement

The Board of Directors of Ping An Health is the core leadership and highest decision-making body for sustainable development, responsible for coordinating the Company's sustainable development management and information disclosure, supervising the setting of goals and strategies related to the impact, risks and opportunities of sustainable development, strategic implementation, and progress in achieving goals.

The Company has integrated sustainability factors into its daily operations and formulated the *Sustainable Development Strategy, Goals, and Action Plan* to set three-year development strategies and goals for the significant sustainability issues related to the Company, regularly track and evaluate the progress of targets, and ensure that all measures are implemented. At the same time, we attach importance to the significant impact that sustainability-related risks and opportunities may have on the Company, continuously evaluate the possibility and degree of impact of related risks and opportunities, incorporate sustainability-related risks into the enterprise risk management system, and ensure

the effective operation of the Company's sustainability-related risk management and internal control system.

The Company's Board of Directors holds regular meetings annually, and listens to the Sustainable Development Committee's reports on sustainable development. After making clear the Company's management status, we identify the sustainable development management risks, monitor and evaluate the implementation of the sustainable development strategy, to ensure the sustained efforts to achieve our sustainable development targets. The Company also reports sustainability-related exchange rule changes and regulatory policy updates, industrial major news on key sustainability issues, and sustainability-themed case analysis to its directors in the monthly directors' newsletter. It is committed to improving the skills and abilities of Board members in sustainable development and promoting Board members to actively fulfill responsibilities in sustainable development risk management with an attitude of continuing learning, thereby continuously improving the Board's sustainability-related governance level.



Stakeholder Communication

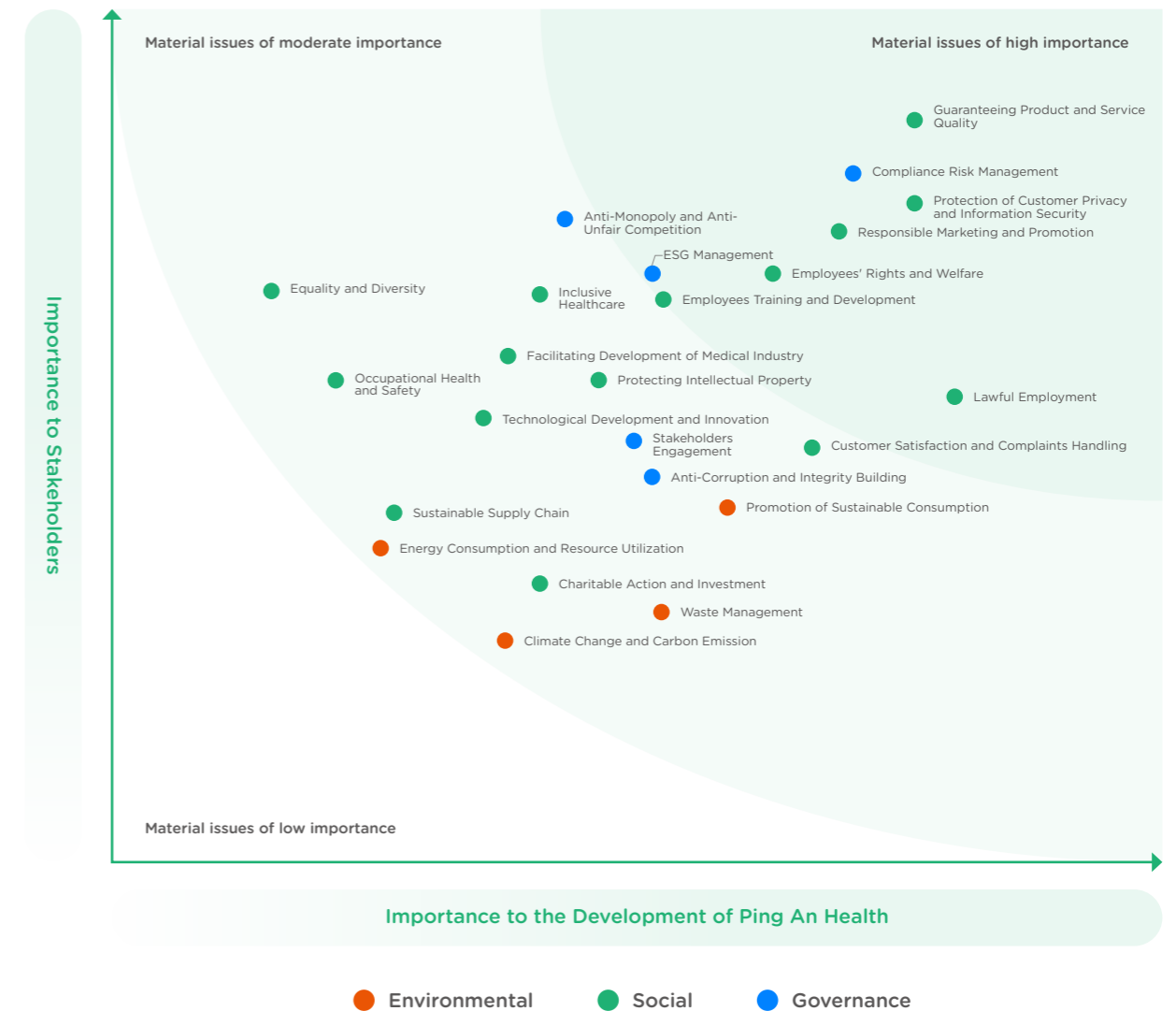
Ping An Health ensures smooth communication with stakeholders through a sound communication mechanism, actively responds to the expectations and needs of various stakeholders, conducts materiality analysis and evaluation work, fully considers the impact of sustainability risks and opportunities on the Company, and ensures that our impact on the environment and society meets the expectations of stakeholders. During the reporting period, Ping An Health held two performance presentations among investors, communicated with investors 304 times through emails and phone calls.

Stakeholders	Expectations and Requirements	Communications and Responses
Investors and shareholders	<ul style="list-style-type: none"> Sustainable profitability Standardized corporate governance Protection of rights and interests 	<ul style="list-style-type: none"> Generating long-term income Improvement of internal control system Regular disclosure of information General meeting of stockholders
Government and regulatory authority	<ul style="list-style-type: none"> Compliance with national policies Fulfillment of tax obligations Strengthened political integrity Participation in regional co-construction 	<ul style="list-style-type: none"> Operation in compliance with the law Tax payment on time Cooperation with government inspection Promotion of social employment
Community	<ul style="list-style-type: none"> Promotion of community development Protection of community environment 	<ul style="list-style-type: none"> Launch of public welfare program Practice of green operations
Customers	<ul style="list-style-type: none"> Product health and safety Service quality Privacy and information security Business integrity 	<ul style="list-style-type: none"> Improvement of quality control system Customer satisfaction survey and complaint handling Strengthened risk control Strengthened legal awareness
Employees	<ul style="list-style-type: none"> Protection of legal rights and interests Smooth career development Compensation and benefit guarantee Good working environment 	<ul style="list-style-type: none"> Compliance with laws and regulations Construction of talent cultivation channels Improvement of salary and welfare system Conduction of employee satisfaction survey
Suppliers and partners	<ul style="list-style-type: none"> Open and fair Win-win cooperation Co-development 	<ul style="list-style-type: none"> Standardized procurement process Improvement of communication mechanism Establishment of a long-term management model
Industry associations	<ul style="list-style-type: none"> Industry experience exchange Promotion of industry development 	<ul style="list-style-type: none"> Participation in industry forums Enhanced R&D capabilities

Materiality Issues

Ping An Health takes stakeholder expectations and appeals as important considerations in formulating its ESG development strategy. The Company pays timely attention to hotspots and trends in sustainable development within the industry, and evaluates the potential impact of various sustainability issues on the Company's operations based on internal interviews, stakeholder questionnaires and expert judgments. A total of 24 material sustainability issues closely related to Ping An Health and its stakeholders have been identified.

We ranked the sustainability-related issues based on the results of the materiality assessment feedback from major stakeholders, and the priority of material issues has been reviewed and confirmed by the Board of Directors of Ping An Health in combination with the Company's strategy and business policy.



Ping An Health 2024 Materiality Matrix

02



Good Corporate Governance with Responsibility as the Foundation

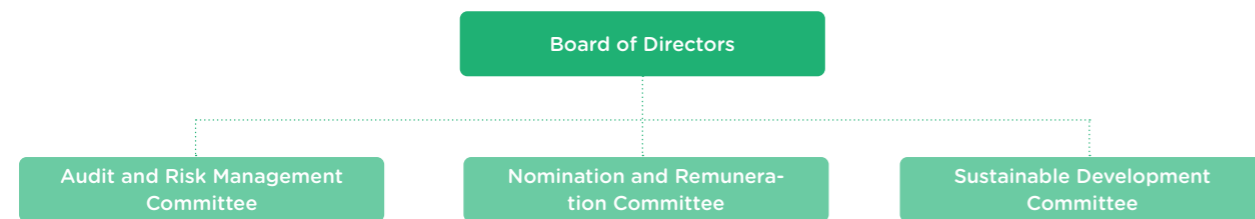


Ping An Health continues to promote the construction of corporate governance system, integrate sustainable development concept into enterprise operation, and continuously improve risk management and business ethics system. It orderly promotes the construction of information security and privacy protection system, and steadily improves compliance management level.

Corporate Governance and Compliance Operations

Ping An Health complies with the requirements of relevant laws, regulations, and normative documents such as the *Company Law of the People's Republic of China*, the *Securities Law of the People's Republic of China*, and the *HKEX's Corporate Governance Code*. It has stipulated relevant management clauses for corporate governance in the *Memorandum and Articles of Association* and constantly improves its level of corporate governance.


The Company has established a corporate governance structure with clear responsibilities and scientific efficiency. The Board of Directors has instituted specialized committees, such as the Audit and Risk Management Committee, the Nomination and Remuneration Committee, and the Sustainable Development Committee. Each committee performs its duties in accordance with the committee's working rules.



Board Governance Structure

Ping An Health understands and recognizes the benefits of having a diverse board of directors, and views the board diversity as a crucial role in maintaining competitive advantages. The Company values board diversity, and the Nomination and Remuneration Committee has drafted and reviewed the Company's board diversity policy, and assesses the level of board diversity annually to ensure that board members come from different regions and

industries, have different educational backgrounds, ages, genders, skills, knowledge reserves, etc. As of the end of the reporting period, the Company's Board comprises nine directors, including two female directors. The Directors bring diverse expertise and skills, spanning finance, financial management, law, and medical technology.

The Company's board consisted of **9** directors  with **2** female directors 

Risk Management

To effectively implement risk management, Ping An Health has established a comprehensive risk management system to identify risks in a timely manner, formulate risk management strategies and implement risk management measures. In addition, Ping An Health has built three lines of defense for risk management to ensure the stable and sustainable development of the Company. For details on the organizational structure and responsibilities related to the Company's risk management and internal controls, please refer to the "Corporate Governance Report" section of the Company's 2024 Annual Report.



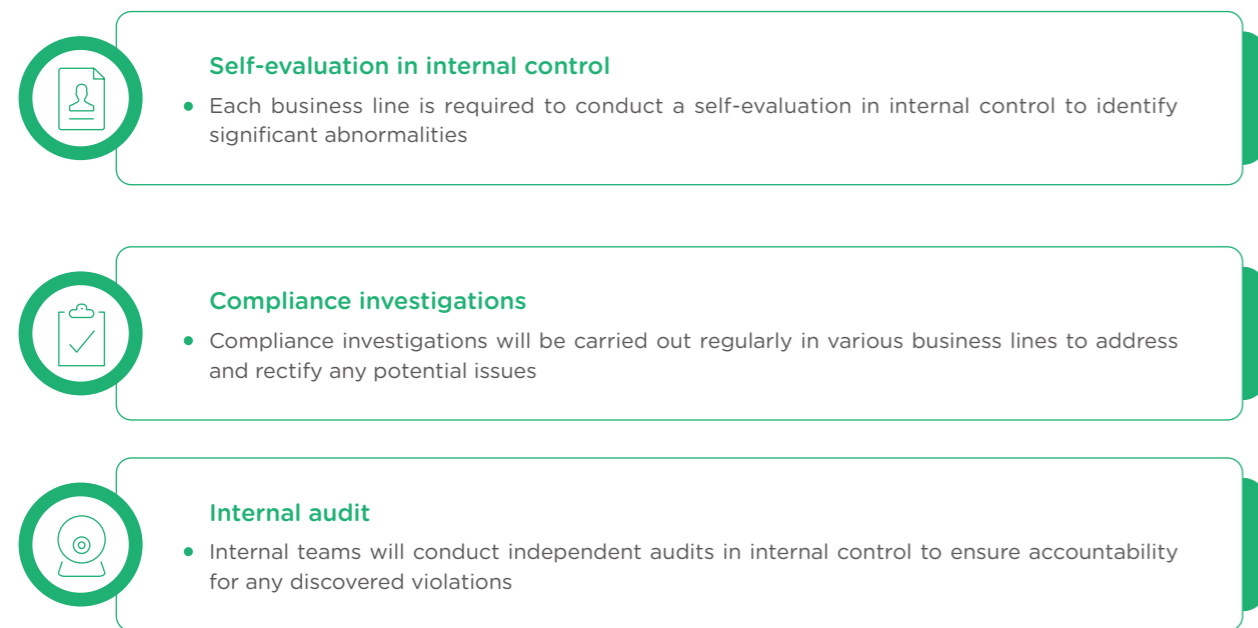
Ping An Health has established a routine risk management process, and regularly conducts self-assessment, compliance investigation and audit work. It also regularly carries out risk screening and sorting for key sectors, and integrates sustainable development risk control into daily risk management work to enhance the Company's awareness of risk management in sustainable development. During

the reporting period, the Audit Supervision Department established an audit health checklist to assess and report on the risk status and major problems in four risk areas of the Company: operations, management, finance and compliance, so as to improve the Company's risk management and internal control, with the goal of minimizing major incidents and reducing the occurrence of minor issues.



Risk Management Process

At the same time, we have established an internal control effectiveness verification mechanism to ensure the effective implementation of the risk management mechanism, continuously strengthen risk management and compliance training, and further ensure the implementation of the risk management system. In 2024, Ping An Health provided 17 interpretations of new regulations and conducted 205 risk management-themed training sessions, and promoted a risk compliance culture among employees in various forms, covering 100% of employees.



Internal Control Effectiveness Verification Mechanism

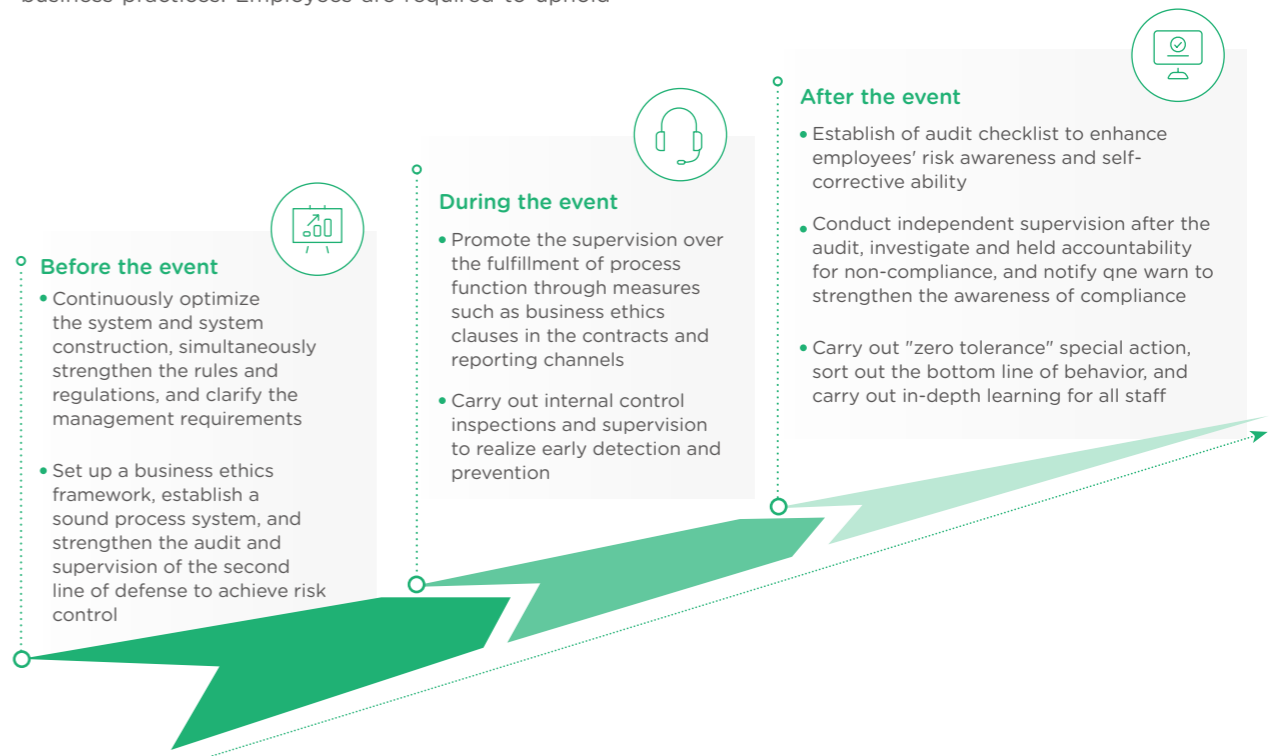
Business Ethics

The Company strictly complies with the *Anti-Money Laundering Law of the People's Republic of China*, the *Anti-Unfair Competition Law of the People's Republic of China* and the *Interim Provisions on Banning Commercial Bribery and other national laws and regulations*. It has formulated policies and systems such as the *Anti-Fraud System*, the *Audit and Supervision System*, the *Employee Code of Conduct* and the *Employee Conflict of Interest Management Policy*, covering multiple aspects such as protection of trade secrets, anti-corruption and anti-bribery, conflict of interest and anti-unfair competition. In 2024, the Company regularly reviewed and updated policies and mechanisms related to business ethics, optimized and revised relevant systems such as the "Red, Yellow and Blue" Card Punishment System, the *In-Office and Post-Office Audit Management Measures* and the *Management System on Petition*, further strengthening the management of business ethics behavior.

Ping An Health actively builds a business ethics governance framework, implements compliance and integrity standards, and ensures that all employees understand the Company's business ethics code. The Board takes the lead in business ethics and anti-corruption management. The Audit and Risk Management Committee represents the Board to review the Company's business ethics risk management, execution, and audit work on a quarterly basis. It annually assesses the effectiveness of business ethics risk management. Additionally, we have linked the monitoring of irregularities and corruption with the evaluation system for management's performance and salary, establishing an effective anti-corruption management system and mechanism.

integrity in their business activities and ensure the effective implementation of the Company's code of business ethics. Ping An Health has built a pre-event, mid-event and post-event prevention system from the perspective of preventing the Company's business ethics risks, timely preventing, identifying and responding to potential business ethics risks, and ensuring the efficient implementation of ethical standards. The audit and supervision department of the Company will be responsible for regularly supervising the effectiveness of relevant policies on business ethics and reviewing the implementation of policies, and regularly reviewing the internal control system and procedures to effectively combat bribery and corruption. During the reporting period, no anti-corruption lawsuits were filed against the Company or its employees.

The Company has adopted strict internal procedures to prevent bribery, corruption, fraud and other unethical business practices. Employees are required to uphold



Ping An Health Business Ethics Related Prevention System

In order to create a fair, just and transparent working environment and cooperative ecosystem, the Company has formulated the *Whistleblower Reward Management Measures* during the reporting period, encouraging stakeholders including the Company's employees, suppliers and business partners to report any improper behavior that violates business ethics. At the same time, we have established a standardized mechanism for receiving and managing reports, encouraging relevant informed units or individuals to report various illegal and disciplinary actions that damage the rights and interests of the Company or customers according to law, safeguarding the legitimate rights and interests of the Company and customers.

Reporting channels



- Mailing address: 8/F, Block B, INNO OFFICE, Yangpu District, Shanghai
- Online e-mail address: lzxfjb@pingan.com

Mechanisms for handling reports



- Clearly define the allocation system for investigation and handling, and set up different handling processes according to the nature and type of the content of the letters, and the departments involved, so as to improve the handling time and achieve effective supervision of the investigation and handling
- Standardize the case investigation process, set up the process and quality control system for preliminary examination, project creation, investigation, report and punishment, standardize the audit procedures of auditors and unify the management standards

Measures for the Protection of Whistleblowers



- Whistleblowing materials will be treated with confidentiality. Real-name reporting will undergo desensitization, and any transfer of reporting materials to the unit or individual being reported is strictly prohibited.
- Anonymous whistleblowing materials will not be examined for handwriting or trace the letter-writer.
- When receiving and inspecting whistleblowers, confidentiality measures will be taken to ensure the anonymity of whistleblowers. A dedicated venue will be arranged for receiving whistleblowers, and no unrelated personnel are present on-site.
- No unit or individual is permitted to retaliate against the whistleblower, their relatives, or potential whistleblowers under any pretext or through any means.

Reporting and Whistleblower Protection Mechanism of Ping An Health

Ping An Health actively promotes the construction of a clean culture, strengthens the integrity awareness of all employees and suppliers, and maintains a clean corporate culture. The Company has conducted multiple professional ethics trainings and promotions for the Board of Directors, management at all levels and all employees (including part-time and dispatched employees). Through various training and promotion forms, it continuously consolidates employees' integrity and honesty awareness. In 2024, the Company conducted 13 email or poster promotions, 2 Zhi Niao courses, 3 visits and on-site education and learning, 11 Party discipline studies and

other business ethics related trainings and promotions, with a coverage rate of 100%.

Ping An Health regards the integrity management of suppliers as an important part of implementing the Company's business ethics concept. We clearly stipulate anti-corruption clauses in the contracts signed with suppliers and carry out cooperation process inspections to prevent acts such as interest transfer and fraud, and safeguard the interests of the Company.

Anti-corruption training / integrity culture promotion

29 times



Conducting anti-corruption or related internal audit investigation activities

13 times



Business ethics standards training employee coverage

100%



Information Security and Privacy Protection

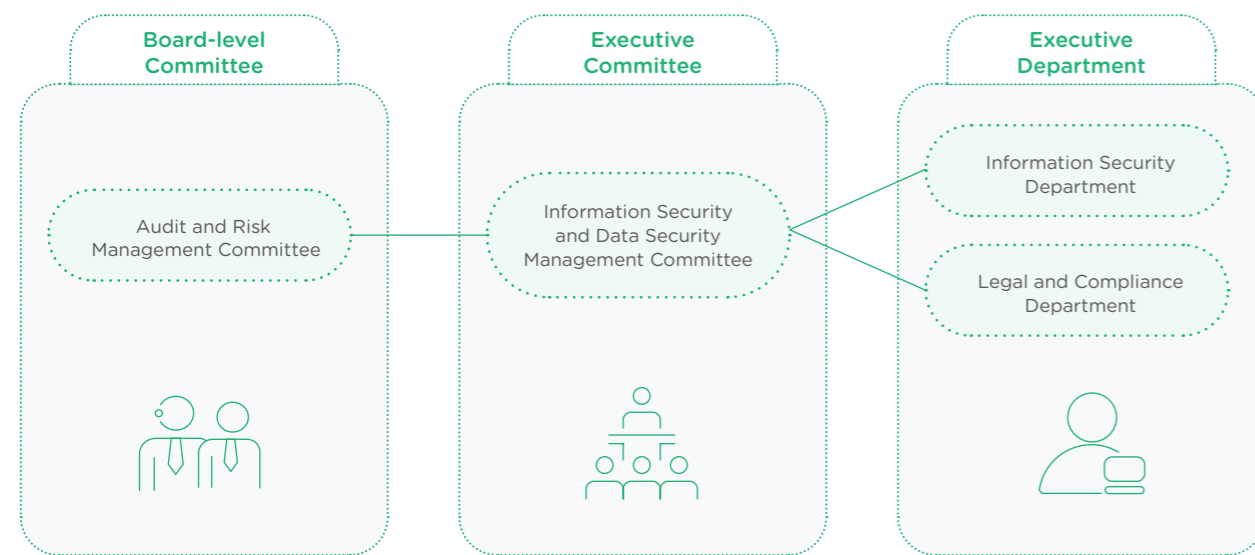
Ensuring information security and customer privacy is the core competitiveness of Ping An Health for sound development. Ping An Health is committed to improving the Company's information security level through improving the governance structure of privacy and information security, refining management technology, conducting training and assessment, etc., and establishing a stable data security line of defense for users.

Systematic Operation

Information security is the key cornerstone for Ping An Health's sustainable development. To this end, we have established a scientific and reasonable information security and privacy management framework, and through routine audit, supervision and cultural initiatives, we ensure the strict management of the Company's information security and privacy protection.

Management Structure

Ping An Health has established a top-down information security management structure, with the Audit and Risk Management Committee at the board level serving as the highest governance committee. It also has an Information Security and Data Security Management Committee, an Information Security Department and a Legal Compliance Department responsible for implementing information security and privacy protection practices to ensure the effective implementation of information security and privacy management.



Information Security and Privacy Management System of Ping An Health

Policies and Commitments

Ping An Health strictly abides by laws and regulations such as the *Cybersecurity Law of the People's Republic of China*, the *Data Security Law* and the *Personal Information Protection Law* as well as other laws and regulations. It has publicly released the *Information Security and Data Security Management Policy Statement of Ping An Health* and the *Privacy Protection Policy Statement of Ping An Health*, clarifying that all management standards apply to all relevant business lines and subsidiaries of Ping An Health, and all departments and employees, as well as third-party personnel who can access information

assets, to guide Ping An Health in practicing information security and data security management. In addition, the Company's *Member Privacy Policy of Ping An Health* effectively ensures that users have the right to access, rectify and delete individuals' data.

During the reporting period, we also continuously updated and optimized relevant internal systems, and constantly strengthened internal management.

- In the field of network information security, we have updated and optimized our internal systems such as the *Cybersecurity Management Policy (2024 Edition)* and the *Information Security Policy (2024 Edition)*, which include five categories of management regulations: information security policy, information security strategy, information security standards, information security baseline (usually applicable to IT systems), and information security guidelines.



- In the field of data security, we have formulated new regulations, such as the *Data Security Management Policy (2024 Edition)* and the *External Data Exchange Security Management Policy (2024 Edition)*, to strengthen the overall management system including three categories of management systems: data security management system, data lifecycle security management system, and the operation mechanism of the data security management system.



To ensure the information security of the whole operation chain, including the Company's employee data, application data from Ping An Health, and upstream and downstream data in the ecosystem, we attach great importance to and adhere to the bottom line of data security based on data protection principles. Based on relevant policies on information security and privacy protection, we make the following commitments:

Principles of third-party data processing

Being dedicated to fully adhering to all relevant laws and regulations, Ping An Health will not collect personal information from third parties without the user's explicit consent or unless required by law. The Company, along with its partners, is committed to maintaining confidentiality, and will not share, transfer, rent or sell personal data with third parties, unless otherwise specified by law or authorized by the user

Principle of data minimization

Ping An Health collects and processes users' personal information only to the extent necessary to provide its products and services, and ensures that the scope and amount of information collected are minimized. Users' personal information will be stored only for the shortest duration necessary to achieve the processing purpose. After the necessary period, the Company commits to deleting data after a defined amount of time and does not collect personal data from third parties, unless otherwise required by law

Principle of legality and compliance

Ping An Health guarantees that all activities involving data collection, processing, and use comply with national laws and regulations, industry standards, and regulatory requirements. The Company has established a comprehensive data compliance management system and conducts regular compliance reviews to ensure that all data processing activities are legal and compliant

Principle of clear responsibility

Ping An Health has clarified the responsibilities, obligations and rights related to all aspects of data collection, processing and use. A dedicated data security team has been set up within the Company to supervise and manage data processing activities to ensure that data security and user privacy are effectively protected

Principle of proactive transparency

Before Ping An Health collects personal information from users, it will proactively indicate to users the purpose, method, and scope of the collection of information in a clear and easy-to-understand manner, so as to make it easy for users to understand the collection and use of their personal information

Principle of informing before collecting

Ping An Health respects the user's right to know and right to choose, and before collecting personal information, Ping An Health will fully inform the user of the purpose, scope and use of the information collected, and will only collect information after obtaining the user's explicit consent

System Certification

Ping An Health continues to carry out the audit and certification work related to information security and privacy protection. During the reporting period, Ping An Health passed the re-examination and obtained ISO 27001 information security management system certification, ISO 27701: 2019 privacy information management system certification, ISO 27799 personal medical health information security management system certification, TLC certificate for data security management capability of the Ministry of Industry and Information Technology, the Health and Medical

Big Data Trustworthy Selection and Evaluation Certificate of China Academy of Information and Communications Technology (CAICT), and the Data Security Construction Capability Certificate of CAICT. As of the end of the reporting period, the scope of ISO 27001, ISO 27701, and ISO 27799 certificates covers information security management activities of the Company's medical and healthcare related services and the online mall platform, and the certifications have covered 100% of its business.



Information Security Management System Certification

In addition, in 2024, Ping An Health actively participated in the Personal Information Protection Impact Assessment Special Work jointly initiated by organizations such as the Data Security Committee of China Cybersecurity Industry Alliance (CCIA) and the Data Security Community (DSC), organized its personal information protection work within the Company. According to the third batch of assessment results announced nationwide, Ping An Health App successfully obtained the "PIA Two-Star Mark".

Audit Supervision

Ping An Health regularly conducts multi-dimensional information security audits to ensure the effectiveness of information security policies and management systems.

In terms of external independent audit, the Company conducts an external assessment and certification audit once a year and have been passed all the assessments and audits, covering general information security, lifecycle data security, personal privacy protection and health information protection. During the reporting period, the assessments and certifications conducted by the Company cover information security level protection assessment and certification, communication network security compliance assessment, ISO 27001 information security management system certification, ISO 27701 privacy information management system certification, ISO 27799 health information security management system certification, as well as data security management capability certification, data security construction capability certification, personal information protection impact assessment mark.

In terms of internal audit, Ping An Health conducts on-site audits of third-party service providers every year. Any issues identified during these audits are followed

up and addressed through online ledgers, ensuring that proper verification is completed. The Company also conducts internal account permission checks every quarter, following the principle of minimizing information collection, to review the entire lifecycle management process of account permissions.

Each year, Ping An Health identifies third-party suppliers that have a substantial impact on the Company's business and handle large volumes of sensitive user data, as important suppliers, conducts on-site audits for important third-party service providers to ensure understanding of their current status of cyber security and data security management and protection during the cooperation period, and puts forward relevant rectification suggestions for existing security risks to improve the ability of cooperative suppliers to ensure the security of user information.

In addition, Ping An Health carries out information security risk assessments on suppliers and partners, and conducts full-process audits from the dimensions of supplier introduction, contract signing, sampling audits and security audits, with audit requirements covering all suppliers and business partners.



Information Security Risk Assessment and Review Process for Third Parties (Suppliers and Partners)

Ping An Health also actively empowers suppliers to build privacy protection capabilities, maintains regular communication with suppliers and partners, fully understands the current status and capability level of network and data security management of important suppliers during the cooperation period, puts forward relevant rectification suggestions and coaching support, and ensures timely communication, handling and recovery of possible information security incidents or risks.

Information and Privacy Security Culture Building

Ping An Health conducts information security and privacy protection training and examinations for all employees every year, including full-time employees, contractors, and interns. The forms include monthly safety reports, monthly publicity, information security reinforcement month activities, information security awareness assessment, and online training.



Ping An Health' "Preventing Risks and Embracing Security" Information Security Enhancement Month

In 2024, Ping An Health held the information security enhancement month activity with the theme of "Preventing Risks and Embracing Security", focusing on eight common security risk scenarios. It organized activities such as employee learning, keynote sharing by experts, risk warning and publicity, security awareness assessment, and signing of a "Cybersecurity Commitment Letter" to promote a deep understanding and recognition of the importance of information security among all staff. This training activity covered all employees (including regular employees, contractors, and interns).

Information Security

Ping An Health continues to consolidate its information security management foundation and effectively implement information security management practices in the whole chain of operation, information security protection and information security management of external partners.

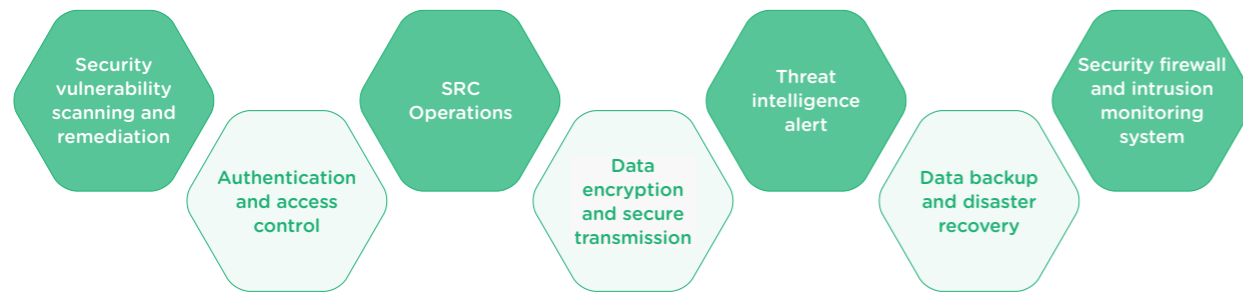
Whole Operation Chain Information Security Protection

Ping An Health is constantly promoting the improvement of security technology and carrying out data leakage response and incident response initiatives through both proactive and passive measures. In terms of information security risk management, the Company has formulated the *Emergency Management Measures for Information Security Incidents*, the *Emergency Response Norms for Data Security Incidents* and the *Emergency Plan Process for Personal Information Leakage Incidents*, and established a full-cycle information security risk management process to ensure that all business data are properly protected.



Information Security Risk Management Process

In terms of data breach prevention, we have taken a number of measures from both management and technology perspectives to protect the Company's assets, systems and information from potential technical failures, human technology or malicious attacks, effectively preventing, responding to and mitigating risks related to data breaches. In 2024, Ping An Health successfully replaced its web application firewall (WAF) system with a domestically developed solution, achieving independent control over key WAF. In addition, we enhanced the detection capabilities of our proprietary business systems, the extended detection and response (XDR) platform, which increased the alarm detection effectiveness of our original commercial products by 35% and allowed us to fully replace them with our upgraded systems.



Prevention Measures against Data Breach

In terms of emergency handling of information security incidents, we have standardized emergency response to different incidents, and formulated specific emergency response plans for different types of security incidents. Through regular drills and plan reviews, we ensure that we can take prompt and effective actions in case of emergencies to safeguard the safety of the Company's business and personal information. In 2024, Ping An Health conducted a total of nine information security emergency response activities, including the 2024 National Network Protection Practical Attack and Defense Exercise, all of which achieved the expected results.

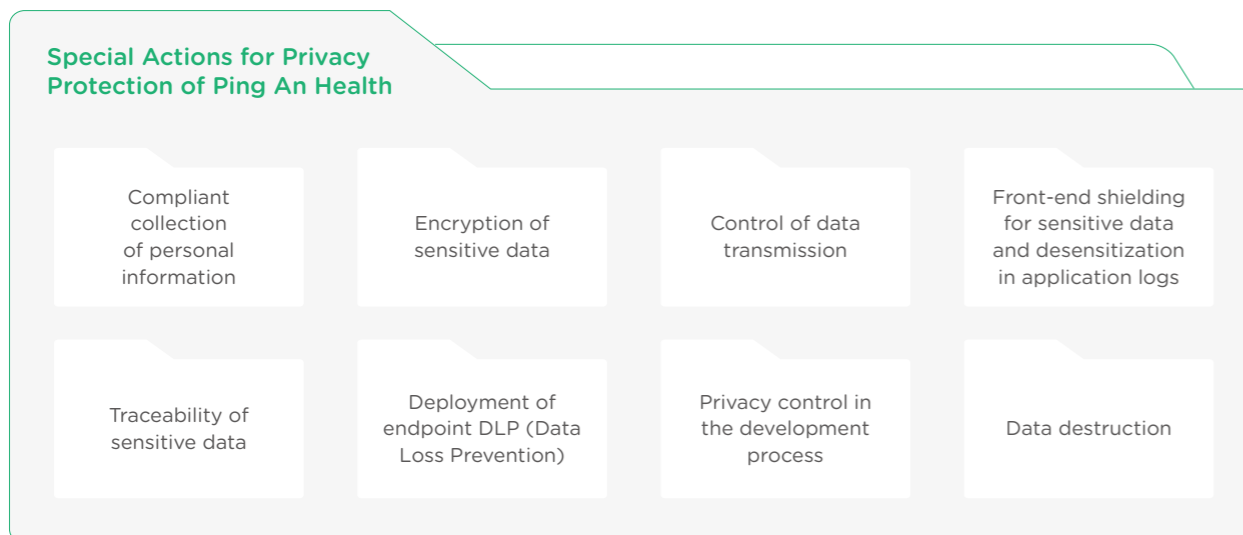
During the reporting period

Ping An Health **did not**

experience any information security-related incidents.

▲ Privacy Protection

Ping An Health constantly carries out special actions for privacy protection within the Company to strengthen user personal information and privacy protection control in compliance management, data management and facility management.



At the same time, the Company strictly protects the user data stored in the course of our operations, and avoids the theft and leakage of user information by adopting a series of management initiatives such as categorization and grading of user data, control of data permissions, and assessment of the impact of personal information.

Minimization of private user data

- Strict access control mechanisms have been established, allowing only data management personnel with relevant permissions to access customer information in accordance with the principle of minimizing permissions, and data traces are kept of the access process to ensure that only authorized personnel are able to access sensitive data, and explicitly requesting that no one be allowed to carry out the entire business transaction or operating procedure alone.
- Utilize tools such as desensitization and log punching, identity verification, multi-factor authentication, to minimize the exposure of sensitive information while ensuring data availability, and regularly review and update permission settings.

Data security risk assessment

- Evaluate user personal information stored, processed and shared in key projects of the Company, to ensure that it is the minimum necessary to fulfill business needs and is displayed in a desensitized format by default.
- Conduct monthly self-inspections covering all major business scenarios of Ping An Health APP regarding the use of users' sensitive personal information, and identify and rectify any privacy compliance issues in a timely manner.

During the reporting period, Ping An Health did

not experience any data or customer privacy leakage incidents

The coverage of ISO 27001, ISO 27701 and ISO 27799 certifications over the Company's business

100%

Completion rate of information security awareness test for all employees

100%

Frequency of external audit of information security policies and systems

2 times/year

Number of safety awareness email promotion sessions for all staff

25 times

Number of offline safety publicity sessions for new employees

1 time

Number of online safety awareness courses on Zhiniao

5 times

Number of information security training sessions for dedicated positions

2 times

03



Protecting Health through Innovation



The healthcare industry is an important part of China's national economy, playing a significant role in ensuring the health and safety of the people. We are committed to creating a sustainable business model by driving innovation and creating good reputation with high quality, and thus contributing our strength to the "Healthy China" strategy.

High-quality Healthcare Services

We are committed to actively responding to the "Healthy China" strategy through our innovative and unique healthcare "product + service" portfolio, contributing our strength to promoting inclusive healthcare and people's livelihood.

Responsible Product System

Ping An Health deeply understands the public welfare nature of the healthcare industry. By continuously promoting technological innovation in the industry, we have achieved product service innovation and intelligent doctor's full-scene coverage, implemented a responsible product strategy to improve the health and well-being of corporate employees, and enhanced our brand influence. During the reporting period, we updated internal management systems such as the *Product Management Measures (2024 Edition)* and the *Service Management Measures (2024 Edition)*, and standardized the entire life cycle management of the company's service products.

With a sound responsible product management system, Ping An Health launched a number of innovative products and services during the reporting period, continuously enriching our product and service matrix. It provides customers a "worry-free, time-saving, and money-saving" one-stop healthcare and elderly care services and a life-cycle safeguard.



Physical Examination Service Model Upgraded to 3.0 Era

Ping An Health is committed to providing professional, comprehensive, high-quality and one-stop enterprise healthcare management solutions for corporate clients, improving their health and continuously enhancing the health level and happiness satisfaction of corporate employees. During the reporting period, we upgraded the "1+X+Y" model to support flexible combinations of various models such as "mandatory vs. optional", "individual payment vs. corporate payment". For enterprises, the new model alleviates their budget pressures. For employees, the new model meets their personalized needs, ensuring that the physical examination items are highly matched with their actual needs, and avoiding the redundancy and inefficiencies of traditional physical examination packages. During the reporting period, we had 100 hospitals supporting 6 standard add-on packages and 1,531 hospitals supporting customized add-on packages.



Ping An Family Doctor Brand Upgraded

In June 2024, Ping An Family Doctor Brand Upgrade Conference was held in Shanghai. The newly upgraded "Ping An Family Doctor" will build a one-stop proactive health management service system. Through an exclusive family doctor entry, users can experience a "worry-free, time-saving, and money-saving" one-stop family health management services, and comprehensively extend the healthy life span and improve the quality of life for users. The "11312" proactive health management service system includes a professional family doctor team with dual certification from Peking University International Hospital and World Organization of Family Doctors (WONCA); one 5A standard service path guided by the General Practice Branch of Chinese Medical Association and certified by the Royal Australian College of General Practitioners (RACGP); three sets of proactive healthcare management services for sub-health population, chronic disease population and disease population; and twelve scarce medical resources.



Health Check-up Version 3.0

Support flexible combinations of various models

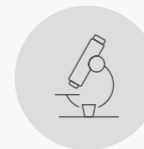
Upgraded the "1+X+Y" model, "mandatory vs. optional", "individual payment vs. corporate payment"

Provide full cycle service

Full Health Management: "inspection", "storage", "management" and "medical"

Wide coverage of resource network

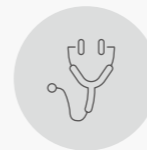
96 public hospitals, 345 private organizations



Health Check-up Version 2.0

In-depth health check-up service

Relying on high-end equipment to increase disease assessment and health counselling



Health Check-up Version 1.0

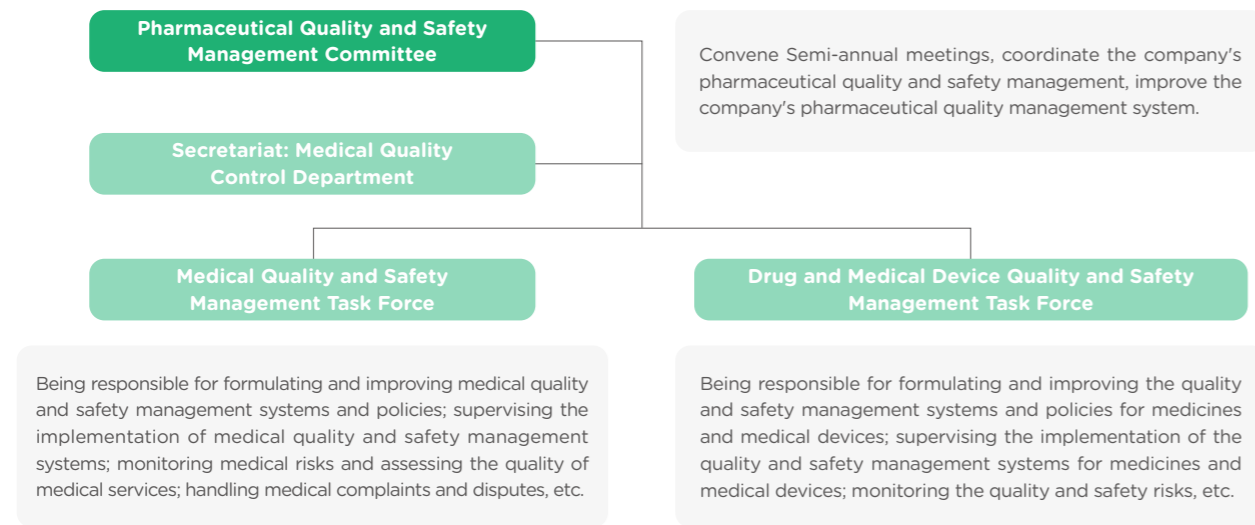
Basic health check-up service

Focus on low-value routine disease screening and prevention

Quality Assurance of Medical Services

High-quality medical services are the cornerstone of our mission to "safeguard everyone's health". Ping An Health strictly abides by laws and regulations such as the *Basic Medical and Health Promotion Law of the People's Republic of China*, the *Physician Law of the People's Republic of China*, and the *Drug Administration Law of the People's Republic of China*. We have established a strict system for managing drug quality and safety, covering more than 200 regulations and management standards related to Internet medical care, online sales of drugs and medical devices, offline medical institutions, etc.

The Company has established the Pharmaceutical Quality and Safety Management Committee, under which the Medical Quality and Safety Management Task Force and the Drug and Medical Device Quality and Safety Management Task Force. The Medical Quality Control Department serves as the Secretariat to ensure that the Company's medical quality and safety management efforts are implemented in an orderly and efficient manner.



Ping An Health Medical Service Quality and Safety Management Framework

The Company's medical and health-related business and online mall platform services have obtained ISO 9001 quality management system certification, and the scope of the certification has covered 100% of the Company's business.

The scope of the certification has covered

100%



of the Company's business



Certificate for ISO 9001 Quality Management System Certification

Ping An Health Obtained WONCA International Quality Certification, Shaping New Standards for Internet Healthcare Services

In October 2024, the WONCA dual certification ceremony of "Family Doctor World, Ping An Together" was held in Shanghai. Ping An Health successfully obtained the dual certification of the Digital Health Certification (DHC) and Continuing Professional Development (CPD) Training Program from the World Organization of Family Doctors (hereinafter referred to as "WONCA"), becoming the first medical health and elderly care service enterprise in the world to have the dual certification of WONCA. The WONCA certification is an authoritative certification in the field of global family medicine, and its certification standards are consistent with the guidelines of WHO, which is internationally authoritative. Doctors who obtain the WONCA certification can obtain more extensive recognition internationally, which is of great importance to improving the international competitiveness of individuals and medical institutions.



Ping An Family Doctor became the first in China to obtain AGPAL international certification

From December 11 to 17, 2024, Australian General Practice Accreditation Limited (AGPAL), the designated certification body of the Royal Australian College of General Practitioners (RACGP), conducted a seven-day on-site inspection and certification work at Ping An Health, and formed the "Online Healthcare Service Assessment Report". This is the first healthcare service certification certificate issued by AGPAL in China, marking that the service process and service standards of Ping An Family Doctor have reached international high-quality level, further consolidating Ping An Health's global leading position in the field of digital medical care and Internet hospital practice. This cooperation focuses on core areas such as service certification system construction, patient participation, practice quality improvement and medical team development, aiming to narrow the gap in medical service quality and provide patients with high-quality medical services in line with international standards.

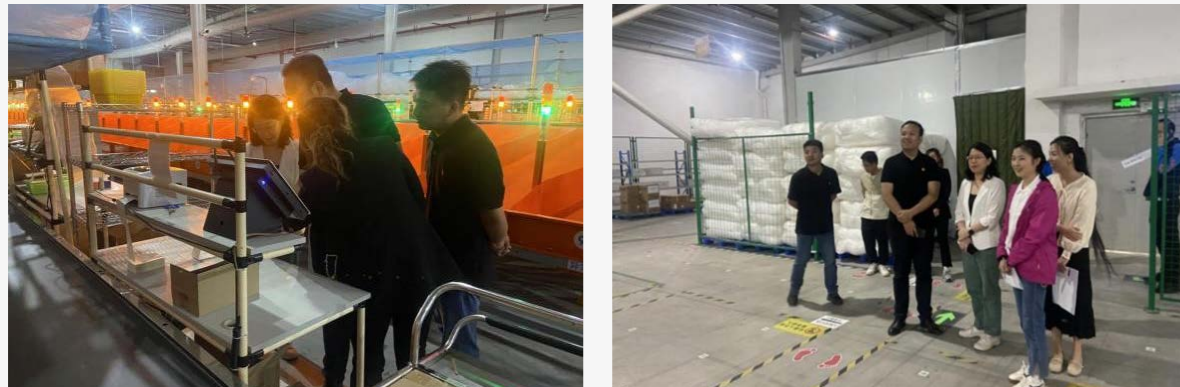


In terms of medical service quality monitoring, we continued to improve our medical service quality monitoring system during the reporting period by setting up a total of more than 200 monitoring indicators covering Internet medical services, online sales of drugs and medical devices, offline medical institutions and other businesses, and monitoring the quality of consultation, prescription, drugs and patient satisfaction in real time, to comprehensively ensure the safety and quality of medical services.



Medical Service Quality Review and Inspection

In 2024, the Company conducted on-site quality inspections in four offline medical institutions and extended quality audits of entrusted preparation institutions for Chinese herbal granules, as well as the entrusted storage enterprises for drugs and medical devices. Additionally, we also carried out a comprehensive quality review of online consultation business processes and models, transformation of medical services and products and system processes, etc., during which a total of 142 deficiencies were found and all have been rectified.



Meanwhile, Ping An Health continues to launch the "Eagle Eye" Service Monitoring System and Risk Control System, to coordinate the planning and construction of the service monitoring platform, and monitor the overall operational performance of the Company's services.

"Eagle Eye" Service Monitoring System

- Through automated monitoring of service operation, the system can prevent service shedding by front-loading reminders in various ways, provide real-time early warning to perceive service anomalies, establish an early warning response and processing mechanism, and regularly publish Eagle Eye monitoring and early warning reports.
- The system has monitored the Company's core healthcare services, including health check-ups, health management, chronic diseases and other 12 major categories of services.

Risk Control System

- Early warning of relevant product and business risks in a timely manner based on service-related indicators.
- During the reporting period, two monthly risk control reports were issued, in which no losses were incurred from the perspective of product types. A total of 23 risk events were detected, all of which were addressed with risk intervention measures to mitigate losses.

Medication Risk Management

While continuously improving the level of healthcare services, we also pay continuous attention to the national compliance requirements for drug management, strengthen the control of drug use risks, and cooperate with scientific and technological means to ensure the rationality and safety of patients' drug use.

Audio-visual Medical Quality Control

- We have formulated the *Performance Assessment Standards for Medical Service Quality of Audio-visual Doctors*, conducted weekly audio-visual quality reviews on physicians' communication content, prescription issuance, etc., and issued quality control reports

Risk Grading

- After a doctor writes a prescription, the rational drug use management system (PASS system) automatically reviews the prescription for medication safety such as contraindications, indications, dosage, route of administration, interactions, and so on.
- More than 160,000 rules have been set up, which are graded according to the risk levels from 1 to 5, with level 5 automatically intercepted by the system, and levels 1 to 4 triggering prompts for the doctor's attention

Manual Review

- When a doctor is writing a prescription, the rational drug use system provides real-time support for rational drug use, to assist the doctor in issuing a high-quality drug prescription; after the prescription is issued, it will be reviewed by a pharmacist. Once approved by the pharmacist, the prescription will be forwarded to a drug distribution enterprise for further reverification and dispensing. The appraisal rate of prescriptions is incorporated into a doctor's performance appraisal, ensuring medication safety through setting up multiple management checkpoints
- During the year, a total of 2,594,876 prescriptions were reviewed by pharmacists, of which 2,724 irrational prescriptions were intercepted



High-quality Medical Culture Construction

A high-quality medical team is an important cornerstone for Ping An Health to achieve its excellent goals. Ping An Health actively holds quality improvement-related activities, conducts quality training for various departments, empowers employees to improve their knowledge level of quality control, and creates a culture of quality where everyone values and pursues quality.

During the reporting period, Ping An Health organized 114 training sessions on laws and regulations related to medical care, medicines and medical devices, including 12 sessions of all-staff publicity, 50 sessions of internal medical team training and publicity, 12 sessions of pharmaceutical and medical device team training, and 40 sessions of quality management personnel training. In addition, we organized the third Medical Quality and Safety Improvement Campaign during the reporting period, involving 10 projects various specialties within the Traditional Chinese Medicine Center and the pharmaceutical and medical device team. All the projects were successfully completed, with their outcomes reported and reviewed. As of the end of the reporting period, Ping An Health's medical service quality training has covered 100% of employees.

Ping An Health organized

114

training sessions on laws and regulations related to medical care, medicines and medical devices

Ping An Health's medical service quality training has covered

100%

of employees



External Training with Peking University International Hospital

Ping An Health attaches great importance to the improvement of clinical and professional knowledge of contracted family doctors. We cooperate with Peking University International Hospital every year to provide training in clinical and professional knowledge for contracted family doctors, helping doctors learn the latest clinical treatment plans for general diseases and supporting the guarantee of service level and quality. During the reporting period, we have completed five trainings, including ward rounds in general wards, following teaching doctors on outpatient visits, relevant knowledge of the latest vaccine consultations and common general diseases. A total of five chief physicians participated in the training.



Family Doctor Training

Ping An Health has formulated training plans for contracted family doctors in three major areas: professional consultation skills, communication service capabilities, and academic system construction. It has also introduced the WONCA-CPD Internet-based Curriculum Development for Family Doctors, to jointly promote the construction of a team-based training system for Internet Plus Family Doctor.

Professional consultation skills

- **Generalisation:** Improving the knowledge base of common diseases in various disciplines to help doctors generalise their knowledge
- **Case-based:** Theory and examples are combined to promote professional upgrading through multiple projects
- **Systematisation:** Graded learning map corresponds to doctors' skill levels.

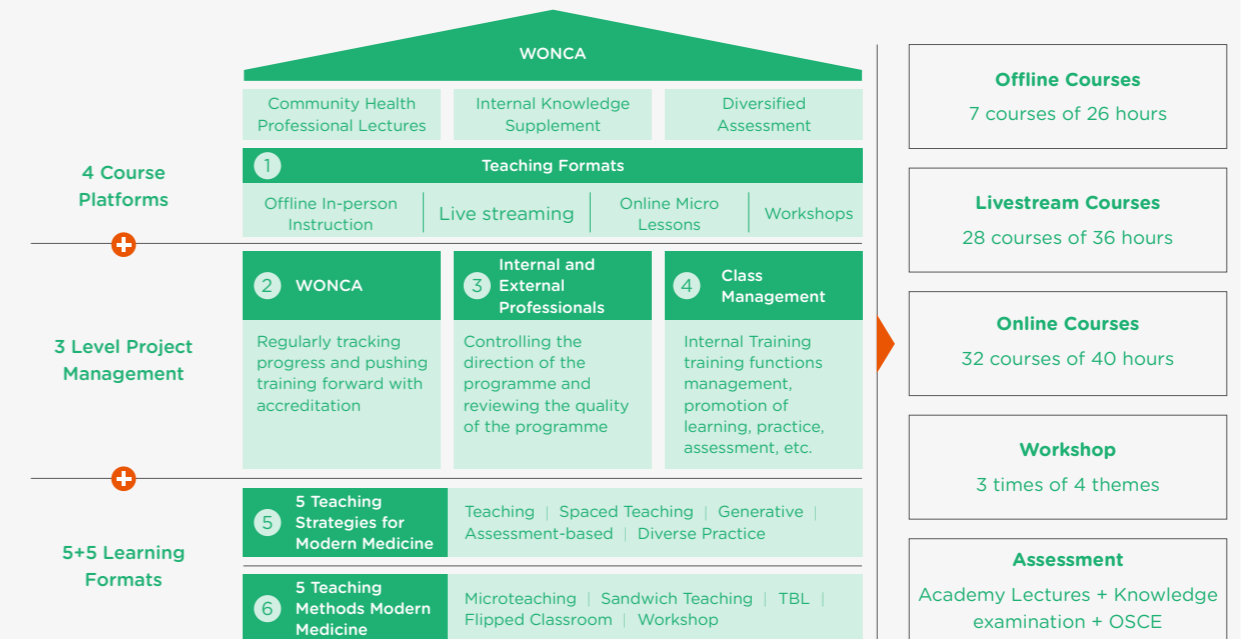
Communication service capabilities

- **SOP standardisation of consultation:** Four-step methodology (Consultation - Judgement - Recommendation - Closing) is strictly implemented to create standardised consultation
- **Quality control review of poor comments:** general methodology is applicable to routine consultation scenarios

Academic system construction

- **Construction of doctor IP:** Optimizing the external further training system and participating in academic forums and summits to establish doctor IP
- **Capacity improvement of internal trainers:** building an internal trainer system, and cultivating star doctor lecturers at headquarters

Introduction of the Key Project in 2024: WONCA-CPD Internet-based Curriculum Development for Family Doctors



During the reporting period, Ping An Health conducted WONCA training for 63 doctors, completing a total of 120 class hours. The doctors completed their assessments and graduated in December 2024. The WONCA Family Doctor course training demonstrated the Company's excellent "general practice" consultation capabilities.



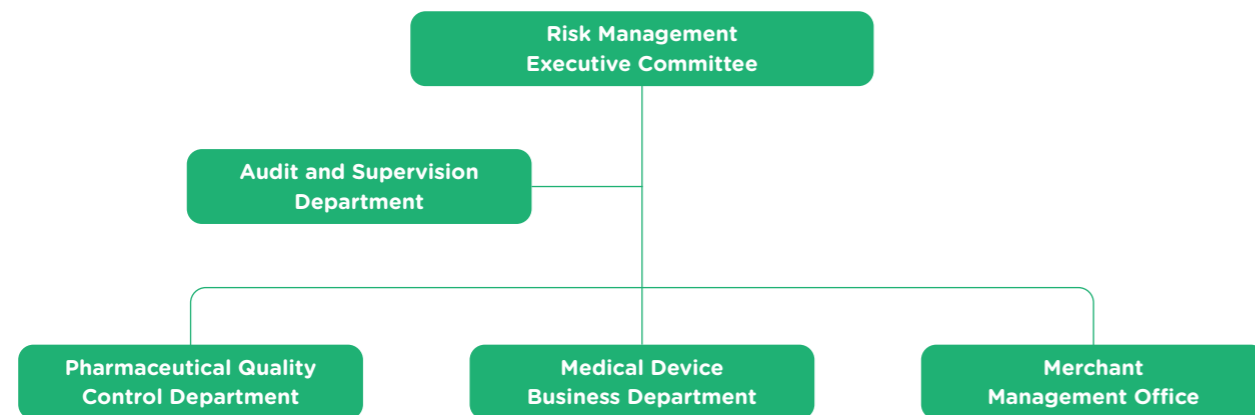
Pharmaceutical Quality Management

In addition to providing high-quality healthcare services, Ping An Health is also committed to providing users with pharmaceutical products that make them feel at ease. To this end, we actively carry out various product quality assurance measures to ensure the health of users.

▲ Sales Channel Quality Control

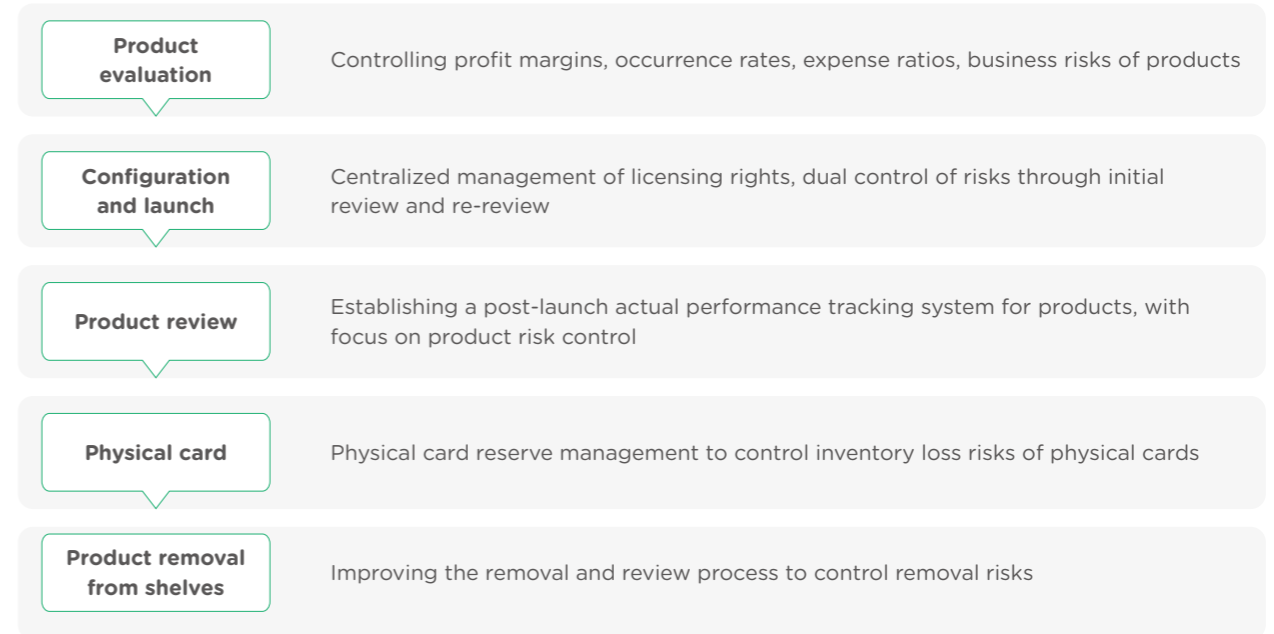
Ping An Health strictly complies with laws and regulations such as the *Drug Administration Law of the People's Republic of China*, the *Quality Management Standard for Drug Operation*, the *Measures for the Supervision and Administration of Online Sales of Drugs*, and the *Measures for the Administration of Online Sales of Medical Devices*. We have formulated internal management systems and methods such as the *Medical Device Management System*, the *Quality Management Document for Online Sales of Drugs*, and the *Store Quality Management System* to strictly manage drug quality from source to channel.

We have established a top-down quality management framework for pharmaceutical and medical device products. The Risk Management Executive Committee is responsible for managing the quality risks of medical, pharmaceutical and medical device products and merchants, while the Company's Audit and Supervision Department independently performs its supervisory functions. The Company's Pharmaceutical Quality Control Department, Medical Device Business Department and Merchant Management Office are responsible for quality risk control in their respective fields.



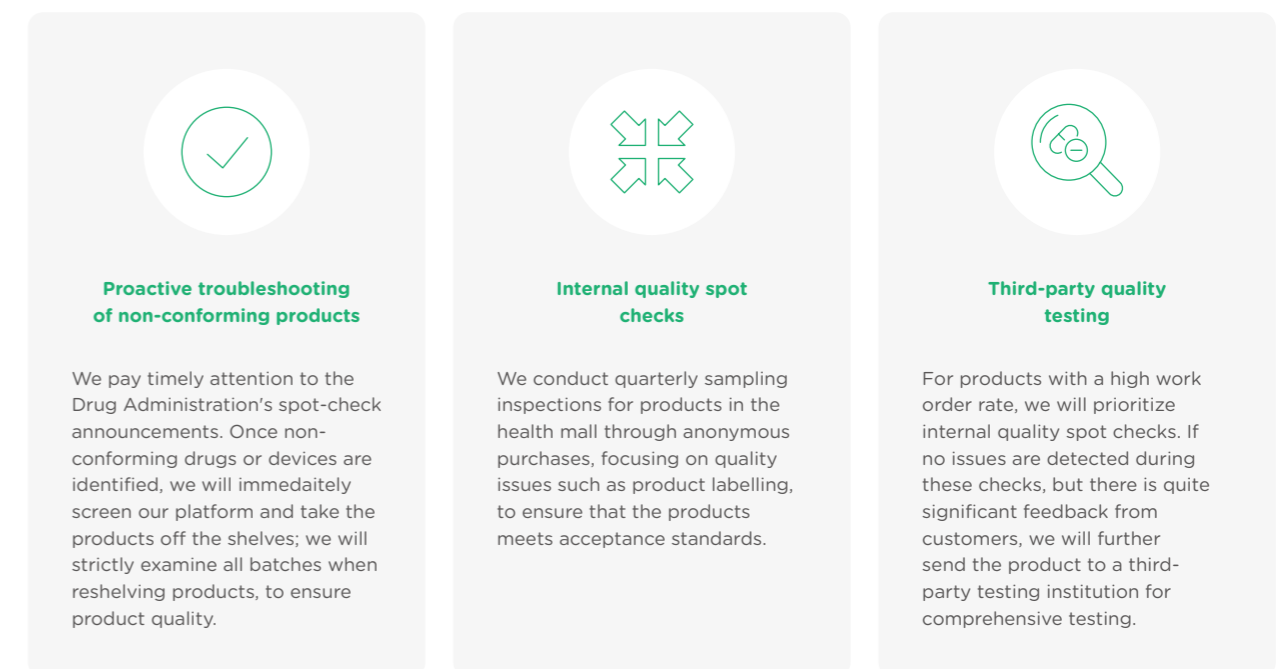
Online Platform Quality Control

Ping An Health has integrated quality control throughout the product circulation process, established a product lifecycle management process, and achieved full-process quality management from product evaluation to product removal from the shelves.



Product Lifecycle Management

To ensure the quality of products in the health mall, Ping An Health conducts multi-dimensional reviews of products, including actively screening out substandard products, internal quality sampling inspections and third-party quality testing. In 2024, we set up the *Ping An Health Mall Product Experience Spot Check Specification*, further optimizing the standard for judging the qualification of product sampling inspection.



Offline Pharmacy Quality Control

To regulate the practices of pharmacies and ensure the sustainable development of direct bill business, during the reporting period, Ping An Health conducted pharmacy quality inspections through online biweekly data spot checks and offline monthly telephone surveys and on-site spot checks. The inspection scope covered all cooperating pharmacies.

Violation of relevant national laws, regulations and rules

- Immediately stop the acceptance qualification of the pharmacy and report to the relevant regulatory bodies or judicial organs
- The pharmacy whose acceptance qualification is cancelled shall not re-apply for the designated qualification within one year

Other contractual violations

- The relevant penalties will be imposed depending on the severity of the behaviour
- Written warning, suspension of acceptance of certain types of transactions or all transactions, closure of the payment interface, deduction of the security deposit, fines, delay in the settlement of funds, or account closure and withdrawal, etc.

During the reporting period, all issues identified in quality inspections have been fully rectified.

Pharmaceutical Product Quality Management Training

While continuously strengthening the quality control process of sales channels, we also attach great importance to improving employees' awareness of quality management and organize multiple quality trainings to create a cultural atmosphere where all staff participate in drug quality management.



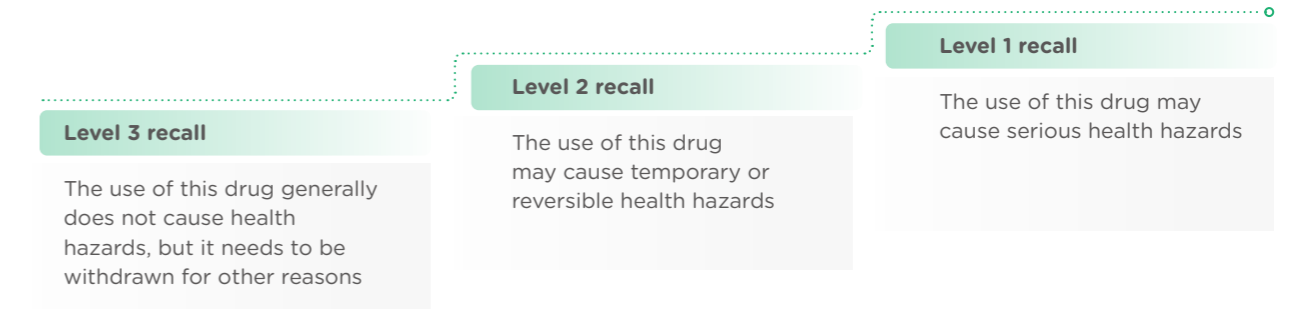
Special training on quality management of drugs and medical devices

During the reporting period, Ping An Health's Drug and Medical Device Management Department conducted a number of special training sessions on drug and medical device quality management. The training content covered *Introduction to Measures for the Supervision and Administration of Drug Quality in Operation and Usage*, *Appendix to the Good Supply Practice (GSP) for Drugs: Drug Receipt and Acceptance*, *GSP Appendix: Temperature and Humidity Monitoring System*, *Basic Knowledge of Drugs and Medical Devices*, etc., which improved the quality management capabilities of Ping An Health's employees from all aspects.



Product Recall

Ping An Health has formulated the *Drug Recall Management System* in accordance with the *Drug Administration Law of the People's Republic of China* and the *Product Quality Law of the People's Republic of China*, which clarifies the product recall process, and classified drug recalls into three levels based on the severity of the safety hazards, to ensure that the entire drug recall process is timely, compliant and traceable. During the reporting period, Ping An Health formulated and updated the *Emergency Response Regulations for Major Incidents (2024 Edition)* to effectively prevent and promptly respond to major emergencies.



Medicines Recall Classification System

Ping An Health actively assists the marketing authorization holders of drugs to investigate and assess the quality problems or other safety hazards of marketed drugs, and cooperate with the recall obligations.



Product Recall Response Case

During the reporting period, the Company received a report that "Anti-osteophyte Tablets (specification: 100 tablets)" produced by Guangdong Xinfeng Pharmaceutical Co., Ltd. was found to have risk signals in the retrieval study. In order to eliminate quality hazards, the Company's subsidiaries Guangzhou Jifan Biotechnology Co., Ltd. (hereinafter referred to as "Jifan Bio") and Jiangsu Zhongyikang Pharmaceutical Co., Ltd. (hereinafter referred to as "Zhongyikang") immediately conducted inventory checks. Finally, Jifan Bio returned 95 boxes and Zhongyikang returned 99 boxes, and at the same time the pharmacies on the platform were immediately instructed to check and delist the involved drugs.



Medical Technology Development




Technological innovation is the core competitiveness of the medical and healthcare industry. Ping An Health is committed to promoting the deep integration of science and technology with medicine, continuously deepening the informatization, digitalization and AI empowerment capabilities of various business links, optimizing operating processes, and thus improving operating efficiency.

Technological Empowerment

Ping An Health provides users with personalized, one-stop and warm medical and healthcare services in different scenarios, and empowers doctors to provide more knowledge and efficiency in providing medical services. Through technological innovation, we promote the optimization and upgrading of business models and service processes, achieving a dual improvement in operational efficiency and service quality.

AI Empowerment

Ping An Health has been focusing on core technology research and controlling independent intellectual property rights for a long time. We continue to build, explore and improve medical AI technology and applications. Over the years, Ping An Health has built five databases: a disease database, a prescription treatment database, a medical product database, a medical resource database and a personal health database, thus constructing a world's leading medical knowledge map. Based on this, we have innovatively built the "Ping An Medical Master (平安醫博通)" multimodal medical large model and the doctor's workstation "Ping An Doctor's Home (平安醫家人)", which comprised 12 AI business models.

 <p>Family and Famous Doctor Service</p>	<ul style="list-style-type: none"> • Enable AI to answer users' health inquiries, collect consultation information collection during doctor-patient dialogue process • Invite chief physicians of Grade 3A hospitals to record digital personas, enhancing patient trust through communication with patients in the image of doctors • Develop AI-assisted diagnosis and treatment quality control standards to promote the construction of quality control systems
 <p>Health Check-up Service</p>	<ul style="list-style-type: none"> • Achieve the full coverage of AI parsing, which is capable of parsing 936 indicators, and automatically identifying 778 types of abnormal issues and 43 types of trend risks through nearly 60,000 rule combinations
 <p>Chronic Disease Service</p>	<ul style="list-style-type: none"> • Utilize AI risk assessment to assist in evaluation and diagnosis • Intelligently formulate tailored plans upon admission to the group • Attain a chronic disease service utilisation rate of 25.6%

AI Empowerment for All Scenarios



Ping An Medical Master (平安醫博通)

In June 2024, Ping An Health upgraded its "Ping An Family Doctor" brand, and officially released the Ping An Medical Master multimodal medical large model with parameters reaching the hundred billion level.

Over the past decade since its establishment, Ping An Health has used AI technology as a core support to build a digitalized and intelligent medical system. Under the premise of complying with data compliance and privacy protection regulations, Ping An Health has established a large-scale knowledge graph in the medical field, such as a disease database covering 420,000 disease terms, a prescription treatment database including 2 million classic cases and a large number of medical literature, and a medical product database containing more than 220,000 drug instructions. These large amounts of data provide sufficient materials for the training of AI large models and lay an important foundation for Ping An Health to create one-stop family health management services.



Ping An Medical Master applies its self-developed generative framework DFlow, a brand new, general-purpose and efficient generative model that possesses multiple advantages such as fast generation speed, good generalization, and high generation quality. In addition, Ping An Medical Master also applies a large model preference alignment method based on low-dimensional latent variables, which has low training and storage costs, low latency, and can quickly adapt large models to user preferences and promptly respond to users' online needs.

By leveraging the self-developed Ping An Medical Master multimodal medical large model, doctors can quickly and accurately capture key health information and formulate high-quality, personalized health service plans.



Ping An Doctor's Home (平安醫家人)

In 2024, Ping An Health upgraded the doctor's workstation "Ping An Doctor's Home" to help achieve batch processing of high-quality medical services.

In the past, there were differences in the skills and areas of expertise of each family doctor during the diagnosis and treatment process. Under the empowerment of Ping An Medical Master, the doctor's workstation "Ping An Doctor's Home" has been comprehensively upgraded—AI can not only help family doctors collect patients' online and offline health data inside and outside the hospital and automatically organize them into health records, but also provide real-time medical knowledge assistance and give medication recommendations and health advice solutions. In addition, Ping An Health can use AI to conduct 100% full-scale quality inspection on all online consultations, electronic medical records, and prescriptions, ensuring the medical safety compliance of Ping An Family Doctors.

During the reporting period, the five-star satisfaction rate for online consultations reached 98%, the Class A rate for electronic medical records was as high as 99.8%, and the accuracy rate for medication compliance reached 100% in the Ping An Family Doctor business.



Product Innovation

Ping An Health fully integrates platform resources, leverages rich industry experience and technology empowerment advantages, and works with internal and external partners to create innovative products and services.



Ping An Health's Medical Services Empower HUAWEI WATCH D2

HUAWEI WATCH D2 is a smart watch that integrates multiple health monitoring functions, especially in blood pressure monitoring. It can support 24-hour ambulatory blood pressure monitoring (ABPM), automatically measure blood pressure every 30 minutes, and regularly generate reports. After purchasing the watch and activating it to receive relevant rights, Ping An Health will provide users with timely and proactive health care through its professional medical service capabilities, combined with the health data monitoring function of WATCH D2 - 7*24-hour family doctor consultation services, in-depth interpretation of dynamic blood pressure reports, all-day online response, providing accurate diagnosis and treatment services, and establishing an active follow-up mechanism for health monitoring and interactive guidance.



Joint Membership with Keep: Upgraded Multi-Choice Benefit Cards

Ping An Health, based on the joint membership, closely integrates the sports fitness membership products and family doctor services to deeply explore users' multi-dimensional needs in sports fitness and health management. Based on the two pain points of tibial and joint relief and sleep improvement for fitness users, the upgraded Ping An Health Gold VIP Membership includes the basic rights of Ping An Family Doctor, shoulder and neck care, and optional service packages for sleep improvement, which are available for users to choose according to their own needs.



Co-development of Yutong Group's Smart Medical Service Platform, Providing Home-based Elderly Care Solutions for Retired Employees

Ping An Health and Yutong Group have established a deep cooperation to build the Yutong Group Smart Medical Service Platform, which provides retired employees of Yutong Group with a home-based elderly care service solution that includes smart hardware and medical care rights. Through services such as 24-hour family doctors, expert video consultations, and emergency assistants, it provides retired employees with intimate companionship for home-based elderly care.



Intellectual Property Protection

Ping An Health strictly complies with the *Copyright Law of the People's Republic of China*, the *Patent Law of the People's Republic of China* and other laws and regulations. We attach great importance to the protection and management of intellectual property rights and has established an efficient control system for corporate intellectual property rights including patents, trademarks and copyrights. Ping An Health has formulated rules and regulations such as the *Intellectual Property Management System*, the *Patent Management Rules*, the *Copyright Management Rules*, the *Trademark Management Rules*, the *Patent Reward Management Rules*, the *Commercial Secret Protection Management Measures* and the *Brand Authorization Management Regulations*, which systematically manage and maintain trademarks, patents, copyrights and trade secrets and other intellectual property rights.

To further promote the innovative spirit of employees, we have established a series of patent application incentives

and reward measures. We will give corresponding bonuses to relevant personnel who receive acceptance and authorization for invention patents, utility model patents and design patents, which greatly encourages employees to actively apply for patents. During the reporting period, we obtained 202 patent authorizations, meeting the annual patent technology target.

We also continue to pay attention to the improvement of our employees' intellectual property awareness and management capabilities, and continuously strengthen the publicity and training related to intellectual property. During the reporting period, we linked internal and external training resources and carried out a series of targeted intellectual property special training activities for employees of various business lines. The training content covered daily issues and special case studies of intellectual property management. As of the end of the reporting period, the Company had conducted 7 trainings related to intellectual property.

Key Performance

Number of domestic patent applications in 2024

117

Number of patents granted in 2024

202

Number of trademarks approved in 2024

36

Number of copyright registrations in 2024

1

Intellectual Property Training/Campaign

7 times



Customer Experience

Ping An Health is committed persisting to user-oriented approach, constantly upgrading services, and maintaining smooth communication and feedback channels with users. We strive to provide high-quality and satisfactory services to customers, and thus promoting a high level of customer satisfaction.

Customer Complaint Handling

Ping An Health has formulated internal policies and systems such as the *Handling Measures for Major Abnormal Events on Client Side*, the *Management Measures for Handling Customer Complaints* and the *Management Measures for Rapid Payment of Customer Complaints*, which have formed a comprehensive coverage of handling norms for various scenarios of customer service work orders and complaint handling, ensuring that work orders and customer complaints are handled in accordance with laws and regulations, providing comprehensive protection for work order and customer complaint handling.

We have established dedicated customer service teams for different customer groups based on the urgency and importance of customer complaints. Additionally, we have adopted a layered service strategy during the call-in process, and divided the work according to the results of identity label recognition when customers enter the line to complete customer service.



Customer Service Processing Procedure

In the process of handling customer service, we will record the customer's needs and processing results in detail and form a customer service file. We have set up time-effectiveness assessment in each link of complaint handling, and divided different response and processing priorities for complaints from different channels, customer labels, etc.



Application of COBRA Customer Service System

The customer service communication links are set up on the home page of Ping An Health, medicine and equipment online sales pages. After receiving customer complaints, the customer service team will access the COBRA system to establish automated work orders, and classify them according to the complaint categories and synchronize them to the corresponding business management systems for subsequent processing.

Customer Satisfaction Survey

Ping An Health attaches great importance to customer satisfaction with services and products, and continuously builds an experience monitoring system covering ordinary individual customers and corporate customers, tracking changes in customer experience over the long term to improve customer satisfaction throughout the process. During the reporting period, Ping An Health set NPS (Net Promoter Score) targets for major businesses such as specialty doctors, family doctors, and renowned doctors. As of the end of the reporting period, the NPS of each major business reached more than 90%, and all relevant targets have been achieved.

During the reporting period, Ping An Health handled 6,684 customer complaints with a satisfaction rate of 100%. The Customer Service Department collected 11,590 samples of user service satisfaction evaluations, among which the telephone customer service satisfaction was 98.1% and the online customer service satisfaction was 83.8%.



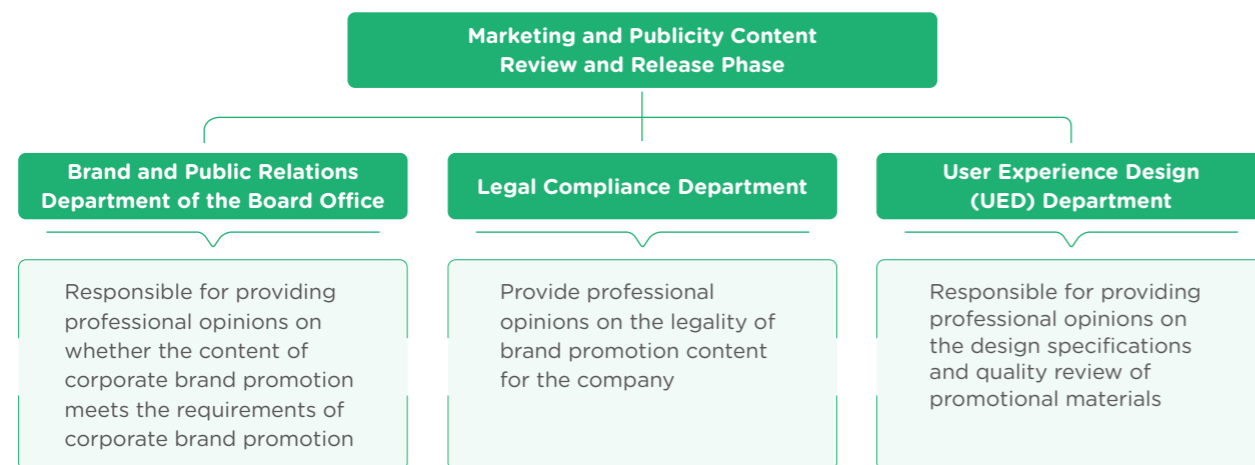
Responsible Marketing

Ping An Health attaches great importance to the Company's external image and strictly regulates its own marketing behavior, aiming to establish a good communication and interaction mechanism with customers and consumers, and ensure that all external marketing activities have undergone strict compliance review, and takes a real and transparent attitude to be responsible for every customer, ecosystem partner, and end user.

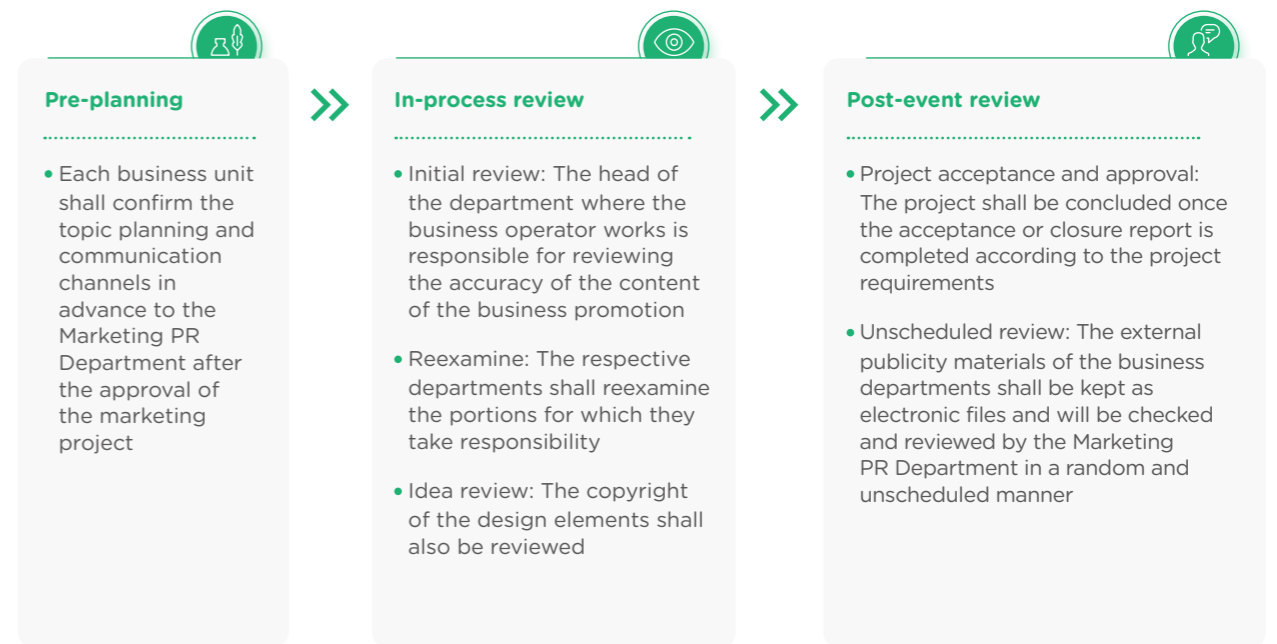
Ping An Health strictly complies with the *Anti-Unfair Competition Law of the People's Republic of China*, the *Law of the People's Republic of China on Consumer Rights and Interests Protection*, the *Advertising Law of the People's Republic of China*, the *Interim Measures for the Administration of Internet Advertising* and other laws and regulations. During the reporting period, we have updated internal policies and systems such as the *Brand Management Measures (2024 Edition)*, the *Brand Authorization Management Regulations (2024 Edition)* and the *Marketing and Brand Project Management Measures (2024 Edition)* to regulate marketing behavior, ensure compliance in brand promotion, and avoid false and misleading advertising.

Responsible Marketing Review

Ping An Health has established a review framework and process for responsible marketing with clear division of duty and good collaboration, ensuring that the content of publicity meets the requirements of laws and regulations.



Ping An Health always adheres to the content of external brand promotion materials, which should be released on the principles of truthfulness, compliance and legality. We are committed to not releasing untrue, illegal or easily misunderstood content. For company strategy and major business promotion content, Ping An Health has formulated various systems such as the *News Management Measures (2024 Edition)* and the *Social Media Management Measures (2024 Edition)*, strictly regulating the Company's information release and establishing a standardized news management mechanism. For marketing promotion materials about businesses and products, we will adopt a full-process management approach, covering pre-planning, in-process review and post-event review, ensuring consistency in external brand communication.



Responsible Marketing Review Process

In addition, the Brand PR Department of the Board Office is responsible for interpreting and revising the *Marketing and Brand Project Management Measures*, as well as checking and supervising their implementation. The implementation of the system shall be reviewed at least once a year, and the review records shall be kept for reference.

Responsible Marketing Training

To further regulate the accuracy and compliance of external publicity by various business departments, and enhance the compliance marketing awareness of relevant marketing personnel, Ping An Health also actively carried out responsible marketing publicity activities. Through internal and external knowledge training, Ping An Health implemented the concept of responsible marketing in the Company's daily operation process.

The Brand PR Department of the Company will understand the business progress and marketing needs at monthly regular meetings with each business department, provide professional guidance on brand promotion standards, and carry out diversified responsible marketing publicity training in conjunction with the business departments and medical institutions. During the reporting period, Ping An Health has conducted responsible marketing training for all employees, and the coverage rate of responsible marketing training for sales personnel reached 100%, with an average training time of about 35 hours per salesperson.



04



Promoting Low-Carbon Operations and Green Development



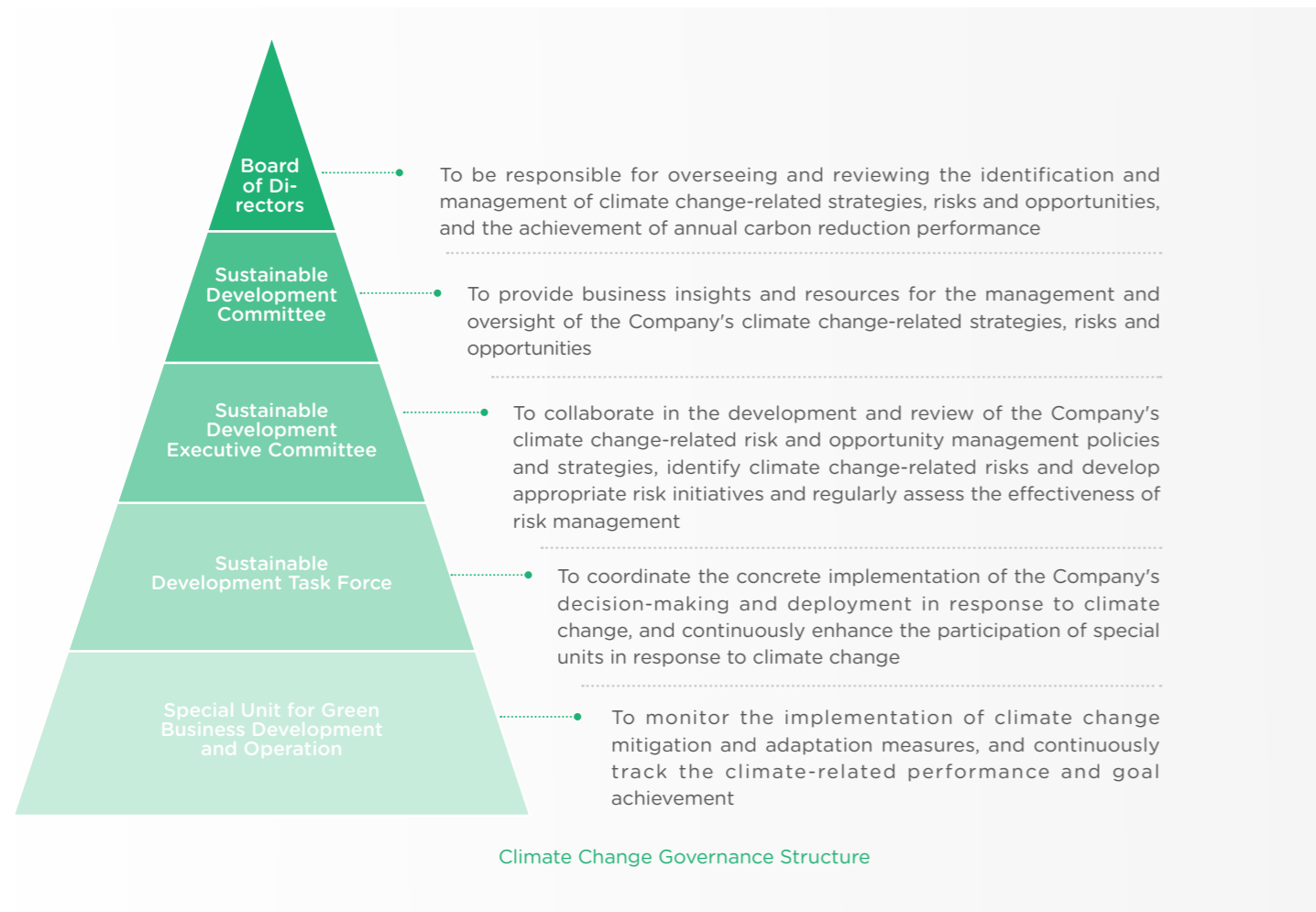
Ping An Health adheres to our environmental protection responsibilities, actively addresses the challenges of climate change, continuously optimizes emissions and resource management, strives to build an environmentally friendly enterprise, and aims to achieve sustainable development goals.

Addressing Climate Change

Ping An Health attaches great importance to the risks and opportunities brought by climate change and actively responds to the national "dual carbon" goal. The Company incorporates climate change into our sustainability management, actively explores low-carbon development models, reduces product carbon footprint, and fully supports the development of global climate action.

Governance

Ping An Health has established a comprehensive management system and mechanism, and integrates climate governance into the overall sustainable development governance structure to improve the effectiveness of managing climate change-related risks and opportunities.



Strategy

Ping An Health has a deep understanding of the challenges that climate-related risks and opportunities bring to the Company's development. According to the guidelines of the Task Force on Climate-related Financial Disclosures (TCFD), the Company comprehensively considers multiple factors such as operation, geographical conditions, industry development, etc., and preliminarily forms a list of climate change-related risks and opportunities, and formulates response measures to effectively control the impact of climate risks and opportunities on our business.

Types of Climate Change-Related Risks and Opportunities	Potential Impact	Response Measures
Physical Risks	Acute Physical Risks	<p>Natural disasters such as typhoons, floods, droughts and extreme weather such as high temperatures have potential negative impacts on Internet infrastructure</p> <p>To develop emergency plans for natural disasters and extreme weather, and standardize measures to respond to climate disasters;</p> <p>To establish a security management leader responsibility system across the country to ensure that emergencies can be effectively addressed and resolved in a timely manner;</p> <p>To appoint dedicated safety managers to monitor and promptly disseminate advice on avoiding risks during extreme weather and safety tips.</p>
	Chronic Physical Risks	<p>Sea level rise, temperature increase and changes in precipitation due to global warming have potential negative impacts on Internet infrastructure</p> <p>To include relevant risk considerations in the selection of Internet infrastructure service providers.</p>
Transition Risks	Reputational Risks	<p>Stakeholders are increasingly concerned about negative feedback, and the failure to implement climate transition plans may lead to a decline in stakeholders' confidence in Ping An Health</p> <p>The <i>Sustainable Development Strategy, Goals and Action Plan</i> has been formulated to establish relevant development strategies and indicators for green operations.</p>
Opportunities	Products and Services	<p>Climate change increases the possibility of chronic diseases in human, and generates more demand for medical products and services</p> <p>Combining technological means, to expand the scope of chronic disease services, and respond to the daily needs of medical services in a timely manner.</p>
	Market	<p>Responds to the market demand for low-carbon services and improves service accessibility</p> <p>To continuously promote market penetration and reduce the negative impact of the Company's business on the environment.</p>

▲ Risk Management

Ping An Health has established a robust climate change risk management system, incorporating climate change risks into the Company's sustainability risk management, and forming a process for risk identification, assessment and response. In addition, we have established a reporting mechanism to regularly report to the Board of Directors on the performance of climate change risk management and the progress of achieving goals, ensuring the effectiveness of our risk management.

Risk Identification



- Starting from physical risks and transition risks, to identify and describe the climate risks that impact the Company's business, and categorize these risks accordingly

Risk Assessment



- To evaluate the impact, duration, and likelihood of occurrence of climate risk factors on the Company's business from both qualitative and quantitative dimensions

Risk Response



- To develop risk response measures based on scientific predictions such as climate change scenario analysis, taking into account factors such as the Company's operations, geographical conditions, and industry development

Climate Change-related Risk Management Process



Extreme Weather Warnings and Risk Emergency Management

In 2024, Ping An Health revised our management policies such as the *Provisions on Emergency Response to Major Incidents (2024 Edition)* and the *24-hour Duty Management Measures (2024 Edition)*, and established an environmental emergency incident feedback mechanism and handling process. The Company's safety management personnel promptly followed up on local typhoon forecasts and other extreme weather conditions, issued special safety warnings to local areas, fully implemented the local top-level safety management mechanism, and followed up one-on-one with local workplaces and personnel safety until the risk was eliminated. During the reporting period, the Company issued a total of five extreme weather warnings such as typhoons, and no abnormal situations occurred in all operating locations.

▲ Metrics and Targets

Ping An Health regularly measures and discloses the Company's greenhouse gas emissions, continuously tracks the progress and effectiveness of our climate actions, effectively controls the Company's climate change risks and impacts, and achieves sustainable development goals.

During the reporting period, Ping An Health's greenhouse gas emission indicators are as follows:

Indicators ¹	Unit	2024	2023	2022	
Total Energy Consumption and Intensity	Total Energy Consumption ²	GJ	40,793.59	47,337.35	47,882.85
	Energy Consumption Density	GJ/person	24.60	21.97	18.73
Total Greenhouse Gas Emissions and Intensity	Total Greenhouse Gas Emissions ³	tCO ₂ e	6,080.51	7,499.02	8,114.81
	Greenhouse Gas Emission Density	tCO ₂ e/person	3.67	3.48	3.18



¹ In order to more accurately reflect the consumption and emissions generated from office administration and business operation activities by each employee in 2024, the energy, resource consumption and greenhouse gas emission and waste discharge intensity in 2024 is calculated as: total amount of consumption or emissions / ((number of employees at the beginning of 2024 + number of employees at the end of 2024) / 2).

² The Company's total energy consumption encompasses workplace electricity use and data center electricity use. The total energy consumption in 2024 arises from indirect energy consumption due to the use of purchased electricity, with the energy consumption coefficient referencing the national standard GB2589-2008T *General Rules for Calculation of Comprehensive Energy Consumption*.

³ In 2024, the Company was not involved in any emission of greenhouse gases (Scope 1) during business development. The greenhouse gas emissions were the emission of greenhouse gases (Scope 2) arising from the use of purchased electricity. The calculation of greenhouse gas emissions in Scope 2 refers to the average emission factor of the national power grid (0.5366 kgCO₂/kWh) in the *Announcement on the Release of 2022 Electricity Carbon Dioxide Emission Factors* by the Ministry of Ecology and Environment.

Climate Change Mitigation Measures

Ping An Health adheres to the concept of sustainable development and is committed to providing customers with green products and services with lower carbon footprint. Relying on our platform resource advantages and technological innovation, the Company explores low-carbon footprint product and service combinations and reduces greenhouse gas emissions throughout the life cycle of products and services through low-carbon operations and green value chain management.

Low-Carbon Operation

Ping An Health strictly complies with the *Law of the People's Republic of China on Environmental Protection*, the *Law of the People's Republic of China on Energy Conservation* and other laws and regulations, effectively improves the Company's energy management level, and effectively reduces greenhouse gas emissions in the operation process.

Energy Conservation and Consumption Reduction

To formulate and uniformly manage air conditioning usage standards for workplaces nationwide, adjusting the operation of air conditioning in workplaces in a timely manner based on actual needs to avoid energy waste.

Optimization of Energy Structure

To adopt efficient water-source heat pump systems, utilizing water/ground sources as the cooling/heating sources for the system, thereby optimizing the energy structure, significantly reducing energy consumption, and mitigating the impacts of the greenhouse effect and heat island effect.

Energy Management Initiatives

The Company actively conducts environmental protection training and awareness promotion for employees, advocates the establishment of green and low-carbon living concepts among employees, and encourages employees to prioritize walking and public transportation as environmentally friendly travel methods, thereby reducing greenhouse gas emissions generated by employee commuting.



Employee Hiking Activity

In 2024, the Company's hiking club and public welfare club jointly launched a green activity "Crossing Mountains and Rivers, Health Accompanying". During the activity, all participants were divided into groups to pick up litter, restoring nature's beautiful green mountains and clear waters.



Green Value Chain Management

Ping An Health actively practices green management and works with the value chain to jointly promote the sustainable development of the industry. In addition to giving priority to suppliers with better environmental performance in the procurement process, we also actively explore green design, packaging, warehousing and transportation, etc., to improve the low-carbon management level throughout the entire life cycle of products and services.

- In 2024, the card production process was updated, prioritizing the use of electronic cards as alternatives to physical cards
- Layout and process optimizations were made to physical cards to reduce material usage during production

- Reduction: Rational design was employed to decrease the use of packaging materials
- Substitution: Preference was given to plastic-reduced and degradable packaging materials
- Recycling: Cardboard boxes from upstream suppliers were recycled after passing quality inspections



- The application of renewable energy in storage facilities was promoted to reduce fossil fuel consumption and greenhouse gas emissions

- Lower-carbon transportation modes such as electric vehicles and hydrogen-powered vehicles were selected
- Road-to-rail transportation routes were adopted
- Collaborations were established with logistics enterprises that exhibit excellent sustainable practices, enabling automated, digital, and visible management of logistics carbon footprints

Green Value Chain Management Initiatives

Waste Management

Ping An Health strictly complies with the laws and regulations applicable to our operating locations, such as the *Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste* and the *Measures for the Administration of the Prevention and Control of Environmental Pollution by Electronic Waste*, to ensure the compliant disposal of wastes and promote source reduction and recycling, so as to minimize the negative impact on the environment.

Office Waste	Electronic Waste	General Waste
<ul style="list-style-type: none"> Including printer toner cartridges, ink cartridges, and used light tubes Dedicated disposal points and special recycling procedures have been established, collaborating with suppliers and property management service providers to handle these items in a safe manner 	<ul style="list-style-type: none"> Including used batteries and computers The property management service providers have electronic waste bins in place for the unified collection and disposal of dry batteries Collaborations with internal professional companies and external suppliers are conducted for the resale of idle computers and the unified recycling of discarded computers 	<ul style="list-style-type: none"> Complying with the requirements for domestic waste sorting in different cities Uniform and scheduled waste collection and sorting are conducted by workplace cleaning staff and property management service providers

Waste Management Initiatives



Resource Management

Water Management

Ping An Health strictly complies with the *Water Law of the People's Republic of China* and other applicable laws and regulations in our operating locations, and adheres to the concept of water conservation in our operations and office work. The Company's water mainly comes from municipal pipelines. We have set a target of reducing water consumption by 10% compared to 2023 in our workplaces across the country, and implemented water-saving measures and employee awareness promotion, effectively improving the efficiency of water resource utilization. Compared with 2023, the total water consumption of the Company decreased by 56% in 2024.

- Direct-drinking water dispensers are installed to reduce the use of bottled water and fully leverage water resource intensification
- Water savers are uniformly installed on faucets to control the water output per unit time
- Bottled water is not provided uniformly in workplace conference rooms, and employees can obtain it as needed and return the empty bottles promptly

Water Conservation Initiatives



Installed Direct-drinking Water Dispensers



Installed Water Savers on Faucets

Office Resources Management

Ping An Health continues to improve our facilities and management, raise employees' awareness on green office, improve resource utilization efficiency from all aspects of daily operation and office, and work with employees to achieve our sustainable development goals.

The Company advocates reducing the use of disposable products to avoid waste of resources and reduce pollution caused by disposable products to the environment, and actively carries out publicity and implementation of resource conservation awareness.



Paper Conservation

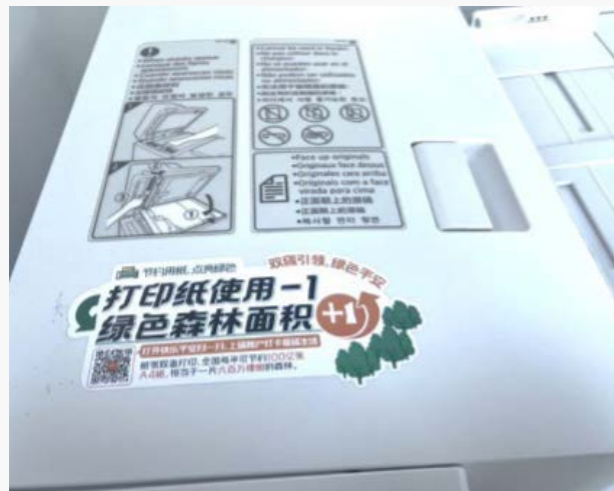
- All printers are preset to double-sided black-and-white printing mode
- Paper recycling boxes are put in place to increase paper utilization
- A unified paper type is used across all workplaces nationwide to reduce paper jams caused by equipment mismatches
- Green paper use reminders are posted to influence employees' behavior



Reduction of White Pollution

- Microwaves are available in all workplaces nationwide to encourage employees to bring their own meals, thereby reducing white pollution from takeout packaging
- Disposable cups are not provided in the workplaces, encouraging employees to bring their own beverage containers

Initiatives to Reduce the Use of Disposable Products



Regular Reminders of Green Paper Signage



Meeting Room Resource Management

In addition, the Company starts from the employee's office experience and makes suggestions on the workplace convention from multiple aspects of workplace office, restricts employees' behavior, and promotes the rational use of resources.

In 2024, Ping An Health updated the internal meeting management standards in accordance with the requirements of Ping An Group, clarified the management requirements before, during and after the meeting, promoted employees to reasonably plan the booking and usage time of the meeting room, and realized the reasonable and efficient use of office resources.

行政口袋书-职场服务2024年第8期

新会议室 预约开放啦!

05-10 康宁室

510 康宁厅 Kang Ning Room

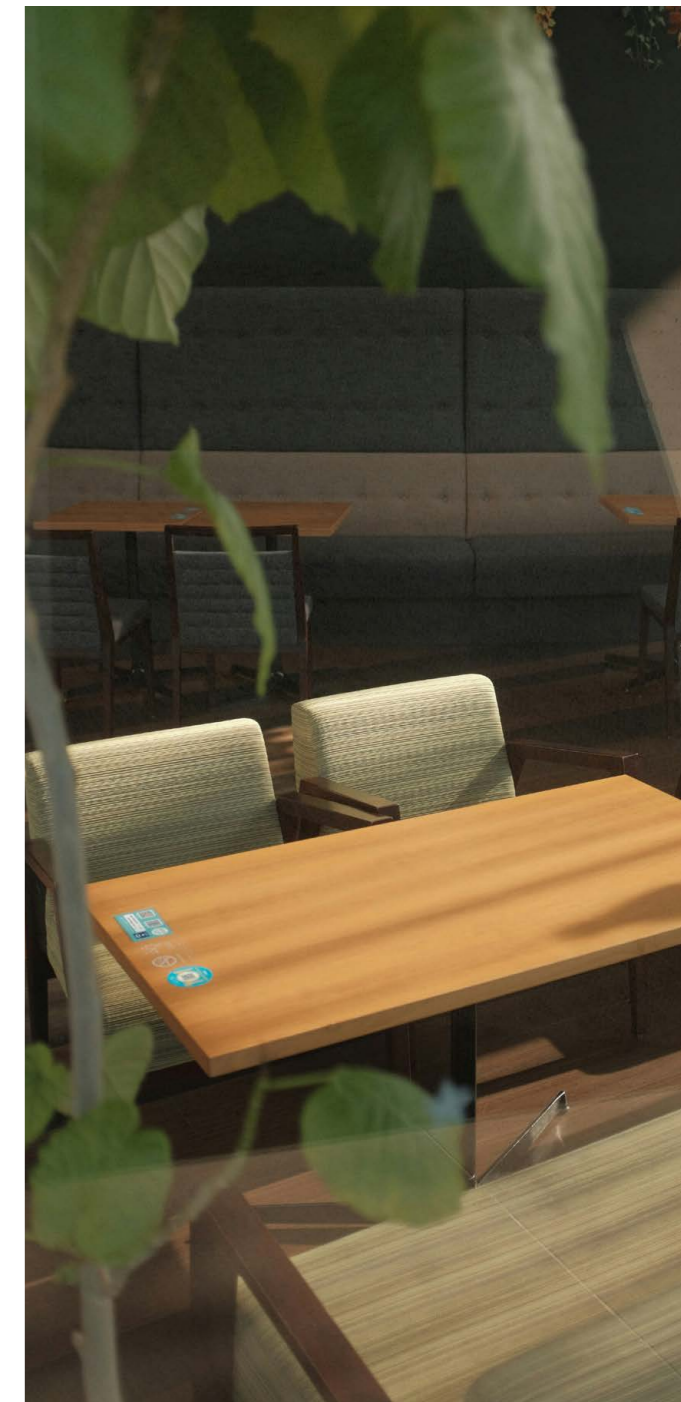
05-10会议室开放预约

可容纳人数：围桌7人
位置：5楼508-509会议室对面区域
大家可以按需需求预定会议室哦!

会议室规范

- 1 严禁在会议室内吸烟、用餐或随意丢弃垃圾；会议室内请勿使用礼炮等难以清扫的物品。
- 2 单个会议预定时长不超过1.5小时，有超时会议需求的，请通过系统自带的签报进行申请。
- 3 合理规划会议预定时长，如遇会议情况变更，请在“我预定的会议室”里及时修改时长或释放资源。
- 4 请结合实际需求预定会议多方数。（参会数超过8方的，请同步会议室审批员协助添加资源）

平安健康人力行政部



05



Shared Value Contributing to a Harmonious Society



Ping An Health actively practices social responsibility and works with stakeholders to build a sustainable future through multidimensional actions such as strengthening sustainable supply chains, ensuring and empowering employee development, promoting inclusive healthcare and industry prosperity, and deeply engaging in public welfare services.

Sustainable Supply Chain

Ping An Health is committed to building a sustainable supply chain, by improving the supply chain's risk response capabilities through whole-process management, integrating sustainable risk management into the supply chain, promoting green development and social responsibility practices, and achieving a harmonious symbiosis between the enterprise and the environment.

Supply Chain Management

Ping An Health attaches great importance to the management of suppliers and strictly complies with the *Law of the People's Republic of China on Tendering and Bidding* and other laws and regulations. During the reporting period, Ping An Health revised and implemented internal systems such as the *Measures for Procurement Management (2024 Edition)*, the *Supplier Management Rules for Procurement Business (2024 Edition)*, the *Supplier Management Rules*, and the *Management Measures for Service Providers*, and clarified the all-around management on suppliers' source searching, authentication, inspection, punishment, performance and withdrawal to improve the overall quality of supply chain.

Supplier Entry

At the source searching stage, we have formulated the *Ping An Health Supplier Entry Management Measures* to assess and score the qualification, financial, technical, service, quality, legal and sustainability dimensions of suppliers, and to control the service quality of suppliers. At the evaluation stage, Ping An Health explicitly incorporates access materials, including sustainability-related system certifications, into the appraisal criteria, and incorporates sustainability-related performance into the selection assessment, in order to carry out a comprehensive, objective and targeted evaluation to examine the capabilities of suppliers. We have given priority to suppliers with better performance in sustainable development, such as environment, safety and quality management systems, and realized intelligent and dynamic management based on the supplier resource database.

Supplier Evaluation

At the investigation stage, we have explicitly proposed a supplier sustainability management assessment project to effectively identify, screen and evaluate suppliers' sustainability-related risks, and strive to establish sustainability values and implementation standards consistent with our suppliers. We have adopted a hierarchical management system for suppliers and conducted diversified certification efforts for different levels of suppliers. We regularly conduct product quality and safety review on our direct suppliers to ensure the quality and safety of the products and services they provide. For indirect suppliers and raw material suppliers, we also put forward clear quality review requirements for them, and carry out spot checks on the third-party quality tests they get.

At the performance appraisal stage, Ping An Health conducts annual performance evaluations by assessing overall performance of suppliers in terms of price, delivery, quality, service, technology, assets, operations, risk, sustainability management and others, and categorizes suppliers into different star ratings based on the evaluation scores. Under the same application conditions, we will give priority to suppliers with better star ratings in the supplier performance grading results to incentivize suppliers to continuously improve their sustainable development capabilities.

Supplier Withdrawal

Ping An Health will suspend the procurement from any supplier that fails the assessment, and will immediately request the supplier to rectify. If the supplier meets the requirements for rectification, its qualification can be re-confirmed. If the supplier fails to make rectification in time or fails to meet the requirements for rectification, it will be eliminated and removed from the qualified supplier list after process-based approval. Meanwhile, we implement a supplier reward and punishment management mechanism, establish a mechanism for violation management, and set up black and gray lists to restrain supplier violations, and eliminate major non-compliant suppliers in a timely manner, and optimize supplier resources.

Supply Chain Sustainability Risk Management

Ping An Health has formulated and improved the *Supplier Code of Conduct* and the *Service Provider Risk Control Management Measures*, clarifying the definition and the management mechanism of supplier risk, integrating the assessment and inspection of supplier sustainability into the whole process management, in order to build a responsible and sustainable supply chain. The Company strictly complies with the overall management requirements of Ping An Group as well as the *Measures for Procurement Management* of the Company, which clearly stipulates that all procurement contracts must incorporate a "Joint Clause on Sustainable Development".

We have established a supplier risk management mechanism that incorporates sustainability indicators into supplier risk management, and regularly review and improve follow-up initiatives to enhance the effectiveness of supplier risk management. In 2024, Ping An Health introduced the Ping An Group's procurement risk control early warning model to promote the upgrading of risk control review on the procurement process, in order to effectively avoid the risk of non-compliance by suppliers. At the same time, the Company has also established a supplier risk warning mechanism to provide timely warnings on service process breakpoints and overtime response to customer needs.

Regular review and follow-up	<ul style="list-style-type: none"> The Company conducts regular supplier quality compliance review annually, focusing on qualification discrepancies, misrepresentation, process errors and defamation
Qualification validity control	<ul style="list-style-type: none"> We set up qualification deadline reminders and invalidation in our system to avoid supplier performance and complaint problems due to qualification, which will in turn affect the brand image of Ping An Health
On-site inspection visits	<ul style="list-style-type: none"> We arrange on-site inspection visits to manufacturing suppliers according to business needs to check the work and efforts made by the suppliers in the actual production process
Supplier sampling inspection	<ul style="list-style-type: none"> We conduct random inspections on suppliers from time to time to identify potential risks to the Company and the society through an in-depth understanding of the different dimensions of the supplier's situation while sorting out the business

Supplier Risk Management Measures of Ping An Health

For high-risk suppliers, Ping An Health requires them to visualize the core aspects of their services in accordance with performance standards and support convenient online inquiries by users, and requires them to conduct annual inspections on a regular basis to safeguard the quality of their service delivery, and continue to follow up and demonstrate their products and services. In addition, we conduct supplier due diligence and on-site inspections to better understand our certified suppliers and enhance their sustainable development capabilities.



Ping An Health conducted HR service category visit and evaluation

In 2024, Ping An Health focuses on the human resources service category to do pre-accession investigation and assessment, introducing service providers that must have human resources service license or labor dispatch business license. The Company carries out investigation and verification before project selection, including comprehensive assessment of human resources disputes background check, humanistic care, cooperation cases, as well as relevant market evaluations, in order to better understand the certified suppliers and enhance the sustainable development capability of the suppliers.



Ping An Health encourages suppliers to take the initiative to report green practices and is committed to building a sustainable value chain. We follow the principle of green procurement and prioritize logistics suppliers that are socially responsible and pay more attention to environmental protection and resource conservation in industrial development. In terms of packaging, we encourage suppliers to advocate green packaging through rational design to reduce the use of raw materials in packaging, packaging recycling, and prioritizing the use of plastic-reduced and degradable packaging. In terms of warehousing, we encourage suppliers to establish green energy sites such as photovoltaic sites to significantly reduce fossil energy consumption and implement green warehousing. At the same time, we adopt business support and attraction and other incentives to encourage suppliers to carry out digital transformation, assist suppliers to establish quality systems, and guide suppliers to build digital capacity.

At the same time, we communicated closely with our partners, focusing on the development of cutting-edge technologies in the market, to introduce supplier sustainability-related empowerment special sessions to share best practice case training. During the reporting period, the coverage rate of supplier sustainability-related trainings reached 100%.

During the Reporting period

the coverage rate of supplier sustainability-related trainings reached

100%



Labor Management

Adhering to the development concept of "people-orientation", Ping An Health continuously improves labor management and talent development mechanisms, perfects the compensation and benefits management system, maintains active communication with employees, and provides them with sufficient care. Meanwhile, the Company is committed to creating a healthy and safe workplace environment, safeguarding employee rights and interests, and supporting employees in achieving self-worth and growth.

Talent Attraction

High-quality talents are the inexhaustible driving force for the development of the Company. Ping An Health firmly opposes any form of illegal employment and discrimination, and is committed to creating an equal, inclusive and diverse workplace environment, widely absorbing talents, strengthening the construction of talent echelons, and promoting the long-term development of the Company.

Talent Recruitment

Ping An Health strictly complies with the *Labor Law of the People's Republic of China*, the *Labor Contract Law of the People's Republic of China*, the *Social Insurance Law of the People's Republic of China* and other laws and regulations. We have formulated and improved the *Internet Recruitment Management System of Ping An Health*, the *Recruitment Operation Manual*, the *Internal Recommendation Management Measures* and other recruitment systems to effectively regulate Ping An Health's talent recruitment behavior.

Employment and Labor Rights Protection

Ping An Health always puts labor rights first and ensures compliance with employment requirements. The Company strictly complies with laws and regulations such as the *Labor Law of the People's Republic of China*, the *Law of the People's Republic of China on the Protection of Minors*, as well as the *Provisions on the Prohibition of Using Child Labor*, and clearly prohibits the employment of child labor and forced labor in internal systems such as the *Labor Employment Management System*. To ensure compliance with employment requirements, the Company strictly reviews the identity information of new employees during the onboarding process and ensures that all employees are voluntarily employed. For any violations, the Company will investigate and hold relevant personnel accountable according to the law and internal regulations. As of the end of the reporting period, Ping An Health achieved a 100% employment contract signing rate and a 100% social insurance coverage rate, with no incidents of child labor or forced labor occurring.

The Company adheres to the principle of "fairness and justice", firmly opposes any form of discrimination, and is committed to building a workplace environment that is equal, inclusive and diverse. We strictly implement the Company's *Recruitment Management System* and explicitly prohibit discrimination against employees in recruitment, onboarding, promotion and development due to gender, age, ethnicity, race, nationality, religious beliefs and other factors, ensuring that all employees enjoy equal rights and development opportunities.

In terms of labor hour management, the Company's *Attendance Management System* clearly stipulates employees' working hours and vacation arrangements. For additional and unconventional working hours, we strictly abide by the laws and regulations of the operating locations to pay overtime wages in full or reasonably arrange compensatory leave, fully safeguarding employees' rights and interests.

In terms of employee privacy protection, the Company follows the principle of minimum authority and only grants access and management permission to employees in the human resources department. We strictly prohibit the disclosure of employee personal information and effectively protect employee privacy security.

As of the end of the reporting period

Ping An Health achieved a 100% employment contract signing rate

100%

Achieved a 100% social insurance coverage rate

100%

Talent Development

Talent development is a crucial factor for the Company's continuous innovation. Ping An Health has always focused on the long-term development of employees, inspiring them to continually surpass themselves and achieve a win-win situation for personal value and corporate development through a comprehensive training system and diversified development paths.

Talent Inventory

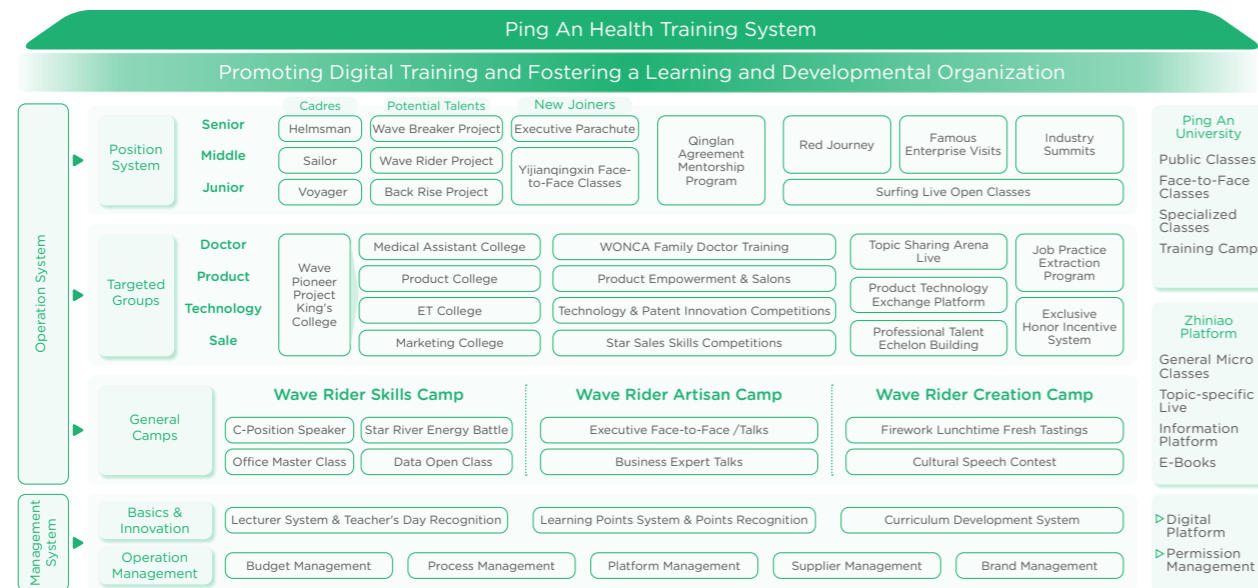
In 2024, Ping An Health completed the talent inventory project for senior, middle and junior staff, established talent files at all levels, and formed a talent inventory report, a nine-grid talent map, and a successor map of organizational structure nodes. The Company combined the review conclusions to promoted the appointment and dismissal of cadres, talent cultivation and echelon construction, etc., and continuously develops and manages talents used based on the review conclusions to do well in talent development and management.

Based on the results of talent inventory, the Company has launched various types of training programs for different levels. Meanwhile, we focus on key groups and projects to carry out special training for cadres, such as intensive training on potential talents strategy, empowerment of leadership improvement for managers, cadre expansion and cooperation training, senior mentorship, etc., to ensure the continuity of talent development and strengthen the construction of the Company's talent echelon.

Talent Development

Ping An Health implements internal systems such as the *Training Management Measures*, and the *Management Measures for Employee Education Funds*, aiming to standardize the talent training process and support employees' career growth.

and conducted potential talents training, enterprise visits, university study tours, WONCA family doctor certification, expansion cooperation training, red journey, industry summit and other multi-type projects for different levels and key groups, and combined with online learning platforms and point systems to comprehensively promote the digitalization process of training. In terms of training, the Company innovatively implemented the Firework general ability improvement course in 2024, attracting nearly 500 employees to actively participate. Meanwhile, each business center also organized a series of targeted training and internal sharing.



Ping An Health Talent Training System

Potential Talents Project

In 2024, Ping An Health promoted the implementation of the Potential Talents Project in the training system, and completed a comprehensive review of the potential talent pool in 2024. We held intensive training sessions on potential talent strategy and vision, Fudan University study tours, and expert sharing sessions, and shared OA Business School face-to-face teaching quotas to promote the improvement of potential talent capabilities. In addition, the Company's Qinglan Agreement Mentorship Program and competitive recruitment activities also focused on the personal development of BC potential talents, further improving the career growth path of potential talents.



School-Enterprise Cooperation Training Program

Ping An Health continues to carry out cooperative training programs. In addition to enterprise visits, institutional research and other projects, Ping An Health innovated our cooperation model with universities in 2024. We organized potential talents and party members to visit Fudan University to feel the academic atmosphere of the famous university. The director of the Fudan University History Museum was specially invited to explain the history of Fudan University for more than 100 years, and professors from the School of Management were invited to share digital revolution, so as to promote exchanges and cooperation with colleges and universities.



During the reporting period

Ping An Health conducted a total of

734

employee training sessions

achieving

100%

employees trained

97.5%

employees satisfied with the training



Assessment and Promotion

Ping An Health adheres to the principle of openness and transparency, continuously improves our performance evaluation and promotion system, ensures that every employee's efforts are rewarded accordingly, and provides fair and diverse career development opportunities. Employees can realize their self-worth while working together with the Company.

Performance Evaluation

- To develop regulations such as the *Performance Accountability Management System*, and the *Internal Matrix Personnel Management Measures*
- To follow the PDCA closed-loop management process and implement performance appraisal management processes tailored to business characteristics
- To strengthen performance tutoring by requiring regular performance feedback and interviews between leaders and employees to improve process management

Talent Management and Promotion

- To deepen the application of the job level system, sort out competency models for each position, and strengthen the connection between the job level system and talent management
- To establish standardized promotion processes and criteria, and set up a promotion evaluation body to ensure fairness and impartiality of promotion results

Performance Evaluation and Promotion Management

Ping An Health continues to optimize the "dual-track" performance evaluation system that combines the Company's management and operation mechanism with the individual performance tracking and evaluation mechanism. We continuously improve the management standards of the individual performance tracking and evaluation system, and strengthen employee performance tutoring and process management. Based on various factors such as individual performance evaluation results, personal competency improvement level, and job requirements, the Company flexibly implements job adjustment strategies in various forms, covering lateral transfers, rotations, promotions, demotions, temporary transfers, transfers, and special transfers, to support employees in matching suitable positions according to their personal abilities and career plans, thereby better promoting career development.

Monthly Performance Evaluation

- Employees are required to summarize their work completion from the previous month and submit it in the performance management system
- Superior evaluators grade and provide comments on submission, followed by performance feedback and tutoring

Annual Performance Evaluation

- Based on performance evaluation results, the Company provides preferential treatment to high-performing employees in terms of salary, training, and promotion
- The Company assists employees with average performance in developing personal development plans to help improve their work performance

Performance Result Appeal

- Employees can appeal disputed performance results to the Human Resources Department via email or in writing
- The Human Resources Department conducts investigations and provides feedback based on the employee's appeal to ensure the objectivity and fairness of performance evaluations

Performance Evaluation and Management System

Remuneration and Benefits

Ping An Health adheres to the principle of value-oriented compensation management, providing employees with competitive remuneration and a wide range of benefits to attract and retain outstanding talents, and ensuring that each employee's contribution is fairly recognized and fully rewarded.

Compensation Incentives

Ping An Health has established a standardized management system for compensation incentives based on internal policies and systems such as the *Compensation Management System*, the *Guidelines on Basic Management Measures for Field Personnel*, and the *Guidelines on Salary Rules for Internal Transfer Personnel*. The Company has established a compensation structure of "cash compensation + benefits + long-term incentives", and closely links cash compensation and long-term incentives with performance evaluation results, fully mobilizing employee enthusiasm and motivating employees to create more value.

Cash Compensation

The Company has established a cash compensation structure for all employees, which consists of fixed pay and variable pay. The variable pay includes but is not limited to variable performance bonuses, various bonuses, etc. According to the differences in the categories of positions in the Company, the proportion and form of fixed and variable pay are different.

- Fixed pay: reflects the basic accumulation of employee's seniority and experience; it is determined by comprehensive consideration of factors such as employee's position, personal qualifications, development potential, and individual performance, and is fixed.
- Variable pay: is closely linked with the Company's performance and the results of individual employee performance evaluation; different reward and annual distribution plans are designed for different positions according to their characteristics. The types of variable bonuses include year-end bonus, monthly performance bonus, etc., and the amount will be determined based on market conditions, company performance, and individual employee performance evaluation.

Long-Term Incentives

The Company has launched a long-term employee equity incentive plan, which aims to advocate employees to achieve long-term success through long-term material rewards.

- Participants in the incentive plan include employees and any other persons determined by the Board of Directors. The scope of grantees, specific targets and the number of equity incentive (EIS) options will be determined by the Board of Directors based on the position and performance of the participants.
- As of the end of the reporting period, the cumulative number of employees participating in the incentive plan exceeded 4,000, with an employee coverage rate of 36.31%, playing an important role in retaining the core backbone employees of the Company and creating sustained competitiveness.

In 2024, the Company further implemented comprehensive compensation reform to enhance the flexibility of personnel management and ensure that incentive measures are more direct, high-frequency and fair.



Ping An Health's 2024 Compensation Reform

In 2024, Ping An Health implemented a compensation reform for all office employees under the background of the Company's refined management. The reform includes two measures, namely adjusting performance-based pay every six months based on individual performance evaluation results and setting up post allowances item for managers. This reform will enable high-performing personnel to receive more timely incentives, fully reflect the value of their positions, and effectively improve the Company's refined management level.

Employee Benefits

In terms of benefits, Ping An Health not only follows national and local regulations to pay social insurance and housing provident fund for employees, but also provides supplementary commercial insurance, consolation money, enterprise annuity and other non-salary benefits for all employees, effectively enhancing the happiness of employees. For additional and unconventional working hours, the Company strictly abides by the laws and regulations of the operating locations to pay overtime wages in full or reasonably arrange compensatory leave, fully safeguarding employees' rights and interests.

Comprehensive Welfare Plan:	The Company provides all employees with a comprehensive welfare package, including accident insurance (accident injury insurance and transportation accident insurance) and critical illness medical insurance (critical illness insurance, accidental medical insurance and hospitalization medical insurance)
Healthy Workplace:	The Company offers employees healthy workplace benefits, including real-time video consultations, health apps, health care packages, and year-round medical services (such as registration services, medical accompaniment services, second opinion services, expert doctor services, and hospitalization services). Employees can share these benefits with their families
Enterprise Annuity Plan:	The Company established a multi-pillar pension insurance system to alleviate future pension pressures
Festival Allowances, Condolence, and Congratulation Money:	Allowances for important festivals, weddings, births, hospitalizations, funerals, and other occasions are available
Team Building Incentives for Employees:	Team-building activities such as visits, learning sessions, book clubs, salons, tea parties, social gatherings, symposia, internal competitions, and dining together are arranged

Personalized Employee Benefits

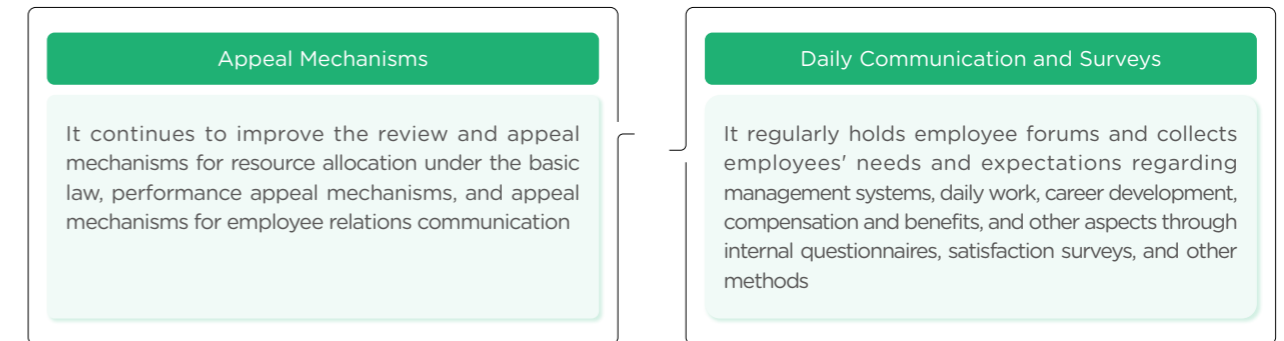


Employee Communication and Care

Ping An Health actively expands employee communication channels to promptly understand employee needs and continuously improves the employee care mechanism. This ensures that employees genuinely feel the Company's support and care, thereby enhancing cohesion and improving employees' sense of belonging and well-being.

Employee Communication

Ping An Health continues to improve the employee communication mechanism and maintains active communication with employees through various online and offline channels, timely understands employee needs, effectively solves problems fed back by employees, and improves the Company's management level. In addition, the Company is working hard to promote the signing of collective agreements to effectively protect the rights and interests of employees.



Employee Communication

2024 Ping An Health Employee Satisfaction Survey

Ping An Health conducts employee satisfaction surveys every year using a management and employee evaluation approach. The survey content includes the suitability of the Company's strategy (good direction), management execution (good leadership), job-person fitness (good employees), cultural identity and atmosphere (good culture), work reports and support (good work), etc. In 2024, Ping An Health's employee satisfaction reached 97.6%.

Employee Care

Ping An Health has established administrative liaison officers in each business unit according to the *Administrative Liaison Position Responsibility Management Measures*, and promptly resolves and responds to employee needs. In addition, the Company has established a trade union organization to effectively protect employees' various rights and interests, and provides employees with various benefits and care. During the reporting period, the unionization rate of employees in mainland China reached 100%.

The Company's trade union closely meets the needs of employees, classifies and creates a variety of workplace activities, cares for employees in practice, and increases the employees' stickiness to the Company. During the reporting period, the Company established a total of 24 trade union clubs, with more than 2,000 trade union members, and conducted more than 700 annual activities, and the employee participation rate reached 36.2%.

Traditional Festival Activities

Ping An Health has organized workplace activities for the Lantern Festival, Dragon Boat Festival and Christmas and New Year's Day. The Company has organized a variety of activities such as festival blessings, themed tea breaks, and DIY crafts. Through warm workplace decorations and fun workplace activities, we have enhanced employee cohesion and strengthened their confidence in traditional cultures.



Doctor's Day and Programmer's Day Celebration

In 2024, Ping An Health arranged highly distinctive celebration activities on Doctor's Day and Programmer's Day. Through various contents and forms such as special scene check-in, interactive games, and welfare distribution, we enhanced the sense of respect for doctors and programmers and built a good corporate culture.



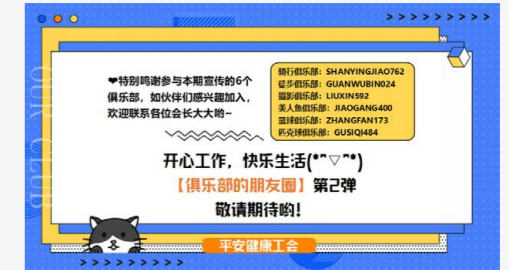
Employee Family Day Parent-Child Interaction Activities

In 2024, Ping An Health held the "Enjoying Ping An, Flower Young Health" employee family day activity. More than 100 families gathered in Shanghai workplace, and through rich activities and care, happiness was extended from the workplace to the family. The activity fully organized children and adults to jointly start a 12-item wonderful and interesting assessment journey, enjoying happy parent-child time, and the overall satisfaction of the activity reached 100%.



Club Activities

In 2024, Ping An Health established new clubs such as the Home Comprehensive Club and the Yue A Club to continuously enrich the entertainment life of employees from other places. In addition, the Company continues to pay attention to club investment, allowing employees with special skills to fully utilize their talents. During the reporting period, Ping An Health established a total of 24 trade union clubs, with more than 2,000 trade union members, and held more than 700 annual activities.



During the reporting period

Ping An Health established

24

trade union clubs

with more than 2,000

2,000

trade union members

conducted more than

700

annual activities



In addition, Ping An Health strictly complies with laws and regulations such as the *Law of the People's Republic of China for the Protection of Women's Rights and Interests* and the *Special Rules on the Labor Protection for Female Employees* to provide rights protection for female employees. The Company shows our care for female employees by providing paid maternity leave and breastfeeding leave for female employees and paying childbirth consolation money. Meanwhile, the Company provides customized physical examination packages for female employees and provides safe, hygienic and private rest and breastfeeding places for pregnant and lactating female employees to ensure the health and convenience of female employees.

Goddess Festival Activities

In 2024, Ping An Health held the "Shining Women" theme activity on Women's Day to pay tribute to each female employee who shines at Ping An Health. The activities include the Goddess Shopping Festival, retro costume party, creative handicraft experience, and exclusive afternoon tea for goddesses. Through a variety of activities and benefits, we express care for female employees.



Occupational Health and Safety

Ping An Health attaches great importance to the occupational health and safety of employees, and pays full attention to the mental health of employees. We are committed to enabling every employee to focus on work in a safe, healthy and harmonious environment, and achieve their own value and growth.

The Company has formulated internal management systems such as the *Employee Safety Management System*, the *Emergency Response Plan for Minimized Workplace Offices* and the *Emergency Response Plan for Closed Workplaces* in accordance with laws and regulations such as the *Law of the People's Republic of China on the Prevention and Treatment of Occupational Diseases* and the *Law of the People's Republic of China on Fire Prevention and Control*, focusing on potential health and safety risks in the workplace. In addition,

the Company revised the *Provisions on Emergency Response to Major Incidents (2024 Edition)* and the *24-hour Duty Management Measures (2024 Edition)* in 2024 to further clarify the responsible entities and processes for safety management and improve the emergency response mechanism for health and safety.

In 2024, Ping An Health, coordinated by the headquarters workplace and implemented a series of safety management measures across the country's workplaces, including implementing the responsibility system for safety management work, providing employee health workplace plans, conducting health and safety training and emergency drills, etc. Through mechanism improvement and awareness promotion, we effectively improved the Company's occupational health and safety management level.

Occupational Health Management Responsibility System

- We initiate the signing of the *Safety Management Responsibility Commitment Letter* among leaders at all levels to ensure the Company's safe operation. During the reporting period, 9 members of the leadership team and 57 first-level management personnel have signed the *Safety Management Responsibility Commitment Letter*, achieving a 100% signing rate.

Healthy Workplace Program

- We provide a healthy workplace program for all employees, complemented by psychological counseling and rehabilitation plans offered by the Company's professional mental health consultants. More specialized psychological counseling services are available for employees in need.

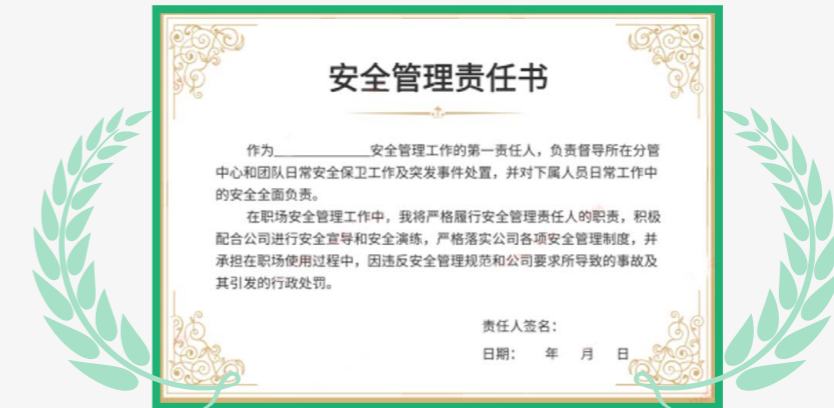
Construction of Health and Safety Culture

- We call upon workplaces nationwide to conduct occupational health and safety training at the local level and regularly perform fire safety drills. These efforts cultivate employees' awareness on health and safety and effectively enhance their emergency response capabilities in safety incidents.

Employee Health Examinations

- We offer annual health examinations for all employees to help them stay informed about their health status.

Occupational Health and Safety Management Initiatives



Signing of the *Safety Management Responsibility Commitment Letter*



Fire Safety Education and Training

In 2024, the headquarters of Ping An Health in Yangpu District, Shanghai, worked with multiple departments to complete the annual fire safety drill, improving employees' practical skills in terms of personnel evacuation and use of fire-fighting equipment. In addition, the Company organized doctors from the workplace to participate in the fire safety training conducted by the property service provider in Xuhui workplace, enhancing the personal safety management capabilities of special groups. Furthermore, fire safety drills were also carried out in various workplaces across the country.



During the reporting period, the Company experienced no work-related fatalities or occupational disease incidents, with a total of 303 lost workdays due to work-related injuries. We continuously follow up on employee health and safety incidents, handle them properly, and promptly optimize management measures.

Corporate Social Responsibility

Ping An Health has always actively assumed social responsibility and insisted on sharing the fruits of development with society. We continue to expand our public welfare model, convey warmth and make contributions to society by promoting inclusive medical care, promoting industry development and participating in community construction.

Medical Inclusion Initiative

Ping An Health adheres to the concept of inclusive healthcare and is committed to popularizing healthcare for all. We actively expand product boundaries, continuously innovate services, improve the accessibility and affordability of medical services, and strive to narrow the gap in medical care between different regions.

Enhancing the accessibility of healthcare services

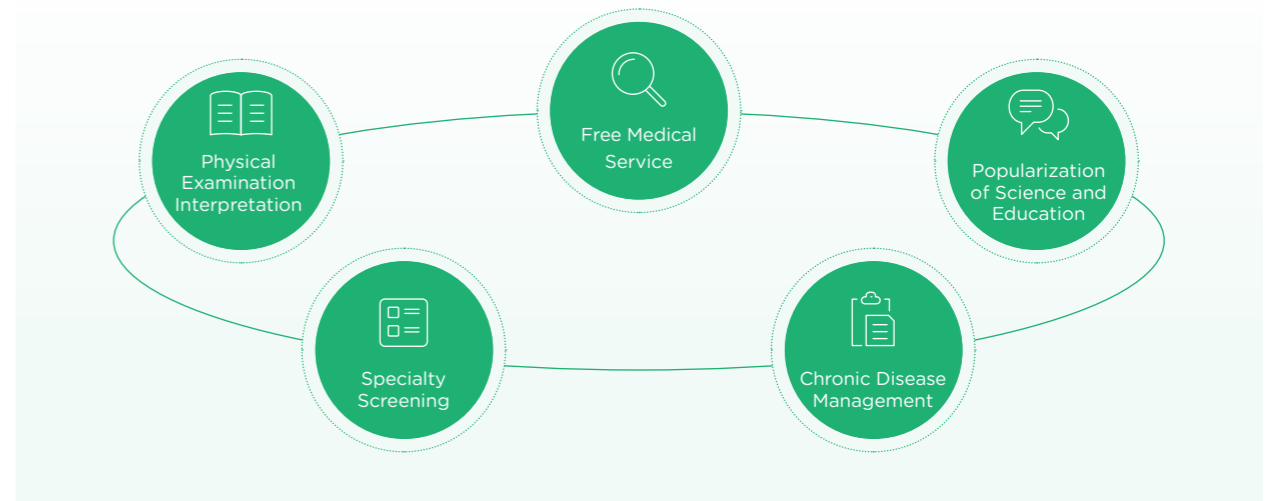
- **Enriching management tools:** Providing prevention, weight reduction, blood glucose and blood pressure checking services, to benefit more
- **Lowering the threshold:** Shortening the path of users to get through to a health manager and reduce the time costs of getting through.
- **Expanding promotional channels:** Providing more people with access to health knowledge through live broadcasts of the Gold Manager and community live broadcasts.

Enhancing the affordability of healthcare services

- **Free annual subscription:** The service package will be activated for free to enjoy a full year of health manager services, reducing the burden of users.
- **Enforceable and practical medical program:** Providing the 21-day intensive management period and follow-up services for users without additional time costs.
- **Reducing psychological pressure on users:** Regular counseling with doctors, establishment of a caring dialect group and a service recovery group to reduce obstacles and solve the problems of users.

As of the end of the reporting period, the number of paid users in the past 12 months was 31.35 million, and 2,049 enterprises have been served. We have expanded our team of about 50,000 internal and external doctors, with a cumulative total of over 2,900 contracted expert physicians, including expert doctors from Fudan Top 100 Hospitals, etc., partnered with nearly 4,000 hospitals, about 105,000 health service providers, including nearly 2,600 health check-up service providers, 235,000 pharmacies, and more than 150 elderly service providers.

Ping An Health, together with the Shanghai Science and Technology Popularization Volunteers Association, China Ping An Volunteers Association and other internal and external organizations, launched the “Yilu Jianxing (醫路健行)” National Health Literacy Enhancement Action as an important measure to fulfill our social responsibilities. We will continuously carry out promotion and experience activities on health management concepts, knowledge, and skills in various forms such as entering enterprises and communities by organically integrating ESG concepts with product services and medical and health ecology construction, to improve the public’s health management awareness and literacy, and promote the healthy development of all people.



Five Supporting Sectors of “Yilu Jianxing”

Entering the company	Entering Ping An	Entering the Community
<ul style="list-style-type: none"> • Customized enterprise mobile testing public health checkup/screening packages • Workplace sub-health, chronic disease management, epidemic prevention knowledge popularization topics • Customized training on workplace first aid knowledge and skills • Authoritative physician expert health online lecture • N major specialized disease lectures into the enterprise activities 	<ul style="list-style-type: none"> • Linkage with PKU Healthcare • Linkage with Motor Home • Linkage with Ping An Group/Life Insurance • Conducting online live classes on chronic disease management by famous doctors, offline lectures, Chinese medicine consultation/physical therapy and vitality fitness activities. 	<ul style="list-style-type: none"> • Upgrading of basic health facilities in primary community health centers • First aid training for primary community health centers • Popularization of health management, chronic disease management and epidemic prevention in primary communities • Debunking health care myths/popularization activities

Three Service Directions and Detailed Measures of “Yilu Jianxing”

Improving Health Literacy



Yilu Jianxing - National Health Literacy Enhancement Action

In November 2024, the launch ceremony of the "Yilu Jianxing" National Health Literacy Enhancement Action and the first volunteer service salon were successfully held at Ping An Financial Tower in Shanghai. This event was organized by the Shanghai Science Popularization Volunteer Association, co-organized by the China Ping An Volunteer Association and Ping An Health, aiming to enhance the public's health management awareness and literacy, promote the healthy development of all people, build a sustainable development of the big health ecology, and actively implement the national "Healthy China 2030" plan outline.

The "Yilu Jianxing" National Health Literacy Enhancement Action is another practice of our firm commitment to social responsibility and promoting sustainable development. In the future, we will continue to carry out promotion and experience activities on health management concepts, knowledge, and skills through various channels such as "entering enterprises and communities" by organically integrating the concept of sustainable development with product services and medical and health ecology construction, aiming to provide every enterprise with a harmonious workplace, every family with a dedicated doctor, and every user with a safe and healthy life.



Ping An Health "Yilu Jianxing" Launch Ceremony

Promoting Industry Development

Ping An Health has played an active role in promoting the development of the industry. In 2024, we further expanded our service scope in the medical and senior care sector, providing customers with more comprehensive and convenient health management solutions to promote innovation and development in the medical and senior care industry.

Promoting Industry Progress



Ping An Group launched the "Huangshan Companion Tour" travel and residence project to help customers start a worry-free elderly service experience

The "Huangshan Companion Tour" travel and residence project launched by Ping An Group marks another innovative practice of the Company in the field of home-based senior care. This project not only provides customers with a worry-free senior care experience, but also promotes the development of health care services industry through government-enterprise cooperation.

This project is an important exploration of Ping An Group to deepen the "insurance + home-based senior care" model, which is of milestone significance. We rely on the high-quality resources of Huangshan City, and provide customers with high-quality travel and residence bases through age-friendly itinerary arrangements, one-stop service experience and monitorabl service process, while contributing to the development of pension finance industry. In the future, we will continue to strengthen cooperation with local governments and enterprises, upgrade home-based senior care services, innovate age-friendly tourism and travel products, and provide more customers with "worry-free, time-saving and money-saving" service experience.



Launch Ceremony of Ping An Group's "Huangshan Companion Tour" Travel and Residence Project



Promoting the High-Quality Development of the Industry, Ping An Home-based Senior Care Alliance Wins Together

In November 2024, the first supplier conference of Ping An Home-based Senior Care was held in Guangzhou with the theme of "Alliance Power, Win-Win Cooperation". The conference was held at the same time as the Guangzhou Senior Expo, gathering industry elites to discuss the new development of home-based senior care services. Ping An Home-based Senior Care has always been committed to the well-being of the elderly and actively practicing corporate social responsibility. At the conference site, Ping An Home-based Senior Care's "Pilot Program" entrusted the Shenzhen Aging Foundation to donate 500 sets of Ping An Home-based Senior Care age-friendly gift boxes to the elderly in remote areas to convey care for the elderly.



2024 Ping An Home-based Senior Care Inaugural Supplier Conference

Community Public Welfare

Ping An Health is committed to community public welfare and participates in various public welfare activities to promote the comprehensive development of communities. During the reporting period, the Company carried out a total of 11 public welfare and charity programs and volunteer service programs, with a total of 200 employees participating in public welfare and charity programs and volunteer service programs. The total number of hours that employees participated in public welfare and charity programs and volunteer service programs reached more than 800 hours, and the total annual investment amount reached RMB200,000.

Philanthropic Practice Promotes Development



Ping An Guardian Action

In June 2024, nearly 50 Party member volunteers from the sixth Party branch of Ping An Health held a theme activity titled "From childhood to adulthood, I am the successor of communism". By retracing the path of the Jinzhongling Ancient Road and following the red footsteps of anti-Japanese martyrs, they revisited the revolutionary spirit.

During the 9-kilometer journey, our volunteers visited the former site of the New Fourth Army's Su-Zhe Military Region while actively participating in environmental protection public welfare activities, demonstrating the red inheritance and green practice of Party members.



Ping An Guardian Action

Caring Connections: Spreading Health Literacy



Hope Program - Greater Bay Area Football Carnival Public Welfare Activity

On the evening of May 23, Ping An held a public welfare activity for the 2024 Hope Program - Greater Bay Area Football Carnival. Dr. Chen, an attending physician in internal medicine from Ping An Health (Testing) Center was invited to deliver a class meeting on the theme of "Adolescent Physiological Hygiene" for this event. Focused on the physiological changes and psychological characteristics of adolescence, Dr. Chen addressed youth-focused concerns such as height development and acne management through interactive explanations, helping children correctly understand their physical development, and suggesting developing good hygiene habits.



Ping An Health Greater Bay Area Football Carnival Public Welfare Activity



Health Literacy Education - 100 Lectures on Chronic Diseases

From January to February 2024, Ping An Health invited experts from Class IIIA hospitals and deputy directors and above to give lectures on chronic diseases literacy. These literacy education lectures were being livestreamed exclusively on designated platforms including Gold Butler, Ping An Family Doctor, and Ping An Health, currently offering three thematic lecture series: nutrition, exercise, and mental Wellness led by renowned medical experts. Chronic diseases include but not limited to diabetes, hypertension, obesity, fatty liver, etc. The program provided free live access to all users with extended 3-month video replays for repeated viewing. The hundred sessions of chronic disease lectures are planned according to the actual situation of chronic diseases without fixed implementation deadlines.



Ping An Health 100 Lectures on Chronic Diseases

Free Medical Services Bring Warmth to Rural Communities



Multiple Regions Launched Rural Healthcare Initiatives

From September 18 to 19, supported by Sichuan Property Insurance, the medical team of Chongqing Testing Center carried out mobile health check-ups in more than ten towns and villages such as Qianfeng Village. Over 200 villagers received physical examinations, along with on-site health consultation services. The team provided professional diagnosis and treatment suggestions to the villagers, popularized medical and health knowledge, helped the villagers improve their awareness of early disease diagnosis and treatment, which was of great significance to improving health management capabilities.



Medical and health activities of Ping An Health's Chongqing Inspection Center

On September 23, the medical team of the center took stock of the materials and went to Zecheng, Shanxi, arranged the venue, and arranged personnel deployment. Zhao Ming, the general manager of Shanxi Property Insurance, delivered the opening remarks. Ping An Group's subsidiaries in Shanxi remain committed to their original aspirations and mission, contributing their own strength to rural revitalization. At the same time, the unveiling ceremony of the "Zecheng Village Ping An Love Supermarket" under the Rural Civilization 100 initiative was held. Doctors conducted detailed health consultations for villagers on site. The leaders of the Shanxi Provincial Party Committee praised the responsibility and dedication of Ping An Group in Shanxi to actively invest in the cause of rural revitalization.



Ping An Health's Unveiling Ceremony of the "Zecheng Village Ping An Love Supermarket"

Key Performance Form

Environmental Key Performance Form

Indicator Category	Key Performance Indicators	Unit	2024	2023	2022
Greenhouse Gas Emissions ⁴	Total greenhouse gas emissions ⁵	tCO ₂ e	6,080.51	7,499.02	8,114.81
	Greenhouse Gas Emission Density	tCO ₂ e/person	3.67	3.48	3.18
Waste Management ⁶	Total Hazardous Waste	ton	0.02	0.02	0.12
	Hazardous Waste Density	ton/person	0.000012	0.0000088	0.000048
	Total non-hazardous waste	ton	53.13	160.95	195.97
	Hazardous Waste Density	ton/person	0.03	0.08	0.08
Use of Resources	Total energy consumption ⁷	GJ	40,793.59	47,337.35	47,882.85
	Energy consumption density	GJ/person	24.60	21.97	18.73
	Total water consumption	m ³	6,056.96 ⁸	13,723.37	35,533.00
	Water consumption density	m ³ /person	3.65	6.37	13.90

⁴ In order to more accurately reflect the consumption and emissions generated from office administration and business operation activities by each employee in 2024, the energy and resource consumption intensity, greenhouse gas intensity and waste intensity in 2024 was calculated as: total consumption or emissions / ((number of employees at the beginning of 2024 + number of employees at the end of 2024) / 2).

⁵ In 2024, the Company was not involved in any emission of greenhouse gases (Scope 1) during business development. The greenhouse gas emissions were the emission of greenhouse gases (Scope 2) arising from the use of purchased electricity. The calculation of greenhouse gas emissions in Scope 2 referred to the national average carbon dioxide emission factor (0.5366kgCO₂/kWh) in the *Announcement on Issuing the 2022 Electricity CO₂ Emission Factor* issued by the Ministry of Ecology and Environment.

⁶ Hazardous wastes included the amount of waste electronics, waste ink cartridges/toner cartridges, waste lamps and bulbs, and waste batteries produced. Non-hazardous wastes were office wastes generated in the office area.

⁷ The scope of the Company's total electricity consumption included workplace electricity and data center electricity. The total energy consumption in 2024 came from indirect energy (i.e. purchased electricity), and the energy consumption coefficients referred to the *GB2589-2008T General Principles for Calculation of Total Production Energy Consumption*.

⁸ In 2024, the total water consumption was significantly reduced due to the termination and scale-down of office rents in other workplaces.

Social Key Performance Form

Indicator Category	Key Performance Indicators	Unit	2024	2023	2022	
Labor Management	Total workforce	Person	1,563	1,753	2,556	
	Workforce by employment type	full-time	Person	1,563	1,753	2,556
		part-time	Person	0	0	0
	Workforce by gender	Male	Person	619	675	1,122
		Female	Person	944	1,078	1,434
	Workforce by position type	Senior	Person	41	59	66
		Middle	Person	317	390	449
		Junior	Person	1,205	1,304	2,041
	Workforce by age group	30 and under	Person	318	426	870
		30-50	Person	1,219	1,294	1,641
		50 and above	Person	26	33	40
	Workforce by geographical region	Chinese mainland	Person	1,559	1,749	2,551
Overseas, HK, Macau and Taiwan		Person	4	4	5	
Total employee turnover rate ⁹		%	12.16	50.17	/	
Employee turnover rate by gender	Male	%	11.95	65.88	37.70	
	Female	%	12.29	38.93	44.84	
Employee turnover rate by age group	30 and under	%	16.98	54.00	66.44	
	30-50	%	11.08	48.38	28.86	
	50 and above	%	50.00	52.00	32.50	

⁹ Due to changes in the external environment, the turnover of Ping An Health's employees gradually decreased in 2024.

Indicator Category	Key Performance Indicators	Unit	2024	2023	2022	
Labor Management	Employee turnover rate by geographical region	Chinese mainland	%	12.19	50.17	41.71
		Overseas, HK, Macau and Taiwan	%	0.00	44.44	40
	Employment contract signing rate	%	100	100	100	
	Social Insurance Coverage Rate	%	100	100	100	
	Participating rate of labor unions for employees in Mainland China	%	100	100	100	
Health and Safety	Number of work-related fatalities	Person	0	0	0	
	Rate of work-related fatalities	%	0	0	0	
	Lost days due to work injury	Day	303	270	40	
	Coverage rate for health check-up services	%	100	100	100	
Development and Training	Percentage of employees trained by gender	Male	%	39.60	/	/
		Female	%	60.40	/	/
	Average training hours completed per employee by gender	Male	Hours	174	174	78
		Female	Hours	177	177	79
	Percentage of employees trained by employee category	Senior	%	2.62	/	/
		Middle	%	20.28	/	/
		Junior	%	77.10	/	/
	Average training hours per employee by employee category	Senior	Hours	140	140	68
		Middle	Hours	185	185	80
		Junior	Hours	175	175	78
Supply Chain Management	Total number of suppliers	Numbers	3,919	3,142	2,532	
	Number of suppliers in Chinese mainland	Numbers	3,911	3,138	2,528	
	Number of overseas suppliers and suppliers from HK, Macau and Taiwan	Numbers	8	4	4	
	Suppliers with a supplier access determination score or performance evaluation	Numbers	3,919	3,142	2,532	

Indicator Category	Key Performance Indicators	Unit	2024	2023	2022
Supply Chain Management	Number of suppliers assessed as having significant negative ESG impact	Numbers	0	0	0
	Number of suppliers whose cooperation was terminated after ESG assessment	Numbers	0	0	0
	Supplier anti-commercial bribery clause require coverage	%	100	100	100
	Coverage rate for ESG-related training among suppliers	%	100	100	100
	Percentage of total products sold or shipped subject to recalls for safety and health reasons	%	0	0	0
Product Responsibility	Number of product and service-related complaints	Numbers	6,684	13,169	7,030
	Complaint resolution rate	%	100	100	100
	Complaint resolution satisfaction	%	97.59	96.1	96.3
Customer Relationship Maintenance	Training coverage rate for responsible marketing among all employees	%	100	100	100
	Training coverage rate for responsible marketing among sales employees	%	100	100	100
	Average training time for responsible marketing among sales employees	Hours	35	39	39
	Telephone service satisfaction	%	98.1	97.9	97.7
	Number of customer service trainings	Times	52	68	89
Intellectual Property Protection	Telephone service satisfaction	Person-time	520	551	606
	Number of domestic patent applications	Piece	117	368	325
	Number of PCT patent applications	Piece	0	0	45
	Number of patent authorizations	Piece	202	208	35
	Number of trademarks approved	Piece	36	47	30
	Number of copyright registrations	Piece	1	0	2
	Intellectual property training /campaign	Times	7	21	/

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Indicator Category	Key Performance Indicators	Unit	2024	2023	2022
Data Security and Privacy Protection	Total number of information security trainings	Times	33	37	55
	Number of post safety trainings	Times	2	10	6
	Pass rate of information security awareness examination	%	100	100	100
	Information/privacy security management certification ratio for the Company's businesses	%	100	100	100
	Audit frequency for information security policies and systems	Times/year	2	3	2
Public Charity	Total time of public charity activities/voluntary service activities	Hours	800	1,800	5,416
Business Ethics	Number of concluded legal cases regarding corrupt practices brought against the Company or its employees	Numbers	0	0	0
	Economic losses caused by corruption lawsuits to the Company	RMB	0	0	0
	Number of anti-corruption training/incorruptible culture promotion	Times	29	197	150
	Number of internal anti-corruption/investigation activities	Times	13	16	18
	Employee coverage of business ethics standard training	%	100	100	100
	Audit frequency for business ethics standard	Year/Time	/	/	1
Risk Management	Interpretation of laws and regulations	Times	17	17	32
	Risk management training/promotion	Times	205	197	121
	Employee coverage of risk management training	%	100	100	100
Investor Relationship	Number of communications with investors	Times	304	358	407
	Number of investor performance briefings	Times	2	2	2

Disclosure requirements	Disclosure	Corresponding chapter or explanation
Mandatory Disclosure Requirements		
Governance Structure	Disclosed	2.1 Corporate Governance and Compliance Operations
Reporting Principles	Disclosed	About this Report
Reporting Boundary	Disclosed	About this Report
"Comply or explain" Provisions		
Aspect A1: Emissions		
General Disclosure	Disclosed	4.2 Waste Management
A1.1 The types of emissions and respective emissions data.	Disclosed	Environmental Key Performance Form
A1.2 Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Disclosed	4.1 Addressing Climate Change Environmental key performance Form
A1.3 Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Disclosed	Environmental Key Performance Form
A1.4 Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Disclosed	Environmental Key Performance Form
A1.5 Description of emissions target(s) set and steps taken to achieve them.	Disclosed	4.2 Waste Management
A1.6 Description of how hazardous and non-hazardous wastes are handled, the waste reduction target(s) set and the steps taken to achieve them.	Disclosed	4.2 Waste Management

Disclosure requirements	Disclosure	Corresponding chapter or explanation
Aspect A2: Use of Resources		
General Disclosure	Disclosed	4.3 Resources Management
A2.1 Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	Disclosed	Environmental Key Performance Form
A2.2 Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Disclosed	Environmental Key Performance Form
A2.3 Description of energy efficiency target(s) set and steps taken to achieve them.	Disclosed	4.1 Addressing Climate Change
A2.4 Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and the steps taken to achieve them.	Disclosed	4.3 Resources Management
A2.5 Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Not applicable	Ping An Health is not involved in the direct provision of packaging material for finished products. Accordingly, such indicator is not applicable.
Aspect A3: Environment and Natural Resources		
General Disclosure	Not applicable	Other environment and natural resources are not involved in the daily operation of Ping An Health, so the disclosure of environmental and natural resources is not applicable.
A3.1 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Not applicable	Other environment and natural resources are not involved in the daily operation of Ping An Health, so the disclosure of environmental and natural resources is not applicable.
Aspect A4: Climate Change		
General Disclosure	Disclosed	4.1 Addressing Climate Change

Disclosure requirements	Disclosure	Corresponding chapter or explanation
A4.1 Description of material climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	Disclosed	4.1 Addressing Climate Change
Aspect B1: Employment		
General Disclosure	Disclosed	5.2 Labor Management
B1.1 Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.	Disclosed	Social Key Performance Form
B1.2 Employee turnover rate by gender, age group and geographical region.	Disclosed	Social Key Performance Form
Aspect B2: Health and Safety		
General Disclosure	Disclosed	5.2 Labor Management
B2.1 Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	Disclosed	Social Key Performance Form
B2.2 Lost days due to work injury.	Disclosed	Social Key Performance Form
B2.3 Description of occupational health and safety measures adopted, and how they are implemented and monitored.	Disclosed	Social Key Performance Form
Aspect B3: Development and Training		
General Disclosure	Disclosed	5.2 Labor Management
B3.1 The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Disclosed	Social Key Performance Form
B3.2 The average training hours completed per employee by gender and employee category.	Disclosed	Social Key Performance Form
Aspect B4: Labor Standards		
General Disclosure	Disclosed	5.2 Labor Management

Disclosure requirements	Disclosure	Corresponding chapter or explanation
B4.1 Description of measures to review employment practices to avoid child and forced labor.	Disclosed	5.2 Labor Management
B4.2 Description of steps taken to eliminate such practices when discovered.	Disclosed	5.2 Labor Management
Aspect B5: Supply Chain Management		
General Disclosure	Disclosed	5.1 Sustainable Supply Chain
B5.1 Number of suppliers by geographical region.	Disclosed	Social Key Performance Form
B5.2 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	Disclosed	5.1 Sustainable Supply Chain
B5.3 Description of the practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Disclosed	5.1 Sustainable Supply Chain
B5.4 Description of the practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	Disclosed	5.1 Sustainable Supply Chain
Aspect B6: Product Responsibility		
General Disclosure	Disclosed	3.1 High-Quality Medical and Healthcare Services 3.2 Pharmaceutical Quality Management
B6.1 Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Disclosed	3.2 Pharmaceutical Quality Management
B6.2 Number of products and service related complaints received and how they are dealt with.	Disclosed	3.4 Enhancement of Customer Experience Society Key Performance Form
B6.3 Description of practices relating to observing and protecting intellectual property rights.	Disclosed	3.3 Development of Medical Technology
B6.4 Description of quality assurance process and recall procedures.	Disclosed	3.1 High-Quality Medical and Healthcare Services 3.2 Pharmaceutical Quality Management

Disclosure requirements	Disclosure	Corresponding chapter or explanation
B6.5 Description of consumer data protection and privacy policies, and how they are implemented and monitored.	Disclosed	2.4 Information Security and Privacy Protection
Aspect B7: Anti-corruption		
General Disclosure	Disclosed	2.1 Corporate Governance and Compliance Operations 2.3 Business Ethics
B7.1 Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	Disclosed	2.3 Business Ethics Society Key Performance Form
B7.2 Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	Disclosed	2.3 Business Ethics
B7.3 Description of anti-corruption training provided to directors and staff.	Disclosed	2.3 Business Ethics
Aspect B8: Community Investment		
General Disclosure	Disclosed	5.3 Corporate Social Responsibility
B8.1 Focus areas of contribution (e.g. education, environmental concerns, labor needs, health, culture, sport).	Disclosed	5.3 Corporate Social Responsibility
B8.2 Resources contributed (e.g. money or time) to the focus area.	Disclosed	5.3 Corporate Social Responsibility

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