

# 2024

## Sustainability Report

Jinxin Fertility Group Limited

Stock Code: 1951

(Incorporated under the laws of the Cayman Islands with limited liability)





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## > Message from the Co-chief Executive Officers

As Jinxin Fertility embarks on a new journey toward high-quality development, we have delivered an inspiring performance in the field of Environmental, Social, and Governance (ESG), earning an “A” rating from MSCI ESG for four consecutive years. Over the past year, we have consolidated our leadership in reproductive medicine. Specialized institutions such as Sichuan Jinxin Xinan Hospital (Bisheng Campus) have pioneered new standards in the industry, with total pregnancy cases surpassing 100,000, bringing hope to countless families. Beyond continuous breakthroughs in medical technology, we have embedded ESG principles into the very fabric of our corporate development—committed to upholding our core values of “patient satisfaction, employee happiness, society recognition, and governance assurance.”

### **Anchored in Responsibility, We Strengthen the Foundation for Sustainable Development**

As a leading assisted reproductive service provider in both China and the United States, we deeply understand the profound weight of the word “responsibility.” In 2024, we maintained a zero-tolerance policy in areas of regulatory compliance and business ethics. Through the implementation of policies such as the *Compliance Performance Assessment Management Measures* and *Anti-Bribery Management Measures*, our anti-corruption training reached 84% of all employees. Branch institutions, including Shenzhen Zhongshan Hospital and Wuhan Jinxin Hospital, have promoted an “integrity culture” by conduct. Party discipline education, targeted audits, and “one-on-one” integrity discussions. We firmly believe that only by upholding transparency and integrity would enable us to earn lasting trust from both our patients and society at large.

### **Empowered by Technology, Advancing Reproductive Medicine to New Heights**

Medical quality has always been the foundation of Jinxin Fertility. In 2024, we elevated our Research and Innovation Center from the hospital level to the Group level, partnering with leading institutions such as Shantou University and the University of Hamburg. This strategic upgrade coordinated and empowered R&D efforts across our network, resulting in five major technological breakthroughs in areas including stem cell therapy and AI-assisted diagnostics. Our Shenzhen Zhongshan Hospital led the clinical translation of maternal-fetal medicine research, while the Sichuan Jinxin Xinan Hospital (Bisheng Campus) achieved a milestone in 3D genome mapping of granulosa cells in ovarian follicles. The resulting research was published in *Frontiers in Genetics*, offering novel insights into overcoming fertility challenges.

We adhere to the concept of “technology for all,” and pioneered the “Finance + Insurance + Medical” service model, directly benefiting thousands of families. Shenzhen Zhongshan Hospital established a Strategic Committee for Scientific and Technological Development, led by academicians, to drive deep integration between academia, research, and clinical practice.

In the process of globalization, we made a strategic investment in PT Morula Indonesia (one of the largest groups of fertility clinics in Indonesia), and actively participated in technical forums at the BEYOND Life Science Summit, bringing China’s assisted reproductive solutions to the global stage. From lab-based breakthroughs to clinical implementation, from model innovation to international collaboration, we remain guided by patient expectations—ensuring every technological advance truly serves the hope for new life.

### **Guided by Humanistic Values, Creating a Compassionate Medical Ecosystem**

Reproductive medicine is not only a contest of technology, but also a profound connection of emotions. In 2024, we centered our services on a “full-cycle care” model, providing a seamless, one-stop experience that spans the entire fertility journey—from preconception counseling to postpartum care. At Shenzhen Zhongshan Hospital, patients undergoing surgery receive warm blankets and shawls; the Wuhan Hospital has opened a reading lounge and mother-infant rooms; and the Sichuan Jinxin Xinan Hospital (Bisheng Campus) safeguards patient privacy by concealing identifying information—all reflecting our deep respect for life through thoughtful details.

Patient safety and privacy protection are non-negotiable principles for us. Our Patient Privacy and Information Management Policy meticulously covers the entire medical process—from outpatient and inpatient services to specimen transportation—ensuring the dignity and rights of every patient. In addition, we conduct mental health assessments, offer free community clinics, and host public health education sessions. In 2024, Xinan Hospital actively engaged in public welfare, collaborating with the government and nonprofit organizations to launch over 15 ongoing charitable programs. These efforts included offering free fertility assessments to more than 10,000 families, providing medication subsidies to 302 households, with donated drugs valued at nearly RMB 3 million, and conducting over 1,000 free consultations. These figures stand as a testament to our commitment to responsibility and our mission to extend medical compassion to every corner of society.

### **Drawing the Blueprint for Sustainable Development with a Green Brush**

In response to global climate challenges, we have proactively embraced our environmental responsibilities. In 2024, we implemented intelligent equipment upgrades, adopted biodegradable materials, and promoted green office practices. The “Eco-Hike” held in Chengdu integrated environmental awareness into corporate culture, turning sustainability into a shared employee value. These measures are not only compliance with regulations, but also the implementation of the “Green Home” commitment.

Looking ahead to 2025, we aim to expand the application of artificial intelligence in assisted reproduction and explore innovative fertility preservation solutions. We will deepen the development of smart healthcare systems, optimize the integration of medical insurance policies, and broaden the scope of public welfare assistance. By contributing to the development of global technical standards, we are committed to building a world-class reproductive healthcare brand.



## About Jinxin Fertility

Jinxin Fertility Group Limited is listed on the main board of the Hong Kong Stock Exchange under the stock code 01951.HK, specializes in offering assisted reproductive, in-vitro fertilization (IVF), and other related medical services. By establishing a world-class and comprehensive system for assisted reproductive services, we have extended our service network globally, aspiring to be a leader in assisted reproductive medical services in both China and the United States. At present, the Group has established 9 assisted reproductive technology centers in China (including Chengdu, Shenzhen, Hong Kong, Wuhan, Kunming), the United States, and Laos. Leveraging our extensive global network, we are committed to delivering high-quality and efficient assisted reproductive medical services, and aim at enhancing patient well-being and driving our Group's ongoing growth in this field.



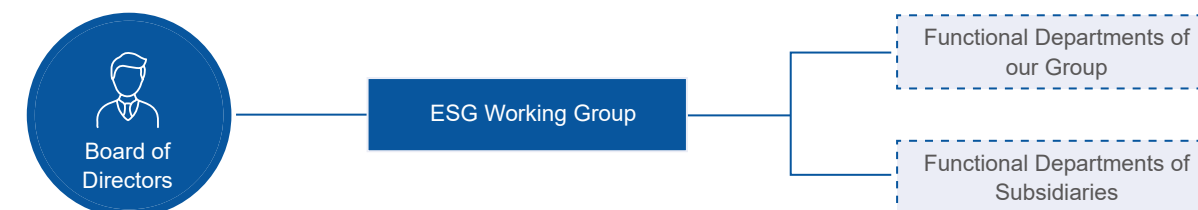
Our mission is to "unravel the mysteries of life, safeguard the well-being of women and children, and nurture fulfilled families". With a vision to "create a medical service covering the whole lifecycle of fertility", we integrate the core values of "patient satisfaction, employee happiness, society recognition, and governance assurance" into every aspect of our medical service delivery, employee development, social participation, and regulatory compliance. We uphold the principles of "Integrity, Honesty, Benevolence, and Excellence," which are embodied in the following six key areas:



## ESG Management

### ESG Governance Framework and Strategic Progress

The Company has established an ESG governance system, advancing its sustainable development strategy through a three-tier management mechanism under the leadership of the Board of Directors. The Board of Directors is primarily responsible for the Company's sustainable development, regularly reviewing ESG-related matters and assessing management effectiveness. The ESG Working Group, led by the Managing Director, is responsible for coordinating and overseeing the implementation of sustainable development goals, supervising departmental execution, and ensuring the effective operation of the management system. Functional Departments of our Group and Functional Departments of Subsidiaries institutions are responsible for implementing ESG objectives and carrying out specific initiatives.



### Jinxin Fertility Sustainable Development Strategy and Contribution to Global SDGs

Focus Area	SGDs	Short- to Medium Term (3-5 years)	Long Term (5-10 years)	2024 Actions Progress
Responsible Operation	16 PEACE, JUSTICE AND STRONG INSTITUTIONS	<ul style="list-style-type: none"> <li>Enhance compliance and anti-corruption initiatives by offering comprehensive training on compliance and anti-fraud measures for board members, senior management and all staff.</li> <li>Conscientiously adhere to all medical ethical standards and rigorously safeguard customer information from unintended disclosure.</li> </ul>	<ul style="list-style-type: none"> <li>Establish a responsible supply chain by enhancing supplier oversight in environmental protection, labor, and ethical practices, thereby diminishing our environmental and societal footprint.</li> </ul>	Strengthening anti-corruption policies and enhancing enforcement mechanisms.
High-quality Medical Services	3 GOOD HEALTH AND WELL-BEING	<ul style="list-style-type: none"> <li>Augment our quality and customer service frameworks to bolster our medical service capacity, ensuring every patient receives the highest standard of medical care.</li> <li>Standardize the management of research and development to foster innovation; encourage meaningful exchange within the industry and the construction of platforms aimed at delivering superior medical services.</li> </ul>	<ul style="list-style-type: none"> <li>Deliver diverse and exemplary services that cater to the nuanced needs of our clients, fostering hope among more families and contributing to the driving force of the healthcare sector.</li> </ul>	Implementing rigorous controls over customer data collection, storage, and processing while granting data access rights based on role-specific responsibilities.
People-oriented	4 QUALITY EDUCATION 5 GENDER EQUALITY 8 DECENT WORK AND ECONOMIC GROWTH	<ul style="list-style-type: none"> <li>Respect and safeguard the legitimate rights and interests of employees, and build a harmonious employee relationship through a multi-tiered communication mechanism and care actions.</li> <li>Offer a variety of training resources and career development channels to empower our employees' career growth.</li> <li>In safe and healthy working environment for all employees.</li> </ul>	<ul style="list-style-type: none"> <li>Aim to create an outstanding employer brand in the industry, training and reserving high-quality talents for China's field of assisted reproduction.</li> </ul>	By collaborating with top companies to complete research projects in the field of stem cells and building a talent pool, we have also been approved to carry out intermediate professional title evaluation for medical personnel.
Better Environment and Community	12 RESPONSIBLE CONSUMPTION AND PRODUCTION	<ul style="list-style-type: none"> <li>Promote green office and resource recycling, and reduce greenhouse gas and waste emissions in the operation process while improving resource usage efficiency.</li> <li>Carry out management and control of hazardous substances to reduce adverse effects on people and the environment.</li> <li>Actively carry out voluntary services and social welfare activities to enhance our integration with communities.</li> </ul>	<ul style="list-style-type: none"> <li>Continue to reduce our own operational environmental impact, promote a low-carbon and environmentally friendly industrial chain, and help achieve China's 2030 carbon peaking and 3060 carbon neutrality goals.</li> <li>Continuously carry out and expand community participation and social welfare activities to improve the social influence of enterprises.</li> </ul>	We have achieved significant results in energy-saving and emission-reduction, with a decrease in domestic wastewater, medical wastewater discharge, electricity consumption, and natural gas usage.








Stakeholder Communication and Materiality Assessment

Through in-depth stakeholder communication and materiality assessment, we precisely identify key issues and strive to better respond to the expectations of all parties on the path to sustainable development, promoting mutual benefit between the enterprise and society.





Stakeholder Communication

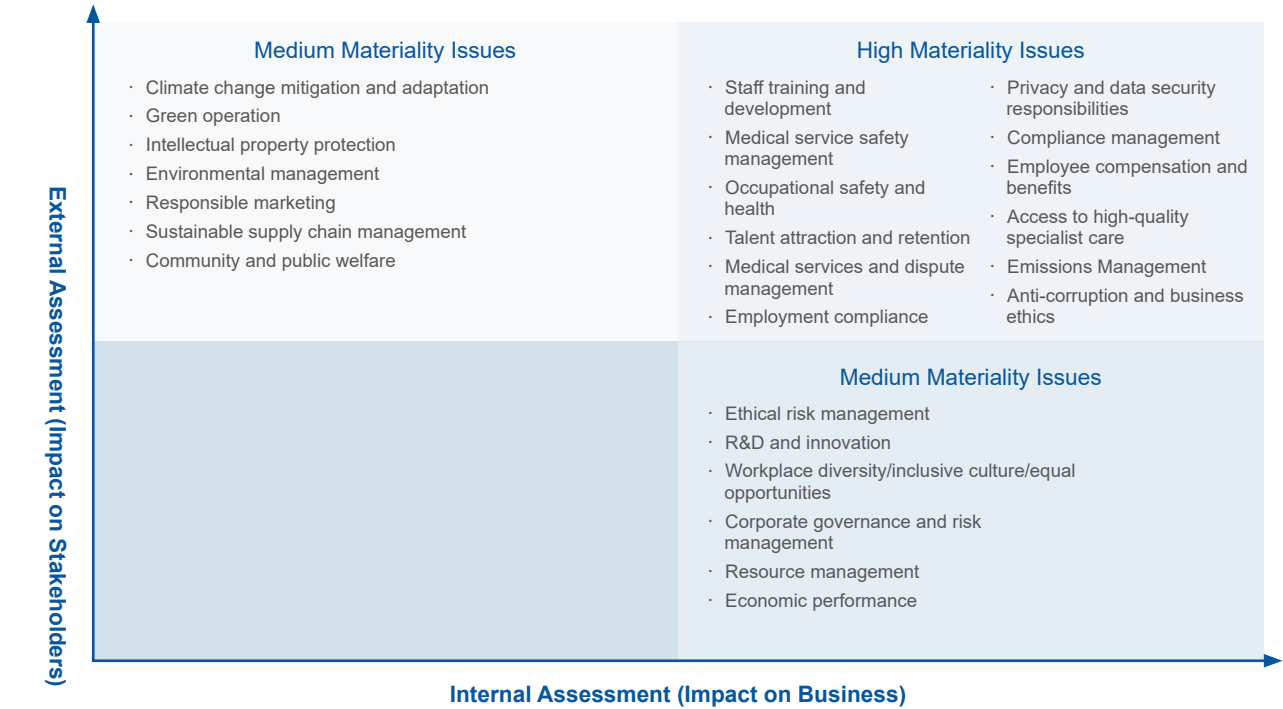
Jinxin Fertility has established a diversified communication mechanism, maintaining close interaction with stakeholders such as shareholders, employees, patients, government, and supply chain partners, gaining a deep understanding of their concerns to ensure that expectations are reflected in strategic decisions.

Stakeholders	Focus Topics	Communication Channels
 Shareholders and Investors	<ul style="list-style-type: none"><li>Compliance management</li><li>Corporate governance and risk management</li><li>Anti-corruption and business ethics</li><li>Medical service safety management</li></ul>	<ul style="list-style-type: none"><li>Information disclosure of listed companies</li><li>Shareholders' meeting</li><li>Investors' meeting</li></ul>
 Employees	<ul style="list-style-type: none"><li>Employment compliance</li><li>Talent attraction and retention</li><li>Employee compensation and benefits</li><li>Staff training and development</li><li>Occupational health and safety</li></ul>	<ul style="list-style-type: none"><li>Regular professional skills training and practical operation training for employees</li><li>Employee leadership training</li><li>Support overseas further studies and enhancement of academic qualifications</li><li>Regular physical examination and daily protective measures</li></ul>
 Patients	<ul style="list-style-type: none"><li>Medical service safety management</li><li>Medical services and dispute management</li><li>Data security and privacy protection</li></ul>	<ul style="list-style-type: none"><li>Healthcare quality management system</li><li>Patient care services</li><li>Patient communication channels</li><li>Data security management system</li><li>Patient privacy protection</li></ul>
 Government and Regulatory Authorities	<ul style="list-style-type: none"><li>Compliance management</li><li>Medical service safety</li><li>Ethical risk management</li><li>Occupational health and safety</li><li>Emissions management</li></ul>	<ul style="list-style-type: none"><li>Sustainability management</li><li>Environmental management system</li><li>Ethical risk management system</li></ul>
 Suppliers	<ul style="list-style-type: none"><li>Compliance management</li><li>Sustainable supply chain management</li><li>Anti-corruption and business ethics</li></ul>	<ul style="list-style-type: none"><li>Supplier access assessment management</li><li>Environmental and social risk management</li><li>Anti-corruption management</li></ul>
 Industry Partners	<ul style="list-style-type: none"><li>Research and development ("R&amp;D") and innovation</li><li>Data security and privacy protection</li><li>Intellectual property protection</li><li>Talent attraction and retention</li></ul>	<ul style="list-style-type: none"><li>Discipline construction</li><li>Build an R&amp;D and innovation platform</li><li>Intellectual property management system</li><li>Regular employee training</li><li>Actively participate in industry exchanges and academic conferences</li></ul>
 Community Representatives (including non-profit organizations and general communities)	<ul style="list-style-type: none"><li>Environmental management</li><li>Emissions management</li><li>Resource management</li><li>Community and public welfare</li></ul>	<ul style="list-style-type: none"><li>Carry out diversified public welfare projects</li><li>Organize community free clinics and offer health science popularization lectures</li><li>Construction of environmental management system</li></ul>

Materiality Assessment

Material Issue Identification and Steps for Analysis

 Issue identification	Leveraging our extensive operational experience and overarching development strategy, we have pinpointed 25 key strategic issues poised to foster shared value creation. This determination is the result of a thorough comparative analysis and study across various dimensions, including international norms, industry standards, competitors' practices, strategic planning, employee concerns, and insights from media and public opinion.
 Stakeholder engagement	We gathered over 240 questionnaires were collected from internal and external stakeholders in seven categories, encompassing Company management, employees, patients, shareholders and investors, government and regulatory bodies, suppliers, and partners. This comprehensive collection process ensured a deep understanding of the ESG concerns prevalent among all involved parties.
 Assessment of issue materiality	The collation and analysis of the stakeholder survey responses facilitated the creation of an issue materiality matrix. This matrix categorizes issues based on their significance to Jinxin Fertility and their relevance to our stakeholders, allowing us to prioritize our focus areas effectively.
 Confirmation and disclosure	The ESG Working Group conducts a meticulous review of the findings related to the identified issues, prioritizing those of significant and moderate importance for inclusion in our ESG report. The selection of these topics as the focal points of our report, and the determination of its scope and boundaries, hinge on the accessibility of pertinent data.



Name of Material Issues in 2023	Name of Material Issues in 2024	Changes	Reason for Change
Anti-corruption and business ethics	Anti-corruption and business ethics	Transitioning from medium materiality issues to high materiality issues	The Company recognizes the importance of anti-corruption, and in 2024, further strengthened its anti-corruption policies.
Data Security and Privacy Protection	Privacy and data security responsibilities	The issue's name has been changed and remains as a high materiality issue	From focusing on protective measures to define clear responsibilities, the Company upholds a responsible attitude and commitment.

# 01

## Strengthening Governance for Sustainable Growth

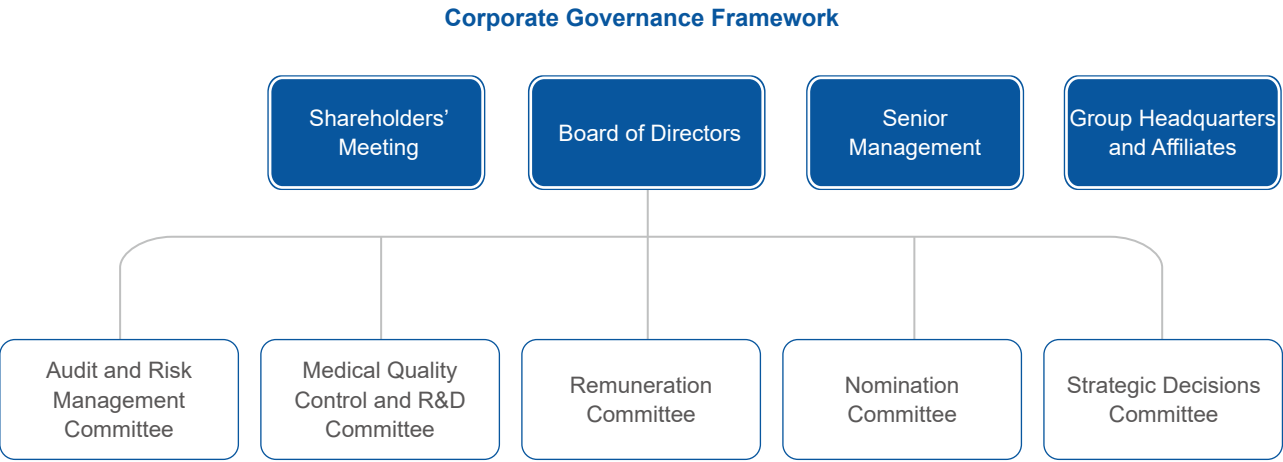
The Company strictly adheres to the requirements of the *Company Law of the People's Republic of China*, the *Hong Kong Stock Exchange Listing Rules (Appendix C1)*, and the *Corporate Governance Code* among other regulatory requirements. Committed to compliant operations and marketing, the Company emphasizes risk management and data security, driving the development of a sustainable supply chain to establish a solid foundation for sustainable development.





# Enhancing Corporate Governance

The Company has established a governance framework centered on the Shareholders' Meeting, the Board of Directors, and senior management through its *Articles of Association*, ensuring robust and efficient governance. The Board of Directors not only assumes overall leadership, strategic oversight, and performance monitoring but also established five specialized committees: the Audit and Risk Management Committee, the Remuneration Committee, the Nomination Committee, the Strategic Decisions Committee, and the Medical Quality Control and R&D Committee, to improve decision-making efficiency and governance effectiveness.



The Company has established its corporate governance framework through the *Articles of Association*. By the report's end, the Board comprised 12 directors with extensive experience spanning management, strategy, business development, sales, R&D, medical research, investment, finance, risk management, science, medicine, and assisted reproductive services. Their academic backgrounds, ranging from economics to journalism, add valuable perspectives. The age of the directors ranges from 38 years old to 62 years old. Among them, 4 are independent non-executive directors, and 4 are female directors (representing 33.33%).

Quantitative Indicators

Indicators		2024	Unit
Corporate Governance	Number of Board Directors	12	Person
	Number of Independent Directors	4	Person
	Number of Female Directors	4	Person

# Upholding Business Ethics

The Company adheres to domestic and international laws and regulations, including the *Company Law of the People's Republic of China*, 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 *Foreign Corrupt Practices Act*, to protect the rights and interests of patients and partners.

## >> Enhancing the Anti-corruption Framework

The Company has established a Compliance Committee responsible for investigating and making decisions on internal reports and has defined and outlined penalties for behaviors such as bribery and embezzlement according to the internal policy, *Compliance Performance Assessment Management Measures*. The Company conducts regular integrity audits internally and has established a risk database and a compliance performance evaluation mechanism to reinforce the development of business ethics. In supplier management, the Company clarifies the division of responsibilities and establishes procedures, ensuring information confidentiality. The Company has established mechanisms for supervision and assessment, file management, and complaint handling. It also defines penalties for misconduct to mitigate the risks of fraud.

## >> Cultivating a Culture of Integrity

The Company strictly enforces the *Code of Conduct*, requiring all employees to comply with the *Anti-Bribery Management Measures* and the *Anti-Money Laundering Management Measures* and to sign the *Employee Anti-Bribery Commitment*. In 2024, to enhance professional ethics training, the Group provided anti-corruption professional training for all board members.

### Case Study: Shenzhen Zhongshan Hospital Conducts Anti-Corruption and Medical Ethics Training

Shenzhen Zhongshan Hospital has strengthened anti-corruption training by conducting party discipline education for all party members, implementing "Integrity Classes" and warning education, enforcing integrity talks, organizing "one-on-one" discussions in a structured manner, and maintaining regular supervision to deepen disciplinary awareness and foster the development of a clean hospital culture and a transparent environment. In 2024, Shenzhen Zhongshan Hospital conducted more than 1,540 sessions of anti-corruption and medical ethics training, totalling over 1,540 hours of training; annual medical ethics training and assessments achieved a 100% pass rate. The hospital also organized more than 20 special inspections.

### Case Study: Wuhan Jinxin Hospital Implements Special Rectification of Red Envelope Acceptance

Wuhan Jinxin Hospital has focused on correcting misconduct in pharmaceutical procurement and medical services by interpreting relevant documents, aligning with the work deployment of the Jiang'an District Health Bureau, and conducting training and deployment of the hospital's special rectification plan regarding unreasonable medical examinations and the acceptance of red envelopes by medical staff.

## >> Strengthening Complaint and Report Management

The Company regulates whistleblowing procedures in accordance with the *Internal and External Reporting Procedure*, specifying the recusal principles for investigators, methods for handling reports, anti-retaliation measures, and follow-up mechanisms.

The Compliance Committee directly oversees the registration, acceptance, investigation, and reporting of whistleblowing incidents involving the Group's internal audit department, Legal and Compliance Department, internal control and compliance divisions of subsidiary entities, and senior management. For complaints and reports related to whistleblowing officers, the Group permits both named and anonymous reports from employees, third-party representatives, and business partners. Reports can be submitted via letters, email, or phone, and are received and managed by the Legal and Compliance Department.

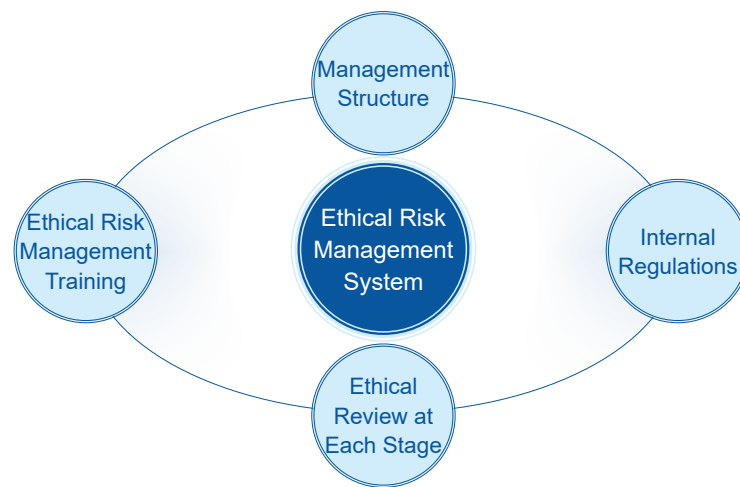
We stringently protect the informants' anonymity and the confidentiality of their reports. This may involve converting audio recordings to text or altering voices for reuse, and strictly concealing any details that might reveal an informant's identity. Employees who breach confidentiality rules or neglect their duties face strict disciplinary actions based on the nature and consequences of their actions. In 2024, our Group received no reports of ethical misconduct.

## Adhering to Compliance Operations

We uphold compliance operations as our core principle, focusing on ethical risk management, sustainable supply chain development, responsible marketing, and information & data security management. By implementing policies and executing key initiatives, we contribute to the sustainable development of your Company.

### Enhancing Ethical Risk Management

We comply with the *Measures for the Administration of Assisted Reproductive Technology*, the *Specifications for Human Assisted Reproductive Technology*, and the *Health Insurance Portability and Accountability Act (HIPAA)*, while also adhering to ethical guidelines such as the *Nuremberg Code*, the *Declaration of Helsinki*, and relevant principles set by the Council for International Organizations of Medical Sciences (CIOMS) and the World Health Organization (WHO) in conducting ethical risk management. We have established a comprehensive Ethical Risk Management System encompassing Governance Structures, Internal Regulations, Ethical Review at Each Stage, and Ethical Risk Management Training to ensure the legality and ethical integrity of research activities.



**Ethical Risk Management System**

The Group and its affiliated hospitals adhere to international ethical standards and domestic laws and regulations, having established a three-tier ethics committee system. In accordance with ethical risk management policies and standard operating procedures, the committees conduct in-depth ethical reviews of clinical cases, new technologies, new projects, and research initiatives. This ensures that all projects involving human life sciences and medical research ethics proceed only after obtaining formal approval from the Ethics Committee.

Projects that involve biological samples and animal experiments undergo rigorous scrutiny by the Ethics Committee to guarantee compliance with national legislation and ethical mandates.

To enhance the management system, our affiliated hospitals regularly conduct training on ethical risk management for employees, encouraging in-depth learning of industry regulations and ethical standards. By continuously improving employees' ethical awareness, we effectively mitigate ethical risks.

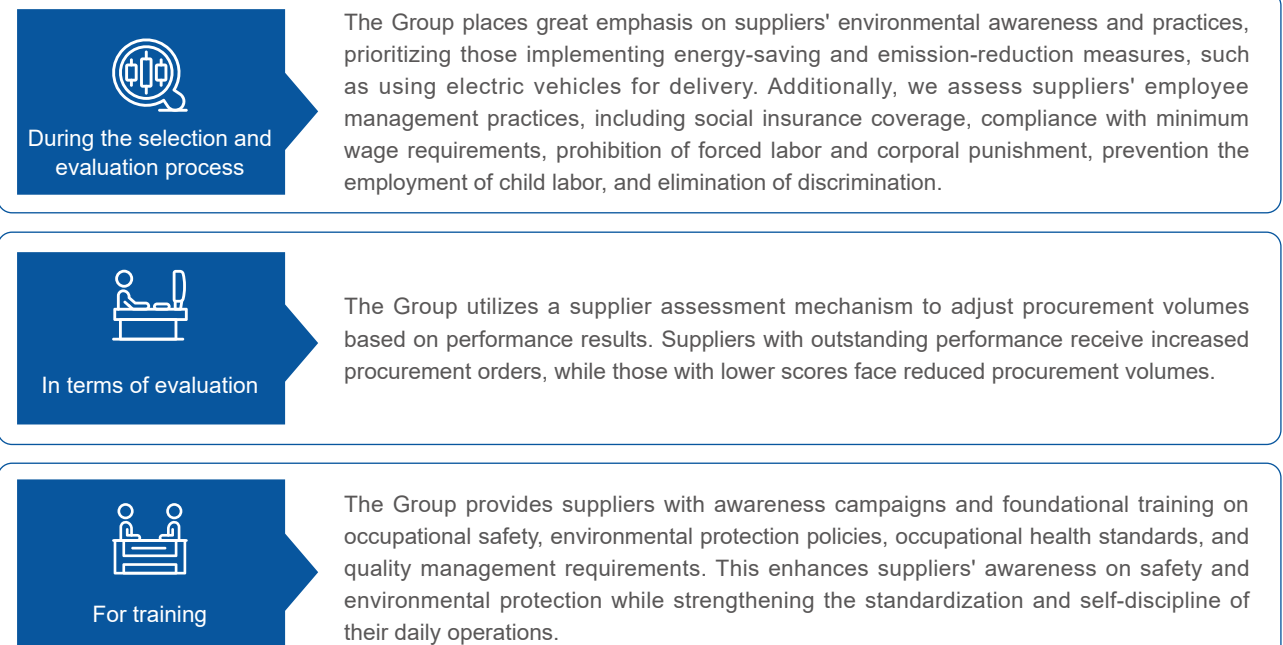


**Three-Tier Ethics Committee System**

### >> Cultivating a Sustainable Supply Chain

The Group implements a classified management system for suppliers and strictly adheres to the *Supplier Management Measures*, national medical industry admission standards, competitive negotiation, and quotation selection requirements to ensure the legality and compliance of the supply chain.

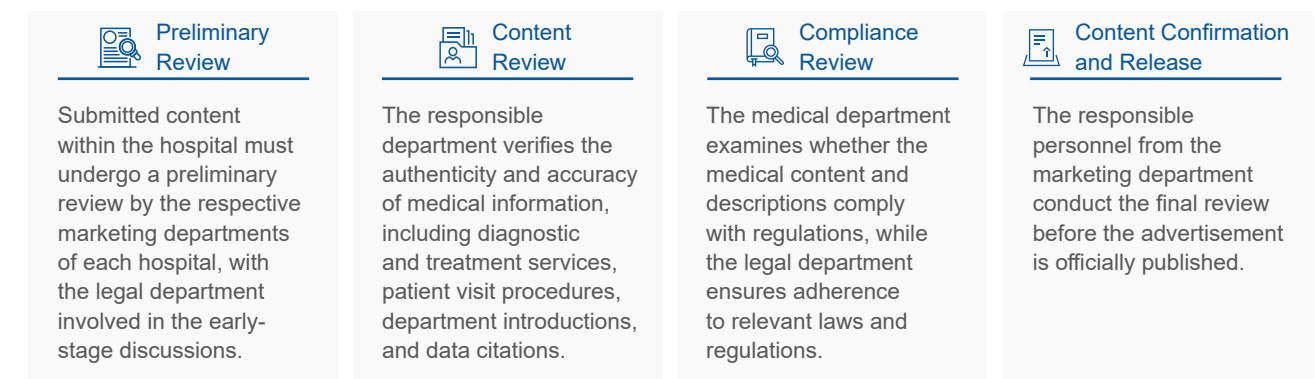
We have established a rigorous supplier admission and evaluation mechanism:



### >> Commitment to Responsible Marketing

The Company strictly complies with the *Advertising Law of the People's Republic of China* and the *Measures for the Administration of Medical Advertisements*. It has formulated the *Advertising Approval System of Sichuan Jinxin Medical Care Management Co., Ltd.*, requiring its affiliated hospitals to refine and implement relevant regulations based on their operational circumstances.

The medical advertising approval process consists of the following four steps:



Indicators		2024	Unit
Commitment to Responsible Marketing	Number of Compliance Training Sessions	11	Times



## Safeguarding Medical Data Security

The Group strictly complies with the *Cybersecurity Law of the People's Republic of China*, the *Personal Information Protection Law of the People's Republic of China*, the *Data Security Law of the People's Republic of China*, and other relevant laws and regulations. A comprehensive data security management system has been established to ensure the security and privacy of patient information.

### >> Information Security Management Framework and System

The Group has established an Information Security Management Committee, with senior executives such as the Co-chief Executive Officers and Chief Strategy Officer serving as decision-making members, while hospital presidents and personnel from relevant functional departments act as executive members. This committee is primarily responsible for formulating the Group's digitalization strategy and objectives, overseeing and making decisions on information security management, as well as guiding hospital-level Information Management Committees in developing security plans and conducting regular inspections of information security practices across hospitals. Additionally, each hospital has established its own Information Security Management Committee, chaired by the hospital president, to take full responsibility for hospital-level information security management.

The Group has issued multiple information management policies, including *Informatization Management Measures*, *Information System Project Management Measures*, and *Information Security Management Measures*. These policies cover data security and privacy protection, encompassing sensitive patient information such as reproductive health data, genetic information, treatment records, and personally identifiable information. In 2024, the Group's Information Department revised the *Information Security Management Regulations*, specifying enhancements in data classification control, access control, and privacy data protection. Additionally, zero-trust security solutions were procured to strengthen third-party data authorization management for suppliers and other external entities, thereby improving the data security management framework of the Group and its hospitals while reinforcing information security safeguards.

#### Case Study: Zero-Trust Security Management

The Company has procured a new zero-trust security solution, requiring all external suppliers to operate within a zero-trust environment for data privacy protection upon accessing the Company's systems. External suppliers must undergo identity verification through a hardware-based Trusted Execution Environment (TEE) and are only permitted to access desensitized data fragments. All access requests are subject to identity authentication, permission validation, and real-time monitoring. Additionally, fine-grained access control is implemented based on precise role-based authorization. Intelligent behavior analytics technology is utilized for real-time user activity monitoring, enabling prompt response to anomalies. Furthermore, continuous identity authentication is enforced, and rigorous security checks are conducted before any device is permitted to access sensitive data.

### >> Privacy and Data Security Responsibility

We always regard patient privacy and data security as core responsibilities, ensuring that personal information and medical data are protected at the highest level. Rigorous security measures are implemented throughout the entire process, from data collection, transmission, storage, to disposal.



#### In the data acquisition stage

- Patients are required to sign an authorization consent form when providing private information. Additionally, collected data is categorized and labeled for subsequent access control management.



#### In the process of data transmission

- Advanced SSR technology is used for encrypting the transmission and storage of data, with strict access controls in place to ensure data security during transmission.



#### For data storage

- A remote backup mechanism has been established, enabling mutual data backup between Chengdu and Luzhou via dedicated lines, further enhancing data security.

### >> Information Security

The Group procures system maintenance services and promptly completes system repairs and updates based on security scans, penetration tests, and other feedback. It also assists in conducting regular and ad-hoc security scans of the online service systems of its subsidiaries to ensure timely system repairs and updates. Additionally, we use an anomaly detection monitoring system to promptly identify potential security risks in our information systems.

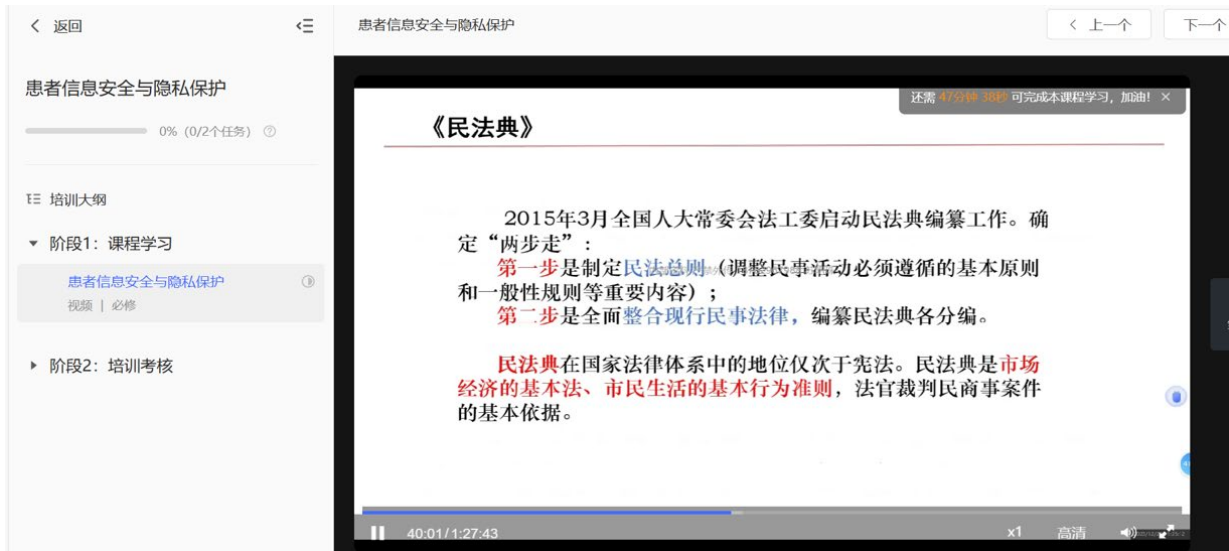
The Group continuously strengthens its information security management by conducting both internal and external security audits. The Group's Information Department is responsible for the internal audit of information security management across hospitals. They conduct irregular audits on security risk identification, control, risk mitigation, and server authorization, with prompt corrective actions for identified issues. We also engage third-party professional organizations to conduct information security audits, ensuring that our information security management system meets the national Level 3 protection standards. In 2024, no major security risk incidents occurred within the Group or its hospitals.

### >> Cultivating an Information Security Culture

We actively foster an information security culture within hospitals to enhance overall information security protection levels. Jinxin Yunnan Medical Institutions organize patient safety and privacy protection training; Wuhan Jinxin Hospital conducts specialized training on information security and patient privacy protection.

#### Case Study: Patient Privacy Protection Training

The Group conducted online training courses, mainly covering medical record security, system usage, healthcare authorization, confidentiality agreements, and other topics. The course was proactively offered to newly hired and existing staff at various hospitals, with nearly 700 participants trained in 2024.



Online Patient Privacy Protection Training Course Interface

## >> Safeguarding Patient Privacy

Jinxin Fertility stringently complies with the *Personal Information Protection Law of the People's Republic of China*, the *Medical Records Confidentiality Act*, and other relevant local laws and regulations. This ensures the confidentiality of sensitive information such as patients' private areas, medical histories, physical disabilities, special experiences, and other personal encounters against any external breaches.

Therefore, we have devised internal regulations including the *Patient Privacy and Information Management System* and the *Medical Records Management System*, which clearly stipulate that all staff members (including medical and logistical staff to janitors and cafeteria workers) have the responsibility to safeguard the privacy of patients' information and strictly forbidding any form of privacy breach.

Meanwhile, we have pinpointed potential risks of patient privacy breaches across various operational stages, including outpatient services, inpatient care, specimen and document transport, and information system usage, and implemented targeted protective measures at each stage.



### Case Study: Sichuan Jinxin Xinan Hospital (Bisheng) Protecting Patient Privacy

Sichuan Jinxin Xinan Hospital (Bisheng) redacts patient privacy information (e.g., ID card, phone number) in the HIS system interface and uses the call center system to contact patients, ensuring that patient information is not leaked. During patient visits, part of the name is hidden on the calling screen. The hospital implements a staff-level authorization system, granting access to patient information based on user roles.

We place great emphasis on protecting patient privacy data, refraining from purchasing personal data from third parties. When handling patient privacy information, we use anonymization methods to ensure that important patient privacy is protected. Due to the specific requirements<sup>1</sup> of the healthcare industry regarding patient data, we typically retain patient medical data and have not deleted patient visit data during the reporting period as required by laws and regulations.

We make comprehensive efforts to respect consumer data control rights, ensuring that consumers have the right to be informed, the right to access, the right to delete, the right to data portability, and the right to object. We ensure that all consumer data usage is limited to the scope explicitly informed to and consented by the consumer. For any secondary use beyond the original purpose, we will re-obtain explicit consent from the consumer and ensure that their rights to be informed and to make choices are fully respected. During the reporting period, the Group has not experienced any confirmed patient privacy breaches. We strengthen patient privacy protection and prevent data breaches through three main measures: enhancing information system controls, standardizing supplier behavior, and conducting emergency response drills for data leaks.

#### Strengthening Information System Controls

- At the CRM system level, sensitive customer privacy information is de-identified, and business personnel are required to use virtual phone numbers generated by the phone system for outbound calls to prevent leakage of patients' real contact details;
- In terms of access control and supervision, database and log auditing platforms are used to monitor data access. We also regularly invite third-party professional companies to assess cybersecurity and mitigate privacy breach risks;
- Regarding endpoint security, all hospital access terminals are equipped with professional antivirus software to prevent information leakage caused by viruses.

#### Regulating Supplier Behavior

- Confidentiality Agreement: A series of measures have been taken to protect patient information security concerning suppliers and third-party personnel. Confidentiality clauses are emphasized when signing annual maintenance agreements with suppliers.
- Limiting Access to Privacy Information: Dedicated bastion hosts are provided for third-party personnel, restricting their data access to authorized scope and time periods, thereby reducing the risk of exposure to patient information.
- Monitoring System Operations: Log servers are used to record all operations performed by third-party personnel, ensuring traceability. This enables supervision and assessment to detect any potential information leaks and facilitates prompt corrective actions to ensure patient information security.

#### Conducting Data Breach Emergency Drills

- We have devised detailed emergency response plans for data breaches, accompanied by practical drills to ensure swift and effective action in the event of a data leak, thereby minimizing potential damage and repercussions.

<sup>1</sup> As stipulated by regulations issued by the *National Health and Family Planning Commission of China* and the *National Administration of Traditional Chinese Medicine*, outpatient (emergency) medical records maintained by medical institutions must be preserved for at least 15 years from the patient's last visit date; inpatient records must be kept for no less than 30 years following the patient's last discharge.



# 02

## Leading with Scientific Research to Enhance Medical Standards

Jinxin Fertility adheres to the service philosophy of "patient first" and insists on a three-in-one development approach of "industry, education, and research." By continuously building high-level academic teams and actively partnering with universities and research institutions, we strive to enhance scientific research capabilities and provide higher quality, efficient, and safe medical services for patients and families.



## High-Level Discipline Development

We place great importance on discipline development, focusing on using high-level academic teams to drive the deep integration of basic research and clinical translation, and establishing a complete academic system and innovation chain. In 2024, we established the Scientific Research Innovation Center to oversee technological research and development, research team construction, and the application of research outcomes.

Building on the 2023 discipline development support plan, we have further deepened our efforts in discipline development, continuing to focus on system guarantees, standardized project advancement, reward incentives, and innovation support.



We continue to use the "Expert Committee on Discipline Development" to comprehensively guide the discipline development work of our subsidiary entities. We have established a complete organizational structure and management system, and created discipline development plans centered on clinical needs, aiming to solve clinical problems of patients through high-level, high-quality services.



We have further optimized the organizational structure by bringing research institutes under group management and merging them with the stem cell center. In addition, to facilitate the better conversion of results into productivity, we established a Maternal-Fetal Medicine Concept Verification Center in the Shenzhen park, creating a full-chain platform from basic research to clinical translation. In 2024, this platform was certified by the Shenzhen Science and Technology Innovation Bureau.



We have established rewards for high-level research achievements and specialty development, including recognizing and motivating outstanding researchers at the annual discipline development meetings. We have also set up a more comprehensive and diversified reward system for employees who achieve significant awards.



After identifying stem cell research as a key focus, we actively encouraged our hospitals to apply for stem cell clinical application pilot qualifications in Chengdu. At the Group level, we collaborate with leading companies in reproductive stem cell research, leveraging external resources to complete related research projects and build a talent pipeline in the field of stem cells for Jinxin.

## Strengthening Technological Innovation

We actively partner with renowned universities and research institutions to jointly promote frontier exploration in the field of reproductive medicine, forming a diverse and symbiotic academic ecosystem and actively translating scientific research outcomes into clinical practice.

### Increasing Scientific Research Support

To support research, we have established a dedicated internal research fund that provides categorized funding for various types of research—basic, clinical, and translational. In 2024, we strengthened deep collaboration with external universities and research institutions. In addition to continuing our close partnership with Shantou University, we signed cooperation agreements with Chengdu University of Technology, Southwest Jiaotong University, and Hamburg University in Germany, initiating practical cooperation projects. Moreover, we actively applied for Chengdu's pilot service platform.

Focusing on "research originates from clinical needs, serves clinical practice, and continuously promotes clinical development," we drive our subsidiary hospitals to engage in research and innovation based on clinical problem-solving. In 2024, we achieved five high-quality outcomes in fields such as assisted reproduction, elderly care, and health, covering artificial intelligence monitoring technology, birth defect screening, and stem cell treatment for infertility. Among them, based on clinical needs, the Shenzhen Zhongshan Hospital integrated research teams to form specialized research groups focusing on the maternal-fetal interface, embryonic development, biological therapy, and tissue repair. Certain achievements were made, with two projects entering clinical translation.

We also actively embrace artificial intelligence technology, introducing AI into business operations and applying it in visual and multimodal technologies. This allows machine learning to perform image transformation, serving medical work more efficiently and accurately.

### Protection of Intellectual Property Rights

In intellectual property management, we have established and revised management systems and implemented a series of mechanism updates to encourage innovation and ensure patent quality. To encourage patent applications and approvals, we have established a special reward system with incentives for patent applications and approvals. In 2024, the Company was granted 22 utility model patents, 7 invention patents, and 8 software copyrights.

We encourage employees at all hospitals to actively apply for intellectual property patents, provide internal training, and invite external professional institutions for guidance. Meanwhile, we regularly review the granted patents to ensure timely renewal of core technology patents to maintain their ongoing validity.

#### Research Achievements



**54** SCI papers published  
in 2024



**14** projects at the  
municipal level or above





## > Cultivating Industry Experts

### Actively Cultivating Professional Talents

With a comprehensive doctor training system and rich industry experience, we are committed to providing outstanding professional training for industry talent. Through the implementation of a series of professional courses such as Jinxin Academy, we continuously enrich and deepen the knowledge base and skill levels of medical staff. In 2024, we focused on the evaluation of medical staff titles, applied to the human resources and social security departments for approval, and initiated the intermediate title application process for Jinxin Fertility medical staff, providing a more socially recognized career development path for medical workers.

### Improving the Talent Cultivation System

In 2024, we established the *Management Position Employee Competency Standards and Professional Technical Series Job Title Management Measures* and the *Professional Technical Position Appointment Management Measures* to standardize talent development and the promotion management of professional technical personnel. These measures aim to encourage employees to continuously improve their professional skills, academic qualifications, and job title levels.

In terms of training, we rely on the Jinxin Academy platform to bring together top internal medical experts and professors along with high-quality external courses, providing employees with an online learning platform for continuous self-improvement. In 2024, we continued to develop a series of innovative training courses, such as management training for mid-to-senior level talents, director exchange salons, and medical director training for the Chengdu and Chongqing dual-city area. We also offered specialized training for operational management personnel, quality service training, as well as professional hands-on training for medical, nursing, and technical staff, including "Three Basics and Three Strict" assessments.

2024 Training Performance:

By utilizing the Jinxin Academy online platform and live online training, we ensured comprehensive coverage of basic training.



135 hands-on training sessions for employees



With over

2,300 attendees



15 new employee onboarding training sessions



Trained

26 internal trainers



4 high-quality service training sessions

We actively engage in industry exchanges by organizing academic conferences, seminars, and salons, providing a new platform for in-depth communication and academic exchange on industry hot topics for management personnel and healthcare workers.

#### Case Study: Jinxin Yunnan Medical Institutions Actively Participates in the 10<sup>th</sup> Reproductive Medicine Academic Conference



In 2024, the Group's medical institutions in Yunnan Province, including Hewanjia Hospital, and Jiuzhou Hospital participated in the 10<sup>th</sup> Reproductive Medicine Academic Conference organized by the Reproductive Medicine Committee of the Chinese Medical Doctor Association. The conference covered various aspects of reproduction, from basic research to clinical applications, comprehensively enhancing professional capabilities in reproductive endocrinology, minimally invasive techniques, genetic diagnostics, and more.



# 03

## Upholding Quality-based Excellent Services

We always regard healthcare quality management as a core task. By improving policies and systems, optimizing quality management models, enhancing healthcare quality culture, and implementing systematic training, we comprehensively improve the standardization and normalization of healthcare services, providing patients with a safe and high-quality medical experience.





## Strengthening Healthcare Quality Management

In 2024, the Company improved the *Medical Quality Regular Meeting System*, *Medical Disputes (Accidents) and Complaint Management Measures*, *Venous Thromboembolism Prevention and Treatment Management Plan*, and *Obstetrics and Pediatrics Emergency Management Plan* policies. We also optimized the quality management model to provide patients with a safe and high quality medical experience.

### Developing a Comprehensive Quality Control System



### Implementing a Detailed Specialty Quality Management Model

The Group has established a specialized quality control team led by the Quality Control Department, with participation from obstetrics, IVF, and other specialties. This team is dedicated to narrowing the diagnostic and treatment capability gaps among similar specialties within the Group, fostering the professionalization and standardization of medical services across institutions.

The specialized quality control team focuses on formulating and implementing unified quality management standards and operational procedures, ensuring that diagnostic and treatment services in obstetrics, IVF, and other fields meet high-level standards across institutions. Through regular assessments and monitoring, the team can identify and resolve potential issues promptly, thereby improving the quality and safety of medical services. Additionally, the team organizes various training sessions and experience-sharing activities to enhance knowledge exchange and collaboration among institutions, contributing to overall professional development.

#### Jinxin Fertility Healthcare Quality Management System

##### Medical Quality Supervision

Regular inspections and audits, including pre-holiday safety checks, cross-institutional inspections of out-of-town facilities, and monthly in-city reviews, are conducted to ensure medical quality. Following the PDCA (Plan-Do-Check-Act) cycle, issues identified during inspections are analyzed, and corrective action plans are developed with progress tracked regularly. Additionally, specialized quality control projects in reproductive medicine and obstetrics, such as quality control of embryo laboratory consumables and reagents, are implemented to enhance overall healthcare standards. At the hospital level, institutions hold regular quality meetings and conduct weekly and monthly inspections, including administrative and night rounds, to strengthen internal oversight.

##### Data Analysis and Management

Emphasis is placed on key data monitoring, including the analysis of hospital-reported indicators such as cesarean section rates and antibiotic usage rates. Targeted training support is provided based on data insights. At the hospital level, comprehensive data monitoring is implemented, with daily, weekly, and monthly reporting to the Group.

##### Construction of Medical Quality Culture

The Group's Quality Control Department regularly conducts medical quality management training for healthcare institutions, covering topics such as ethics committee establishment and guideline interpretation, obstetric quality and safety management, medical record authenticity training, clinical pathway and single-disease management system training, and compliance in medical documentation.

#### Case Study: Shenzhen Zhongshan Hospital's Medical Quality Training

Shenzhen Zhongshan Hospital conducted various medical quality training programs. In emergency response drills, simulations for obstetric critical care and hysteroscopic surgery emergencies were performed. In knowledge and skills development, training on Baby-Friendly Hospital practices and three fundamental clinical skills was provided. In medical records management, sessions on case documentation and authenticity consensus were held. For legal compliance, training on medical practice risks and assisted reproductive law compliance was conducted. Additionally, specialized training on prenatal screening and medical record coding was provided.

#### Case Study: Hewanjia Hospital Specialized Medical Quality Improvement Initiatives

Hewanjia Hospital has developed an implementation plan for the prevention and management of venous thromboembolism (VTE), standardizing the prevention, diagnosis, and treatment protocols for all medical staff. This initiative aims to improve patient outcomes, enhance medical quality, ensure inpatient safety, and reduce VTE incidence, disability, and mortality rates among hospitalized patients.



##### Incentives and improvement of medical quality

National medical standards and guidelines are regularly reviewed and interpreted, then shared across healthcare institutions to ensure uniform understanding. Additionally, medical quality indicators are linked to hospital leadership performance evaluations to drive the achievement of healthcare quality objectives.

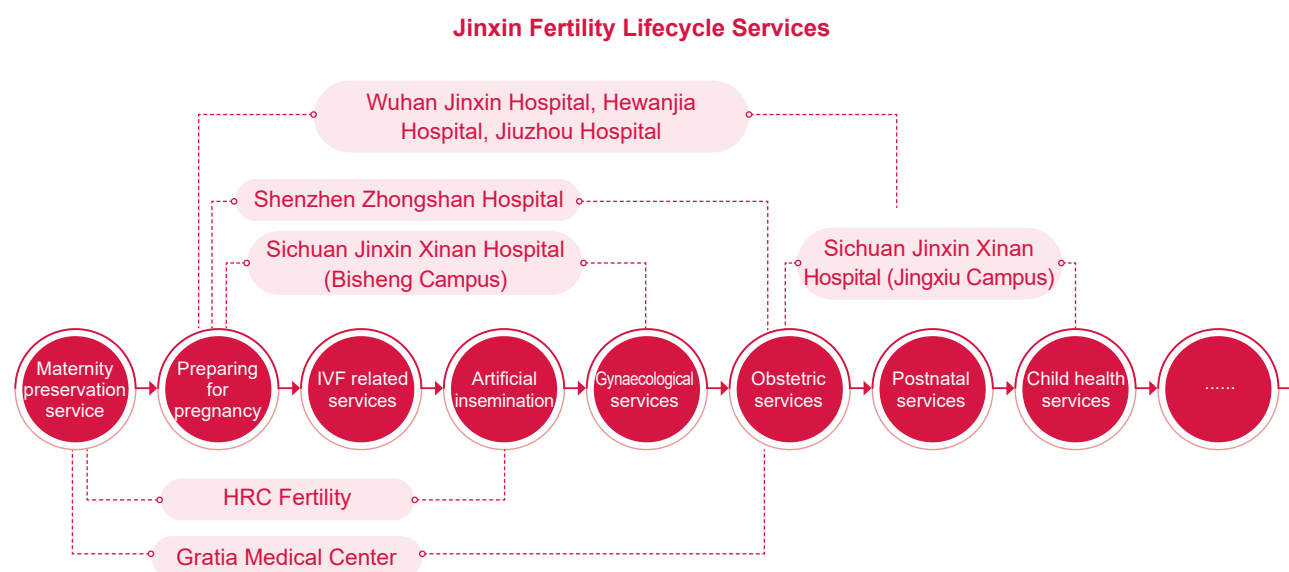


## Pursuit of Excellence in Medical Services

Jinxin Fertility upholds a "patient-centered" philosophy, continuously refining its healthcare service system and innovating service models to provide high-quality, patient-oriented medical care.

### Establishing Comprehensive Life-Cycle Medical Services

Jinxin Fertility has developed a full-lifecycle fertility strategy centered on Assisted Reproductive Services (ARS). By integrating obstetric and pediatric medical resources, it provides a seamless continuum of care encompassing preconception planning, in vitro fertilization (IVF), prenatal check-ups, childbirth, postpartum care, and pediatric services. This industry chain integration model ensures a one-stop solution to meet patients' comprehensive fertility needs.



#### Case Study: Enhancing Service Quality Through Digitalization

In 2024, the Group launched an AI-powered customer service initiative, utilizing the AIGC Doubao large model to overcome traditional service limitations, enhance response speed, balance customer service capabilities, and gain deeper insights into patient needs. This initiative enables 24/7 real-time responses, addressing the challenge of patient inquiries outside business hours. As a result, it provides clearer medical guidance for patients and their families, significantly improving service quality and patient satisfaction.



#### Case Study: Jiuzhou Hospital Improving IVF Service Quality

Jiuzhou Hospital expanded and upgraded its IVF consultation area by adding a comfortable waiting area and a dedicated post-procedure observation zone. The hospital also implemented a "one-stop" treatment process, integrating physical examinations, treatment planning, and monitoring within a streamlined service suite. Additionally, the adoption of digital systems, including precise appointment scheduling and in-clinic payments, combined with dedicated case managers providing full-process patient escort services, significantly enhanced the patient experience and improved treatment efficiency. Simultaneously, the hospital reinforced its patient education system, leading to a continuous increase in patient conversion rates.

#### Case Study: Wuhan Jinxin Hospital Personalized Treatment Plans to Improve Embryo Transfer Success

Wuhan Jinxin Hospital has enhanced patient pre-treatment protocols and developed personalized ovarian stimulation regimens. By optimizing stimulation medication, adjusting trigger strategies, and refining embryo transfer protocols, the hospital has achieved a 15% increase in the success rate of fresh D3 embryo transfers and a 10% improvement in the success rate of fresh blastocyst transfers.

### Whole-process Humanistic Care

From optimizing hospital environments to streamlining medical procedures, from meticulous care during diagnosis and treatment to post-treatment follow-ups, we are committed to creating a safe, warm, and trustworthy medical experience for every patient.

#### Hospital Environment

Various hospitals have established designated rest areas to enhance patient waiting experiences. Wuhan Jinxin Hospital has set up a reading lounge offering refreshments and convenience service boxes. Jiuzhou Hospital and Hewanjia Hospital have added rest areas outside delivery rooms and mother-infant rooms, while also providing free breakfast for first-time patients. Shenzhen Zhongshan Hospital has undergone a comprehensive renovation of its medical consultation areas, optimized restroom layouts, and increased green landscaping to create a more comfortable medical environment for patients.

#### Medical treatment process

Several hospitals have optimized procedures, introduced special services, and developed online platforms to enhance the patient experience. Shenzhen Zhongshan Hospital has developed a smart hospital mini-program to manage consultation schedules and established reception teams for English and Cantonese-speaking patients. Jiuzhou Hospital and Hewanjia Hospital have implemented an integrated process management system for IVF, reducing report retrieval time. Sichuan Jinxin Xinan Hospital (Bisheng Campus) has introduced a surgical call system and display screens, established electronic medical records supporting phone appointments, and recruited ethnic minority nursing staff to form specialized reception teams and provide dedicated translation services for ethnic minority patients.

### Diagnosis and treatment process

We have introduced various patient-centered initiatives. Sichuan Jinxin Xinan Hospital assigns "one-on-one consultants" for patients with failed IVF attempts, has established a case management center, opened a neonatal mother-infant rooming-in ward, and set up an early pregnancy center, while also implementing compassionate care measures throughout the diagnosis process. Shenzhen Zhongshan Hospital provides escort services for oocyte retrieval and embryo transfer procedures, opens fast-track channels for special patients, and organizes patient feedback forums. Jiuzhou Hospital and Hewanjia Hospital arrange one-on-one escort services for first-time consultations.

### End of diagnosis and treatment

The Group prioritizes both the psychological and physiological well-being of patients. Sichuan Jinxin Xinan Hospital, Shenzhen Zhongshan Hospital, and HRC Fertility offer mental health assessments and counseling services. Jiuzhou Hospital and Hewanjia Hospital provide psychological counseling and nutritional guidance to alleviate stress during preconception and pregnancy. Shenzhen Zhongshan Hospital also offers blankets and shawls to keep patients warm while changing into surgical attire.

### Case Study: Shenzhen Zhongshan Hospital's Warm-Hearted Patient Services



Upholding the philosophy of humanistic care, the hospital has implemented a series of compassionate initiatives, from stress relief measures to prenatal consultation and pregnancy guidance, comprehensively enhancing the patient experience. In 2024, Shenzhen Zhongshan Hospital achieved an annual average patient satisfaction rate of 97.33%, with a complaint and dispute incidence rate of only 0.20%.



The hospital organizes handcrafted calming sachet-making activities for hospitalized high-risk pregnancy patients to help alleviate their mental stress during hospitalization, fostering better doctor-patient communication and strengthening relationships.



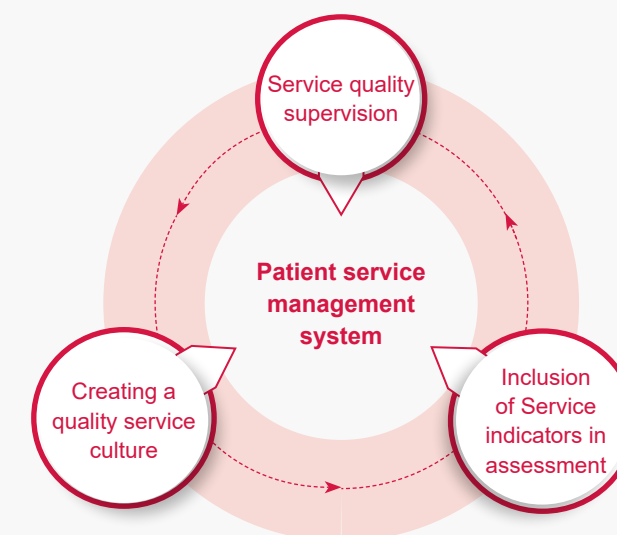
The operating room staff provide lollipops to children undergoing surgery to ease their anxiety and fear.



The reproductive department presents "graduation certificates" and gifts to pregnant patients who have successfully conceived. Obstetricians provide one-on-one prenatal consultation and pregnancy guidance, manage patient groups, and organize post-pregnancy sharing events to promote positive fertility experiences and enhance the hospital's reputation.

## Improvement of the Service Management System

The Group has established a systematic and standardized service management mechanism, constructing a comprehensive patient service system through stringent quality supervision, incorporating service performance into assessments, and actively fostering a culture of excellence in service.



The Group conducts hospital service supervision through various methods such as undercover visits and platform-based management, driving the development and implementation of service improvement initiatives. Hospitals also conduct service quality control inspections and oversight of patient-centered initiatives based on their operational status, collecting feedback through patient satisfaction surveys.



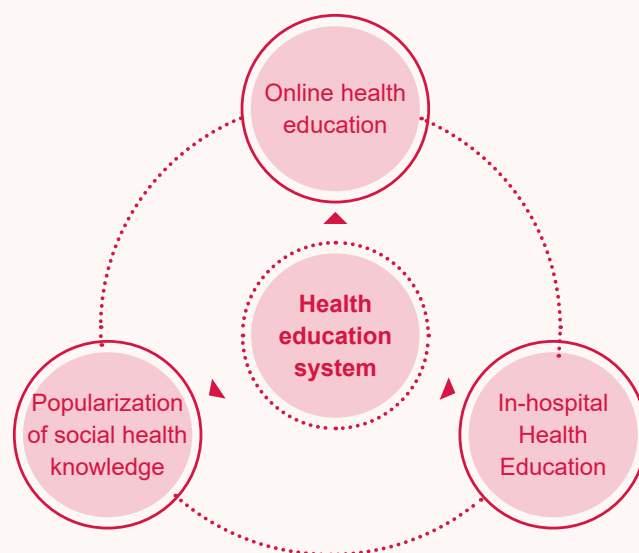
Hospitals integrate quality service metrics into employee performance evaluations, linking them to promotions and performance recognition. Additionally, incentives are implemented to encourage outstanding service. For example, Shenzhen Zhongshan Hospital, Wuhan Jinxin Hospital, and Sichuan Jinxin Xinan Hospital (Bisheng) have established honorary titles and reward mechanisms to set exemplary service standards.



The Group formulates annual service enhancement training programs, organizes patient service quality improvement training, establishes participation leaderboards, and incorporates training performance into hospital administrators' evaluations to encourage staff engagement in service culture development. Additionally, a high-quality service culture is promoted through daily advocacy, such as patient experience officer programs at Shenzhen Zhongshan Hospital, Wuhan Jinxin Hospital, and Sichuan Jinxin Xinan Hospital (Bisheng). Sichuan Jinxin Xinan Hospital (Bisheng) has also collaborated with China Southern Airlines to introduce premium service training, enhancing medical procedures, service quality, and patient experience.

## All-round health education

Jinxin Fertility has developed a systematic health education framework that employs a diversified approach integrating both online and offline methods, including in-hospital health education, online health guidance, and public health knowledge dissemination, providing patients with comprehensive health support.



### Online health education

Hospitals deliver health education through various forms of popular science content, such as articles and videos, leveraging social media platforms, educational posters, and online live broadcasts. These initiatives provide authoritative knowledge on assisted reproduction, prenatal care, gynecological health, and pediatric health, helping patients improve health management and literacy.



### Popularization of social health knowledge

Our affiliated hospitals regularly conduct free clinics, salon lectures, and exhibitions in local communities to promote health knowledge. Using simple and accessible language, they educate the public on medical care and health preservation, encouraging healthier lifestyles. For example, Wuhan Jinxin Hospital of Integrative Medicine hosts charity free clinic activities, offering health education, medical counseling, medication guidance, gynecological disease treatment, musculoskeletal care advice, blood pressure measurements, and cardiopulmonary function assessments in communities such as Luojiazhuang and Tongfu.



### In-hospital Health Education

Medical institutions engage in direct communication with patients through health education bulletin boards, easy-to-understand health brochures, and professional health lectures. These efforts effectively disseminate health concepts and promote patient recovery.

## Case Study: Jinxin's Medical Institutions in Yunnan Host Various Health Education Initiatives



Jinxin's Medical Institutions in Yunnan regularly host offline health lectures and in hospital science engagement activities, complemented by live online broadcasts. Additionally, it publishes expert health education content, key highlights from live sessions, and holiday-themed educational videos via its video platform. In 2024, Jiuzhou Hospital organized 144 prenatal education lectures, 48 obstetric mini-classes, 5 "Meet the Experts" sessions, and 4 pregnancy education classes. Meanwhile, Hewanjia Hospital conducted 56 in hospital health education sessions and 15 online health science broadcasts. Furthermore, hospitals have set up in-hospital and external science education bulletin boards and provide health education manuals for hospitalized patients.



### · Jiuzhou Hospital



Organized

**144** prenatal  
education lectures



**48** Obstetric  
mini-classes



**5** "Meet the Experts"  
sessions



**4** Pregnancy  
education classes

### · Hewanjia Hospital



Conducted

**56** in hospital health  
education sessions



**15** Online health  
science broadcasts





## Actively Reinforcing Patient Communication

The Group has established a comprehensive communication mechanism to ensure that patients receive timely and complete information support and services throughout the entire treatment process, including pre-treatment, during treatment, and post-treatment.



**Online Consultation:** Through 24/7 online services, the customer service team closely monitors patients' health conditions in real time, providing professional answers and health advice at any time.

**On-site Consultation:** For first-time visitors, we arrange professional staff to provide one-on-one detailed consultations, offering a comprehensive introduction to the hospital's specialized services, experienced medical experts, and personalized treatment plans, while assisting patients in planning their entire treatment process.



Before starting treatment, medical staff provide patients with detailed explanations, including diagnosis results, treatment rationale and methods, potential issues during treatment, and corresponding solutions, ensuring patients have a full understanding of treatment-related information. Based on this information, patients can make informed decisions on whether to proceed with treatment or undergo further examinations.



To meet patients' diverse communication needs, the hospital offers a comprehensive range of communication channels, including online, offline, and external avenues. Online channels include a 24-hour complaint hotline, the hospital director's email, and patient satisfaction surveys. Offline channels feature in-hospital suggestion boxes and opportunities for face-to-face discussions with relevant departments. Additionally, the hospital connects with external channels such as the "12345" complaint hotline, local letters sent to offices, and the mayor's mailbox, ensuring effective protection and feedback regarding patients' rights.

During the patient treatment process, each hospital has established patient relationship management policies and communication manuals and regularly organizes training sessions for medical staff on patient relationship management and communication skills.

## Medical Dispute Monitoring and Management System

### Timely Communication

In the event of a medical dispute, hospitals are required to promptly communicate with the patient or their family to gain an in depth understanding of their concerns and demands. Active dialogue helps alleviate patient anxiety and demonstrates the hospital's commitment to addressing and resolving the issue.

### Comprehensive Investigation

Assist hospitals in conducting a comprehensive investigation using the "Three Realities Method" (on-site inspection, physical evidence, and factual reality), including collecting relevant evidence, reviewing medical records, and interviewing medical staff to fully understand the dispute.

### Corrective Actions

Based on the findings of the dispute investigation, assist hospitals in formulating practical and targeted corrective measures to prevent similar issues from occurring in the future.

### Training and Education

Provide professional training for all medical staff to strengthen adherence to medical standards and enhance communication skills, improving healthcare service quality and patient satisfaction, thereby reducing the occurrence of medical disputes at the root level.

### Records Management

Require hospitals to establish a dedicated dispute record management system, documenting each medical dispute in detail for tracking and analysis. By reviewing past disputes, hospitals can accumulate valuable experience for future management.

### Conducting Regular Assessments

Conduct periodic evaluations of medical dispute management efforts, reviewing the implementation and effectiveness of measures to promptly identify and address any existing issues.

## > Adhering to the Lifeline of Medical Safety

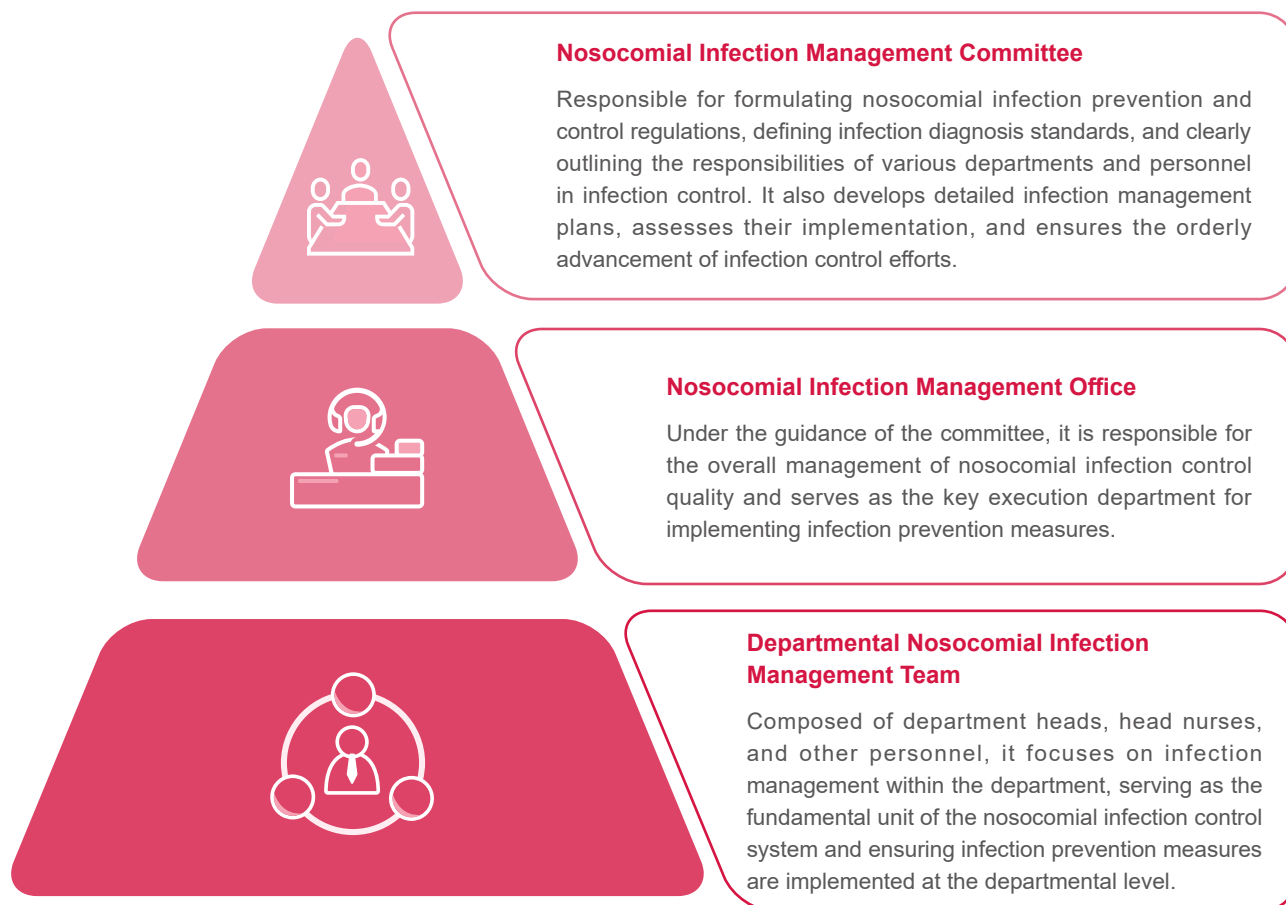
Jinxin Fertility always upholds medical safety as its core mission, safeguarding patients' life and healthcare quality through stringent management systems, precise preventive measures, and innovative best practices.

### Improving Nosocomial Infection Prevention and Control Management

Nosocomial infection management aims to ensure medical quality and patient safety, covering key areas such as aseptic procedures, disinfection and isolation, medical device management, hand hygiene, multidrug-resistant organism (MDRO) prevention, occupational protection, and medical waste disposal. The Group has established a three-tier nosocomial infection management system, ensuring the effective implementation of infection control measures through regular on-site inspections and quality control assessments.



### >> Nosocomial Infection Management System



The Company continuously refines key infection management documents, including the *2024 Multidrug-Resistant Organism (MDRO) Targeted Surveillance Plan and Implementation Scheme*, the *Key Department Nosocomial Infection Management Quality Control Evaluation Standards*, the *Hospital Environmental Hygiene Monitoring Sampling Process (SOP)* and *Hygiene Standards of Jinxin Fertility Group*, and the *Nosocomial Infection Management Quality Control Indicators (2024 Edition)*, while strengthening nosocomial infection management through various measures.

The Group organized five nosocomial infection control training sessions, requiring participation from all institutions.

According to the *Ward Nosocomial Infection Management Assessment Form*



the training participation rate was

**96.8%**



and the passing rate was

**99.7%**

### Case Study: Shenzhen Zhongshan Hospital Conducts Nosocomial Infection Management Training and Emergency Drills

In 2024, Shenzhen Zhongshan Hospital conducted emergency drills for infection outbreaks in the obstetrics and gynecology inpatient departments, along with multiple nosocomial infection management training sessions, including standard implementation training. These initiatives enhanced the hospital's emergency response capabilities, improved infection management quality control, and reduced infection risks, providing patients with a safer healthcare environment.



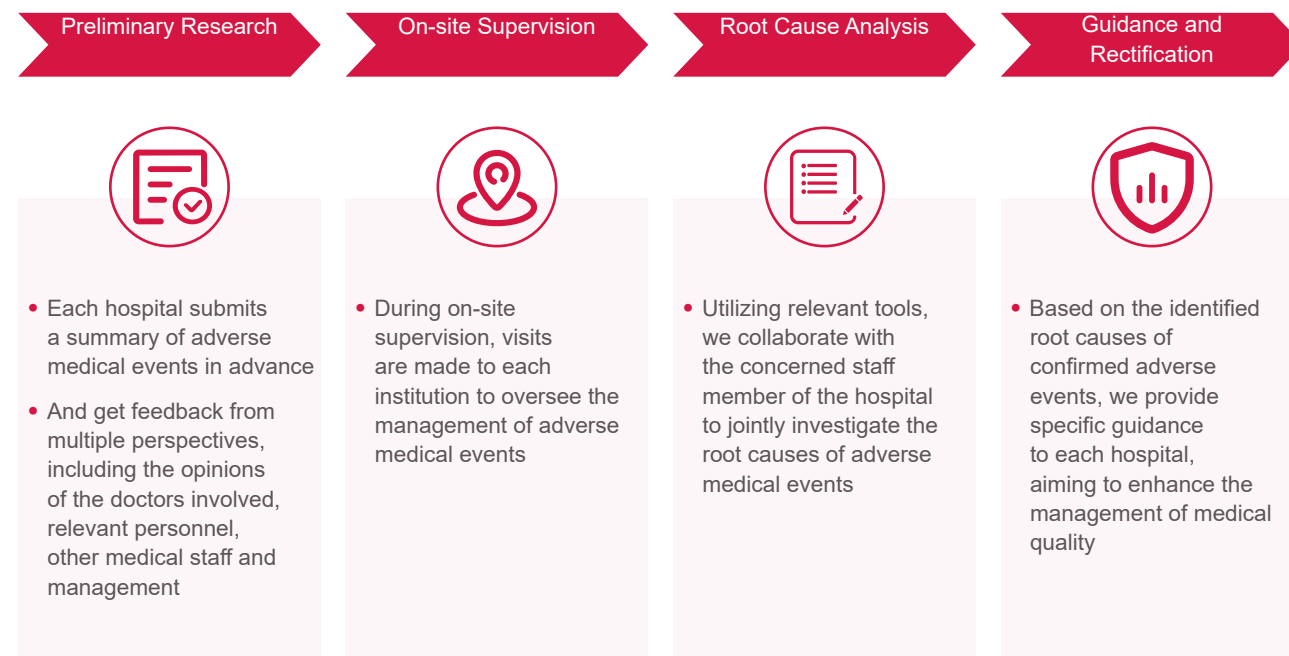
### Case: Sichuan Jinxin Xinnan Hospital actively carries out emergency drills for nosocomial infection prevention and control

In 2024, Sichuan Jinxin Xinnan Hospital conducted four emergency drills, including hospital infection outbreaks, occupational exposure, H1N1 infection outbreaks, and medical waste spills and leaks. The participants involved clinical departments and members of the hospital's infection control team, totaling about 954 people.

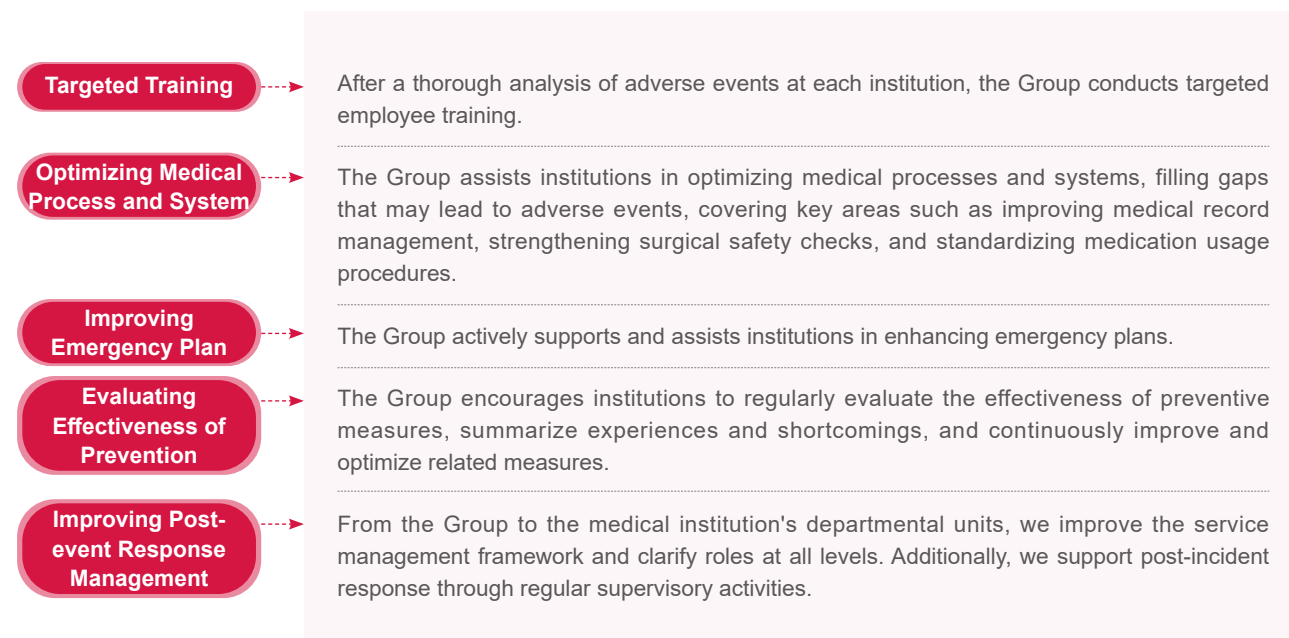
## Strengthening Adverse Event Management

Through a comprehensive quality management system, we have established a group-wide adverse event reporting and monitoring management system, encouraging institutions to actively report and conduct statistical analysis by category, identifying high-frequency and high-impact events, and providing scientific basis for risk management and preventive strategies.

### Management Procedures for Improvement of Medical Adverse Events Facilitated by Jinxin Fertility



### >> Management Measures of Jinxin Fertility for Improvement of Medical Adverse Events Facilitated:



## Ensuring Patient Medication Safety

We place great importance on the core role of medication safety and promote the establishment of a standardized medication management system in our hospitals. This system covers key areas such as drug procurement, storage, labeling, usage, and monitoring. Through standardized and refined management, we effectively reduce the incidence of adverse drug reactions. This initiative not only enhances the rationality of clinical medication but also increases patient trust, providing them with more reliable safety assurance. Our goal is to create a safer and more reassuring healthcare environment for patients while improving the quality of medical services.

### >> Whole Process Management System for Medication Safety

#### System guarantee

To actively promote the establishment of medication safety systems in hospitals, we have developed several policies, such as the management of antimicrobial drug classification and anesthetic drug control, at Hewanjia Hospital. Jiuzhou Hospital has also implemented a clinical rational drug use policy to regulate medication practices from the institutional level.



#### Drug Safety Management

##### Storage Environment:

Medications are carefully stored in compliance with prescribed storage requirements. For drugs that need to be stored at 2–8°C, we provide patients with free ice packs to ensure the quality of medications is not affected by storage conditions.

##### High Alert Medications:

Special management is applied to high alert medications, with reminder markings on medication dispensing lists, usage labels, and administration orders. Warning labels are also posted on dedicated storage cabinets to reduce the risk of medication errors.

##### Dispensing Process:

Clear usage instructions for medications and injections are provided, with optimized prescription review and medication dispensing processes, ensuring convenience for medical staff in safeguarding patient medication safety during treatment.

##### Medication Use:

When prescribing high alert medications, doctors carefully assess safety and verify patient information, ensuring strict adherence to recommended dosages. Nurses dispense medications based on an independent double-check system and closely monitor for adverse reactions following medication administration to ensure safe and rational use of drugs.

#### Adverse Reaction Monitoring

Each hospital establishes dynamic clinical medication monitoring and abnormal early warning mechanisms based on its specific characteristics:

Adhering to the principle of "suspect and report," and encourages staff to actively report and address adverse drug reactions.

##### According to the drug recall system:

Medications identified with quality and safety risks are strictly recalled in a timely manner according to established procedures. For example, at HRC Fertility, drug quality is regularly checked. In case of severe adverse reactions or incidents caused by drug quality defects, the problematic drugs are immediately discontinued and recalled. The side effects of the medication are thoroughly investigated, and the causes of the incident are analyzed.





# 04

## Caring for Employees, Facilitating Common Growth

Jinxin Fertility always believes that employees are the fundamental source of the Company's core competitiveness. As a responsible employer, we strictly adhere to labor laws and regulations, effectively protecting the legal rights of employees. We are committed to creating a fair, just, and harmonious workplace environment, respecting employee diversity, helping employees achieve personal career goals and align them with the Company's strategic development, thereby reserving strong human resources for the Company's sustainable growth.



## Protection of Employee Rights and Interests

We abide by relevant laws and regulations such as the *Labor Law of the People's Republic of China*, the *Labor Contract Law of the People's Republic of China*, and the *Social Insurance Law of the People's Republic of China*, ensuring the protection of the legal rights of job applicants and employees during recruitment and termination processes. In terms of preventing child labor and forced labor, we explicitly prohibit the recruitment of minors under the age of 16, rigorously reviewing the age and employment status of applicants in accordance with legal regulations. We implement preventive measures, such as reasonably designing work schedules, avoiding excessive overtime, ensuring voluntary and equal participation in work, and preventing forced labor. In 2024, we adhered to regular self-inspections and timely corrections, with no penalties incurred throughout the year for violating labor-related laws and regulations.

In terms of employee communication, we value employee participation and have established an open and transparent communication mechanism. We listen to employees' concerns through methods such as the union and staff representative meetings, employee satisfaction surveys, and regular communications with department heads, addressing their concerns and responding to their needs.

### >> Management Policy on Employee Rights and Interests

Recruitment Management	<ul style="list-style-type: none"> <li>Recruitment: We developed the <i>Employee Handbook</i> in compliance with the requirements outlined in relevant laws and regulations across our operational locations. Adhere to equal employment.</li> <li>Dismissal: We standardize and enhance the management of employee resignations and dismissal procedures, comprehensively safeguarding the legitimate rights and interests of employees throughout the dismissal process.</li> </ul>
Promotion and Development	<ul style="list-style-type: none"> <li>Promotion: We offer employees open, transparent, and equitable promotion pathways. We standardize cadre management and tailor the development and updating of relevant management systems to suit the unique characteristics of each hospital.</li> <li>Salary: We firmly uphold the principle of equal pay for equal work and regularly review and adjust employee salaries in accordance with local market rates and living standards as mandated by relevant laws and regulations in the operating region.</li> <li>Development: We develop an annual <i>Target Responsibility Statement</i> and conduct performance evaluations on an annual, semi-annual, or monthly basis, tailored to different grades and positions. These evaluations serve as the basis for salary adjustments and position advancements.</li> </ul>
Working hours and holidays	<ul style="list-style-type: none"> <li>Working hours: We implement various working hour systems, including standard working hours, comprehensive working hours, and irregular working hours, based on the specific circumstances. Clinical medical staff in hospitals adhere to a comprehensive working hour system, whereas employees in the functional logistics management department follow a standard working hour system.</li> <li>Overtime: The working hours of functional departments are in strict accordance with stipulated arrival and dismissal times, while clinical departments organize shifts according to patient service requirements. Employees are granted reasonable time off, provided that their absence does not impede operations or leave positions vacant. Authorization with signature approval is required if there is a need to work overtime or be on-duty. Additionally, the Human Resources Department routinely reviews and analyses employees' monthly working hour records. For positions requiring frequent overtime, we engage with department heads to identify the reasons for overtime and implement appropriate measures such as staffing adjustments and arranging support from other departments.</li> <li>Holidays: In accordance with the relevant laws and regulations of the operating region, we observe national statutory holidays and provide paid leave entitlements such as annual leave, bereavement leave, sick leave, maternity leave, etc. Additionally, we offer additional welfare annual leave to all employees.</li> </ul>

## Building a Diverse, Equal, and Inclusive Workplace Environment

We continuously strengthen our equal employment, employee diversity, and anti-discrimination policies, ensuring fair recruitment, equal pay for equal work, prohibiting all forms of discrimination and harassment, and establishing a Cultural Development Committee to promote an inclusive culture.

In 2024, we will promote inclusive culture through various channels, integrating it into all levels of management and practice, specifically including:

<ul style="list-style-type: none"> <li>Diverse Recruitment                             <ul style="list-style-type: none"> <li>Expanding recruitment channels to attract outstanding talent from different backgrounds, cultures, and experiences, ensuring team diversity.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Anti-Discrimination Policy                             <ul style="list-style-type: none"> <li>Strengthening anti-discrimination and anti-harassment policies, clearly prohibiting all forms of discriminatory behavior, and establishing an anonymous complaint mechanism to ensure timely resolution of issues.</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>Inclusive Training                             <ul style="list-style-type: none"> <li>Regularly conducting diversity and inclusion training to enhance employees' understanding and respect for multiculturalism, fostering an inclusive work atmosphere.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Diverse Cultural Activities                             <ul style="list-style-type: none"> <li>Organizing multicultural-themed events, celebrating cultural holidays such as Doctor's Day and Nurse's Day, to enhance employees' sense of belonging and cultural identity.</li> </ul> </li> </ul>

To further ensure the implementation of diversity, equality, and inclusion within our group, we focus on employee democratic participation, enhancing organizational mechanisms and communication feedback at various stages, ensuring employees can equally integrate into the Company, voice their opinions for both Company development and personal rights, and grow together.

### >> Establishing Multiple Communication Platforms

Monthly/Quarterly Meetings	Regular monthly/quarterly meetings where subsidiary entities share business development and institutional construction updates, enhancing communication between the Group and its subsidiaries.
Regular Forums	Organizing regular meetings between management and employees for face-to-face communication to understand employee needs and address their concerns.
Group Conferences	Holding annual and semi-annual group conferences to report on Company developments, receive feedback from institutions, and enhance transparency.

### >> Timely Acquisition of Employee Feedback

Satisfaction Surveys	Conducting satisfaction surveys from subsidiary entities regarding the service of the Group headquarters functional departments, collecting feedback on internal empowerment, work support, response speed, and management systems, which serve as the basis for departmental improvements.
Annual Performance Communication	Identifying issues through performance communication, collaboratively finding solutions, and helping individuals improve effectiveness.

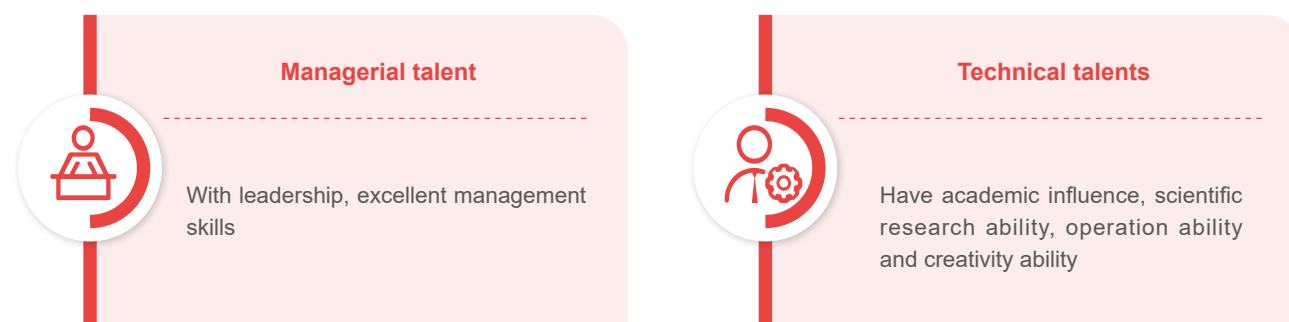


## Motivating the Growth of Employees

We value employees' long-term growth at Jinxin, continuously improving the employee career development pathways and training system on one hand, and offering material and mental incentives through a competitive compensation system and employee benefits, helping employees achieve career development success while maintaining work-life balance.

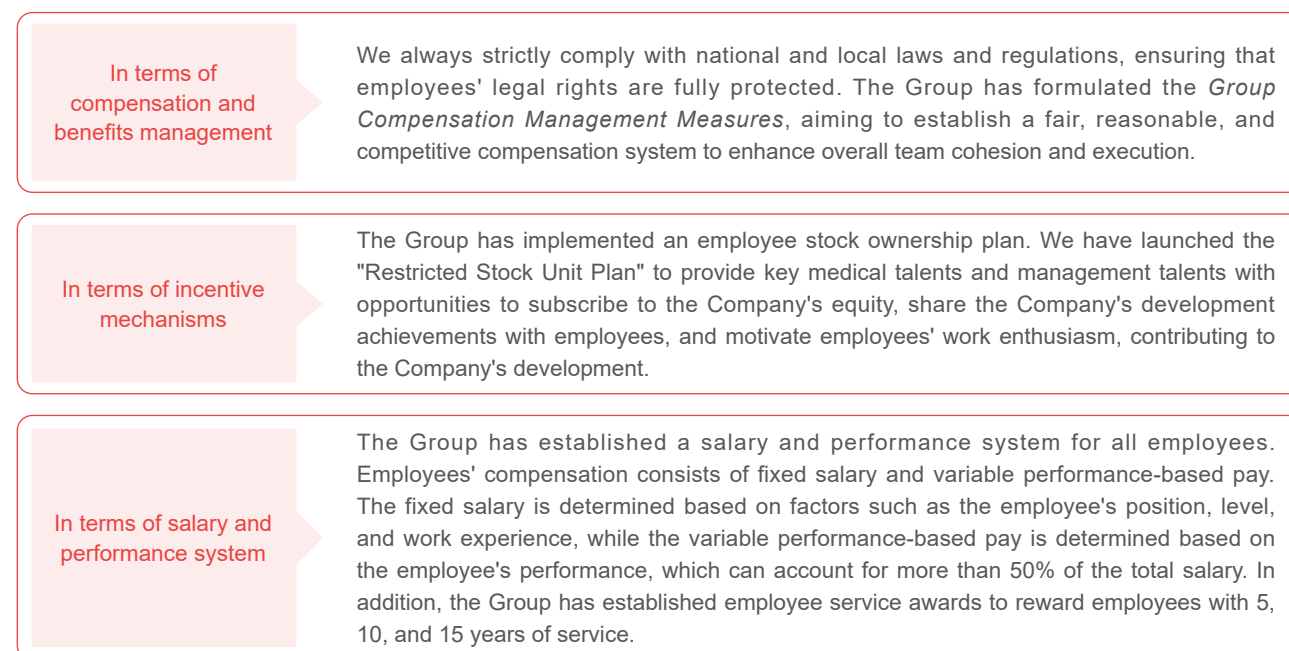
### >> Smooth Career Development Pathways

We provide employees with clear and defined promotion channels, primarily divided into dual development tracks for management and technical talents. Based on employees' personal development directions, we construct career development paths and offer corresponding resource support. Employees at different job levels have clear promotion channels and systems.



For high-potential reserve talents, we continue to implement the "Global Partner Selection Program," seeking industry-leading "new partners" to enhance the Company's talent advantage and promote long-term stable development. The "Talent Leadership Program" for management partners and the "Talent Winning Program" for entrepreneurial partners focus on management experts and pioneers in the reproductive health field, ensuring the high effectiveness and efficiency of talent and resource utilization through a flat organizational structure. The "Intelligent Talent Program" for research partners targets high-potential reserve talents. The Group is committed to building an international platform that provides top-renowned scientists in the reproductive health field with extensive learning and exchange opportunities.

### >> Competitive Compensation and Benefits System



#### In terms of benefits

The Group purchases the five insurances and one fund for employees as per policy requirements, provides annual physical exams, birthday greeting cards and benefits, holiday allowances (including Spring Festival, National Day, Women's Day, Children's Day, etc.), and benefits for holidays such as Dragon Boat Festival and Mid-Autumn Festival. At the same time, the Group also offers mental health protection and support, supports the development of female employees, and helps employees from all backgrounds alleviate difficulties and stress outside of work. The group's benefits system is divided into statutory and non-statutory benefits. Regarding statutory benefits, the Group ensures that employees receive labor remuneration according to the law and enjoy legal rights such as the five insurances and one fund. In terms of non-statutory benefits, the Group, based on its operational needs, provides diverse benefits such as meal subsidies, holiday greetings, and parental leave for employees and their families, and organizes team-building activities, holiday-themed events, sports association activities, etc., to continuously ensure work-life balance for employees.

### >> Employee Care System

The Group pays attention to employees' additional needs in terms of both life and mental health, providing psychological protection and support; it also focuses on the lives of retired employees, supports the development of female employees, and helps employees alleviate difficulties and pressure outside of work.

In 2024, we launched a series of initiatives focusing on employees' work-life balance, including paid leave, health care (such as annual physicals and psychological counseling), organizing family day events and interest clubs, providing holiday benefits, and enhancing career development support. These measures aim to help employees achieve work-life balance and create a healthy, harmonious work environment.

Event Theme	Event content	Type and number of employees involved
Library	Group library construction and new book announcements	<ul style="list-style-type: none"> <li>Over 150 new books were added throughout the year, with relevant book introduction information provided.</li> </ul>
Summer Welfare Childcare Classes	Covering all employees of the Group	<ul style="list-style-type: none"> <li>In 2024, over 100 instances of children of employees from various institutions were enrolled.</li> </ul>
Adolescence Clinic Experience	Covering children of employees in the Chengdu region of the Group	<ul style="list-style-type: none"> <li>In 2024, over 30 instances of children's physical check-ups were conducted.</li> </ul>
Psychological Stress Relief Live Questions and Answers	Covering all employees of the Group	<ul style="list-style-type: none"> <li>Covering various medical institutions under the Group</li> </ul>

For retired employees, we provide activity allowances and consolation fees during each quarter and public holidays to enrich their lives. HRC Fertility offers employees a 401K plan and retirement counseling, providing them with retirement security.

The Group regularly conducts employee satisfaction surveys and optimizes benefits, career development opportunities, and work environments based on feedback, ensuring that employees grow in a positive atmosphere.



Jinxin's two hospitals in Yunnan organized the 2024 annual union team-building activities and year-end awards ceremony. Through these team-building activities, the camaraderie among employees was enhanced, and team cohesion was strengthened.



## Building a Healthy Working Environment

We rigorously adhere to the *Labor Law of the People's Republic of China*, the *Fair Labor Standards Act*, the *Employment Discrimination Laws*, the *Law of the People's Republic of China on the Prevention and Control of Occupational Diseases*, the *Diagnosis Standards for Suspected Occupational Diseases*, *Safety Production Management System*, *Management System for the Use of Personal Protective Equipment*, and other relevant laws, regulations, and standards. This commitment underscores our dedication to fostering a healthy and safe working environment for our employees, safeguarding their legitimate rights and interests.

In 2024, the Group established clear management goals and targets for occupational health and safety, along with safety management performance evaluation metrics, aimed at comprehensively improving employee health and safety standards. During the reporting period, all these targets were achieved as per the initial goals set.

### 2024 Occupational Health and Safety Management Goal Achievement Status



No major safety accidents occurred

0



No major nosocomial infection incidents, logistics-related safety violations, or public opinion incidents occurred throughout the year



The safety training coverage rate reached

98%

, and employees' safety awareness and skills were significantly improved

For potential occupational disease risks, we actively conduct risk assessments and take preventive measures through equipment upgrades, management optimization, and awareness enhancement, achieving proactive prevention of occupational diseases.

#### Equipment Update

Install ventilation systems to reduce exposure to chemicals and anesthetic gases; provide medical staff with protective gear such as masks, gloves, protective clothing, and goggles; introduce intelligent health monitoring equipment to track employees' physical indicators in real-time and provide early warnings of health risks.

#### Management Optimization

Strictly implement daily management regulations and provide annual occupational disease-specific health check-ups for all employees, with a focus on the health of employees in high-risk positions.

#### Awareness Improvement

Conduct pre-job training and occupational disease prevention training for employees, teaching them the correct use of protective equipment and chemicals.

### Case: Sichuan Jinxin Xinnan Hospital actively carries out occupational safety training



Sichuan Jinxin Xinnan Hospital conducted multiple occupational safety training sessions, covering key occupational safety aspects such as infection prevention and control, occupational exposure response, and medical waste disposal. A total of 1,382 people participated, effectively enhancing employees' occupational safety awareness.

We provide mental health awareness training and counseling activities for all employees, aiming to help them relieve psychological stress; regularly offer annual health check-ups for employees and provide family health check-up services for those who have worked for 10 and 20 years.



Annual health check-ups for the Group and its institutions

Covering 100% of full-time employees



Fire safety training and education

Covering 100% of full-time employees

Indicators		2024	Unit
Nosocomial Infection Management	Number of Training Sessions Organized	17	Sessions

# 05

## Corporate Citizenship and the Warm Act of Giving Back to Society

Jinxin Fertility is dedicated to giving back to society through diversified social responsibility initiatives. By regularly organizing community outreach activities, we provide medical services and promote health knowledge to vulnerable groups. We also advocate for health education programs in communities, support healthcare development in ethnic regions, and help enhance grassroots medical capabilities, enabling more families to benefit from modern medical advancements.





## >> More Accessible Medical Services

### >> Free Clinic Activities and Fee Reduction

We regularly organize community free clinic activities to provide free medical consultations and health check-ups for vulnerable groups in society, promote reproductive health knowledge, and improve public health literacy. By 2024, Jinxin's free clinic activities have covered a population of 20,000+ people.

#### Case Study: World Population Day | Public welfare science popularization "open class" for eugenics and good parenting enters the community

On July 11, 2024, coinciding with the 35<sup>th</sup> World Population Day, Sichuan Jinxin Xinan Women and Children Hospital, in collaboration with the Bailianchi Street Yilitang Community in Chenghua District, held a public reproductive health lecture for the reproductive age population. The theme of the event was "Focusing on Women and Children's Health, Promoting Healthy Birth and Parenting." The event primarily introduced fertility protection and evaluation, as well as essential pre-conception checks. It aimed to improve the health awareness of the reproductive age population, educate them on birth defects, and promote a healthy approach to childbirth and parenting.

#### Case Study: Jinxin Medical Institutions in Yunnan Actively Conducts Free Clinic Activities

In 2024, Jiuzhou Hospital organized reproductive specialists to conduct 10 infertility medical consultation events in Guizhou and Yunnan provinces. The events included consultations for patients, lectures for local healthcare staff, and case discussions with local experts. Additionally, Hewanjia Hospital to host 18 community's free clinic activities, 4 corporate public welfare lectures, and educational activities on special holidays.



Due to the long duration and high costs of the full-process assisted reproductive services, some disadvantaged families face significant financial burdens. To ensure more families can access quality fertility services, we offer affordability through reasonable pricing, cost subsidies, and other methods.

Reasonable Pricing	<ul style="list-style-type: none"> <li>Each hospital adheres to the unified pricing guidelines established by the local pricing bureaus, offering medical services at prices that are deemed reasonable for patients.</li> </ul>
Expense Subsidy	<ul style="list-style-type: none"> <li>Tailoring to the hospital's distinctive services and the local demand for medical care, subsidies are offered to individuals recognized by government awards, those facing fertility challenges, or experiencing financial hardships, aiming to lower the barriers for accessing medical services further.</li> </ul>

### >> Targeted Support for Improving Healthcare Levels in Ethnic Minority Areas

To address the lack of medical resources in ethnic minority areas, we have established mutual support and cooperation with grassroots healthcare institutions, provided job training, conducted grassroots free clinic activities, and jointly established specialist alliances and expert workstations. These efforts support the primary healthcare structure and personnel, improving the quality of grassroots medical services and significantly raising the local healthcare level.

## >> Supporting the Healthy Development of Communities

We are dedicated to improving the communities it serves, addressing the needs for health development by leveraging its resource strengths. Along with the collective effort of its employees, it actively engages in community service, aiming to elevate the health standards of community residents.

We also encourage employees to actively participate in volunteer services to contribute to community development. The "Volunteer Time Policy" established by HRC Fertility provides eligible employees with up to 8 hours of paid leave each year to volunteer for nonprofit organizations, which continues to be implemented within the policy framework.

In 2024, to better provide quality frontline medical services to community residents, we adjusted and expanded our departments according to the needs of the public, covering surrounding communities and offering general medical services. In addition, we added obstetrics to the Shenzhen Zhongshan Hospital and Sichuan Jinxin Xinan Hospital (Bisheng), offering quality delivery services for community maternity patients.





# 06

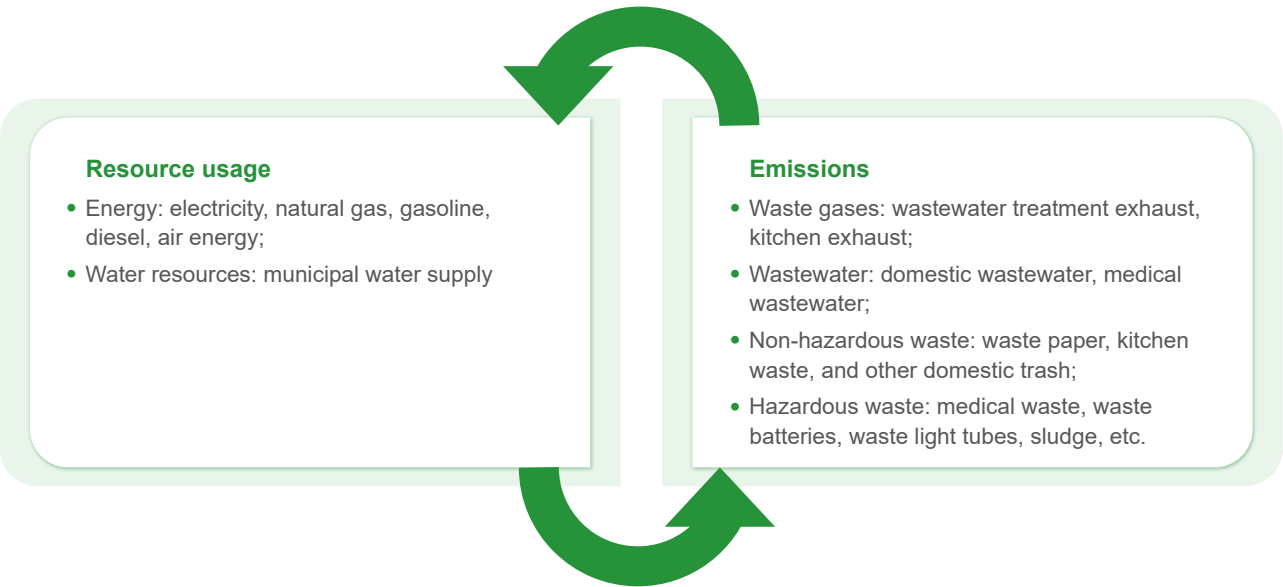
## Green Operation for a Better Home

We deeply integrate environmental protection into all of the Company's business and operational activities. Through efficient energy and resource management measures, we are fully committed to promoting environmental sustainability. We firmly implement green operation strategies, proactively addressing the challenges posed by climate change, and are dedicated to creating an environmentally friendly living environment.

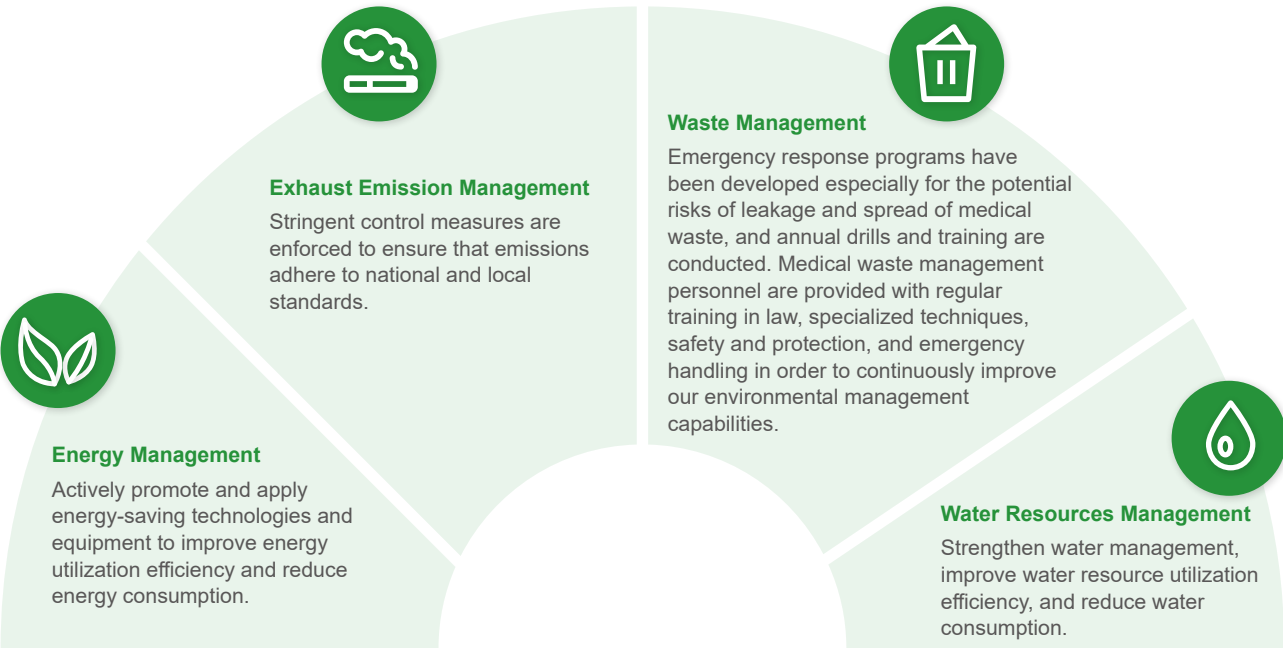


# Steadily Advancing Carbon Reduction Plans

Jinxin Fertility has revised its *Environmental Protection Management System* and actively fulfills its corporate social responsibility by establishing and improving the environmental management system, optimizing resource allocation, and strengthening waste management. We are committed to exploring innovative solutions to create a sustainable medical environment, contributing to the protection of our planet.



Jinxin Fertility's Resource Utilization and Emissions



Since 2020, the Group has established and implemented ESG goals, with a focus on the management of resource use and waste emissions. Since the establishment of these goals, the Group has continually strengthened environmental management and taken a series of measures to advance their achievement. During the reporting period, the Group made significant progress in resource use and emissions.

Indicators	Unit	Progress in 2023	Progress in 2024	Targets for 2025
Intensity of Energy Consumption	MWh/RMB 1 million	The Group's energy consumption per RMB 1 million of operating revenue decreased by 18.89% compared to 2020	The Group's energy consumption per RMB 1 million of operating revenue decreased by 27.19% compared to 2020	34% decrease in energy consumption per RMB 1 million of operating revenue
Intensity of Water Consumption	m³/RMB 1 million	The water resource consumption per RMB 1 million of operating revenue of our Group has decreased by 21.91% compared to 2020	The water resource consumption per RMB 1 million of operating revenue of our Group has decreased by 24.50% compared to 2020	20% reduction in water consumption per RMB 1 million of operating revenue in 2025
Intensity of Greenhouse Gas Emission	TCO <sub>2</sub> e/RMB 1 million	The greenhouse gas emissions per RMB 1 million of operating revenue of our Group decreased by 27.62% compared to 2020	The greenhouse gas emissions per RMB 1 million of operating revenue of our Group decreased by 28.03% compared to 2020	34% reduction in greenhouse gas emissions (Scope 1 and Scope 2) per RMB 1 million of operating revenue in 2025
Intensity of Hazardous Waste Production	Ton/RMB 1 million	The Group's hazardous waste production per RMB 1 million of operating revenue have decreased by 42.58% compared to 2020	The Group's hazardous waste production per RMB 1 million of operating revenue have decreased by 29.36% compared to 2020	40% reduction in hazardous waste per RMB 1 million of operating revenue in 2025

## Low Carbon Technology for Energy Saving

Through a series of energy management policies and measures, we practice the concept of energy-saving and emission reduction, advocating active participation from all employees to fully support the national green development strategy. Our energy management system focuses on energy-saving and emission-reduction, and intelligent management, using energy sources such as natural gas, gasoline, diesel, and electricity. To this end, we have developed energy and water management systems to regulate employee behavior and ensure the rational use of resources.

To further fulfill the Group's social responsibility for environmental protection, we require that in 2024, hospitals must not exceed the energy usage of 2023, aiming to reduce per capita energy consumption. During the reporting period, Wuhan Jinxin Hospital saved 24,810 kWh of electricity and 463 m<sup>3</sup> of natural gas. The pharmacy at the hospital uses biodegradable materials for the medication packaging bags.

### Measures for Energy Saving

Category	Specific Measures
Target Management	Sign an energy-saving and emission reduction target responsibility letter, clarify responsibilities and cost assessment standards; regularly evaluate and summarize energy-saving and emission reduction actions, and adjust strategy plans.
Equipment Replacement	Regularly maintain hospital facilities; eliminate and replace energy-saving equipment.
Application of Energy-saving Technology	Promote energy-saving appliances and methods, set public facility opening hours and adjust parameters; adopt green building design concepts and use green building materials; change some area equipment to central computer control, remotely set switch times and adjust parameters.
Promotion of Energy-saving	Carry out resource-saving publicity and education, organize employees to learn policies and regulations; post energy consumption reduction signs; encourage reasonable air conditioning temperature settings, advocate green office practices, and promote energy-saving modes for equipment.

### Case Study: Chengdu Health "Hike for Clean Mountains" Activity

The Group organized the "Hike for Clean Mountains" activity on the 2024 Youth Day, integrating employee activities with the concept of green environmental protection. The May Fourth Hike for Clean Mountains action not only demonstrates the social responsibility of young employees but also provides practical support for operational waste management goals through waste reduction at the source, resource recycling, and low-carbon behavior advocacy.

Indicators	Region Type (2024)			Unit
	Chengdu Regional Hospitals	Greater Bay Area Regional Hospitals	Kunming & Wuhan Regional Hospitals	
Electricity Consumption	13,157.87	2,834.96	1,429.69	MWh
Natural Gas Consumption	368,553.35	16,913.00	21,415.80	m <sup>3</sup>
Gasoline Usage by Owned vehicles	11,990.34	8,220.00	22,896.01	Liters
Diesel Usage by Owned Vehicles	9,402.85	739.00	1,481.51	Liters

## Strict Control of Emissions

We strictly follow relevant laws and regulations such as the *Law of the People's Republic of China on the Prevention and Control of Environment Pollution Caused by Solid Wastes* and the *California Medical Waste Management Act* to ensure that the handling of non-hazardous and hazardous waste complies with legal requirements. Through revising the *Environmental Protection Management System*, we refine the requirements for wastewater pre-treatment, and centralized waste disposal, and strengthen waste management.

### Wastewater Discharge Management

Wastewater Type	Detection indicators	Processing Method	Management Measures
Domestic Sewage	suspended solids, chemical oxygen demand, five-day biochemical oxygen demand, ammonia nitrogen, total phosphorus, fecal Escherichia coli, intestinal pathogenic bacteria, total bacterial flora, etc.	Discharge domestic sewage to the municipal network after treatment through the hospital wastewater treatment system	Conduct monthly domestic sewage testing to meet discharge standards

### Exhaust Emission Management

Wastewater Type	Detection indicators	Processing Method	Management Measures
Sewage treatment exhaust and Canteen exhaust	Sulfur dioxide, nitrogen dioxide, soot, oil smoke, methane, concentration of odor, etc.	<ul style="list-style-type: none"><li>Exhaust from sewage treatment is treated and discharged through internal facilities.</li><li>The exhaust generated from cooking in the cafeteria is treated through the installation of exhaust hoods and grease filters before being discharged.</li></ul>	Regularly check the operation of processing equipment; Regularly clean the canteen oil fume system

### Waste Discharge Management

Waste Type	Processing Method	Management Measures
Non-hazardous waste (including household waste)	After classified recycling, the municipal government is responsible for cleaning and transportation	Double-sided use of printing paper; Wuhan Jinxin Hospital launches smart canteen services to reduce food waste
Hazardous waste (including medical waste)	Delegate to qualified third-party for recycling	Regular cleaning and sterilization of medical waste storage sites; Reduction in the use of medical supplies containing mercury; Regular maintenance of sewage treatment stations to prevent sludge clogging



Indicators	Region Type (2024)			Unit
	Chengdu Regional Hospitals	Greater Bay Area Regional Hospitals	Kunming & Wuhan Regional Hospitals	
Non-Hazardous Waste	881.92	963.64	222.39	Ton
Hazardous Waste	256.38	63.84	74.08	Ton
Discharge of domestic wastewater	11,020.86	29,635.20	18,412.98	m³
Discharge of medical wastewater	127,815.80	12,045.00	18,756.78	m³
Nitrogen oxides (NO <sub>x</sub> ) emissions	105.04	0.00	0.00	Kg
Chemical oxygen demand (COD) Discharge	73.85	2.89	19.83	mg/L
Biochemical oxygen demand (BOD) emissions	15.53	0	9.31	mg/L
Ammonia nitrogen (NH3-N) Discharge	10.17	2.77	13.97	mg/L
Suspended solids (SS) discharge	7.71	30.11	10.84	mg/L

## Optimizing Water Resource Efficiency

We strictly follow relevant laws and regulations in water resource management and ensure reasonable water usage by employees through internal norms such as the *Water Conservation Management System*, improving water resource utilization efficiency. Our water resources come from municipal water supply, and there are no water source related issues. At the same time, we adopt advanced equipment and technology to continuously optimize water resource management, striving to improve water use efficiency and achieve water-saving goals. For example, Sichuan Jinxin Xinan Hospital installed sensor faucets in the outpatient area to achieve water-saving effects and upgraded the manual faucets in the special outpatient department to sensor faucets, further enhancing water resource savings.

### Case Study: Induction faucet renovation to further save water



Sichuan Jinxin Xinnan Hospital has installed induction faucets in the outpatient area to achieve water-saving effects. At the same time, the manual faucets in the special needs outpatient department have been upgraded to induction type, further improving the efficiency of water resource conservation.

Indicators	Region Type (2024)			Unit
	Chengdu Regional Hospitals	Greater Bay Area Regional Hospitals	Kunming & Wuhan Regional Hospitals	
Water Consumption	139,377.94	34,149.00	41,041.00	m³



## Actively Responding to Climate Change

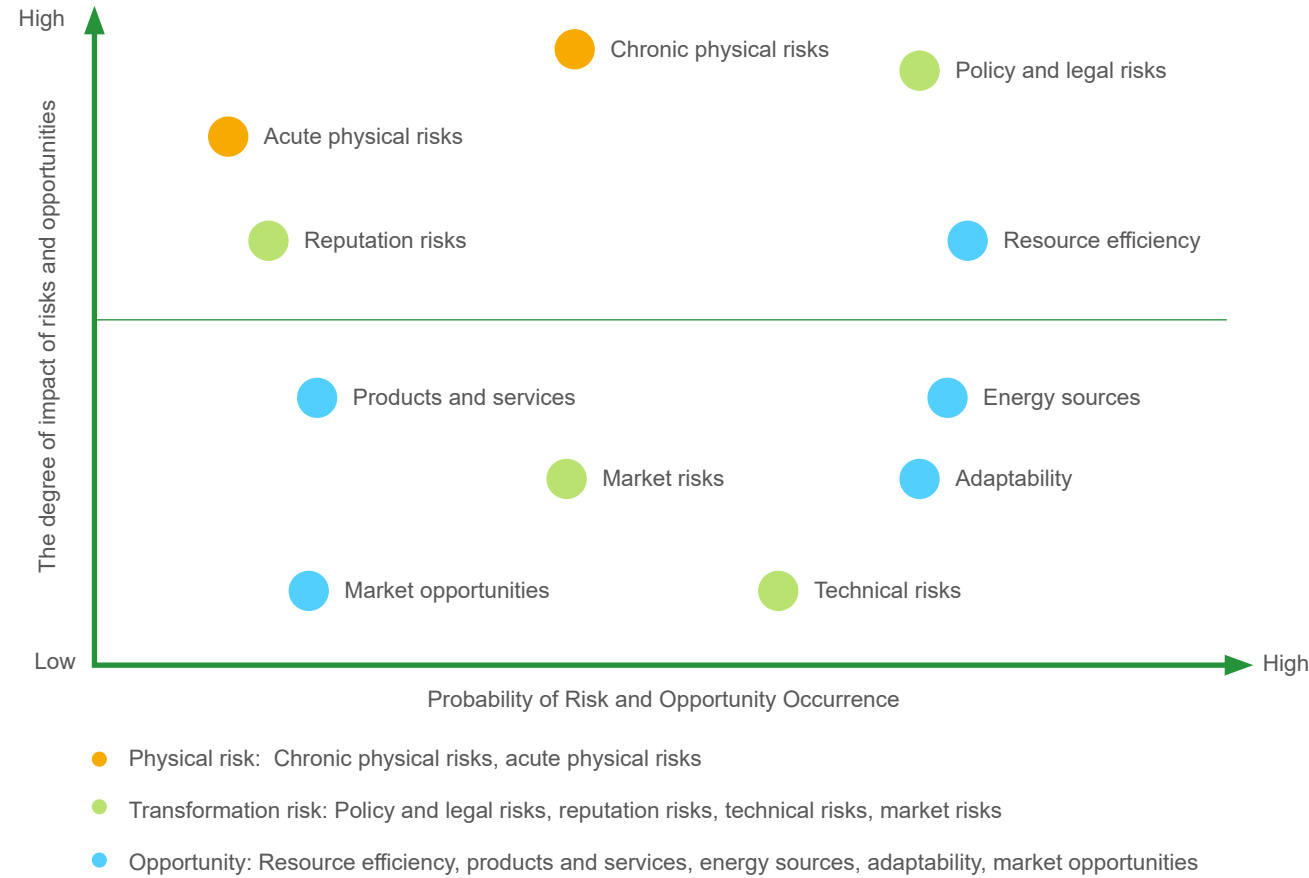
We adhere to the concept of green development and strictly comply with the relevant provisions of the *Document of the Ministry of Ecology and Environment of the People's Republic of China* to ensure the accuracy and transparency of greenhouse gas emission data. Actively respond to the national carbon peak and carbon neutrality strategic goals: by 2025, the greenhouse gas emission intensity will be reduced by 34% compared to 2020.

Energy-saving and emission reduction measures	Specific content
Energy transition	<ul style="list-style-type: none"><li>Gradually reduce the use of fossil energy, and increase the proportion of renewable energy such as solar and wind power, while optimizing facilities and equipment to improve energy utilization efficiency.</li></ul>
Low-carbon technological innovation	<ul style="list-style-type: none"><li>Strengthen the application of low-carbon technologies such as low-carbon buildings and low-carbon transportation to reduce carbon emission intensity.</li></ul>
Formulation of a plan to reach the target	<ul style="list-style-type: none"><li>Based on the energy-saving and emission reduction strategic plan, develop a specific action plan that includes target breakdown, task allocation, and timelines, ensuring energy-saving goals are implemented at each position with full participation.</li></ul>
Strengthening internal management	<ul style="list-style-type: none"><li>Strengthen employee training and publicity to enhance awareness of energy-saving and carbon reduction among all staff; comprehensively manage the energy-saving and emission reduction plans of subsidiary entities according to the carbon reduction strategic plan.</li></ul>

The Group remains attentive to the global climate change trajectory, integrating climate change mitigation and adaptation into its ESG management framework. In 2024, building upon the identification of climate change-related risks and opportunities completed in 2023, we have consistently enhanced our management of climate-related risks and opportunities. This includes reducing greenhouse gas emissions across Group operations.

Category	Specific content
Governance	<ul style="list-style-type: none"><li>Jinxin Fertility's ESG working group identifies climate change risks related to the Group's business on an annual basis, assesses the impact of such risks on the Group and advises the board on risk response.</li></ul>
Strategy	<ul style="list-style-type: none"><li>Evaluate the potential operational and financial impact on the Group against the significant risks and opportunities identified.</li></ul>
Risk Management	<ul style="list-style-type: none"><li>Reference the Task Force on Climate-related Financial Disclosures (TCFD) risk analysis framework to identify potential risks and opportunities in operational activities. Management actions are carried out by each department to improve energy efficiency and reduce resource consumption.</li></ul>
Indicators and Targets	<ul style="list-style-type: none"><li>Set targets for greenhouse gas emission management; collect data related to greenhouse gas emissions activities annually, perform year-on-year comparisons, and disclose in the ESG or sustainability report to evaluate the Company's performance in managing climate change.</li></ul>

The Company systematically identifies changes in climate change risks and opportunities during the reporting period through policy research, industry comparison, and expert advice, and evaluates their financial impact.



Type of Measures	Specific Measures
Identify Risks and Opportunities	<ul style="list-style-type: none"><li>Identify and manage climate change-related risks and opportunities by referring to the Task Force on Climate related Financial Disclosures (TCFD) framework.</li></ul>
Set Management Objectives	<ul style="list-style-type: none"><li>Set greenhouse gas (GHG) emission management targets, aiming to reduce GHG emission intensity by 34% compared to 2020 levels by 2025.</li></ul>
Strengthen Energy Saving	<ul style="list-style-type: none"><li>Uphold the concept of green office and operations by upgrading equipment and technology, adopting energy-efficient products, and enhancing resource-saving awareness to improve energy efficiency and reduce carbon footprint.</li></ul>
Climate Resilience Construction	<ul style="list-style-type: none"><li>Sichuan Jinxin Xinan Hospital, a subsidiary of the Group, conducts at least one annual assessment to identify and mitigate risks related to natural disasters. High-risk disaster projects are identified, and corresponding training, monitoring, and emergency management action plans are developed and implemented.</li></ul>
Conduct Performance Analysis	<ul style="list-style-type: none"><li>Annually collect data on greenhouse gas emissions-related activities for year-over-year comparative analysis to assess the Company's performance in climate change management.</li></ul>
Strengthen Information Disclosure	<ul style="list-style-type: none"><li>Position climate change as a key issue and engage with stakeholders through ESG reports or sustainability reports.</li></ul>

## ESG Quantitative Performance Matrix

Indicators	Unit	2022	2023	2024
Resources Utilization <sup>1</sup>				
Electricity consumption	MWh	21,249.12	19,001.34	17,422.52
Natural gas consumption	m <sup>3</sup>	566,061.00	508,484.51	406,882.15
Gasoline usage by owned vehicles	L	68,224.41	32,788.49	43,106.35
Diesel usage by owned vehicles	L	18,539.18	9,182.26	11,623.36
Total energy consumption	MWh	28,166.33	24,882.07	22,331.87
Water consumption	m <sup>3</sup>	228,500.00	219,975.94	214,567.94
Total energy consumption per unit of operating revenue	MWh/RMB 10,000	0.12	0.09	0.08
Water consumption per unit of operating revenue	Ton/RMB 10,000	0.99	0.79	0.76
Emissions Management <sup>2</sup>				
Discharge of domestic wastewater	m <sup>3</sup>	61,791.00	60,190.80	59,069.04
Discharge of medical wastewater	m <sup>3</sup>	159,980.60	160,169.09	158,617.58
Nitrogen oxides (NO <sub>x</sub> ) emissions	kg	105.12	188.06	105.04
Chemical oxygen demand (COD) Discharge	mg/L	78.02	89.07	51.34
Biochemical oxygen demand (BOD) emissions <sup>3</sup>	mg/L	9.53	9.03	18.11
Ammonia nitrogen (NH <sub>3</sub> -N) Discharge	mg/L	8.01	4.76	5.43
Suspended solids (SS) discharge	mg/L	8.04	10.84	11.56
Total discharge of non-hazardous waste	Ton	2,171.89	2,057.31	2,040.91
Total discharge of hazardous waste	Ton	526.76	320.28	394.26
Total emission of medical waste	Ton	524.85	319.08	393.05
Non-hazardous waste discharge per unit revenue	Ton/RMB 10,000	0.0094	0.0074	0.0072
Hazardous waste discharge per unit revenue	Ton/RMB 10,000	0.0023	0.0011	0.0014
GHG Emission Management <sup>4</sup>				
Total GHG emissions	tCO <sub>2</sub> e	2,013,576.35	12,111.60	10,365.96
Scope 1 GHG emissions	tCO <sub>2</sub> e	1,457.98	1,275.14	1,017.04
Scope 2 GHG emissions	tCO <sub>2</sub> e	12,118.37	10,836.47	9,348.92
GHG emissions per unit revenue	tCO <sub>2</sub> e/ RMB10,000	0.059	0.043	0.036

Indicators		Unit	2022	2023	2024
Employee Employment Management					
Total number of employees		Person	3,158	3,273	3,198
By gender	Number of male employees	Person	459	548	607
	Number of female employees	Person	2,699	2,752	2,591
By type of employment	Number of employees under the labor contract system	Person	2,997	3,081	3,099
	Number of employees under labor dispatch system	Person	128	28	67
	Number of employees in other employment types <sup>5</sup>	Person	33	164	32
By job hierarchy	Number of junior staff	Person	2,847	2,935	2,829
	Number of employees at middle management level	Person	269	288	304
	Number of employees at senior management level	Person	42	50	65
By age	Number of employees aged under 30	Person	1,168	1,233	936
	Number of employees aged 30-50	Person	1,762	1,795	2,010
	Number of employees aged over 50 years old	Person	228	245	252
By region	Number of employees in Mainland China	Person	2,890	3,013	2,826
	Number of employees in Hong Kong, Macao, Taiwan, and overseas	Person	268	260	372
Employee Training <sup>6,7</sup>					
By gender	Male staff training coverage	%	11	16.74	14.5
	Female staff training coverage	%	89	83.26	85.5
By job hierarchy	Training coverage rate of junior employees	%	90	88.35	89
	Training coverage rate of middle management	%	7	10.8	8
	Training coverage rate of senior management	%	3	0.85	3
Average training hours per employee		Hour	18	25	25.95
By gender	Number of training hours per male employee	Hour	35	24	25
	Number of training hours per female employee	Hour	15	25.73	25.95
By job hierarchy	Number of training hours per junior staff	Hour	14	28	26
	Number of training hours per middle management	Hour	48	20	22
	Number of training hours per senior management	Hour	103	12	12
Occupational Health and Safety					
Number of workdays lost due to work-related injuries		Day	75	48	35
Number of employees who died due to work-related injuries		Person	0	0	0
Proportion of employees who died due to work-related injuries		%	0	0	0

Indicators		Unit	2022	2023	2024
Employee Retention					
Employee turnover rate		%	18	12	10
By gender	Turnover rate of male employees	%	20	12	10
	Turnover rate of female employee	%	18	12	10
By age	Turnover rate of employees under 30 years old	%	22	16	9
	Turnover rate of employees aged 30-50	%	15	9	5
	Turnover rate of employees over 50 years old	%	24	14	4
By region	Employee turnover rate in Mainland China	%	17	13	10
	Turnover rate of employees in Hong Kong, Macao, Taiwan, and overseas	%	28	15	9
Supplier Management <sup>8</sup>					
Total number of suppliers		Number of suppliers	783	634	380
By region	Mainland China	Number of suppliers	752	599	380
	Hong Kong, Macao, Taiwan, and overseas regions	Number of suppliers	31	35	0
Anti-Corruption					
Percentage of employees covered by anti-corruption training		%	89	76	84
Hours of anti-corruption training per employee		Hour	1.3	1.5	1.7
Number of corruption cases brought and concluded against the issuer or its employees during the reporting period		Case	0	0	0
Customer Service and Dispute Settlement					
Number of complaints received about products and services		Case	119	98	610
Complaint handling rate		%	100	100	100
Community Public Welfare					
Community public welfare donation amount		RMB 1,000	3,411	30	0
People covered by free clinic activities		Person	/	/	20,000+

Note 1: In 2024, the data standard of supplier quantitative performance is Shenzhen Zhongshan Hospital, Sichuan Jinxin Xinan Hospital (Jingxiu Campus), Sichuan Jinxin Xinan Hospital (Bisheng Campus), Wuhan Jinxin Hospital, HRC Fertility, Chengdu Health, Chengdu Jinmai, Jiuzhou Hospital and Hewanjia Hospital.

Note 2: In 2024, the data standard of supplier quantitative performance is Shenzhen Zhongshan Hospital, Sichuan Jinxin Xinan Hospital (Jingxiu Campus), Sichuan Jinxin Xinan Hospital (Bisheng Campus), Wuhan Jinxin Hospital, HRC Fertility, Chengdu Health, Chengdu Jinmai, Jiuzhou Hospital and Hewanjia Hospital.

Note 3: In 2024, the Group identified that newly introduced experimental projects, such as blood collection, led to a significant increase in Biochemical Oxygen Demand (BOD) levels compared to the same period in previous years. Residual plasma proteins and other organic substances in wastewater consumed dissolved oxygen. Although the BOD levels remained within the permitted discharge limits, corrective measures such as installing additional filtration devices and standardizing laboratory procedures have been implemented. Continuous monitoring of BOD levels will be conducted to assess the effectiveness of the pre-treatment process.

Note 4: In 2024, the data standard of supplier quantitative performance is Shenzhen Zhongshan Hospital, Sichuan Jinxin Xinan Hospital (Jingxiu Campus), Sichuan Jinxin Xinan Hospital (Bisheng Campus), Wuhan Jinxin Hospital, HRC Fertility, Chengdu Health, Chengdu Jinmai, Jiuzhou Hospital and Hewanjia Hospital.

Note 5: Other employment types include part-time employees, interns and rehired employees after retirement.

Note 6: In 2024, the data standard of supplier quantitative performance is Shenzhen Zhongshan Hospital, Sichuan Jinxin Xinan Hospital (Jingxiu Campus), Sichuan Jinxin Xinan Hospital (Bisheng Campus), Wuhan Jinxin Hospital, HRC Fertility, Chengdu Health, Chengdu Jinmai, Jiuzhou Hospital and Hewanjia Hospital.

Note 7: The training coverage rate for a specific category of employees is calculated by dividing the number of employees trained in that category by the total number of employees who received training, then multiplying the result by 100%.

Note 8: In 2024, the data standard of supplier quantitative performance is Shenzhen Zhongshan Hospital, Sichuan Jinxin Xinan Hospital (Jingxiu Campus), Sichuan Jinxin Xinan Hospital (Bisheng Campus), Wuhan Jinxin Hospital, HRC Fertility, Chengdu Health, Chengdu Jinmai, Jiuzhou Hospital and Hewanjia Hospital.



Index of the Hong Kong Stock Exchange's  
Environmental, Social and Governance  
Reporting Code

Mandatory Disclosure Requirements	Describe	Relevant sections or additional explanations in this report
Governance Structure	The statement issued by the board of directors contains the following content: (i) Disclose the board's oversight on environmental, social, and governance matters. (ii) The environmental, social, and governance management policies and strategies of the board of directors, including assessments Prioritize and manage important environmental, social, and governance related matters (including The process of pedestrian business risks. reach (iii) How the board of directors reviews progress in accordance with environmental, social, and governance related goals, and Explain how they are related to the issuer's business.	1 Strengthening Governance for Sustainable Growth
	Reporting Principles	About this Report
	Reporting Boundary	About this Report
A. Environmental		
A1: Emissions		
General Disclosure	Information on: (a) The policies; and (b) Compliance with relevant laws and regulations that have a significant impact on the issuer relating to air emissions, discharges into water and land, and generation of hazardous and non-hazardous waste. Note: Air emissions include NO <sub>x</sub> , SO <sub>x</sub> , and other pollutants regulated under national laws and regulations. Hazardous wastes are those defined by national regulations.	6.1 Steadily Advancing Carbon Reduction Plans 6.3 Strict Control of Emissions 6.5 Actively respond to climate change
KPI A1.1	The types of emissions and respective emissions data.	ESG Quantitative Performance Matrix
KPI A1.2	[Repealed 1 January 2025]	/
KPI A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	ESG Quantitative Performance Matrix
KPI A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	ESG Quantitative Performance Matrix
KPI A1.5	Description of emission target(s) set and steps taken to achieve them.	6.1 Steadily Advancing Carbon Reduction Plans 6.2 Low Carbon Technology for Energy Saving 6.4 Optimizing Water Resource Efficiency

Mandatory Disclosure Requirements	Describe	Relevant sections or additional explanations in this report.
KPI A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	6.1 Steadily Advancing Carbon Reduction Plans
A2: Use of Resources		
General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials. Note: Resources may be used in production, in storage, transportation, in buildings, electronic equipment, etc.	6.2 Low Carbon Technology for Energy Saving 6.4 Optimizing Water Resource Efficiency
KPI 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).	ESG Quantitative Performance Matrix
KPI A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	ESG Quantitative Performance Matrix
KPI A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	6.1 Steadily Advancing Carbon Reduction Plans 6.2 Low Carbon Technology for Energy Saving 6.4 Optimizing Water Resource Efficiency
KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	6.1 Steadily Advancing Carbon Reduction Plans 6.4 Optimizing Water Resource Efficiency
KPI A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	The Group's business is ARS and does not involve production, so this index is not applicable
A3: The Environment and Natural Resources		
General Disclosure	Policies on minimising the issuer's significant impacts on the environment and natural resources.	6 Green Operation for a Better Home
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	6 Green Operation for a Better Home
B. Social		
B1: Employment		
General Disclosure	Information on: (a) The policies; and (b) Compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	4.2 Building a Diverse, Equal, and Inclusive Workplace Environment 4.4 Building a Healthy Working Environment
KPI B1.1	Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.	ESG Quantitative Performance Matrix
KPI B1.2	Employee turnover rate by gender, age group and geographical region.	ESG Quantitative Performance Matrix

Mandatory Disclosure Requirements	Describe	Relevant sections or additional explanations in this report.
<b>B2: Health and Safety</b>		
General Disclosure	Information on: (a) The policies; and (b) Compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	4.4 Building a Healthy Working Environment
KPI B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	ESG Quantitative Performance Matrix
KPI B2.2	Lost days due to work injury	ESG Quantitative Performance Matrix
KPI B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	4.4 Building a Healthy Working Environment
<b>B3: Development and Training</b>		
General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. Note: Training refers to vocational training. It may include internal and external courses paid by the employer.	2.3 Cultivating Industry Experts 4.3 Motivating the Growth of Employees
KPI B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	ESG Quantitative Performance Matrix
KPI B3.2	The average training hours completed per employee by gender and employee category.	ESG Quantitative Performance Matrix
<b>B4: Labour Standards</b>		
General Disclosure	Information on: (a) The policies; and (b) Compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	4.1 Protection of Employee Rights and Interests 4.4 Building a Healthy Working Environment
KPI B4.1	Description of measures to review employment practices to avoid child and forced labour	4.1 Protection of Employee Rights and Interests
KPI B4.2	Description of steps taken to eliminate such practices when discovered.	4.1 Protection of Employee Rights and Interests
<b>B5: Supply Chain Management</b>		
General Disclosure	Policies on managing environmental and social risks of the supply chain.	1.3 Adhering to Compliance Management
KPI B5.1	Number of suppliers by geographical region.	ESG Quantitative Performance Matrix
KPI 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.	1.3 Adhering to Compliance Management
KPI B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	1.3 Adhering to Compliance Management
KPI B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	1.3 Adhering to Compliance Management

Mandatory Disclosure Requirements	Describe	Relevant sections or additional explanations in this report.
<b>B6: Product Responsibility</b>		
General Disclosure	Information on: (a) The policies; and (b) Compliance with relevant laws and regulations that have a significant impact on the issuer. relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	1.3 Adhering to Compliance Management 3.1 Strengthening Healthcare Quality Management 3.2 Pursuit of Excellence in Medical Services 3.3 Adhering to the Lifeline of Medical Safety
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	The Group's business is ARS and does not involve production, so this index is not applicable
KPI B6.2	Number of products and service related complaints received and how they are dealt with.	3.2 Pursuit of Excellence in Medical Services ESG Quantitative Performance Matrix
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	2.2 Strengthening Technological Innovation
KPI B6.4	Description of quality assurance process and recall procedures.	3.1 Strengthening Healthcare Quality Management 3.2 Pursuit of Excellence in Medical Services 3.3 Adhering to the Lifeline of Medical Safety
KPI B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	1.3 Adhering to Compliance Management
<b>B7: Anti-corruption</b>		
General Disclosure	Information on: (a) The policies; and (b) Compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	1.2 Upholding Business Ethics
KPI B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	1.2 Upholding Business Ethics
KPI B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	1.2 Upholding Business Ethics
KPI B7.3	Description of anti-corruption training provided to directors and staff	1.2 Upholding Business Ethics ESG Quantitative Performance Matrix
<b>B8: Community Investment</b>		
General Disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	5 Corporate Citizenship and the Warm Act of Giving Back to Society
KPI B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	5 Corporate Citizenship and the Warm Act of Giving Back to Society
KPI B8.2	Resources contributed (e.g. money or time) to the focus area.	5 Corporate Citizenship and the Warm Act of Giving Back to Society ESG Quantitative Performance Matrix

Climate related disclosure indicators	Describe	Relevant sections or additional explanations in this report.
Governance	Disclose information about the governance bodies or individuals responsible for overseeing climate-related risks and opportunities, including how competencies are determined, the frequency of identifying risks and opportunities, how these are considered in decision-making, oversight of target setting and progress, and the role of management in the relevant processes and integration with internal functions.	6.5 Actively responding to climate change
Strategy - Business model and value chain	Describe the current and expected impacts of climate-related risks and opportunities on the business model and value chain, and identify the focal areas.	6.5 Actively responding to climate change
Strategy - Strategy and decisions	Disclose strategies and plans to address risks and opportunities, including changes to the business model, adaptation or mitigation efforts, transformation plans, methods to achieve climate goals, resource allocation plans for actions, and progress of previous plans.	6.5 Actively responding to climate change
Strategy - Financial Position, Financial Performance, and Cash Flow	Disclose the current and anticipated financial impacts of climate-related risks and opportunities on the issuer's financial position, financial performance, and cash flow during the reporting period.	6.5 Actively responding to climate change
Strategy - Resilience	Disclose the Company's assessment of its climate resilience and its approach to conducting climate-related scenario analysis.	6.5 Actively responding to climate change
Risk Management	Disclose the processes and policies used to identify, assess, and prioritize climate-related risks and opportunities, as well as how these risks and opportunities are integrated into the Company's overall risk management framework.	6.5 Actively responding to climate change
Metrics and targets - Greenhouse gas emissions	Disclose the total absolute greenhouse gas emissions for Scope 1, Scope 2, and Scope 3 during the reporting period, explaining the measurement methods, input data, assumptions, and reasons for changes. Disclose Scope 2 emissions by regional benchmarks and Scope 3 categories.	ESG Quantitative Performance Matrix
Metrics and targets - Climate-related targets	Disclose climate-related qualitative and quantitative targets, including defined metrics, objectives, scope, period, baseline, milestone targets, target types, and alignment with international agreements. Disclose the method for setting review targets, monitoring progress indicators, and performance and trend analysis of targets. For greenhouse gas emission targets, specify the gases covered, emission scopes, total or net targets, etc.	6.1 Steadily promote the carbon reduction plan 6.5 Actively responding to climate change

## GRI Standards Index

Usage Note	Jinxin Fertility has reported the information referenced in this GRI Standards Index in accordance with the GRI Standards for the period from January 1, 2024, to December 31, 2024.
GRI 1 used	GRI 1 Foundation 2021
Disclosure	Location
2-1	About Jinxin Fertility
2-2	About this Report
2-3	About this Report
2-6	About Jinxin Fertility
2-7	ESG Quantitative Performance Table
2-9	1.1 Enhancing Corporate Governance
2-14	ESG governance structure and strategic progress
2-16	Stakeholder Communication and Materiality Assessment
2-22	ESG governance structure and strategic progress
2-26	ESG Management
2-27	1.2 Upholding Business Ethics 1.3 Adhering to Compliance Management 3.1 Strengthening Healthcare Quality Management 3.3 Adhering to the Lifeline of Medical Safety 4.1 Protection of Employee Rights and Interests 6.3 Strict Control of Emissions
2-29	Stakeholder Communication and Materiality Assessment
3-1	Stakeholder Communication and Materiality Assessment
3-2	
3-3	
201-1	Please refer to the Group's revenue and other economic information for details 2024 Annual Report
201-2	6.1 Steadily Advancing Carbon Reduction Plans 6.2 Low Carbon Technology for Energy Saving 6.5 Actively Responding to Climate Change
202-1	4.1 Protection of Employee Rights and Interests 4.2 Building an Equal and Diversified Platform



Disclosure	Location
203-2	2.3 Cultivating Industry Experts
	5.1 Expanded Free Clinic Activities
	5.2 Targeted Support to Elevate Healthcare in Minority Areas
205-2	1.2 Upholding Business Ethics
205-3	1.2 Upholding Business Ethics
302-1	ESG Quantitative Performance Table
302-3	ESG Quantitative Performance Table
302-4	6.1 Steadily Advancing Carbon Reduction Plans
	6.2 Low Carbon Technology for Energy Saving
303-1	6.1 Steadily Advancing Carbon Reduction Plans
	6.3 Strict Control of Emissions
	6.4 Optimizing Water Resource Efficiency
303-2	6.1 Steadily Advancing Carbon Reduction Plans
	6.3 Strict Control of Emissions
	6.4 Optimizing Water Resource Efficiency
303-3	ESG Quantitative Performance Table
305-1	ESG Quantitative Performance Table
305-2	ESG Quantitative Performance Table
305-4	ESG Quantitative Performance Table
305-7	ESG Quantitative Performance Table
306-1	6.1 Steadily Advancing Carbon Reduction Plans
	6.3 Strict Control of Emissions
306-2	6.1 Steadily Advancing Carbon Reduction Plans
	6.3 Strict Control of Emissions
306-3	6.1 Steadily Advancing Carbon Reduction Plans
	6.3 Strict Control of Emissions
	ESG Quantitative Performance Table
308-1	1.3 Adhering to Compliance Management
	ESG Quantitative Performance Table
308-2	1.3 Adhering to Compliance Management
	ESG Quantitative Performance Table
401-1	ESG Quantitative Performance Table
401-2	4.1 Protection of Employee Rights and Interests
	4.2 Building an Equal and Diversified Platform

Disclosure	Location
403-1	4.4 Building a Healthy Working Environment
403-3	3.3 Adhering to the Lifeline of Medical Safety
	4.4 Building a Healthy Working Environment
403-5	4.4 Building a Healthy Working Environment
403-6	3.3 Adhering to the Lifeline of Medical Safety
	4.4 Building a Healthy Working Environment
403-7	3.3 Adhering to the Lifeline of Medical Safety
	4.4 Building a Healthy Working Environment
403-9	4.4 Building a Healthy Working Environment
	ESG Quantitative Performance Matrix
403-10	4.4 Building a Healthy Working Environment
	ESG Quantitative Performance Matrix
404-1	ESG Quantitative Performance Matrix
404-2	2.3 Cultivating Industry Experts
	4.3 Motivating the Growth of Employees
404-3	2.3 Cultivating Industry Experts
	4.3 Motivating the Growth of Employees
	ESG Quantitative Performance Table
405-1	1.1 Enhancing Corporate Governance
	ESG Quantitative Performance Matrix
406-1	4.1 Protection of Employee Rights and Interests
	4.2 Creating a Happy and Harmonious Workplace Environment
408-1	4.1 Protection of Employee Rights and Interests
409-1	4.1 Protection of Employee Rights and Interests
414-1	1.3 Adhering to Compliance Management
	ESG Quantitative Performance Table
414-2	1.3 Adhering to Compliance Management
	ESG Quantitative Performance Table
416-2	3.1 Strengthening Healthcare Quality Management
	3.2 Pursuit of Excellence in Medical Services
	3.3 Adhering to the Lifeline of Medical Safety
417-2	1.3 Adhering to Compliance Management
417-3	1.3 Adhering to Compliance Management
418-1	1.3 Adhering to Compliance Management

# About this Report

This is the sixth Sustainability Report released by the Jinxin Fertility Group Limited, providing a comprehensive overview of the Company’s environmental, social, and governance (ESG) practices and achievements for the year 2024 (from January 1 to December 31). The report is prepared in strict compliance with the Appendix C2 *Environmental, Social and Governance Reporting Code* (referred to as the "ESG Reporting Code") of the Main Board Listing Rules of the Hong Kong Exchanges and Clearing ("HKEX"), and incorporates the Global Reporting Initiative (GRI) Sustainability Standards (2021 edition) and the United Nations Sustainable Development Goals (SDGs) framework to ensure the significance, quantification, balance, and consistency of data disclosure.

The report covers the operational performance of the Company and its subsidiaries, specifically including [list of subsidiary names]. All data is derived from the Company's official documents and statistical reports, with some related information potentially extending beyond the reporting period. The report is simultaneously published through the Hong Kong Stock Exchange's "HKEXnews" platform (hkexnews.hk) and the Company's official website (https://www.jxr-fertility.com), aiming to provide stakeholders with transparent and reliable ESG performance information, highlighting the Company's commitment to and achievements in sustainable development within the healthcare sector.

Principal Subsidiaries	Abbreviations in the Report
Shenzhen Zhongshan Obstetrics and Gynecology Hospital	Shenzhen Zhongshan Hospital
Collectively, Sichuan Jinxin Xinan Hospital (Bisheng Campus) and Sichuan Jinxin Xinan Hospital (Jingxiu Campus)	Sichuan Jinxin Xinan Hospital
Sichuan Jinxin Xinan Women & Children Hospital (Jingxiu Campus)	Sichuan Jinxin Xinan Hospital (Jingxiu Campus)
Sichuan Jinxin Xinan Women and Children Hospital (Bisheng Campus)	Sichuan Jinxin Xinan Hospital (Bisheng Campus)
Wuhan Jinxin Integrated Gynecology and Obstetrics Hospital Co., Ltd	Wuhan Jinxin Hospital
HRC Management and HRC Medical	HRC Fertility
HRC Fertility Management, LLC, a limited liability company established under the laws of Delaware, the United States on November 3, 2015, the Group's indirect subsidiary	HRC Management
Huntington Reproductive Center Medical Group, a professional corporation established under the laws of California, the United States on January 1, 1995, a connected person of the Company by virtue of being jointly owned by Dr. Michael A. Feinman, Dr. Bradford A. Kolb and Dr. Jane L. Frederick, and the nine clinics and three IVF laboratories in California which it owns	HRC Medical
Laos Jinrui Medical Center	Jinrui Medical Center
Chengdu Jinxin Health Management Co., Ltd.	Chengdu Health
Chengdu Jinmai Innovative Testing Co., Ltd.	Chengdu Jinmai
Yunnan Jinxin Jiuzhou Hospital Co., Ltd.	Jiuzhou Hospital
Kunming Jinxin Hewanjia Obstetrics and Gynecology Hospital	Kunming Hewanjia Hospital

## Reporting principles

>> **The preparation of this report adheres to the principles of materiality, quantification, balance, and consistency as outlined by the Hong Kong Stock Exchange.**

- **Materiality** This report is shaped by stakeholder research and substantial analysis to identify critical topics that require focus. It emphasizes reporting on environmental, social, and governance aspects potentially significant to investors and other stakeholders.
- **Quantification** We reveal crucial quantitative performance metrics within this report, elucidating their significance alongside their computational foundations and assumptions.
- **Balance** The content truthfully reflects objective facts, and both positive and negative indicators will be disclosed in the report.
- **Consistency** For the disclosed key quantitative ESG performance indicators, explain their meaning, calculation basis, and assumptions. Efforts are made to maintain consistency in the indicators used across different reporting periods to show the trends in performance levels.

>> **The underlying calculations for disclosed data in this report primarily draw from original records and financial statements. The specific calculation method is as follows:**

**Community public welfare donation amount:** During the statistical reporting period, the company's various donation funds in community public welfare activities were sourced from the company's financial records.

**Customer service and dispute resolution performance:** Evaluate the Company's customer service and dispute resolution effectiveness during the reporting period based on customer satisfaction survey results and complaint handling records.

**Energy consumption:** The total usage of internal energy sources, such as electricity, gas, and oil, during the reporting period, summarized from the Company's energy usage records.

**Energy intensity:** Energy consumption divided by business volume, reflecting the energy consumption per unit of business activity. The data is based on the Company's energy usage records and business volume data.

**Greenhouse gas emissions:** The total greenhouse gas emissions directly (Scope 1) and indirectly (Scope 2) generated by the Company during the reporting period, with data sourced from emission monitoring data and energy consumption data.

**GHG emission intensity:** Greenhouse gas emissions divided by business volume, reflecting the emission level per unit of business activity. The data is based on emission monitoring data and business volume data.

**Waste generation:** The total amount of hazardous and non-hazardous waste generated by the Company during the reporting period, based on the Company's waste handling records.

**Waste management:** Based on the Company's waste handling records and relevant policies, outline the waste management methods, measures, and steps taken to achieve waste reduction goals.

**Employee training hours:** The total duration of various types of training received by employees during the reporting period, sourced from the Company's training records.

**Employee turnover rate:** The proportion of employee turnover during the reporting period, calculated based on the Company's personnel records.

